



2018 Annual Report



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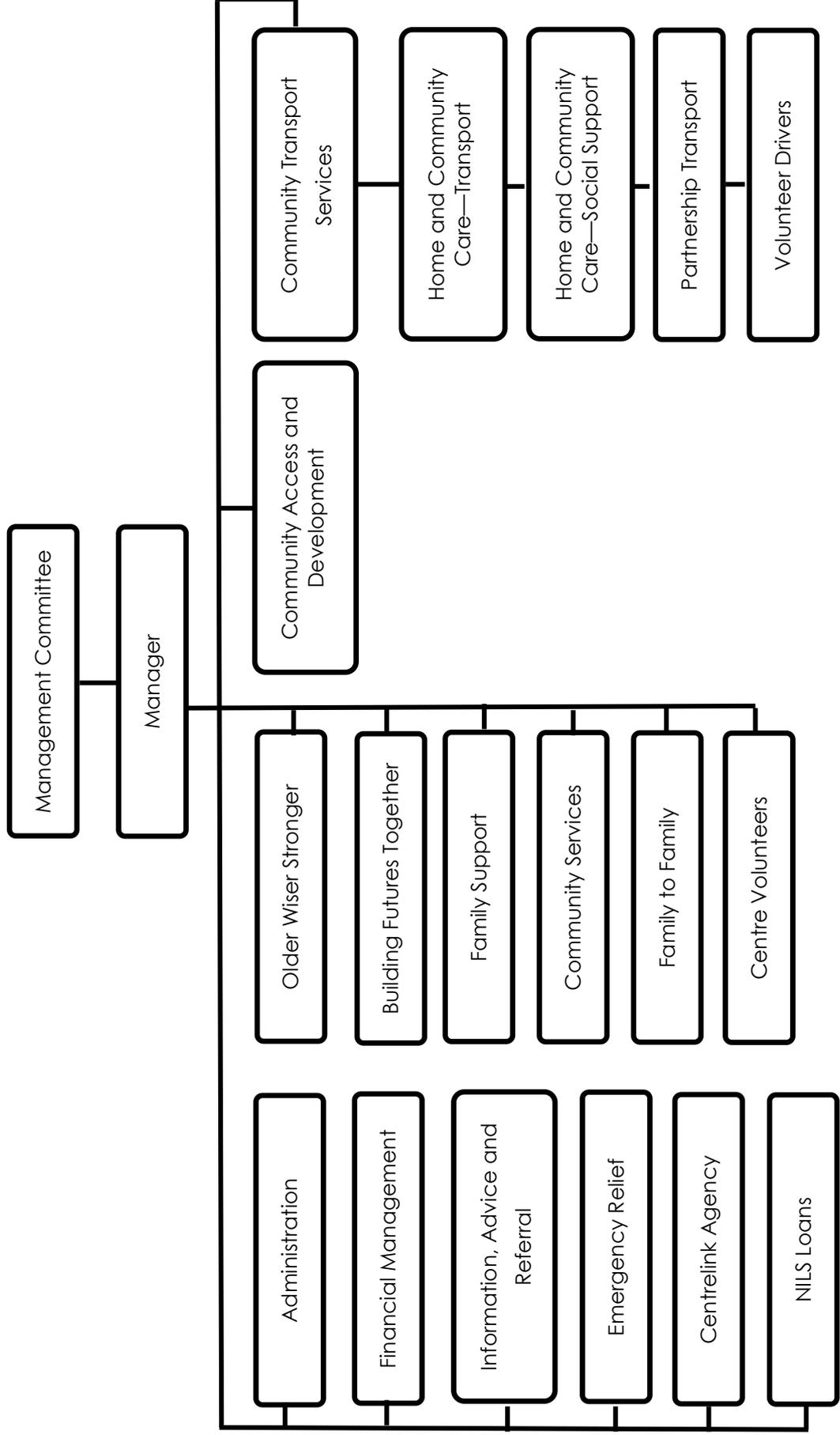
www.grahamhouse.org.au

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Our Organisational Structure



Our Mission

Graham House Community Centre provides a high quality inclusive service that responds to the needs of individuals with empathy and dignity.

Graham House Community Centre provides holistic assistance and nurtures the strengths of individuals and the community to empower them to meet their own needs.

Our Vision

Graham House Community Centre aims to achieve our Mission by promoting the principals of social justice: access, equality, and equality of opportunity and participation.

Our goal is to provide services that:

- Accord respect and dignity to clients
- Empower clients to achieve maximum independence and self-determination
- Are committed to quality
- Are responsive, flexible and innovative
- Are collaborative
- Involve individuals, groups and organisations in finding community responses to client needs
- Meet the highest standards of ethics and accountability
- Value workers and volunteers for their unique contributions; and create an environment to allow them to develop their personal and professional potential

About Us

Graham House Community Centre receives funding from Government Departments and other various sources to provide services to both the local community and throughout the South Burnett.

An elected Management Committee ensures Graham House Community Centre develops as a community organisation that is efficiently and effectively managed and one which operates in a manner consistent with the principles of a community based organisation.

Our History

Private Residence

In 1912, the building located at 21 Taylor Street East, Murgon was originally built as a residence for a partner of Stock and Station Agents, Munro & Smith. This home was one of the earlier ones to be built in Murgon, the first home having been built in 1902.

Private Hospital

In 1922, a local nursing sister, Miss Annie Meddleton bought the residence. Following some extensions and renovations to the building, she turned it into a private hospital. It was named 'Graham Hospital', Graham having been her mother's maiden name.

