

BREAKING DOWN SILLOS

CHANGE THAT LASTS

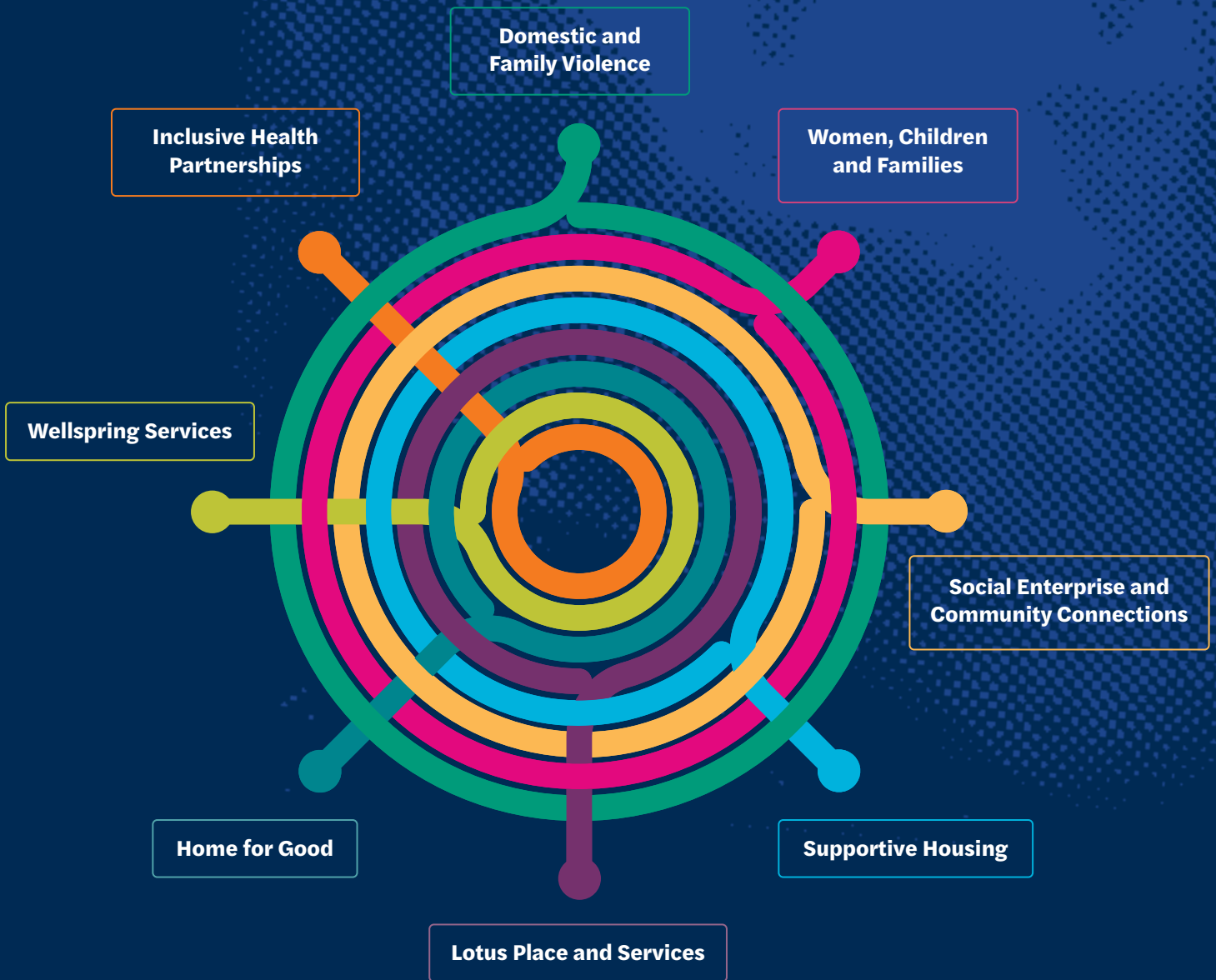
2022 - 23

IMPACT REPORT

MICAH PROJECTS

Breaking Social Isolation
Building Community





Vision

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.

Principal 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.

Funded by



Australian Government

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2022-23 REPORTS



Board Meeting Attendance

Debora Jackson (Chair)	5/6
Damien Atkinson	5/6
Cherie van Wensveen	6/6
Mark Thomson	5/6
Jenny Ryan	4/6
Alison McRae	3/4*
Jemma Venables	5/6

Finance, Audit and Risk Management Committee Attendance

Debora Jackson	5/5
Damien Atkinson (Chair)	3/5
Cherie van Wensveen	4/5
Alison McRae	3/3*

* Joined the Board in September, 2022
 Joined the FARM Committee in February, 2023

Micah Projects Board

Jenny Ryan, Debora Jackson (Chair), Mark Thomson, Alison McRae
Jemma Venables, Cherie van Wensveen, Damien Atkinson (Chair,
FARM Committee)

Chair's Report

The past 12 months have continued to be a busy and challenging time at Micah Projects. Our teams, once again, have demonstrated their extraordinary capacity to respond with kindness and rigor to competing demands as the current housing crisis grows.

It is a great honour for me, and fellow directors, to serve on the Micah Projects Board – both to guide our Leadership team and learn from the great work that Micah Projects undertakes.

During the past year, Micah Projects has continued to expand the programs it delivers, while at all times, maintaining the grass-roots ethos for which it is renowned, in a sector which is becoming increasingly complex and demanding. The Board maintains a robust working relationship with Leadership and Staff, helping to navigate the challenges that accompany this growth, plus the demands for creative, flexible, and responsive services.

From a governance perspective, the Micah Projects Board regularly assesses its policies and structure to ensure Micah Projects is well placed to respond to and meet its strategic objectives into the future.

A big thank you is given to our CEO, Karyn Walsh, her Leadership Team and Staff for their dedicated commitment and persistence in the important work they all do. Karyn's capacity to maintain optimism and see potential in seemingly impossible circumstances is a lesson in leadership for us all.

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 for the coming year. We look forward to continuing to work with all our stakeholders, to provide positive outcomes for those we serve.

I'd like to thank all our Directors – Damien Atkinson, Jemma Venables, Cherie van Wensveen, Mark Thomson, Alison McRae and Jenny Ryan – for giving their time, wisdom and experience in providing governance oversight to Micah Projects.

As I reflect on my second year as Chair of the Micah Projects Board, I feel an enormous sense of fulfilment about what our teams have achieved.

Finally – a heartfelt thank you to all of Micah Projects Members.

Debora Jackson MBA, FGIA

Financial Report

Risk and reward are competing tensions in almost every field. You need to go well out on the branch, they say, to find the best fruit. In the Finance, Audit and Risk Management (FARM) Committee, on the other hand, we like to err on the side of caution.

Micah Projects staff do a wonderful job at innovating, adapting, and offering services to meet specific needs. At the FARM committee we are mostly concerned to make sure that the workers have a safe, sturdy platform so that they can continue to provide those services without impediment.

We like to be careful, understanding that our auditor makes vigorous enquiry into every aspect of Micah Projects' operations to see what could possibly go wrong, without stopping to drill down until satisfied that it's all gone to plan. So, it has been a source of fiscal satisfaction when this year – as in other years – the auditor has reported that we have a clean bill of health, and our Financial Statements comply with all the relevant standards.

Micah Projects has undertaken major upgrades this year to our financial systems with the implementation of Sage for accounting; ELMO

for payroll; Martus for budgeting; and the Weel debit card. These upgrades will assist the integration of services and the timely visibility and reporting of results going forward. In the short term the upgrades have involved significant changes, and it is a great credit to the staff that they have been able to seamlessly provide all relevant accounting information in this time of transition. Sage and ELMO will be used in the coming year and we are pleased to note that the finance team has wholeheartedly embraced the change.

In terms of steps forward, the FARM Committee notes that, in the financial year just passed, we have almost finished paying off the property at 28 Malcolm Street, Hawthorne. Those premises operate as a community hub and were purchased in June 2020 from the Churches of Christ, with the benefit of a generous part donation and part loan from Hand Heart Pocket. We have now paid back three of the four instalments.



Financial Statements

Statement of profit or loss and other comprehensive income for the year ended 30 June 2023	p.42
Statement of financial position as at 30 June 2023	p.43

Micah Projects made a second purchase in the year ending June 2023, acquiring office premises at Unit 1, 10 Thomas Street, West End. Those premises (directly behind the Small Park on Boundary Street) are very close to our central offices and they have the potential to be rented and to yield a good return on the investment. For the foreseeable future, Micah Projects expects to use the office space for its own meetings, training, and technology services needs, making for considerable savings in leasing costs.

We have acquired two new leases over the year, namely 12 Jane Street (a hole-in-the wall café and operational space) and 68 Cordelia Street (a catering business); and we continue to seek other opportunities. In addition, the repairs to the Hope Street Café have been completed and it has opened for the new financial year. Micah Projects acquired a new mobile purpose-fitted medical van, and engaged a registered nurse, all with generous assistance from Queen's Wharf Workforce. That was on top of other generous donations from the Flannery Foundation, the Metamorphic Foundation, Morgans Foundation Ltd, Hand Heart Pocket, John Barnes Foundation, Edwards Foundation, and a number of bequests. We thank all for their generous support and financial contributions.

For our finances generally, the key message is that Micah Projects is solvent; we can pay our debts as and when they fall due. Revenue increased by 21% and we've ended the financial year with a strong balance sheet.

