

MICAH PROJECTS
ANNUAL REPORT
2016 / 2017

BREAKING SOCIAL ISOLATION. BUILDING COMMUNITY.



MICAH PROJECTS

Breaking Social Isolation
Building Community

Vision Statement

Our hope is to create justice and respond to injustice at the personal, social and structural levels in society, including government, church and business.

Mission Statement

To respond to people who experience exclusion, poverty, injustice and social isolation so that they may experience inclusion, economic wellbeing, justice and connection within their community of choice.

GUIDING PRINCIPLES

In responding to individuals, families, groups, communities and institutions, we believe that every adult and child has the right to:

- a home, an income, healthcare, education, safety, dignity and connection with their community of choice;
- access to a broad range of personal, social, intellectual, economic and spiritual resources for personal and community wellbeing;
- forums to participate in decisions which impact on their lives at an individual, social and structural level;
- equity, acknowledging the impact of age, gender, economic status, disability, sexual orientation, culture and religious belief;
- opportunities for processes that redress past and/or present experiences of neglect and abuse;
- resources to enable restoration of relationships with self, family, community, social and religious institutions.

Micah Projects endorses the United Nations Declaration of Human Rights.

We acknowledge the Aboriginal and Torres Strait Islander peoples of Australia as the traditional owners of this land and support their rights to self-determination, land and culture. We are committed to working in partnership to close the gap in the areas of health, housing and education.

PARTNERSHIPS AND CONSORTIA

500 Lives 500 Homes
Brisbane Common Ground
Brisbane Emergency Response Outreach Service
Brisbane Partnerships
Family Inclusion Network
Inclusive Health Partnerships
Jane Street Garden
Partners in Recovery Brisbane South PHN
Social Enterprise (Hope Street Café).

PRINCIPLE FUNDERS

The Queensland and Australian Governments support Micah Projects in our mission to build community and break social isolation through funding agreements for the provision of services in the community.



Australian Government

COMMITMENT TO QUALITY

Micah Projects is committed to adhering to well defined, effective procedures that are designed to ensure the quality of our services and activities. Our Quality Management System meets the requirements of ISO 9001:2008 and the Human Services Quality Framework (HSQF).



Contents

Micah Projects Board Members 2016/2017	02
Chairperson's Comments	03
CEO's Report	06
2016/2017 Highlights	08
Our People – A Snapshot	23
Working Together	30
Donors, Supporters and Volunteers	32
Thank You	34
Chair of Finance Subcommittee's Comments	37
Statement of Profit or Loss	38
Statement of Financial Position	39
Support Micah Projects	40
Contact Us	41
Agnes	13
Neb	14
Dennis	18
Susan	22
Sarah	26
Gabi	29
Dave	35
Gary	36

To read more stories visit:
micahprojects.org.au/stories

Micah Projects Board 2016/2017



Chairperson

Michael Kelly
(Outgoing Chair on 17 July 2017)
Spatial Information Officer

James Woods
(Incoming Chair on 17 July 2017)
*Business Development and
Marketing Manager, Carinity*

Secretary

Terry Fitzpatrick, *Priest,
St Mary's Community Ltd*

Board Members

Lewè Atkinson
Strategic Partnership

Michael Booth
*Financial Sustainability
Practitioner*

Julie Cork
*Organisational Consultant:
Leadership, Integrity,
Misconduct*

Carol Eapen
*Chartered Accountant
and Financial Counsellor*

David Gonsalves
Lawyer, MPN Lawyers

Claudine Kasselis
Barrister at Law

Sheridan van Asch
*Industry Manager –
Construction*

Above: Micah Projects Board from left:
Sheridan van Asch, David Gonsalves,
James Woods, Julie Cork, Terry
Fitzpatrick, Carol Eapen, Michael Kelly
and Michael Booth. (Absent: Lewè
Atkinson and Claudine Kasselis.)
Photography: Craig Holmes.

Opposite page: Jackie, Hope Street
Café Barista.
Photography: Michael Carrello.

Chairperson's Comments



Micah Projects success comes from understanding the people we support and a willingness to adapt to an ever-changing world. Driven by an unrelenting commitment to social justice, Micah Projects continues to grow and assist people to achieve positive changes in their lives. Critical to this success is the support and generosity from members, donors, funders and the Brisbane community.

We have been able to make the most of this generosity to establish two significant initiatives: the Hope Street Café and the Inclusive Health Clinic. We are grateful for continuing donations which assist us to support people faced with adversity and disadvantage.

Hope Street Café is a social enterprise working with the Department of Education and TAFE Queensland Brisbane that provides training in hospitality to people who have experienced long-term unemployment. As a result of this initiative we identified an unexpected outcome: the need for further training in the areas of numeracy and literacy. These essential skills are crucial for people working towards employment but also to live a meaningful life in the community.

Inclusive Health Partnerships Limited is a joint initiative of the Buddhist Compassion Relief Tzu Chi Foundation Australia and Micah Projects. Both organisations have a shared vision to reduce health inequalities in Brisbane. To achieve this, we have established an Inclusive Health Clinic at 15 Hope Street, South

Brisbane. Additionally the clinic strengthens our partnership with Mater Misericordiae Limited and St Vincent's Private Hospital, Brisbane. These collaborations are foundational to having an impact on better health outcomes for participants of our programs and vulnerable people in the community.

We particularly acknowledge our donors who have made both initiatives become a reality through the funding they provided for the capital set up of the café and health clinic.

Another significant achievement that occurred throughout the year included CEO Karyn Walsh being conferred an Honorary Doctorate of Social Work and Nursing from the University of Queensland and recognised in the Queen's Birthday Honours List as a Member in the General Division of the Order of Australia (AM) for significant services to the community.

It has been a privilege to serve as the Chairperson of the incorporated association for the past eight years and work alongside Karyn, the Leadership Team and the dedicated staff of Micah Projects. On behalf of the Board of Directors I recognise their commitment to create justice and respond to injustice. I also thank the directors who volunteer their time and skills to support and guide Micah Projects in all its endeavours.

Michael Kelly
Chairperson

Transition to a Company Limited by Guarantee

To enable Micah Projects to meet current and future challenges and embrace new opportunities, the Board last year oversaw and guided the organisation's transition from an incorporated association to a company limited by guarantee.

At a Special General Meeting in May 2017 Micah Projects members unanimously approved a resolution to transition to a company structure. On 30 June the organisation was registered with the Australian Securities and Investments Commission as Micah Projects Limited. This change does not affect our charitable status, nor our mission and vision.

In July, at the first meeting of the directors, I was honoured to be appointed by directors as the inaugural Chair. This follows Michael Kelly's eight years in the role. Over that time Michael guided the Board and Micah Projects through its largest period of growth and change. He has been integral in some of Micah Projects transformative projects in the areas of housing, healthcare and social inclusion. On behalf of our Board I thank Michael for his contribution and continuing commitment to Micah Projects.

It is a privilege to serve the organisation and the Board is committed to Micah Projects long-term sustainability. Micah Projects continues to have impact because of the tremendous effort of our Leadership Team, dedicated staff, volunteers, supporters and donors.

I look forward to collaborating with my Board peers, CEO Karyn Walsh and the Leadership Team to achieve our strategic goals. We will continue to identify opportunities with like-minded organisations to co-create, innovate and deliver better outcomes to improve lives.

We never lose sight of upholding the rights of vulnerable people. As we continue to transform and grow in the coming year, the founding ethos from St Mary's Community is ever-present – "act justly, love tenderly and walk humbly".

James Woods
Chairperson (from July 2017)



Of the 9,249 people receiving planned support in 2016/17...



94.2%
were satisfied with support received



96%
felt treated with dignity and respect



17% identified as Indigenous



17% were under 18



63% identified as female*



33% identified as male

*The high proportion of people identifying as female in 2016/17 can be attributed to new and expanded programs working with people experiencing Domestic and Family Violence.

In 2016/17

5.5% FUNDING INCREASE

4 NEW PROGRAMS



Brisbane City Council Mobile Healthcare for the Homeless



Department of Education and Training, Skilling Queenslanders for Work



Early Intervention for Young Pregnant and Parenting Women, Children and their Families



Occasional Care at Wellspring Early Childhood Hub

39% MORE SUPPORT



9,249 ↑39%
people provided with planned support



228,817 ↑42%
occasions of personal contact



76,296
phone calls answered
24 hours a day, 7 days a week

HIGHLIGHTS

580



individuals and families were housed by the **500 Lives 500 Homes Campaign** since 2014

See page 25

2,931



individuals and families received domestic violence support with **1,054 Children under 5**

See page 27

1,446



people engaged with Lotus Place, Lotus Place CQ, and Lotus Place NQ

See page 17

COMMUNITY . BUILDING



COMMUNITY . BUILDING
ISOLATION . BREAKING

CEO's Report

There are many things I love about my job, not the least of which is that no two days are the same. I know that each day we will be engaging with people in the community who require support, but I never know exactly what each day will bring. Understanding this, we have spent the last 20 years ensuring we have the systems and the people in place to be able to respond to whatever challenges arise, 24 hours a day, 365 days of the year.

On Saturday I was working in the office when a man arrived who was clearly physically unwell and distressed. Our skilled team quickly ascertained the source of the problem. Having only just checked out of hospital following major surgery, this man was trying to recover on a couch in his unit, because he did not own a bed or have the resources to buy one. This was compromising his stitches, his wound care, and his overall recovery. He was in crisis. And like many of the people we support, who find themselves in crisis, he had no family or friends that he could reach out to for support.

Our team sprang into action, and having determined the immediate solution lay in getting him a bed, resolved to make it happen that afternoon, despite it being a weekend. By 5pm the bed was purchased and delivered along with sheets, mattress protector and pillows.

One of our after-hours nurses and a support worker made an outreach visit to his home that afternoon. In a single day, we had helped him move from ill-health and emotional distress to circumstances where he had a clean new bed to sleep in, on-site nursing care and a feeling of being comfortable and supported in his home – everything he needed to recuperate from his surgery.

Above left: Terencia lighting a candle of remembrance, Remembrance Day, Brisbane, September 2016.

Above right: Premier Annastacia Palaszczuk and Minister Shannon Fentiman with members of the Historical Abuse Network and friends at Remembrance Day, Brisbane, September 2016.

I might not be able to predict with certainty what issues and challenges might arise on any given day, but I can say with absolute certainty that we can handle it.

We have spent many years recruiting, training and supporting an extremely capable and dedicated team of workers. We are proud of the workforce we have built. Each person is critical to our ability to support the community whether they are outreach support and advocacy workers, co-located nurses, after-hours receptionists, HR or communications workers, or members of the finance team who ensure our staff and bills get paid on time. Everyone is vital to fulfilling our mission. This includes our leadership team who are committed to supporting our workers, encouraging professional development and championing our commitment to quality.

Micah Projects staff members have extensive experience or are keen to develop it. They are optimistic for the future but pragmatic about what needs to be done today. They understand processes but embrace creative problem solving opportunities when the status quo isn't good enough. They are never afraid of hard work, and they live and breathe social justice in every aspect of their working day. It is an honour and a privilege to work with them.

As a community, we face the ongoing challenges of social inequality, social isolation, poverty and injustice. The level of inequality and poverty in the prosperous city of Brisbane never ceases to amaze me. We must overcome the temptation to point fingers at individual behaviours. Instead we need to look at the structural issues in our community that trap people in cycles of poverty and inequality, including access to quality education, training, employment, healthcare, healthy food and safe, secure and affordable housing.