Many babies of the Murgon district were born in the Graham Hospital.

The Hospital closed in 1938 and was used as a boarding house for several years.

Methodist Children's Home

For many years the Queensland Methodist Church ran two Children's Homes in Brisbane, the Queen Alexandra Home at Coorparoo for girls and the Margaret Marr Home at Wynnum for boys. Both were 'not for profit' homes with very tight budgets. The children were unable to be cared for by their families, for various reasons, but small monetary support came from most families.

In December 1941, after the bombing of Pearl Harbour, there was chaos in Brisbane with the 'invasion' of American troops and Australia at war against Japan. Rationing was introduced and air raid shelters were dug in back yards because of threats of invasion. Queensland State Children's Department recommended that the Children's Homes be evacuated to a "Home" somewhere in the country in case of emergency. The evacuation occurred within two months of Pearl Harbour!

Matron Meddleton, a Murgon Methodist Church member, made her former Graham Hospital building in Murgon, available by rental, to the Queensland Methodist Church to house the evacuated Queen Alexandra Home girls. At the same time, the Margaret Marr Home boys went to a former private hospital building in Proston near Murgon.

With no Secondary Education available in Murgon, the older 'Home' girls who passed Scholarship in Murgon had to return to Brisbane to continue their education. During 1944, the District Inspector of Schools in the Murgon area, suggested that the Methodist Church consider establishing a Student Hostel in Murgon at Graham House.

Methodist Student Hostel

In August 1945, after the end of World War II, the Queen Alexandra Home girls, who had been residing at Graham House, were returned to Brisbane.

The Queensland Methodist Church, following the suggestion of the School Inspector, purchased the Graham House building and grounds from Matron Meddleton in a "generous offer....amounting to £1100". Plans and alterations went on in late 1946 making the building suitable for a hostel for students.

On 1st February 1947, twenty three (23) students signed in as the first boarders of 'Murgon Methodist Hostel' also known as 'Graham House'.

The hostel closed at the end of 1971.

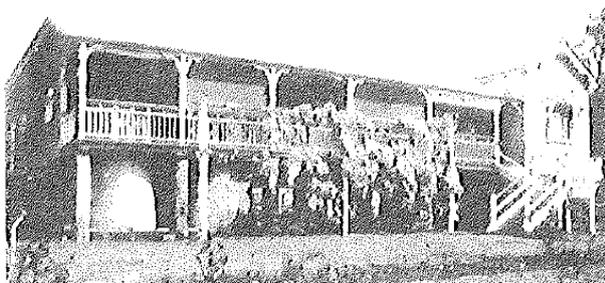
Accommodation

In 1981, after the closure of the Student Hostel, the building and grounds were sold to Hu-Metal who made the pipes for the Boondooma Dam to Tarong water pipeline. Their employees were accommodated at Graham House. Following the completion of this contract, the building was left empty.

In 1984, the building and grounds were bought by Mr Cherry who converted the building into flats.

Community Centre

In 1989, the building became Graham House Community Centre.



Graham House Hospital ca 1930



Graham House Community Centre 2012

Presidents Report

Another year over and another report to write. I do not know where the year has gone, but as in previous years it's gone by so quickly. Or maybe it is because I am getting older!

As you all know it has not been a good year for our farmers with the drought and Graham House has once again obtained drought relief funding to assist farmers within the South Burnett. Every little bit helps and hopefully these funds help to relieve some of the pressures that our farmers are facing.

During the year we finally received confirmation when we are to move out of the present building to temporary quarters for a period of twelve (12) months while our new Community Centre is built. To find temporary accommodation was no small feat and finally a place was found. The next stage was putting into place how this was to be done. I thank our manager Linda O'Hare and the staff for all the work that has gone into these preparations. We have been told that by this time next year, we should be in our new building.

Earlier in the year we were unfortunately a victim of car theft, not one but four of our cars. One vehicle was written off and three needed extensive repairs. This type of behaviour not only makes it difficult for us to transport clients but the most in need of these services in our community are affected. The staff at transport did a marvelous job of keeping our clients schedules with these four cars out of service.

Each and every one of our funded programs have been running at maximum capacity and the staff have continued to work tirelessly with our clients and having some wonderful outcomes. We are very lucky to have a dedicated workforce that take pride in their work. You can read their individual reports for each program within this annual report.

I would like to thank all our volunteers who help throughout the year, we could not offer the services that we provide without you all. To the business community and groups who have supported us during different functions throughout the year, I thank you. Once again without your support we could not achieve what we do successfully. To all our wonderful staff, thank you for all your hard work and commitment to Graham House.

Our Management Committee (all volunteers) work behind the scene to keep the wheels turning and meeting on a monthly basis and more if required to make the necessary decisions in the operation of Graham House. As the year comes to a close and I step down as President, I thank you all for your support throughout the year. May the new elected committee members have a successful and rewarding 2018/2019 year.

Kathy Baker
President

Manager's Report

This year has been rewarding but also quite challenging for Graham House Community Centre.

In July 2017, we went through a three day quality audit and in September were granted our Human Services Quality Standards (HSQS) Certification for our quality system. Certification is now a requirement by the Department of Communities for us to receive funding for our Family Support, Building Futures Together and Older Wiser Stronger programs and certification has to be maintained for the term of the contracts. This means we will go through a compliance audit each year with a full recertification audit every three years.

