



2023-2024 IMPACT REPORT SUMMARY

# Nurturing Equality

MICAH PROJECTS



Breaking Social Isolation  
Building Community

## At Micah Projects

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**Our Vision** To create justice and respond to injustice in the lives of individuals, women, children, and families—while promoting equality, inclusion and acceptance.

**Our Purpose** We do this by providing responsive services; by promoting equity, equality, safety and inclusion; and by validating the importance of recovery, healing and justice for individuals, families and communities including the impact of present and intergenerational trauma and redress.

## Quality Statement

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Micah Projects has strong and robust quality management systems. These 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 receiving services from Micah Projects.

Our organisation is committed to reinforcing continuous quality improvement through strong governance partnerships with quality assurance, data consolidation, and innovation from evaluations and feedback.

In 2023–24, Micah Projects:

- » successfully maintained certification against the Human Service Quality Standards (HSQS)
- » achieved accreditation against the National Standards for Mental Health Services (NSMHS)
- » achieved certification against the ISO 9001:2015 Quality Management System Requirements

These certifications and accreditations demonstrate compliance to strong service integration and referral pathways for participant outcomes.

For more detailed information on which programs have been accredited or certified against specific standards, please refer to the full online version of the Impact Report.

Feature photography throughout this report by Katie Bennett.

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## Acknowledgement of Country

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We acknowledge and pay respect to the traditional custodians of Meanjin (the Greater Brisbane area): the Turrbal people, the Jagera people, the Yugarapul people, and the Elders both past and present on whose land we walk, work, and live. We recognise that sovereignty of their land was never ceded.

View our full 2023–24 Impact Report online, including financial statements and reports from our CEO and Board



## Our Board and Leadership



Resigned 6 Nov 2023



Appointed 1 Jul 2024

**We maintain our vision by supporting and advocating for better pathways.** No matter what brings someone to Micah Projects seeking assistance, we have come to see that the challenges and impacts have constant themes: poverty with additional cost-of-living pressures, unaffordable housing that leads people to housing stress and/or homelessness, and co-occurring consequences of domestic, family and sexual violence, which also can result in homelessness. People at any stage of their life course, from birth to death and all stages in between, can find themselves faced with adversity that has ripple effects and can create complexity and overwhelming stress.

This can be mitigated with community support, government investment into services and positive relationships that, one by one, dismantle obstacles and improve access to resources, services and entitlements that can break the cycle and create new pathways.

– *Karyn Walsh, CEO*



**Perhaps the single biggest change fiscally in the 2023–24 year is the enormous increase in brokerage monies.** Micah Projects spent a sum of \$7.5M on brokerage, which was an increase of 217% on the previous year. Nearly all of that additional money has been applied in working to ensure that participants are linked with appropriate short-term accommodation.

It will be appreciated that this often involves paying small sums, such as \$150 per night, for modest motel accommodation. That gives you some idea of the number of inquiries and transactions that Micah Projects' workers have carried out to keep families under roofs and to arrive at the brokerage total. The work (and the State's confidence in Micah Projects to perform the work) is a testament to the unique skillset that Micah Projects staff bring to placing people efficiently, flexibly and thoughtfully.

– *Damien Atkinson, FARM Committee Chair*



**In a sector which is increasingly complex and demanding and always maintaining the grassroots ethos for which it is recognised,** Micah Projects continues to expand the programs it delivers. A robust and flexible workforce is crucial in ensuring we have capacity for this growth; with our teams being resourceful and creative in meeting the need for flexible and responsive services.

The Board commends all Micah Projects' staff for their dedicated commitment and persistence in the critical work they do, as they initiate solutions to deal with seemingly impossible circumstances. This is a leadership lesson for us all.

– *Debora Jackson, Chair*

**Opposite:** Cherie van Wensveen, Alison McRae, Mark Thomson, Jemma Venables, Megan Giles, Jenny Ryan, Patrick Silvey, Karyn Walsh (CEO)

**This page:** Debora Jackson (Chair), Damien Atkinson (Finance Audit and Risk Management Committee Chair)



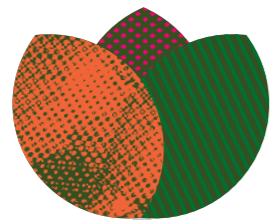
# Organisational Impact

## A Snapshot

Through partnerships with people experiencing inequality, other community organisations, researchers, policy makers and government, we at Micah Projects seek to learn how data can guide our collaborations, services and build new ways of working that transform systems into integrated catalysts of equity, redress and justice.



**27,694 people**  
were supported across all services  
**1,459 children and young people**  
**924 children under 5 years**



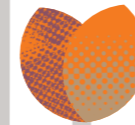
**242,800 hours**  
of support across all services



**105,226 engagements**  
through planned support



**1,902 instances**  
of assertive outreach  
to people on the  
street provided by  
Sreet to Home



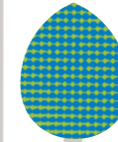
**1,888 active patients**  
were registered at  
the Inclusive Health  
and Wellness Hub



**7,934 people**  
participated  
in events,  
groups and  
community  
education



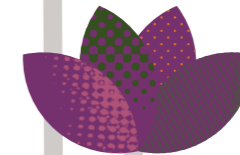
**11,578 meals**  
cooked and distributed  
through outreach teams  
and Hope Street Cafés



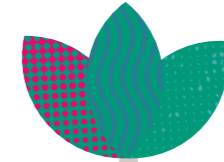
**34,874 nights**  
of accommodation  
provided to individuals  
and families



**785 tenancies**  
were sustained  
with support



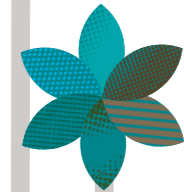
**2,250 people**  
engaged with  
Lotus Place



