



**63,258**  
phone calls  
answered

**11,081**

people had contact  
with Micah Projects.

# Impact Report

2020–2021



**401**

people were supported  
into emergency  
accommodation  
during COVID-19  
lockdowns.



Our biggest strength is communication  
and structure—working together to end  
homelessness.

– Support and Advocacy Worker, Home for Good

MICAH PROJECTS



Breaking Social Isolation  
Building Community



## Vision

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

## Mission

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

## Principle Funders

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

Funded by



Australian Government

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Cover photography:  
Katie Bennett

## The Board

Mark Thomson, Ria Wong, Jenny Ryan,  
Debra Jackson (Chair), Cherie van Wensveen,  
Damien Atkinson QC, Jemma Venables (not pictured).

Photography: Katie Bennett



# Reports

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Debra Jackson, Chair



## Chair's Report

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The past year has again been a challenging one for Micah Projects, with our teams demonstrating their strength and resilience when responding to—and remaining nimble as they worked through—the changing landscape created by COVID-19.

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**During these last twelve months, Micah Projects has responded to** lockdowns and COVID-19 restrictions using a coordinated approach which has seen our housing support workers, nurses, and social enterprise teams working together to support people staying in emergency accommodation or those who have been recently housed.

We are very thankful to the Mater Hospital for working collaboratively with our staff to provide COVID-19 vaccinations to our participants, with other community organisations, and the Department of Housing to ensure that they were able to undertake housing assessments prior to leaving emergency accommodation.

The pandemic has enabled us to test one of our key strategic priorities, and be successful in breaking down silos; particularly relating to people accessing emergency housing and being able to receive healthcare from our nurses.

Micah Projects' integrated healthcare project—'Homefront'—was evaluated by Griffith University and demonstrated great health outcomes for participants, in addition to considerable cost savings for the hospital system. Very positively, the results of this evaluation have led to a 3-year contract with Queensland Health to continue the program.

During this time, we have also welcomed a new partnership with St Vincent's Health Australia to pilot a dedicated domestic violence nurse. This service will provide an integrated response to women injured by domestic and family violence, enable professional education to be provided to St Vincent's Private Hospital staff, whilst working closely with Brisbane Domestic Violence Service (BDVS).

On reflection in my first year as Chair of the Micah Projects Board, this has been a demanding year due to the effects of the pandemic, yet so much has been achieved by the Micah Projects' team at every level. My deepest thanks go to our CEO and the team for their commitment and tenacity in difficult circumstances, and setting Micah Projects up for a positive year to come.

Damien Atkinson QC



## Finance, Risk and Audit

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\*The past year saw Micah Projects carry on the work commenced earlier in 2020 in responding to emerging needs precipitated by the pandemic. In a dynamic environment, our teams have responded with speed, ingenuity and flexibility.

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See Financial  
Report  
pp. 32-33

**The Finance, Audit and Risk Management (“FARM”) Committee, and the entire Board, is enormously proud of the way support has been provided by our staff, often whilst they were juggling challenges of their own like lockdowns or home schooling. We are also enormously proud that, quite apart from addressing Covid-induced crises, our staff have continued to deliver Micah Projects’ core services and, indeed, in some cases, they have managed to expand those important programs.**

Through funding from the Department of Communities, Housing and Digital Economy, we have been able to establish a new team within the Street to Home service, reaching out to people in their tenancies. With the dramatic increase in people being housed, that service has been essential to ensure stability. We are funded to January 2022, but we will carefully detail outcomes to the Department with a view to securing ongoing funding so long as the need continues.

Micah Projects accessed its integrated services, including our operations in health and in hospitality, to provide additional support for people. This has been assisted by our collaboration with the Tzu Chi Foundation at the Integrated Health Clinic, and by funding for the Cafes through the Commonwealth’s Job-keeper scheme.

The acquisition of the childcare centre at 28 Malcolm St Hawthorne proceeded as planned and this property is now owned by Micah Projects. We express our deep gratitude to Hand, Heart and Pocket (HHP) for the generous donation and interest free loan they provided to make this acquisition possible. In 2020-21 we were able to repay one quarter of the loan and will do the same for the next three years. We can reassure HHP and also our members that the premises are being used thoughtfully and very warmly to provide occasional childcare services and a community hub to a wide range of people. We were delighted to receive a grant from the Department of Justice and Attorney General which will assist in seeing that

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\*editorial  
correction

the premises continues as a vibrant, happy place for young children and their families.

Our full year financial position was very healthy and that has been confirmed after careful work, by BDO, our external financial auditors. Micah Projects' revenue for the year was \$29.9m (compared to \$25.7m on 2019-20) and that increase is primarily caused by grants for new or expanded projects. FARM also notes that Micah Projects received generous donations that exceeded the levels of previous years. They included funds from the Flannery Foundation to support the Inclusive Health and Wellness Hub, monies from the Douglas Family to support families in need and, of course, the HHP donation.

Our staff are our greatest resource and continue, with good reason, to be our highest expenditure item, accounting for a total of \$19.4m in expenses for 2020-21.

At year end, some donations remained unspent and we had received funding for a number of grants in advance, resulting in a surplus for the year of \$898,167. A plan is in place to enable the donation surplus to be used to support our participants in 2021-22.