Efforts to address these issues have typically taken a siloed approach to funding, investment, human engagement, program delivery and evaluation. Evidence, research, and our own frontline experience in Brisbane, tells us this approach is inefficient and ineffective.

We have spent a lot of time this year working to reduce or eliminate silos to improve access to our services, reduce unnecessary duplication and red tape, and make it easy for the people we support to promptly receive the services they need.

With the ending of the Royal Commission into Institutional Responses to Child Sexual Abuse I would like to acknowledge the work of the Commissioners led by Hon Judge Peter McLennan for their engagement with Micah Projects over the past five years. We thank Commissioner Robert Fitzgerald and Commissioner Bob Atkinson for participation in events with us here in Queensland. I remember when the Commission was announced the great sense of relief I felt. Despite many attempts by previous parliamentary reports, a Royal Commission was finally established with the necessary powers to ensure that survivors' experiences would be central.

Institutions including churches and government would be required to put on public record how they dealt with disclosures of criminal behaviour and abuse. We are proud to have been part of the process, which has fundamentally changed the power imbalance for adult survivors as they seek justice and hope improved systems will emerge in the future.

I thank the Board for their ongoing contribution to our governance and for their support of our mission, especially as we have transitioned our legal structure to a not-for-profit company. I thank the Queensland Government whose ongoing funding and support enables us to operate so many of our programs. I acknowledge all in the public sector who have engaged with us in developing the 'Supporting Families, Changing Futures' Strategy, Domestic and Family Violence Reform and the Housing Strategy. I thank our donors and supporters who have been critical to our efforts and progress. We are continually inspired by your giving and generosity. I would also like to thank those who have sent me messages of support and acknowledgement in relation to the Honorary Doctorate from the University of Queensland, and the Order of Australia AM. I thank the University of Queensland for the recognition of our work and their ongoing support. I regard these honours as recognition of the work of all those involved in Micah Projects and St Mary's Community (in Exile).

As we look to the future we face some significant challenges, amongst them being the rollout of the National Disability Insurance Scheme (NDIS). We understand that many of our mental health and disability programs will lose funding, leaving our participants without the essential services they have grown to depend on, including case management, financial resources, and personal and social support.

While NDIS will be a great resource for many in the community living with disability, providing opportunities for services that they have not had before, it will simultaneously see hundreds of people with multiple needs in Brisbane left behind. Over the past year, we have begun the transition and sadly, some long-term staff have been made redundant. We thank them for their many years of service. We are still in a process of determining how Micah Projects will engage with the opportunities that NDIS will provide for people in the community.

We will however, in all that we do, continue to respond and partner with people seeking services, so they have a voice and can be part of change.

Karyn Walsh
CEO, Micah Projects

2016/2017 Highlights



On average, at least one woman a week is killed by a partner or former partner in Australia. (Australian Institute of Criminology (AIC), 2015).

Above: Candle Lighting Vigil held at South Bank Cultural Forecourt during Domestic and Family Violence Awareness Month, May 2017.

Photographer: Katie Bennett.

SIGNIFICANT STEPS MADE IN OUR EFFORTS TO ADDRESS DOMESTIC AND FAMILY VIOLENCE IN BRISBANE

The last twelve months has seen significant investment and activity in organisations and in communities as Queensland has embraced Dame Quentin Bryce's *Not Now Not Ever* milestone report on Domestic and Family Violence in Queensland.

The Brisbane Domestic Violence Service (BDVS) has been working hard in partnership with many organisations as part of the Brisbane Region Integrated Approach to Domestic and Family Violence. By working collectively we can increase the impact we have in supporting women and children and/or any family member impacted by violence in an intimate relationship or within the family.

It is our belief and commitment that we must change the narrative and advocate for equality in intimate relationships, in families, in the workplace and in the community. This is needed to stop the escalation of violence in relationships and families. We must do this while simultaneously addressing the risks, safety and needs of people who are currently impacted by violence so no one is left unsafe. Keeping women and children safe and holding men and any respondent (perpetrator) accountable for the use of violence are co-occurring actions which require collaboration across the criminal justice system, human services and communities.

As a 24/7 service our work in the last year has strengthened partnerships with Queensland Police allowing us to reach women and children earlier through outreach and co-responding. Being on-site sooner allows us to assist and support women and children in their homes to access the protections available via the Queensland Police and Criminal Justice System. Evidence shows that women are more likely to engage in ongoing support with a service when spoken to close to the time of the incident.

Our collaborative initiatives include a domestic violence specialist worker and a police officer going out to a household, usually at night, to provide direct assistance immediately. Also the development of the Queensland Police Service (QPS) Vulnerable Persons Unit within Queensland Police at Camp Hill. Here, organisations are meeting regularly to review and plan how to best manage the risk of women and children or the aggrieved, to enhance their safety and to respond to their needs. This requires working with men who are most often the respondents. Three Mandatory Men's Offenders Programs run by BDVS and Probation and Parole, continued to operate across Brisbane this year.

Additionally human services such as DV Connect, Hospitals and BDVS through the Safer Lives Mobile Service are working more closely together and strengthening partnerships to provide a 24/7 response to both women and children (or the aggrieved) and men (or respondent). This is vital as despite Domestic and Family Violence being a problem in Brisbane 365 days a year, there are not enough refuge beds to support demand and for some women and children, refuge is not a solution.

Safer Lives Mobile Service

26%

INCREASE IN CONTACTS BY OUTREACH WORKERS

Safer Lives Mobile Service, in partnership with Queensland Police Service and DV Connect, provides outreach to those experiencing domestic or family violence to resolve their issues and move to a place of safety beyond the threat of violence.

2017 CONTACTS

42,850

2016 CONTACTS

33,928

EXTRAPOLATED FROM 6 MONTH DATA





Above: Premier Annastacia Palaszczuk opening the South West Wellspring Hub, August 2016. Photographer: Craig Holmes.

Another significant initiative has been the formation of the Integrated Housing and Domestic and Family Violence Interagency group, which through regular meetings and reviews of individual women's circumstances, has been able to swiftly rehouse women and their children. This initiative recently received the Department of Housing and Public Works Director-General's Award which is granted to the most innovative/creative/good idea in recognition of the impact we are having in the lives of the people we support.

In addition to working in partnership in times of immediate crisis, our domestic violence specialist workers are present at the Holland Park and Richlands Courts for women and children, and at the Sandgate Court for respondents, who are most often men, helping people to navigate the system by providing information and support, and specialist advocacy.

Domestic violence specialist workers are available on the phone and through outreach 24/7. We receive many self-referrals daily, primarily from women who are seeking help to better understand domestic violence, to develop safety plans, and to rebuild their lives as they recover from the consequences and trauma that domestic violence has had on their lives and the lives of their children. The women and children, single women, family members, people from LGBTIQ communities, people from non-English speaking backgrounds and Aboriginal and Torres Strait Islander peoples who contact BDVS come from many different circumstances,

ages and stages of relationships. Two specialist children's workers are also available to support children and young people along with their protective parent, most often their mother.

BDVS works from three Wellspring Locations across Brisbane and this year Premier Annastacia Palaszczuk opened the Wellspring Hub Southwest at Inala. Co-located with the South West Brisbane Community Legal Centre, the hub provides local and regional access to people seeking services in relation to domestic violence and child protection in a safe and trusted environment.

BDVS continues to be engaged in community education across Brisbane, cosponsoring the Candlelight Vigils during Domestic and Family Violence Awareness Month at South Bank and Inala Civic Centre.



Above: The 2016 Parent Leadership Training Institute inaugural group at their Graduation Ceremony, December 2016. Photographer: Craig Holmes.

INAUGURAL PARENT LEADERSHIP TRAINING INSTITUTE GRADUATES

In December 2016 we celebrated the graduation of the first group of talented and passionate individuals completing the 15-week Parent Leadership Training Institute (PLTI) Program in what was a moving and inspiring ceremony.

This graduating class were part of a pilot program to bring the innovative PLTI program to Brisbane. It was made possible through a partnership between the Family Inclusion Network (facilitated by Micah Projects) which is funded by the Queensland Government Department of Communities, Child Safety and Disability Services. The program was mentored by the Parent Leadership Training Institute Connecticut.

The PLTI program was developed in the United States after extensive research, evidence and consultations highlighted that while parents have the motivation and desire to make positive changes to their lives and their children's lives, they often lack the advocacy skills and opportunity for leadership to do so.

The program is designed to enable parents to become leading advocates for themselves and their children, and to become effective change agents for the next generation.

This vision is similar to that of parents here in Queensland who have been engaged in Family Inclusion Networks over the last 10 years. These parents are seeking the skills and opportunity to share their real world, lived experiences with elected officials, policy makers and organisations. Parents are often the missing voice in the child protection system and across government agencies which are responsible for services that can enable real change and opportunity in the lives of parents and their families. Structural issues such as cost of living, unemployment, poverty, lack of affordable housing are as much issues for families as are their personal challenges which impact on family functioning, safety and stability.

The curriculum includes leadership and public speaking skills, understanding democracy, advocacy and lessons regarding the processes of government and community engagement. It also supports and encourages individual parent leaders to work on projects that are as diverse as the parents themselves. These projects can be based within their own family, or broader projects requiring cooperation at local, state or federal levels of government. This year's projects ranged from growing fruit trees in Council parks, changing the experiences of people impacted by domestic violence, and creating a resource kit designed by parents of gender diverse and transgender children.

Our first graduating participants are already having a positive impact utilising their new skill set and being engaged in the

community. One impact to date includes a parent securing increased funding for an innovative housing and support solution for her son living with a disability. This success is attributed to the courage and determination of a parent to ensure her son could live independently, and the difference learning new skills can create.

An evaluation of the pilot program was undertaken pro bono by Professor Karen Healy, School of Nursing, Midwifery and Social Work, University of Queensland, with findings presented in an Evaluation Report.

When asked how their participation in the program impacted on change the Parent Leaders offered comments such as:

"I feel so much more aware, confident and empowered. I had no idea before. Now that if I am passionate enough about something, rather than just whinge, I have the tools to do something about it. Little old me!"

"I learnt so much! I got more confident in public speaking and feeling confident about standing up for others".

In a time when many people are commenting on our democracy, programs like PLTI can add value and inspire greater participation in our democratic process by parents as citizens.

To learn more about the program visit www.finseq.org.au/resources to watch our Parents as Leaders video or read the Evaluation Report.

500 LIVES 500 HOMES SUCCESSFULLY COMPLETED

In March 2017, we reached our collective goal alongside our partner agencies with more than 500 individuals and families now housed, and their homelessness ended. We thank our partnering agencies, volunteers and donors for supporting the campaign to measure our progress and reach our goal.

The three-year campaign included 34 government and non-government partners working collaboratively in an unprecedented effort to end homelessness in Brisbane one person, one family, at a time. Without the ongoing generosity of the Brisbane community this could not have been achieved and was essential to our success. Whether it came as direct donations to Micah Projects, furniture donations through Givit, or as one of the many local fundraising activities in workplaces, schools, neighbourhoods and businesses, this support had a profound impact on the lives of individuals and families in Brisbane. It enabled people to move into a unit or house, and to have it filled with the essential day-to-day items they needed to start their lives anew and to make it a home.

