



**KINGSTON EAST
NEIGHBOURHOOD GROUP INC.**

2020-2021 ANNUAL REPORT



**36th Annual General Meeting
Tuesday 28 September 2021**

Contact us

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We acknowledge artist Sally Terare for use of her artwork.

Sally Terare, Contemporary Indigenous Artist
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Mission Statement

Our Mission

Connecting People, Building Futures

Our Vision

KENG aspires to create an inclusive, empowered community

Core Values

Our work is guided by:

- Empowerment:** We are committed to assisting individuals to make positive choices in their lives
- Collaboration:** We value the contribution of volunteers, students and community partners and promote a culture of teamwork
- Inclusiveness:** We acknowledge Australia's First People, respect and value diversity and are committed to equality
- Responsiveness:** We are creative and receptive in seeking opportunities to meet individual and community needs
- Integrity:** We respect confidentiality, accountability and regard honesty as a priority
- Quality:** We implement evidence based best practice and strive for continuous improvement
- Sustainability:** We are constantly evolving and adapting our practices to ensure longevity and viability

Kingston East Neighbourhood Group Inc. acknowledge the traditional owners of country throughout Queensland and their continued connection to land, sea and community. We also pay sincere respect to our Elders past, present and emerging.

Management Committee & Staff

Management Committee

President	Geoff Leeming
Vice President	Ray Kelly
Secretary	Hayley Pepper
Treasurer	Nathan Baker
Committee Members	Fiona Banwell / Emma Glencross / Syed Zahir Ul Husnain / Jawed Sarwary / Lauren Stephenson

Centre Programs

Child Health Partnership Program Coordinator	Kylie Jackson
Communities for Children (CfC) Coordinator	Kim Wright
CfC Support Workers	Lisa Deland / Satoko Kuroda
CfC Dad's Support Worker	Michael Jacobs
Community Development (CD) Worker	Ron Mitchell
CD Youth Support Worker	Jeanee Bartolozzi
Early Years Place Program Coordinator	Kylie Jackson
Emergency Relief (ER) Coordinator	Jo Pressick
Family Support (FSP) Workers	Cilla Bertsch / Danielle Bennetts
Home Interaction Program for Parents and Youngsters (HIPPY)	
HIPPY Coordinator	Sarah Coffey
HIPPY Tutors	Shanti Sharma / Lauryn Shields / Madeline Teoh
HIPPY Administration Assistant	Dorothy Firth
Immediate Supported Accommodation (ISA) Coordinator	Vikki Wilkes
ISA Property Manager	Helen Hogan
ISA Case Manager	Sarah Luxford
Kingston East Occasional Childcare (OCC) Director	Kellie Dykes / Heni Davoren-Hansen
OCC Assistants	Judy Ninkovic / Satoko Kuroda / Adam Moosa / Zoe Singleton
Older Person Action Program (OPAP) Coordinator	Fiona Muller
Personal & Relationship Counsellor	Fiona Muller
Senior Early Years Champion	Areta Farrance
SQW Build a Secure Future Coordinator	Cilla Bertsch
SQW Build a Secure Future Community Liaison Worker	Danielle Bennetts

Administration

Centre Manager	Kim Wright
Chief Finance Officer	Mark Lifto / Sue Humphries
Finance Assistant	Kym Smith
Administration Coordinator	Ann McCurley
Administration Assistant	Jo Pressick
Cleaner	Maurice Smith
Workplace Health & Safety Officer	Sarah Luxford

President's Report

Geoff Leeming

Crikey! What a year!

Once again Kim Wright (KENG's manager) and her team have shown so much resilience during a year where we had several COVID-19 quick shutdowns. They ensured all our clients were treated with dignity and respect and at all times were safe. In these times of great challenge, the team ensured the needs of KENG's clients were met.

In a major triumph over adversity, many of our programs have grown significantly over the past 12 months because of the dedication of our staff and volunteers.

Our Emergency Relief program, which provides food and financial help, has grown to nearly 700 families a month. Our commitment to helping those in need in the community will never waver, but the increasing numbers of families living on the edge must be acknowledged and catered for in the coming months and years.

This year, KENG also is putting more focus on men's health. Currently several organisations within Logan (including KENG) are investigating what programs are required to fill the gaps of men and male carers. An example is Dad's (male guardian's) Playgroups out of normal work hours.

Our financial stability continues to strengthen with KENG making a \$30,000 operating surplus for the year after COVID-19 payments from the federal government.

This federal funding was eclipsed by an amazing \$80,000 in community donations to KENG. We are working hard to ensure this community backing continues.

Our target this year is a record-breaking \$100,000 in donations from the community!

So, BE WARNED, KENG wants (would love) your support!

Importantly, I thank all our committee members.

The diverse life skills these people add to KENG facilitates the best outcomes for the community. This year Lauren Stephenson will be stepping down. We all pay our thanks and respect to Lauren and know that she will be always available to help us with advice when needed.

This year three First Nations People from Logan's community will join our committee in a long-overdue welcome that will enhance KENG's ability to work with the traditional owners of this land to the betterment of all in the community. The committee also has a new member with a PNG and Tongan back ground. We welcome them and look forward to them ensuring KENG is fully representative of everyone in our community.

KENG's committee is there to ensure the governance of your community centre is correctly representing your needs and fulfilling the government's requirements. It is also there to support Kim, her staff and volunteers when needed.

The four sub-committees continue to add to the wellbeing of KENG.

Our "FUN" committee has increased community donations tenfold. The "IT" committee has now ensured the computers and phone system continually operate without fault. Our "Financial" committee will be employing a new Chief Financial Officer who will bring stability and growth to our financial wellbeing. The "Governance" committee ensures that KENG is safe. Many thanks to the committee members, staff and volunteers who are on these committees helping KENG grow.

Tonight we will recognise KENG's winner of the Helping Hand Grant. The grant is awarded annually from our surplus to a maximum of \$10,000 over 12 months for a new program. The program has to be researched and developed by KENG's staff and volunteers, and currently not funded by any other third party.

So what next for KENG? This remarkable community centre is bursting at the seams. It is now at a stage that it can't fulfil the community's needs. Twice we have applied for funding to expand our existing premises but have not been successful. KENG is now looking to expand with a second footprint. We have applied to the Logan City Council to manage the Tudor Park Community Centre.

The future is also about our children and how we can help the next generation. This year we helped in excess of 850 children to go to school with all their basic needs. This includes a lunch box, backpack, water bottle, pencils, writing pads, hat, shoes, etc. These monies were raised by fundraising at KENG's Annual Golf Day and at KENG's Bash. I would like to thank all contributor's to this fundraising including Logan Together and Communities for Children.

The smiles on parents and children's faces is to be experienced. This program addresses socio-economic disadvantage and supports positive change in the community by addressing educational disadvantage. Children's education and learning has a direct and long-term impact on their capacity to develop socially, emotionally and educationally and to engage in mainstream institutions throughout life.

There is also a very special group of people I would like to recognise. KENG has a clandestine group of funders, a private philanthropic group here in Logan who have donated significant funds over the last four years. This group funded our Occasional Child Care Centre and now give generously to our "Back to School Pack" fundraising. Thank you very much for your continued support.

Secondly a big thanks to Jim Chalmers (Federal Member for Rankin) and Shannon Fentiman (State Member for Waterford). A big thanks also goes to the state government, the federal government and Logan City Council. Without

everyone's financial support KENG would not exist. Last (but never least) the committee must thank Kim Wright for her ongoing dedication.

Kim ensures the centre's staff, volunteers and the public work together with dignity, respect and cohesion to ensure the best outcomes. Kim, with her team, ensures that a hundred plus programs and services are delivered to our community and the 100,000-plus contacts we have with the public are at all times professional.

Geoff

Treasurer's Report

Nathan Baker

Kingston East Neighbourhood Group's (KENG) 2021-2021 financial year has again been a busy one. The Centre has weathered the Covid-19 challenges well both financially and in the continued provision of programs for the local community. I'd like to thank everyone for their work this year, either in supporting the Centre itself, supporting the programs, and working in the programs itself. I'm always impressed every time I come to the Centre how friendly, welcoming and busy it is.

Financial Result

The financial year 2020-2021 has delivered another strong financial result for KENG with a surplus of \$390,516. While this result appears very strong, it is in part due to the continued Government support received during the period in relation to COVID-19. COVID caused KENG to incur some additional costs as well as disruption to normal operations, however the support received exceeded these costs and to some extent hides the underlying performance of normal operations. It is very pleasing that with all COVID related items removed, KENG remained profitable during this challenging time with a surplus of approximately \$30,500. As a result KENG's carrying a net asset balance of \$1,633,284 an increase from \$1,242,768 in the previous year. The cash position has also improved during the year with KENG currently holding \$876,547 in uncommitted funds at 30 June.

Every year I try to emphasise this point. The strength of KENG is a testament to the management of its programs which continue to be run in a manner that ensures their financial and operational sustainability. KENG's strong relationships with funding sources, and with longer funding commitments in some programs means KENG can also make longer term plans and commitments in relation to services offered and possible expansions.