At the Annual Child Safety dinner on Friday 8th September our Family Support worker Dorothy Sempf was nominated for the Joy Kite Award (Highest Award), Jim Sloane our Older Wiser Stronger worker was nominated for the Leadership Award, and Graham House Community Centre was awarded a Recognition for DV Response—demonstrated ability to work with the sector to deliver integrated client focused services and to work collaboratively to make our community a better place for children and families and worked above and beyond their core duties to achieve outcomes for children, families and young people they work with. Graham House was also given a Recognition Award for the Kingaroy Family Fun Day—demonstrated ability to work with the sector to deliver integrated client focused services and to work collaboratively to make our community a better place for children and families and worked above and beyond their core duties to achieve outcomes for children, families and young people they work with.

In October, we unfortunately sustained a lot of broken glass and damage to windows both at our Hall and at our Taylor Street office as a result of stones being deliberately thrown. There were so many louvres damaged that we ended up boarding up the openings as there were too many to repair.

We said farewell and a very big thank you to our Older Wiser Stronger worker Jim Sloane in November when he retired and are currently looking to hire a replacement to take on the role of Men's Domestic Violence Counsellor to replace him.

Graham House Community Centre closed for a week over Christmas so the staff could take a well earned break and spend time with their families. We returned to find our premises had been broken into during the holidays. Whilst there was not a lot removed, there was certainly a mess left for us to clean up.

In April, we were advised that plans had been finalised and the new Graham House building was going ahead. This meant we would need to be relocated by the end of August so work could commence on the site. In June, we were advised we would be located to the Murgon Courthouse for the next twelve months while our new premises are built on the existing site at Taylor Street. Graham House Community Centre has been in this building for twenty nine years so there is a lot of packing and moving to be completed before we leave the old building.

We also held our first Graham House Golf Day at Murgon Golf Club in April this year with 48 players and it was a resounding success thanks to our Community Development Worker Iris Ferguson and all our sponsors. All the players have asked for this event to be held again next year.

Manager's Report (Continued)

Four of our transport vehicles were stolen in May; three of these vehicles were repairable and the other had to be written off as it was so badly damaged. This certainly presented a challenge to our Transport team as they had to manage the booked appointments that had already been made with four vehicles off the road. They did an amazing job and made sure all our clients were able to keep their medical and social support appointments.

The drought is still affecting our area and we were fortunate to be able to again offer flexible financial hardship assistance to a number of our farmers with funding provided by the Department of Communities, Child Safety and Disability Services.

In addition to the above, there were many events held and all our other programs and services that ran as usual throughout the year. These are discussed in detail in the following pages of this report.

I would like to thank the staff and volunteers for remaining positive and meeting all these challenges whilst working with enthusiasm, dedication and persistence to make this year another successful one for the organisation.

Linda O'Hare

Manager

Our Management Committee

An elected Management Committee ensures Graham House develops as a community organisation that is efficiently and effectively managed and one which operates in a manner consistent with the principals of a community based organisation. The Management Committee is made up of 7 members—President, Vice President, Secretary, Treasurer and 3 Committee Members.



President
Kathy Baker



Vice President
Colin Sippel



Secretary
Dellese Heit



Treasurer
Enid Barford



Committee Member
Chris Withers-Mayne



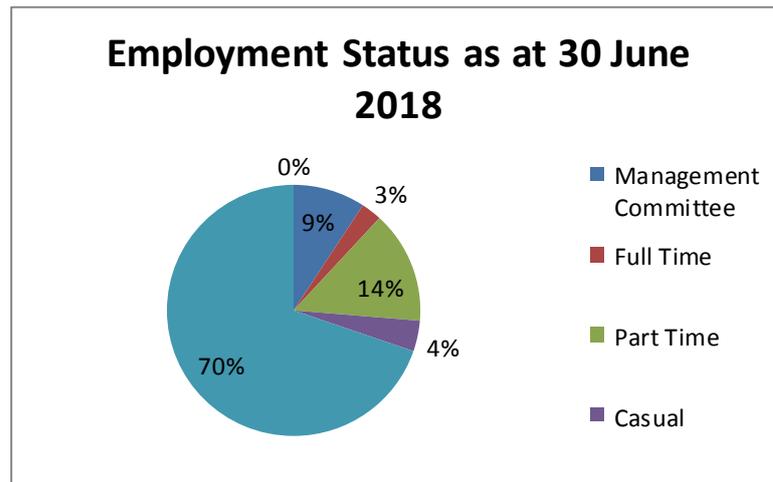
Committee Member
Leigh Higgs



Committee Member
Curtis Mickan

Our Staff

As at 30th June 2018, Graham House Community Centre employed 16 staff who contributed a total of 760 hours per fortnight to meet the invaluable needs of clients within the South Burnett. We are also incredibly grateful to have been supported by 53 volunteers during the year.



Professional Development

Graham House Community Centre maintains a strong commitment to providing learning and development opportunities to its employees and volunteers in order to increase the organisation's capacity to achieve long-term goals and to meet the ongoing needs of the community.

During the year, various staff attended 50 training programs, workshops and seminars. In addition, all staff attended a one day workshop on 24th May 2018 — Managing Difficult Interactions and Resolving Conflict & Building Resilience and Maintaining Wellbeing.

Our volunteers also attended a one day workshop on 12th April 2018 — Passenger Transport Operations Act Legislative Requirements + Boundaries.



