

We inspire people so that they believe that they can

inCommunity

innovate. inspire. independent.

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Connect.

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Learn

ANNUAL REPORT 2021



CHAIRPERSON'S REPORT

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On behalf of the Board of InCommunity Inc welcome to the Annual Report for 2021.



Lynn Mount
Chairperson

Highlighted below are some key elements contained in the body of work the Board of InCommunity Inc has been focusing on this year:

- Review of the Strategic Plan
- Organisation Chart
- Governance, Policy & Procedures
- Tenancy Skills Institute future growth
- Board Charter
- Revision of Constitution

As part of our Strategic review there was agreement to move forward with a Consolidate, Activate, Instigate philosophy till 30/6/2022. During our planning sessions three business streams were recognised under the inCommunity Inc banner.

- inCommunity Connect,
- Tenancy Skills Institute &
- Corporate services & Governance.

A regime of reporting across these services is completed at each Board meeting and was established to keep the group aligned to our strategic goals.

I commend the CEO, Leadership Group, my fellow Board members & the entire team at InCommunity Inc for their combined efforts in maintaining substantial contract outputs, supporting local and state communities & keeping a stable financial position all while working through the continuing impacts of COVID restrictions.

Now restrictions are easing future growth for 2022 will once again see a focus on a National roll out for Tenancy Skills Institute lead by our CEO Paul Tommasini.

At this point it would be remiss of me not to mention Nerissa Wade and the great work she delivered while in the Acting CEO role. A big thank you to Nerissa, Mark Davidson and their support teams who stepped up during the time our CEO was on a well-deserved Long Service Leave break.

In conclusion I would like to welcome new Board members and say thank you to those departing. Michael Stokes will be completing his term and will be missed for his contributions and sense of humour.

I look forward to working with the entire InCommunity Inc team in 2022.

Lynn Mount
Chairperson

Acknowledgements

inCommunity acknowledges Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and Custodians of the Country on which we walk, work and live. We recognise their connection to land, sea and community. We pay our respects to them, their cultures and to their Elders, past, present and emerging.

inCommunity also acknowledges the support of the Queensland Government, Department of Communities, Housing and Digital Economy, through the SHS and Skillsets for Successful Tenancies - Dollars and Sense programs.



Department of Communities,
Housing and Digital Economy

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MESSAGE FROM THE CEO

It hasn't been an easy year, but every day our team get up, show up and inspire people to believe that they can!



Paul Tommasini
Chief Executive Officer

It is a pleasure to present the CEO report for the 2020-2021 financial year, and what a year it has been. I think most people would agree when I say that this isn't the future we imagined a couple of years ago. The COVID-19 pandemic has lasted a lot longer than we expected and the impact on the property market has presented unique challenges as well as a significant increase in people accessing our services who have never accessed support services in the past.

I commend the entire team for the constant energy, tenacity and commitment to our WHY. It hasn't been an easy year, but every day our team get up, show up and inspire people to believe that they can! For many of the people accessing our programs, this is the inspiration they need to be able to change their lives and achieve their goals.

Demand for our services has increased significantly, with the total number of people receiving a service across all programs totalling almost 3800! The inCommunity Connect team has seen the biggest increase, this year providing a service to 1691 people – up approx. 650% compared to two years ago, and prior to the start of the COVID-19 pandemic.

As you read through this annual report you will see many examples of the amazing work of our team, and the impact of our programs. These are just some of the stories. Every day, people are changing their lives with the support of the inCommunity team.

Our inCommunity Connect team has continued to support an increasing number of people through our

Specialist Homelessness Services Programs, Bail Support Program, and facilitation of the Ipswich & West Moreton Local Level Alliance. Our newest program 'The Club' has established itself as an essential support for older women in the Ipswich area. We have also recently developed a new program aimed at improving housing outcomes for young people exiting state care. This is set to launch in early 2022.

The Tenancy Skills Institute team has recommended delivery in classrooms and is working on the introduction of more course options including an introduction to renting course for high school students and single modules that can be used to help sustain tenancies. This year we held our first 'Long Lunch' events in Mackay. These events align with our practice tenets; developing positive & purposeful relationships, and investing in community. We brought two sectors together that have a common goal, but usually only meet during crisis, and facilitated conversations, developed relationships and a greater understanding and respect for what each sector does. We have plans to take the 'Long Lunch' concept to all regions where the Tenancy Skills Institute delivers training.