The financial strength of KENG continues to be an important consideration in its role within the

community. It allows KENG to be seen by potential funding sources as a responsible home for those resources, and to cover programs as needed from time to time. It also provides a security to KENGs hard working staff, allowing them to get on with what they do so brilliantly. The financial resources KENG currently enjoys are not accrued for the sake of keeping them. Management are always looking for opportunities to expand services, reach into new areas of need and to better serve the community.

Thanks

It has been an unsettled year in the KENG finance section. We welcomed Mark Lifo last year but have since seen both he and his replacement exit the organisation due to family commitments. We have had Jim Stewart-Koster step in as an interim CFO and we continue to seek a permanent replacement. I'd like to thank Mark, Sue and Jim for their efforts this year.

Through all the change, Kym Smith has continued to offer a stability and diligence within the finance department. I have been most grateful for her continued work. It's not always easy adjusting to new work colleagues, changes to processes and the upheaval this causes. Kym has handled it like a trooper and I would like to especially thank her for this.

Looking to the Future

KENG continues to look for ways to expand the invaluable work and benefit it provides the community. The need for services is certainly not decreasing, and the projected growth within our region will undoubtedly provide opportunity for some and challenges for others. We are confident that KENG is in a position to continue providing for those in need of a helping hand.

I look forward to continuing to work with everyone at the Centre.

Nathan

Manager's Report

Kim Wright

Kingston East Neighbourhood Group Inc. (KENG) has been delivering programs and services to the Logan community for 36 years.

KENG is a lively place-based, grassroots organisation with a strong social impact in our community. KENG continues to strive to meet the needs of our diverse community by maintaining a focus on support across the life span through the provision of programs and services that reflect the organisation's commitment and core values of Empowerment; Collaboration; Inclusivity; Responsiveness; Integrity: Quality and Sustainability. I am honoured and delighted that all our programs from last year have continued. Our integrated service model is funded from Local, State and Federal Governments and Philanthropic groups.

The pressures on individuals and families around affording the essentials have increased greatly over the last 12 months. KENG is seeing this everyday as more and more people are seeking support, advice and access to some form of Emergency Relief and additional support services.

KENG as an organisation continues to build on mobilising strengths through promoting the well-being of our clients by strengthening the links between internal program areas as well as other community organisations. This leads to enhanced networking across all services in the Logan Community. KENG is committed to:

- Exploring innovative opportunities that lead to service enhancement
- Creating collaborative partnerships to assist the development of services that will enable families and individuals to reach their full potential, and
- Adopting ongoing evaluation processes that adapt to the changing needs within the community.

Over the past year a highlight has been welcoming the Early Years Champion Pilot

Program funded by Logan Together. This program provides the KENG community with a point of contact for information and support regarding enrolment for kindergarten and highlights the value of early childhood education and care. KENG hosts the Senior Early Years Champion who leads a team of Early Years Champions at Jinndi Mibunn, Hosanna Village Connect and the Benevolent Society. The team of Champions are community connectors who enable families and services in Logan to increase their knowledge of and access to kindergarten.

The Child Health Pathways Project has been another addition to the services offered through KENG. Brisbane South Primary Health Network (PHN) identified that families were experiencing barriers to accessing specialised health services in early childhood. The Salvation Army Communities for Children project aims to design and implement a service delivery model within the Logan community to improve the levels of engagement of children and families with the child health care system and break down barriers for families and supporting services. KENG hosts a Community Support Coordinator who provides connection, practical support and walks alongside parents to assist in accessing appropriate early childhood health services.

KENG has been researching and exploring integrating a social enterprise into our organisation. This has been led by our Vice President, Ray Kelly and a number of staff. We were successful for a team from KENG to participate in the Elevate+ program which operates out of the Yunus Centre at Griffith University. This provides an opportunity for KENG to access innovative resources, network with Brisbane's business community and receive mentoring from industry experts. We work from an evidence base for best practice and strive for continuous improvement. To me this means we want to work in a way that has a positive impact within the community.

I continue to be proud of the dedicated staff and volunteers at KENG and the way they stepped up, supported with enthusiasm and delivered their programs during COVID-19 restrictions. KENG staff have worked extremely hard and this is apparent in the excellent outcomes we have achieved across all service agreements, contracts, events and programs and for this I am extremely grateful and honoured. I would like to thank Geoff and the management committee members for their insight, hard work and passion, who remain committed to KENG's Vision, Mission, Values and Strategic Goals.

Looking forward to the coming year, I know that KENG will continue to provide unique opportunities and support to the community and continue to provide a friendly and supportive service that is accessible and provide a community gateway to all people within Logan.

We value the First Nations People and recognise the negative effects of colonisation and intergenerational trauma that continue to play out in people's lives today. We listen and learn from the First Nation People within the KENG community.

I am grateful to our dedicated Management Committee for contributing their time and expertise to drive our vision and values into the future and hold us true to our purpose. To our President, Geoff, you have made such a difference to KENG and the community, your drive, passion, and input have assisted KENG in so many ways.

Highlights

Volunteers continue to be the foundation of the Centre. Each and every one of them bring their uniqueness, strengths and skills that make a significant contribution. We are fortunate that some of our volunteers have gained paid employment positions with the organisation.

Our annual "Back to School Bash" fundraiser

was a huge success. Once again, the Bash was hosted at our President's home and a buffet lunch, refreshment and a string quartet was provided. The outcome of the day enabled KENG to support 850 children with resources for their educational journey. The outstanding success of this project is a testament to Geoff's passion and commitment to this cause.

Kim



Child Health Partnership Program

Funded by the Salvation Army through the Australian Government Primary Health Network

Kylie Jackson



The Child Health Pathways Project is a new initiative aimed at supporting parents who are involved in the Thriving and On Track (TOTS) program, which aims to connect families with access to early childhood health services. There has been a need identified by parents who have accessed this service and found that there are barriers impeding access to child health and other allied health services including transport, finding a suitable General Practitioner, navigating the complex health service system, support with attending appointments and the cost of services.

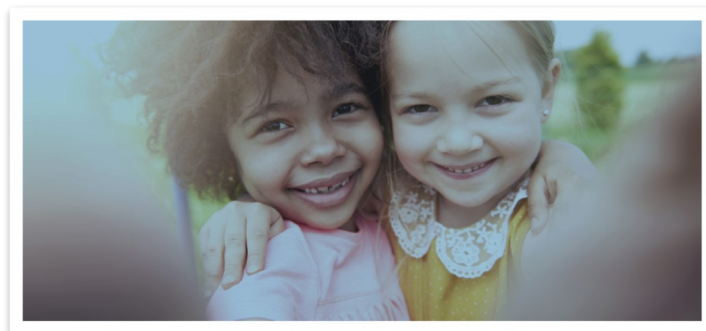
KENG has a community support coordinator who is able to walk with parents along their child's health journey and support, identify and address the barriers they are facing.

This pilot program commenced in February 2021 and to date has been accepting referrals from participating Early Childhood Centres, Child Health and Access Community Hubs.

Highlight

The program has been able to navigate pathways for families to be able to find out more information around the services that are available for their child, provide relevant information, connect with Child Health and access the services that they need.

Kylie



Communities for Children Program

Funded by the Salvation Army Communities for Children Initiative through the Department of Social Services

Kim Wright, Lisa Deland, Satoko Kuroda

The Communities for Children is a vibrant program designed to meet the growing needs of families, children, parents, and caregivers within the Logan district. The program is funded by the Salvation Army Communities for Children initiative through the Department of Social Services.

Primarily based at Kingston East Neighbourhood Centre, where several groups are delivered, our services are also offered at nearby Loganlea Community Centre, Kingston State School and most recently we have established a bustling new playgroup at Logan Village.

The programs offered through this initiative are child and family focused, promoting positive relationships and personal growth. Such programs are soft entry points, drawing upon additional support systems within the wider KENG community and beyond, should additional, individual needs be identified. The programs are designed to offer support and guidance to parents within a safe, friendly, and accessible environment. There is a strong emphasis on building community relations.

Supported Playgroups

Supported Playgroups provide an opportunity for families to socialise with others within a safe and caring environment. It's an opportunity for children to develop and build social skills and for parents and caregivers to connect. The ancient African proverb "It takes a village to raise a child" speaks volumes. Enrolment in our Playgroups brings a wealth of opportunities, support and knowledge for local families and forms a crucial first step in Early Years Education.

Playgroups are a wonderful place for parents to receive important information regarding child health and development, together with the opportunity for young children to investigate and explore alongside like-minded peers. We offer a wide range of challenging activities for the children to enhance skills and build confidence. We also value the opportunity to actively encourage and engage parents in play

experiences.

At KENG we currently facilitate five local playgroups:

- Praise Playgroup (KENG) Monday
- The Village Playgroup (Logan Village) Tuesday
- Stay and Play Playgroup (Loganlea Community Centre) Wednesday
- Kingston State School Play group (Kingston) Thursday
- 3a Playgroup (Rainbow House) Friday

Each of these playgroups are unique in the way that they all serve the needs of the local community and the individuals in attendance. Our facilitators identify and recognise the strengths and needs of each group, developing programs accordingly.