On behalf of the FARM committee, I would like to thank Mark Cranny, Julie King, and all the finance team for providing information in a way that is easy to digest, to both the auditor and the Committee. I would also like to thank the other members of FARM Committee – Debora Jackson, Cherie van Wensveen and Alison McRae, for deploying their considerable skills to ensure that the invaluable services of Micah Projects continue to be sustainable.

Damien Atkinson OAM KC
Chair, FARM Committee



CEO's Report

Micah Projects has experienced a year of challenges that did not exist 12 months prior, as you will read in this report.

While the year does not feel typical, with emerging issues such as the housing market, increased cost of living, and many people having relatively low incomes, it somehow still feels familiar. Upon reflection, it is in the thick of these kinds of crises that our organisation has established who we are and what our mission is.

We have already responded to the global COVID pandemic; a homelessness crisis in 2010, when the introduction of boarding house regulation and subsequent closures saw over 300 people on Brisbane's streets; and a number of flooding events including in 2011, when Brisbane experienced the worst flooding event since 1974, and experienced more homelessness and less affordable housing.

A significant difference between now and these past crises is the current lack of swift building of social housing. Then, there were no constraints on material supply, and gradually one- and two-bedroom units became available. This is how we achieved our targets in our 50 Lives 50 Homes and 500 Lives 500 Homes campaigns. With government committing the money, we just have to wait for houses to be built.

I recently welcomed the invitation to participate in the Queensland Government's Housing Roundtable to keep contributing to solutions. On a personal note, it has been incredibly confronting to witness the current realities of the lives of so many children and families on the scale that we have been responding across the NGO sector.

The Queensland Government has responded to the current situation with funding for increased services for assertive outreach and emergency accommodation for people sleeping rough, in cars, or overcrowded households. Additionally, a new initiative starting in April 2023, Immediate Housing for Families, has prevented hundreds of families from sleeping in tents, cars, and overcrowded households.

You will see in the Impact Report data that Micah Projects has almost double the number of people seeking services from across all the teams in the last 12 months. We all know that immediate responses are not the solution to a housing crisis, but they are an essential part of moving forward. The Home for Good Hub and Street to Home team have continued to experience high rates of people presenting or on outreach.

The significant increase in service delivery over the last 12 months reflects an increase in funding. While we are still not able to meet demand, funding increases have been welcomed and applied to maximise impact.

Crisis work, however, is not all that we do. Every day, our teams are busy working with participants, helping them access the supports, services and networks they need to have a quality of life. These may include reaching out to social supports in groups, or individual support to assist with navigating complex systems in health, education, housing. We know that Housing First works when support comes with it, resulting in consistently high rates of sustaining tenancies.

Our Young Mothers for Young Women (YMYW) teams in both Brisbane and Caboolture work in partnership with the Mater and Caboolture Hospitals to bring perinatal care into the community. They create hubs where women, their partners and children access support through antenatal care, post-partum care, and where their children can access vital early learning supports and playgroups.

Disappointingly, we had to cease the early childhood education and care at the Child and Family Hub, as our funding ceased. A positive addition this year was the YMYW-supported development of a social enterprise, where a group of young women with creative talents sell their wares and handicrafts.

The Family Inclusion Network (FIN) continues to do great work, facilitating important conversations between policy makers and those families impacted by child protection systems, ensuring the lived experience voices are heard by the sector.

At Lotus Place, we have supported people in accessing the National Redress Scheme, whilst also engaging with peers and support workers to navigate their own healing and recovery, or for some, simply survival.

Our Domestic and Family Violence cluster has forged ahead, working with police, hospitals and other NGOs to create a more integrated service system. They have listened and responded to what women tell us they need, in either their immediate crisis or for their recovery and return to a safe, independent and supported life.

The range of services include working with single women, women and children, men (through the men's mandated intervention groups with Departments of Corrective Services and Child Safety), and an early intervention group through the Courtlink and the Vulnerable Person's Unit. We continue to work with DV Connect, supporting women who need to leave their home urgently, and the Family Pathways team has been working with families where adolescents impacted by domestic violence have started using violence within the home. In conjunction

with Primary Health Networks (PHN) we have implemented a workforce capacity project with general practice clinics to respond to disclosures of domestic and family violence and make support referral pathways.

Financial Counsellors Australia has continued to support our embedded financial counsellor within the Brisbane Domestic Violence Service team, which has seen an amazing outcome in terms of individual debt recovery and system advocacy changes. We have also continued the partnership with Launch Housing, and with funding from Real Estate Australia, have continued to support women with the costs of relocation and/or setting up a new home.

With the benefit of new funding, we have created new inclusive health partnerships to facilitate better integrated services to support people as they access housing and healthcare simultaneously, maximising health, wellbeing, and housing outcomes. We continue our partnership with Tzu Chi at the Inclusive Health and Wellness Hub in what was an adventurous year of adaptation around providing services without the clinic due to the flooding events in February 2022. I thank all of our medical staff, support workers and alternative wellbeing therapists for your generosity in spirit, and your flexibility in adapting to less-than-ideal conditions for the provision of health and wellbeing services.

We welcomed Kate White as the Practice Manager, and we farewelled Simon James who has been assisting in business development. We thank him for his contribution. We have also spent time working with Communitify in building our collaborative efforts to create pathways for people moving out of homelessness, supporting them to sustain their tenancies and access supports. We were successful in being included in a consortium of providers to implement Aged Care Navigators, who directly support people to access suitable aged care services.

Lotus Place has also appointed two Aged Care Navigators, to support our Forgotten Australian cohort navigate the fear and uncertainty of re-entering institutional care, by way of an aged

care facility. Advocacy through the National Roundtable for Aged Care and Forgotten Australians has seen the implementation of changes in Aged Care systems. We thank Anne Livingstone and Mal Causer for their continued support and advocacy for Forgotten Australians in the Aged Care system.

We also have our Home and Healthy consortium with YFS and Aboriginal and Torres Strait Islander Community Medical Centre which is reducing the numbers of people with a mental illness who are homeless and or at risk of homelessness.

This year has also seen our re-establishment of work with the Mater; Princess Alexandra; Royal Brisbane and Women's (RBWH); and Prince Charles Hospitals alongside Footprints. These projects respond to people who are 'frequent presenters' at Emergency Departments, many of whom are also well known within homelessness and housing service systems. We hope these programs continue to be funded, with opportunity to be further developed and refined.

Our Social Enterprise and Community Connections cluster has also had a year of challenges, with one café not being operational for a significant time, due to extensive flooding damage in February 2022.

This year, we welcomed Candice Oliver, Manager for Hope Street Café, and thank Annette Gillespie, Rory Doyle and Sam Eyles for their tenaciousness in problem solving and adaption to new circumstances and new partnerships. The cafés provide a great opportunity for social inclusion, training and employment in a café environment. They also equip us with the capacity to deliver nutritious meals to families in motels and homes, when food security is compromised due to mounting cost-of-living pressures.

Due to unprecedented demand and increase capacity and funding, we have also reorganised our response to families and supportive housing with the establishment of a new Women, Children, and Families cluster. Meanwhile, our Wellspring cluster remains focused on early intervention services. During the year, we received \$250,000 (over two years) from the Paul Ramsay Foundation in response to the growing number of women presenting to both homelessness and domestic violence services,

who are pregnant and/or have infants and toddlers. We have employed a midwife with perinatal qualifications to work alongside our specialist domestic violence and housing workers to support these families.

We hope that more Supportive Housing options will progress over the coming year. We have been busy working alongside Common Ground Queensland, planning for Edmonstone Street Supportive Housing for families, with a particular focus on early childhood.

Our Supportive Housing cluster also includes our Sustaining Tenancy teams, who work with existing tenants to sustain their tenancy and access services to improve quality of life. University of Queensland Professor Cameron Parsell undertook a ten-year review of tenancies and exit options from Brisbane Common Ground. We continue with the funding from the Mater in providing nursing services within our support team at Brisbane Common Ground.

I thank the Douglas Foundation for supporting our second year Evaluation of Keeping Families Together – scattered site evaluation.

Like all organisations, we have been impacted by slower recruitment. We continue to benefit from a dedicated team of passionate people who go above and beyond to make a difference and create solutions. I thank every support and advocacy worker for their efforts this year in the face of high demand and lower staff ratios. I also thank Team Leaders who provided supportive environments and have led with passion and skills to bring about positive change for our participants.

I also acknowledge the Ellen Whitty Trust, its reference group members and our partner YFS Logan for giving us the opportunity to grow and learn in our systems leadership approach to Brisbane Zero. I acknowledge the Brisbane Zero team, along with David Pearson from AAEH in supporting us along the way.

We have been very generously supported by both philanthropic partners – including Hand Heart and Pocket, Ellen Whitty Trust and Paul Ramsay Foundation, Flannery Foundation, Metamorphic Foundation – and corporate donations from Suncorp, Built Holdings, Mirvac and Morgans,

who have so generously assisted with the establishment of homes and significant numbers of people being housed.

Funded by the Queens Wharf Workforce (CFMEU Construction, AWWU, ETU Queensland and Northern Territory, Multiplex, Plumbing and Pipe Trades Employees Union of Australia), we acquired a Mobile Health Van and outreach nurse, and now have capacity to take healthcare to the streets. We thank Kate Hassed, our Stakeholder Engagement Worker for her lead and dedication in making the vision of a Mobile Health Van a reality.