As a result of all of this, I am pleased to say that our net asset position has increased to \$2.5m, with a current ratio of 1.02. The Board is comfortable that Micah Projects is in a sound financial position.

The year ahead looks exciting. A significant donation has been received from the Ellen Whitty Trust and it is being deployed to run a 3-year project in partnership with YFS.

The Brisbane and Logan Homelessness Zero project will focus on advocacy for housing and using information to support systemic change. Also in 2021-22, we will continue our program with Brisbane City Council to support mobile nursing care. As that program comes to an end, we plan to undertake an in-depth evaluation of its outcomes to inform future investment decisions of the Council and any other funders.

On behalf of the Board, I would like to acknowledge the work of the Organisational Coordination Team and in particular the Finance, IT and Payroll Teams – Bronwyn, Raj, Rebecca, Gita, Trish, Luke, Sam, Jamie, Jay, Miseon and Kashmir. The FARM committee is especially grateful for the way the staff have delivered information in an accessible and digestible form which has enabled us to perform our own role effectively.

Membership of the FARM committee has been a delight. That is because the Committee gets to drill down into Micah projects as diverse as the community gardens, the Hope Street cafés and the outreach vaccination programs. But for my part it is also because I am carried along by the excellence, the good humour and the wonderful work ethic of the other Committee members, Cherie vanWensveen, Ria Wong and Debora Jackson.

Damien Atkinson OAM QC  
Chair, FARM Committee

Karyn Walsh, CEO



## CEO's Report

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As our community continues to manage the health and economic impacts of COVID-19, here at Micah Projects we have also been working to manage the ongoing social impacts on individuals and families from all walks of life.

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**The constant for us is the ongoing presence of inequality** whether that be through income, access to health services, access to affordable housing, or access to community services.

We have seen that the increase in social isolation during the pandemic has led to an increase in domestic and family violence and greater rates of anxiety and depression. For many people who we work with, the ongoing trauma arising from everyday experiences—as individuals and as recipients of services existing in complex and hard to navigate systems—adds to the burden on them and their families.

There is an urgency to begin to reset our social and economic policies so that we do not continue to see inequality grow and result in increased homelessness, avoidable deaths, separation of children from parents, increased incarceration, disconnection from culture and community, unemployment and poor physical and mental health for so many in our community.

In our day to day work we continue to partner and collaborate with people with lived experience, other NGOs and government wherever we can to reduce the burden of exclusion, poverty and trauma. We have been working hard to try and break the silos down between homelessness, housing healthcare and community connection with culture, neighbours, friends, and family.

We continue to dream of a world where early intervention services will exist to meet the needs of children and families before needing any contact with the child protection system and where families are supported to stay together before having to rely on the out of home care system.

While our occasional childcare centre in Hawthorne ceased operation for a period of time, it is now ready to reopen and provide much-appreciated early education care and activities whilst women access the services and opportunities they need to address housing crisis, domestic violence, child protection or access to education and employment.



“We have been working hard to try and break the silos down between homelessness, housing healthcare and community connection with culture, neighbours, friends, and family.”

While we continue to learn new ways of engagement, COVID-19 has not mitigated the impact of the disruption and the isolation people feel. We were talking about a housing crisis prior to COVID-19. Here we are again with so much change in our crisis response, people facing levels of competition on price for rentals, leases being ceased due to high rates of sales, and a scarcity of supply of affordable and social housing to meet the needs of the most vulnerable individuals and families.

During the year there were three lockdowns, each of which resulted in increased demand for the collaborative efforts of our teams and the Department of Communities, Housing and Digital Economy and other community organisations. Together we were able to support people to access emergency housing, food provided by our social enterprise cafés, and healthcare provided by our nurses. These efforts reinforced our goal to achieve greater integration between homelessness, housing, healthcare and social enterprise.

Everything that we achieve and learn is through the dedication and commitment of our staff and leadership team. This year we have introduced cluster leads to provide greater oversight in our service delivery areas.

In our Organisational Update you will see an acknowledgment of staff who have contributed significantly to Micah Projects and have now retired, relocated to be close to family, or taken up the challenge of a new role in other sectors. We are gradually welcoming new people into roles that have been repositioned in line with current organisational planning.

I thank all of our support and advocacy workers for their dedication to providing a safe and trusting relationship with people as they passionately negotiate and advocate, navigating the multiple systems impacting on the outcomes in people's lives.

I thank the leadership team for their commitment and responsiveness during COVID-19 to ensure services are maintained as best as we can, and to the cluster leads for the management and leadership provided within Micah Projects. Thank you, also, to our organisational services lead, Bridget, for leading the development and implementation of our pandemic plan during a period of significant change management within the community.

Finally I thank the Directors of Micah Projects Board for the support and skill that you provide in enabling us every day to undertake our work in bringing to reality the vision and mission of Micah Projects.



Photography: Kate Bennett



## Participants in 2020–2021



**62.4% female**  
**35.7% male**  
**0.2% other\***



**85%** 18 and over



**20%** First Nation's People



**12%** Culturally and Linguistically Diverse

\* "Other" options include: sistergirl, brotherboy, transgender, gender diverse, non-binary, questioning/unsure, preferred not to say, prefer to self-describe.