In closing, I would like to thank the Board for their support and commitment to strong governance; our staff for the life changing work they do every day; and finally, our funders, partners and supporters who add value to the work we do. I look forward to 2022, and the exciting opportunities that are ahead of us!

PAUL TOMMASINI - Chief Executive Officer

TREASURER'S REPORT

2020-21 Financial Year



Michael Stokes -Treasurer

I am pleased to present audited financial statements for the year ended 30 June 2021 for inCommunity Inc.

Total income and expenses during this financial year increased by 29% (to \$3,182,827 and \$3,031,261 respectively) resulting in a surplus of \$151,566.00. This is notwithstanding challenges brought on by the COVID pandemic and is a result of inCommunity's good financial management and the close monitoring of expenses throughout this period.

As stated in the independent audit report inCommunity is financially viable and is compliant with applicable Australian Accounting Standards.

inCommunity receives core funding from the Queensland Government's Department of Communities, Housing and Digital Economy. Fee for Service

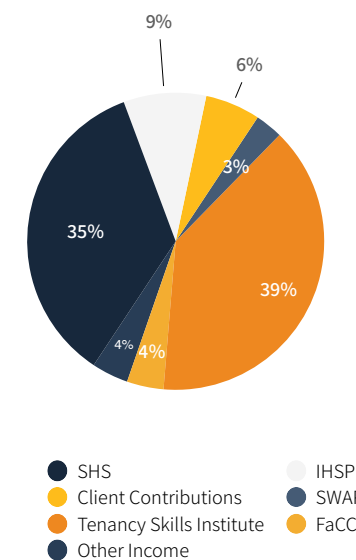
arrangements are in place with our partner organisations, Kummara Association and Inspire Youth and Family Services, for the delivery of the Local Level Alliance and Bail Support Programs. We offer our thanks and appreciation to our financial supporters.

inCommunity's Financial Sub-Committee and the Board have continually reviewed its' finances at all Board meetings throughout this financial year. Reporting of financial information to the Board is currently being reviewed with the intention of ensuring transparency and completeness thereby enabling the Board to be even more assured of inCommunity's ability to be financially compliant with all legal obligations.

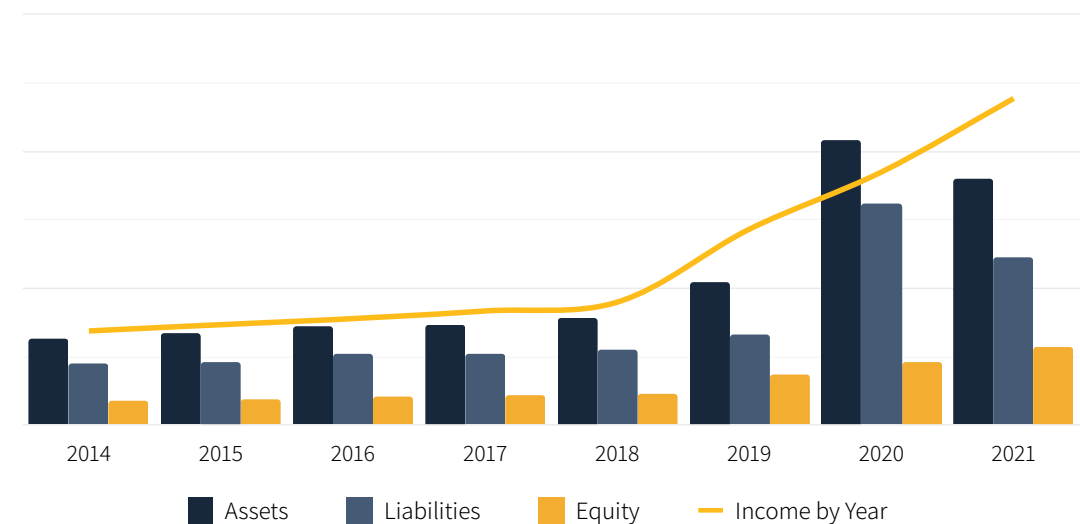
I would like to take this opportunity to thank all of our financial supporters, members and staff for their ongoing support, commitment and dedication to inCommunity.