Our service delivery Cluster Leaders, Paul Davidraj, Ria Wong, Alison Thorburn, Saad Farooqui, Leanne Papas, Darcy Orr, Sam Eyles, Robyne Le Brocque, Kate White and Jo Villa have continued their hard work in partnership with other likeminded agencies, deep in the knowledge that no single organisation can resolve the issues that we are confronted by every day.

To sustain our work, and maintain our financial and quality systems, our Organisational Services cluster provides a vital support to all clusters and stakeholders. I thank everyone for their ongoing commitment and skills in these areas. We received Mental Health Standard Accreditation this year with our consortium partners YFS and Aboriginal and Torres Strait Islander Community Medical Service at Woolloongabba.

This year we have said some sad goodbyes and welcomed new staff with open arms. Of note, was our farewell to Jim Decouto, who worked with Micah Projects for 23 years as an essential part of our homelessness responses, especially Street to Home. We thanked and celebrated with Jim for his contribution, and wished him well, a speedy recovery and all the very best for retirement.

At the time of writing this report, we welcomed our new Communications and Stakeholder Engagement Lead, Nic Freeman. I thank Majella Nicolo and Lydia Dawson for 'holding the fort' while this recruitment took place. We were also recently joined by our new Quality, Risk and Performance Lead, Anna Greig, and I thank Kaitlyn (KB) Bates and Bridget Kinch for keeping an eye on this important area of work in the interim.

I would like to thank Eric Evans, our People and Learning Lead, and Janikka Mawdsley, People and Learning Officer, for the enormous, and at times thankless task of recruitment in challenging times. Thanks to Mark Cranny, Finance Lead, and all the finance team for the ongoing challenges that comes with the rapid implementation of new programs and especially keeping up with over a \$1M in immediate assistance for accommodation and services. Jamie Bostock, IT Coordinator, kept us connected and established new programs with speed, while Rhonda Kirwan and Mark Bunting managed our growing portfolio of property, and workplace health and safety. Thank you to Bridget Kinch for sharing the extra workload while critical recruitment has taken place, and to Carmen Grayson for keeping track of us all.

We acknowledge and thank Danny Field for his contribution in supporting our work over the year.

We also thank Sarah Lim from BBSafe for guiding us through the development of our Child Safe and Vulnerable Adults Safeguarding Framework.

Finally, I thank our team of Board Directors, who generously donate their time to keep a watchful eye over all the great things we do.

This year, we welcomed Alison McRae to the Board, and we say a thank you to Jenny Ryan, who is stepping down from the Board at this year's Annual General Meeting, after four years of invaluable service. We also welcome Megan Giles who was recently appointed to the Board.

Micah Projects is grateful for the commitment and contributions of our staff, partners, volunteers, donors and the ongoing support of our funders and stakeholders. This enables us to support vulnerable people, continue to break down silos and create change that lasts.

Karyn Walsh
CEO, Micah Projects

Service Clusters

Home for Good

Housing First Approach to Homelessness

Meeting people where they are at with a continuum of services from **Street to Home** assertive outreach and **Home for Good Hub** that help coordinate support and access to housing. Also preventing homelessness by helping vulnerable people through **Homestay and Sustaining Tenancies** teams.

Inclusive Health Partnerships

Improved Access to Healthcare

Providing and promoting healthcare integrated with housing and homelessness services across a range of partnerships and referrals. Working to prevent exits into homelessness and frequent presentations at emergency departments, with increased access to healthcare and wellbeing.

Supportive Housing

At Home, Safe and Supported

Advocating for supportive housing for the most vulnerable people, while working collaboratively with Common Ground Queensland to provide onsite support at Brisbane Common Ground or scattered sites for Keeping Families Together, to help people meet their obligations as tenants and have a quality of life as individuals or as a family.

Women, Children and Families

At Home, Safe and Supported

Brokering emergency accommodation and providing support from homelessness to housing for sole and two-parent families.

Wellspring

Early Intervention

Providing early intervention services to young pregnant and parenting women, their partners, and children. We do this through partnerships, community hubs, and outreach in-home support in Brisbane and Moreton Bay Regions. We also support parents to be system advocates to promote needs and services for young pregnant and parenting women, their partners and children.

Domestic and Family Violence

Safe, Equal and Respected

Responding to the impacts and causes of domestic and family violence (DFV), including sexual violence, by providing services to women, young people, and children to support their safety through crisis to recovery. This includes community education; facilitation with men and young male adolescents who have used violence; and advocacy services.

Lotus Place and Services

Healing, Justice and Resilience

Advocating for and supporting adults who experienced childhood abuse, including child sexual abuse, in institutional settings. Providing support in living with the lifelong impacts of trauma from childhood abuse, and seeking justice via applications for National Redress Scheme and engagement with the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability.

Social Enterprise and Community Connection

Working, Learning, and Connected

Providing **employment and training pathways**, and building social enterprises. Facilitating community connection through events and welcoming meeting places, while ensuring food security through free meals.

Systems Leadership

Family Inclusion Network South East Queensland

Connecting parents through education, advocacy, support, and community as a way to support more secure futures for young lives as stakeholders of child protection.

Brisbane Zero

Campaigning to prevent, reduce, and end homelessness, using data-led awareness, inter-agency collaboration and advocacy for systems change.



Supporting Women, Children
and Families in Brisbane.
Photography by Katie Bennett

2022-23

OUR COLLECTIVE IMPACT



2,639 people participated in events, groups and community education



24,790 individual adults accessed services



711 children and young people accessed services across teams



1,238 children accompanied their parents for homelessness services

SYSTEMS LEADERSHIP

Breaking down silos

There is no simple solution to inequity.

Whilst providing practical support for people impacted by social injustice, discrimination, poverty, and homelessness, Micah Projects is also committed to service integration, collaboration, advocacy, and systems leadership to create change.

If we want change that is sustainable, we need to focus on the lived realities of people experiencing these impacts, and workers who are engaged in problem solving to find daily solutions.

We also need to focus on collating and sharing the data and evidence from the experiences of other jurisdictions. Together, we can adapt and learn to inform local place-based circumstances, investment, and decision making.

With support from the Ellen Whitty Trust and the Queensland Government, we want to develop our skills and ability to inform and break down silos.

We aim to respond to inequity in an holistic way, so people receive a more responsive experience to end their homelessness.

Homelessness should never be a lifestyle. When it does occur, it needs to be **rare, brief, and non-reoccurring.**

Effecting change through a systems advocate

With funding support from Hand Heart Pocket (the Charity of the Freemasons), Micah Projects is working towards effecting systems change to promote early intervention services to amplify the voices and experiences of young pregnant and parenting women, their partners, children and families.

Supportive Housing in action

We continue to advocate for government and communities to embrace the solution of Supportive Housing to break the cycle of homelessness for the most vulnerable in our communities – children and adults from all ages and stages of life. Our goal is for government to adapt the Supportive Housing solution and build the necessary structures, policies and programs to develop and implement a Supportive Housing Growth Plan.

Opposite

Family Inclusion Network (FIN) – Marnie, Maddie, Laura, Leanne, Krystal, Monique, Jenny



Family Inclusion Network South-East Queensland

The Family Inclusion Network (FIN) is a network of parent advocates working collaboratively with government and non-government allies to ensure parents are seen and heard as vital stakeholders within the child protection and family support system.

It provides the backbone of professional support to partners, which trains and navigates the participation and policy change parents are seeking. This year FIN employed three parents with lived experience as casual Parent Advocates. They work to break down silos between families and policy leaders: a significant step to increase lived experience in the sector.

Family Inclusion Network South East Queensland

1,588 connections with parents facilitated

1,307 connections with government support workers, or academics facilitated

10 parent morning teas

120 opportunities provided for parent leadership or development

FIN is funded by the Department of Child Safety, Seniors and Disability Services, previously known as Department of Children, Youth Justice and Multicultural Affairs, May 2023



Presented at the Australia and New Zealand Third Sector Research Conference (November, 2022)



Invited 35 parents to map their child safety and family violence experiences and flag ideas for change (March, 2023)



Guided parents to speak about lived experiences at the state-wide SCAN conference (March, 2023)



Hosted the annual Global Day of Parents Forum with keynote by Dr. Diane DePanfilis, Professor at Silberman School of Social Work, New York and the developer of Family Connections (June, 2023)



Hosted 22 government and sector leaders at the Policy Leaders' Roundtable: Family Support as Early Intervention with Vulnerable Families event (June, 2023)

Unlocking systems
to end homelessness



Brisbane Zero Campaign

Through data storytelling, advocacy and collaboration, the Brisbane Zero seeks to reduce homelessness for individuals and families rough sleeping by 2025.

- 
Attended two Australian Alliance to End Homelessness large-scale change strategic meetings with 8 national collaborators
- 
Commissioned a second active research report with Griffith University
- 
Hosted over 175 Brisbane Zero meetings and presentations with over 70 unique stakeholders
- 
Held 19 Advance to Zero training sessions for regional members
- 
Led the Housing for Women's Safety and Security Alliance of 15 organisations including 8 meetings
- 
Hosted 8 meetings, two supportive housing workshops and one panel at the inaugural Domestic and Family Violence Conference



The Know-By-Name List

As a regional collaboration, Brisbane Zero collects and shares quality demographic and vulnerability data with consent from those on the Know-By-Name List. This list has been central to 2000+ advocacy discussions.