Hello Baby

Hello Baby is a program offered to families with a child under the age of one year old. Guided by attachment theory, parents are taught basic baby massage techniques, encouraging them to



bond with their child within a supported environment. Sensory activities, singing and reading are among other activities that are offered during this class.

This safe space allows parents to bond with their child whilst meeting other like-minded parents and receiving guidance and support from trained professionals, including a Queensland Maternal and Child Health Nurse.

This is a popular program, offering new mothers an opportunity to re-connect and adjust to life as a parent.

The Hangout

The Hangout is a weekly program held at Loganlea Community Centre, primarily aimed at school aged children.

The aim of the program is to provide a safe place for the children to socialise and simply 'be'. Staff, students, and volunteers all share the same goals of being available to talk and interact with the children, building relationships and forming a trusting, safe environment.

The structure of the group has changed significantly this year, following the recognition that the children's basic needs of eating a daily hot meal were not being met. We also identified a lack of connection within the group. We have been busy forming trusting relationships with the children and seemed to have developed an inviting, caring, and safe environment where the children sit down together to share a hot meal as



they engage in family like banter around the dining table!

We also spend time at the local park playing many traditional games such as 'Red Rover' and 'Hide and Seek.'

It has been a humbling experience to recognise that the children are simply craving our company. They are desperate to be out in the community playing but need the parent like figure to facilitate this play, which we are more than happy to provide.

Great Mates Meet

Great Mates Meet continues to thrive during a time which has brought disconnection to many. This social group of men have formed a strong bond over time, with many true friendships formed. They have continued to meet on a weekly basis, except in times of enforced lockdown. Like other programs, numbers have fluctuated during periods of insecurity, but none the less they have continued to 'check-in' with each other throughout, showing a great sense of belonging within the group and a great sense of community spirit which seems to be nurtured here at KENG.

In addition to the weekly meetings, some have attended smaller get togethers and many have accessed other services offered by KENG. Many are active volunteers and give selflessly of their time to serve the growing needs of our community.

We look forward to welcoming Hayden Esparon to our team and look forward to seeing the group continue to develop under his guidance.

Parenting Programs

Communities for Children offer a range of parenting programs which are accessible to all community members. Despite the requirement to pre-book, courses are run frequently during term times.

These courses offer support, information and strategies to parents and caregivers on raising

healthy children. Often groups are small in numbers, offering a more personal and interactive experience, allowing participants to actively engage within the group whilst the facilitator is then able to structure and plan the sessions to meet the specific needs of those in attendance.

The parenting programs offered at KENG include:

- Circle of Security
- Bringing up Great Kids
- Wheel of Wellbeing
- 123 Magic
- What were we thinking?

Due to the changing nature to the guidelines of the recent funding for the Communities for Children program we are now able to tailor our programs towards meeting the specific needs of the community in which we serve. This change will now enable us to deviate slightly from what could be considered a structured form of the above-mentioned evidence-based programs, giving us the opportunity to truly meet the needs of our ever-changing community.

We recognise that our programs are in place to guide and inform parents, with the view of enriching caregiving. We look forward to the challenges that the year ahead brings as we continue to assist parents grow in what is the most important role of their lives.

Highlights

On reflection, it would be fair to say that every day is an emotional rollercoaster, bringing unimaginable challenges, joy, and pleasures. It is the community spirit at KENG, together with the unconditional support and encouragement of colleagues and management that brings the strength and determination to achieve great outcomes for our families.

The highlights come in knowing the appreciation that our families have for us and in recognising that there is an army of people around us to support us as we strive to meet their needs. It is

knowing that with the connections that we have, almost everything and anything is achievable.

In the Hangout, it is the glowing faces of the children as they sit to eat a hot meal, and the excitement as they may simply receive a loaf of bread to take home with them. It is the comfort of knowing that on a Wednesday night they will not go to bed hungry. It is knowing that the children have appreciated simply being able to sit comfortably on a sofa and chat as we pack away, appreciating the fact that there is simply light and electricity in the building – a comfort that we all take for granted but a comfort that not all our children experience in their homes.

Play group highlights include building lasting relationships with families and witnessing the children grow and develop into confident and able little beings, and assisting them in entering programs such as Hippy or enter more structured early learning programs in preparation for enrolment to Prep.

Occasional Childcare

We are truly fortunate to be able to offer Occasional Childcare (OCC) at KENG. This centre offers a unique, 'home from home' service catering for children and families from many diverse backgrounds. It is a service which offers both flexibility and consistency for families in need, with the quality of care given second to none.

We would like to acknowledge the tremendous efforts of all the educators and volunteers who put their heart and soul into creating such a thriving, positive and welcoming learning environment. We would also like to extend a warm welcome to Heni, who has most recently taken over the role as Director, replacing Miss Kellie who served the centre well for many years.

The Occasional Childcare is a crucial service accessed by several of our parents attending parenting programs and is free to all parents attending programs at KENG.

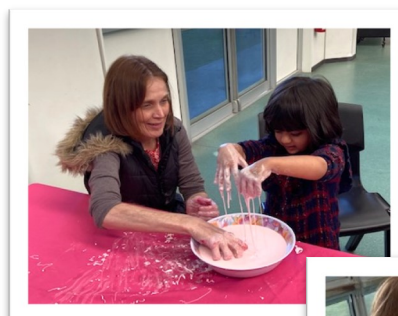
The centre follows the principles and guidelines outlined in the Early Years Learning Framework, with daily practices and procedures also informed by the National Quality Standards.

Most recently the OCC have secured sponsorship from Kindybook who have granted the use of their electronic early years program, offering online documentation of children's learning, to include learning portfolios, daily diaries, and pictures, together with several other features beneficial to educators and families. It is envisaged that this program will be up and running for the commencement of Term 4.

Thank you

Once again, we would like to acknowledge and express our appreciation to the Kingston East Neighbourhood Group Management Committee, staff, volunteers and students for their dedication and continued support of the Communities for Children program, and to our families who continue to access our services and place trust in us as we assist them in navigating through the challenges of parenting the next generation.

Kim, Lisa and Satoko



Community Development Program

Funded by the Department of Communities, Disability Services and Seniors

Ron Mitchell

Ron Mitchell has been working in the role of Community Development (CD) Worker at KENG since December 2019; and has thoroughly enjoyed the experience. KENG operates within a community development framework and integrated service model with a strengths-based approach that recognises our clients as the experts in their own lives. The following overview describes the CD Worker's contributions and achievements over the past 12 months.

Volunteer and Placement Student Coordination

The CD Worker is designated overall responsibility for coordinating volunteer and placement student opportunities at KENG. Volunteers and placement students were recruited, trained, and supported to assist with KENG's range of programs, services, and events. KENG's staff members engage with our volunteers and placement students in respectful and reciprocal professional relationships; we value their contribution and seek to optimise their experience at the centre. The CD Worker was part of the team that organised the well-attended and happy KENG Volunteer Christmas Lunch at Café 63, Springwood in December 2020. For National Volunteers Week 2021 in May, the CD Worker, as part of an initiative of Logan City Council, arranged for a 'volunteer sign up day' at KENG.

KRANK School Holiday Activities

KENG has a long-established practice of providing KRANK School Holiday Activities funded by Logan City Council. The CD Worker coordinated KENG's KRANK school holiday activities offered by the centre to Logan school students: in July and September 2020; and in January, April, and June 2021. These school holiday activities, with experienced facilitators, included Unlimited Animations, Kids in the Kitchen, Dads and Kids Bushwalking and Barbeque, Youth First Aid & CPR, and Kids First Aid & CPR. Gardening Club as a new KRANK school holiday activity, was introduced by KENG

in April 2021. As in the previous year, the COVID-19 pandemic had an impact on KRANK: with the implementation of COVID-safe protocols; as well postponement of scheduled activities during lockdowns in January and June 2021.

NILs Program

KENG is an established Client Support provider for the No Interest Loans (NILs) with Good Shepherd Australia. NILs is a service that provides individuals and families on low incomes with access to safe, fair, and affordable credit for essential goods and services for up to \$1,500 with no interest, fees or extra charges applied. Many clients (individuals and families) in Logan on low incomes and facing economic hardship are eligible for this assistance. KENG's NILs program assists clients to avoid debt traps from predatory lenders, increases their financial literacy and personal resilience, instils a sense of independence, and improves their quality of life. The CD Worker through the dedicated assistance of skilled volunteers had a successful year for this program with 62 NILs approvals over the 12 months.

