



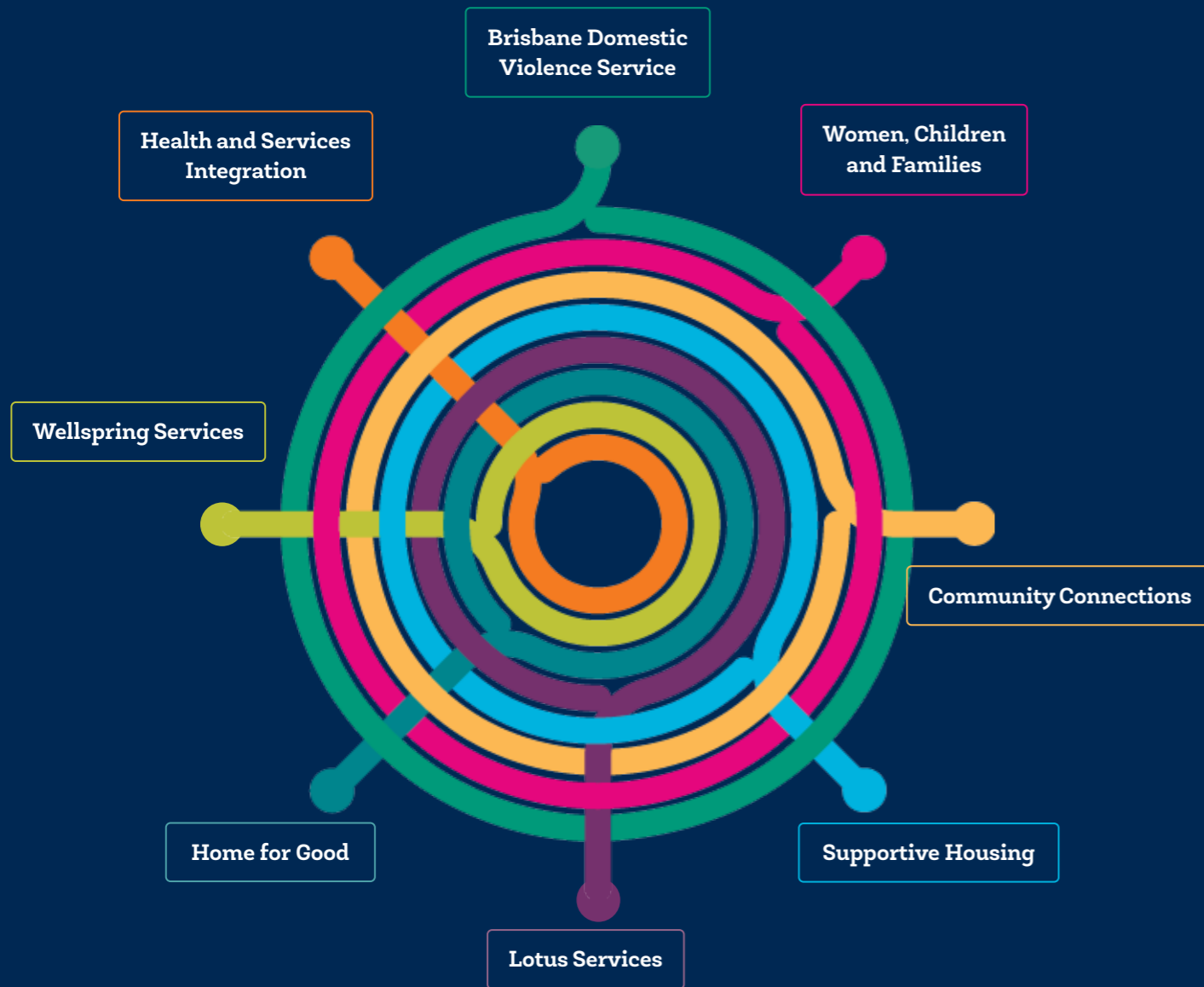
2021-22

IMPACT REPORT

MICAH PROJECTS



Breaking Social Isolation
Building Community



Vision

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

Mission

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

Principle Funders

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



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REPORTS

Board Meeting Attendance

6/6 Debora Jackson (Chair)

6/6 Ria Wong

5/6 Jemma Venables

5/6 Damien Atkinson

5/6 Jenny Ryan

5/6 Cherie van Wensveen

5/6 Mark Thomson

Finance, Audit and Risk Management Committee Attendance

5/6 Damien Atkinson (Chair)

5/6 Debora Jackson

5/5* Ria Wong

5/6 Cherie van Wensveen

*resigned before the 6th meeting



Opposite

Micah Projects Board – Jenny Ryan, Mark Thomson, Debora Jackson, Jemma Venables, Cherie van Wensveen, Damien Atkinson (not pictured)

Chair's Report

The past year continued to be challenging for Micah Projects with our teams demonstrating courageous leadership – no crisis proved to be too big for our staff; showing their strength, resilience and nimbleness when responding to the changing landscape created by COVID-19 and the Brisbane floods.

During these last twelve months, Micah Projects has maintained a strong emphasis on our staff's wellbeing through harmony and stability between the Board, Leadership, and Staff, clearly showing that the Micah Projects brand and reputation is a major factor in retaining and attracting our workforce. We continue to reflect on how best we can support our staff, enabling them to be responsive in providing services and support, in challenging times.

From a governance perspective, the Micah Projects Board continues to review our policies and structure to ensure we are best placed to guide and support the organisation to meet our strategic objectives into the future. Following a recent strategic review workshop, attended by both the Board and our leadership team – we reflected on our achievements, our disappointments, and lessons from the past year; agreeing on various actions we would undertake in the coming year. These include, but are not limited to:

- identifying funding opportunities aligned to the Micah Projects Vision and Mission
- learning from data, and how best it can inform our operations
- ongoing internal collaboration and integration

- ensuring the Board remains effective and adds value to Micah Projects.

Reflecting on my second year as Chair of the Micah Projects Board, whilst this has been another demanding year, much has been achieved by our team at every level.

Our CEO and her team deserve all our thanks for their commitment and tenacity in difficult circumstances and in the setting up of Micah Projects for another positive year.

Without reservation, we thank all our funding bodies, supporters, donors, and volunteers, for their great support, as Micah Projects would not be in the position it is without them. We remain in a very positive financial position for the coming year and look forward to our continued relationships.