The campaign began in 2014 with a community-wide registry fortnight where local agencies, staff and volunteers went into

the community, surveying 961 families, young people and adults who were experiencing homelessness on the streets, in emergency accommodation, couch surfing, in cars or in boarding houses. Over the three years, 2014 – 2017, an additional 1,733 people have been registered as part of the ongoing work of the campaign.

While some regarded the ten-fold goal increase from our initial 50 Lives 500 Homes Campaign in 2010 to 500 Lives 500 Homes as ambitious, by the campaign end date we saw this goal not only be achieved, but exceeded. A total of 580 individuals and families were permanently housed during the life of the campaign. This contributed to a 24% reduction in family homelessness and a 32% reduction in people sleeping rough in Brisbane.

The Housing First principles utilised by the campaign played a critical role in its success, which helped end homelessness and change the daily lives of 373 individuals and 207 families with 430 children living in Brisbane. Over 80% of the families housed were mothers with children. While this was a significant achievement we still have work to do so that no one is sleeping on our streets in Brisbane, and when people do experience homelessness, it is for the shortest period of time possible.

'Housing First Brisbane', which will continue the work established in the 500 Lives 500 Homes campaign, has embraced a roadmap to end homelessness in Brisbane through a Housing First Approach. This roadmap will guide our collaborative efforts, working locally to achieve our vision to end homelessness.

Our work continues at the individual, family, community and in the future at a national level. We aim to participate in the National Campaign 'Advance to Zero' to end homelessness nationally starting with street homelessness.

To view detailed factsheets and the 500 Lives 500 Homes Campaign Impact Statement visit micahprojects.org.au/resources/fact-sheets. To view *Housing First: A roadmap to ending homelessness in Brisbane* visit micahprojects.org.au/resources/publications

INTEGRATING HEALTHCARE AND HOUSING IMPROVES OUTCOMES

Since 2006 Micah Projects has recognised the need for integrating healthcare into our work as a critical factor in successfully moving individuals and families from homelessness to housing. Our data demonstrates that health inequality is growing in Australia as health systems change. Access to appropriate, quality healthcare is essential to enhancing a person's well-being and stability, and their ability to maintain a safe and secure tenancy.

AZIAH, AGNES AND LARIANNA

Photography: Katie Bennett.



Agnes was standing on the side of the road, suitcases at her feet, as her two youngest children started asking her what was happening. After months of couch-surfing with friends and family, her options had run out and she found herself with nowhere to go.

Agnes pulled out her phone and googled 'homeless in Brisbane please help'. Micah Projects came up as the top result. Agnes immediately called, not knowing what to expect.

"I told them I had the kids with me and they told me to come straight to their office. I wasn't sure whether I should go, but then they told me they had already found us emergency accommodation for the night. It was such a relief for me to know we had somewhere to stay."

Micah Projects Family Support and Advocacy team helped secure ongoing accommodation for Agnes and her family, but Agnes says the support she has received extends way beyond housing.

"When they found us this house to live in, they didn't just dump us here and leave. They gave us emotional support and they helped provide us with everything we needed to set up the house; the whitegoods, the basic furniture and beds and mattresses for everyone. Then they delivered it all and moved it into the house."

"The kids couldn't believe it when they got their own beds. They were so excited. We moved in just before Christmas, and the team from Micah even brought Christmas presents for the kids to make sure they didn't go without. It meant a lot to see the kids so happy. I cried."



NEB
Photography: Craig Holmes.

“My mum passed away in 2007 and I just went into self-destruct mode. It’s no excuse, but when that ice grabs a hold of you it really grabs a hold.”

Neb experienced homelessness on and off for the next ten years, moving between hostels and boarding houses while trying to beat his addiction. Shortly after a relapse in 2016 Neb had a mild stroke, and suffered permanent head injuries.

That’s when Neb met Kim from the Street to Home program. Kim noticed he was looking unwell on the street and took him straight to the hospital where he was diagnosed with a significant infection.

The Street to Home team supported Neb to access a methadone program and a housing unit they helped to furnish.

“I now have a home so I have a life. It’s completely different. I have a reason to better myself. I’m

paying my rent. I’m paying my bills. I’m being a good neighbour and looking out for people.”

Neb has also been able to access community nursing for his ongoing health issues as part of the Street to Home outreach program.

“The community nurse Bron is great. When she comes here she makes me feel like a real person. Like someone actually cares about me.”

“The last few months getting off the drugs has been hell, but I’m proud of what I’ve done.”

Since gaining access to stable, secure housing Neb’s outlook on life has changed dramatically.

“I have a home now and that means I’m a member of society so I’m going to get back out there and contribute.”



“From the weekend, health vans are hitting the roads of Brisbane, operating for 120 hours per week, to deliver timely and vital health services to those who are homeless or sleeping rough,” Lord Mayor Graham Quirk. Launch of the Mobile Healthcare Vans. Above, from the front: Bronwyn, Ros and Jenna.

In 2017 the Pathways Pilot Program reached its three-year milestone. The program engaged with vulnerable people presenting at hospital who were homeless or vulnerably housed. The aim was to identify people with both homelessness (or housing issues) and health issues, prior to or on discharge from hospital, for referral to Micah Projects. Inclusive Health Nurses employed by St Vincent’s Private Hospital, would assess their health, housing and social support needs so as to resolve their risk of homelessness.

St Vincent’s Private Hospital were the Lead agency in the pilot program, with nurses collocated within the Home for Good Homelessness programs at Micah Projects.

The project demonstrated that integrated nursing care, housing and support programs, deliver improved outcomes for the individuals and significant economic benefits to the government and community. When resource-intensity of inpatient use is modelled, the estimates suggest that the Pathways Program may return as much as \$7.25 per \$1 spent. (View the Pathways Hospital Admission and Discharge Pilot Project factsheet: micahprojects.org.au/resources/fact-sheets.)

Brisbane City Council Mobile Healthcare for Homelessness
Micah Projects was also successful in tendering for funding from Brisbane City Council to enhance our healthcare response for vulnerable people in Brisbane. The funding provided for three mobile healthcare vans and additional staff to expand our healthcare response. As well, it including start-up finance for the Inclusive Health Clinic GP practice which will provide clinical governance for outreach service with our Partners. Specifically this funding will allow us to amplify the impact of our existing Street to Home after hours nursing services, and

provide a coordinated daytime multidisciplinary response with nurses and community workers supporting people where they live, be it on the streets, boarding houses or in their recently secured housing so as to prevent homelessness from reoccurring.

Integrated Healthcare and Supportive Housing
Dr Cameron Parsell from the Institute for Social Science Research, the University of Queensland, conducted an evaluation of the integration of nursing care within the supportive housing team at Brisbane Common Ground. The conclusions verified that integrated healthcare and supportive housing enabled tenants supported by Micah Projects at Brisbane Common Ground to take control and self-manage their healthcare. The evaluation found that as a result the formerly homeless individuals were in a position to improve their self-reported health outcomes, make healthier lifestyle choices and access pathways into more appropriate and effective healthcare. To view the report visit micahprojects.org.au/resources/publications.

We continue to value the funding and partnership with Mater Healthcare and St Vincent’s Private Hospital who fund the nursing positions at Brisbane Common Ground 7 days a week.



Above: Dignitaries cutting the ribbon at the official opening of the Inclusive Health Clinic, February 2017.
 Photographer: Craig Holmes.

PARTNERSHIP HELPS TO ADDRESS HEALTH INEQUITY IN BRISBANE

Each year we continue to collaborate with partners in our shared quest to increase health equality in Brisbane. A stand-out moment took place in February this year, with the opening of the Inclusive Health Clinic.

Located in the central suburb of South Brisbane, and immediately adjacent to Brisbane Common Ground, the purpose of the clinic is to ensure vulnerable people can access affordable, trauma informed healthcare services. The clinic provides dental, GP and allied health services in an integrated manner, in collaboration with health, social and community service providers.

The establishment and initial opening of the clinic has only been made possible through several innovative partnerships that have been nurtured and developed over many years under the Inclusive Health partnership umbrella.

The Clinic is operated by a new not-for-profit company - Inclusive Health Partnerships Ltd, a joint venture between Micah Projects and The Buddhist Compassion Relief Tzu Chi Foundation Australia, an organisation dedicated to charity, medical service, education and the promotion of humanistic values. (Visit inclusivehealthclinic.org.au for more information.)

The provision of our integrated nursing care is made possible through funding from the PHN South and PHN North. This funding is also delivered with the support of our partnerships

with Mater Misericordiae Ltd, St Vincent's Health Australia and Queensland Health.

As many people today live with the consequences of trauma, the Inclusive Health Clinic aims to make available programs and treatment to engage body, mind, brain and spirit. The first groups of Trauma Informed Yoga and community acupuncture have been well received.

We look forward to continuing to expand operations and embrace innovation in the pursuit of health equity with the help of our partners and supporters.

ROYAL COMMISSION FINAL YEAR

Over the past four and half years the Royal Commission into Institutional Responses to Child Sexual Abuse has drawn national attention to the extent and prevalence of childhood sexual abuse within institutional settings in communities across Australia. The most significant outcome is the vindication of adult survivors who have been calling for the exposure of the truth, and acknowledgment that abuse did occur. Their experiences in seeking justice have been validated and institutions have been held accountable.

Institutions which were given the trust of the community to protect, care and nurture children breached and defiled that trust and left in its stead, a legacy of pain, mistrust and injustice lasting a lifetime for adult survivors.

The Historical Abuse Network through Lotus Place, our resource centre for people who experienced abuse in institutional settings and out-of-home care, has for many years advocated for change. We have supported its members as they engaged with the Royal Commission through personal testimonies and private sessions individually, attended public hearings as witnesses and observers, and prepared submissions to consultations. Adult Survivors want to be assured that the recommendations of the Royal Commission will not be gathering dust on bookshelves but will be taken seriously by the Australian and Queensland Government.

The Historical Abuse Network has provided the Australian Government with the *Framework for Justice*, and has called upon the Queensland Government to address the 'Unfinished Business' arising from the Royal Commission into Institutional Responses to Child Sexual Abuse.

The Queensland Government in 1999 was a national leader in bringing to light the historical abuse of children in church and state government institutions, but the work is not finished.

Adult Survivors and the Historical Abuse Network have been calling for a Queensland Truth, Healing and Reconciliation Taskforce to create partnerships and work on the recommendations from the Royal Commission and beyond. As well they call for adult survivors of all forms of abuse to be recognised in the education of the community, to have access to mainstream services, financial payments and specialist services across Queensland and that the safety of children today is ensured.

Premier Anastacia Palaszczuk committed to establishing a Queensland Truth, Healing and Reconciliation Taskforce at the Child Protection Remembrance Day 2017.

It is through the strength, courage and fortitude of these fellow citizens that the truth is being revealed, and we as a country are driven to make changes at individual, family, organisation, community and government levels.

Micah Projects acknowledges the legal and policy teams, the counselling staff and all involved in the work of the Royal Commission. The ethics to ensure a trauma sensitive approach to the needs of survivors enabled the safety of many to participate.

We would like to personally thank all the Commissioners: Chair of the Royal Commission The Hon. Justice Peter McClellan AM, Justice Jennifer Coate, Commissioner Bob Atkinson AO APM, Commissioner Robert Fitzgerald AM, Commissioner Helen Milroy and Commissioner Andrew Murray.

(Visit lotusplace.org.au/resources/general-resources or micahprojects.org.au/resources/publications to read the *Framework for Justice* and *Unfinished Business*.)