Photography: Katie Bennett



“Our biggest strength is communication and structure—working together to end homelessness.”

– Shannon, Support and Advocacy Worker, Home for Good

# Our collective impact

2020–2021

			
	<b>1,488</b>	received crisis support	931 557
	<b>550</b>	placed into emergency accommodation	266 284
	<b>402</b>	supported into permanent housing	233 169

 =  +   
**Households = Individuals + Families**

**781 instances of information and referral provided**

  
**Homeless to Home**

 **106**  **35**  
 were supported to sustain their tenancy (March–July 2021)



Photography: Katie Bennett

**Home for Good Homelessness Services**

	<b>1,048</b>	rough sleepers supported
	<b>325</b>	individuals received planned support and advocacy
	<b>278</b>	individuals and families supported into emergency accommodation
	<b>180</b>	individuals accessed permanent housing

  
**Street to Home**  
 Assertive Outreach

**28,012 occasions of support provided over 2,913 hours from after-hours teams**

# People are at home and supported

- **Home for Good programs** funded by Department of Housing Communities and Digital Economy
- **After-hours and daytime nursing** funded by Brisbane North PHN and Brisbane South PHN
- **Housing Pathways Program** funded by Brisbane City Council

**NDIS Community Connector Program** (NCCP) funded by Mental Health Australia

## NDIS Community Connector Program

Micah Projects was funded to employ NDIS connectors for people experiencing homelessness.

 **89**

people presented with mental health, cognitive, intellectual or physical disabilities.

 **31** also applied for an NDIS plan through the **NCCP**.

 **19** NDIS plans were approved.

Micah Projects continues to be committed to ending homelessness in Brisbane, especially rough sleeping.

There simply is not enough affordable housing designed to meet the needs of the most vulnerable and lowest income with services and healthcare they need. The investment by the Queensland Government to immediately build more housing and the \$1 billion fund to boost lending and capacity of community housing providers to build, will contribute to addressing the problem. However it will not solve the scale of the need that we are currently seeing.

Most concerning is the growing number of women and children, and families who are being faced with homelessness due to lack of affordable housing in the rental market, social housing and the experiences of domestic and family violence.

We are grateful for the community support that we continue to receive to assist us establish people in their housing when we can access it. The diversity of individuals, children, corporate and philanthropic support and government funding enable us to keep finding solutions: whether it be for newborn babies and their mothers, parents, people in palliative care with terminal illness, or the many transitional points over the lifetime of those we assist.

Despite the significant personal issues that all people who are facing homelessness encounter—violence, past and present trauma, long term poverty, mental illness, substance use, and histories with child protection, juvenile justice and adult correctional centers—low incomes and high rents are still the drivers of homelessness.

There are solutions that require government investment and priorities—that will ultimately save money in other areas of government spending whether State, Commonwealth and Local—all governments have a responsibility to our most vulnerable citizens and to all Australians as their life circumstances change to housing affordability.

  
**Family Support and Advocacy**

Photography: Katie Bennett



 **194** families with members totalling **353**, including **218** children transitioned from crisis into secure housing

 **81** families with members totalling **187** were prevented from being homeless

A partnership with Common Ground Queensland

  
**Supportive Housing**  
 Brisbane Common Ground

  
**Keeping Families Together**  
*Pilot Program*

 **115** tenants were supported

 **31** **416** participant-based events

 **72** external services provided

 →   
**53%**                      **25%**

The number of families involved with child protection halved in the first 8 months of the program.

 **20** families accessed permanent housing through headleases in partnership with Common Ground Queensland

 **95%** of families sustained their tenancy

 **31%** of families had children returned from out-of-home care



## Keeping Families Together

In 2020/21, Micah Projects partnered with Common Ground Queensland and Queensland Government Department of Communities, Housing and Digital Economy to commence a pilot of Supportive Housing: Keeping Families Together.

The program aims to house 20 families at risk of child protection intervention, by providing a housing subsidy (making housing accessible and affordable), family support and early childhood education over the course of a year.

The Douglas Family Foundation contributed \$25,000 towards the costs of an evaluation of the pilot which has now been funded for another 4 years. We will be launching the evaluation findings soon.

## Going for Gold in 2032

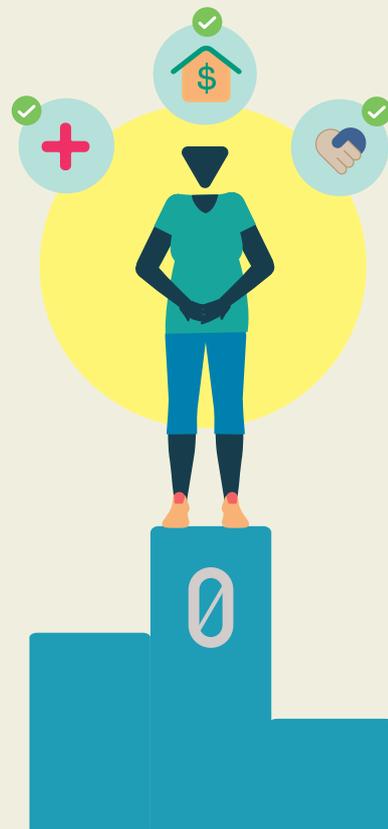
**We are calling for a 10 year plan to build our way out of homelessness whilst building infrastructure for the world to see in hosting the 2032 games.**

**During pandemic lockdowns we continue to see rough sleeping end for short periods as government funding provides emergency housing, only to see it rise again when lockdowns are over.**

The factors of homelessness are complex and individual, but the solution is simple.