**11,936 women**  
supported by Domestic  
and Family Violence Services



**112,000+**  
phone calls  
received for service  
and/or assistance



**5,503 people**  
presented to the  
Home for Good Hub

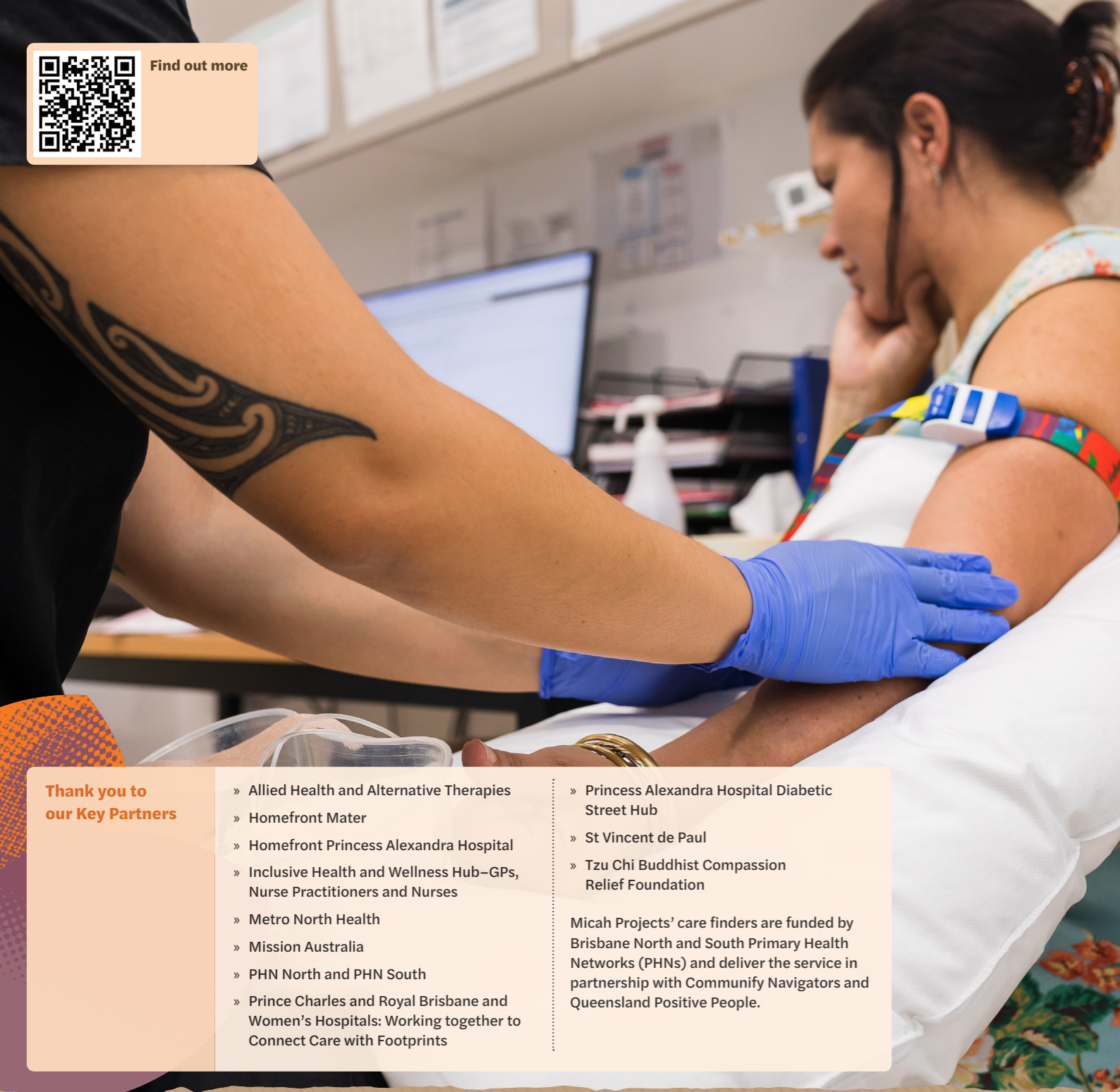


**238 housing setups**  
provided with  
furniture and  
essentials





Find out more



**Thank you to our Key Partners**

- » Allied Health and Alternative Therapies
  - » Homefront Mater
  - » Homefront Princess Alexandra Hospital
  - » Inclusive Health and Wellness Hub—GPs, Nurse Practitioners and Nurses
  - » Metro North Health
  - » Mission Australia
  - » PHN North and PHN South
  - » Prince Charles and Royal Brisbane and Women’s Hospitals: Working together to Connect Care with Footprints
  - » Princess Alexandra Hospital Diabetic Street Hub
  - » St Vincent de Paul
  - » Tzu Chi Buddhist Compassion Relief Foundation
- Micah Projects’ care finders are funded by Brisbane North and South Primary Health Networks (PHNs) and deliver the service in partnership with Communitify Navigators and Queensland Positive People.

**134 individuals** including 38 First Nations participants supported by the PHN care finder Program over 3,926 services and activities

**The PHN care finder program** provides assistance to older people to access aged care and supports in the community. The program aims to help people to live well and safely

## Inclusive Health Partnerships

**Our Inclusive Health Partnerships continue to** grow through collaboration and new partnerships. We share the goal of improving health and housing outcomes for people living on the streets, in parks or motels, or who are socially isolated in social and community housing and boarding houses.



We recognise the link between homelessness, social isolation and healthcare that leads to existing conditions deteriorating, or new health challenges developing.