1,446 PEOPLE ENGAGED WITH LOTUS PLACE

1,203

PEOPLE ACCESSED SERVICES

Attended events, participated in group work, and were provided information



468

PEOPLE WERE SUPPORTED WITH THE ROYAL COMMISSION

Supported to engage with the Royal Commission into Institutional Responses to Child Sexual Abuse



450

PEOPLE WERE SUPPORTED TO CONNECT

Supported to access information and assistance through 'Find & Connect' support services



157

PEOPLE ACCESSED ALL THREE TYPES OF SUPPORT



DENNIS

Photography: Craig Holmes.

Over half a century later, Dennis still had no idea why he and his brother had spent time in institutional care as children. They were not orphans, and he could not recall anything they could possibly have done that would warrant placement for bad behaviour. It was a mystery, one he had buried deeply, along with the secret that he had been sexually, physically and emotionally abused during the stay.

"I never told anyone. I never talked about it, not even to my brother. I buried it deep and just worked, worked, worked."

Dennis was initially reluctant to speak to the Royal Commission about the abuse he had experienced.

"The Lotus Place staff let me know about the Royal Commission. I was nervous at first, but I decided I really wanted to tell my story to people who could make a difference."

"The help I got from Lotus staff took so much pressure off me. They told me 'just go in there and

say what you want to say', which I did. They helped me prepare with gathering my old files from the different institutions which made me feel like I had validation – I was there, I'm not lying. Selina from Lotus Place even came along with me."

"The commissioners immediately made me feel very welcome. Any worries I had they might not believe me or might want to argue about what happened to me disappeared.

"I know a lot of people are frightened to stand up and tell people what happened to them. They're worried that everyone will know their business, but they don't need to be. People like the Royal Commission and Lotus Place are here to help. They listen. The Royal Commission didn't try to discredit me. Same with Lotus Place staff – they are just there to help."

"Going to the Royal Commission is one of the best things I've ever done. I walked out of there feeling totally different to when I walked in."



Above: Hope Street Café patrons. Artworks: 'Tangled in Blue' exhibition of paintings by local artist John Doherty.

Photographer: Craig Holmes.

HOPE STREET SOCIAL ENTERPRISE

The launch of the Hope Street Café was a major highlight of the 2016/17 year as five years of planning and fundraising saw the vision become a reality.

The vision has been to reduce isolation and build community through greater social and economic participation. After planning, research and community input, our vision is now grounded in establishing a social enterprise café.

The initial planning met with some obstacles which were mitigated by creating the business systems for the café in a separate location. We leased a café which became available on Boundary Street, West End while capital works occurred at 15 Hope Street, South Brisbane.

Expectedly but not surprising we have learnt from our participants that to achieve our vision, both locations are required. 15 Hope Street is a commercial café offering on-the-job training and employment and 'Hope on Boundary' is an industry-based training hub. Our participants are keen to learn and we need to offer basic literacy and numeracy skills development before people are ready to undertake a TAFE course. The two sites will work together in achieving our goal.

The social enterprise would not have been possible without the significant and ongoing support of a number of partners, who embraced and shared our vision. We especially thank Conrad Gargett for their generosity in providing pro bono work for the design of the café, followed by their skilled project management of the building component of the project. The

beautiful results of their work, as the photo shows, demonstrate their understanding, support and commitment to the project.

As well we thank Inkahoots for creating pro bono the engaging visual identity for the Hope Street Social Enterprise.

We have high hopes for what the cafés can achieve. We plan to provide long term unemployed and local community members with opportunities for learning, training and skill development, work experience, employment, community connections and meaningful activity.

The last financial year saw the completion of all the capital works for the Hope Street Café. The two sites combined will create pathways and a diversity of activity to support our overall goals of a sustainable, mission-driven social enterprise. We will bring people with resources, skills and connections together with people who are wanting to learn. We thank our new team, partners, volunteers, sponsors and donors in assisting us to achieve our milestones.

We acknowledge the Australian Government Department of Social Services for the funding they provided for 2.5 years for the development of the social enterprise and Ian Potter Foundation who are contributing for the next three years in the operational component of the café alongside our learning partner TAFE Queensland Brisbane. The capital works have been made possible by many small donations and local fundraising efforts.

(Visit hopestreetcafe.com.au for more information.)



Our sincere gratitude to the philanthropists and donors who collectively donated the following amount towards the capital expenditure for the new clinic and café.

+ **\$487,811**
FOR INCLUSIVE HEALTH CLINIC

H **\$393,067**
FOR HOPE STREET CAFÉ
SOCIAL ENTERPRISE

Above: Inclusive Health Clinic staff and visitors.

Opposite page: Hope Street Café at 15 Hope Street, South Brisbane. From left: Finn, Chris and Hannah.

Photographer: Craig Holmes.

GREAT STRIDES MADE POSSIBLE WITH PARTNERS

Since its inception, Micah Projects has understood that to maximise the positive impact we can have in the lives of the individuals and families we support, we need strong partnerships and to be supported within a community of citizens who share our vision for a more just and inclusive society.

These partnerships have come in a variety of forms, each one of them unique and valued. Some of these partnerships are collaborations with fellow service providers to integrate service delivery for people experiencing disadvantage. Some are partnerships with other community organisations where we have a common purpose, such as to reduce health inequality, end homelessness or support young pregnant and parenting women, their children and families. Some of our partnerships are with government departments and programs, where we share the same vision to support fellow citizens in time of adversity. At all times, in all that we do, we strive to be in partnership with those who access our services.

Brisbane Partnerships

Over the past two and a half years the Australian Government Department of Social Services has funded Brisbane Partnerships which is a collaboration between four community-based, multi-service providers: Community Living Association, Jabiru, Kyabra and Micah Projects. We are committed to a community development approach, early intervention and family support within a social justice framework.

In our work together we have partnered with Family Inclusion Network in creating tools and opportunities for parents to engage with us on programs and policies that affect their lives.



We have also developed closer relationships and information sharing for joint tenders, governance and National Disability Insurance Scheme (NDIS) transition. Micah Projects has really enjoyed the opportunity this partnership has fostered.

Philanthropic Organisations, Foundations and Donors

We are fortunate to have developed several partnerships with philanthropic organisations or foundations, whose financial support and trust, have allowed us to provide more services, develop innovative pilot programs and translate best-practice research into real world initiatives.

With many community groups and individual donations we can continue to make a difference directly to people in financial and personal hardship and create new opportunities.

While some donations have created new initiatives like the Hope Street Café and the Inclusive Health Clinic, the ongoing support for our Homelessness and Housing Fund and general donations, contribute to providing emergency accommodation and establishing housing every year for hundreds of people when combined with government grants. Above all it enables us to keep our commitment that no child remains sleeping in a car or on the street when they seek our services.

While we enjoy support from partners every year, including those we have featured on our Thank You page, this year saw the highest level of funding to support new programs and extend existing ones.

This included:

- \$15,750 from the English Family Foundation to establish our first social enterprise endeavour via the Start Some Good Campaign for the Hope Street Café

- \$100,000 from the Flannery Foundation towards establishment costs for both the Inclusive Health Clinic and the Hope Street Café
- \$50,000 from The John Barnes Foundation to support Young Mothers for Young Women's early intervention program for young mothers and their children, and
- A new partnership between CUA (Credit Union Australia) and our Brisbane Domestic Violence Service (BDVS) to assist women with financial challenges due to domestic violence through CUA Banking. This partnership is in addition to a contribution of \$50,000 to assist us in funding a part-time financial counsellor for women.

We also extend our heartfelt thanks to the continued community support we receive as individuals and organisations raise funds in local communities, workplaces, schools and neighbourhoods to provide funding and supplies that allow us to provide emergency support when women are escaping domestic violence. Thanks to this funding we distributed phones and essential items to women in motels.

It is through partnerships such as these that enable us to respond to the challenges our fellow citizens face every day. Using the world's best research and our frontline experience to develop and deliver innovative, best-practice programs, we maximise our impact for the vulnerable people of Brisbane.

We are deeply appreciative to all our partners and donors for their support.



SUSAN
Photography: Craig Holmes.

Susan had always worked and prided herself in her resilience, her work ethic and her ability to pay her own way. Her adventurous spirit had seen her succeed as a governess and jillaroo in outback Australia, as an English interpreter in Japan and as an executive secretary to CEOs in Queensland.

But the onset of multiple health issues, a reduction in her capacity to work, and the end of her 16-year, long-term rental accommodation arrangement triggered rapid changes in Susan's life.

Being in and out of work Susan was faced with a highly competitive market for rental tenancies. Susan was unable to secure a formal private rental arrangement, and had no choice but to enter one questionable, informal agreement after another.

"It all went downhill so quickly. My health, my work life and my living situation. It completely overwhelmed me. I was on a stretch of road just outside the PA Hospital. I remember the semi-trailer as it was coming closer and I was thinking how easy it would be to step out."

"I just couldn't do that to the driver. So instead I sat on the side of the road and cried for what felt like hours. Then I went inside to the PA hospital."

While receiving treatment at the hospital Susan was referred to the Partners in Recovery team, who helped her to secure crisis accommodation before she left the hospital, and then a permanent Department of Housing rental.

"My new home is just wonderful. Michael and the team at Micah went above and beyond to assist me. They drove me to inspect the property, helped me to fill out paperwork and travel to various offices to lodge forms. They helped me get access to the possessions I still had in storage, and assisted me with other basic items I needed but just didn't have, like a washing machine."

"I wasn't expecting any help with the actual move, but then Michael turned up along with Gary and his wife from the moving company that helps Micah. They were smiling and made me feel like I mattered as a person." (See Gary's story, p36.)

"I never thought I would be in a position to need help. I was always the one giving help. So it was hard for me to get to a point where I could say I needed assistance."

"If it wasn't for Micah Projects I would be dead. Without a doubt."

Our People – A Snapshot



220 EMPLOYEES
30 JUNE 2017

21 COUNTRIES
OF ORIGIN

84%
RETENTION RATE

Above: Micah Projects workers participating at the launch of *Housing First: A roadmap to ending homelessness in Brisbane*. (Visit the publications page at micahprojects.org.au to read the Roadmap.)

Micah Projects began as an initiative of the St Mary's Community in South Brisbane after recognising adversity and disadvantage within the local and broader Brisbane community.

We have grown significantly from humble beginnings in 1995 when our CEO Karyn Walsh, was the first paid employee working only ten hours a week. Micah Projects is now an organisation of 220 staff as of 2016-2017. This year we welcomed 69 new staff, farewelled 52 staff and held a retention rate of 84%.

We support a community where equality and diversity are valued which is reflected in our culturally diverse workforce, currently representing 21 countries of origin.

Micah Projects continually seeks to improve the performance, support and professional development of our workforce. In early 2016, with the adoption of the new performance program *Talkin*, we have strengthened staff performance by broadening the opportunities for professional development, education and mentoring. This year our staff engaged in CALM de-escalation training, Cross-Cultural Awareness Training, continuing Emergency Response Training and information sessions on Alzheimers and Dementia in homelessness populations, changes to the Mental Health Act and the Office of the Public Guardian and Public Trustee.

Through robust, valued partnerships and strategic collaborations with other not-for-profit organisations, governments and businesses, Micah Projects has built a network of complementing rather than competing services. This allows decision-making to be more strategic and sophisticated, to the benefit of the people we support.