Finally, I wish to thank all of our Directors – Damien Atkinson, Jemma Venables, Cherie van Wensveen, Ria Wong, Mark Thomson, and Jenny Ryan, for their time, intellect, and care in the oversight and support of Micah Projects.

Debora Jackson MBA



Financial Report

Consolidation... sunshine after the rain...

The previous year was such a hectic one, when our staff responded with energy, agility and ingenuity to minimise the impact of pandemic and flood on people who were vulnerable.

The Finance, Audit and Risk Management (FARM) Committee is proud to say that, in 2021/2022, Micah Projects has actually enhanced the services we provide and, importantly, has improved the financial position which provides a platform for all the work we do.

Both of our social enterprise cafés were affected by water inundation this year, and especially so the Hope Street Café, which is still being repaired. Services, however, have been maintained. Meal supplies and training programs were provided through the Boundary Street Café and, in addition, we have utilised the commercial kitchen facilities at Brisbane Common Ground (and we are very grateful for Common Ground Queensland's support).

Following the excellent work done in the previous year, especially in working on an enormous scale to find shelter and healthcare for people living on the street, the delivery of health services has become an increasingly important part of our work. The Inclusive Health and Wellbeing Hub – our partnership with Buddhist Compassion Relief Tzu Chi Foundation – has demonstrated its own unique ability to respond flexibly to increasing needs. That has occurred in a number of

satellite clinics, run in collaboration with partners including St Vincent De Paul, Mission Australia and Women's Health and Equality Queensland, but also by finding ways to maintain services to patients even when flooding caused the temporary closure of the South Brisbane clinic. We are confident that our leadership role in integrating health and homelessness services will expand further in the coming year.

The high regard in which our advocacy and services are held is amply demonstrated by the increases in funding we have received. There was an award of funding from the two Brisbane PHNs to improve access to primary care for people experiencing homelessness and the vulnerably housed. We have been able to continue to progress Brisbane Zero and Logan Zero through the Ellen Whitty Trust grant, in partnership with YFS Logan.

We are optimistic about our prospects, and we are excited, in particular, at the potential for developing the relationship we have enjoyed with the Princess Alexander Hospital over the last three years. We are especially grateful for the financial support that the Flannery Foundation, Patrick Lu and Sisters of Mercy have provided to the Inclusive Health and Wellness Hub.

Members will have the benefit of reading the independent auditor's report but the FARM Committee can say with confidence that we



Financial Statements

Statement of profit or loss and other comprehensive income for the year ended 30 June 2022 p.32

Statement of financial position as at 30 June 2022 p.33

are in a good place. Our revenue increased from \$29.9m in the year ending 30 June 2021 to \$30.6m in the year ending 30 June 2022 with an operating surplus of \$332k.

One of the key measures of financial sustainability is the ratio of current assets to current liabilities and we are pleased to say that the ratio has improved from 1.02 to 1.3. Our net assets have increased from \$2.3845m in 2021 to \$4.073m and that increase has been assisted of course by the acquisition of 28 Malcolm Street, Hawthorn (which is deployed to support mothers and children but nevertheless assists our bottom line!).

The economic outlook has changed in the last 12 months and, as the possibility of recession appears to increase, so does the potential demand for services provided by Micah Projects. Having a strong balance sheet is critical to our readiness to meet challenges and in this regard Micah Projects has made some significant progress as described above.

The year has been challenging in that COVID-19 has greatly affected our workers availability due to illness and lockdowns. They are obviously the very core of what makes Micah Projects successful in its mission and, as might be expected, investment in our teams – through pay and through training – continues to account

for over 60% of our revenue. We have experienced unparalleled labour shortages like most in our sector and that, in turn, has increased the demands on our workers. We are proud to observe they have responded exceptionally well, to cover worker shortages and ensure, in the face of keen demand, that services are maintained at the highest quality.

The Finance, Audit and Risk Management Committee and Board would like to acknowledge the work of the Organisational Services team and in particular the Finance, IT and Payroll Teams – Bridget, Ben, Bronwyn, Rebecca, Julie, Trish, Luke, Sam, Sera, Jamie, Jay, Miseon and Kashmira. The information they provide, and the way they provide it, have been critical to the effective operation of Micah Projects' two key governance committees.

On a personal note, I would like to thank my colleagues on the FARM Committee, namely Cherie van Wensveen, Ria Wong and Debora Jackson for the commitment, scrutiny and insights they bring to our meetings, all with grace, patience and humour.

Damien Atkinson OAM KC



CEO's Report

The last 12 months have had its challenges and achievements amongst the busyness of our daily work.

As the data presented in this year's Impact Report will demonstrate, we continue to work with people across a variety of age groups and circumstances as we aim to bring about greater access to resources and services to people who, due to their vulnerabilities, are so easily excluded or fall through the safety nets that are meant to be protecting and supporting them.

As we continue to work towards our strategic priorities with the goal of breaking down silos, we have found ourselves coordinating an increasingly diverse range of services to meet the immediate needs of children and adults. This diverse group of people access our services and the resources provided through government funding, donations, and linkages with our peer NGO services who provide the range of services that people need.

Over the last 12 months Micah Projects has continued to provide...



Healthcare

We have provided a primary health care GP clinic, Dental services and Wellbeing Centre through our Inclusive Health and Wellness Hub at Hope St, South Brisbane. This facility is run in partnership with The Buddhist Compassion Relief Tzu Chi Foundation. I would like to make special mention of our staff at the Inclusive Health and Wellness Hub who have been incredibly flexible, creative, and responsive in ensuring our health services have continued despite not having the clinic to work in due to damage caused by the February floods.

The GPs have become mobile by visiting services and working within other tenancy spaces to operate their clinics. We have also expanded our partnerships with Mission Australia and St Vincent de Paul to provide in-reach services to crisis accommodation facilities. This has enabled greater integration across service systems for people accessing primary health care services. As the Impact Report illustrates, our team has also done a terrific job of providing vaccinations to our vulnerable populations via our mobile outreach clinics.



Early Childhood Education and Care

Early childhood education and care is provided through a licensed occasional childcare facility at the Wellspring Children and Families' Hub in Hawthorne. Whilst the premises is now a Micah Projects asset thanks to the generous donation from Hand Heart Pocket, we are still struggling to find recurrent funding for the services.

The Hub ensures that we can support children under 5 years of age who are experiencing homelessness or domestic violence. Along with our other regular services such as healthcare, employment, and education access assistance, the hub is particularly important as so many more children are accompanying adults when they access our services.