Information Sessions, Workshops and Guest Speakers

KENG's CD Worker has a passion for engaging with and informing the local community, enhancing the local and regional profile of KENG, and increasing our presence and influence in Logan through organising a series of information sessions and workshops with enlisted partners and invited expert presenters around key issues of interest and concern to Logan's residents. These sessions included the African Communities Forum in partnership with the Queensland African Communities Council (QACC) in September 2020; the "Talking Money" Financial Capacity Building Workshop in partnership with agencies that are part of the Logan Financial Literacy Action Group (FLAG) in October 2020; the NDIS National Communities Information Session in partnership with Access

Community Services in March 2021; the Cyber Safety Information Session with Senior Constable Sarah Hamilton from the Logan District Crime Prevention Unit in April 2021; and the Financial Literacy Professional Development Workshop with Alba Perez and Analea Kelly from Services Australia in May 2021. The CD Worker also arranged guest speakers for the Logan Interagency Network (LIN) meetings hosted by KENG: Mr Ehsan Azadi, Principal Lawyer from Arc Visa & Migration, and Dr Brian Adams, (then) Director of the Griffith University Centre for Interfaith and Cultural Dialogue, in August 2020; Peter Last, (then) CEO of the Ethnic Communities Council of Queensland (ECCQ), Dr Nora Amath from the Islamic Women's Association of Australia (IWAA), and Aleem Ali, CEO of Welcoming Australia, in February 2021; and Lisa Crawford, Regional Director QLD & NT Community Engagement, Department of Home Affairs, and Sheridan Springer, CALD State Manager (QLD) for the 2021 Census, Australian Bureau of Statistics, in June 2021. The CD Worker also arranged for Paul Schmidt, Community Connector Advisor: COVID response and recovery, for Queensland, Australian Red Cross as a guest speaker at the KENG staff meeting in June 2021.

Free Monthly Visa and Migration Advice Service

Following on from successful Visa and Migration Information Session with migration agent and lawyer Ehsan Azadi from Arc Visa & Migration at KENG in July 2020, and based on the clients' needs, the Community Development (CD) Worker established a free monthly visa and migration advice outreach service at KENG, held from 4:00 pm to 6:00 pm on the first Tuesday of each month. This new service commenced in September 2021, and since then has achieved a substantial outreach with referrals from agencies from around Logan. Clients receive free, impartial, and reliable expert information and advice in a confidential setting about visa categories and applications, changes in migration law, and effective case-specific

pathways available to achieve permanent residency and citizenship. The service, available to everyone – all visa holders, temporary and permanent residents – has been very popular with clients and case managers, and is clearly meeting a need in the local community.

Dementia Essentials Course

The CD Worker is a member of the Logan Dementia Alliance and established a partnership with Dementia Australia that enabled KENG to host fully funded "Dementia Essentials" professional development courses. These courses run for 18 hours over three days and were presented at KENG in March and June 2021. The "Dementia Essentials" course with a professional trainer, is based on a nationally recognised and accredited unit of competency designed to assist workers supporting people living with dementia. The completed unit of competency is credited towards further study in aged care; and also provides participants 18 hours towards Continuing Professional Development (CPD). The course incorporates a person-centred care approach with a focus on developing practical skills that can be applied in workplaces. Participants learn more about dementia and strategies to support people and their families to live well with dementia. At the close of the program the participants reflect on their learning from the course and considering how they were going to improve their own practice. These courses were very popular with local carers and health professionals.

Neighbour Day Celebration in Logan with Australia's 2021 Local Hero

Neighbour Day, coordinated nationally by Relationships Australia, is observed nationally on the last Sunday in March; and is Australia's annual celebration of community, encouraging people to connect with their neighbours. The theme of Neighbour Day 2021 was "Every day is neighbour day". The CD Worker, with the assistance of KENG volunteers and placement students, presented a Neighbour Day function for the Logan community at the Logan East

Community Neighbourhood Centre (LECNA), Springwood, in March 2021, featuring special guest and keynote speaker from Sydney, Rosemary Kariuki, Australia's 2021 Local Hero. There was live music and Counsellor Mindy Russell was a speaker on the program, with a video message from the Hon Shannon Fentiman MP, State Member for Waterford. Jim Chalmers MP, Federal Member for Rankin, was in the audience of about 60 people. The event was well received, with brilliant feedback, including from Rosemary.

Ron



Early Years Champion Pilot Program

Funded by Logan Together

Areta Farrance

The Senior Early Years Champion role at KENG aims to connect families with Early Years Services in Logan with a particular focus on helping families access Kindergarten for their child. The pilot is based on research that shows us that a high percentage of children are not able to access kindergarten in Logan due to many complex barriers.

We know that children attending quality kindergarten programs is a critical step in supporting them in stepping happily into school and building strong foundations for life. The Senior Early Years role champions kindy in conversations with families, those who care for children, and the broader community. Logan Together have put in place a team of Early Years Champions (EYC) to support the Logan Community to embrace the benefits of kindy and help make it easier for families to access.

Early Years Champions provide the community with:

- Resources and key information answering the common questions families often have about kindy, such as: cost, centre location and types of kindy programs in Logan
- An opportunity to grow the number of Kindy Champions across Logan so we can all share responsibility for supporting kindergarten access.
- Individual and group information sessions 'all about kindy'
- Connection with key people who can answer questions specific to their circumstance and assist with tasks eg: enrolment forms, transport and childcare subsidy applications
- Training the sector to become Kindy Champions in their community

The Senior Early Years Champion role at KENG has used this pilot opportunity to build strong foundations by leading the team of three Early Years Champions. Kasara Thompson based at Jinndi Mibbun, Emma Nelson at Benevolent Society and Monica Mamoa at Village Connect.

The pilot has also provided 'space' for conversations to occur at every given opportunity about their concerns in finding a service that suits them. By building these relationships, families now have access to someone who can 'walk alongside' them while they make big decisions about what is best for their child's introduction to the early years education system.

The Senior Early Years Champion role has been involved in all KENG'S programs along with representing KENG at events such as under 8's week, child protection week, NAIDOC, book week and many more. Families have accessed information about kindergarten through several ways; An informal face to face chat, sometimes through a referral from an external organisation or often simply from within KENG's programs. The Senior Early Years Champion role teams well with existing programs to provide much needed support regarding the transition to kindergarten.

Some barrier breaking outcomes of this pilot that may not have happened without the team of Early Years Champions, have included:

- Families having a chance to receive information about kindergarten on the spot
- Tours of kindergartens, including a meet and greet with the kindergarten teacher
- (While available earlier in the year) Children receiving Logan Together scholarships so there is no cost to their time at Kindergarten.
- Parents and carers overcoming anxieties about their child starting kindergarten.

Thank you

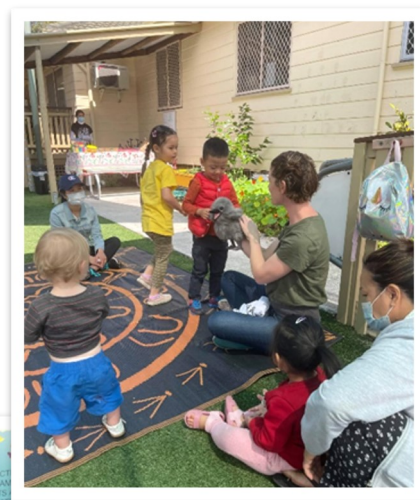
Thank you to the Staff and Committee at KENG for embracing and hosting this pilot and utilising it as a resource for families. Your encouragement and positive feedback have made it easier to get off the ground, and KENG's history in connecting children with kindergarten has already blazed the path for a program like

this to thrive.

Highlights

Highlights have included the feedback from parent's expressing their gratitude and support and that their child is enjoying kindergarten and excited about school, running group sessions and seeing parent's anxiety wash away when they feel more informed and equipped with how to choose a kindergarten, and the countless relationships connecting KENG with local Kindergarten's providing that pathway and smooth transition.

Areta



Early Years Place Program

Funded by the Department of Education - Early Childhood and Community Engagement

Kylie Jackson

The Early Years Place (EYP) at KENG understands the vital role that a nurturing family life can play in giving children the best possible start in life. For over 15 years this project has been assisting families to cultivate healthy, positive and thriving family relationships.

Our EYP covers a range of programs, activities and services which include early childhood and parent education, wellbeing support, childcare and access to the integrated services at KENG including counselling, housing support, emergency relief, education and training and therapeutic services.

Programs and activities offered in 2020/2021 include:

- Circle of Security Parenting Program
- Bringing Up Great Kids Parenting Program
- Magic 123 & Emotion Coaching
- Wilbert the Worm Literacy Days
- Hello Baby (Baby Massage and Music)
- Wellbeing groups
- 3a Playgroup
- Child Protection Week – Family Fun Day
- Intergenerational Sewing Group
- BUMP- Young Mothers Mentoring Program (at the Family Place)
- Back to School project
- Stephanie Alexander Kitchen Garden program
- Occasional Childcare at no cost to families who are accessing programs in the Centre.

Despite the ongoing COVID-19 pandemic, the EYP has continued to deliver services and supports to local families. We have had to adjust and reduce our group sizes, though this has provided families with a sense of trust and allowed relationships to grow.

We are grateful to all of our partners, including Child Health, Communities for Children, Rainbow House, Logan Together and The Family Place for your ongoing support. Many thanks to the Rotary Club of Logan for their ongoing financial support that enables us to continue to purchase quality

early childhood books for our Wilbert the Worm Literacy Program.