We welcome the opportunity to inspire students in their career choice and provide meaningful learning environments for their course placement programs. In 2016-2017, we hosted 18 students from the University of Queensland, Queensland University of Technology, Griffith University, Southern Cross University and University of Sunshine Coast. A further six international students and several Year 11 Brisbane State High School students contributed towards their course programs through volunteering.

The success of many of our events, activities, services and programs is due to the generous support of volunteers and donors. With over 120 regular volunteers, Micah Projects was able to increase the number of individuals and families we support and expand the services and programs we deliver. Donors have strong tangible impacts, allowing for any family presenting with children, to be immediately found accommodation, irrespective of government funding availability, to ensure no child sleeps on the streets.

Micah Projects would like to thank our partners, students, volunteers and donors. We greatly appreciate your generous donations and your time.

Home for Good

ending homelessness
one person,
one family at a time

Prevention

Homestay

Early intervention to prevent homelessness

Provided with support to maintain tenancy:

 **87** Families and couples

 **70** Children (under 18)

 **42** Individuals

Pathways

No discharge from hospitals into homelessness

2,743 Occasions of direct nursing care provided 

Access and referral Housing and support

Coordinated Access and Referral

4,062 Individuals and households assisted

1,316 Occasions of direct nursing care provided to 293 individuals 

Assertive outreach

Street to Home

Assertive outreach to provide healthcare and housing to people who are sleeping rough

 **134** Individuals housed

716 Individuals provided with planned support

5,079 Occasions of direct nursing care provided 

7,947 Diversions to safety under the public diversion intoxication program

Supportive housing

Street to Home

Stabilising in housing by integrating healthcare and support services

155 Individuals supported  **82%** Tenancies sustained

Homefront

Supporting people living with disability

57 Individuals supported  **93%** Tenancies sustained

Brisbane Common Ground
Supportive Housing – Hope Street

153 Individuals supported  **89%** Tenancies sustained

Collaboration to end homelessness



Ending homelessness in Brisbane one person, one family at a time
500lives500homes.org.au

At the conclusion of the 500 Lives 500 Homes campaign in 2017, Micah Projects and our 34 partners had successfully housed **207 families** and **373 individuals** for a total of.....



580 Individuals and families housed since 2014

SARAH

Growing up in a home free of violence, sexism or misogyny, Sarah* never envisaged she would find herself trapped in a violent, abusive relationship.

As a child her family had encouraged her to pursue her dreams which led her to embrace her creative side, earning a Diploma in Visual Arts. Sarah then achieved a Bachelor of Applied Sciences and became a chemist.

But Sarah's life had been dogged by repeat bouts of persistent and ongoing pain from a childhood immune deficiency which was disregarded and misdiagnosed for several years. When it was finally correctly diagnosed Sarah was immensely relieved.

That's when he came into her life. "I was love bombed," Sarah says.

It wasn't long until he convinced Sarah to move in with him, which resulted in a loss of her disability support pension, her own living space, and her independence.

"The first time he yelled at me I didn't know what to do. I'd never been yelled at like that before. But then he apologised and said it would never happen again, though he made sure to let me know it had been my fault in some way."

"That's how it started. And it was the same cycle repeated over and over again. I didn't tell anyone. I was so scared and so ashamed."

"Looking back now I can see I was the target of a slow, insidious manipulation that stripped me of any independence and made me completely dependent on him. But by the time I figured out what was going on I was pregnant and I couldn't get out."

The tipping point came for Sarah when her daughter reached an age where she could no longer hide or shelter her from the violence in the household.

"I was desperate to reclaim a life for myself, and to model for my daughter what a strong woman looks like. I took on a major 18-month art project, all about rebirth and hope. I think it saved my sanity."

"I found my strength. I left and I took my daughter with me. My love for my daughter was bigger than the shame, so I told my family and I told my best friends, who rallied around me and helped me."

"Telling my family set me free. I phoned the Brisbane Domestic Violence Service [BDVS] and I'm so glad I did."

"Rachel, one of the BDVS team members was amazing. She helped me understand I wasn't alone. She gave me information and knowledge, she empowered me to express myself and gave me the courage to speak to the police."

"The BDVS team held me up in a time when I needed it most. They kept me moving forward, and helped me with practical support like making safety plans. The support sessions gave me something to look forward to, and I always left them feeling on top of the world."

"It meant the world to me when Micah asked me to be an ambassador as part of the Resound group: a group dedicated to sharing the voices of experience in the area of domestic and family violence."

"It gave me confidence that I could make a change for people in circumstances similar to mine. And working on a submission to parliament regarding potential law changes in Queensland introduced me to a new career goal I never knew I had."

Since becoming a part of the Resound group Sarah has enrolled in a Bachelor of Law course, and hopes to one day be directly involved in shaping future legislation as part of the Queensland Parliament.

"I know what it is like to live with domestic and family violence. I know it can happen to any woman, and I know about the issues and challenges in the current system, which I want to help change."

"If it wasn't for Micah I wouldn't be studying law, I wouldn't have my confidence back and I wouldn't be so committed to helping people."

*Sarah's name has been changed to protect her identity.

Wellspring

Family Support and Advocacy

 **77**
FAMILIES SUPPORTED

Of these **77 families** with **220 children, 38 families** were supported into permanent housing by the Family Support and Advocacy team.

Family Support and Advocacy

supports families experiencing homelessness transition from a crisis situation into long-term, secure and affordable housing. The team provides proactive outreach support to families to break the cycle of homelessness.

Young Mothers for Young Women

 **195**
FAMILIES SUPPORTED

195 young families were supported by Young Mothers for Young Women and **122 women** accessed the Young Mothers' Midwifery Group Practice in partnership with Mater Mothers.

Young Mothers for Young Women

provides family support, peer-led education, advocacy, early childhood programs and access to specialised antenatal care for young, pregnant and parenting women 25 years and under, their children and families.

Domestic and Family Violence

 **2,931**
INDIVIDUALS AND FAMILIES SUPPORTED

1,661 individuals and **1,270 families** with **2,589 children** (1,054 under 5) received domestic violence support, with:

 **4,337 Police referrals**

Redbourne: **3,357**

Safer Lives: **485**

Project Phoenix: **295**

 **85 Men** accessing the Safer Lives: Men's Domestic Violence Offenders Program

Mental Health & Disability

Partners in Recovery (PIR)

 **159**
PEOPLE SUPPORTED

159 people experiencing persistent mental illness with complex needs were supported in their recovery.

The Resident Support Program (RSP)

 **74**
PEOPLE SUPPORTED

74 people living with disability were supported in boarding houses and hostels by RSP.

The Hive Social Inclusion

 **246**
PEOPLE SUPPORTED

246 people were supported across **684 activities** by 'The Hive' to participate in their communities and build social connection.

Partners in Recovery (PIR)

is a consortium of organisations led by Brisbane South PHN, working in partnership to create a community of care that supports the recovery of people living with severe and persistent mental illness and with complex needs.

The Resident Support Program (RSP)

is a flexible, creative outreach service which provides support to adults who:

- » have a disability, and
- » are between 18 and 65 years of age, and
- » are living in private residential services levels 1, 2 or 3, and
- » are living in the inner-Brisbane area.

The Hive Social Inclusion

supports people to re-engage and participate in the community by providing indoor and outdoor activities to break down social isolation and build social connection. This vital part of Micah Projects social inclusion mission works within the South Brisbane metro area.



Publication

Visit the publications page at micahprojects.org.au to read *Housing First: a foundation for recovery* toolkit developed with the PIR consortium in 2017.



GABI
Photography: Craig Holmes.

Living with a mental illness has created significant challenges for Gabi. For the past 15 years, she had been couch surfing with friends and family and was hospitalised on multiple occasions. Gabi was living in a residential support hostel when Micah Projects' Resident Support Program (RSP) team met her.

Gabi had little to no confidence in her ability to live independently and Micah's RSP support and advocacy workers helped Gabi to set progressively ambitious and challenging goals and achieve them.

She started attending a number of Micah's community programs to reduce social isolation and grow self-confidence.

"I started going to Campbell's Club. We'd share meals, play bingo and the volunteers would cut and colour my hair. It made me feel great. I had a lot of fun and started to enjoy life."

"I also go to the Moonlight Magic Dinner Dance. They give me beautiful clothes and shoes to wear and do my hair and makeup."

Gabi recently achieved the momentous goal of moving into her own unit where she now lives independently.

The Micah team helped Gabi complete the paperwork to secure the property, and then provided the necessary household furniture and white goods to set up a home.

"I had a suitcase and some clothes. Micah got everything else for me: a bed, fridge, washing machine, couch, TV stand, rake and gardening gloves."

Gabi is loving her new found independence.

"I have my own place, with my own little piece of grass."

"Recovery is slow. You have to start small and work your way up, one thing at a time. Having that support changes everything. It just worked."

"Before I needed so much help and Micah Projects has really been there for me."

Working Together

Through valued partnerships and strategic collaborations Micah Projects has become a dedicated, evidence-driven, community organisation supporting thousands of people experiencing disadvantage. We especially thank our principal funders, the Queensland and Australian governments and Brisbane City Council, and the businesses, community groups and individuals who support our many services and programs.

Funders

Brisbane City Council
Brisbane North Primary Health Network (PHN)
Brisbane South PHN
Department of Communities, Child Safety and Disability Services
Department of Education and Training
Department of Housing and Public Works
Department of Social Services
Mater Misericordiae Ltd
St Vincent's Health Australia

Queensland Government

Department of Aboriginal and Torres Strait Islander Partnerships
- Community and Personal Histories' Unit
Department of Communities, Child Safety and Disability Services
- Child, Family and Community Services
- Corporate and Executive Services
- Disability Services and Seniors
- Strategy, Engagement and Innovation
Department of Education and Training
- Early Childhood Education and Care
- Skilling Queenslanders for Work
Department of Housing and Public Works
- Housing and Homelessness Services
- Buranda Housing Service Centre
- Capalaba Housing Service Centre
- Cherside Housing Service Centre
- Fortitude Valley Housing Service Centre
- Inala Housing Service Centre
- Rockhampton Service Centre
Department of Justice and Attorney General
- Brisbane Magistrates Court
- Gambling Community Benefit Fund
- Office of Public Guardian
- Queensland Integrated Court Referral Program
- Queensland Corrective Services
- Probation and Parole
- Registry of Births, Deaths and Marriages
Queensland Health
- Central Queensland Hospital and Health Service
- Child and Youth Mental Health Service
- Mental Health and Drug and Alcohol Services
- Metro North Hospital and Health Service
- Caboolture Hospital
- Homeless Health Outreach Team
- Royal Brisbane and Women's Hospital
- Metro South Hospital and Health Service
- Community Child Health Service Coorparoo
- Princess Alexandra Hospital
Queensland Ambulance Service

Queensland Ombudsman
Queensland Police Service
Queensland Treasury
- State Penalties Enforcement Registry (SPER)
TAFE Queensland Brisbane
The Public Trustee

Australian Government

Australian Bureau of Statistics
Centrelink
- Community Engagement Team
- Homeless Outreach Team
Commonwealth Ombudsman
Department of Social Services
- Family and Children
Medicare
Royal Commission into Institutional Responses to Child Sexual Abuse

Brisbane City Council

Lifestyle and Community Services

Pro Bono Partners

McCullough Robertson Lawyers
Monica Bradley
MPN Lawyers

PIR (Partners in Recovery) Consortium

Aftercare
Brisbane South PHN
FSG Australia
Gallang Place
Harmony Place
Neami National
Richmond Fellowship Queensland
Stepping Stone Clubhouse
The Benevolent Society
The Brook Red Centre