Further, a range of other organisations and services can link children into our services. Providing early education programs is a critical component of our commitment to early intervention and prevention services alongside our Young Mothers for Young Women programs.



Social Enterprise Café

The Hope Street Café in South Brisbane was flooded in February 2022, so all activities normally undertaken at this location currently take place at the Hope on Boundary Café, along with some additional use of the kitchen facilities at Brisbane Common Ground. The Café has been a vital place for connection, a community food pantry, and was a point of contact for many people impacted by the floods in West End.

We thank the local community for their contributions of precooked meals for distribution during this time. The Café supports our workers and responds to the basic nutritional needs of many of the people we support. In the last year, thanks to generous donations and funding from StreetSmart and Paul Ramsay Foundation, over 12,000 meals have been distributed to our local community.



Support and Advocacy

As you will see throughout the report Micah Projects continues to grow in our support and advocacy service teams to provide a continuum of support from crisis to supporting people in housing.

Housing stress, homelessness, poverty and trauma continue to be the underlying issues impacting on the quality of life of those we support. These circumstances, in turn, impact on people's access to healthcare, employment, training, and other individualised support that many require and their overall sense of social isolation.

To effectively respond to demand in the current housing crisis context, service providers such as Micah Projects need partnerships that create an eco-system of access and support to resources and services. Access to this continuum of services provides people greater opportunity to

move beyond crisis and the impacts of violence (including childhood trauma), to access early intervention and prevention services, an adequate income, housing, and connection with community.

Micah Projects continues to participate and advocate in forums and opportunities to create the change we need to address the current housing crisis. Whilst we need emergency and crisis responses, we must not lose sight of our ultimate goal, which is ensuring everyone has access to permanent, affordable housing and embedded healthcare and support.

Over the past 12 months, Micah Projects has been reviewing our Strategic Plan. Our intent is to build on our goal to advocate for and provide more integrated services to meet the complex needs of our population and to break down existing service silos. As always, we see an increased housing supply (including supported housing) as being fundamental to meeting this goal.

A theme that has emerged through our strategic review is Systems Leadership and Advocacy. Systems Leadership refers to the process of making system level changes across interconnected elements of individuals, the community, and the system as a whole. Thanks to financial support from our Philanthropic Partners, we are able to use Systems Leadership principles to inform our work with government.

We thank the Ellen Whitty Trust and YFS for working with Micah Projects and YFS in supporting us to build our capacity to continue to be part of an international, national and local effort to work more effectively with individuals, families and systems to end homelessness across Brisbane and Logan.

Micah Projects believes that homelessness is solvable if we apply the discipline of working collaboratively, of having a localised 'know by name' database of people who are experiencing homelessness, and by having a focus on finding solutions to prevent, reduce, and end homelessness so that it is rare, brief, and non-reoccurring.

The past year has enabled us to collaborate and participate more in collective thinking and engage in a more comprehensive analysis of people (including families) in Brisbane and Logan experiencing homelessness. We have also learned and implemented principles of Zero Methodology for a data driven, evidence-based approach to advocating for Supportive Housing to end homelessness across populations, including women and children leaving domestic violence.

We know from this work that we need more specialist housing design in both structure and embedded services to support people who are living with mental illness and addiction, as well as for women and children impacted by domestic and family violence.

I thank Hand Heart Pocket for continuing our partnership with Young Mothers for Young Women in Brisbane and Caboolture when work begins in the 2022-2023 financial year.

During the last year, we have welcomed new staff and sadly farewelled others. We have been re-grouping following the impacts of COVID-19 on our community and our workforce. We have strived to ensure workers are supported in their own health and wellbeing whilst they are providing such essential services to the community.

I would like to thank all of the Micah Projects staff who, in addition to the day-to-day work we do, have navigated pandemics and floods and have continued to show up with dedication and grit.

Micah Projects couldn't do what it does without the courage and determination tirelessly demonstrated by our Leadership Team and our Micah Projects Board Directors. I thank each and every one of you for your time, expertise and commitment that enables us to bring the Micah Projects vision to fruition.

Karyn Walsh



Street to Home team providing outreach support day and night during Brisbane's February floods.



2022 FEBRUARY BRISBANE FLOODS

During the week immediately following the recent floods, Micah Projects teams provided crisis support to flood impacted locals. All teams continue to see the lingering impacts that the floods had on the community and recognise that assistance is still required.

Health and Accommodation

- 43** adults and **4** families with **6** children were supported into emergency accommodation
- 34** individuals with chronic health issues accessed nursing support services
- 36** individuals with chronic health issues accessed GP support

Meals

- 250** meals distributed through our Community Kitchen Exchange program. These were meals made by the community, brought into Micah Projects Social Enterprise Café, and then redistributed to people in need
- 700** meals prepared and distributed by our outreach teams to people in emergency accommodation. This included hotels, motels, and the homes of the vulnerable people we support



64,658 calls answered by Micah Projects

Photography: Katie Bennett



Above
Parents advocating for their children with Government through the Family Inclusion Network (FIN).

Right
Street to Home celebrating a milestone of over 1,000 COVID-19 vaccinations.



14,865
people had contact with Micah Projects

10,036 identified female

4,158 identified male

53 identified as other

885 were under 18 years old

657 were 5 years old or under

2,407 were First Nations people

1,483 were Culturally and Linguistically Diverse

117,084 instances of Support

2021-22

OUR COLLECTIVE IMPACT

Home for Good

Health and Services Integration

Supportive Housing

Women, Children and Families

Brisbane Domestic Violence Service

Wellspring Services

Lotus Services

Community Connections

Street to Home Outreach

Street to Home

- 494 rough sleepers supported
- 178 accessed temporary accommodation
- 112 accessed permanent housing
- 306 individuals provided with planned support to sustain their tenancies
- 160 supported by Homelessness to Home
- 146 supported by Street to Home
- 41 families provided with planned support
- 40 families supported by the Homelessness to Home Team to access permanent housing and support

Street to Home After-hours

- 8,504 engagements over 1,491 hours
- 3,036 instances of support of First Nations people
- 286 instances of support of Culturally and Linguistically Diverse people
- 3,035 instances of transport provided

Street to Home – After-hours is a partnership with Murri-Watch

Homeless to Home program post-pilot funded by Department of Communities, Housing and Digital Economy for another year until 30 June 2023.