Highlights

Through the Logan Together Kindergarten Scholarship, we have been able to assist several children to access a quality kindergarten program. The families were very excited to be given this opportunity to attend kindergarten at a high quality early learning centre and have a great start to their school and education journey.

Through the EYP, we have employed a trainee, Zoe Singleton. Zoe will be supporting the Praise Playgroup and the Occasional Childcare as she completes a Cert III in Early Childhood Education and Care. We welcome Zoe to the team!

Kylie



Emergency Relief Program

Funded by Department of Communities, Disability Services and Seniors & Department of Social Services through the YFS ER Consortium

Jo Pressick

The Emergency Relief Program (ER) is funded by the Department of Social Services (Commonwealth) and the State Government.

Emergency Relief funding assists service providers to deliver emergency financial or other assistance to individuals and families in immediate crisis. Its objective is to assist people to deal with their immediate crisis in a way that maintains dignity and encourages self-reliance.

Every day is a highlight at KENG when we can assist those less fortunate. Our clients are greeted warmly upon entry. We listen to their stories. We show compassion and make them feel valued and understood.

The suburbs we service for bill assistance and vouchers are:

- Kingston
- Slacks Creek
- Loganlea
- Tanah Merah
- Meadowbrook

There is no catchment for food parcels.

In the past 12 months, we have provided:

- 2,368 food parcels (feeding 3,061 adults, 3,451 children)
- 1,165 food and fuel vouchers
- 66 electricity bills
- 38 rental payments
- 51 "other" bills including prescriptions, school uniforms, birth certificates, medical items, baby formula and nappies

Our total number of registered clients is 5,632, an increase of 639 clients in 12 months.

Staff and Volunteer Training

- Mental Health First Aid
- Suicide Prevention
- LGBTQTIAP+ Culture
- Emergency Evacuation Training
- Stronger Smarter Institute Training

Networks and Connections

- Logan Emergency Relief Services
- Burringilly Aboriginal Corporation
- Kirrawe Indigenous Corporation
- Foodbank
- 4 Voices
- YFS
- Yarrabilba Stakeholder Collaborative Network
- Logan Police Multicultural Unit
- Department of Youth Justice
- Uniting Care Community
- The Salvation Army
- Brisbane Basket Brigade
- Share The Dignity.

Providing so much assistance to Logan residents would not be possible without the help of our amazing, big-hearted volunteers. I would sincerely like to thank everyone who has given their time and compassion to help those less fortunate. Thank you to Geoff Leeming, Dorothy Firth, Amanda Harper, Jenny Cheng, Jodie and Vanessa Mony, Trevor Leonard, Gail Dionysius, Matthew Purnell, Ashleigh Soloman, Geeta Chandar, Petronilla Lau and Eileen Carolan. Thank you also to the amazing students doing placement at KENG.

Highlights

- Providing Back to School Packs to Logan children
- Volunteer Gail has won a Wonderful Women of Waterford award. Gail and the ER Coordinator, Jo, attended a lovely function at the White House of Waterford where Gail was presented with her award by Honorary Shannon Fentiman
- Financial counselling now available by appointment with Peni Usumaki (Uniting Care Community)
- Providing blankets, pillows, sleeping bags and towels to homeless people or those couch surfing

- A Kingston man who was unable to leave the house called KENG and explained he has cancer and is unable to eat the food which is provided in most food parcels. He had called everyone on the YFS emergency relief list and could not get any assistance. We were happy to help by delivering him a Coles voucher. Upon delivering the voucher, he nearly cried and was ever so grateful. He lives alone and seemed very lonely and isolated. We chatted for 15 minutes; he was happy just to have someone to talk to. I informed him about the Men's Group held at KENG on Fridays and he seemed very keen to attend.



Client Feedback

To the amazing team at KENG

May I please give my kindest regards to all of the team as their professionalism is exceptional. Their kindness, understanding and compassion is truly amazing. I feel blessed to have their support at all times and made to feel so welcome, their warmth is amazing. I wish to acknowledge Jo, Ann and Mr Ron Mitchell. You mean the world to me so please let me say THANK YOU.

Jo



Family Support Program

Funded by the Department of Communities, Disability Services and Seniors

Cilla Bertsch and Danielle Bennetts

The Family Support Program provides support for families with children from birth to 12 years in the Logan Community. The program is an early intervention/prevention model that works from a strength-based framework. Support is responsive and includes in-home visiting, transport, advocacy, crisis support, parenting programs, resource provision and information, advice and referral.

An overview of the year

The pandemic continues to impact the way the Family Support Program has been delivered in 2020/21 with continued short term lockdowns.

- Danielle continued to participate in the Family Support Collective, attending monthly meetings in person or via Zoom or Teams
- We attended, supported and networked within local events such as Wilbert the Worm Literacy Events, Harmony Day, Child Protection Event, NAIDOC and the Two Days of Outdoor Play event hosted by Logan Together and community partners at Meakin Park
- Parenting programs delivered were 123 Magic, Circle of Security and Bringing Up Great Kids
- Cilla provided continued court support for a kinship carer
- Danielle supported a family into accessing the Deadly Kindy Program
- Danielle and the Early Years Champion supported a family to enrol her child in kindy.
- Multiple families were supported with Christmas baskets and gifts from Logan City Council and the Brisbane Basket Brigade
- Family Support, Communities for Children, Immediate Supported Accommodation, The Family HUB and the Manager attended group supervision with Shirley Duckett covering mental health and difficult conversations
- Back to School Packs and uniforms were provided to clients
- The team attended and supported KENG fundraising activities Big Bash and Golf Day

- We participated in Performance Development Planning with the Manager
- We have been part of the Community Needs Project with the housing coordinator, looking at respite services for aged community members
- Cilla organised First Aid & CPR training for staff with Elkana
- Information and resources were provided on Water Safety and on Financial Leaks

Highlights

The family of Anna Thompson, who passed away in 2020, donated children's toys, games, and clothing to KENG. The family said they were glad the items were going to families in the community in which Anna worked. KENG also planted a Lemon Myrtle tree in remembrance in our community garden.

Danielle supported two families with their Citizenship applications and in January this year, after a two year wait, both families attended the Citizenship Ceremony at Logan City Council.

The team have supported the community throughout the year with over 130 home visits. Transport was provided on 15 plus occasions to appointments and to other KENG programs. Support has also included advocacy, information, advice and referrals to specialist agencies.

While the pandemic has impacted the community with a sense of uncertainty, the community has also shown amazing resilience under the circumstances.

Cilla and Danielle



Home Interaction Program for Parents and Youngsters

Funded by the Brotherhood of St Laurence initiative through the Department of Social Services

Sarah Coffey, Dorothy Firth, Shanti Sharma, Lauryn Shields, Madeline Teoh

The Home Interaction Program for Parents and Youngsters (HIPPY) is a two-year home-based parenting and early childhood enrichment program that supports children and their families during the crucial early years.

Through HIPPY, parents are supported to be involved in and guide their children's learning experiences. The program allows for learning opportunities around the child's own strengths and interests, supporting a successful transition to school.

HIPPY employs parents as tutors. The HIPPY Tutors employed are from both current and previous HIPPY cohorts. HIPPY Logan delivers up to 55 families with one-on-one support each week.

HIPPY helps parents lay the foundations for success at school by teaching their child literacy, numeracy, and language skills as well as physical skills, so they develop a love of learning.

HIPPY Logan children graduate from the program with literacy and numeracy skills above the Australian average. In 2019, 23 HIPPY children Graduated.

HIPPY Tutors

HIPPY Logan employs parents who have been involved in HIPPY to work as Tutors in the HIPPY program. The peer-to-peer approach benefits parents engaging with other parents around common experiences encountered at similar life stages. During the two years of employment, HIPPY Logan Tutors receive current work experiences, and explore further educational opportunities using the Pathways to Possibilities (P2P) approach developed by HIPPY Australia.

Between 2020 and 2021 our HIPPY Tutors have participated in various courses, and internal workshops including Mental Health First Aid and First Aid & CPR.

Highlight

HIPPY Logan was proud to be a part of Transforming Employment Aspirations Study.

The results of the HIPPY Tutors Study were launched, along with the HIPPY Longitudinal Study, in Murray Bridge, South Australia by Minister Anne Ruston and Associate Professor Julie Connolly. HIPPY Coordinator Sarah Coffey was personally thanked by Professor Shelley Mallett, Director of Research and Policy, Social and Political Sciences University of Melbourne. Sarah's experience, insights and comments led directly to the framework and recommendations contained in the report.

Sarah



Immediate Supported Accommodation

Funded by the Department of Housing and Public Works

Vikki Wilkes, Helen Hogan, Sarah Luxford, Royce Peckham

KENG receives funding from the Department of Communities, Housing and Digital Economy to operate a 'specialist homelessness service' that can offer short-term accommodation linked with case management support to those who are homeless, at risk of homelessness and/or experiencing crises. This funded service is termed 'Immediate Supported Accommodation' (ISA). KENG manages thirteen department-owned properties under the ISA program which range from three to four bedroom detached houses situated across the District of Logan City therefore predominantly assisting homeless family groups requiring temporary housing. Property vacancies are listed on the Queensland Homelessness Information Platform which can be accessed by all specialist homelessness services situated across Queensland who may wish to refer their clients to KENG for housing assistance.