Universities / Research

Australian Catholic University
Curtin University
Flinders University
Griffith University
- Community Intern Program
- School of Human Services and Social Work
- School of Nursing and Midwifery
Macquarie University, Parents as Teachers Program
Monash University - Department of Social Work
Queensland University of Technology
- School of Early Childhood
- School of Public Health and Social Work
Southern Cross University

University of New South Wales
University of Queensland
- Centre of Excellence for Behaviour Support
- UQ Health Care
- Institute for Social Science Research
- School of Dentistry and Oral Health Centre
- School of Nursing, Midwifery and Social Work
University of Sunshine Coast
- School of Social Sciences, Faculty of Arts, Business and Law

Inclusive Health Partners

Buddhist Compassion Relief Tzu Chi Foundation Australia
Mater Misericordiae Ltd
St Vincent's Health Australia

500 Lives 500 Homes Partners

Anglicare Southern Queensland, Homelessness Services, Women and Children
Australian Red Cross
Brisbane City Council
Brisbane Housing Company
Brisbane South PHN
Brisbane Youth Service
Buddhist Compassion Relief Tzu Chi Foundation Australia
Centacare
Checkup
Churches of Christ in Queensland
Common Ground Queensland
Community
Department of Housing and Public Works
Footprints in Brisbane
Gateway Community Group
Homeless Health Outreach Team (HHOT)
Institute for Urban Indigenous Health
Kyabra Community Association
Local Government Association of Queensland
Mater Misericordiae Ltd
NEXTT
Ozcare
Queensland Council of Social Service (QCOSS)
Queensland Injectors' Health Network (QuIH)
Queensland Police Service
Queensland Public Interest Law Clearing House (QPILCH)
Services Collaborating for Young People
Silky Oaks
Southside Community Care
St Vincent de Paul Society
Supported Accommodation Providers' Association (SAPA)
The Big Issue

The Salvation Army Pindari and Youth Outreach Service
Wesley Mission Brisbane
Youth Emergency Services

Businesses, Organisations and Individuals

139 Club
98.9 Murri Radio
Aboriginal and Torres Strait Islander Community Health Service (ATSICHS)
- ATSICHS Woolloongabba
- ATSICHS Northgate
- Indigenous Youth Health Service
Aboriginal and Torres Strait Islander Legal Service (ATSILS)
Aboriginal Hostels
Accentis
ACT for Kids
Advantage
Albert Park Flexi School
Alliance of Forgotten Australians
Alzheimer's Australia
Ana Borges Psychology
Anglicare Southern Queensland
- Anglican Women's Hostel
- St Mary's Supported Accommodation for Young Women
ARAFMI Queensland
Australian Alliance to End Homelessness
Australian Common Ground Alliance
Australian Pensioner and Superannuants League
Bahloo Women's Youth Shelter
BDO Australia
Blackbaud
Blue Knot Foundation
Bosanquet Foley Architects
Bravehearts
Bric Housing
Brisbane Domestic Violence Service Partners
- Brisbane South PHN
- Churches of Christ in Queensland - Intensive Family Support, South and South West Brisbane
- Department of Communities, Child Safety and Disability Services
- Department of Housing and Public Works
- Domestic Abuse Intervention Program
- DV Connect
- FACC (Family and Child Connect)
- Friends with Dignity
- Holland Park Court
- Jabiru Community Youth and Children's Services
- Kurbingui Youth Development
- Launch Housing VIC
- Mercy Community Services
- Nundah Neighbourhood Centre
- Optic Group
- Queensland Corrective Services - Probation and Parole
- Queensland Police Service
- Richlands Court
- RiseUp Australia
- Sandgate Court
- Second Bite
- South West Brisbane Community Legal Centre
- The Lady Musgrave Trust
- Wesnet/Telstra Safe Connections
- Zonta Club of Brisbane East
Brisbane Partnerships: Strengthening Families and Communities
- Community Living Association
- Jabiru Community Youth and Children's Services
Brisbane Youth Service - Centre for Young Women
BSI
Carinity Education Southside
Catholic Church Insurance
Catholic Diocese of Rockhampton
Caxton Legal Centre

CCDA (Capricorn Community Development Association)
Centacare
- Aged Care Services
- Family Relationship Services
Centre Against Sexual Violence
Child Aware
Chilli Fire
Churches of Christ in Queensland - Intensive Family Support Services
Clare Homes
Combined Women's Refuge Group
Community Sector Industry Alliance
Compass Housing Services
Conrad Gargett
COTA Queensland
CQ Legal Service
Deloitte
Dr Angela Plunkett
Dr Brett McDermott
Dr Brian Donohoe
Dr Fiona Mack
Dr Jim O'Connell
Epic Assist
Find and Connect Web Resource Team
Foodbank Queensland
Footprints
Forde Foundation
Full and Frank
GEA - IT
GIVIT
Headspace
Housing Innovations
Howard Neilsen, NAC Consulting
Iain De Jong, OrgCode
Inala Community House
INCH Housing
Infoxchange
Inkahoots
Institute for Urban Indigenous Health (UIIH) - Mums and Bubs Hub Salisbury
Intuit Works
Jane Street Community Garden partners
Jigsaw Queensland
Jobs Australia
Kangaroo Point Neighbourhood Watch
KidSafe Queensland
KindyRoo
Knowmore
Kummara Indigenous Family Care
Kyabra Community Association
Legal Aid Queensland - Child Protection Early Intervention Legal Help
Link-Up (Qld) Aboriginal Corporation
Living Well
Lotus Place Partners
- Anglican Church of Southern Queensland
- Archdiocese of Brisbane - Catholic Church in South East Queensland
- Churches of Christ in Queensland
- Presbyterian Church of Queensland
- Queensland Baptists
- The Salvation Army Australia - Eastern Territory
- The Uniting Church in Australia
Mater Foundation
Mater Misericordiae Ltd
- ATSI Liaison Staff
- Child and Youth Mental Health Service
- Mater Parent Aide Unit
- Mater Research
- Organisational Development - People and Culture
- Young Mothers Partnership Program
Members of the Queensland Domestic Violence Services Network
Mind Gardener
Mobiles Galore
Murri Court

Murri Ministry
Murri School
Murri Watch
- Bowman Johnson Hostel
- Diversionary Centre
Nan Roman, National Alliance to End Homelessness (USA)
National Affordable Housing Consortium
National Dental Foundation
NEC
Norelle McHugh, Encompass Family and Community
North Queensland PHN
Open Minds
Parent Leadership Training Institute (PLTI) (USA)
Parents as Teachers (USA)
Patrick Herd, Community Business Australia
Peter Hegedus, Soul Vision Films
PIR Lived Experience Advisory Group
Playgroup Queensland
Pure Source Recruitment
QPAC (Queensland Performing Arts Centre)
Queensland Aboriginal and Torres Strait Islanders Corporation for Alcohol and Drug Dependence Services - Jesse Buddby Healing Centre
Queensland Centre for Intellectual and Developmental Disability
Queensland Child Protection Week Committee
Queensland Council of Social Service (QCOSS)
QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma)
Reclink Australia
Reconciliation Australia
Reconciliation Queensland
Redland City Council
Redland Community Centre
Relationships Australia
Redbourne
Rosanne Haggerty, Community Solutions (USA)
RSPCA Happy Paws Happy Hearts
SAE Institute
Scout Talent
Second Bite
Social Scaffolding
Social Solutions, USA
Southside Toyota
Souths Leagues Club
St Vincent de Paul Housing Services
St Vincent's Health and Aged Care
St Vincent's Mission Office
Strategic Grants
StreetSmart Australia
Tenants Queensland (QSTARS)
The Benevolent Society
- Family and Child Connect
- Intensive Family Support Services
The Salvation Army
- Brisbane Recovery Services Centre (Moonyah)
- Professional Standards Office
- Youth Outreach Service
The Services Union
Tom Kirk
Towards Healing Professional Standards Office
True
True North Psychology
Wandering Cooks
West End Centre for Psychotherapy and Counselling
Women's Legal Service
WWILD
Yoga Therapy Brisbane
Young Parents Program
YFS (Youth and Family Service)
Yulu-Burri-Ba
Zig Zag Young Women's Resource Centre
Zillmere Family Accommodation Service

Donors, Supporters & Volunteers

Donors, supporters and volunteers are integral to the success of our services and programs. On behalf of our Board, staff and the people we support, Micah Projects would like to thank our partners, governments, trusts and foundations, community groups, schools, students, volunteers and donors, who donate funding, goods, services and their time. Together we make a difference.

Trusts and Foundations

Buddhist Compassion Relief Tzu
Chi Foundation Australia
Crommelin Family Foundation
English Family Foundation
Flannery Foundation
Mater Foundation
Mercy Foundation
Morgans Foundation
The Danks Trust
The Ian Potter Foundation
The John Barnes Foundation
The Lady Musgrave Trust
The Pratt Family Foundation

Businesses, Schools, Organisations and Individuals

10 x 10 Philanthropy
Abrisca Coffee Roasters
ACT for Kids
Adopt-A-Backpack
All Area Rubbish Removals
All Hallows' School Brisbane
Ambrose Treacy College
Indooroopilly
Amore la Musica
Ananda Beauty Therapy
ANTaR Qld
ANZ Bank West End
ASG Group Brisbane
Australia Studies Centre
Australian Alliance to End Homelessness
Australian Labor Party - Annerley Branch
Avid Reader

BDO Australia
Beau Tangles Hair Salon
BHP Billiton Petroleum Employee Matching Program
Black Tulip Projects
Blue Fin Fishing Club
Bribie Island Boat Charters
Brisbane Boys College Toowoong
Brisbane Christian Church
Brisbane City Council
- Transport, Planning and Strategy
- Yeronga Park Pool
Brisbane Convention and Exhibition Centre
Brisbane Grammar School
Brisbane Rape and Incest Survivors Support Centre
Brisbane State High School
Brisbane Youth Service
Business South Bank
Carol's Gift Baskets
Celebration of the Female Form
Centacare
Central Queensland University
Centrelink Stones Corner
Charter Hall
Chris Boyle Consultancy
Chris Harkin
Co.As.It Community Services
Coles Brookside
Colour Chiefs
Commonwealth Bank of Australia
West End
Community Business Australia
Community Living Association
Community Plus - West End

Community House
Compass Housing
Computershare
Conrad Gargett
Converge International
Councillor Jonathan Sri
Councillor Shayne Sutton
Councillor Steve Griffiths
Councillor Vicki Howard
CQ Financial Services
Craig Holmes Photography
Creek Road Presbyterian Church
- South Brisbane Campus
CRH Law
CUA (Credit Union Australia)
Cultivate Calm Yoga
Daryl Clifford
Deidre Davies
Department of Communities, Child Safety and Disability Services
Department of Education and Training
Department of Human Services
- Health and Wellbeing Committee
Department of Premier and Cabinet
Di Farmer MP
Dr Adele Chynoweth
Dress for Success
Dr Ambica Jha
Dr Angela Maguire
Dr Luke Connelly
Dr Simon Bowler
Fallon Solutions
Food Connect