**Appointments attended at the Hub**

**7,527 health** GPs, Nurse Practitioners, Nurses, allied health and podiatry services

**134 general dental** appointments at no cost

**2,658 wellness** myotherapy, shiatsu massage, relaxation massage, reflexology and acupuncture

-  **337 individuals** provided with **6,240 episodes of care** through the Hospital Partnership Programs
- 110 individuals** supported by the Micah Projects’ Home and Healthy team over **3,248 service contacts**
-  **195 individuals** supported over **6,661 service contacts** by the Home and Healthy Consortium
- Opposite** Nurse assessing a patient at the Inclusive Health and Wellness Hub in South Brisbane

## Housing and Homelessness in Brisbane

**The Housing Crisis has reached a new peak** over the past year. It is difficult to find a house to rent that is affordable, and equally difficult to find appropriate short-term accommodation, with the high demand for motel accommodation in Brisbane — especially when the city hosts football, musical and cultural events.

The Queensland Government made a call to offer accommodation, if it was wanted, to anyone experiencing homelessness. Many people welcomed this offer and have been

provided with short-term accommodation. While this is not the end game — we want and will continue to navigate pathways to housing — many individuals families and children would have had no choice but to be rough sleeping, in cars, and tents.

We thank all our partner agencies, funders and supporters. We cannot do this alone, and the people experiencing homelessness rely on us to keep advocating for the end game: enough houses, apartments, and services to end homelessness in Brisbane.



### Opposite

Mobile Health Van, supported by Queen's Wharf Workforce provides outreach nursing care to people sleeping rough

## Home for Good

**Micah Projects' specialist homelessness teams** work within a Housing First approach by providing a continuum of care every day of the year:

**Street to Home (STH)** assertive outreach support and nursing care 24/7

**Home for Good Housing and Homelessness Hub** for walk-in help and appointments Monday to Friday, plus phone and online requests every day

**Sustaining Tenancy** support for people after they are housed

**Families to Home** provide immediate assistance and pathways to housing with families and children in motel short term accommodation

**Target Family Support** works with families in motels where children are at risk and a child protection intervention may be needed

**After-hours phone and outreach services** work with clusters and funding streams to provide

- » Centre-based phone and web access
- » Brisbane Emergency Response Outreach (BEROS) supporting young people in care to be safe and supported after hours
- » Safer Lives Mobile Service (domestic and family violence service).

**34,874 nights** of accommodation brokered for individuals and families

**7,465 nights** for individuals through Street to Home and the Hub

**27,409 nights** for families through Families to Home teams using the Immediate Housing Response funding

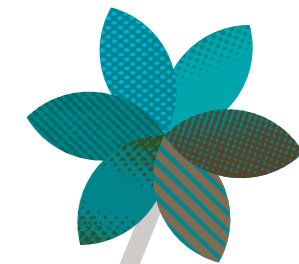
**5,503 individuals** presented to the Home for Good Hub (average 22 per day)

**479 families** supported by Families to Home (1,452 people)

**1,902 instances** of assertive outreach to people on the street provided by Street to Home

**312 young people** supported by Brisbane Emergency Response Outreach (BEROS)

**3,979 instances** of outreach  
**8,812 hours** of support  
**89,929 kms** of safe transfers



**Opposite**  
Dot and Anna lighting a candle  
at Remembrance Day 2023

**8 communities**  
held peer groups: Gold  
Coast, Caboolture, Gympie,  
Bundaberg, Mackay,  
Burdekin, Charters Towers,  
Cairns, Atherton Tableland

## Lotus Services

**We continue our journey with people who have** experienced institutional childhood abuse, including sexual abuse and neglect in church, government institutions and community agencies or associations and out-of-home care.

**In 2023–24 Lotus Place provided:**

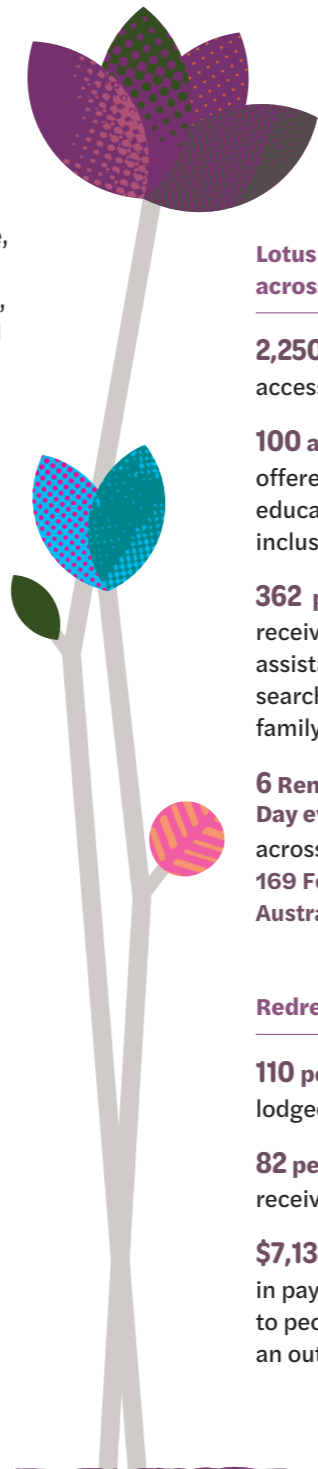
**A safe place** to access peer support and services in Brisbane, Rockhampton and Townsville

**Support and advocacy** for the recognition of past abuse and the ongoing impact of trauma over a lifetime

**Outreach** peer support to nearby communities

**Find and Connect** services to help people find their records

**Advocacy and Service for Aged Care.** A pilot program resulted in the national PHN care finders program recognising the specific needs of Care Leavers and Forgotten Australians.