The KENG ISA team strives to work collaboratively with our clients to maximise their capacity for independent living through a coordinated response to address barriers and create pathways to safe, secure and sustainable housing. Some of the services that can be accessed through KENG ISA include but are not limited to:

- Collaborative needs assessment and goal planning.
- Development of client skills to successfully secure and sustain tenancies.
- Connection to programs and support groups appropriate to individualised client needs.
- Advocacy and assistance to link with specialist services.
- Targeted, follow up support to clients exiting the ISA program.

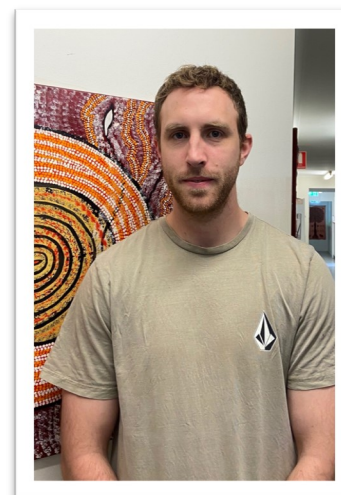
In addition, KENG owns and manages a block of four, two bedroom units located in Logan Central that were originally purchased in 1992 through receipt of a one-off grant from a local government body. Currently, the unit block operates unfunded as long-term community

housing for people able to independently sustain their tenancy.

Highlight

In March 2021, the KENG ISA team received the news that a project proposal entitled the "KENG ISA Support Enhancement Pilot Project" had been approved by the KENG Management Committee for allocation of funding. The ISA team wish to relay our gratitude to Kim Wright for advocating on our behalf to achieve this outcome. Our proposal was for KENG to employ an additional ISA case manager under contract for 12 months with the possible option to renew the contract for a further 12 months. The aim of our proposal was to assist our current case manager by taking on a manageable caseload that would be dependent upon allocated work hours. This led to the appointment of Royce as our additional ISA case manager. Royce has integrated very well into our team environment, displaying a strong interest in gaining a comprehensive understanding of the Queensland housing and homelessness sectors, and our program requirements in particular developing a very good grasp of the processes involved in supporting and assisting people who are homeless, at risk of homelessness or experiencing crises, and with further training, will become an essential member of our team.

Vikki



Kingston East Occasional Childcare

Self Funded

Heni Davoren-Hansen, Judy Ninkovic, Ahmar Adam Moosa, Zoe Singleton

The Kingston East Occasional Childcare (OCC) is a unique Children's service which provides experiences and learning in a nurturing environment on a short-term basis. Our focus is to support children to develop a love for learning, curiosity, resilience, and respect for their world and we accomplish this by providing a program that focuses on self-awareness and social awareness in an environment that encourages children's social and emotional growth through play experiences. Families are able to access our service while attending programs at the centre or as a transition in preparing children for an additional early childhood setting. With the majority of families accessing the childcare whilst being actively engaged in programs within the centre, the childcare is an essential element to the community centre.

Kingston East Occasional Childcare offers a low-cost hourly rate to ensure that all families have an opportunity to access an educational facility for their child and by having families stay onsite, it allows flexibility within the program.

We strive to build trusting and respectful relationships with children and their families by role modelling positive behaviours during interactions and learning engagement to ensure all needs of the children and families are met.

Highlights

It has been an eventful year with Kellie leaving OCC in April after 10 years of service. Kellie left big shoes to fill. I took on the role of Director in August and it has been a bit of a big transition with a few changes regarding programming style. After approaching Lisa about sourcing an online program, Lisa has been able to secure a program called KindyBook that will deliver to families their children's learning experiences and observations whilst in OCC. The program will provide a sustainable way to intercommunicate with families and the program also links the children's learning to the Early Years Learning

Framework (EYLF). This will be a fantastic and simpler but quality way to document the child's development.

The OCC has also been lucky enough to gain Zoe Singleton as our childcare trainee. Zoe was employed in the OCC in July 2021 when she began studying for her Certificate III in Children's Services. She is a vibrant, bubbly and eager teenager who is family focused and always eager to learn. She encourages guidance and direction as a learning tool and has a magnetic pull with the children. Zoe has been working hard to build relationships with all children and their families, we are very lucky to have Zoe with us.

Judy, Adam, Zoe and I are always very grateful for the amazing help we get from our volunteers, who give us their time and go above and beyond to positively role model when interacting with the children. We would also like to give a big thank you to Satoko, who contributes to our sustainability focus, sharing her knowledge of



gardening and of course the fresh produce she grows with the children. Another special mention is the HIPPY program who provide funding for Sally Teare our local Indigenous Artist who comes weekly and provides some creative activities and experiences to enhance the Children's knowledge and understanding of our first Nations culture.

We are so grateful to the KENG management committee and staff for always providing ongoing assistance, guidance, and professional knowledge that then allows us to provide quality care and education for our beautiful families in the OCC.

Heni



Older Person's Action Program

Funded by the Department of Communities, Disability Services and Seniors

Fiona Muller

The Older Person's Action Program aims to enhance the status, safety and wellbeing of older community members by providing opportunities to:

- Contribute to the community and share skills and knowledge as a volunteer
- Have access to health and wellbeing programs
- Have their interests and needs promoted and be informed about services available
- Have access to support, advocacy, information and resources.

Highlights

Volunteer engagement and contribution with up to 15 Seniors having engaged in volunteering through the Administration and Reception, Emergency Relief, Craft, The Cooking Club, The Sewing Group, Gardening and The Computer Club. A number have volunteered across several programs while accessing OPAP and KENG programs. In particular a point of referral for older male volunteers has been the Great Mates Meet, providing greater inclusion for a vulnerable and difficult to engage demographic, being older men.

Information Sessions were delivered within our Computer group with visits from Services Australia, giving our Seniors greater knowledge around MyGov, Medicare and Centrelink. In addition, we had Logan City Council Safe City Team come and deliver a Crime Time Trivia morning which was well received by our community. This gave the Seniors an opportunity to refresh their skills on keeping safe in the community and discuss any concerns they had around safety. These sessions also opened opportunities for Seniors to connect with one another and for any new attendees to link into other programs within KENG.

The Craft Group

The craft group continues to be a caring community in which we were

able to celebrate one of our clients 70th Birthday. The next week this same client had a fall and had been in and out of hospital. KENG was able to support her during this time and the ladies in the craft group were able to give her a lift each week so she was still able to attend class and be supported in her recovery.

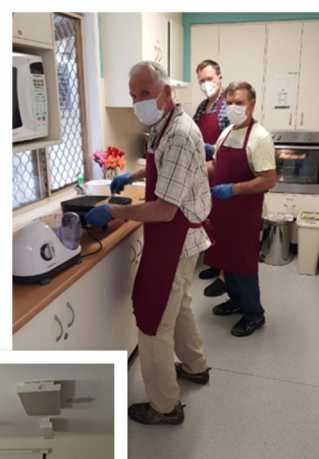
The Computer Club and Cooking Club

Another highlight during this past year was the resilience of our Seniors. Due to COVID-19 there have been a number of restrictions on the groups, however this did not deter their enthusiasm to meet with one another.

Collaborations and Networks

With the help of the Management Committee and through the Helping Hand Grant, the Seniors were able to have the Yoga Group funded for another year. In addition, this past year with the help of a Communities Grant from Logan City Council, we have been able to provide a Pilates class once a week called "Maintain Balance in Body and Mind". OPAP is enhanced through strong collaborations with Logan City Council, The Seniors Network, Logan Interagency Network, Metro South Health and Caxton Financial Services.

Fiona



Personal & Relationship Counselling

Funded by the Department of Child Safety, Youth and Women

Fiona Muller

Each Thursday morning KENG provides a free Personal and Relationship counselling service for people within the community, by appointment only. It has been encouraging to see new clients each month during this past year, including many clients continuing in follow up sessions, with improved outcomes in their specific needs and goals. Some issues that have been covered over the last year were couples relationships, isolation, communication, family breakdown, separation, parenting, anxiety, stress, depression, grief and loss, life transitions, general wellbeing and self-care. Due to COVID-19 KENG was also able to provide isolation counselling. During the lockdown phase of COVID, KENG continued to support clients by offering counselling either via phone, skype or zoom sessions, which were well received and appreciated in the community. KENG continues to keep this option open if needed.

Once new clients have engaged in counselling, they tend to be both steady and committed, however consistency in the clients keeping their bookings at times results in 'no show' appointments. This is often due to the immediacy of their situation, no longer being critical or they reschedule due to either sickness or other personal issues. These cases allow KENG to contact other clients on our waiting list for counselling.