Friends With Dignity
Gabrielle and Peter Chisholm
Geraghty Accountants
GiveNow
GIVIT and GIVIT Supporters
Good2Give
Goodman Private Wealth Advisers
Graceful Women
Grill'd West End
Gwenneth Roberts
HAL Architects
Healthworks West End
Holy Spirit Care Services
Holy Trinity Anglican Church
Woolloongabba
Honourable Jackie Trad MP,
Deputy Premier of Queensland
Hope World Wide (Australia)
Ian Johnston
Impact Academy
Indigenous elders: We thank the following elders for their continued support throughout the year
- Aunty Carol Currie
- Aunty Heather Castledine
- Aunty Kerry Charlton
- Aunty Mabel Hopkins
- Aunty Valda Coolwell
- Songwoman Maroochy Barambah
- Uncle Albert
- Uncle Alex Davidson
- Uncle Des Sandy
- Uncle Sam Watson
Indigo Law

Inkahoots
Jamberry Nails
James Varitimos
Jenny Power
Jessica Dean, Legal Aid Queensland
Joining Hands
Junction Park State School
Just 4 Us
Karen Healy
Karen McNamara
Katie Bennett, Embellysh Photography
KBR Giving Programs
Komatsu Mining Corp.
Konica Minolta
Kurbingui Youth Development
Kyabra Community Association
Lady Gowrie
- Kurilpa Community Child Care Centre
- Mount Gravatt Kindergarten
Leanne Linard MP
Legal Aid Queensland
Leonie Sanders
Leontine Circle
Life Without Barriers
Link-Up (Qld) Aboriginal Corporation
LMT Surgical
Local Government Association of Queensland (LGAQ)
Logan Community Group Alliance
Level 13 Co-op
Lorraine Gorman
Mamre
Marcia's on Montague
Marshall Burman
Mater Misericordiae Ltd
McGrath Ascot
Mental Illness Fellowship Queensland
Mercy Community Services
- Family and Child Connect
Moonlight Magic Dinner Dance
guests who made donations to cover the cost of supported tickets and those who donated wardrobe and their services
Morgans
Mountain Goat Beer
Mount Alvernia College Kedron
Mt Maria College Mitchelton
Mudgeeraba Uniting Church
Opportunity Shop
Multicultural Development Association
National Council of Single Mothers and their Children
Nia Dance Community of Brisbane
Niki Keeley
Nursery Road Special School
Olive Tree Communication
Oxfam
Oz Harvest
Pamela Burgess
Parmalat
Paul McGuire
Peakcare
Philanthropy Australia

Plus Dry Cleaners
Pondera Physio and Pilates West End
Price Waterhouse Coopers
Queensland Aged and Disability Advocacy (QADA)
Queensland Council of Social Service (QCOSS)
Queensland Law Society
Queensland Medical Orchestra (QMO)
Quota International of Brisbane South
RACQ
Redsuit Advertising
Relationships Australia - Family Law Partnerships Network
Rio Tinto Brisbane
River City Ballroom
RizeUp
Rock Community Care
RSPCA Queensland
Savvy
School Stuff
SCOPE Club of Wynnum
Second Bite
Seed Skills
Senator Claire Moore
Share the Dignity
Sisters of Mercy Brisbane
Soho Yoga
Southern Cross Motel and Serviced Apartments
Southside Toyota
Southside Used Whitegoods
SPACC (Surfers Paradise Anglican Crisis Centre)
Squared Impact
Start Some Good
St Catherine's Anglican Community
Centenary Suburbs
St Elizabeth's Primary School
Tarragindi
Steve Minnikin MP
St Joachim's Primary School
Holland Park
St John's Community Transport Service
St Laurence's College South Brisbane
St Margaret's Anglican Girls School
Ascot
St Mary's in Exile Community
Street Swags
StreetSmart Australia
St Vincent de Paul Society Queensland
St Vincent's Health Australia
St Vincent's Private Hospital, Brisbane
TAFE Queensland Brisbane
Take the Plunge Café Bundaberg
Teresa Sedgewick
Terri Butler MP
Terry White Chemists
The Benevolent Society
The Coca-Cola Company
The Criterion Tavern
The Edge - State Library of Queensland

The Footpath Library
The Framer
The Gap Farmer's Market
The Honourable Kevin Rudd 26th Prime Minister of Australia
The Other Green Bagz
The Parenthood
The Paddington Connection
The Wesley Hospital
Toowoong Milton Body Repairs
Toyota Fleet Management
TRACE
TransitCare
Transport and Allied Insurance Services
Trevna Glen Farm
Tynan Partners
Uniting Care Queensland
Universal Linen Hire Service
Ursuline Community
Victims Assist Queensland
Vulcana Women's Circus
WaW Dance
Wesley Mission - Art from the Margins
Westender
West End Uniting Church
Westpac Banking Corporation
Willow House
Working Against Violence Support Services
Yellow Cabs
Zonta Club of Brisbane River
Zonta Club of Brisbane South

Micah Projects is extremely fortunate to enjoy the support of a community of dedicated volunteers who share our passion for social justice and inclusion and play an important role in our activities to foster and enhance social inclusion within the community. Your efforts are highly valued by the Board, our staff and the individuals and families we support.

Volunteers

Alexandria Patrikios, Alice Jenkins, Andrew Foley, Andrew Macpherson, Angelica Camarao, Anna Polskaja, Annabel Whitton, Annabelle Watt, Anthony James (AJ) Bradley, Aphrodite Nicheles, Ashton Strutz, Bec Tweedy, Ben Sharpley, Brittany Baumann, Bruce Cowling, Candice Brown, Cara Schow, Carmen Bates, Casey Kerr, Cathy Mardon, Celia Sargent, Chelsea Lowrie, Cherry Cornelio, Claire Crothers, David Baker, Dawn Grey, Deb Parmenter, Deb Warren, Denis Cush, Diana Clarke, Gabrielle Chisholm, Glen Jensen, Graham Bond, Ian Collier, Isabella Cunningham, Jay Wijesuriya, Jia Mao, Jamie Medwell, Janet Abel, Jenny Dex, Jenny Power, John Clarke, Jonaele Lucas, Jordan

Ayton, Joy REiken, Joy Shearer, Judy Draper, Julie Walker, Karen Taib, Kate Doolan, Kate Pearson, Katie Baker, Katelyn Melvin, Kathryn O'Connor, Kerri Butler, Kerry Armstrong, Kevin Wong, Kimberley Spragg, Kris Bentley, Kris Ford, Kylie Ambu, Kylie Hoffman, Kylie Rayner, Lachlan McNamara, Lauren Chui, Lauren Green, Lesley Agar, Lesley-Anne Houghton, Lesley Yates, Lexie Hope, Lisa Bamforth, Lisa Hundt, Lucy Lopez, Lucy Miles, Madeleine McCallum, Madonna McGahan, Margaret Bambrick, Margaret Weiss, Margot Moody, Maria O'Neill, Marie McCreesh, Mary Sheehan, Mary Macmahon, Mathew Townsend, Megan Crocombe, Michael Deed, Michael Jessop, Michael Jolley, Michael Whitney, Mieke Kavetsky, Minou Yuille, Monica Roberts, Monique Bond, Nancye Reid, Naomi McSkimming, Naomi Sinclair, Natalie Ephraums, Natasha Kiely, Nathan Campbell, Nazareth Wapau, Niki Keeley, Niura Martinez, Paige Moreland, Pat Vaughan, Patricia King, Pauline Shepherd, Peta Keith, Peta Lederhose, Peter Harney, Peter Sheldon, Phil Lee, Rani, Robert Perrier, Roger Collins-Woolcock, Roger Brands, Rose Stoker, Samuel McNamara, Sarah Denmon, Savannah Szoreddi, Shane Crotty, Shane Wood, Shelly Mullins, Steve Ruetens, Steven Nowinski, Taylah Spence, Tegan Rivera, Teresa Smyth, Tess Braat, Timothy An, Tucker Kim, Tyler Bates, Tully Boundy-Collis, Veronica Mona, Veronika Karlsson, Victoria Burley, Wendy Lowe, Zaakirah Girach.

The 2016 **Christmas Hamper Appeal** was once again strongly supported by the local community. On 23 December and Christmas Eve, **285 volunteers** helped to pack and deliver **521 food hampers**. A total of **\$13,359** was raised by the community to purchase hampers and provide emergency housing so that no child or family in Brisbane were on the street or in cars over Christmas.

Since the inception of Micah Projects, it has benefitted from the unwavering support, commitment and generosity of the St Mary's in Exile independent faith community, and the local West End community.

We thank you for your ongoing support of our mission, our work and the people we support.



Above: Dr Brian Donohoe with Dan. Photography: Craig Holmes.

The impact that Micah Projects can have in the daily lives of the people we support is only made possible through the unwavering and ongoing support that we receive from our partners, our supporters and the local community. While each contribution is unique, heartfelt and greatly appreciated, this year we would like to extend the following particular thanks.

HELP IN A CRISIS

It is not uncommon for women, especially those fleeing domestic and family violence to leave with few, if any possessions. This year the Department of Premier and Cabinet donated over 50 women's crisis clothing packs, children's packs and toys. These packs comprised the much-needed basics that women and children need during the initial stages of crisis.

ST LAURENCE'S WALK THE WALK

This year we were once again honoured to be a beneficiary of St Laurence's College annual walkathon. The event witnessed a sea of over 1800 yellow t-shirt bedecked students and staff sweep through the city as they completed a 15 kilometre trek around the Brisbane River. Their theme for this year 'Walking for our community', gave clear insight into the values that motivate their school community to help make a difference.

Having donated \$5,000 in 2014 and again in 2015, St Laurence's doubled their giving in 2016 to \$10,000, providing vital funding to support our work in the community.

BACKPACKS, HAMPERS AND MORE

Australian property group, Charter Hall, and global mining group, Rio Tinto donated a range of much needed items as part of their commitment to supporting the community, including vulnerable families. Having consulted with Micah Projects regarding the needs of people we support, Charter Hall donated 100 brand new backpacks lovingly filled with items for children, 100 individual food hampers and an additional supply of bedding, personal care items, books and toys.

Rio Tinto donated over 100 gift hampers, which included both Christmas hamper items and individual food hampers. They also provided an additional supply of soft toys and personal care items.

OUTSTANDING SERVICE TO VULNERABLE PEOPLE

While all our volunteers inspire us with their generosity of spirit, occasionally there are people who truly stand out. Dr Brian Donohoe has worked with Micah Projects as a volunteer Medical Practitioner since 2011. He started at the Brisbane Homelessness Service Centre and when the centre closed he began work at Brisbane Common Ground. His passion and commitment to reducing health inequality in Brisbane is an inspiration and he will continue to work with us at the Inclusive Health Clinic.

DELOITTE HELP US CONTINUE TALKIN

Following on from their generous pro bono support in 2016, Deloitte have continued their support as we implemented and embedded our new performance development framework 'Talkin'. This customised, online coaching tool provides staff development and promotes shared responsibilities. Having already scoped, designed and developed the Talkin platform, Deloitte is providing Micah Projects with ongoing support for the online system. This tool is supporting our mission by delivering better coaching outcomes for our staff, to the benefit of our organisation and the people we support.



DAVE

Photography: Craig Holmes.

The Australian Institute of Management (AIM) has a proud history of supporting charities, predominantly through their International Women's Day (IWD) Debate lunch, which has run for 18 years.

In late 2015 AIM's CEO, Dave Pich and his team decided to seek out and support a Brisbane-based not-for-profit that matched AIM's commitment to leadership, positive impact and inclusion.