More stable and affordable housing with the right mix of healthcare, personal, and community support to meet individual needs.

The Brisbane Zero project has been continuing throughout COVID-19 and we are now resetting our goals to end rough sleeping in Brisbane by 2025 and to end all homelessness by the Olympics in 2032. We want to ensure that there are no further displacements of people, whilst highlighting the benefits of living in Brisbane and our wonderful state of Queensland.



Photography: Katie Bennett

**3,252** occasions of care provided to **280** participants



**Street to Home**  
Integrated healthcare



**Inclusive Health and Wellness Hub**



**Inclusive Health Van**

funded by Brisbane City Council



**2,796** occasions of care provided to 280 participants



**41,645km** were driven by the Inclusive Health van



**3,933** GP sessions



**719** dental sessions valued at \$271,610



**86** podiatry sessions



**1,320** acupuncture sessions



**742** massage sessions



**47** reflexology sessions

## People have improved access to healthcare

No one experiences homelessness the same way or has the same personal set of circumstances.

**Homelessness exacerbates each person's or family's** individual vulnerability, which further impacts their pathway to stability and often means encountering many roadblocks.

Micah Projects has prioritised integrated support to everyone we can. We have focused on providing integrated responses across our services including embedded nurses in our Street to Home, Street to Home, Brisbane Common Ground, Homeless to Home and Homefront Integrated Care teams. We also provide an integrated response to pregnant and parenting young women with Mater Mothers in Brisbane and Caboolture Hospital in Caboolture.

We want to break down silos of services and provide integration specially to meet the immediate health needs of people we are engaged with.

Hospitals continue to refer to homelessness programs—keeping the inflow going and we have committed to working in partnership to improve referral pathways and, most importantly, health outcomes. During COVID-19 this approach was demonstrated when Micah Projects nurses were the only healthcare providers going into hotels during lockdowns and attending to wounds, medication, health assessments and checks. We know it saved lives with nurses resuscitating people, calling ambulances, and ensuring appropriate discharge follow-up including palliative care.



# 6,886

**appointments at the  
Inclusive Health and  
Wellness Hub.**



## Pilots and Evaluations

During the year Micah Projects undertook a pilot program funded by Queensland Health which was evaluated by Griffith University Drs Martin Downes and Annick Maujean. The Homefront Integrated Care Model is in partnership with the Metro South Princess Alexandra Hospital and provides integrated housing support and clinical healthcare to participants funded by Queensland Health.

The evaluation demonstrated greatly improved outcomes for individuals and a significant cost saving to the public health system of \$7,500 per person.

Micah Projects also evaluated the wound care provided by nurses during COVID-19 which also demonstrated direct personal benefit and cost benefit of \$1.2 million.

## Healthcare Partnerships

### Working Together to Connect Care *Royal Brisbane Women's Hospital and Footprints*



**40** individuals supported



**278** occasions of care provided

Photography: Katie Bennett



“Our biggest strength is the range of services we provide. We’re not just a homeless service, but we have family support, a domestic violence team, and nurses—there are multiple services that can support our participants.”

– **Filipo**, *Sustaining Tenancies Worker, Street to Home*

Funded by Queensland Health

**Homefront Integrated Care**  
a collaboration between Princess Alexandra Hospital and Street to Home

 **40** individuals supported

 **278** occasions of care provided

**Domestic Violence Nurse**  
St Vincent’s Private Hospital, Northside

 **40** individuals supported

 **278** occasions of care provided

“I thoroughly enjoy working for Micah Projects and the purpose it brings to my life. Our biggest strength is that the holistic needs of participants are always prioritised and everyone works together. No challenge is too big to tackle.”

– Megan, Primary Health DFV Local Link Advocate, Safer Community Culture



Funded by Great Southern Bank



**\$880,789**

of DV related debt  
waived with support from  
financial counselor



**250**

**robes were donated**  
by the community as part of our  
“Spread the Warmth”  
Mother’s Day campaign



96five radio station dropping off robes  
to the Brisbane Domestic Violence  
Service in time for Mothers’ Day.

SAFER LIVES  
SAFER COMMUNITIES

## Brisbane Domestic Violence Service

AN ACTIVITY OF  MICAH PROJECTS

Funded by Queensland Department  
of Justice and Attorney General

# Women and children are respected, equal and safe

Funded by Brisbane South  
Primary Health Network



### BDVS Primary Health Program

This program aims to increase the ability of general practitioners and clinic staff in South Brisbane to recognise, respond and refer more effectively for patients where DV may be a concern.

## 201

**GP clinics engaged,  
thanks to GP funding  
from Primary Health  
Network (PHN).**

We want to support women to understand that it should not be the norm to be controlled, dominated or assaulted and to lack freedom and choices just because they have an intimate relationship with another person and, in most cases, men.