Fiona attends external professional supervision, generally once a month, or as per the Psychotherapists and Counsellors Federation of Australia guidelines. This is helpful to ensure best practice and self-care for the counsellor. In addition, Fiona has attended external professional development in Acceptance Commitment Therapy, Biosocial model of Borderline Personality Disorder and Complex Trauma.

Highlights

The counselling service provided at KENG is having a positive impact on the community and it is exciting to see more couples come through for

counselling while being able to use the childcare facilities within KENG. Many clients continue to express their appreciation for this service and how it has impacted their lives in a positive way, particularly during COVID and the opportunity to receive counselling via phone or online. This has also opened greater opportunity for those that may be unable to access the service due to the inability to travel. Due to the counselling service being offered for free to the community, it allows those in the community who suffer financial hardship to not be disadvantaged or inhibited in receiving such a valuable service. An increasing number of people in our community seem to be disconnected from family and friends particularly due to COVID therefore having little support for their mental health and wellbeing. Mental health is a continuing challenge within the community, however it is a privilege to be involved and journey with our community as they navigate their individual issues and see them progress and gain insight to help themselves.

Fiona



SQW Build a Secure Future Program

Funded by the Department of Employment, Small Business and Training under the Skilling Queenslanders for Work Initiative

Cilla Bertsch and Danielle Bennetts

The SQW Build a Secure Future employment and training program provides accredited training as well as learner support which includes self-development and employment/job search skills, First Aid & CPR, a Working with Children Blue Card and National Police Certificate. Our training partners in 2020/21 are Blue Stone Medical and Professional.

Training offered across the 2020/2021 financial year included:

- Certificate II in Health Support Services combined with Multilink (July 2020)
- Certificate III in Individual Support (July 2020)
- Certificate III in Individual Support (September 2020)
- Certificate III in Individual Support (January 2021)
- Certificate III in Individual Support (April 2021)

The program is contracted to recruit and support fifty seven new students across the year.

Support is also given to many past students with proof reading job applications and providing references. Students were from a diverse range of ages (15 years to over 60 years), cultures and backgrounds reflective of our Logan community.

Students and their families continue workforce participation and positive engagement with a range of other KENG programs and services including:

- Emergency Relief
- ISA
- Personal Counselling
- Parenting courses
- Events

The impact of the COVID-19 pandemic has included lock downs, reduced class sizes resulting in an extra class running to meet number requirements and strict compliance with policies and Qld Department of Health guidelines. It has also meant delays for

Individual Support students in completing Vocational Placement (VP) which is necessary for completing the qualification.

Highlights

We have had five students on Bridging Visa Es approved to do the course. The first intake included a mother and daughter who had applied for many jobs but were unsuccessful due to their visa status. After successfully completing the course, the mother obtained employment through her vocational placement and the daughter commenced employment with a disability support service the very next day after she completed her vocational placement. The daughter's long-term employment goal is to be a Human Rights Lawyer.

Cilla and Danielle visited a range of local aged care and disability services and respite centres. Valuable networks were formed, including with Burringilly, who deliver their excess meals and fresh produce for KENG to distribute. The meals are prepared by chefs who have lost their positions due to the pandemic.

Employment and further training outcomes continue to be positive and often life-changing despite the range of barriers experienced by students. Employment outcomes are not always immediate, however, have been consistent and sustained.

Cilla and Danielle



Gwendoline's Story

"I am very grateful to KENG and the housing team for supporting me and my children when no one else would... I feel so blessed", Gwendoline said when she shared the wonderful news that she and her children had been offered long-term housing after three years living in a KENG ISA property.

Gwendoline and her young daughter moved to Australia from Papua New Guinea (PNG) in 2017 on a visa that allowed her work rights and her child to attend school.

Unfortunately, as a citizen of PNG, Gwendoline could not apply for Centrelink benefits nor was she able to register for social housing assistance.

For over a year Gwendoline had been coping well; having secured a job that paid enough to rent privately. Then unexpectedly, her employer went into liquidation meaning Gwendoline lost her job and fell behind in rent payments.

In August 2018, Gwendoline met with the KENG ISA team. Gwendoline said she and her daughter had resorted to sleeping in a car since June after being evicted from her rental due to rent arrears. "I am really worried about our safety" Gwendoline said when she described how she had contacted the police to report how four men had assaulted her and her daughter while they were asleep in the car. Fortunately, KENG was able to offer the family temporary accommodation shortly after this disclosure.

After eight months of her stay with KENG, Gwendoline entered into a relationship and within a brief period of time, shared the news of her pregnancy. Following the birth of her son (pictured) and relationship breakdown, Gwendoline decided she would like to retrain so began a Certificate IV in Health Administration.

With study on the horizon and fulltime caring responsibilities for her children, Gwendoline chose to apply for Status Resolution Support Services payments while awaiting a decision from the

Department of Home Affairs on her visa application. Sadly, Gwendoline's application was unsuccessful but is continuing to receive support from the ISA team as well as the Refugee and Immigration Legal Service team who assisted Gwendoline to lodge an appeal with the Administrative Appeals Tribunal.

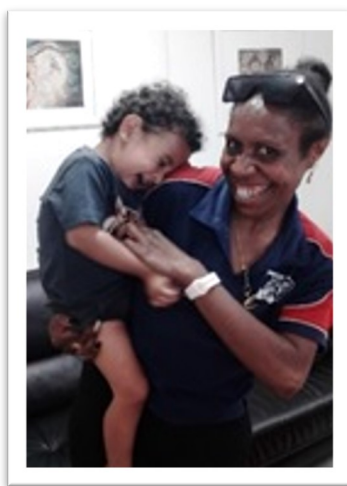
Despite facing significant challenges, Gwendoline has demonstrated a high level of resilience; overcoming so many of these challenges with determination and strength of spirit that she links to her strong connection with her church community. It was through the link to her church that Gwendoline and her children were offered housing with a guaranteed ten years of stay in a property owned by their pastor.

On the day Gwendoline shared the news that her family would soon be transitioning to stable accommodation, she also mentioned she was close to completing study and looking forward to doing placement in a family-run General Practice based in Logan. Gwendoline said she hoped this placement would lead to a full-time job as this was the type of employment she would really enjoy.

Just before she left KENG, Gwendoline presented ISA team members with three beautiful bilums which she explained were a traditional woven bag from PNG that held deep cultural and emotional significance, and which had been individually hand-crafted by her sister specifically for the ISA team. Gwendoline mentioned her grandfather in PNG also wished

to thank the ISA team for supporting his granddaughter and her children through a period of hardship by hand-carving a wooden sign saying, "Welcome to the Housing Team".

Understandably, the KENG ISA team were overwhelmed by these gestures of gratitude and while blinking away tears of joy, wished Gwendoline and her family all the very best in their future endeavours.



[†]Names have been changed to respect privacy

Graham's Story

Graham Brooker is a 65 years old Logan Community Member and was previously self-employed in the landscape maintenance and development industry for 35 years. Due to the physical and heavy workload both of his shoulders required surgery, one was successful and the other was not, and he is now waiting on replacement shoulder surgery.

A few years ago, Graham's wife came across a monthly letter box booklet from Logan City Council with Activities at KENG such as the Cooking for Seniors and the Computer Club. For the last two years, Graham has been involved with Kingston East Neighbourhood Group in these various groups enabling him to meet with others, be in community and learn new skills. During last years lockdowns Graham attended the Cooking Club and was willing to adapt and join our zoom session with both the Cooking Club and in the Computer Club.

Graham has appreciated these opportunities, which has now led to him enrolling in a course through KENG and The Logan City Council that

opens the door to helping others. This is the Certificate III in Individual Support, which incorporates a blue card for carers and first aid certification through Blue Stone Medical and Professional, and assisted through LCC. Graham is excited as this opens the door for an opportunity to work in Aged Care, Home and Community Support, Hospital and Clinical Assistant in Nursing, either as a volunteer or employee.

Graham has been a wonderful part of the KENG community and we have enjoyed seeing him grow in his friendships and learning of new skills.



My Safe Place

For those who signed up for the Circle of Security course this last term, it seemed like a journey into the unknown. The mission from the onset was to present a course that was perhaps a little different to the somewhat structured course material provided. My aim was to actively engage participants whilst learning all about the wonders of exploration, similar to the lives of the children that we are learning to care for. To achieve my goal, a practical element was added each week, with tasks ranging from drawing to painting, cake decorating to sculpting with goop, and much more.

One participant who shall remain anonymous, like several others, seemed slightly averse towards participating in such open-ended experiences of self-expression. From our very first session this person seemed adamant not to participate in any unnecessary 'creative' activities. As we worked our way around the room, sharing drawings of our children, I could see that this person's paper remained blank, until suddenly, as his opportunity to share occurred, a stick figure of a little girl magically appeared, filling his paper. This was the moment that the flood gates opened. What was to follow was the most amazing journey of self-discovery as we

unpacked the Circle of Security. Weeks were spent exploring our 'inner child' enabling us to better understand and un-pack occurring behaviour challenges, triggers and coping strategies.

