



CHINCHILLA  
COMMUNITY CENTRE

# ANNUAL REPORT

2021-2022





# Table of Contents

**01**

Acknowledgement

**02**

Who we are

**03**

What we do

**04**

Other services we offer

**05**

Team members

**06**

Our community impact

**07**

Within these walls

**08**

Rooms for local impact

**09**

President's report

**11**

Manager's report

**12**

Treasurer's report

**13**

Community feedback

**14**

Highlights DV Month

**15**

Highlights NAIDOC

**16**

Highlights Under 5's

**17**

Highlights SQW

**18**

Highlights Pfizer Clinics, School Holidays, LDAT, Easter

**19**

Queensland Training Awards

**20**

Thank You



We acknowledge the traditional custodians of the lands on which we work, and we pay our respects to the Elders past, present and future for they hold the memories, the culture and dreams of the Aboriginal and Torres Strait Islander people. We recognise and respect their cultural heritage, beliefs and continual relationship with the land and we recognise the importance of the young people, who are the future leaders.



## Contact

**Chinchilla Community Centre**  
67-71 Middle St, Chinchilla, QLD 4413  
(07) 4662 8528

[www.chinchillacommunitycentre.org](http://www.chinchillacommunitycentre.org)   
[info@cfsc.org.au](mailto:info@cfsc.org.au)   
[@chinchillacommunitycentre](https://www.facebook.com/chinchillacommunitycentre) 

# Who we are



Chinchilla Community Centre is an incorporated not-for-profit organisation delivering community services to Chinchilla and districts for 40 years.

Our purpose is to provide support to, and advocate for, members of our community, particularly those who are vulnerable or disadvantaged. We operate a case management approach to assist people with complex situations, and we foster connection and inclusion in the community.

We are committed to improving opportunity and wellbeing within our community. We host events that encourage community connectedness, inclusion, celebration, and social interaction.

Chinchilla Community Centre is committed to working towards the sustainable development goals of:



## Purpose

*To provide services that enhance the wellbeing and resilience of individuals and our community*

## Vision

*To build a sense of community by creating an inclusive and empowering environment*

# What we do

"Service to others leads to greatness"

- Jim Rohn



## Community Connect

Provides assistance and support for vulnerable families and individuals in our community.

---



## Emergency Relief

Assistance with immediate crisis situations by providing financial and material assistance such as food parcels, clothing or vouchers.

---



## LDAT

Educational information, understanding and prevention of the use of alcohol and other drug issues in the local community.

---



## Project Reset

Connect young people to sporting and recreational experiences to assist in their development of positive social influences and life skills.



## Services Australia Agent

Where people in rural, regional and remote areas can get help with Centrelink, Medicare and other government services.

---



## SQW

Strengthening the performance of the QLD economy by improving skills development and work opportunities for the disadvantaged.

---



## Youth Connect

Support and information, also advocates for young people and refers to appropriate services.

---

# Other services we offer

**Assistance with completing forms**

**Back to school** - assistance with school uniforms

**Farm Household Hardship** - provide financial assistance to primary producers affected by drought.

**JP Service**

**Kindness Corner** - where you can access free clothing and other items mostly donated by the community

**Resumes**

**Showers**

# Team members

## Board

Kaye Maguire	President
Colin Kidd	Vice President
Sally Thompson	Secretary
Ainslie Madden	Treasurer
Doreen Goldsmid	Board Member
Leanne Evans	Board Member
Evelyn Sharma	Board Member



## Current Staff

Breanna	LDAT Officer	Alana	SQW Trainee
Cathy	Community Connect	Brittany	SQW Trainee
Injilay	Youth Connect	Desley	SQW Trainee
Jodie	SQW Assistant	Dylan	SQW Trainee
Krystal	Client Support	Joanne	SQW Trainee
Leanne	Finance Officer	Jye	SQW Trainee
Linda	Project Reset	Melea	SQW Trainee
Louise	Centre Manager	Shakia	SQW Trainee
Marie	SQW Supervisor	Seaton	SQW Trainee
Priscilla	Administration Officer	Teena	SQW Trainee
Tamika	Project Reset		
Meaghan	Student Placement JCU/Social Work		

## Past Staff

Ben	SQW Trainee
Decklan	SQW Trainee
Harrison	SQW Trainee
Jescah	SQW Trainee
Lara	SQW Trainee
Louise	SQW Trainee
Natalie	SQW Trainee
Shoni	SQW Trainee
Sky	SQW Trainee
Tanisha	SQW Trainee

*We acknowledge that we are most successful when we have great partnerships. A special partnership we would like to mention and thank is Murilla Community Centre, Tara Neighbourhood Centre and our extraordinary Grants Writer Kate Bradley.*





# Our community impact

This year Chinchilla Community Centre has continued to provide essential services to those in need in our community.