Home for Good Homelessness Hub

- 1,105 individuals in crisis were assisted
- 343 families and children in crisis were assisted
- 1,103 individuals accessed emergency accommodation funded by Micah Projects
- 346 families with 1,712 children accessed emergency accommodation funded by Micah Projects
- 566 individuals accessed permanent housing
- 85 families with 165 children were supported to access permanent housing
- 3,694 information and referrals provided
- 313 individuals prevented from becoming homeless by Homestay

“ I thought I was walking into an empty home, when I saw what was in it, I felt overwhelmed.
– Home for Good Participant

Pathways out of Homelessness program refunded for 3 years from 2022–2025 by Brisbane City Council.

Brisbane Emergency Response Outreach Service (BEROS) Caboolture and Sunshine Coast, in partnership with Community Leadership Association, has had funding extended for another year by Department of Children, Youth Justice and Multicultural Affairs to provide after-hours outreach service.



2021-22 HOME FOR GOOD

Through Street to Home outreach and work at the Home for Good Homelessness Hub, Micah Projects has assisted a high volume of individuals and families with document readiness, resulting in access to housing and essential services.

We have continued to coordinate and collaborate with housing providers such as Home in Place and Department of Communities, Housing and Digital Economy (Buranda and Fortitude Valley) to prevent homelessness and to stabilise vulnerable individuals in their tenancies.

Home for Good is funded by Department of Communities, Housing and Digital Economy

Notable Contributions to Publications and Research
Pathways out of Homelessness Evaluation, School of Social Science, University of Queensland

Opposite
A Street to Home worker chatting with a participant during the 2022 February floods.

Nurse Clinical Lead and Health Administration Officer collaborating in their temporarily shared space while the Inclusive Health and Wellness Hub is rebuilt due to flood damage.



2021-22

HEALTH AND SERVICES INTEGRATION

Increased collaboration and service integration has led to better health and wellness outcomes for vulnerable people in Brisbane. We are thankful for all our partners and funders for recognising the importance of health and wellness to ending homelessness in Brisbane.

Our programs and partnerships continue to be successful, not only for participants, but for the wider community with a 438% return on investment in daytime and after hours nursing by preventing hospital presentations.

There are, however, still unmet needs. The Home and Healthy program is working to fill the support gap whilst people experience long waits for clinical mental health care. We have also noticed increased needs for appropriate housing and services across our teams.

! In 2021-2022, demand has increased for...

Housing appropriate to needs.

Emergency Department support, especially for people who are homeless with cancer diagnosis, acquired brain injury, and requiring palliative care.

Domestic Violence health services for women and children relating to strangulations, traumatic head injuries, and sexual assault.

“ The biggest change that I have experienced while working with the Homefront team, is to be aware that there is help available and that there is a life outside of these closed doors of my unit.

– Homefront Participant



DAYTIME

3,660 occasions of direct clinical nursing care provided to **649** individuals

AFTER HOURS

3,008 occasions of direct clinical nursing care provided to **734** individuals

Inclusive Health and Wellness Hub

6,681 GP appointments

405 dental appointments

2,060 people accessed wellness services

1,084 acupuncture sessions

747 massage sessions

155 reflexology sessions

74 podiatry sessions

Integrated Healthcare

1,019 occasions of care provided by Clinical Nurse Partnerships–Domestic Violence Project to **126** individuals

2,625 occasions of care provided by Homefront to **83** individuals

945 occasions of care provided by Home and Healthy to **86** individuals

468 Nurse Practitioner (NP) appointments plus **114** occasions of NP support for chronic disease management, complex care coordination, health and social services integration

Inclusive Health and Wellness Hub is a partnership with Buddhist Compassion Relief Tzu Chi Foundation

Dentists volunteer through Buddhist Compassion Relief Tzu Chi Foundation

Homefront is a partnership with Princess Alexandra Hospital (PAH) funded by Queensland Health

Clinical Nurse Partnerships–Domestic Violence Project is a partnership with St Vincent’s Health Australia funded by St Vincent’s Health Australia

Embedded Nursing and Alcohol and Other Drug Support is a partnership with, and is funded by, Mission Australia

Home and Healthy is a partnership with ATSICHS and YFS funded by Brisbane South Primary Health Network

Daytime and after-hours nursing are funded by Brisbane North and South Primary Health Network

Vaccination clinic is funded by Brisbane North and South Primary Health Network

2021-22 SUPPORTIVE HOUSING

Supportive Housing works!

May 2022 marked the 10-year anniversary of tenants moving into Brisbane Common Ground (BCG).

In 2011 by December 2022, 146 low income and vulnerable people had moved into Brisbane Common Ground. Ten years later, 39 of these people have successfully maintained their tenancies with the support of Micah Projects.

Keeping Families Together

29 families with 58 children and 28 adults supported to sustain their tenancies by the Keeping Families Together team



Happy Birthday Brisbane Common Ground!

This year, Brisbane Common Ground celebrated 10 years with some of its original tenants still maintaining their tenancies!

Supportive Housing – Brisbane Common Ground

116 tenants supported at Brisbane Common Ground

16 types of activities at Brisbane Common Ground with a total of 834 events held

45 tenancy sustainment plans successfully resolved

179 individuals accessed the Brisbane City Council Pathways program 745 times

28 visiting services at Brisbane Common Ground

Supportive Housing teams and projects are funded by Department of Communities, Housing and Digital Economy and Brisbane Common Ground is a partnership with Common Ground Queensland.

2021-22 WOMEN, CHILDREN AND FAMILIES

Our homelessness services have continued to see a significant increase in the number of homeless families presenting.

61 families with 194 members supported by the Families Crisis Team to transition from crisis into secure housing

46 families with 139 members supported to sustain their tenancies by the Homestay team, preventing them from becoming homeless

Families Crisis team and Homestay team are funded by Department of Communities, Housing and Digital Economy and Brisbane Common Ground is a partnership with Common Ground Queensland.



Families experiencing homelessness supported by Micah Projects

2021/22
1,725 families with
510 children under 5 years old

2020/21
1,651 families with
418 children under 5 years old

Photography: Katie Bennett

“ I am grateful for the certainty Common Ground provides for me. It makes my challenges doable. Thank you Common Ground Queensland and Micah Projects.