Michael Stokes
Treasurer

Income by Program



Assets, Liabilities & Equity



Statement of Profit and Loss and Other Comprehensive Income

For the year ended 30 June 2021

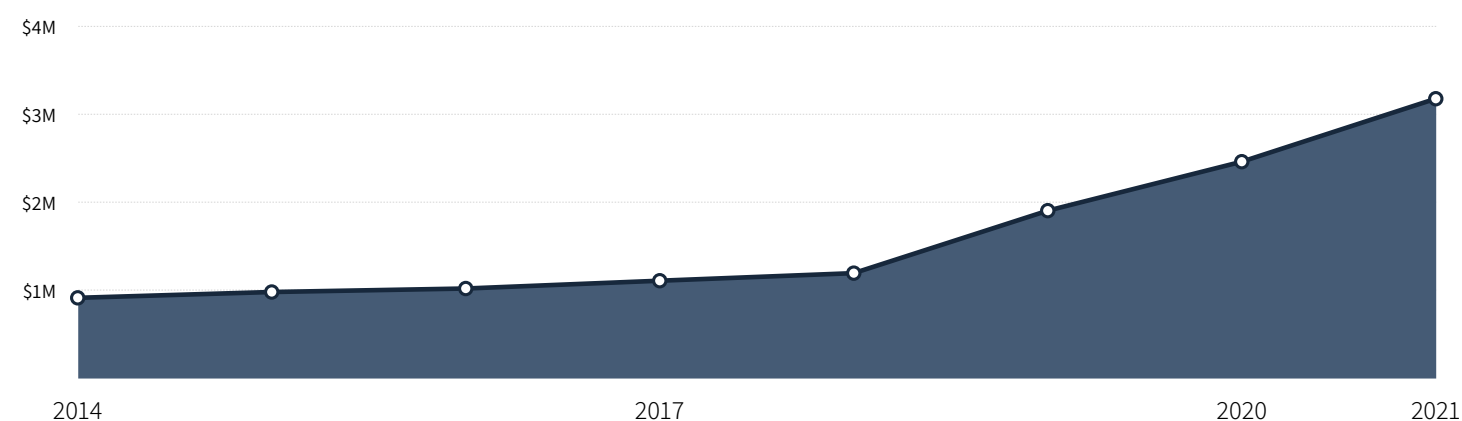
	2021	2020
	\$	\$
INCOME		
Grants	3,027,858	2,385,521
Government subsidies	50,000	50,000
Donations	40	260
Interest received	632	1,318
Fees and charges	538	111
Rental income	103,759	28,296
Gain on disposal of assets	-	1,098
TOTAL INCOME	3,182,827	2,466,604
EXPENSES		
Advertising	37,565	35,399
Amortisation expense	107,164	31,796
Audit fees	9,641	6,696
Admin and bookkeeping expenses	14,516	13,581
Cleaning	10,007	4,821
Computer software and maintenance	25,396	24,909
Consultancy	4,204	9,053
Depreciation	72,140	41,972
Electricity and gas	12,505	9,549
Food and provisions	73,508	87,210
Fringe benefits tax	4,315	6,594
Insurance	43,180	29,000
Interest expense	8,607	2,734
Learning management system service	26,531	25,720
Management and membership fees	746	1,106
Meeting expenses	2,634	6,764
Motor vehicle expenses	33,691	27,163
Printing, postage and stationary	10,125	10,309
Rates	21,617	10,705
Rent	37,518	37,632
Repairs and maintenance	25,608	2,976
Security	2,936	1,476
Staff training, development and recruitment	38,238	20,782
Sundry expenses	8,471	9,758
Superannuation	183,045	143,386
Telephone	14,088	13,112
Travel expense	56,169	65,388
Wages and salaries	2,102,636	1,638,603
Workers compensation	44,460	31,844
TOTAL EXPENSES	3,031,261	2,350,038
Net surplus/(deficit)	151,566	116,566
Income tax expense	-	-
NET SURPLUS/(DEFICIT) AFTER INCOME TAX	151,566	116,566
OTHER COMPREHENSIVE INCOME FOR THE YEAR	-	-
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	151,566	116,566

The accompanying notes form part of these financial statements.