2,072 individual adults experienced homelessness in Brisbane, including 878 who slept rough, 16% were housed

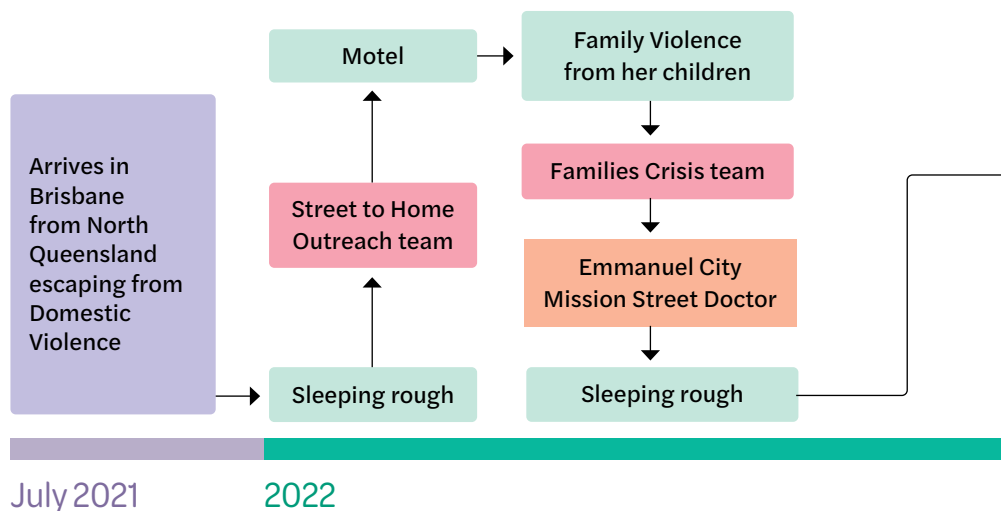
668 families experienced homelessness in Brisbane, 31% were housed

Journey Map

A pathway out of homelessness

Sole parenting woman
50 - 60 years old
High acuity needs

- Micah Projects
- Other Support Services





Integrated Support Changes Lives

Colin is 63 and experienced homelessness for four and a half years, living in an abandoned building with no running water, sewage or electricity.

After he was admitted to Mater Hospital to treat post-surgery complications, the Homefront Mater team visited Colin regularly through outreach services, while also advocating for his social housing allocation.

Now, Colin has moved into a unit with the help of the Homefront Mater team, with a full housing set up from Micah Projects' Street to Home team. Having the unit with a bed, white goods and kitchen appliances, as well as regular health visits, Colin is settling into his new life.

Through the integration of health, outreach and housing support services, Colin accessed a safe pathway out of homelessness. This inter-agency collaboration was coordinated through the 45+ First Nations, Rough Sleepers cohort meeting and strategy.



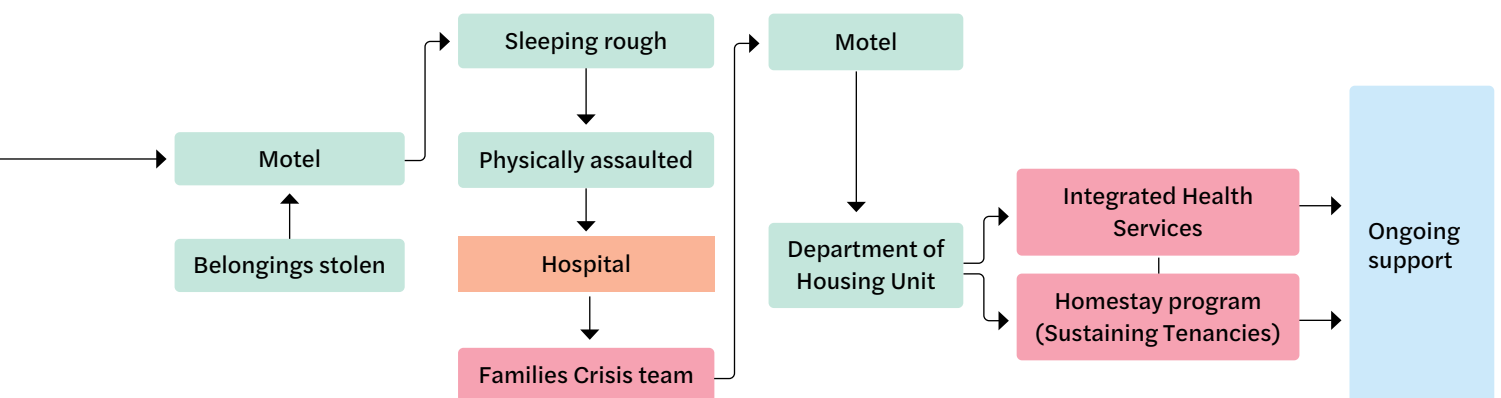
45+ First Nations Cohort Strategy

55+ individuals were housed this year through the strategy, co-led with Institute for Urban Indigenous Health (IUIH) and Community to the goals for the Aboriginal and Torres Strait Islander Housing Action Plan

We acknowledge the Ellen Whitty Trust and the reference group for their contributions to Brisbane Zero.

Brisbane Zero Data Lead and Service Coordination is funded by Department of Housing, the Ellen Whitty Trust, and partnerships with:

- 3rd Space
- ATSICHS
- Anglicare
- Brisbane Youth Service
- Churches of Christ Housing Services
- Communify
- Community Plus QLD Inc
- Drug ARM
- Encircle
- Footholds Community
- Institute for Urban Indigenous Health
- Kyabra Community Association Ltd
- Mission Australia
- Murri Watch
- The Salvation Army
- Sero4
- Silky Oaks
- UnitingCare





Left

Home for Good team completing housing applications at Big Bird Backpackers

Right

Street to Home team along with Brisbane City Council, Department of Housing, and HART4000 completing housing applications at Musgrave Park



\$250,000+ of community donations provided 74 households with furniture and housing set ups

HOME FOR GOOD

Through centre-based support and assertive outreach, we continue to provide integrated and coordinated support for vulnerable individuals and families who are currently experiencing homelessness or are at-risk of homelessness in the greater Brisbane region.

This includes working with Queensland Health, Brisbane City Council, Department of Housing, and other community organisations. A recent example is the coordinated response following the sudden closures of Big Bird Backpackers and Clivedon Mansions.

Demand for assistance increased year-on-year, most notably by families accessing emergency accommodation and needing crisis support, all while there is a reduction in suitable affordable housing options for both individuals and families.

Brisbane Emergency Response Outreach Service (BEROS)

Community Living Association and Micah Projects work together to provide outreach and support for young people aged 12 – 18 who are in care of Child Safety and are self-placing

191 young people supported over **4,161** occasions

10,887 hours of support, including transport

94,579 kilometres travelled

Boarding House and Hostel Closures

Home for Good facilitated intensive housing placements between April and May 2023

46 people permanently housed

129 people placed in transitional housing from Big Bird Backpackers, Clivedon Mansion and Musgrave park



“ Without Micah many people would be in dire straits and unable to function properly.

With all the help from Micah and the expertise of Micah staff and such care and generosity, many people including myself are now living, not only in a lovely unit, but pretty much fully furnished which has made my life easier and less stressful.

I had no idea the help that was coming my way, supplied with a fridge, washing machine, more white goods, TV, bed, food, kitchenware, bedding and more. It’s been a humbling experience mixed with much thanks to one and all.

– Andrew



Working Together

Home For Good is funded by Department of Housing

Street to Home After-Hours assertive outreach is a partnership with Murri Watch



Sustaining Tenancies

Additional funding for the Sustaining Tenancies team has provided ongoing support for vulnerable individuals to maintain tenancy in social or community housing



After-Hours Support 12 – 8am

An extension to funding has allowed the roll out of an after-hours support service – resulting in 24/7 services



28 April, 2023

In response to a spike in rough sleepers at Musgrave Park and Kurilpa Bridge after the closure of two boarding houses, the Street to Home team processed **13 placements** in one day, including:

- Attending property viewing sessions
- ✕ Signing Department of Housing property leases
- 🏠 Housing set ups

Collaboration Impacts

Home for Good Hub



At the Hub

People engage with the Hub through phone calls or office walk-ins and appointments

5,382 people presented to the Hub for support
(averaging 22 individuals and families per day)

330 referrals received for vulnerable individuals and families exiting hospital without a safe discharge address

Street to Home



Assertive Outreach

To streets, parks and boarding houses

Day 456 rough sleepers supported

253 people provided with planned support

135 people accessed permanent housing

Night 3,082 engagements (1,992+ hours)

3,451 occasions of transport provided

2,047 occasions of direct clinical nursing care provided to 595 individuals

Families to Home



Family Support

750 families supported in total

Housing First Activites

Assistance with housing applications and coordination with Department of Housing, Rent Connect and private real estate

366 suitable vacancies found

668 referrals to housing and support services

1,195 emergency accomodation stays brokered

Housing Outcomes

Emergency accommodation and referrals

42 individuals accessed a tenancy

110 familes accessed a tenancy

324 adults and **112** children sustained their tenancy and were prevented from eviction

Making a Home: Community and Corporate Support

Transition into a home and connection with services and resources

135 housing set ups completed by the Street to Home team, valued at approximately **\$5,000** per household

\$275,000 in donations

Sustaining Tenancies: Homeless to Home

Working with Department of Housing and Community Housing providers

143 people accessed permanent housing and support through the Sustaining Tenancy team

326 people were assisted to sustain tenancy

Intermediate Housing Response: Families

Assistance with housing applications and coordination with Department of Housing, Rent Connect and private real estate

559 families with **766** adults and **1,238** children in crisis assisted

1,003 nights of accomodation

\$676,000 brokered through IHRF funding the Hub to access permanent housing

Sustaining Tenancies: Families Homestay

Transition into a home and connection with services and resources.