Older Wiser Stronger (OWS)

Funded By: Department of Child Safety, Youth and Women

The purpose of the Older Wiser Stronger (OWS) service is to provide individual counselling and a behaviour change program 'Stop the Cycle' to men aged over the age of 17 years who have used domestic and family violence in their intimate relationships.

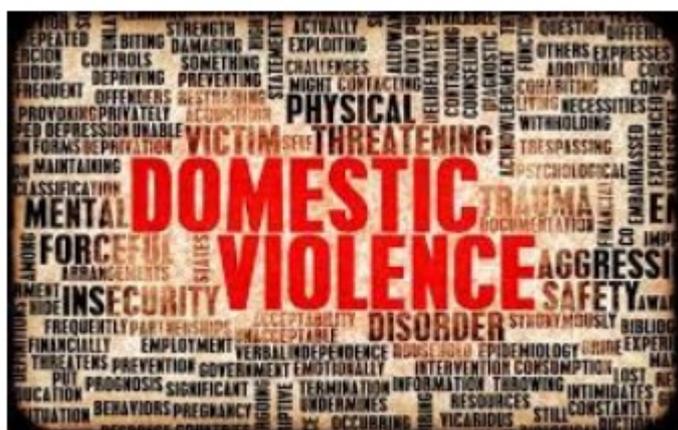
What is 'Stop the Cycle' Program?

The Older Wiser Stronger Stop the Cycle program is an education program that provides participants with information and practical tools which can help to change the values, beliefs and behaviours that support and are at the foundation of the participants' use of violence.

The aim of the program is to assist men to address their own use of domestic and family violence and other destructive patterns in their personal lives and relationships. The men participating in the program have to be prepared to take responsibility and be accountable for their actions.

The program focus is on the fact that violence is a behaviour that has been learned through life and, as such, can be unlearned. Men who use violence are capable of change, if they are committed to making that change.

Throughout the program, participants learn about the intent behind their use of violence and how their abusive behaviour works to create and maintain power and control over their partners and loved ones.



During the year, OWS staff worked with 161 men with 135 of the cases being closed due to the majority of their needs being met.

The OWS program has facilitated three (3) full 13 week Stop the Cycle group programs and ten (10) men have completed the program and achieved a Statement of Completion.

Family Support Service (FSS)

Funded By: Department of Child Safety, Youth and Women

Family Support Services aim to reduce harm or risk of harm to children and young people, prevent crisis or problems within families from arising or escalating and stabilise or maintain family wellbeing.

Family Support Services will:

- improve the wellbeing and safety of children, young people and their families
- Build the capacity of families to care for and protect their children
- Provide linkages to local support services and community groups that enable families to access the resources they need to build their capacity, solve problems and make positive choices/changes
- Prevent entry or re-entry to the statutory child protection system

The Family Support worker provides centre based and in-home family support under a case management framework. This is delivered by one-on-one or group counselling as well as group sessions in household management, living and parenting skills.

During the year, 1255 hours have been spent assisting 100 families.

80 cases have been closed as a result of the majority of their identified needs being met.

In addition, the Family Support worker administers the Circle of Security program.

Circle of Security

The Circle of Security program is designed to provide a more natural and gentle approach to parenting that focuses on the needs of the child and the reason behind the behaviour rather than disciplining the child or ignoring them. It is an early intervention program designed to enhance attachment security between parents and children.

The program shows you how important it is to:

- Understand your child's emotional world and needs
- Help your child to deal effectively with their emotions with your support
- Instil your child with confidence and self-esteem
- Strengthen skills in observing and connecting with your child
- Explore your child's needs within a safe, secure and supportive environment

37 clients were involved in the Circle of Security program during the year.

Building Futures Together (BFT)

Funded By: Department of Child Safety, Youth and Women

The purpose of Building Futures Together is to support clients of the Department of Communities (Child Safety Services) where ongoing intervention with a family is required by Child Safety Services.

The aim of Building Futures Together is to preserve families where a child remains living at home under the ongoing intervention and monitoring by Child Safety Services and assist in the reunification of the child with their family from an out-of-home care placement where it is determined to be in the best interests of the child.

Support services provided:

- integrated and responsive therapeutic services (including individual counselling support)
- Effective communication with children and their families
- Work collaboratively with other support agencies to meet the needs of the family
- Participate in family group meetings
- Advocate on behalf of clients to appropriate services
- Ensure ongoing intervention with the child and family remains focused on the goal

Throughout the year , BFT worked with 38 families involving 99 children. Of these families, 23 were indigenous.

The BFT program has noticed a dramatic increase in the number of families using 'Ice' (amphetamines) which has increased the safety risks for workers. BFT has supported families to seek referrals to Lives Lived Well, Sunrise Way and rehabilitation Centres at Loganholme to address ongoing drug misuse and addictions.

A significant proportion of the families have current domestic violence issues that impact on the family dynamics. BFT has supported these families to seek referrals to address these concerns. BFT has also assisted families with applications to claim for Victims Assist to aide with extra security, relocation and to purchase new household items.

BFT has also noticed a number of clients needing support and counselling for sexual abuse matters.

BFT has noticed a trend in housing issues including limited rental and homelessness within the local area. The costs of living impacts on the disposable income of the family, leaving many families struggling financially.

BFT has continued to work collaboratively with the Department of Communities in achieving positive outcomes for families. BFT also continues to work and implement the new Child Safety Framework with ongoing meetings and training held at the Kingaroy office.