– Tenant at Brisbane Common Ground

Notable Contributions to Publications and Research

Keeping Families Together Evaluation School of Social Science, University of Queensland. Prepared for Micah Projects and Common Ground Queensland. We thank the Douglas Family Foundation for their contribution towards the evaluation.



Photography: Katie Bennett

“ I'm in tears, happy tears becoz I wouldn't have done it without you. You stood by me and put up with me. You guided me and helped with everything.

– Homestay Participant

Right

A family together at Micah Projects' annual families Christmas party.

Opposite

A brand new Brisbane Common Ground building 10 years ago.



Integrated Service Systems

Sharing knowledge and experience.

Sharing Lived Experience: ReSound

Supported women with lived experience of Domestic and Family Violence to...

- provide input to the work of the Women's Safety and Justice Taskforce and build on information provided via formal submissions
- share systemic challenges in accessing services with the National Children's Commissioner in collaboration with Family Inclusion Network.

Sector Engagement

Engaged with the sector and showed leadership by...

- leading the Community of Practice for practitioners working with perpetrators in the Brisbane region
- convening **23** sector integration networks
- contributing as members across **24** other networks
- distributing the BDVS Brisbane Integrated Service Systems communique to **615** subscribers.

Sharing, Learning and Collaborating

- October 2021: Convened a symposium on adolescent to parent violence.¹
- Facilitated a series of professional development workshops for St. Vincent's nursing staff.²
- Contributed to a number of conferences, including:
 - STOP DV conference (1–3 Dec, 2021)
 - Services and Practitioners for the Elimination of Abuse Queensland (SPEAQ) conference (7–8 Oct, 2021).
- Supported GPs to **Recognise, Respond, and Refer** when women are experiencing Domestic and Family Violence.³
 - **620** clinic engagements
 - **121** clinicians and clinic staff trained
 - **122** referrals received from GPs

“ Whenever we have anything tricky, we all tell each other to just call BDVS as your team does such amazing work.

– Clinical Social Worker



Notable Contributions to Publications and Research

School of Social Work Curriculum
University of Queensland

Draft National Plan to End Violence against Women and Children 2022–2032
Australian Government Department of Social Services

Independent Commission of Inquiry into Police Responses and Family Report Writing
Queensland Government

Photography: Agi Davis



1,000+ people

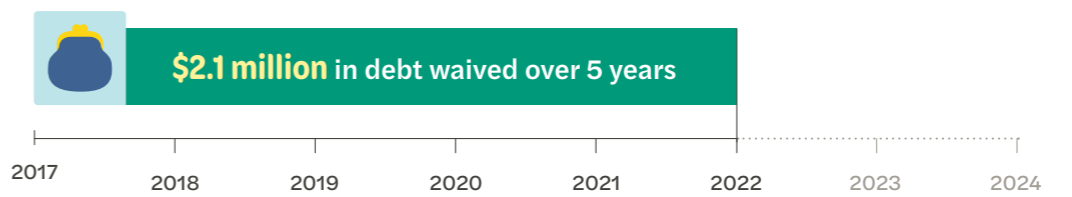
attended the annual Brisbane Central Candle Lighting Vigil in person and online (4 May, 2021)

Supported by DVConnect, Immigrant Women's Support Service, Micah Projects, QSuper, Queensland Police Service, and Red Rose Foundation.

Financial Counselling

Our financial counsellors work in collaboration with other supports to assist women experiencing economic abuse related to Domestic and Family Violence. **163** women accessed this service in 2021–2022.

- budgeting
- financial literacy education
- referrals for no interest loans and other financial assistance
- information and financial literacy workshops
- assistance to address debt.




Great Southern Bank (formerly CUA) supported the establishment and multi-million dollar success of the BDVS financial counselling program. **450** women have accessed the service over 5 years and over \$2m of debt has been waived.

Financial Counselling Foundation is helping build on our success with two further years of secure funding.

1. Symposium on adolescent to parent violence in collaboration with Carinity Talera, Griffith University, and the Department of Justice and the Attorney General

2. Professional development workshops In partnership with QUT School of Nursing and Resound Voices for Change with DV Nurse funded by St Vincent's Hospital

3. Recognise, Respond and Refer in partnership with Centre for Women and Co. and is funded by PHN South

 **619 attendances** at **169** visiting services and clinics at Brisbane YMYW



Family Inclusion Network

- 1,663** connections with new and existing parents
- 670** connections with government and other stakeholders
- 10** parent morning teas hosted
- 106** opportunities for parent leadership or development

Funded by Department of Children, Youth Justice and Multicultural Affairs

Wellspring Children and Families' Hub

- 4,262** hours of occasional care
- 510** instances of occasional childcare
- 49** children accessing occasional care
- 34** families accessing occasional care
- 106** group sessions for parents and children

The Hub is a partnership with Hand Heart Pocket funded by Department of Justice and Attorney General and Hand Heart Pocket

“ Circle of Security has helped me so much and the Wellspring Doctors are wonderful. Nothing bad to say. This group is the best.
 – Young Mothers for Young Women (YMYW) Participant

2021-22
WELLSPRING

Wellspring has continued their fruitful partnerships with Mater Mothers Hospital and Caboolture Hospital, helping young women prepare for birth and parenting and to connect with other mothers.

Early support for parents and children helps keep families safe, healthy, and together. An increasing challenge for keeping families together, however, is limited access to housing experienced by young women in our Young Mothers for Young Women (YMYW) program.



61 of **64** young women reached their goal to access antenatal or postnatal care



45 of **46** young women reached their goal to improve their parenting skills

Brisbane YMYW

- 47** families with **38** children assisted with planned support and advocacy
- 72** families with **85** children attended groups while not receiving planned support
- 323** young women accessed midwifery-led community antenatal care via the Young Mothers Partnership Program

Young Mothers for Young Women is a partnership with Mater Mother's Hospital and is funded by Department of Children, Youth Justice and Multicultural Affairs

Caboolture YMYW

- 54** families with **55** children assisted with planned support and advocacy
- 35** families with **31** children attended groups while not receiving planned support
- 35** young women supported by a midwife as a part of the partnership program with Caboolture Hospital

Caboolture Young Mothers for Young Women is a partnership with Metro North Health and is funded by Department of Children, Youth Justice and Multicultural Affairs

“ I have had many moments in my life since I left care but the support I receive when I visit Lotus is amazing. It's truly my safe space.