**Lotus Place  
across Queensland**

**2,250 people**  
accessed services

**100 activities**  
offered psychosocial  
education and social  
inclusion

**362 people**  
received Find & Connect  
assistance with record  
searches and genealogical  
family tracing

**6 Remembrance  
Day events**  
across the state with  
**169 Forgotten  
Australians** attending

**Redress Scheme**

**110 people**  
lodged an application

**82 people**  
received an outcome

**\$7,134,000**  
in payments (approx.)  
to people who received  
an outcome



**We continue to be inspired by the** healing and justice-making that has come from the connections, truth telling, advocacy and wisdom of Forgotten Australians, British Child Migrants and First Nations people who, as children,

experienced the traumas of separation from family and the abuse of power by those entrusted to care for them. So much has changed, and yet there is still so much to do to ensure the mistakes of the past are not repeated.

**Making Justice  
Telling Truth**



**Domestic and Family Violence in Brisbane**

**Every week, we hear of another woman, child or family member's death** due to domestic and family violence. In partnership with other agencies and services, we provide practical support and education to prevent, respond and support recovery from this violence.

## Domestic and Family Violence

**Brisbane Domestic Violence Service (BDVS) is the regional domestic and family violence (DFV) service for Brisbane Metropolitan Region providing:**

**Information and referral** to all who contacted us

**Confidential support and advocacy** to community members from diverse backgrounds, mostly women, seeking to access support and protection from intimate partner violence, or family violence

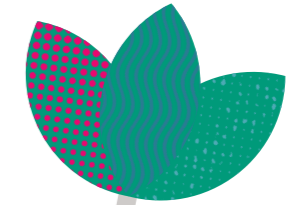
**Safer Lives Mobile Service (SLMS)** provides immediate, 24/7 assistance to women and children, and family members escaping DFV. Through outreach support with police, hospitals and DV Connect, SLMS connects women to safety and housing pathways and specialist support and advocacy.

**Men's behaviour change groups** providing an opportunity for reflection on beliefs, attitudes, values and their choices leading to using violence

**Support for safety and wellbeing of children** and young people accompanying their parents through group work and family support

**Work with government services** such as courts, police, child safety, corrections and housing

**A high risk team** to strengthen protection and support for women and their children.



**3,599 women** supported with first response or ongoing planned support



**120 women** accessed financial counselling, with a total debt of **\$388, 932 waived** due to economic abuse

**Working with the community**

**5,809 referrals** for support received by BDVS from Queensland Police Service

**1,236 individuals** supported by the Safer Lives Mobile Service

**Working with men**

**319 men** engaged in the Safer and Accountable Men Program



**Opposite**  
Candle Lighting Vigil, May 2024



**Opposite**  
Paul and Ahmed enjoying dinner at Wednesday night community meal

# Supportive Housing and Sustaining Tenancy

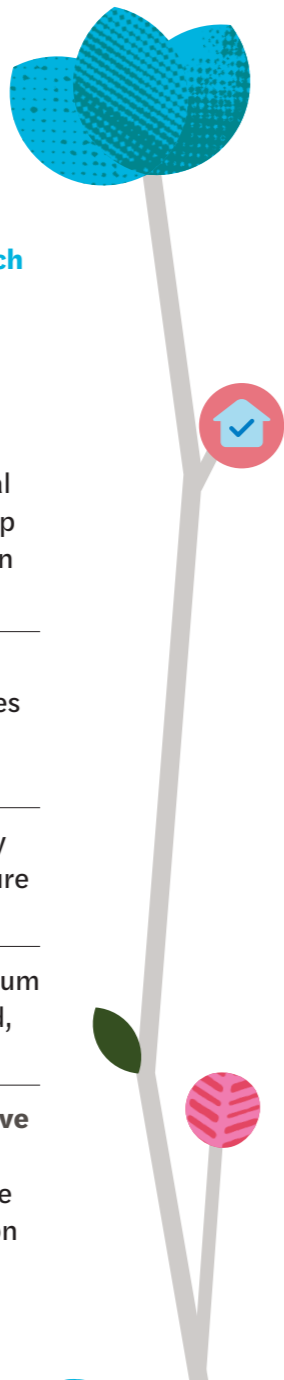
**Our Sustaining Tenancy teams provide outreach** housing support and tailored support to tenants across the Brisbane region. We focus on tenants at risk of homelessness, women and children establishing new housing and community connections, and people making the transition from homelessness to having a tenancy. Our goal is to prevent eviction and help tenants to develop their capacity to maintain stable accommodation and improve their quality of life.

**Homestay Support and Advocacy** team works across our Home for Good Hub, Homestay Families and Healthy and Safe Start to ensure tenants receive the support they need to stay housed.

**Housing Connectors** was established in January 2024 to support housing and recovery, and ensure safety for women and children.

**Homelessness to Home** team enables a continuum of services, from rough sleeping to being housed, working with Street to Home.

**Keeping Families Together (KFT) and Supportive Housing Hope Street** provide housing with integrated support services, based on Supportive Housing principles in collaboration with Common Ground Queensland.



**621 people** supported through the Homestay Support Service, including **288 children** and **333 adults**

**82 families** supported by Homestay Families including **144 children** and **113 adults**

**589 people** supported by Homelessness to Home

### Keeping Families Together

**24 families** with **23 adults** and **50 children** (under 18) were supported in 2023 – 24 to sustain tenancies and prevent homelessness

**94% of families** felt safe/stable or somewhat safe/stable once housed

### Supportive Housing Hope Street

**117 people** supported to sustain their tenancy in Hope Street

**88 people** accessed nursing services, with funding from the Mater Hospital to have nursing at Brisbane Common Ground every day of the week



**Connection with a Chosen Community** **889 engagements** with people via regular community events at Brisbane Common Ground **Keeping Families Together and Supportive Housing Hope Street** are delivered in partnership with Queensland Government (funder) and Common Ground Queensland (housing provider).