**13500**

Visits to our centre

**4787**

Services Australia clients

**1039**

Families or individuals supported by Community Connect

**148hrs**

Youth Connect support

**351**

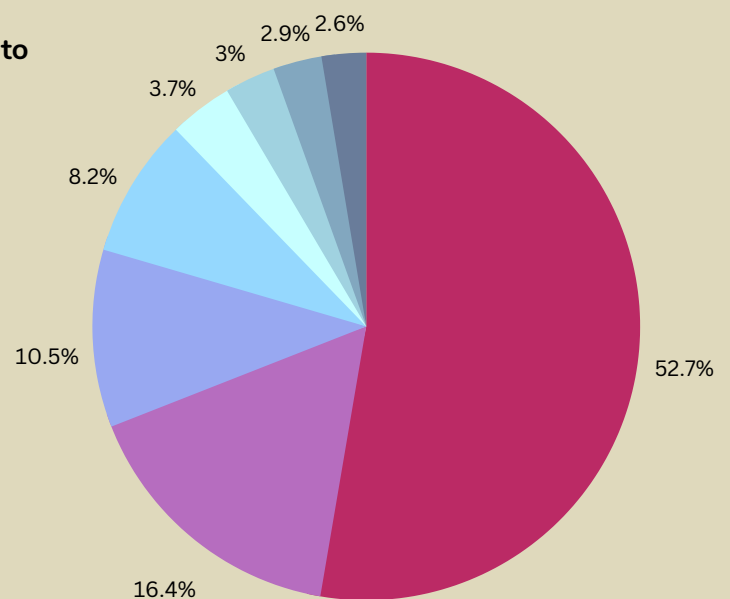
Justice of Peace service

**100**

Families back to school

Emergency relief provides immediate assistance to meet basic needs in times of financial distress.

- Food 52.7%
- Advocacy & support 16.4%
- Transport assistance 10.5%
- Material aid 8.2%
- Accommodation 3.7%
- Education & skills training 3%
- Utility bills 2.9%
- Health care assistance 2.6%



# Within these walls

"Alone we can do so little, together we can do so much"

- Helen Keller

Chinchilla Community Centre provides office spaces to a variety of services who contribute valuable support to our community.



A for-purpose organisation that delivers evidence-led professional therapy and support services to children and families who have experienced or are at risk of harm.



A service that continues to connect with people at every stage of their life journey responding with compassion and humility.



Empowering people to realise their ambitions and aspirations through sustainable employment, independence, better health and wellbeing, and increased social participation.



Darling Downs' oldest and most respected accounting firm. Tailored professional advice you can understand and implement.



Providing quality foot care to the Darling Downs Community.



resources.QLD.GOV.AU

Is responsible for regulating mining, and resources in the state.



A support service to assist people with budgeting and prioritising of expenses, referrals, and the relief of financial burden.



A not-for-profit organisation, working to help people impacted by drugs or alcohol as well as mental health concerns.



ParentsNext is a pre-employment program that aims to develop early intervention assistance for parents with young children at risk of long-term welfare dependency.



Working with at risk youth aged 14 to 20 supporting them to turn disadvantages into their advantages, enabling them to reach their full potential.

## Rooms for local impact

**In 2021-2022 approximately \$12,000 worth of room hire was donated to these organisations, which in return offered services, activities and opportunities for connection and support for our local community;**

- Australian Bureau of Statistics
- Lapunyah Art Gallery
- Blue Light
- Child Safety
- Drug Arm
- DVAC
- Grant Writer
- Lifeline
- Life Flight
- Mental Health First Aid
- Neighbourhood Watch
- QED – Early Years
- Seventh Day Adventist Church
- Youth Insearch
- Youth Justice



# Presidents report



**I wish to thank on behalf of the Board, our proactive team of caring and compassionate staff who continue to be proactive and innovative in enhancing the wellbeing and resilience of individuals in our community.**

Their foresight and understanding of the services needed to fulfill the Centre's purpose which is to ensure all who are in need, particularly those who are vulnerable or disadvantaged, are listened to, and assisted to connect with the best possible outcomes to ensure their needs are met and they feel included in their community.