– Peter

Lotus Place

Townsville | Rockhampton | Brisbane

1,167 individuals engaged with Lotus Place

519 individuals attended 454 events

287 individuals supported by Find & Connect

Lotus Place is funded by Department of Children, Youth Justice and Multicultural Affairs

Find & Connect is a partnership with University of Melbourne funded by Australian Government Department of Social Services

6 Remembrance Day ceremonies were held across the state in September and November 2021.

Photography: Katie Bennett



Lotus Support Services

Disability Royal Commission

177 individuals engaged with Disability Royal Commission

109 individuals engaged with 961 formal counselling sessions

3,376 occasions of support

A partnership with RATSSIC, Refocus, WWILD, Deaf Services funded by Australian Government Department of Social Services



We recognise and thank the large number of people who come to Lotus Support Services to share stories about treatment of people with a disability.

Redress

111 applications lodged

496 individuals engaged

4,610 occasions of support

A partnership with Knowmore Legal Service, ATSICHS funded by Australian Government Department of Social Services



The Micah Projects Redress team was recognised in 2021–2022 as one of the top performing services across the country.



10,390 calls answered at Lotus Place across Queensland

Photography: Katie Bennett



2021-22

LOTUS SERVICES

For many years Lotus Place has been walking alongside adults who experienced childhood abuse in an institutional setting. An emerging issue is the provision of support for an ageing population. Lotus Place is working to collaboratively address this issue. One way we are providing support is with the pilot Lotus Place Aged Care Navigator program. The Navigator aims to inform participants about available aged care services, how they work, and how they can stay in their own home safely.



Reconciling Histories

A Queensland-wide visual art project to build skills, inspire imagination, and support creative expression for adults who have experienced institutional abuse as children.



Regional Forums

Forums with partner agencies to advise people with a disability on the current Royal Commission.



“ People are really good and my fellow workers are great and we support each other... The shift work can be tough but you get used to the early start and the money is good while you are learning the basics... I want to go on and work in fine dining and cafés.

– Hope Street Participant

Hope Street Café and Hope on Boundary Café

-
- 12,120** healthy, nutritious ready-made emergency meals
-
- 10,315** healthy, nutritious ready-made meals provided to Bric Housing residents
-
- 13** total employees including **3** graduates of our traineeship program
-
- 6** people commenced training in the program
-
- 3** graduated and found employment

The Hive

-
- 76** events held with **604** attendances by **143** individuals
-
- 1,283** occasions of in-home support for **130** individuals
-
- 585** occasions of community connection support for **164** individuals

The Hive is funded by Department of Communities, Housing and Digital Economy–Queensland Community Support Scheme



Jane Street Community Garden
After damage from storm water and the makeover of the Davies Park precinct, the gardens are bouncing back. With a license for the land and generous funding, community gardeners have redesigned and started to rebuild this amazing community asset.



United Artists Project
The United Artists Project continued to support local community artists with weekly access to professionally facilitated workshops as well as opportunities to exhibit and showcase their work in a variety of public forums.



2021-22
COMMUNITY CONNECTIONS

We continued to run the cafés, catering, and traineeship program despite disruption from the effects of the COVID-19 pandemic and February 2022 floods.

Even with the closure of the 15 Hope Street Café due to flooding, the team continued to produce emergency ready-made meals to

support Micah Projects teams working with families and individuals in crisis.

The Hope on Boundary Café pivoted focus to operate as a community hub post-floods and created a space for the local community to access free, ready-made meals and grocery items from the community pantry.

Training funded by Skilling Queenslanders for Work funded by Department of Employment, Small Business and Training

Free ready-made meal production and Community Pantry program funded by StreetSmart and Paul Ramsay Foundation with in-kind support from SecondBite, OzHarvest, Coles West End, Woolworths West End and Harris Farm West End

Catering van funded by Morgans

Coffee provided through sponsorship agreement by our supporters Bellissimo Coffee

Jane Street Garden is a partnership with the community, volunteers, and Brisbane City Council and is funded by donations, Brisbane City Council, and Aria Property Group

United Artists Project is funded by Micah Projects and donations



Clockwise from top

The Services Union and Micah Projects staff with a large donation of health and hygiene products donated by staff and delegates of their Women's Breakfast event.

Packing Christmas Hampers with Micah Projects CEO Karyn Walsh, Hon. Leeanne Enoch and a Christmas hamper volunteer.

Lydia and Latitia at a staff event at Hope on Boundary Café.



Photography: Gab Chisholm



The Family Inclusion Network (FIN) Southeast Queensland received the SIC Award for innovative and exemplary design and delivery of services to Queensland children, young people and families at the PeakCare Queensland Awards.

2021-22

OUR ORGANISATION

OUR PEOPLE

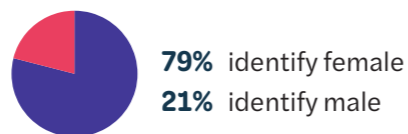
The last year has seen Micah Projects and its employees continue to adapt and respond to the COVID-19 pandemic.

Our workforce has been able to provide services to the community throughout the entire year. They have provided support within their own teams and for other teams across the organisation to operate without closures despite lockdowns and isolation periods in line with government requirements. Micah Projects' people have felt supported and confident in our response to the pandemic.

- 91% believe communication about COVID-19 has been clear and timely
- 92% feel they are given all necessary safety information and equipment to manage the risk of COVID-19
- 90% believe leadership are making effective decisions in response to COVID-19
- 97% believe their team has been able to work together effectively during the disruption caused by COVID-19
- 88% believe they are coping well with the disruption caused by COVID-19

Through the 2021/2022 financial year, we have welcomed **135 new employees** across all service areas and locations, with **employee numbers sitting at 282**. This is a 12% increase in the total number of employees from the previous year.

Due to Micah Projects diverse workforce, we continue to be able to provide a diverse response to the most vulnerable members of our community. We believe Aboriginal and Torres Strait Islander Peoples and those from Culturally and Linguistically Diverse backgrounds bring specific talents, skills and experiences that allow us to provide a more quality response when delivering services.



4% First Nations

22% Culturally and Linguistically Diverse

Micah Projects staff from all over Queensland at our first 2-day Organisational Conference since COVID-19.



Years of Service

109	< 1 year	2	16–20 years
116	1–5 years	1	21–25 years
34	6–10 years	1	25+ years
19	11–15 years		

Micah Projects has continued to invest in the wellbeing and development of our employees. We again engaged the Voice Project to undertake our employee engagement survey to allow everyone to provide feedback across the key areas of engagement, wellbeing and progress. This has demonstrated that our employees continue to align themselves with Micah Projects values, vision and overall purpose.