Personal Helpers & Mentors (PHaMs)

Funded By: Department of Social Services

The Personal Helpers & Mentors (PHaMs) program works in partnership with Impact Make Your Mark, South Burnett CTC and Graham House Community Centre to provide accessible, responsive, high-quality and integrated community-based mental health services that improve the capacity of individuals, families and carers to manage the impacts of mental illness on their lives and improve their overall wellbeing.

PHaMs is available to people aged 16 years and over who experience difficulty living independently in the community because of the impact of their mental health illness.

The service:

- supports people to manage their daily activities
- helps to access services such as accommodation, social support, health, welfare and employment services
- builds personal capacity and self-reliance
- increases levels of community participation
- provides increased opportunity for recovery for people whose lives are affected by mental health illness
- takes a strength based recovery approach

Due to the implementation of NDIS and the significant decline in funding available for this program, Graham House Community Centre ceased this partnership in April 2018 and now no longer offer this program.



Transport Services

Community Home Support Program (CHSP)

Funded By: Department of Health

Clients aged over 65 years

The Community Home Support Program (CHSP) assists older people living in the community to maximize their independence. The program helps older people remain in their home for as long as they can and if they wish to do so.

Direct door to door transport is provided and indirect transport is provided by taxi or bus vouchers and Social Support in conjunction with the clients transport services.

Qld Community Care (QCC)

Funded By: Department of Communities, Disability Services and Seniors

Clients aged under 65 years

Qld Community Care (QCC) provides basic support to people under 65 years with a disability or condition that restricts their day to day living. This service aims to enhance independence and to avoid or delay their premature admission to long term residential care.

Direct door to door transport is provided and indirect transport is provided by taxi or bus vouchers and Social Support in conjunction with the clients transport services.

Partnership

'User Pay' service for medical transport outside the South Burnett. This service provides non acute, non-emergency medical type transport for people who have a short term non acute medical condition or a frailty that prevents them from using conventional private or public transport and who are transport disadvantaged and meet the eligibility criteria of the service.

This is not a funded service and cost recovery for each trip is required.

This service also provides door to door transport and social support if required.

Transport services has been established to offer the South Burnett community, coordinated, planned transport options to people who are transport disadvantaged. The options in delivering this service means clients may be linked in with an existing service such as a bus route or taxi vouchers or a volunteer driver may provide clients with transport direct from their home to a destination and home again. Alternatively, clients may share a ride with another person with a similar destination.

Referrals come through the My Aged Care portal, Access Point, Medical Practitioners, Community Service providers and direct enquiries from clients.

Transport Services (Continued)

Our goal is to provide services that:

- Accord respect and dignity to clients
- Empower clients to achieve maximum independence and self-determination
- Are committed to quality
- Are responsive, flexible and innovative
- Are collaborative
- Involve individuals, groups and organisations in finding community responses to client needs
- Meet the highest standards of ethics and accountability
- Value workers and volunteers for their unique contributions; and create an environment to allow them to develop their personal and professional potential

Transport Numbers 2017-2018

QCC Clients:	92
CHSP Clients:	269
Partnership Clients:	298
QCC Trips:	2660
CHSP Trips:	4893
Partnership Trips:	2079
QCC Social Support Hours:	324
CHSP Social Support Hours:	260

Our Fleet

Transport Services:

12 vehicles are currently housed in several locations across the South Burnett.

Murgon	4 x Ford Mondeo's
Kingaroy	2 x Ford Mondeo's
Blackbutt	1 x Ford Mondeo, 1 x Nissan X Trail
Yarraman	1 x Hyundai Imax
Nanango	1 x Ford Mondeo
Proston	1 x Ford Mondeo
Kilkivan	1 x Ford Mondeo

Throughout the year, our 12 vehicles travelled over 470,000 kilometres supporting our clients and community!

In May 2018, we were unfortunately a victim of crime and four (4) of our transport services vehicles were stolen and received extensive damage. Three (3) of these vehicles were repairable and one (1) was written off.



Centre Services:

Building Futures Together	2 x Nissan Dualis
Older Wiser Stronger	1 x Nissan Dualis
Family Support Service	1 x Nissan Dualis
Centre	1 x Holden Cruze

No vehicles were replaced or purchased during the year.

Drought Support Flexible Financial Hardship

Funded By: Department of Communities, Child Safety & Disability Services

The Drought Support Flexible Financial Hardship funding is to provide financial support to community members experiencing hardship in the drought declared communities within the local government catchment area.

During the funding period, financial assistance was provided on 136 occasions amongst 25 farmers and their families.

During the year, the Manager has interacted with many farmers within the South Burnett region and identified the economic, environmental and social impacts the farmers continue to suffer from the ongoing effects of the drought.

Flexible financial support has been provided for:

- Electricity Accounts
- Telephone Accounts
- Insurance Bills
- Fodder Accounts
- Plumbing / Irrigation Accounts
- Water Accounts
- Tyre Accounts
- Bulk Fuel Accounts
- Vet Accounts
- Rates
- School Fees
- Prescriptions



We have also provided many fuel cards, food hampers and IGA gift cards to ensure shopping was a discrete activity.

Graham House Community Centre has been thanked on numerous occasions for our support, especially for responding to their needs with empathy and dignity.

Community Services

Funded By: Department of Communities, Child Safety & Disability Services

The Community Services program provides support to individuals and community groups to identify and have access to the services they need and increase access to community-based activities and events.