### The First 2000 Days

Building on the activities, services and childcare programs that we have piloted, we continued age-appropriate care and services to children in their first 2000 days, who have been impacted by homelessness, domestic violence, mental health, trauma and poverty.

## Wellspring Children and Families' Hub

### Women, Children and Families

**In 2023 – 24, we made progress towards our goal** to provide services through the Wellspring Children and Families' Hub after funding ceased in 2019.

**The Hub** is a welcoming, trauma-informed and safe environment for children and parents enabling:

- » Supported playgroups for participants of Young Mothers for Young Women (YMYW)
- » YMYW workshops.

**Children's groups** supporting children who have or are experiencing domestic and family violence:

- » **Family Pathways** providing short-term holistic support to families, with an aim to reduce adolescent-to-parent violence towards female protective caregivers in the home. The program is targeted to young males aged 12 to 17 years old.
- » **Healthy and Safe Start** supports women during pregnancy and post-birth, who are experiencing domestic and family violence, homelessness and related issues in the first three years of their child's life. Thanks to the support of the Paul Ramsay Foundation, we have been able to pilot a multidisciplinary team to provide holistic support opportunities.

**108 support sessions** provided for young males and female caregivers

**90 pregnant women** and their families supported

38 of supported families identified as First Nations

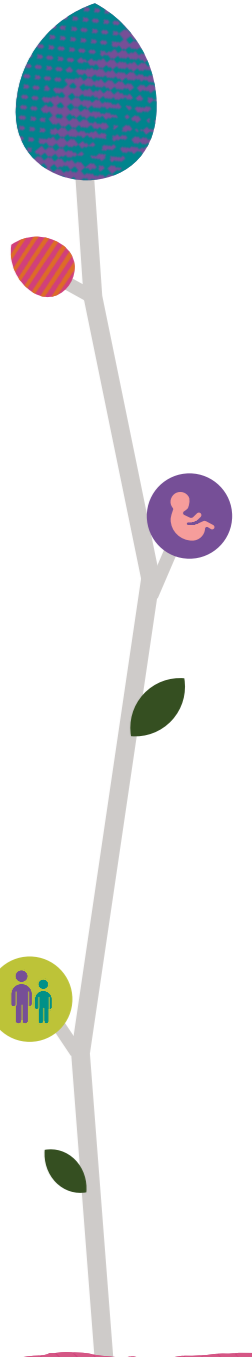
61% received specialist homelessness and housing support

48% received specialist Domestic and Family Violence Support

48% received specialist antenatal support and navigation to antenatal care

**99 children and young people (0-12 years) and their safe caregivers** were supported by the Children and Young People (CYP) program

**Opposite** Micah Projects supports families with temporary motel accommodation and access to services.



**Opposite**

Mum and bub accessing support through our two-generational approach

## Wellspring Hub

Young Mothers for Young Women

**Wellspring Hubs provide early intervention for young pregnant and parenting women, their children and partners. YMYW is now operating in Brisbane, Redcliffe and Caboolture Hubs.**

Working in partnership with local hospitals is central to providing accessible antenatal services linked with family support, child health services and other community services. YMYW achieves this through co-location and/or visiting services.

Each Wellspring hub provide services in different ways within a two-generational approach. We work with young mothers and their partners (as appropriate), providing early years activities, education and developmental screening to support parents in nurturing their child throughout pregnancy, while also connecting parents with services to suit the different stages of a child's life.



**247 young families** accessed YMYW programs across Caboolture, Redcliffe and Brisbane



**265 young women** accessed antenatal care at hubs across the Brisbane, Redcliffe and Caboolture areas



**26 young mothers** participated in the 'Being Your Best' groups, focused on income generation, employment and training



[Find out more](#)



**100% of parents surveyed** said they experienced significant improvement in their confidence, knowledge and connections through engagement with YMYW

**Confident and Connected Parents**



**Learning with the Hope Street Cafés**

**5 trainees** took up the opportunity to learn at the Hope Street Cafés

**Opposite**  
Staff at our two Hope Street Café locations are involved in traineeships, catering and serving the community

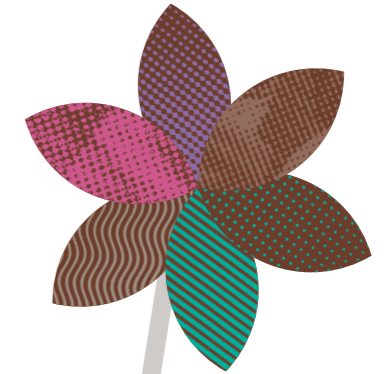
## Social Enterprise and Community Connections

**Hope Street Café is operating in both South Brisbane and West End**, having survived Covid and the floods, and adapted and refined operations for two fully functioning cafés and a catering service during 2024.

**Café and catering staff** continue to provide cooked, frozen meals, with the support of OZ Harvest and Second Bite, for individuals, women and families in motels due to homelessness and domestic violence.

We continued providing **weekly free community meals** in West End, **regular art exhibitions** and **open mic nights**, as well as a new **Cook and Share** program for women over 55 years of age. Our participation in the Griffith University **Creative Change Research Project** also looked at giving people an opportunity to be seen, heard and experience the arts. Shared meals and creative arts can reduce loneliness, create community connection and reduce social isolation.

**\*The United Artists Project (UAP)** supports new and emerging artists through monthly exhibitions at Hope Street Cafe. This financial year exhibitions ran from October to June.