**We work to support both single women and women and children** experiencing harassment, bullying, discrimination and physical and sexual violence, in their personal intimate relationships, families, workplaces and community guides our vision to see a society where women are respected, safe and equal.

Brisbane Domestic Violence Service (BDVS) continues to lead and collaborate in bringing together agencies, each with our specific roles and responsibilities, to ensure we are working together enabling women and children to be safer and monitoring the accountability of men or others when using violence. Our staff work in four teams each with different roles and responsibilities. All have the same vision – to create change that will last over time so that women can be both safe and have their basic needs met, including housing, income, healthcare, children's access to education and early childhood programs, and childcare.



**133** women accessed financial counselling

**12** community engagement events held

**32** DV sector professional development sessions held

**40** women supported to make personal submissions to the Queensland Women's Safety and Justice Taskforce



**308** men engaged with Men's Programs

**53** women engaged with Women's Advocate

**177** women engaged with the High Risk Team

**463** women engaged through the Holland Park Magistrates Court

**298** women engaged through the Richlands Magistrates Court

**367** men engaged through the Sandgate Magistrates Court

Safer  
Community  
Culture

Photography: Katie Bennett

Safe and  
Accountable  
Justice  
Systems



### Safer Options and Support

**1,750** women supported by Domestic and Family Violence Specialist Advocates

**244** women engaged with the Vulnerable Persons Units: Queensland Police Service Brisbane South and Brisbane North

**3,127** police referrals received

### Safer Lives Mobile Service



**2,358** occasions of crisis support and safety planning

**427** women received ongoing case management

**227** co-responses with Queensland Police Service

### Safer Families



**373** individuals with 221 children and youth were supported by safer families

**72** men engaged in the reNew male youth program

**2** men engaged in the reNew male program

**91** women engaged in the reNew women's program

Photography: Katie Bennett

### Young Mothers Partnership Program



**274** women received antenatal care



### Brisbane Young Mothers for Young Women



**115** families were supported including **134** children



**205** service and clinics visits facilitated.

#### Attendances

- 262** child health
- 200** clinical psychologist
- 4** Women's Legal Service
- 82** GP

### Caboolture Young Mothers for Young Women



**74** families were supported, including **76** children



**44** families had **205** crisis and long-term goals achieved



**21** young women were supported by a midwife as a part of the partnership program with Caboolture Hospital

Funded by Department of Children,  
Youth Justice and Multicultural Affairs

## Families are safe and well, together

Micah Projects has advocated for over 20 years for more investment and design of early intervention service to support families before they are reported or face crisis requiring child protection intervention.



**instances where parents** demonstrated leadership that influenced strategic and systemic change in the child protection and family support system.

**Young Mothers for Young Women in Brisbane and Caboolture** continue to provide young pregnant and parenting women, their partners, and children with access to a range of services through our Wellspring Hubs. Both have strong partnerships with maternity healthcare through Mater Mothers in Brisbane and the Metro North Hospital and Health Service, Caboolture.

The Mater Mothers community based antenatal clinics were able to operate throughout COVID-19 as they were based in the community. They were able to continue to provide ongoing care and support to many young women during their final stages of pregnancy as they prepared for birthing.

The Wellspring Children and Families Hub was purchased through the generous donation of Hand Heart Pocket. Whilst Early Childhood programs had to cease for 6 months, we reopened in October 2021.



### Lotus Place

South East Queensland,  
Central Queensland,  
North Queensland



**845** individuals engaged



**1,127** individuals attended events



**37** events held



**745** individuals supported through Find & Connect

Funded by Queensland and Australian Governments



Lotus Support Services funded by the Australian Government



### Lotus Support Services



**2,499** instances of support for 137 participants



**93** redress applications lodged



**503** individuals engaged with redress



**137** individuals engaged with the Disability Royal Commission



**122** people engaged with counselling services accessed a total of **865** formal sessions

Micah Projects makes a substantial impact on the community as we are able to support people who would otherwise slip through the system.

– **Rebecca**, *Clinical Nurse, Homefront*



## People are supported in their healing; resilience is affirmed, and they have improved access to justice

**People who experienced child abuse in institutional settings** continue to demonstrate courage and determination despite COVID-19 as we continue to support people identify the pathway that best suits their needs for justice seeking. One of the significant activities of the year has been a visual arts project called Reconciling Histories which involved participants across regional and South East Queensland.

The project aimed to build skills, inspire imagination, and support the creative expression of non-indigenous and indigenous adults who, as children experienced child abuse in an institutional setting. The project involved participants across regional and South East Queensland.

Reconciling Histories is funded by the Queensland Government through Arts Queensland, the Truth Healing and Reconciliation Grants Program, Department of Children, Youth Justice and Multi-cultural Affairs, and the Australian Government's Regional Arts Fund.