59 familes with **79** adults and **112** children (**27** under 5 years, and **85** aged 6–18 years)



Left

Left to Right – Clinical Nurse Talay with patient and volunteer Nurse Nicki at the Her Health Day launch



Top Right

Mum and baby accessing free healthcare at Her Health Day



Right

Volunteer Aki from Khoki Moxibustion Therapy providing accupuncture to Peter at the Inclusive Health and Wellness Hub



Working together to Connect Care (WTTCC)

WTTCC delivers integrated outreach support, connecting people with clinical care, community support, and housing.

Early results from the WTTCC program show significant reductions in emergency department presentations, hospital admissions and ambulance call outs after integrating housing and health supports.



Her Health Day

The Her Health Day initiative was launched at the Inclusive Health and Wellness Hub in April 2023 to provide a weekly safe space for women to support their health and wellbeing, learn about the range of health services available and to access free health screening and complementary therapies.



Notable Publications

- Participated in interim evaluation for WTTCC program with Queensland Health
- Participated in Clinical Nurse Partnership – Domestic Violence Evaluation with Queensland University of Technology
- Blueprint Model of Care for the Clinical Nurse Partnerships Domestic Violence Project



3,032 active registered patients
at the Inclusive Health and Wellness Hub

“ The team has helped me link in with my community and enjoy my life without alcohol. They have opened my eyes and gave me the awareness and strength to get out there, into the community.

- Participant feedback

INCLUSIVE HEALTH PARTNERSHIPS

By breaking down silos we can address health and housing needs simultaneously for improved health outcomes and housing stability for vulnerable people.

In 2022 – 23, this cluster has grown to include health and social supports. We have been able to create new pathways as new funding opportunities have identified the value of working together. We have maintained our partnership with the Tzu Chi Buddhist community.

In response to urgent healthcare needs and co-occurring homelessness responses, we have developed a collaborative approach and brokered responses with:

- St Vincent de Paul – providing GP and nursing services at Park Accommodation
- Mission Australian and Bric Housing – providing GP and nursing services
- Increased Street to Home daytime outreach (full commencement from 1 July, 2023).

Our teams have seen:



Increased pressure across the housing and health systems



Increased issues with chronic health, mental health, and Alcohol and Other Drugs (AOD)



Increased visibility of supports through journey mapping our participants access to housing and health services (see example on page 12)

Collaboration Impacts

Top
 Immunisation pop-up for Pacific Australia Labour Mobility farm workers at Caboolture

Bottom
 Carefinder team leader Vanessa at a Seniors Expo



- 

Enhanced GP and nursing responses through our Inclusive Health and Wellness Hub – despite being displaced due to floods for most of 2022 – 23
- 

Funded Home and Healthy – an outreach response to people presenting to homelessness and housing services with mental illness, and to address the over-representation of people living with mental illness
- 

Acknowledged the link between homelessness, or social isolation in housing, and frequent presentation at Emergency Departments
- 

Extended partnerships to include Princess Alexandra Hospital, Mater Hospital, WTTCC – RBWH, Footprints, and Prince Charles Hospital
- 

Partnered with Community to successfully tender through the PHN for Aged Care Navigators, a new initiative to link people through both PHN North and Metro South PHN, who have been marginalised from accessing aged care services
- 

Completed final year of Domestic Violence Clinical Nurse Pilot through funding from Inclusion Health St Vincents, with an evaluation by Dr Jane Currie, Queensland University of Technology

	Participants	Occasions	Working Together
Home and Healthy	174	3,347	Funded by Brisbane South PHN in partnership with YFS and the Aboriginal & Torres Strait Islander Community Health Service Brisbane (ATSICHS)
Carefinder	75	775	Commenced March 2023. Funded by Brisbane South PHN and Brisbane North PHN in partnership with Community and Queensland Positive People (QPP)
Homefront	188	3,261	Funded by Queensland Health in partnership with Princess Alexandra Hospital and the Mater Hospital



Mobile Health





After previous funding ceased, the Queen’s Wharf Workforce provided Micah Projects with funding for our health van and an outreach nurse to continue street outreach for 12 months, which commenced on 1 July 2023.

This has given our Street to Home team new resources to make a difference every day.

Taking healthcare to the streets and to peoples homes is important in addressing the poor health we see every day compared with the general population.

This resource is building evidence of what is needed to improve distribution of resources in the healthcare system and shift to more appropriate models of care for the most disadvantaged and vulnerable.

The van is fitted with:

- Basic diagnostics equipment
-  ECG machine
-  Spirometry machine
-  Doppler
-  Fridge

Funded by the Queen’s Wharf Workforce:

- CFMEU Construction
- AWWU
- ETU Queensland and Northern Territory,
- Multiplex
- Plumbing and Pipe Trades Employees Union of Australia

		Participants	Occasions	Working Together
Street to Home Nursing	Day	328	3,609	Funded by Brisbane Metro South PHN and Brisbane North PHN
	Night	270	1,894	
Working Together to Connect Care		80	1,469	Funded by Brisbane North PHN in partnership with Royal Brisbane Women’s Hospital (RBWH) and The Prince Charles Hospital (TPCH)
Clinical Nurse Partnership – Domestic Violence		98	677	Funded by St Vincent’s Health Australia in partnership with Inclusive Health Clinic



Supporting Women, Children
and Families in Brisbane.
Photography by Katie Bennett

WOMEN, CHILDREN & FAMILIES

In Brisbane and across Queensland, the current housing crisis has impacted families as we have never seen before. We've continued to adapt to the growing need to support women, children, and families.



Created a dedicated safe place for children and families within the Home for Good Hub at Boundary Street, where families present by walk-in, phone, or web



Created an outreach Families to Home team to work with the families in hotels/motels, seven days a week



Increased capacity with our Homestay Sustaining Tenancy team, which now has seven workers



Identified a dedicated worker to link families with Rent Connect via a co-located worker within Housing Service Centres at Buranda and Fortitude Valley



Created a Healthy and Safe Start team in response to the high number of women who present pregnant and with infants



Ceased early childhood education and care at the Wellspring Children's and Families' Hub in April 2023 due to funding ceasing



A Healthy and Safe Start

The Healthy and Safe Start Team supports women and their families during the perinatal period (pregnancy up to two years) when they are experiencing adverse impacts of homelessness, limited access to health care, domestic and family violence, poverty and lack of social supports.

With support from the Paul Ramsay Foundation we have the ability to have a multidisciplinary team including a registered midwife with perinatal experience, a domestic violence specialist and a housing support worker.

This team has worked with over **19 families (19 adults and 21 children)** since January 2023.



The First 2,000 Days

Work is almost complete on a First 2000 Day Strategy across the organisation to improve our response to the children under five years old, who present with their parents to our services across homelessness, domestic violence, family support.



Working Together

Women, Children and Families team works in partnership with:

- Bubs Collective, Department of Child Safety, Disability and Services
- Brisbane Region Housing Service Centres with IHRF
- Brisbane Zero team Know-by-Name-List



Mawada and Subash

Mawada and Subash are childhood sweethearts in their early 20s, who recently welcomed the birth of their son.

They were referred to Micah Projects by the Mater Mothers Hospital after deciding to flee family violence within the family home.

At first, they connected with the housing team for immediate motel accommodation while working on a housing plan. Within Micah Projects, they were then referred into our Pregnancy and Early Years team for further support along their parenting journey through the Healthy and Safe Start program.

Mawada and Subash dived into reflective parenting activities, self-care plans and education sessions that covered safe sleep, lactation and feeding, newborn behaviour and more.

Despite the hurdles life has presented this young family, they have shown resilience and grit while living in a motel and working to create a safe and nurturing environment for their baby boy.

“We wouldn’t be where we are without your support.

From building parenting confidence and skills to housing support, we are so grateful.

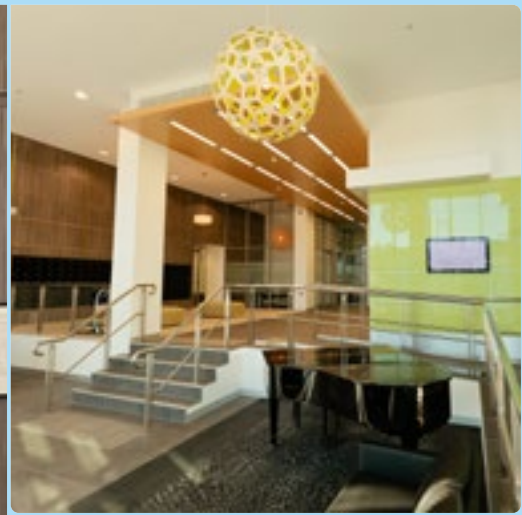
The support, encouragement and tools given to help build on our relationship as new parents have been so important for us to work better as a team for us and our baby.

We are so thankful for all your support.”