Through facilitation of social support groups, Graham House Community Centre provides community members with structured group activities that promote social and personal development fostering a sense of belonging to the community.

The program provides training and professional development opportunities for community members with an aim to further build upon individual skills and increase community capacity.

The service is responsible for:

- responding to identified needs and providing information, advice and referral services
- providing access to universal community support services
- promoting community engagement and connectedness
- development and implementing activities, events and/or resources

Graham House Community Centre has recognised and supported a range of community awareness events throughout the year. These events are a valuable opportunity to promote the Centre's programs and services in the community and build networks with other service providers.

Community awareness events:

- Seniors Week—22/08/2017
- R U OK Day —14/09/2017
- Centrelink Forum (Cherbourg Ration Shed) - 14/11/2017
- Transition Day at Murgon State High School—17/11/2017
- CWA International Day at Hivesville—09/03/2018
- Close the Gap—15/03/2018
- Kingaroy Family Fund Day—11/04/2018
- Kilkivan Health Forum—21/06/2018

Graham House Events

Lunch Learn Laughter—Information Sessions

Queensland Home Care Services (Orana Lutheran Complex) - 03/08/2017

This subject was requested by the community as many seniors were not aware of the services offered and scared about moving into a retirement home or village.

The guest speaker enlightened the seniors on what Home Care Services are available.

The event put their minds at ease and assured them the lifestyle is peaceful, secure and offers relevant health and well-being care.

Road Rules & Neighborhood Watch (Queensland Police Service) - 07/12/2017



The guest speaker from Queensland Police Service provided an update on the road rules and information on neighborhood watch.

The session resulted in a better understanding on how neighborhood watch minimises crime, in particular, burglary and theft.

This has encouraged Seniors to work together with Queensland Police to reduce crime in the area.

Health & Wellness (Darling Downs Hospital and Health Service) - 07/06/2018

The purpose of this information session was to promote and educate seniors in improving their health and encourage them to socialise and meet new friends.

The guest speaker provided information on Health and Wellness and offered free blood pressure checks.



Graham House Events (Continued)

Seniors Week—Free Community Morning Tea

Graham House Community Centre held a free morning tea at our Hall on Pearen Street. The event was to celebrate the many contributions our seniors make within our community.

Entertainment for the morning was a Tai Chi warm up lesson. Tai Chi is one of the most effective exercises for health of mind and body.

People of all ages came together and celebrated our Seniors. Many attendees made new friends.



R U OK Day—Free Community Breakfast

Graham House Community Centre hosted a free community breakfast including a sausage sizzle and cupcakes.

R U OK day is about inspiring people to start conversations. To help and support those that are struggling. And remembering to just ask the question... R U OK?



Closing the Gap—Cherbourg



Graham House Community Centre had an information stall at this event.

Apple slinkies and show bags with brochures on our services and brochures on healthy eating were handed out. The apple slinkies were a great hit! Both the children and adults enjoyed them.

Graham House Events (Continued)

Year 12 Transition Day—Murgon State High School

The purpose of the Transition Day is to engage Murgon State High School Year 12 students in activities that provide relevant and current information with regards to transitioning from formal schooling to the next phase of their lives.

The Community and Access Development worker of Graham House Community Centre co-ordinated the event and arranged for a Department of Human Services representative to attend to speak with the students.

Information and resources were handed out to the students to assist with their employment goals and aids in making their transition from school to the workforce smoother.

Kingaroy Family Fun Day



The South Burnett Region has limited fun activities for the whole family to enjoy. Fun Relieves stress and we naturally feel better—it lifts our energy levels and increases our life span.

Graham House Community Centre in collaboration with other service providers provided a free event to encourage social inclusion and fun for family, children and friends.

Graham House Community Centre representatives created fun with coloured sand art crafts and provided free books to the children.

Kilkivan Health Forum

Graham House Community Centre participated and provided attendees with information on our Centre & Transport Services.



Graham House Events (Continued)

Christmas Tree Appeal

Graham House Community Centre partnered with Uniting Care and Target Murgon to provide gifts and festive food hampers to the struggling families and farmers in the community.

Gifts were collected and distributed to these vulnerable families the week before Christmas. A total of 60 festive food hampers were provided to families and 102 children were provided with gifts.

The generosity of the community is invaluable and enabled us to put a smile on their faces.



A huge thank you to Target, Uniting Care, Wondai Art Gallery, South Burnett Regional Council (Murgon Branch), Soul Pattinson Chemist and Visual Image Wondai who all participated in making their Christmas in 2017 special.



Centre Services

Room & Hall Hire

Graham House Community Centre offer a meeting room, an interview room, a conference room and a hall for hire to external organisation's and community groups.

These facilities are available during business hours unless pre-arranged prior from management.

During the year:

- The interview room was hired on 78 occasions
- The meeting room was hired on 99 occasions
- The conference room was hired on 46 occasions
- The hall was hired on 131 occasions

Lilypond Book Club

The Lilypond Book Club is a group of book enthusiasts that meet and discuss specific book club sets that are sourced through the State Library of Queensland via South Burnett Regional Council Library.

The Lilypond Book Club aims to engage community members who enjoy reading and to provide them with an opportunity to have good discussions, challenge their minds and meet new people.

The club generally had 6-7 attendees who met at the Centre every 2nd Tuesday of the month.



Community Garden

The Community Garden provides an opportunity for community members to learn about gardening techniques, grow fruit and vegetables and be physically active whilst enhancing community participation and social inclusion.