- 98% believe in our overall purpose
- 98% believe in our values
- 95% like the kind of work they do
- 94% are proud to tell people they work with us
- 96% would recommend our services

The end of the year saw restrictions reducing, allowing our employees the ability to start engaging in face to face training in group settings again. We were thrilled to be able to bring all employees from across the organisation together to

participate in our 2-day Organisational Conference. The main purpose of these days was to reconnect, reset and reinvigorate.

We have been able to continue to offer placements across a wide variety of study and educational institutes, including University of Queensland, QUT, Griffith University, USC and TAFE. This year we welcomed over 30 students from a number of disciplines including social work, counselling, nursing and community services.

As well as being supported by its employees and students, Micah Projects is fortunate enough to retain around **40 active and regular volunteers** who support our events, activities, services and programs as well as occasional volunteers.

Micah Projects thanks our partners, students, volunteers, donors and members. Without your generosity, we would not be able to maintain the level of services and support we provide.

FUNDERS AND SUPPORTERS

Partnerships and collaborations are indispensable to meeting the complex challenges faced by Micah Projects to support vulnerable people in our community. We thank our principal funders, Brisbane City Council, the Queensland and Australian Governments, and the businesses, community groups and individuals who support our many integrated services.



Queensland Government

- Department of Housing, Communities and Digital Economy
- Department of Justice and Attorney General
- Department of Employment, Small Business and Training
- Department of Children, Youth Justice and Multicultural Affairs
- Queensland Health
- Queensland Child Protection Week Committee
- Queensland Corrective Services Australian Government

Australian Government

- Department of Social Services
- Brisbane South Public Health Network (PHN)
- Brisbane North PHN

Brisbane City Council

Philanthropy and Private Organisations

- St Vincent's Healthcare Australia
- Partners 4 Health Limited
- Community Living Association
- Great Southern Bank
- Healing Foundation
- Morgans Foundation
- StreetSmart
- RASN Regional Arts Service Network
- Mater Health

Special thanks to...

- APS Foundation
- All Hallows' School
- ARIA Property Group
- Aspley Caring Through Service
- Australia Council for the Arts
- Australian Labor Party - Annerley Branch
- Australian Online Giving Foundation
- Aviation High School
- Baby Give Back
- BDO Group Holdings (Qld) Pty Ltd
- Brisbane Boys' College
- Brisbane Broncos
- Brisbane Customs Brokers
- Brisbane Organic Growers Inc
- Built Queensland Pty Ltd
- C&K Norman Park Kindergarten
- Chris' IGA
- Clubs Queensland
- CFMEU
- Coles West End
- Containers for Change
- Department of Education
- Directors Australia
- Douglas Family Foundation
- Edwards Foundation
- Electrical Trades Union
- Ellen Whitty Trust Ltd
- Energy Queensland
- Everhard Industries Foundation
- Eziway Salary Packaging
- Fashion Allied Agency

- Fitazfk Kangaroo Point
- Fitstop Carindale
- Flannery Foundation
- Gardiner Family Foundation
- Give Now
- GoFundraise
- Good Little Trust
- Good2Give
- Hand Heart Pocket-The Charity of Freemasons Queensland
- Hillsong City Care
- Holy Trinity Anglican Church
- Independent Education Union-Queensland and Northern Territory
- John Barnes Foundation
- Kennard's Storage Stafford
- Kurilpa Futures
- Little Flower Meditation Group
- Metamorphic Foundation
- Metro Arts Ltd
- Mirvac
- Morgans Financial Limited
- Morgans Foundation Ltd
- Mt Gravatt State High School (Student Council)
- Mt St Michael's
- Multiplex Constructions Queensland Pty Ltd
- My Cause Gift Fund
- Nuluxe Property Group
- Paul Ramsay Foundation
- PACM Engineers
- Parched Brewing



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

- Plumber's Union Queensland
- Power of Property
- Presentation Sisters' Union
- Quality Program Design Pty Ltd
- Quota Club of Brisbane Inc
- Rio Tinto
- Rio Tinto Services Limited
- Rize Up
- Rotary Club of Hamilton Inc
- Rowland Pty Ltd
- Sci-Fleet Motors
- SCOPE Club of Wynnum Inc
- Share the Dignity
- Sisters of Mercy Brisbane
- Skerritt Superannuation
- Souths Leagues Club
- Southside Honda
- Southside Uniting Church
- Stone & Wood
- St Andrew's Uniting Church
- St Mary's Community Limited
- St Paul's Parish Thrift Shop
- St Vincent's Private Hospital Brisbane
- StreetSmart Australia
- Stripe
- Suncorp
- SWOP Clothing Exchange
- Thread Together
- Tiny Legends Childcare
- Technology One
- Timber Queensland
- TK & CA Pty Ltd
- Transport & Allied Insurance Services
- Turrisi Properties
- Um Australia
- Una Window Counselling and Consulting
- Vanderbuilt Private Equity
- Westpac Banking Corporation
- Queen's Wharf Brisbane Workforce
- Zonta Club of Brisbane North



Hand Heart Pocket + Young Parents 2Gen Project

This year we were honoured to be a beneficiary of funding from Hand Heart Pocket, The Charity of Freemasons Queensland for the Young Parents 2Gen Project.

The project delivers a two generational approach to program delivery and advocacy for young mothers and fathers in Brisbane and Caboolture that will help to build long-term sustainable solutions for young parents and their families. We sincerely thank Hand Heart Pocket for their support.



Ellen Whitty Trust + Brisbane Zero + Logan Zero

Brisbane Zero is a community led campaign with the aim that by 2025 homelessness in Brisbane will be widely understood as solvable with favourable conditions in place to improve the outcomes of individuals, women, children, families so that they are housed and supported in communities. We sincerely thank the Ellen Whitty Trust for their 3-year commitment to fund this project, delivered in partnership with YFS, that will prevent and end homelessness in Brisbane and Logan.