**The Hive...**

- in partnership with Communityfy
- funded by Department of Communities, Housing and Digital Economy



**12** social connection activities were held resulting in **772** instances of engagement with **81** individuals



**53** people supported (in-home) across **42,377** occasions of support

**The Hive**



- **Skilling Queenslanders for Work** funded by Department of Employment, Small Business and Training
- **Storeroom shelving** funded by Gambling Community Benefit Fund
- **Catering van** funded by Morgans
- **Ready-made meal production** funded by Streetsmart



**Hope Street Social Enterprise**



**8** trainees enrolled in the Skilling Queenslanders for Work program



**6** traineeships successfully completed



**4** trainees achieved an employment outcome



**\$6,330** of "Pay it Forward" coffees and toasties donated

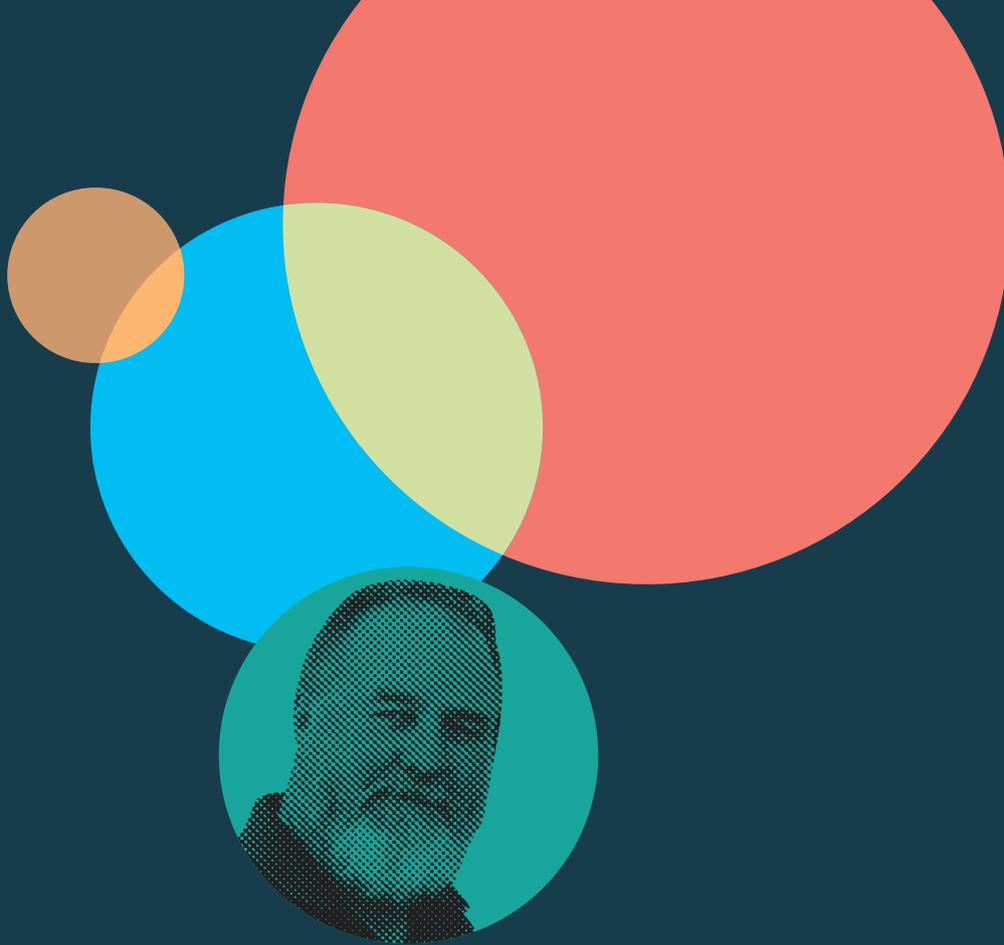


Jane Street Community Garden funded by  
Brisbane City Council and Aria Property Group

## People have access to work, learning, and meaningful activity — a social enterprise approach

**The Hope Street Cafés have continued to be a** coordinating point for breaking down social isolation and building community connection through art and community meals. The cafés provide and create opportunities to enable trainees to learn skills and to gain direct work experience whilst we also meet our goals for social inclusion through the business of the café.

The cafés work in collaboration with our Community Connection funded program which provides in-home support (including ensuring people are linked in for home delivery meals) and social activities to support people who have been homeless sustain their tenancy when they are housed. The cafés also enabled us to be responsive during COVID-19 lockdowns and it is great to have the ability to bring to people an integrated response with access to housing, healthcare, food and social connection through our outreach responses.



Working at Micah Projects means ... meeting people with incredible stories and strength and resilience and sharing incredibly intimate parts of their lives with them—like when their children come back to live with them or they manage to leave a violent partner and reengage with their own innate power and strengths.

– **Matt**, *Family Support and Advocacy Worker*



Photography: Katie Bennett

# Organisational Update

## Our People

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Micah Projects has spent the last year focusing on our organisational response to the COVID-19 pandemic, which resulted in a huge shift to the way our teams and programs provided support to participants.

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This required the need for specific COVID-19 responses for many of our programs and we welcomed 104 new employees to Micah Projects – an increase from previous years – and as at 30 June 2021 we had 249 employees.

Micah Projects prides itself on being a diverse workforce, which assists in supporting a diverse community. We believe Aboriginal and Torres Strait Islander Peoples and those from Culturally and Linguistically Diverse backgrounds bring specific talents, skills and experiences that greatly benefit the organisation.

Micah Projects continues to believe that the better we support our employees, the better services they will provide to participants. At the end of 2020 we distributed the Voice Project survey for its third iteration to the whole organisation and received favourable feedback around how we responded to COVID-19 as an organisation.