The garden provides a variety of fresh fruit, vegetables and herbs that are utilised in the Community Kitchen program and shared within the community.

The garden is maintained by volunteers and staff of Graham House.

Centre Services (Continued)

Community Kitchen

The Community Kitchen is a program designed to increase confidence and skills in preparing and cooking delicious, healthy and low cost meals. All participants are actively involved in the planning, preparation and cooking of the food and at the end of the sessions, the participants sit down and enjoy the meals they have just prepared.

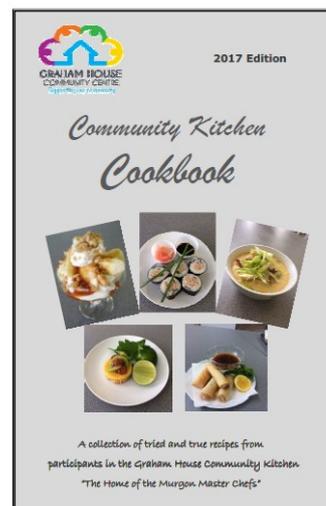
The Community Kitchen is a great social occasion for participants and is held on a weekly basis.

Benefits:

- Increases participants skills in meal planning, budgeting, food preparation and cooking
- Encourages participants to cook at home and reduce intake of takeaway
- Enables participants to connect and share
- Builds confidence and self-esteem
- Develops and strengthens community partnerships

During the year, Graham House Community Kitchen put together a recipe book from the collection of tried and true recipes.

These books are available for purchase and all proceeds are used to continue the program.



Centre Services (Continued)

Be Connected

Be Connected is an Australian Government initiative committed to increasing the confidence, skills and online safety of older Australians. Be Connected aims to empower everyone to use the internet and everyday technology to thrive in our digital world.

Through the Be Connected online resources, Australians will be able to learn the basics of using digital devices and engaging with the internet, including:

- being safer while online
- talking to or seeing family and friends who live far away
- finding new friends who share interests and hobbies
- connecting with old friends
- keeping up to date with what's happening in communities and around the world
- shopping and selling online, safely and securely

Be Connected lessons are free and delivered by volunteer tutors who teach up to 2 participants at a time. Lesson durations are 1 hour.



No Interest Loans Scheme (NILS)

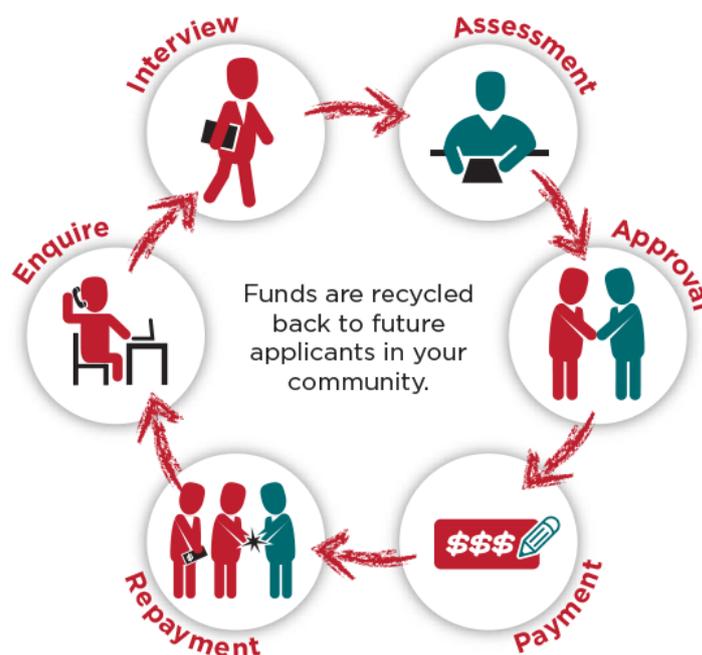
The No Interest Loans Scheme (NILS) provides individuals and families on low incomes access to safe, fair and affordable credit without any fees, charges or interest.



NILS was developed in 1981 by the Good Shepherd Sisters and has since grown beyond Victoria to all Australian States and territories, and in 2014 to New Zealand. Since 2007, the National Australia Bank (NAB) has been providing loan capital to accredited NILS providers.

Loans for essential goods and services up to a maximum of \$1500 are available to eligible people, depending on their capacity to repay.

To be eligible for NILS you must have a Health Care Card or earn less than \$45,000 a year (after tax). Loans cannot be used for cash, bond, rent arrears, debt consolidation, holidays or bills.



During the year, Graham House Community Centre transitioned and became a NILS Client Support Provider. Client Support Providers promote NILS and assist eligible people to apply for NILS loans. Client Support Providers conduct NILS loan interviews (financial conversations), gather the necessary information and authority from the applicant, and submit the application to a Loan Provider for assessment and ongoing loan management.

Centrelink

Graham House Community Centre is a provider of Agent Services for the Department of Human Services. Self-Service facilities are available for customers to access the Department's services and information as well as on-site support.