"The challenge was to find a local, boots-on-the-ground charity with a solid history of delivering meaningful and significant impact in the community, while also providing leadership in the not-for-profit space," Dave said.

"After a detailed selection process it became clear that Micah Projects was an ideal fit."

"All Australian business leaders should be linking with not-for-profits as part of being

good leaders. That might take the form of a major partnership, but it might start by simply having a department or team support an individual charity event."

AIM donated \$12,580 to Micah Projects as the Charity Partner for the 2016 AIM IWD Debate in Brisbane, helping to provide clean, credited mobile phones and public transport go-cards to women at risk, empowering them to reach out and access support services freely and safely when needed.

AIM also took advantage of available attendee spaces in an in-house training program to provide professional development for the Micah Projects Board members.

"Good leaders can find lots of creative ways to support the right non-profit for their organisation. They just need to start."



GARY

Photography: Craig Holmes.

Gary and his partner Rosemary have been working with Micah Projects for over ten years through their small business, All Areas Rubbish Removal. What initially started as a single rubbish removal job quickly expanded, after some of Micah Projects workers saw that Gary had access to a truck, and a great attitude to helping people.

“Before I knew it we were taking on a range of jobs for Micah, helping them move people into homes, helping deliver donated items to people who need them, and whatever other tasks we can do to help,” Gary said.

“The staff are great people to work with. They don’t have an easy job sometimes, but they’re always working to help people which is inspiring and it’s great to be a part of that.”

“We’re a small family business but we try to do our bit. We know Micah is doing good work so we don’t charge the earth, we cover all the insurance, and if

they need us to work to midnight for someone who is having a crisis, then we’ll work till midnight. We make sure we never judge people for the situations they’re in, and we treat everyone with respect.”

“Some of our favourite job runs with Micah were where we had the chance to really go above and beyond what we were being paid for. Like the time this guy was short of money to pay the late fee on his storage rental and we helped him cover it so he could get his belongings. Or the time a guy we were helping to move split his head open, and we phoned for the ambulance, continued the move and stayed with his dog until everyone was okay.”

“The real reward comes when the faces of the people you’re helping just light up. Sometimes they look at you and smile and you know the thank you is coming from their heart, even if they can’t find the words to say it.”

“Some days I feel like I have the best job in the world.”



Above: The 13th Annual Moonlight Magic Dinner Dance, August 2016. Moonlight Magic is a community event where guests include business leaders, residents of Level 3 Supported Accommodation, elected officials, people who were formerly homeless and a broad range of people from the community, of which nearly half experience economic disadvantage and social isolation on a daily basis.

Chair of Finance Subcommittee’s Comments

Micah Projects had another year of growth in delivering on existing services, in particular Domestic and Family Violence services and the establishment of the Hope Street Café social enterprise. The financial reports demonstrate the work of Micah Projects and the agreed strategic priorities for the financial year ended 30 June, 2017. Some of the highlights, as mentioned in the report are the Hope Street Café and the successful tendering of a major one-off, five year grant with Brisbane City Council for Mobile Healthcare for the Homeless.

Donations and fundraising activities exceeded expectations and we thank all our donors and supporters who give to support our vision to break social isolation and build community. Earlier this year we launched our first crowd-funding campaign as an initiative of the English Family Foundation Social Enterprise Design Challenge ‘Bring the Hope Street Café to Hope Street’. We more than exceeded our initial target of \$30,000 with the campaign finishing with \$51,080!

Expenditure for the year is consistent with the revenue. As a service organisation salaries and wages represent the largest component of expenditure. The property and amortisation

expenses increases are consistent with the Hope Street Café fit outs and increases in property leases from the previous year. At year-end we had a surplus of \$72,297. The equity position at 30 June 2017 is \$1.5 million.

As always the Board acknowledges the contribution of the Finance Team, part of Micah Projects Business Services, Louis, Rajkumar, Miseon, Rebecca, Trish, Gita, Luke and their Team Leader Sherryn. We recognise that it is fortunate to have the services of such highly skilled and dedicated members of staff.

I also acknowledge and thank Sue Bradnock for her contribution to Micah Projects in the role as Treasurer over the last three years. During that time Sue oversaw the transition to the current accounting software and the change in auditors to BDO. The Board appreciated her leadership and commitment to the vision and mission.

The Board is confident that Micah Projects is in a sound fiscal position.

Mike Booth
Finance, Audit and Risk Committee Chair

Statement of profit or loss and other comprehensive income

as at 30 June 2017

	2017 \$	2016 \$
REVENUE	20,113,273	19,391,721
Other income	675,611	578,573
	20,788,884	19,970,294
EXPENSES		
Employment expenses	(14,051,864)	(13,344,227)
Property and energy expenses	(1,917,530)	(1,675,099)
Administration expenses	(2,410,512)	(2,749,984)
Motor vehicle expenses	(780,103)	(726,064)
Client related expenses	(1,143,907)	(1,307,358)
Depreciation and amortisation expenses	(232,420)	(170,445)
Other expenses	(180,251)	(210,708)
SURPLUS/(DEFICIT) BEFORE INCOME		
TAX EXPENSE	72,297	(213,591)
Income tax expense	-	-
Surplus/(deficit) for the year	72,297	(213,591)
Other comprehensive income	-	-
TOTAL COMPREHENSIVE INCOME/(DEFICIT) FOR THE YEAR	72,297	(213,591)

If you would like to view the full financial statements for the 2016/2017 financial year, please contact Micah Projects or visit the Australian Charities and Not-for-profits Commission (ACNC) website: <http://bit.do/acnc-gov-au-micah-projects> (shortened web-link)

Statement of financial position

as at 30 June 2017

	2017 \$	2016 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	4,722,578	3,882,044
Inventory	1,785	-
Trade and other receivables	274,677	268,305
Other current assets	103,009	82,210
TOTAL CURRENT ASSETS	5,102,049	4,232,559
NON-CURRENT ASSETS		
Security deposits and bonds	321,015	316,054
Equity accounted investment	264,959	-
Property, plant and equipment	843,819	591,612
TOTAL NON-CURRENT ASSETS	1,429,793	907,666
TOTAL ASSETS	6,531,842	5,140,225
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,043,705	593,048
Provisions	1,228,741	1,063,153
Other current liabilities	2,291,636	1,650,669
TOTAL CURRENT LIABILITIES	4,564,082	3,306,870
NON-CURRENT LIABILITIES		
Provisions	461,875	399,767
TOTAL NON-CURRENT LIABILITIES	461,875	399,767
TOTAL LIABILITIES	5,025,957	3,706,637
NET ASSETS	1,505,885	1,433,588
EQUITY		
Retained surpluses	1,505,885	1,433,588
TOTAL EQUITY	1,505,885	1,433,588

Note 1. Significant accounting policies
This concise financial report is an extract from the financial report. The financial statements and specific disclosures included in this concise financial report have been derived from the financial report. The concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the entity as the financial report. The presentation currency used is Australian dollars and there are no significant events occurring after the reporting date to be reported.

Support Micah Projects



Above: Some of the fun and cricket action at the Family Support and Advocacy Team's Christmas Party, 2016.

Photography: Katie Bennett.

YOUR SUPPORT WILL STRENGTHEN MICAH PROJECTS WORK TO BREAK SOCIAL ISOLATION AND BUILD A STRONGER, SAFER AND MORE INCLUSIVE COMMUNITY.

Micah Projects works to break the cycle of homelessness, poverty, violence and social exclusion experienced by individuals and families. We believe that it is possible to prevent and end homelessness, eliminate poverty and injustice, and create equality and safety in relationships, families and community. We are a community-based organisation making a real difference.

Become a member or make a cash donation to help Micah Projects better support people who are excluded or vulnerable.

Become a member of Micah Projects at micahprojects.org.au/become-a-member

You can make a secure online donation at micahprojects.org.au/donate or complete this form and return it to us.

Included is my tax-deductible donation for the amount of:

- \$50
 \$25
 \$100
 Other \$

Total amount \$

Name

Address

Phone

Email

Please make cheques payable to Micah Projects Ltd or charge my credit card:

Visa Mastercard

Card Number _ _ _ _ / _ _ _ _ / _ _ _ _

Exp Date _ _ / _ _

Name on Card

Signature



Contact us

micahprojects.org.au

MICAH PROJECTS LIMITED

Phone (07) 3029 7000 | Fax (07) 3029 7029
Ground Floor, 162 Boundary Street, West End Q 4101
PO Box 3449 South Brisbane Q 4101
info@micahprojects.org.au
micahprojects.org.au
ABN 76 409 721 192 | ACN 620 134 787

Twitter @micahprojects

Facebook facebook.com/micahprojects

YouTube youtube.com/user/micahprojects

Public Transport

- Train – Nearest stations: South Brisbane or South Bank
- Bus – Bus route 199 to West End

WELLSPRING HUB

Working with Families, Women and Children

Phone (07) 3217 2544 | Fax (07) 3217 2679
PO Box 3449 South Brisbane Q 4101
wellspring@micahprojects.org.au
micahprojects.org.au

WELLSPRING COORPAROO

Young Mothers for Young Women (YMYW)

Phone (07) 3394 9100 | Fax (07) 3394 2909
143 Cavendish Road, Coorparoo Q 4151
PO Box 3449 South Brisbane Q 4101
ymyw@micahprojects.org.au
micahprojects.org.au

WELLSPRING HAWTHORNE

Early Childhood Hub

Phone (07) 3013 6000 | Fax (07) 3394 2909
28 Malcolm Street, Hawthorne Q 4171
ymyw@micahprojects.org.au
micahprojects.org.au

BRISBANE DOMESTIC VIOLENCE SERVICE

A Brisbane Region integrated response

Phone (07) 3217 2544 | Fax (07) 3013 6090
PO Box 3449 South Brisbane Q 4101
bdvs@micahprojects.org.au
bdvs.org.au

HOME FOR GOOD AND STREET TO HOME

Working with families and individuals experiencing homelessness

Phone (07) 3036 4444 | Fax (07) 3036 4400
PO Box 3449 South Brisbane Q 4101
info@micahprojects.org.au
homeforgood.org.au

LOTUS PLACE

Adults who experienced childhood abuse in an institutional setting

Phone (07) 3055 8500 or Find and Connect 1800 16 11 09
Fax (07) 3844 6706
46 Cleveland Street, Stones Corner, Q 4120
PO Box 3449 South Brisbane Q 4101
lotus@micahprojects.org.au
lotusplace.org.au

LOTUS PLACE NQ

Phone (07) 4724 4410 or Find and Connect 1800 16 11 09
Fax (07) 4772 0011
312 Sturt Street, Townsville Q 4810
PO Box 2027, Townsville Q 4810
lotusnq@micahprojects.org.au
lotusplace.org.au

LOTUS PLACE CQ

Phone (07) 4927 7604 or Find and Connect 1800 16 11 09
Swan Office Building, 159 Denison Street
Rockhampton Q 4700
PO Box 586, Rockhampton Q 4700
lotuscq@micahprojects.org.au
lotusplace.org.au



MICAH PROJECTS

Breaking Social Isolation
Building Community

MICAH PROJECTS

Phone (07) 3029 7000 | Fax (07) 3029 7029

Ground Floor, 162 Boundary Street, West End Q 4101

PO Box 3449, South Brisbane Q 4101

micahprojects.org.au | info@micahprojects.org.au

facebook.com/micahprojects | [twitter: @micahprojects](https://twitter.com/micahprojects)

printed on 100% recycled paper