Left

Steph and Tanaka at the Brisbane Common Ground reception



Right

Foyer at Brisbane Common Ground

Supportive Housing works



A decade of data from 2012 and 2022 shows key outcomes in University of Queensland research report: *Analysis of Tenancy Sustainment & Exits at Brisbane Common Ground over 10 Years*

Brisbane Common Ground (BCG) is an exit from homelessness and source of affordable housing for adults across the life course, including people aged:

- 20% 18 – 24 years
- 61% 25 – 49 years
- 19% 50 and above



37 people remained housed for ten years or longer



BCG has achieved a mix of allocating tenancies to people exiting homelessness (54%) and people with low-to-moderate incomes (47%)



Women are slightly more likely (52%) to be allocated a tenancy compared to men (48%)



The average duration of ongoing tenancies is nearly six years and slightly over two years for ended tenancies



Working Together

The Supportive Housing teams and projects are funded by the Department of Housing and Brisbane Common Ground

Keeping Families Together is in partnership with Common Ground Queensland



Notable Contributions

Analysis of Tenancy Sustainment & Exits at Brisbane Common Ground over 10 Years – Cameron Parsell, Franciso Perales, Ella Kuskoff, Rose Stambe, and Stefanie Plage – The University of Queensland



“ Me and my family would like to thank the Micah team and my support worker for the ongoing support they haven given [us] this year. We've accomplished many goals that we set and have come so far since working with our Micah support worker and look forward to reaching all our goals in the coming future.

– Homestay participant

SUPPORTIVE HOUSING

& Sustaining Tenancy

Brisbane Common Ground – Hope Street

As Queensland's first model of permanent supportive housing, Brisbane Common Ground (BCG) continues to provide people with permanent exits from homelessness, as well as a source of affordable and long-term housing for people receiving low to moderate incomes. It is the integration of tenancy services with a range of community, social, and health support services that is the hallmark of the model and its success.

Brisbane Common Ground – Hope Street

92 participant-based events held in the building with **1,640** attendances

73 tenancy sustainment plans resolved successfully

56 visiting services for tenants

118 people supported

Keeping Families Together

Keeping Families Together is a supportive housing program with Common Ground Queensland to provide safe and affordable rental housing, together with support to families who have a child under five years old. This program uses a scattered site Supportive Housing model, housing families across Brisbane with the positive impact of increased school attendance for children, preventing children removal and supporting reunification.

Keeping Families Together

22 families supported to sustain their tenancies and prevent homelessness

26 adults

42 children under 5

11 children aged 6-18

Homestay – Families

Through an outreach and planned support and advocacy case management model, this team provides specialist family support to sustain their existing tenancies and helps families to navigate systems, set up homes, enrol in daycare and school, foster healthy and safe relationships, and link to health and mental health supports.

Families – Homestay Sustaining Tenancies

59 families with **79** adults and **112** children supported in existing tenancies by the Homestay team, preventing homelessness



Listen, Connect, Reflect Conference

12 – 13 May 2023

Brisbane Convention & Exhibition Centre

“ The BDVS worker made a difficult time a lot easier and I felt completely supported. They provided me with a lot of information, and I am now feeling safe from the respondent.

- Domestic and Family Violence participant

DOMESTIC & FAMILY VIOLENCE

Service demand has continued to increase, as seen by other Queensland DFV Specialist Services. Our goal is to provide services across early intervention to crisis to recovery.

Micah Projects is actively involved in government reform to enhance responses, including the ongoing demand on DFV Specialist Services and how to respond to the unmet demand. Research shows up to 50% of those experiencing violence will not reach out for services – which is why we respond directly or through our integrated service system for collaborative, imminent and creative responses wherever required.

Continuous improvement and adaption of triage and response processes in the team ensures that responses are prioritised to those in most need, based on risk or service needs. This has led to a reduction in total phone calls, as the first response is able to meet caller needs.



Working with Police

Police Referrals

4,648 police referrals received by Brisbane Domestic Violence Service

514 collaborative responses with Queensland Police Service and Queensland Health through our Safer Lives Mobile Service

The substantial increase in referrals has led to periods where demand exceeds our capacity to respond.

Embedded Police Officer Trial

314 victim-survivors supported during our trial of embedded Police Officer in our service

Sharing Knowledge and Experience



Left

Annual Domestic Violence Prevention Month remembrance candle-lighting vigil

Opposite

Administration Worker, Katherine, for Brisbane Domestic Violence Service



Hosted the inaugural **'Listen, Connect, Reflect: Ending Violence Against Women and Children'** Conference for 385 delegates over two days



Hosted the annual **Domestic Violence Prevention Month remembrance candle-lighting vigils** attended by 300+ people in Brisbane and 55+ people in Inala




Facilitated the **Spread the Warmth** campaign and collected 197 robes from 17 community collection sites for 15 partner services and women's refuges




118 people viewed **adolescent-to-parent violence education**, co-facilitated by our Family Pathways team and Women's Legal Service Queensland



Co-facilitated regional **Common Risk and Safety Framework** roadshow with Department of Justice and Attorney General for 100 sector specialists

 **9,933** women **supported** by Domestic and Family Violence Services

 **Brisbane Domestic Violence Service**

Intake and Triage

590 women provided with support and safety planning at court in Holland Park and Richlands

Safety Planning and Support

2,194 women supported by first response or DFV specialist advocate

158 women accessed financial counselling

115 women engaged with the Vulnerable Persons Unit

Children and Young People

189 children and young people supported by the Child and Youth team

14 psycho-education groups provided

107 caregivers supported

Men's Groups

242 women supported by the Men's Domestic Violence Program Women's Advocate

320 men engaged in the Men's Domestic Violence education program

361 men engaged through Sandgate Court

 **Safer Lives Mobile Service**

1,184 referrals from DV Connect for specialist Domestic Violence support and practical assistance

 **Family Pathways**

77 female protective caregivers supported by the Family Pathways Women's Advocate

46 young males and **2** men supported by the Family Pathways Youth Worker

 **Primary Care Work Capability and Local Link**

725 clinic engagements

97 clinicians and clinic staff trained (including diverse groups training)

104 referrals received from GPs (PHN)

26 training sessions with GP clinics



**Left**

Atlas at the new play area at Wellspring Children and Families Hub, Hawthorne
Photography by Katie Bennett

Top right

Mini Movers Playgroup at Caboolture Young Mothers for Young Children

Bottom right

Chrissy and kids at Caterpillar Kids play group at the Hawthorne Hub

WELLSPRING

Early Intervention

Our Young Mothers for Young Women (YMYW) program and Wellspring Children and Families Hub provide specialist support, education, and health services for young mothers and their families. Young women and their families tell us that community connection is what they value most.

New play spaces at both Hawthorne and Caboolture have helped facilitate this connection.

Positive impacts from the integration of social and health supports have created greater access for families and influenced practice and policy across the health and child protection sectors. For example, in Caboolture, 100% of the children in the program are up-to-date with immunisations.

As the cost of living has impacted all families. We have responded by increasing access to practical assistance, including food and emergency relief.

Wellspring Children and Families Hub, Hawthorne

From July to September 2022, in the final three months of funded operation:

15 families accessed 366 instances of occasional childcare for 21 children.

This enabled parents to address crises and access Domestic Violence support. We continue to work towards obtaining funding to restart this important service for vulnerable families and young children.



Working Together

YMYW Brisbane partnered with the Mater Hospital to provide antenatal care

YMYW Caboolture partnered with Caboolture Hospital to provide antenatal and postnatal care

Programs are funded by the Department of Child Safety, Seniors, and Disability Services. Hand Heart Pocket, has generously donated to our program to extend our services. The Caboolture Services also receive funding support from the John Barnes Foundation

The new play space at Hawthorne was funded by the Stronger Communities Program (Australian Government)



The Collective of Creatives

The Collective of Creatives (COC) was born out of a need voiced by the young women to elevate their hobbies into viable businesses. Their call for financial independence while being present for their children gave space for YMYW (funded by Hand Heart Pocket) to create The COC.

The COC meets weekly with FY Consulting who delivers entrepreneur workshops, training the women in social media, market trends, consumer behavior, pricing, and much more.

To date, we have 11 businesses up and running, which are holding market stalls and being stocked in retail stores, showing at art exhibitions, and much more.



Notable Contributions

- Sunny Start First 2000 Days Conference Presentation
- Syphilis: Everybody’s Business Queensland Sexual Health Advisory Committee – Health Minister Presentation
- Women’s Health Strategy workshop
- *Evaluation of a unique health and social integrated model of care for vulnerable young women; a cohort study*, via the Common Good Research Grant (Deb Sutherland Midwife CYMYW)

Brisbane Young Mothers for Young Women (under 25 years old)

100 women with **120** children assisted with planned support and advocacy

271 groups attended by **76** families (**164** members)

106 clinics facilitated for services including GP consults, child health, clinical psychology, and women’s health

324 women accessed Mater ante-natal or post-natal care at the Hub

Caboolture Young Mothers for Young Women (women, their partners under 20)

77 women and **28** partners, with **74** children accessed planned support and advocacy

106 clinics facilitated (services accessed **431** times)

34 women have attended **80** group sessions with their **35** children

23 women accessed antenatal care supported by our midwife in partnership with Caboolture Hospital



Left
Cultural Awareness Day at Cherbourg with Indigenous partners

Right
Lotus Support Services supporting mothers with children who have a disability

Disability Royal Commission

The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability started in April 2019 and closed on 29 September 2023. Throughout the proceedings, people with a disability fought to be heard and to highlight the systems that failed to uphold their human right to live free of violence, abuse, neglect, and exploitation.