Statement of Financial Position

As at 30 June 2021

	Note	2021	2020
		\$	\$
CURRENT ASSETS			
Cash and cash equivalents	3	1,894,529	2,199,165
Other assets	4	2,768	28,785
TOTAL CURRENT ASSETS		1,897,297	2,227,950
NON-CURRENT ASSETS			
Other assets	4	25,544	25,864
Property, plant and equipment	5	298,275	236,946
Right-of-use assets	6	177,688	284,852
TOTAL NON-CURRENT ASSETS		501,507	547,662
TOTAL ASSETS		2,398,804	2,775,612
CURRENT LIABILITIES			
Trade and other payables	7	1,188,938	1,667,227
Provisions	8	246,597	196,563
Lease liabilities	9	103,007	104,978
TOTAL CURRENT LIABILITIES		1,538,542	1,968,768
NON-CURRENT LIABILITIES			
Provisions	8	14,554	9,695
Lease liabilities	9	77,975	180,982
TOTAL NON-CURRENT LIABILITIES		92,529	190,677
TOTAL LIABILITIES		1,631,071	2,159,445
NET ASSETS		767,733	616,167
EQUITY			
Accumulated funds		767,733	616,167
TOTAL EQUITY		767,733	616,167

Income by Year

The accompanying notes form part of these financial statements.

It has been another very big year from a marketing and communications perspective.

The Marketing Sub Committee spent considerable time and effort investigating the requirements of all areas of the organisation, through a formalised discovery process, and subsequent strategic workshops.

The outcome of this process was the creation of a robust and creative marketing and communications plan, designed to deliver strategic initiatives for the organisation in both the short and long terms. The plan not only develops inCommunity's brand position and formalises our strategy and tactics, but also ensures that our social impact is highlighted and measured.

Tenancy Skills Institute benefits from a focus on continuing to increase our course enrolments, brand recognition activities, and the promotion of our reputation as a thought leader in this space.

In order to successfully deliver on this plan, we needed to ensure that we were adequately resourced to do so. To this end we were fortunate to bring onboard Karen Furnivall as inCommunity's Marketing and Communications Manager. Karen brings to the organisation a substantial background in the not-for-profit field, including experience in fundraising, community capacity building and project management.

The significant work undertaken over the course of the year positions us particularly well to enjoy the fruits of this labour in coming years with well-thought out, measurable and impactful growth strategies.

Members: David Melloy (Chair), Dr Dan Jess, Paul Tommasini, Lisa Farrelly, Bec Marshall and Jodie Mullen



Audit and Risk Subcommittee Report

Another busy year for the Audit & Risk Committee. Work undertaken by this group encompasses the length and breadth of the organisation including Board activities. Highlighted below are activities either completed this year or to be completed in 2022. We need to keep in mind this committee is made up of staff and Board members and is a support to the Board when making decisions.

Tasks

- Review Constitution
- Completed wage audit
- Monitoring Youth Justice Act changes
- Monitoring changes to the Association rules
- Review and update recruitment process of new Board members
- Develop a Learning and Training Framework
- Develop a Compliance Management Framework

We look forward to continuing this high level of engagement in 2022. Finally a thank you to all who have contributed over the year.

Members: Joel Marschke (Chair), Lynn Mount, Jodie Mullen

‘inspire people so that they believe that they can’

Nerissa Wade

During the 2020- 2021 financial year the inCommunity Connect team continued to ‘inspire people so that they believe that they can’. As we settled into our ‘new normal’ including COVID-19 restrictions, lock downs and social distancing, there continued to be a significant demand on the housing and homelessness sector. The Connect team are adaptable, reliable and continue to deliver services to some of the most vulnerable people in the community. I would like to acknowledge the wonderful efforts of our team of ‘superstars’. Their commitment and dedication to providing strengths based, client centred support, has seen over 1691 people connect with our service this financial year. It’s been a big year for the team, and their efforts, and dedication are appreciated by not only the organisation, but also the community.