**6,114 hours** of in-home support to help break social isolation and support tenancies



**11,578 meals** cooked and distributed through outreach teams and Hope Street Cafés



**Donations and fundraising**

**\$6,986** donated through the Pay it Forward system at both cafés

**\$5,632** in sales through group and individual art shows in Hope Street Cafés, raising funds for the supported artists and the United Artists Project\*

**\$13,975** raised by SWOP Local Oppy to support food security



# Across the Life Course

Connecting people to resources and opportunities, and providing tailored, age-appropriate service.

- YMYW**  
Antenatal education and support

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- Healthy and Safe Start**  
Mater and Royal Brisbane Womens' Hospital outreach support to pregnant women experiencing homelessness and domestic and family violence

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- Keeping Families Together (KFT)**  
Housing and Homelessness

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- Young Mothers for Young Women (YMYW) + Mater Hospital + Caboolture Hospital**  
Antenatal education and support

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- Healthy and Safe Start**

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- Inclusive Health and Wellness Hub**

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- Brisbane Domestic Violence Service (BDVS)**

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- Street to Home and Nursing Services**

- Wellspring Children and Families' Hub Hawthorne**

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- Children and Young People (CYP)**  
domestic and family violence two-generational support for women and children

---

- Dedicated activities, group work and liaison with schools** including enrolment for families in motels

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- Accompanying parents in motel accommodation**

- Family Pathways** tailored support for adolescent boys

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- Brisbane Emergency Response Service (BEROS)** for young people in care

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- YMYW groups** for pregnant and parenting women under 25 years

- Family support** to young families experiencing homelessness, domestic and family violence and mental health

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- Traineeships and employment pathways**

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- Social enterprise**

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- General homelessness services**

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- Mental health support**

- Access to housing and homelessness support**

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- Help to sustain tenancies** and access supportive housing

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- Domestic and family violence services** that are age-appropriate

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- Connection to health and disability services**

- Connecting older people** to appropriate housing and healthcare services

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- Aged care finders** dedicated to Forgotten Australians and older people

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- Providing opportunities for **community connection and healing**

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- Help to **sustain tenancies**



Poverty, isolation, homelessness, domestic and family violence and experiences of childhood abuse leave a legacy of trauma that impacts the mind, body and spirit. We provide tailored, trauma-informed services across ages and stages of life, intentionally breaking down barriers and silos, to create lasting change.

# Systems Change

Micah Projects is committed to promoting equity and equality. Exclusion, poverty, injustice, homelessness and social isolation are experiences that no single agency or focus can solve alone. In addition to providing responsive services, Micah Projects is dedicated to **collaboration and innovations** that can help make lasting change to social and cultural systems that work against our vision.



## Safe, Equal, Respected: Domestic and Family Violence

Micah Projects' Brisbane Domestic Violence Service has continued its commitment to supporting reform agenda and sharing the wisdom and insights of the people with lived experience.

Working with our Resound Group of lived experience experts, and in collaboration with EVAWQ and QDVSN, we have contributed broadly to a range of Queensland Government reform initiatives, including:

- » Developing a trauma-informed training framework and Primary Prevention Plan
- » Establishing a DFV Peak Body, and Monitoring and Evaluation Framework and Data standards
- » Reviewing the Domestic and Family Violence Prevention-Information Sharing Guidelines
- » Advocating for appropriate sector resourcing and specialised workforce, and for an Office of the Victim's Commissioner
- » Assisting with DFV Perpetrator Strategy and Coercive Control Legislation, training and communication.

## Homeless to Home (H2H) Healthcare Network

Access to housing, healthcare and community supports is not equitable. Identifying the complex health and social needs of participants with housing instability, and identifying and addressing the barriers to meeting these needs, requires collaborative systems leadership with lived experience and diverse sector representation.

Supported by funding from St Vincent's Health Australia, the Homeless to Home (H2H) Healthcare Network was reconvened by Micah Projects in March 2024. Attendees are from government, non-government, community organisations and tertiary institutions, along with participants and voices of lived experience. Members had opportunities to strengthen relationships with the goal of promoting integrated service delivery and using key insights to advocate with policy makers and funders.

**206+ attendees** participated in **3 network forums** and **1 roundtable**

## Family Inclusion Network SEQ

Micah Projects works in partnership with parents who have experienced and engaged with the child protection and family support systems, and the department responsible for child safety, to ensure parents are heard as stakeholders in the system. In 2023-24, the Family Inclusion Network (FIN) SEQ supported parents participating in:

- » The Queensland Parent Advisory Committee
- » **1,997 connections** with government workers, community workers, or academics including nationally, with WA, SA and NSW
- » **196 opportunities** for parent leadership or development
- » Global Day of Parents discussion about how to rethink and redefine budgets and systems that impact families.

**1,650 hours** of parent advocate employment

**10 parent graduates** from FIN's 14-week Parent Advocacy Training

## Brisbane Zero Collaboration




As the backbone organisation for Brisbane Zero and a partner with Logan Zero, Micah Projects provides the technical support for the collection and analysis of data from the Australian Vulnerability Triage tool. With other participating organisations, we collaborate and lead activities and events contributing to a systems approach to solving homelessness.

In 2023-24 this list informed 2000+ advocacy discussions and key insights for presentations at 150 Brisbane Zero Coordination Meetings, Cohort Strategy Groups and other forums with over 50 unique stakeholders.