Micah Projects provided counselling, information, application support and referral services throughout the Disability Royal Commission (DRC).

As this program transitions to closure, the two biggest challenges have been finding ongoing therapeutic services and support for participants with complex trauma and poor mental health, and supporting applicants through Redress, Find & Connect and Lotus Place when the eligibility is different for each program.

“ It was great to tell my life story and think that change will happen because of this...”

Disability Royal Commission		Participants	Occasions
Engaged with Lotus Services Disability Royal Commission across Queensland for counselling and support services	2022-23	190	
	Total DRC*	310	
Formal counselling sessions	2022-23	113	3,164
	Total DRC*	209	1,168
Information, advice or referral	2022-23	72	716
	Total DRC*	267	2,742
Counselling support or advocacy	2022-23	104	1,280
	Total DRC*	285	3,839

*Total DRC = Dec 2019 – Jun 2023



1,278 people engaged with Lotus Place

LOTUS PLACE & SERVICES

Since 1997, Lotus Place has been walking alongside adults who experienced childhood abuse in an institutional setting, offering services to facilitate justice and equity.

The increased need for practical support for an ageing cohort has continued, as well as an emerging gap in services for younger people, with a care history, who are not supported with specialist services past 25 years old. There is a growing cohort of care leavers, too young to be considered as Forgotten Australians, seeking assistance to obtain records through Find & Connect. Redress services continue to have a waitlist of 110-130 people, mostly resulting from service user referrals to family or friends.

We have integrated the Care Navigator team within Lotus Place to have meaningful conversations with participants around ensuring independence and safe transition into aged care. There is a palpable concern from Forgotten Australians about not wanting to end their days the same way they started – vulnerable and isolated in an institutional setting.



Kevin

Kevin has been supported by Micah Projects and Lotus Place for 10 years in various ways, including through art programs. This has helped him develop and follow his creative passions and start exhibiting his work in commercial galleries this year.



Working Together

Lotus Place was funded from January to June 2023 to support individuals applying for the QLD Health Reconciliation Plan

Find & Connect is funded by the Department of Social Services

Queensland Government support adults who as children were in care

DRC Counselling & Support Services are funded by The Department of Social Services and operated in partnership with Remote Area Aboriginal and Torres Strait Islander Childcare (RAATSIC), WWILD, and REFOCUS

Redress

232 new intakes completed

111 applications lodged resulting in 86 offers

50 brokered counselling sessions and 27 people assisted to obtain counselling

539 individuals engaged in 4,791 occasions of support

Lotus Place

Townsville, Rockhampton, Brisbane

252 events held with 1,049 total attendees

266 individuals supported through Find & Connect

6 Remembrance Day ceremonies across Queensland



Community member Delilah accessing the free community pantry at Hope on Bounday Cafe.

SOCIAL ENTERPRISE & COMMUNITY CONNECTIONS

In 2022–23, our social enterprise and community connection programs remained focused on creating welcoming spaces that empower and support connection through events, meals, education, and training.

Our bespoke traineeship program is tailored to community members with significant barriers to social and economic participation. It enables 12 participants per year to learn new skills and gain hands-on hospitality experience, with funding from the Department of Employment Small Business and Training (DESBT), through the Skilling Queenslanders for Work program.

Enabling Food Security

189 ready-to-eat meals per week distributed through Micah Projects outreach services including Brisbane Domestic Violence Service, Home for Good and Street to Home

16,790 ready-made meals made through our catering partnership with Mission Australia

9,858 emergency ready-made meals in the last year – distributed to Micah Projects supported individuals and families through cafes or via support workers

The post-flood restoration at our second social enterprise café at 15 Hope Street, South Brisbane, both started and ended this year. We also leased a new ‘dark’ kitchen to expand Hope Street Catering and secured a new hole-in-the-wall café located in West End.

We’ve continued to provide direct care and facilitate community connections through The Hive. Our ongoing collaboration with Communitify has allowed us to support vulnerably housed individuals on both sides of the river to live independently, increase connection and participate in their local community – all helping to reduce social isolation.

Breaking Isolation

98 activities and events hosted by The Hive, with **560** participant and **828** community attendances

81 adult individuals supported to attend group activities and events

74 program participants supported with direct care and/or community connection

8 regular groups held for art, music, meals and community markets



Creating Change

Participants have joined The Creative Change research project, which aims to investigate the role community music can play in addressing social inequalities in Australia. It is an ARC Future Fellowship led by Dr Emma Heard and Professor Brydie-Leigh Bartleet at the Creative Arts Research Institute, Griffith University.



Enabling Food Security

Hope Street Cafés, as an activity and social enterprise of Micah Projects, provides a free-to-access food security program, sustaining low-income, vulnerable community members through ready-made meals and free community pantries. The integration of our catering capacity and social spaces helps us to ensure people have physical, social and economic access to sufficient, safe and nutritious food that meets dietary and cultural needs.



Growing Community

Secured a three-year license from Brisbane City Council to continue to develop the Jane Street Community Garden in West End as a meeting space for education and social inclusion.



Working Together

Flood recovery and restoration works at 15 Hope Street Café supported by a Grant via RACQ Foundation.

Cook and Share, a new cooking social inclusion program, funded by the Department of Housing from May 2023 – April 2024.

Social enterprise Cafés supported by Bellissimo Coffee.

Community pantry contributions from OzHarvest, Coles West End, Second Bite, Woolworths, local community businesses, and individuals.

The Hive funded by Department of Housing Queensland Community Support Scheme (QCSS) since 2019, with ongoing QCSS funding contract secured for 2023–2028.

Masoumeh



Masoumeh was a trainee through Skilling Queensland for Work from December 2022 to May 2023, and has since started working as a Hope Street Café employee.

“I started the program to gain employment. I had problems finding work and had been unemployed for 5 or 6 months. I worked as a cleaner—I had two jobs cleaning.

I’m from Iran; we came to Australia in 2013 by boat. We were 2½ years in detention, after that we were free, but the government wouldn’t allow us to work until 2017.

I had never worked in a kitchen before but was interested in the work.

The traineeship improved my English first, I love cooking and getting out of my home. I learned a lot of things during my training, like working in catering, cooking, and my language skills increased.

What I liked best about the program was working in a team, cooking and meeting people. It helped me with my depression. Now I come out of my home and have contact with people.

This was a good thing to do for learning—about everything—cooking people, language, everything.”

Creating Sustainable Pathways

7 paid hospitality trainees were onboarded into a workplace program


5 trainees graduated with 4 employment outcomes

Facilitated workshop series at the Jane Street Community Garden funded by Brisbane City Council and **improved garden facilities** funded by the Department of Industry Science and Resources with the Stronger Communities Grant via local member, Max Chandler.

Hospitality traineeships funded by Skilling Queenslanders for Work (DESBT).



Above
Micah Projects teams and staff



“ Working in Organisational Services, I get to see from a different, hands off perspective, the incredible work Micah Projects does. It is a privilege to support such a dedicated, hardworking group of humans who make such an impact on the lives of so many people who experience disadvantage and injustice.

– Micah Projects Team Member

2022–23

OUR ORGANISATION



OUR PEOPLE

- 146** new employees welcomed (10% increase)
- 309** employees total at the end of June 2023
- 21** student placements across social work, counselling, nursing and community services from University of Queensland, Queensland University of Technology, Griffith University, University of Southern Cross and TAFE
- 1** administration trainee from Ethnic Community Council of Queensland Skilling Queenslanders for Work program

Above

Micah Projects staff at our Organisational Day, June 2023

Opposite

Volunteers at Hamper Day, December 2022

Photography by Katie Bennett

Our employees are at the centre of our ability and ongoing success in providing services and opportunities in the community to create justice and respond to injustice.

Through another challenging year, Micah Projects staff have continued to show passion and commitment to the organisation and their daily work in the community. Our dedicated workforce has helped us to forge ahead in Micah Projects' mission of working with the most vulnerable and isolated members of our community.



Frontline Hero Award
Leanne Papas (Winner)

Human Rights Award
Queensland Parent Advisory Committee (Finalist)

Community Impact Award
Micah Projects (Finalist)

Who are we?

How long have we worked with Micah Projects?

115	>1 years	5	16-20 years
140	1-5 years	1	21-25 years
29	6-10 years	1	25+ years
18	11-15 years		

What are our backgrounds?

2.2%	First Nation's People
26.9%	Culturally and Linguistically Diverse
23%	Male
77%	Female

How do we feel about our work?

The Voice employee engagement survey results continue to show that our people believe in and align with our vision and mission.

97% believe in the overall purpose of Micah Projects

96% believe in the values of the Micah Projects

93% like the kind of work they do



Continual Improvement

As Micah Projects grows, we're committed to maintaining high quality standards of service and care, with these ongoing improvements underway in 2022-23.

For our community

- Renewing our Reconciliation Action Plan and our commitment to acknowledging and walking alongside our First Nations participants and actively contributing to closing the gap
- Reviewing our risk framework and governance systems
- Upgrading our technology for safe, effective, connected outreach and onsite access

For our staff

- Improve staff induction at a service and organisational level
- Clearer and up-to-date processes and procedures to define responsibilities and practices
- Improved communication to all employees in clusters and leadership
- Stronger employee recognition, support and wellbeing practices



Thank you!