ACROSS INCOMMUNITY CONNECT

408
QHIP referrals
sent and received



**Over
9,389**
contacts made
(not including non-clients)



IHSP- Mobile Support Adults /
Families & CAP

86%

Number of support periods
that ended with the client
housed in secure and
sustainable housing

650% increase on
previous year

1107 HRS of NON-Client/non-
funded support hrs
(including phone support; information
and QHIP assessments/ referrals)

inCommunity- Mobile Support
Youth & Crisis Accommodation

76%

Number of support periods
that ended with the client
housed in secure and
sustainable housing



inCommunity opened its doors at ‘The Club’ in December 2020. ‘The Club’ has been funded to deliver centre-based access to women who are vulnerable and in need of housing support. The Club is a cafe, and is a very warm and welcoming space. We have been running Women’s Club two days per week and have had over 155 women access our program. Women’s Club provides women with free food and drinks, information / referrals, access to necessities (eg. toiletries), emotional / practical support and an opportunity to connect with other women. Some women now attend ‘Women’s Club’ on a regular basis, and have developed friendships and a sense of belonging.

Over the past six months ‘Women’s Club’ has also facilitated the following events;

- International Women’s Day morning tea
- Mother’s Day morning tea
- Winter Warmth Appeal & Sausage Sizzle
- Energy Efficiency & Literacy Workshops (presented by YFS)
- Breakthrough for Families Information session (presented by Drug Arm)

The Club will continue to grow and evolve both in its delivery of ‘Women’s Club’, and as a great space in the community.



A welcome space for SENIOR IPSWICH WOMEN

Women over the age of 55 are the fastest growing cohort of homeless Australians. This is due to the ongoing shortage of affordable housing, the ageing population and the significant gap in wealth accumulation between men and women across their lifetimes.

When COVID-19 hit, we saw the impact on senior women first hand. People who had never thought they would be at risk of homelessness, were having long term leases ended rather than renewed, and were not able to find new accommodation in a really tight rental market. COVID also brought a new wave of isolation and loneliness.

From these difficult times, a new space in the heart of Ipswich was born. The Club became a safe place for women in need to connect, access support and flourish. The main aim was to provide support to women over the age of 50, but no woman will be turned away.

.....
“I would recommend people give The Club a go. You have nothing to lose, but so much to gain”

Regular attendee Rhonda said: “I love coming to The Club and meeting new people. It gets me out of the house. Some days we just chat and do our arts and crafts. Other days we have guest speakers and activities. I really enjoyed when we got a visit from the Therapigs (pet therapy guinea pigs). I was feeling down that day and afterwards people noticed how much it picked up my mood.”

“I would recommend people give The Club a go. You have nothing to lose, but so much to gain,” Rhonda shared.

While creating connections between women is the main aim of the Women’s Club, individual housing and other supports are also offered by the team at inCommunity Connect.

Senior Manager Nerissa Wade shared: “Women can also access a range of supports through The Club. We provide individual housing support and referrals to help women and

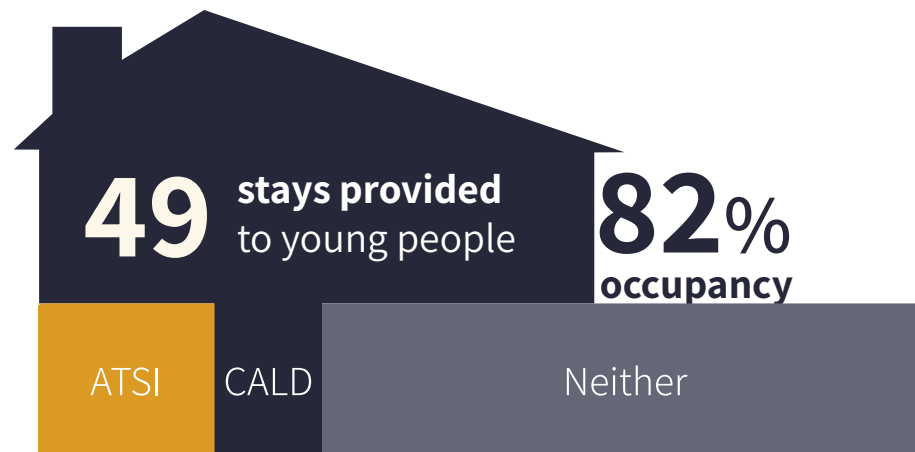


families get into emergency and long-term accommodation. Many people in the community are struggling to make ends meet, so we provide access to necessities such as clothing, toiletries and hygiene products. It’s so important that people don’t have to choose between paying for a meal or hygiene products and paying the rent.”