The Chinchilla Community Centre provides a wide range of services including:-

- Centrelink Agency facilities and provide free assistance for your centrelink needs,
- Community Connect – a professional person to undertake for those who are in vulnerable situations and may require more intensive support and referral to specialist help,
- Youth Connect worker who advocates for our young people, provides support and activities as well as referral to appropriate services as needed
- Emergency relief assisting in crisis situations such as food parcels, clothing and vouchers for services.
- Office spaces for likeminded services for our community
- Office rooms for hire
- Commercial kitchen for hire
- Conference room for hire

Our centre staff have identified important opportunities to increase our ability to support unemployed and disengaged youth in our region. There have been several successful funding opportunities for which we thank our Centre Manager, Louise Judge. We also thank those who have provided the funding to enable these programs which add significant value to our community.

Skilling Queenslanders for Work funding has been very successfully completed last year with another cohort currently undergoing this valuable training. Individuals who complete this program have found employment or have gone on to further study. We applaud these students for their efforts and successes.

Project Reset program has just kicked off. Two new employees in our centre will be working one on one with our vulnerable youth to enable them to look to a future in our community that they feel a strong connection with.

Because of careful planning and effective management, the Chinchilla Community Centre is in a very strong financial position. As part of our governance and continuous improvement, a number of policies have and are being updated. Our Annual Work Plan delivers on set projects, events and resources throughout the year. Unfortunately our Strategic Planning day for this year had to be postponed but will be accomplished in the next few months.

It has been a great pleasure to work with my team of caring and insightful board members of the Chinchilla Community Centre. This team of seven community members from varied professional and vocational backgrounds ensures that we continue the very important purpose of providing for the needs and enhancing the wellbeing of our community members.

Again, I wholeheartedly thank our amazing staff who show a strong commitment to ensure that they provide an inclusive and welcoming environment at all times. Feedback forms continue to express gratefulness for services provided by our staff.

The Chinchilla Family Support Centre has been providing valuable services to the Chinchilla Community for over 42 years and I wish the Team and the Board a fantastic and successful 2022-2023.

Kaye Maguire  
President



# Managers report



**The past year has seen our dynamic and dedicated team continue to work hard to provide services that enhance the wellbeing and resilience of individuals and of our community.**

In a constantly shifting environment, we have all adapted to the changes in the community brought about by covid, the impact of our weather, and cost of living increases.

During 2021-2022 Chinchilla Community Centre has seen an increase in the number of people coming through our doors for all kinds of assistance, with a noticeable increase in those who are homeless or at risk of homelessness and in those impacted by domestic and family violence. Many families have needed assistance with food and other basics.

Throughout the year, we joined with the community for celebrations and awareness events. The year started with amazing NAIDOC celebrations, and continued with Seniors Week, a successful first Under 5's Day in Children's Week, Xero education for community groups, Neighbourhood Centre Week, and successful activities throughout Domestic and Family Violence Awareness Month. LDAT went to the local shows to raise awareness of the impacts of alcohol consumption. As always, school holiday activities have been enjoyed by the kids. The contributions of community members and partners organising and supporting these activities is significant and valued.

When covid vaccinations were becoming available, we partnered with Darling Downs West Moreton Primary Health Network to provide Pfizer vaccinations to the community, operating three vaccination clinics over a few months. In total, 1033 vaccinations were delivered through these clinics, with each clinic including Sundays to accommodate local work patterns.

Skilling Queenslanders for Work trainees undertook a number of community catering opportunities, and seven trainees successfully complete their Certificate I in Hospitality. Another group of ten trainees have recently commenced their journey with us.

We were delighted to have social work student Meaghan Wilce join us for her placement; she was a welcome addition to our team.

During 2021-2022 Chinchilla Community Centre has enjoyed the support of many funding bodies and community partners, and I acknowledge and value these relationships. The Board's oversight of our governance and finances ensures our organisation is robust and sustainable, and I am thankful for this continuing support. Our team has shown great capacity to be flexible and adapt to ever-changing circumstances, and I thank them for their hard work, helpfulness and humour, it is appreciated.

