



CHINCHILLA  
COMMUNITY CENTRE

# ANNUAL REPORT

# 2022 --- 2023



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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.



# Who we are

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



## Purpose

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, education, celebration, and social interaction.



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



# What we do

## Community Connect

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



### LDAT

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

## Emergency Relief

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



## 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.

# Team members

## Board Members

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

Sally Adermann  
Kim Bishop  
Kathrine Dyche  
Wonita Hardy  
Injilay Hassan  
Tameeka Johnson  
Louise Judge  
Seaton Morris  
Mikela Parker  
Paveetrah Rajah  
Leanne Richters  
Tamika Trace  
Krystal Stiller

## Past Staff

Jodie Giles  
Jye Hocken-Thiedeke  
Shakia Hocken-Thiedeke  
Teena Johnson  
Priscilla Kane  
Dylan Kelly  
Breanna Kirk  
Jake Lamont  
Michelle Redgen  
Melea Robson  
Marie Shield  
Joanne Shirley  
Linda Sutton  
Meaghan Wilce  
Dawn Wilkie  
Cathryn Young

*We acknowledge that we are most successful when we have great partnerships. A special partnership we would like to acknowledge 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 services to those in our community.

**13500**

Visits to our centre

**5224**

Services Australia Clients

**825**

Families or individuals supported by Community Connect

**130**

Families back to school

**336hrs**

Youth Connect support

**412**

Justice of Peace service

**2700**

Frozen Meals

**720hrs**

Internet and Computer use

**75**

Assist with Resumes

**1**

Social Enterprise

**40**

Christmas Hampers

**336**

Baby Tribe

**1200**

Hours of room hire each month

**22**

Groups or organisations using our rooms each months

Emergency relief provides immediate assistance to meet basic needs in times of financial distress in 2022-2023 we provided Emergency Relief on 1547 occasions

# Rooms for local impact

In 2022-2023 Chinchilla Community Centre hired or donated rooms to these organisations, which in return offered services, activities and opportunities for connection and support for our local community; the total of room hire value was \$110,959.94 and the value of rooms which were donated was \$15,250.



Act for Kids  
Aim Big Employment  
Anglicare Foster Care  
APM  
Australian Literacy and Numeracy  
Foundation  
Child Safety  
Darling Downs Podiatry  
Dept Corrective Services  
Dept Communities, Housing and the  
Digital Economy  
Dept Regional Development,  
Manufacturing and Water  
Domestic and Family Violence Action  
Centre  
Driven Training  
ECF Electrical  
ETS Infrastructure Management

Ignite your Future  
Land Access Ombudsman  
Learn and Live Occupational  
Therapy  
Lifeline Darling Downs  
Lumsden Psychology  
Momentum Mental Health  
NDIS Carers QLD  
Octec Parents Next  
Red Cross  
Southern QLD Rural Health  
TASC  
Timber QLD  
Western Downs Regional Council  
Youth Justice  
Zinfra  
Ensystem  
Goondir  
Home Instead



# Within these walls

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



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



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



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



Mental health service focused on helping you improve your wellbeing.



**resources** QLD.GOV.AU

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



WESTERN DOWNS SPEECH PATHOLOGY

Western Downs Speech Pathology trained to diagnose and treat communication disorders.

# Our Strategic Plan

2022-2023



CHINCHILLA  
COMMUNITY CENTRE

## Vision

To build our community by creating an inclusive and empowering environment

## Values

Equality

Service

Respect

## Mission

To advocate for, and support the community by enhancing the resilience, wellbeing and connectness of all people

## Strategic Goals

Ensure our organisational governance supports a viable and dynamic organisation  
Deliver services and programs that are informed by community need, are inclusive, and connect community members  
Identify community needs, and to advocate for our community and its members

## Objectives

- To work with local community and council to help identify and fulfil community needs
- To encourage community involvement in the organisation and development of the Centre's activities, programs, workshops and events
- To support community members in accessing resources and services, creating an awareness of neighbourhood community facilities
- To facilitate interaction between local community residents via common interest groups, enabling greater sharing of experience and knowledge of members and developing a more empathic understanding of social problems facing members
- To be a leader in advocating and facilitating positive connections and changes for local community
- To create partnerships that enrich the services and programs offered to local community
- To inspire local community to come together and create a space for positive experiences
- To ensure the community knows of the facility
- To create a safe and welcoming environment for all regardless of race, age, status, creed, culture, sexuality, nationality, ability or political beliefs
- To advocate against social isolation, creating a space for community to reach out to care for one another

# Community Grants Writer

Kate Bradley



Kate Bradley is the Community Grants Writer, a position funded by Shell's QGC business and delivered by the Murilla Community Centre.