**83%** We are given all necessary safety information and safety equipment to manage the risk of COVID-19

**94%** My team has been able to work together effectively during the disruption caused by COVID-19

**87%** I am coping well with the disruption caused by COVID-19

With the implementation of social distancing because of the pandemic, Micah Projects engaged with organisations for training and professional development in a different way, becoming very comfortable with attending and facilitating virtual training when required. This, alongside with engaging in face-to-face training where possible, allowed us to continue to provide learning and growth for our employees.

This year we benefited from the placement of 35 skilled students within our programs, with 15 of whom we subsequently employed at Micah Projects.

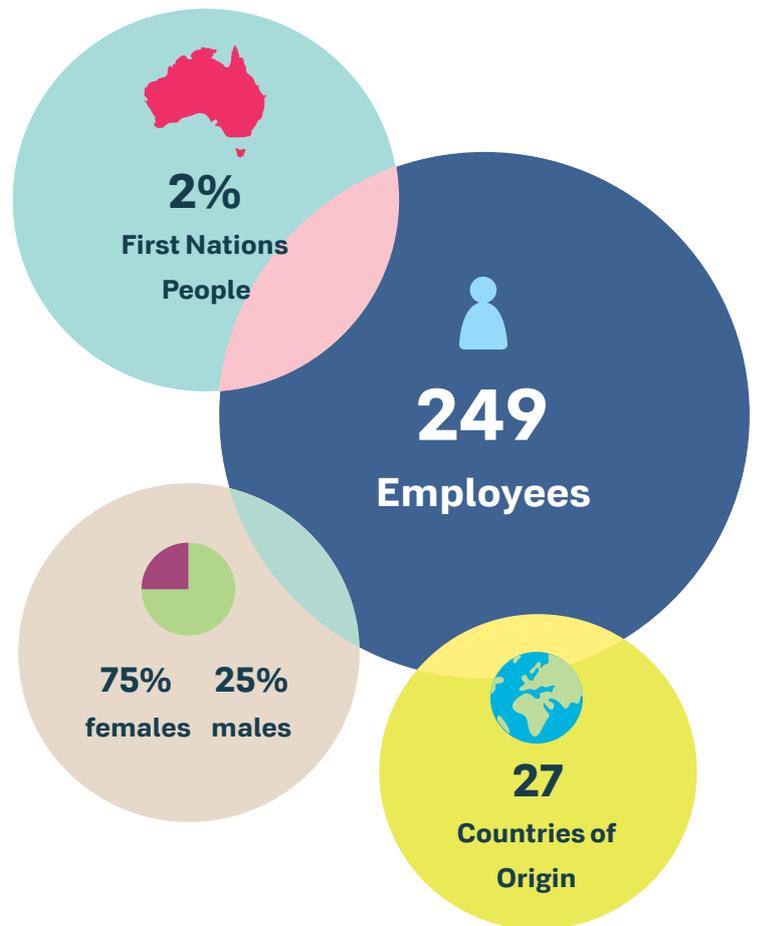


Having a group like Micah Projects be able to support and bring together women and their babies and their partners is amazing.

The focus on being able to support families to get a home is at the centre.

I've been both supported by Micah and now work for Micah, I know the impact Micah has had on my family and my community first hand.

– **Molli**, Peer Worker, Caboolture  
Young Mothers for Young Women



## Farewells

**Over the last 12 months we've said goodbye to a number of long-time serving** staff who have retired, relocated to be closer to family, or have taken up new challenges in other sectors. We'd like to thank the below staff for the valuable contributions they've all individually made to Micah Projects.

- » 14.5 years – Jo Bennett
- » 14 years – Jenny Wyeth
- » 10.5 years – Robyn McDonald
- » 10 years – Raj Gohain
- » 10 years – Margaret Yuille
- » 8 years – Tanya Vanderiet
- » 7 years – Tracey Stride
- » 6 years – Susie Edwards
- » 6 years – Maria O'Connor
- » 5.5 years – Margie Gamble

Local business owner, Fiona  
packing baskets for women  
experiencing Domestic Violence



## Funders and Supporters

**Partnerships and collaborations are indispensable to meeting the** complex challenges faced by Micah Projects. 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 and programs.

### Queensland Government:

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

### Australian Government

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

### Brisbane City Council

### Philanthropy/Private Organisations:

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

### Special thanks to:

- » Everhard Industries Foundation
- » Flannery Foundation — Inclusive Health
- » Hand Heart Pocket — The Charity of Freemasons Queensland
- » Morgans Foundation
- » Rio Tinto
- » The John Barnes Foundation — Caboolture Young Mothers for Young Women
- » The Metamorphic Foundation
- » Vanderbuilt Private Equity



**\$96,101.15**  
of your donations

Volunteers David and Kerry at Hope on Boundary

**...enabled 164 households including 574 children** to either receive emergency accommodation or support to establish a home.

On behalf of our Board, staff and the people we support, we would like to thank all the supporters, donors and volunteers who make social justice possible through donating funds, goods, services and time.

**Together we are nurturing equality in Brisbane.**

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#### Charity Partner



#### **Suncorp**

Brighter Futures enabled 15 households including 27 children to receive support in establishing a home.