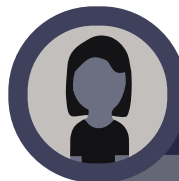
The Club is not like a traditional drop-in centre or homelessness service. “It’s set up like a café and women can either individually access supports or just socialise and enjoy a meal and a drink with others. We are here to provide what the women need at the time,” Nerissa explains.

The Women’s Club is open to women at 59 Limestone Street, Tuesdays and Thursdays from 9:30am – 1:30pm. All activities are free.

Crisis Accommodation
Hargreaves House Crisis Shelter



The crisis accommodation shelter works with young people 16-21 years to achieve their goals through planned support, which seeks to empower young people and facilitate positive change. The shelter provides support to young people with a focus on improving access to social supports, education, employment, and development of life skills. Staff walk alongside young people to help them to navigate a range of support systems, achieve improved health and wellbeing, as well as increase access to opportunities. The strengths-based practice and consistent approach from the shelter team, contributes to a positive and supportive environment where young people can develop their self-esteem, overcome barriers, and discover their true potential.



Sarah's story

For young people experiencing homelessness, life can be a journey filled with achievements and setbacks. At 21, Sarah has faced many barriers on her path to independent living, including a transition from long-term care within the child safety system, relationship breakdowns, drug use and poor mental health.

"I grew up not wanting to be with my family" explained Sarah. "I was in child safety from age one to 18 and I was moved around a lot, there were 15 different houses."

Sarah has accessed the inCommunity youth shelter on four occasions. The shelter provides short-term, crisis accommodation to young people aged 16 to 21 who are homeless or at risk.

Through the shelter, Sarah has been able to access 24 hour supported accommodation in a safe environment during times in her life when she needed security and stability more than ever. "I've had somewhere to stay and get myself sorted. I didn't have to be around my toxic family all the time" she said.

The shelter has also provided Sarah with regular case management tailored to her goals, within a day-to-

day program designed to further develop her living skills. Sarah believes the support from shelter workers has been vital in her journey to independence.

Senior Youth Worker, Skye, explains: "The shelter provides a familiarity and stability for clients which is often lacking in their own lives" she said. "The inCommunity youth shelter is a place for them to stop, breathe and stabilise in a safe environment before continuing on their journey."

Despite the hardships Sarah has encountered, she has been able to draw upon the support from inCommunity, as well as her own resilience, in order to continue to pursue her goals. Sarah has recently achieved a major goal of securing employment as a jillaroo on a remote property.

As she prepares to leave inCommunity once more, Sarah believes that her stays at the shelter have made her ambitions clearer. "I know what I want now" she explains. "I want to live on a cattle station, I want to travel Australia, I want to buy my own property. I also want to keep making my relationships with my family better."

** Name has been changed

Crisis Accommodation
Program

The Crisis Accommodation Program (CAP) provides short-term supported accommodation to adults and families who are homeless, at risk or homelessness, of in crisis to assist them to move towards independent living. inCommunity Connect has 10 houses in this program, three of which are a private head lease arrangement. Case Managers provide practical, hands on support to address any barriers tenants may have; some of these include lack of rental history, housing affordability, a lack of essential household items, as well as having limited living or life skills. Over the past financial year, 11 tenants exited the program with 45% entering into the private rental market, and 45% securing long term Department of Housing properties.



40 Tenants housed across 10 active properties

580 case management support hours provided

SPin (Supporting People in) Housing Program is delivered in partnership with the Department of Communities, Housing and Digital Economy and Churches of Christ Housing Services. It is a transitional housing program that is suitable for young people 16 – 25 years. The SPin Housing program has been providing housing support to young people for over six years and continues to support young people to build a good rental history, develop their independent living skills and exit to long term accommodation.