Kate is based across all Western Down's community centres, helping to research, identify and access funding opportunities. She has made a significant contribution towards the success of a number of grant applications for the Chinchilla Community Centre and we are so appreciative of this assistance.



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

**We would particularly like to thank the many community members and local businesses who supported our centre and community activities**



# Presidents report

**Kaye Maguire**  
**President**



It is with great appreciation that I thank all members of the Board of the Chinchilla Community Centre for 2022-2023. It has been a great privilege to work with these seven community members from various professional and vocational backgrounds. Each one brings a professional and caring insight that ensures that the wellbeing of our community is at the forefront of all decisions made.

I also thank our incredible Manager, Louise Judge, and her valued team for being insightful and committed to our community members who have encountered challenging times. Our staff are purposeful and dedicated to finding solutions and providing the best possible outcome for all.

The Chinchilla Community Centre is a busy hub of diversified services which includes support from prenatal, young bubs and mums to disconnected youth, isolated persons, those struggling to find a safe place to live, those challenged with life changing situations, disaster support and recovery, domestic and family violence, mental health, substance abuse, legal support, financial support, Centrelink requirements, Grant writer and so much more.

I encourage you to support friends, neighbours and community groups by letting them know of the many ways the Chinchilla Community Centre may assist.

Strategic Planning to consider the direction for the next four years was undertaken earlier this year. Participants included our board members, staff and local community members. This was a very stimulating experience to consider what we do well, how we can improve and where we believe our Centre can provide for future needs.

A Social Enterprise has been launched this year. Utilizing the new skills acquired by our Skilling Queenslanders for Work participants who completed a Certificate 1 in hospitality has been the catalyst for this venture to begin. The team are providing healthy school lunches and morning tea for St Joeys State School to the great delight of parents. I wish this enterprise great success for the workers involved.

Our finances have continued to be carefully managed and the Centre is in a very good financial position. Our current building is stretched to the limit with daily bookings for office and small conference spaces. Our Manager and Board will continue to consider options for expansion but always mindful of providing to our community and to our objectives.

Again, I wholeheartedly thank our amazing staff who show such strong dedication to ensure that all are always welcomed and feel included. It is always so pleasing to hear of the many 'thank you' notes, cards, flowers and chocolates that are showered on our staff.

Also, a huge thank you for the support by the board to me as President of the Chinchilla Community Centre. As this is my third year, I will be stepping down from this position. I sincerely thank those Board members who will not be continuing into the next year. They have been dedicated and valuable team members. I wish the new board a fantastic and successful 2023-2024.

# Managers report

**Louise Judge**  
**Manager**



The journey of the Chinchilla Community Centre over the past year has been marked by a number of successes. This report aims to provide an overview of some achievements and initiatives.

The realisation of a long standing dream came to fruition with the successful launch of our social enterprise – the provision of tuckshop at St Joseph's. This venture not only meets a tangible need in the community but also provides some unique employment opportunities. We understand that profitability may take some time in a for purpose enterprise, and we remain committed to the success of this venture.

After years of advocating for increased funding, we are thrilled to report that the Queensland Government has responded positively to the requests of Neighbourhood and Community Centres. This increase in base funding represents a significant win, and will enable us to expand our staffing and consequently undertake more activities in our community. Along with this finding we will have new data collection and reporting systems.

Throughout the year, Chinchilla Community Centre continued to host a wide range of community events and activities, including a number with our valued partners. Some of the highlights included NAIDOC Week celebrations, Under 5's Day, Baby Tribe, Girls with a Purpose, International Women's Day, Graffiti for Good, and various school holiday activities. These events have been instrumental in fostering community engagement and providing valuable services within our community.

Physical improvements that were achieved include the installation of fans and café blinds to the verandah. These enhancements make this space a more comfortable and usable area throughout the year.

For the second consecutive year, Chinchilla community Centre's Skilling Queenslanders for Work program was recognised as a regional finalist in the Queensland Training Awards. We are very proud of this achievement, which underscores our commitment to skill development in our community.

Investing time and effort into shaping the future direction of our Centre, a new Strategic Plan has been developed. This roadmap will guide our initiatives in the coming years.

In common with many businesses, we have faced challenges in staff retention and recruitment this year. We have observed fewer applicants for vacancies, and some staff have moved on to pursue other opportunities. These challenges have seen existing staff further demonstrate their commitment to the Centre and the community, and we value their dedication and hard work throughout the year.

In conclusion, Chinchilla community Centre has experienced a year of successes and positive change, and remains committed to contributing to our thriving and connected community. We are grateful for the support of our community, our dedicated staff and volunteers, our Board, and our valued partners and funders. We look forward to continuing to serve our community.