**393 individuals** including **71 First Nations people aged 45+** and **365 families** were permanently housed

# Our Organisation

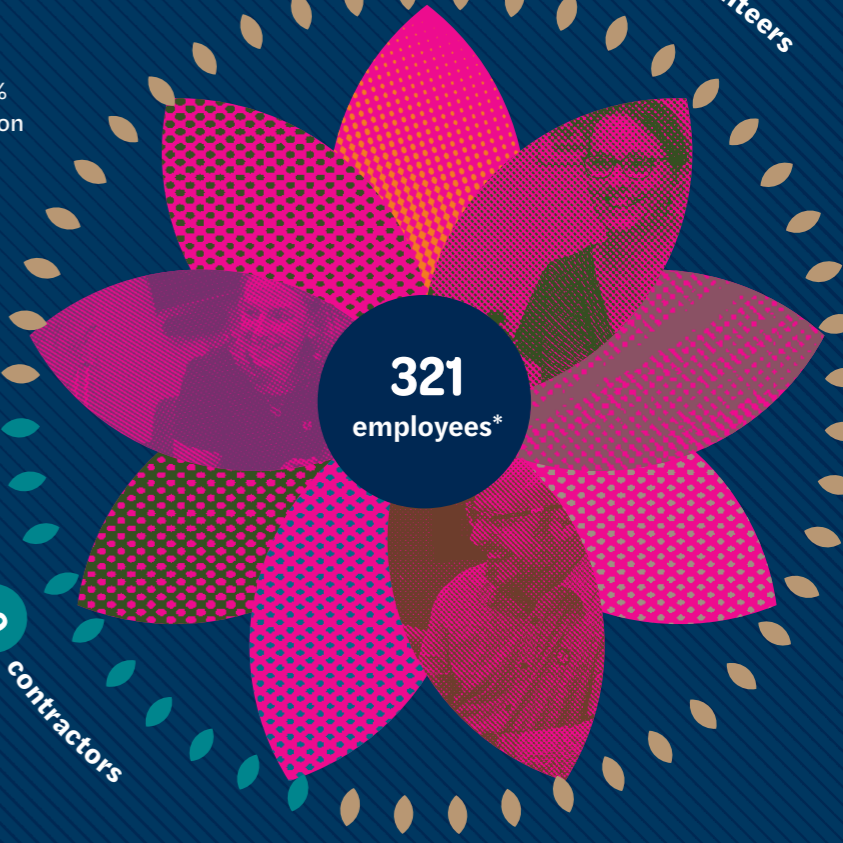
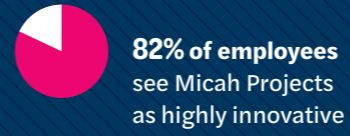
2023 – 24 was a year of growth, as we invested in our people and business systems. These efforts will enable us to grow sustainably, amplify our impact, and help meet existing and emerging community needs. Improvements included:

-  **enhanced finance systems**, ELMO Payroll, Sage and Weel, embedded into organisational processes for more transparency and efficiency
-  **a new website and intranet** launched for improved information sharing as the organisation scales up
-  **training and development** to ensure our leaders and staff are better equipped to respond to injustices and create justice in their roles.



### Ongoing Improvements

- Formation of the **Data Governance Committee** and review of our case management system.
- Implementation of an **improved phone system** to meet 24/7 service requirements and high call volumes (more than 112,000 phone calls received).
- Development of a new **IT Roadmap** to support a scaling workforce.
- Improved **learning and development** program for staff is underway, to ensure best practice across the organisation.



\* at end of June 2024

# Thank You

At Micah Projects, we strive to build a community that values equality and diversity, where people can move beyond poverty, homelessness, the impacts of trauma, and isolation, to achieve dignity and fulfill their aspirations.

Micah Projects could not achieve what it does without the financial support of our funding bodies, supporters, philanthropic donors, and volunteers. We are most grateful for this support and thank all involved unreservedly. These strong relationships, ensure Micah Projects retains its solid financial position into the future.

– Debora Jackson, Chair



View our full 2023 – 24 Impact Report online, including financial statements and reports from our CEO and Board



**22 philanthropic trusts and foundations** pledged their financial support

**486 individuals** donated to help provide wrap-around beyond our funded programs

**204 businesses, churches, schools and groups** supported Micah Projects

We thank our supporters and partners for standing with us in our shared vision for social justice. The impact of your generosity is truly immeasurable and we are deeply grateful for your support.

## Australian Government

Department of Social Services

Department of Industry, Science and Resources

## Queensland Government

Department of Health

Department of Justice and Attorney-General

Department of Children, Youth Justice And Multicultural Affairs

Department of Communities, Housing And Digital Economy

Department of Employment Small Business And Training

Department of Child Safety, Seniors and Disability Services

Department of Housing

Department of Treaty, Aboriginal and Torres Strait Islander Partnerships

Metro North Health

## Local Government

Brisbane City Council

## Primary Health Networks (PHN)

Brisbane North PHN

Brisbane South PHN

## Philanthropic Trusts and Foundations

Australian Communities Foundation

Crommelin Family Foundation

Edwards Foundation

Ellen Whitty Trust Ltd

Financial Counselling Foundation

Flannery Foundation

Gardiner Family Foundation

Hull Family Charitable Fund

Macpherson Kelley Foundation

Morgans Foundation Ltd

Ningana Trust

Paul Ramsay Foundation

Streetsmart Australia

The Everhard Industries Foundation

The Healing Foundation

The John Barnes Foundation

The Metamorphic Foundation

The Trustee for Hand Heart Pocket Community Fund

The Walter and Eliza Hall Trust

Thunderbird 2 Foundation

Townsville City Council: Mayor's Community Assistance Grant

RACQ Foundation Pty Ltd



# Our Community

Our community is vital in supporting, amplifying and creating the positive change we strive for every day in our practical support services. Micah Projects is grateful and heartened by the community contributions throughout 2023–24. Experiences of adversity can be mitigated by experiences of hope and connection, which feed the mind, body and spirit and bring people together.