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#### Supporting ending homelessness in Brisbane



#### **Mirvac**

80 Ann St Project



#### **Multiplex**

Queens Wharf  
Brisbane Workforce

## Statement of profit or loss and other comprehensive income for the year ended 30 June 2021

	<b>2021</b>	<b>2020</b>
	<b>\$</b>	<b>\$</b>
<b>REVENUE</b>	29,243,758	25,020,786
Other income	706,753	681,892
	<hr/> 29,950,511	<hr/> 25,702,678
<b>EXPENSES</b>		
Employment expenses	(19,467,003)	(16,615,166)
Property and energy expenses	(781,824)	(713,534)
Administration expenses	(3,255,244)	(2,593,078)
Motor vehicle expenses	(347,376)	(306,762)
Client related expenses	(2,323,009)	(3,044,683)
Interest expense	(295,884)	(304,098)
Depreciation and amortisation expenses	(2,189,113)	(1,999,929)
Share in profit or loss in equity accounted investment	(26,060)	(152,810)
Other expenses	(366,831)	(276,337)
	<hr/> 898,167	<hr/> (303,719)
Profit/(loss) before income tax expense	898,167	(303,719)
Income tax expense	-	-
	<hr/> 898,167	<hr/> (303,719)
Surplus/(deficit) for the year	898,167	(303,719)
Other comprehensive income	-	-
	<hr/>	<hr/>
<b>TOTAL COMPREHENSIVE INCOME/(DEFICIT) FOR THE YEAR</b>	<b>898,167</b>	<b>(303,719)</b>

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

If you would like to view the full financial statements for the 2020/2021 financial year, please contact Micah Projects or visit the Australian Charities and Not-for-profits Commission (ACNC) website ([www.acnc.gov.au/charity](http://www.acnc.gov.au/charity)) and search for Micah Projects Ltd.

## Statement of financial position as at 30 June 2021

	2021	2020
	\$	\$
<b>ASSETS</b>		
<b><u>CURRENT ASSETS</u></b>		
Cash and cash equivalents	6,350,837	4,026,375
Trade and other receivables	380,409	1,325,502
Other current assets	247,240	467,798
<b>TOTAL CURRENT ASSETS</b>	<b>6,978,486</b>	<b>5,819,675</b>
<b><u>NON-CURRENT ASSETS</u></b>		
Security deposits and bonds	537,412	528,842
Equity accounted investment	-	26,060
Property, plant and equipment	1,136,140	383,619
Right of Use Assets	6,111,652	7,245,427
<b>TOTAL NON-CURRENT ASSETS</b>	<b>7,785,204</b>	<b>8,183,948</b>
<b>TOTAL ASSETS</b>	<b>14,763,690</b>	<b>14,003,623</b>
<b>LIABILITIES</b>		
<b><u>CURRENT LIABILITIES</u></b>		
Trade and other payables	1,707,750	1,860,247
Lease Liability	1,639,922	1,562,650
Provisions	1,733,444	1,614,536
Deferred revenue	1,658,594	1,051,887
Unsecured Loan	100,000	-
<b>TOTAL CURRENT LIABILITIES</b>	<b>6,839,710</b>	<b>6,089,320</b>
<b><u>NON-CURRENT LIABILITIES</u></b>		
Lease Liability	4,883,059	5,931,708
Provisions	362,430	371,719
Unsecured Loan	169,448	-
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>5,414,937</b>	<b>6,303,427</b>
<b>TOTAL LIABILITIES</b>	<b>12,254,647</b>	<b>12,392,747</b>
<b>NET ASSETS</b>	<b>2,509,043</b>	<b>1,610,876</b>
<b>EQUITY</b>		
Retained surplus	2,509,043	1,610,876
<b>TOTAL EQUITY</b>	<b>2,509,043</b>	<b>1,610,876</b>

## Quality Statement

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

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

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



### **Micah Projects**

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

ABN 76 409 721 192 | ACN 620 134 787



### **Wellspring Coorparoo**

Young Mothers for Young Women (YMYW)

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

### **Wellspring Caboolture**

Caboolture Young Mothers for Young Women

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

### **Wellspring Hawthorne**

Children and Families' Hub

Phone (07) 3902 1070  
ymyw@micahprojects.org.au | micahprojects.org.au

### **Brisbane Domestic Violence Service**

A Brisbane Region integrated response

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

### **Inclusive Health and Wellness Hub**

Overcoming health inequality

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

### **Family Inclusion Network**

Valuing children. Partnering with families.  
Embracing diversity.

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

### **Supportive Housing**

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

### **Home for Good and Street to Home**

Working with families and individuals  
experiencing homelessness

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

### **Lotus Place**

Adults who experienced childhood abuse  
in an institutional setting

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

### **Lotus Place Central Queensland**

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

### **Lotus Place North Queensland**

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

### **Lotus Support Services**

Assistance with National Redress  
Scheme Applications

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

Supporting People Engaged  
with the Disability Royal Commission

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

### **Hope Street Social Enterprise**

Hope Street Café

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

Hope on Boundary Café

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



## MICAH PROJECTS

Breaking Social Isolation  
Building Community

### MICAH PROJECTS

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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Funded by



Queensland  
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