Our last major creative task came in week 7, as watercolour paints and pastels were provided, with the task being simple: "Draw your safe place." The masterpiece below was created during the session, with the complaint being that five minutes was not enough time to create such an intricate work of art!

These sessions provided a fantastic opportunity to learn about our children, their behaviours, and most importantly to discover ourselves.

It is an absolute privilege to work with the families who access our programs at KENG.



Auditor's Report



Accountants Tax Agents & Auditors
ABN 94 056 298 492

Directors
Mark Schutters
James McKenzie
Jouhaina Ellis
Scott Laker

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Kingston East Neighbourhood Group Inc which comprises the statement of financial position as at the 30th of June 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the responsible entities' declaration.

In our opinion the financial report of Kingston East Neighbourhood Group Inc. has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012, including:

- (a) giving a true and fair view of the registered entity's financial position as at the 30th of June 2021 and of its financial performance for the year then ended; and
- (a) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the registered entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the registered entity's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibility of the Responsible Entities (Committee) for the Financial Report

The committee of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC Act [and the needs of the members]. The committee's responsibility also includes such internal control as the committee determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee are responsible for assessing the registered entity's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

The committee is responsible for overseeing the registered entity's financial reporting process.

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Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by responsible entities.
- Conclude on the appropriateness of responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

Signed on: 24/09/2021



DICKENSONS ACCOUNTANTS

James McKenzie, Chartered Accountant
Dickensons Accountants
Lvl 2, 3908 Pacific Hwy, Loganholme QLD 4129

Statement by the Management Committee

Kingston East Neighbourhood Group Inc

ABN 43 596 714 005

Statement by Members of the Committee

For the year ended 30 June 2021

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee the Income and Expenditure Statement, Statement of Financial Position, and Notes to the Financial Statements:

1. Presents fairly the financial position of Kingston East Neighbourhood Group Inc as at 30 June 2021 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that the association will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:


A7EB7BF4A89D5761

Geoffrey Leeming
President


46421312C81F03D

Nathan Baker
Treasurer

The accompanying notes form part of these financial statements.

Financial Statements

Kingston East Neighbourhood Group Inc

ABN 43 596 714 005

Profit and Loss Statement

For the year ended 30 June 2021

	2021 \$	2020 \$
Operating profit before income tax	390,515.87	293,553.03
Income tax (credit) attributable to operating profit (loss)		
Operating profit after income tax	390,515.87	293,553.03
Retained profits at the beginning of the financial year	830,336.15	536,783.12
Total available for appropriation	1,220,852.02	830,336.15
Retained profits at the end of the financial year	1,220,852.02	830,336.15

The accompanying notes form part of these financial statements.

Kingston East Neighbourhood Group Inc

ABN 43 596 714 005

Balance Sheet as at 30 June 2021

	Note	2021 \$	2020 \$
Assets			
Current Assets			
Cash assets	2	1,154,769.46	766,806.93
Receivables	3	141,338.94	58,756.00
Other	4	22,552.59	107,187.38
Total Current Assets		1,318,660.99	932,750.31
Non-Current Assets			
Property, plant and equipment	5	819,356.60	811,922.88
Total Non-Current Assets		819,356.60	811,922.88
Total Assets		2,138,017.59	1,744,673.19
Liabilities			
Current Liabilities			
Payables	6	43,134.79	18,761.48
Financial liabilities		12,754.40	8,664.91
Current tax liabilities	7	31,088.60	38,499.40
Provisions	8	61,580.73	41,623.86
Other	9	145,443.02	150,711.62
Total Current Liabilities		294,001.54	258,261.27
Non-Current Liabilities			
Financial liabilities		19,087.25	25,396.46
Provisions	8	191,644.78	218,247.31
Total Non-Current Liabilities		210,732.03	243,643.77
Total Liabilities		504,733.57	501,905.04
Net Assets		1,633,284.02	1,242,768.15
Equity			
Reserves		412,432.00	412,432.00
Retained profits		1,220,852.02	830,336.15
Total Members' Funds		1,633,284.02	1,242,768.15

The accompanying notes form part of these financial statements.

Acknowledgements

There are a number of groups and individuals who have assisted us in many ways over the past year. We extend our sincere appreciation to:

- Access Community Services Limited
- Addiction & Mental Health Services, Metro South
- Audi Centre South Brisbane
- ANZ Bank, Kuraby
- Barry Watson, Communities for Children
- Beenleigh Neighbourhood Centre
- Bendigo Bank
- Blue Stone Medical & Professional
- Breathe Safe
- Bridges Reconnect
- Callaway Homes
- Carbrook Golf Club
- Centre Against Sexual Violence
- Changez Health & Fitness
- Chris Mundy
- Christopher's Fine Foods
- Church of God International
- Circle of Security International
- City Caravans
- Coast Sure Insurance Brokers
- Coles, Logan Central
- COTA (Council on the Ageing)
- Councillor Mindy Russell, Division 3, Logan City Council
- Daisy Hill Pharmacy
- Daisy Hill & Southside Family Day Care
- Denise Morgan, Children's Health Queensland
- Department of Education and Training, Office of Early Childhood Education and Care
- Department of Child Safety, Loganlea
- Department of Child Safety, Brisbane
- Department of Child Safety, South East Region
- Department of Child Safety, Youth and Women
- Department of Children, Youth Justice and Multicultural Affairs
- Department of Communities, Disability Services and Seniors
- Department of Employment, Small Business and Training
- Department of Families, Community Services and Indigenous Affairs
- Department of Health
- Department of Housing and Public Works
- Department of Social Services
- Dickensons Accountants
- Dr Jim Chalmers MP, Federal Member for Rankin
- Dr John Davis
- Early Years Initiative, Queensland Health
- Family Relationships Centre, Logan
- Fepau God is Good Church
- First 5 Forever
- Foodbank
- 4Voices
- Gambling Community Benefit Fund
- Gibbs Wright Litigation Lawyers
- GIVIT– Goods for Good Causes
- Good Shepherd Microfinance
- Gunya Meta Inc.
- Griffith University, Logan and Nathan Campuses
- Go-Creative
- Helen Betts, Griffith University
- Hon Cameron Dick MP, Treasurer, Minister for Investment
- Hon Shannon Fentiman MP, Attorney-General and Minister for Justice, Minister for Women and Minister for the Prevention of Domestic and Family Violence
- Hon Kate Jones MP, Minister for Innovation and Tourism Industry Development and Minister for Cross River Rail in the Queensland Government
- IKEA, Logan
- Jean Ridgeway Consultancy
- Josh Quarmby, Mates in Construction
- Karen Denham, Queensland NILS
- Karulbo
- Kyabra Community Association Inc.
- Kingston State School
- Legal Aid Queensland
- Logan Beaudesert Perinatal Wellbeing Service
- Logan City Council Maintenance Team
- Logan Community Elders
- Logan East Community Neighbourhood Centre

- Logan Hospital
- Logan Libraries
- Logan Lions Underwood
- Logan Make and Do Woodcrafters
- Logan Office of Economic Development
- Logan Together
- Loganlea Community Centre
- Logan Village Community Centre
- Loreto College
- Mary Cutts, The Mind Body Spirit Connection
- Matt Bolton, Hope Centre
- Monash University
- Monte Lupo
- Montrose Therapy & Respite Services
- Multilink Community Services Inc.
- NAPCAN, Preventing Child Abuse
- One Voice Mobile Showers
- Playgroup Association Queensland
- Peach Tree – Perinatal Wellness
- Peak Care Queensland Inc.
- Police-Citizens Youth Club (PCYC) Beenleigh
- Princess Alexandra Hospital
- Pro Bono Australia
- QCOSS, Queensland Council of Social Service
- QPASTT Inc.
- Queensland Community Alliance
- Queensland Department of Education
- Queensland Families & Communities Association
- Queensland Health
- Queensland Shelter
- Queensland University of Technology
- Radio 101FM
- Rainbow House, Daisy Hill State School
- Relationships Australia
- Revival Church International
- Reclink Australia
- Riverlakes Property Services
- Roger Fairman
- Rotary Club of Logan
- Rotary Club of Loganholme
- Romero Multicultural Hub
- Rugby Union Queensland
- Sally Terare
- Salvation Army Life Works Centre
- Stronger Smarter Institute
- Sharyn Casey, Real Options Consultancy
- Shirley Duckett, Training, Professional Supervision and Consultancy
- St Marks Anglican Church, Daisy Hill
- St Cocos
- Stephen Harris, Riverlakes Property Services
- The Benevolent Society
- The Centre for Women & Co
- The Community Centres and Family Support Network Association
- The Family Place
- Topdog Fencing & Topdog Ladders
- Uncle Barry Watson
- Uniting Care Intensive Family Support Service
- Uniting Care Family and Child Connect
- University of Queensland
- Volunteering Queensland
- W Hotel
- Warril Yari-Go
- Wesley Mission
- Women's Legal Service Qld
- Woolworths Springwood
- Yourtown
- YFS Ltd
- Yarrabilba Community Association
- Youth Justice Program
- Zonta Club of Brisbane South



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