Micah Projects thanks our partners, students, volunteers, donors, and members for choosing to give time and service to our mission. Without your generous support, we would not be able to maintain the level of services that we provide for our community.

400+ people volunteered time for the 2022 Christmas Hamper appeal

147 people from 8 corporate organisations chose to support Micah Projects with their service

32 active volunteers across our services, activities, events and programs

FUNDERS & SUPPORTERS

Partnerships and collaborations are indispensable to meeting the complex challenges faced by Micah Projects in supporting 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.

Australian Government

- Department of Social Services

Queensland Government

- Department of Child Safety, Seniors and Disability Services
- Department of Housing
- Department of Youth Justice, Employment, Small Business and Training
- Queensland Health
- Department of Housing and Public Works
- Department of Justice and Attorney-General
- Queensland Police Service

Brisbane City Council

Primary Health Networks (PHN)

- Brisbane North PHN
- Brisbane Metro South PHN

Community Services

- Brisbane Youth Service
- Community Living Association
- COTA Australia
- Launch Housing
- Mission Australia
- St Vincent De Paul Society QLD

Philanthropy and Corporate

- Abbvie Pty Ltd
- Australian Communities Foundation
- Ellen Whitty Trust Ltd

- Financial Counselling Foundation
- Hepatitis QLD
- Mercy Community Services
- Queensland Child Protection Week Committee
- St Vincents Private Hospital
- StreetSmart
- Suncorp
- Supported Accommodation Providers Association Ltd (SAPA)
- The Douglas Family Foundation
- The Trustee for Hand Heart Pocket Community Fund

A special thanks to Micah Projects' major donors:

- Flannery Foundation
- Metamorphic Foundation
- Morgans Foundation Ltd
- Queen's Wharf Workforce
- Built Holdings Pty Ltd
- Suncorp
- Mirvac
- Mater
- Individual bequests

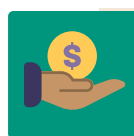


Thank You, Built

Our sincere thanks to the team at Built for their ongoing and generous support of Micah Projects in helping to furnish and repair homes. Providing homes, not just houses, has a huge impact on people's lives and helps to break the cycle of homelessness.



Employees coordinated and stored donations of brand-new beds and furniture for people supported by Micah Projects, before delivering and constructing the flatpack furniture in homes.



1,750+ individuals or organisations
contributed more than \$500 in 2022–23

While each contribution is unique, heartfelt and greatly appreciated, we would also like to extend a particular thanks to the organisations listed below, which have donated more than \$1000 in funds or in-kind contributions.

- All Hallows School
- Animal Rescue Cooperative (ARC) Queensland
- ARIA Property Group
- Aspley Caring Through Service
- Australian Manufacturing Workers' Union
- Aviation High School
- Baby Give Back
- Bakologist New Farm
- BDO Group Holdings (Qld) Pty Ltd
- Boomerang Bags
- Brisbane Boys' College
- Brisbane Broncos
- Brisbane Christadelphian Church
- Built Holdings Pty Ltd
- Carmichael College
- CFMEU
- Coles West End
- Containers for Change
- Crommelin Family Foundation
- Department of Education
- Douglas Family Foundation
- Eat Up
- Edwards Foundation
- Electrical Trades Union
- Ellen Whitty Trust Ltd
- Emporium Hotel South Bank
- Everhard Industries Foundation
- Eziway Salary Packaging
- Gardiner Family Foundation
- Good360
- Great Southern Bank
- Grill'd South Brisbane
- Hillsong City Care
- Holy Trinity Anglican Church
- Ingrained Foundation
- Iress
- Junction Park State School
- Kenmore Uniting Church
- Kennards Storage Stafford
- Langri Tangpa Centre Camp Hill
- Lifestyle Cycling
- Lourdes Hill College
- Mel Cowan Consulting
- Mirvac
- Morgans Financial Limited
- Morgans Foundation Ltd
- Mt St Michael's
- Mudgeeraba Uniting Church Opportunity Shop
- Multiplex Constructions Queensland Pty Ltd
- Northside Christian College
- Only Aussie Made Pty Ltd
- Padua College
- Parched Brewing
- Paul Ramsay Foundation
- PIP Theatre Ltd
- Plumbers Union Queensland
- Princess Alexandra Hospital– Social Work Department
- Public Trustee of Queensland
- Quota Club of Brisbane Inc
- Rio Tinto
- RizeUp
- Rock Community Care Inc
- Roudenko Cricket Academy
- Sci-Fleet Motors
- SCOPE Club of Wynnum Inc
- SCT Logistics
- Share the Dignity
- Sisters of Mercy Brisbane
- Southern Suburbs RLFC
- Souths League Club
- Southside Uniting Church
- St Mary MacKillop Primary School
- St Mary's Community Limited
- St Paul's Anglican Church
- St Peter Claver College
- StreetSmart
- Suncorp
- Suncorp Brighter Futures
- The Everhard Industries Foundation
- The John Barnes Foundation
- Thread Together
- Timber Queensland
- Tiny Legends Childcare
- Transport & Allied Insurance Services
- Ventia
- Vivcourt
- West End State School
- Woolworths Customer Fulfilment Centre- Rochedale
- Woolworths West End
- Zonta Club of Brisbane North
- Zouki Queensland



The Built team raised donations for our Community Pantry and on behalf of their clients, gave 100 x \$50 Coles and Myer Christmas gift cards to assist those in the community most in need.



Built coordinated and covered the expenses of more 15 trades and construction industry professionals providing much needed repairs and maintenance at our Wellspring Children and Families Hub in Hawthorne.

We're also grateful to the Built team for their generous contribution to our Christmas Hamper appeal and for hosting a fundraiser for our Domestic and Family Violence services.

Statement of profit or loss and other comprehensive income for the year ended 30 June 2023

	2023	2022
	\$	\$
REVENUE	36,212,958	30,155,266
Other income	893,775	540,384
	37,106,733	30,695,650
EXPENSES		
Employment expenses	(24,082,734)	(20,059,458)
Property and energy expenses	(1,098,609)	(859,091)
Administration expenses	(2,010,389)	(1,693,686)
Legal, Professional and Consulting fees	(902,325)	(650,916)
Subcontracting costs	(1,884,682)	(1,782,250)
Computer and IT	(856,170)	(649,464)
Motor vehicle expenses	(544,680)	(268,649)
Client related expenses	(2,389,450)	(1,531,105)
Interest expenses	(261,729)	(295,543)
Depreciation and amortisation expenses	(2,041,983)	(2,072,208)
Other expenses	(832,696)	(500,355)
Profit/(loss) before income tax expense	201,286	332,925
Income tax expense	-	-
Surplus/(deficit) for the year	201,286	332,925
Other comprehensive income	-	-
TOTAL COMPREHENSIVE SURPLUS/(DEFICIT) FOR THE YEAR	201,286	332,925

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 including notes for the 2022/2023 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 2023

	2023	2022
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	5,106,092	8,249,363
Trade and other receivables	774,595	152,356
Other current assets	429,432	310,604
TOTAL CURRENT ASSETS	6,310,119	8,712,323
NON-CURRENT ASSETS		
Security deposits and bonds	1,082,622	556,285
Equity accounted investment	-	-
Property, plant and equipment	2,489,412	1,013,536
Right of Use Assets	5,970,698	6,414,434
TOTAL NON-CURRENT ASSETS	9,542,732	7,984,255
TOTAL ASSETS	15,852,851	16,696,578
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	2,464,705	1,919,875
Lease liability	1,275,975	1,696,865
Provisions	1,725,664	1,674,990
Deferred revenue	1,857,600	2,782,680
Unsecured loan	86,608	100,000
TOTAL CURRENT LIABILITIES	7,410,522	8,174,410
NON-CURRENT LIABILITIES		
Lease liability	5,241,384	5,241,384
Provisions	157,661	362,431
Unsecured loan	-	76,385
TOTAL NON-CURRENT LIABILITIES	5,399,045	5,680,200
TOTAL LIABILITIES	12,809,597	13,854,610
NET ASSETS	3,043,254	2,841,968
EQUITY		
Retained surplus	3,043,254	2,841,968
TOTAL EQUITY	3,043,254	2,841,968





“ Working at Micah Projects is incredibly fulfilling, as you can see the real impact you're making in the community every day. It's a place where your dedication and passion translates into genuine, transformative change for those we support.

– Micah Projects Team Member

Quality Statement

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 that receive 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 2022-23, Micah Projects successfully achieved certification against the Human Service Quality Standards (HSQS).
- Micah Projects has also been preparing for re-certification against the ISO 9001:2015 Quality Management System Standards.
- Our partnership clinic at the Inclusive Health and Wellness Hub has been preparing for accreditation against the Royal Australian College of General Practitioners (RACGP) with the support of Micah Projects.

These certifications and accreditations demonstrate 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



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
cymyw@micahprojects.org.au
micahprojects.org.au

Wellspring Hawthorne

Children and Families' Hub

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

Domestic and Family Violence

Safe, Equal and Respected

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.fin@micahprojects.org.au | finseq.org.au

Supportive Housing

At home, safe and supported

Phone (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

Phone (07) 3029 7000
families@micahprojects.org.au

Home for Good Hub 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

Working, learning and connected

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

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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