## Moonlight Magic Dinner Dance

Brisbane’s premier social inclusion event returned after a four year break. The April 2024 Moonlight Magic Dinner Dance was a joyous success, and the 17th occasion hosted by Micah Projects. Together, we joined more than 700 radiant individuals from across our support services and partner organisations at the Brisbane Convention and Exhibition Centre for an evening of celebration and inclusion. A special thanks goes out to our amazing sponsors, whose dedication and support made this event possible.

**Gold Sponsors:** Morgans Financial, Ethicol, Farren McRae Workplace Lawyers & Consultants Brisbane

**Silver Sponsors:** Tim & Elaine Crommelin, Bruce & Maureen Wallis

**Bronze Sponsors:** Built, MBE West End, School of Nursing, Midwifery and Social Work – University of Queensland

**Supporters:** Brisbane Convention & Exhibition Centre, Gabrielle and Peter Chisholm, Lorraine Gorman, and the thoughtful volunteers and donors who gave generously.



## Support from Built

We extend our sincerest thanks to Built for their unwavering support of Micah Projects since 2021. Built has contributed a total of \$44,000 and hundreds of volunteer hours, which have been instrumental in advancing our mission of fostering social justice and community wellbeing.

In May 2024, Built helped facilitate the prompt transfer of donations from DV Collective, moving essential items such as cots and beds to our storage facility. These resources directly benefited six infants and their families impacted by domestic violence.

**506 hours** volunteered by Built staff since 2021



## Annual Christmas Hampers

The need for food assistance has been greater than ever before, but thanks to your incredible support, Micah Projects was able to provide hampers filled with pantry staples, fresh fruit, and Christmas treats to our participants in December 2023.

**500 volunteers** worked together to pack and deliver Christmas hampers

**1200+ hampers** packed and delivered, including more than **17,000 pantry items**

Plus fruit donated by locals, **\$35,000 in donations** raised towards hamper supplies



Micah Projects was proud to support the annual LinkUp Sorry Day, acknowledging the harms of the past and the importance of walking alongside our First Nations community



Remembrance Day, 2023



Domestic and Family Violence Brisbane Candle Lighting Vigil, 2024

# Our Service Delivery Clusters

Micah Projects has organised its teams and programs into Clusters, each with a core focus area, but all working together to provide integrated support and collaborative solutions for the people we work with.

## Social Enterprise and Community Connections

Employment, training and social connections; and providing food security and immediate food assistance in motels

## Wellspring (YMYW)

Dedicated services and early intervention with young pregnant and parenting women, their children, partners and families

## Women, Children and Families

Early intervention to support a two-generational approach and break the cycle of disadvantage and trauma

## Home for Good

Housing First Approach to homelessness via outreach and support services

## Inclusive Health Partnerships

Improving access to healthcare through nurse-led services; GP, dental and wellness Hub; and collaboration

## Lotus Services

Facilitating healing, recovery and justice for Forgotten Australians

## Domestic and Family Violence Services

Responding to the impacts and causes of domestic and family violence

## Supportive Housing

Helping people to sustain tenancies independently through a supportive housing model





## Micah Projects

(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)*

(07) 3394 9100

143 Cavendish Road, Coorparoo Q 4151  
PO Box 3449, South Brisbane Q 4101  
ymyw@micahprojects.org.au

## Wellspring Caboolture

*Caboolture Young Mothers for Young Women*

(07) 5294 9600

19 Morayfield Road, Caboolture South Q 4510  
PO Box 629, Morayfield Q 4506  
cymyw@micahprojects.org.au

## Wellspring Redcliffe

*Redcliffe Young Mothers for Young Women*

(07) 5294 9600

Ashmole Road, Redcliffe, Q, 4020  
rymyw@micahprojects.org.au

## Wellspring Hawthorne

*Children and Families' Hub*

(07) 3394 9191

## Domestic and Family Violence

*Safe, Equal and Respected*

(07) 3217 2544

PO Box 3449, South Brisbane Q 4101  
bdvs@micahprojects.org.au

## Inclusive Health and Wellness Hub

*Overcoming health inequality*

(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.*

(07) 3013 6030

Lv 1, 209 Boundary Street, West End Q 4101  
info.fin@micahprojects.org.au  
finseq.org.au

## Supportive Housing

*At home, safe and supported*

(07) 3029 7000

## Supportive Housing- Hope Street

info@micahprojects.org.au

## Keeping Families Together

kft@micahprojects.org.au

## Homestay Families

families@micahprojects.org.au

## Women, Children and Families

*At home, safe and supported*

(07) 3029 7000

families@micahprojects.org.au

## Home for Good Hub and Street to Home

*Working with families and individuals experiencing homelessness*

(07) 3036 4444

PO Box 3449, South Brisbane Q 4101  
info@micahprojects.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

## Lotus Place Central Queensland

Phone/Fax (07) 4999 4300  
or Find and Connect 1800 16 11 09

10 Albert Street, Rockhampton Q 4700  
PO Box 2159, Wandal Q 4700

lotuscq@micahprojects.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

## Lotus Support Services

*Assistance with National Redress Scheme Applications*

Phone (07) 3036 4490

PO Box 3449, South Brisbane Q 4101  
redress@micahprojects.org.au

## Hope Street Cafe and Catering

*Working, learning and connection*

catering@hopestreetcafe.com.au

## Hope Street Cafés

Shop 1, 15 Hope Street, South Brisbane Q 4101

170 Boundary Street, West End Q 4101

info@hopestreetcafe.com.au  
hopestreetcafe.com.au



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MICAH PROJECTS

**Breaking Social Isolation**  
**Building Community**

**MICAH PROJECTS**

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

Ground Floor, 162 Boundary Street, West End Q 4101

PO Box 3449, South Brisbane Q 4101

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facebook: micahprojects | instagram: @micahprojects

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**Queensland**  
Government