Statement of profit or loss and other comprehensive income for the year ended 30 June 2022

	2022	2021
	\$	\$
REVENUE	30,155,266	29,243,758
Other income	540,384	706,753
	30,695,650	29,950,511
EXPENSES		
Employment expenses	(20,059,458)	(19,467,003)
Property and energy expenses	(859,091)	(781,824)
Administration expenses	(4,776,316)	(3,255,244)
Motor vehicle expenses	(268,649)	(347,376)
Client related expenses	(1,531,105)	(2,323,009)
Interest expenses	(295,543)	(295,884)
Depreciation and amortisation expenses	(2,072,208)	(2,189,113)
Share in profit or loss in equity accounted investment	-	(26,060)
Other expenses	(500,355)	(366,831)
Profit/(loss) before income tax expense	332,925	898,167
Income tax expense	-	-
Surplus/(deficit) for the year	332,925	898,167
Other comprehensive income	-	-
TOTAL COMPREHENSIVE SURPLUS/(DEFICIT) FOR THE YEAR	332,925	898,167

The financial statements and specific disclosures included in this concise financial report have been derived from the financial report. The concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the entity as the financial report. The presentation currency used is Australian dollars.

If you would like to view the full financial statements for the 2021/2022 financial year, please contact Micah Projects or visit the Australian Charities and Not-for-profits Commission (ACNC) website (www.acnc.gov.au/charity) and search for Micah Projects Ltd.

Statement of financial position as at 30 June 2022

	2022	2021
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	8,249,363	6,350,837
Trade and other receivables	152,356	380,409
Other current assets	310,604	247,240
TOTAL CURRENT ASSETS	8,712,323	6,978,486
NON-CURRENT ASSETS		
Security deposits and bonds	556,285	537,412
Equity accounted investment	-	-
Property, plant and equipment	1,013,536	1,136,140
Right of Use Assets	6,414,434	6,111,652
TOTAL NON-CURRENT ASSETS	7,984,255	7,785,204
TOTAL ASSETS	16,696,578	14,763,690
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	1,919,875	1,707,750
Lease liability	1,696,865	1,639,922
Provisions	1,674,990	1,733,444
Deferred revenue	2,782,680	1,658,594
Unsecured loan	100,000	100,000
TOTAL CURRENT LIABILITIES	8,174,410	6,839,710
NON-CURRENT LIABILITIES		
Lease liability	5,241,384	4,883,059
Provisions	362,431	362,430
Unsecured loan	76,385	169,448
TOTAL NON-CURRENT LIABILITIES	5,680,200	5,414,937
TOTAL LIABILITIES	13,854,610	12,254,647
NET ASSETS	2,841,968	2,509,043
EQUITY		
Retained surplus	2,841,968	2,509,043
TOTAL EQUITY	2,841,968	2,509,043

QUALITY STATEMENT

Micah Projects has strong and robust Quality management systems that support a Continuous Quality Improvement framework including, but not limited to, service integration and feedback systems to continually improve service delivery and outcomes for participants that receive service from Micah Projects.

Micah Projects strengthens our Continuous Quality Improvement through a strong Governance partnership on Quality assurance, data consolidation, and innovation from evaluations and feedback.

Our services and systems are certified to the Quality Management system standards ISO9001:2015 or Human services Quality Standards and Framework. Our partnership clinic at the Inclusive Health and Wellness Hub is accredited to RACGP. These certifications and accreditations demonstrate full compliance to strong service integration and referral pathways for participant outcomes. Micah Projects successfully completed all audits this year with full conformance to all standards assessed.



Micah Projects

Phone (07) 3029 7000
Ground Floor, 162 Boundary Street, West End Q 4101
PO Box 3449 South Brisbane Q 4101
info@micahprojects.org.au | micahprojects.org.au

ABN 76 409 721 192 | ACN 620 134 787

    @MicahProjects

Wellspring Coorparoo

Young Mothers for Young Women (YMYW)

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

Wellspring Caboolture

Caboolture Young Mothers for Young Women

Phone (07) 5294 9600
19 Morayfield Road, Caboolture South Q 4510
PO Box 629, Morayfield, Q 4506
cabooltureymyw@micahprojects.org.au
micahprojects.org.au

Wellspring Hawthorne

Children and Families' Hub

Phone (07) 3394 9190
ymyw@micahprojects.org.au | micahprojects.org.au

Brisbane Domestic Violence Service

A Brisbane Region integrated response

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

Inclusive Health and Wellness Hub

Overcoming health inequality

Phone (07) 3013 6050
15 Hope Street, South Brisbane Q 4101
PO Box 3449, South Brisbane Q 4101
admin@inclusivehealth.org.au
inclusivehealth.org.au

Family Inclusion Network

*Valuing children. Partnering with families.
Embracing diversity.*

Phone (07) 3013 6030
Level 1, 209 Boundary Street, West End Q 4101
info@finseq.org.au | finseq.org.au

Supportive Housing

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

Home for Good and Street to Home

*Working with families and individuals
experiencing homelessness*

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

Lotus Place

*Adults who experienced childhood abuse
in an institutional setting*

Phone (07) 3347 8500
or Find and Connect 1800 16 11 09
46 Cleveland Street, Stones Corner Q 4120
PO Box 3449 South Brisbane Q 4101
lotus@micahprojects.org.au | lotusplace.org.au

Lotus Place Central Queensland

Phone/Fax (07) 4999 4300
or Find & Connect 1800 16 11 09
10 Albert Street, Rockhampton Q 4700
PO Box 2159, Wandal Q 4700
lotuscq@micahprojects.org.au | lotusplace.org.au

Lotus Place North Queensland

Phone (07) 4722 8100
or Find and Connect 1800 16 11 09
382 Sturt Street, Townsville Q 4810
PO Box 2027, Townsville Q 4810
lotusnq@micahprojects.org.au | lotusplace.org.au

Lotus Support Services

*Assistance with National Redress
Scheme Applications*

Phone (07) 3036 4490
PO Box 3449 South Brisbane Q 4101
redress@micahprojects.org.au
micahprojects.org.au/services

*Supporting People Engaged
with the Disability Royal Commission*

Phone (07) 3036 4490
PO Box 3449 South Brisbane Q 4101
lotussupportservices@micahprojects.org.au
micahprojects.org.au/services

Hope Street Social Enterprise

Hope Street Café
Shop 1, 15 Hope Street, South Brisbane Q 4101
info@hopestreetcafe.com.au
hopestreetcafe.com.au

Hope on Boundary Café

170 Boundary Street, West End Q 4101
info@hopestreetcafe.com.au
hopestreetcafe.com.au



MICAH PROJECTS

Breaking Social Isolation
Building Community

MICAH PROJECTS

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