Community members can:

- Get assistance to setup and access digital services
- Make enquiries and get assistance, guidance or a referral
- Use internet enabled computers and printers
- Call Department using the telephones provided
- Use the fax and photocopy facilities
- Access reply paid envelopes
- Have confirmation of identity documents copied and verified
- Fax claim forms and documents



Agents can:

- Respond to general questions on payments and services
- Show you a quick and easy way to do your business with self service
- Arrange referrals to specialist services

Staff at Agents and Access Points are not departmental staff and cannot:

- Make any payments or decisions about payments
- Review, assess or vary payments
- Issue Electronic Benefit Transfers and cards



Australian Government
Department of Human Services

Good News Stories

BFT

BFT worked intensively with a family of 3 children and a single mother for reunification over a period of 12 months. BFT worked up to 5 hours a week assisting in everyday household management and parenting strategies. BFT would attend the family home at 6am some mornings to put morning routines in place and work till 7.30pm at night to support with after school and bed time routines. Routines were especially important for this family as the mother had a part time job, 1 child went to day care and the other 2 children attended primary school.

When BFT first became involved with the family, the mother had limited resources and support. BFT were able to provide assistance with these concerns by providing basic essential items and by linking the mother in with other services; DV Counselling, Doctors, Pediatricians, Dieticians, Housing, The Pantry, Circle of Securing and Centrelink.

BFT also supported the mother by linking her with Victims Assist Queensland. The mother received some financial support around DV matters so she could attend counselling for herself and her children. The mother also received some surveillance cameras and a monitoring pendant as added protection if the ex partner were to return.

BFT had many challenges to overcome such as parenting issues, budgeting, time management, ongoing health concerns and behaviour management. The mother was very co-operative and was focused on being reunified with her children successfully.

The reunification processes were successful and the mother indicated that it had worked because she felt very supported and appreciated having BFT working alongside her and throughout the process.

OWS

Feedback received from the partner of one of the male participants in the Stop the Cycle program. The participant had been attending group for 5 weeks and had a history of DV over a number of years.

An OWS worker met with one of the participants partner yesterday and discussed the Power and Control Wheel and Behaviours that make up a respectful relationship.

The participants partner explained how she has noticed a very positive difference in her partner, following his attendance in the men's group. His behaviour has improved so much she believes they have a future together. Her partner is being more considerate of her feelings and he is much more respectful. She reported that her partner is getting better at talking and listening about some of the incidents that have happened.

Good News Stories

FSS

A young mother was referred to the Family Support Service by Youth Support Services as she turned 21 and was no longer able to remain a client of youth services. The mother had an 8 month old son to her partner and her partner had 2 additional children of his own aged 5 & 6,

The issues which were identified and to be addressed:

- Financial
- Parenting
- Alcohol and Abuse
- Mother's Self Esteem

While working with the young couple, things started to improve when the partner obtained employment; working at night so he wasn't able to drink which resulted in fewer arguments. The mother approached her parenting issues by attending the parenting program and now has a better relationship with the children. The mother decided that she needed to apply for her driver's licence so she too could obtain employment. She achieved this and now attends TAFE.

With a little encouragement, during each visit all these issues were addressed by them when they felt they were ready.

On the last visit with the young family, the mother stated that they were engaged and have plans to marry next year.

ER

A single mum with three dependent children presented to the Centre requesting assistance with rent arrears disclosing she had paid her lawn mowing bill instead of her rent. After conversation, it was identified the client was struggling financially.

The client explained that she had to take time off work to have a knee operation and hasn't been given the clearance to return to work. Therefore has been relying solely on Centrelink benefits.

The client acknowledged they were not good at budgeting and informed how her bank account balance was overdrawn regularly. With this, we prepared a budget including affordable fortnightly repayments towards her existing debts. Centrepay deductions were setup to ensure these manageable repayments were executed.

Graham House assisted the client with her rent arrears relieving some financial burden and allowing the client to focus on her other debts. The whole process increased the clients financial knowledge allowing the client to better understand and manage her bills more efficiently.

Good News Stories

Transport

This year has had many ups and downs but the thing that always stands out is the gratitude and generosity of our clients. We receive many thank you cards and letters from our clients expressing their gratitude for the service they receive plus the amount of stress and anxiety that is removed by having their transport worries sorted.

We also received many generous offers from the public when our vehicles were stolen and damaged; people were calling offering their private vehicles and their time to help out in our time of need.

In 2017/18 we travelled close to ½ million kilometres with only minor damage to the vehicles and no injury to our clients or drivers; that itself is a Good News story!

Once again we were able to reconnect clients with family that live far away; complete medical treatments such as chemotherapy, radiology and eye injections; travel overseas or interstate on holidays and enabled clients to go shopping and conduct their business activities on a regular basis.

NILS

A client presented to Graham House Community Centre with a friend and disclosed she was currently experiencing Domestic Violence from her partner and is working with other DV Services to relocate.

The client explained to staff that her partner controls everything in her life, even her money, so she was not in a financial position to obtain alternative accommodation or purchase items associated with her planned relocation.

Due to the situation, all communication with the client had to go through her friend so her husband was not made aware of the planned relocation.

The client was successful in obtaining a unit through Department of Housing however was unable to move in straight away and had to wait until it was safe to leave.

The client applied for a NILS loan for a fridge, washing machine, TV and TV stand, blender, can opener and iron. Graham House NILS wrote a letter of support to the external NILS approval office to assist the client with her application.

The client was successful in obtaining the loan for all goods requested and has now relocated and has escaped the Domestic Violence situation.



Australian Government



Graham House Community Centre would like to take this opportunity to acknowledge the funding received from Federal, State and Local Governments and also the kind donations received from local businesses and residents of the South Burnett region.

The generosity has assisted Graham House Community Centre in being able to continue providing much needed support to members of our community.