# Treasurers report

Ainslie Madden  
Treasurer

I am pleased to report that the Chinchilla Community Centre operated sustainably over the 2022-2023 year, recording a surplus of \$174,536. The total income for the year was \$1,270,316 and the expenditure was \$1,095,779.91. This is an increase on previous years, due to an increase in Neighbourhood Centres funding and Project Reset funding. Funding remains are largest source of income, and wages are our largest expense. 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.

We have sufficient reserves, primarily in the form of term deposits to cover staff entitlements, exit strategy, and future investments.

The reports show growth in rental income, as demand for office space and service co-location remains strong. Tuckshop, consistent with most new social enterprises has recorded a loss, but is on track to be self-sufficient. Maintaining a full complement of staff has been a challenge, and we have are showing some deferred income for Skilling Queenslanders for Work, so that we can deliver the program next calendar year.

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 board with a high level of confidence in the centre's financial controls. The financial statements will be made available on the Australian Charities and Not-for-profits Commission (ACNC) website.

I thank the staff, volunteers and fellow board members for their time, passion and hard work in striving for better outcomes for our community.

# Highlights of 2022-2023

## NAIDOC



# Highlights of 2022-2023

## Halloween



## Under 5's day





# Highlights of 2022-2023



# Highlights of 2022-2023

## Graffiti for good



# Queensland Training Awards



## AUDITOR'S INDEPENDENCE DECLARATION

To the Responsible People of Chinchilla Family Support Centre Inc

In relation to the audit of the financial report of Chinchilla Family Support Centre Inc for the financial year ended 30 June 2023, and in accordance with the requirements of Subdivision 60-C of the *Australian Charities and Not-for-profits Commission Act 2012*, to the best of my knowledge and belief, there have been:

- a. no contraventions of the auditor independence requirements of section 60-40 of the *Australian Charities and not-for profits Commission Act 2012* in relation to the audit; and
- b. no contraventions of any applicable code of professional conduct in relation to the audit; and
- c. no non-audit services provided that contravene any applicable code of professional conduct.

### Queensland Audit Services

A Member of CPA Australia

**David Johnston** CPA

Partner - Audit

Dalby QLD, 5 October 2023

## INDEPENDENT AUDITOR'S REPORT

To the members of Chinchilla Family Support Centre Inc

### Report on the Audit of the Financial Report

#### Opinion

We have audited the accompanying financial report of Chinchilla Family Support Centre Inc (the registered entity), which comprises the assets and liabilities statement as at 30 June 2023, the income and expenditure statement for the year then ended, notes to the financial statements including a summary of significant accounting policies, statement by members of the committee and the financial declaration for responsible person.

In our opinion, the accompanying financial report of Chinchilla Family Support Centre Inc is in accordance with the *Associations Incorporation Act 1981 (Qld)* and Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act), including:

(i) giving a true and fair view of the registered entity's financial position as at 30 June 2023 and of its financial performance for the year ended on that date; and

(ii) complying with the Australian Accounting Standards to the extent described in Notes 1 & 2, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

#### Basis for Opinion

We conducted our audit in accordance with *Australian Auditing Standards*. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Our responsibilities under those standards are further described in the *Auditor's responsibilities for the Audit of the Financial Report* section of our report.

We are independent of the registered entity in accordance with the auditor independence requirements of the ACNC Act and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with these requirements.

#### Emphasis of Matter – Basis of Accounting

We draw attention to Notes 1 & 2 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the registered entity to meet the financial reporting requirements of the *Associations Incorporation Act 1981 (Qld)* and the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

#### Responsibilities of the Responsible People and those charged with governance for the Financial Report

The responsible people are responsible for:

i. Preparing the financial report that gives a true and fair view in accordance with the Australian Accounting Standards to the extent described in Notes 1 & 2, the *Associations Incorporation Act 1981 (Qld)* and the ACNC Act.

ii. Implementing necessary internal control to enable the preparation of the financial report that gives a true and fair view that is free from material misstatement, whether due to fraud or error.

iii. Assessing the registered entity's ability to continue as a going concern and whether the use of the going concern basis of accounting is appropriate. This includes disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the responsible people either intend to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the registered entity's financial reporting process.

Dalby PO Box 104 Dalby Q 4405

Toowoomba Tel 07 4662 4875 Fax 07 4669 9899  
Chinchilla Email office@qldauditservices.com.au

## Auditor's responsibilities for the Audit of the Financial Report

Our objective is:

- i. to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error; and
- ii. to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the *Australian Auditing Standards* will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error. They are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

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

We also:

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

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

## Queensland Audit Services

A Member of CPA Australia

**David Johnston** CPA  
Partner – Audit

Dalby QLD, 5 October 2023