Louise Judge  
Manager

# Treasurers report



**I am pleased to present the audited financial statements for the year ended 30 June 2022.**

Funding from State and Federal Government continued to represent the largest single source of revenue for the Chinchilla Community Centre. During this financial year, the Centre's total revenue was \$791,631. The Centre also received financial and in-kind support from other sources, including a variety of local businesses. We thank all our funding partners for their support.

This financial year the Centre recorded a \$59,781 loss. With funding rollovers from the previous year, expenditure continued for Building Better Regions, the Local Drug Action Team, and Skilling Queenslanders for Work. Income returned to normal levels, after the cessation of JobKeeper and Boosting Cashflow for Employers. Expenditure was 1.8% less than the previous year and is reflective of effective cost management.

The Centre's cash position is strong, and monies owed in the form of receivables are low. The Centre has healthy equity and liquidity, with a Current Ratio of 1.9. We have maintained strong reserves to fund future investments.

Looking forward to 2022-23, newly funded Project Reset will ramp up, and we anticipate steady revenue and continuing financial resilience for our organisation.

The financial statements have been audited as presenting a true and fair view of the financial position of the Chinchilla Community Centre with no major findings. This provides the management committee with a high level of confidence in the centre's financial controls.

Ainslie Madden  
Treasurer

# Community feedback

Here at the Chinchilla Community Centre we are always grateful to receive any feedback, good or bad, as it helps to improve the services we provide to our community.

"How wonderful there are staff like this at Centrelink! We would like to express our respect, admiration and compliment all the staff who work at Chinchilla Community Centre".

Anne & Paul - Thank you card

"My experience with all the staff was amazing. I couldn't ask for any more help it's a real credit to them all".

Karlie - Feedback form

"Made me very welcome. Everyone was very obliging and helpful, loved that garden area - Relaxed people, no charge photocopying, supplied tea/coffee".

Alicia - Feedback form

"OMG, how wonderful are the staff here? I only deal with Centrelink stuff on behalf of my mum, and I can honestly say since 2017 it's not easy or pleasant dealing with our gvt offices online or over the phone. First time I pop in to the Chinnny community centre, not only do they help me with my issue, but they go above and beyond and make it easier for me to deal with mums stuff in the future. A big thanks from me".

Ivan - Chinchilla Community Forum



# Highlights of 2021-2022

## DV Month



CS Energy - Follow

20 May · 🌐

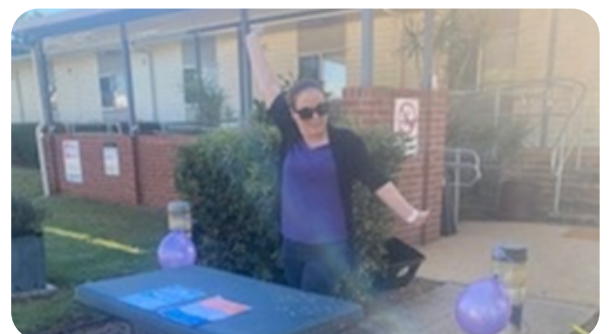
May is Domestic and Family Violence Prevention Month. This year's theme of 'All of us, together' highlights that all levels of society need to be involved to take action against domestic and family violence (DFV).

As an employer, CS Energy is proud to offer DFV leave. To help increase our awareness of DFV and the many forms it can take, we recently held a 'Lunch and Listen' at Kogan Creek Power Station with Cathy Young from the [Chinchilla Community Centre](#).

We are also encouraging our employees across our sites to donate their old mobile phones to [DV Safe Phone](#). And in SEQ, our employees are donating inclusive work wear to [Dress for Success Brisbane](#) which empowers women to achieve economic independence by providing a network of support and professional attire.

If you, or someone you know, needs DFV support, please visit [www.qld.gov.au/domesticviolence](http://www.qld.gov.au/domesticviolence)

[#DFVPM2022](#) [#EndDFV](#) [#notnownotevertogether](#)



# Highlights of 2021-2022

## NAIDOC



# Highlights of 2021-2022

## Under 5's



# Highlights of 2021-2022

SQW



# Highlights of 2021-2022

Pfizer Clinics

School Holidays

LDAT

Easter



# Queensland Training Awards



Tatum - Equity VET Student of the Year



Regional finalists!





**Australian Government**



**Queensland  
Government**



**We thank you for your continued support in our efforts to contribute to our community.**



**Alcohol  
and Drug  
Foundation**



**FRRR**  
Foundation for Rural  
Regional Renewal



**QGC**



**sunwater**