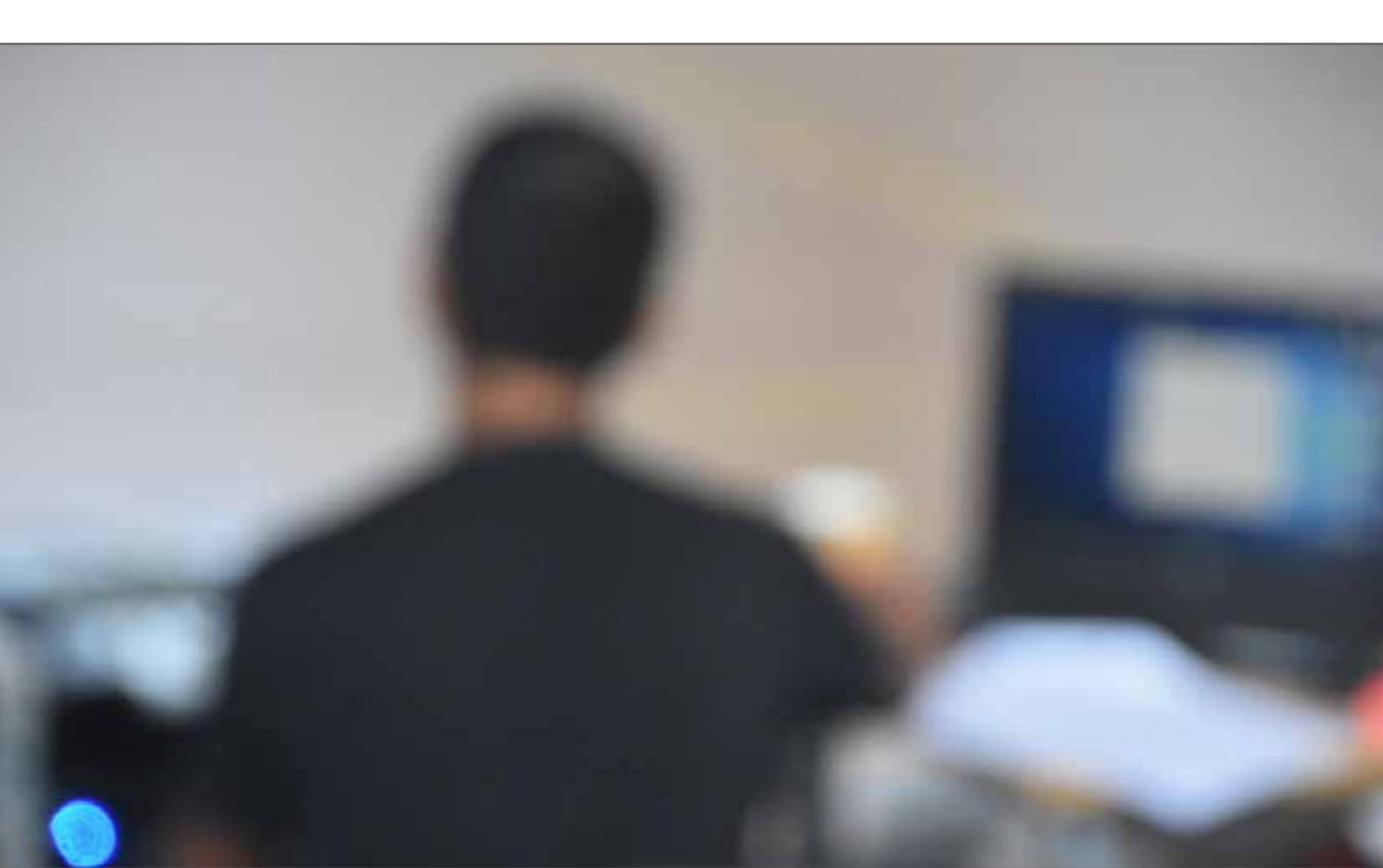
SPin Share Housing

17 Young people housed across three SPin Properties



100%

of young people who had a case management plan in place exited to rent in either private or community housing



Mobile Support



This is what three of our clients have said about this service

The mobile support program delivers case management to assist people to access and maintain housing. inCommunity is funded to primarily support people who are 16-25 years old, however there is also a small allocation of support hours for adults and families. The delivery of mobile support has proven to be challenging during this financial year, as there is a significant ongoing demand from adults and families who are homeless or at risk of homelessness. This demand, along with limited housing options has put a lot of pressure on both the community, and inCommunity staff. As a sector we are seeing people become homeless who have never experienced hardship, or accessed any service systems before. This trend is showing no sign of abating and consequently being able to find enough resources to respond to this increased need will be a challenge for inCommunity in the coming year. The case management team continues to draw on their expert housing knowledge and relationships with private Real Estates, community organisations and Ipswich Housing Service Centre to support people to still obtain positive housing outcomes.

.....

“inCommunity went above and beyond to help my family and I feel like I couldn’t have done it without the help. I was assisted with emotional and financial support. My family was assisted to communicate with the real estate agency and Department of Housing, when needed. Since receiving help, we have maintained our private rental with no issues.”

.....

“When I contacted inCommunity for support, I got the impression that you would work with me, and not do everything for me. When you kept telling me, that I was doing a good job and encouraged me this stopped me from giving up. You were my rock when things were hard. I am so grateful for the support.”

.....

“Prior to receiving support from inCommunity I was stressed, depressed, very emotional and scared about not being approved for a rental.”



CASE STUDY

Isabella’s story

When Isabella first made contact with inCommunity Connect, she was leaving an unsustainable tenancy and had been unsuccessful in her attempts to secure another.

Pregnant with twins, she found herself couch-surfing with her sister in Logan despite needing to attend regular hospital appointments in Ipswich.

“It was horrible, getting to the hospital was hard for me. I was finding it really tough,” said Isabella.

Soon after reaching out to inCommunity Connect for support, Isabella was invited to drop in to the Women’s Club. Here, she was linked in with the Mobile Support team, who worked alongside her as she navigated the barriers to securing stable housing.

Isabella fondly recalled her interactions with our team member Cath. “She was really nice and helped me a lot,” she said. “We went shopping, she helped me get baby clothes, she took me to hospital and helped me to ask questions of my midwife.”

When a vacancy at the inCommunity Youth Shelter became available, Isabella was referred and accepted for short-term, crisis accommodation. Here, she was able to receive daily support to further develop her independent living skills while in proximity of hospital care.

Through a collaborative response between the shelter team and Mobile Support, Isabella was successfully referred for a vacancy in a long-term accommodation program.

Isabella expressed how grateful she is of the support. “I’m very happy to have my own place. Now I have somewhere to go to. I can call somewhere home,” she explained.

Safely housed in her new place only weeks before the arrival of her twins, Isabella is now able to turn her focus to parenting. Of her many hopes for the future, she said the most important thing was that her children have a good life. “I want them to be healthy, I hope to be a good mother to them.”

When asked if she had any advice for anyone who may be experiencing difficulties with their housing, Isabella insisted that asking for help is the most important step. “If I was just quiet and didn’t ask for help, I don’t know where I’d be now,” she said.

** Name & image has been changed



74 Primary clients
Youth (1682 contacts made)



+45 Partners and children
of primary clients



79 Primary clients
Adults (2079 contacts made)



+101 Partners and children
of primary clients

Outreach



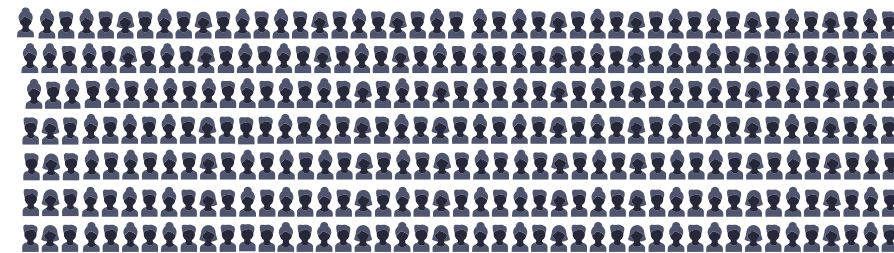
The outreach team has been very active in the community throughout the 2020-2021 financial year. The team of two workers regularly attended different homeless BBQ's to connect with people. They also responded to referrals from the Ipswich Housing Service Centre, and the Ipswich City Council. The outreach team continue to be very responsive and adaptable to try and meet the needs of the community. They connect with rough sleepers, and people who are risk of homelessness, providing support, information, and referrals to overcome their immediate barriers. With a lack of housing options currently available, a big focus of outreach for the financial year was about making people's situation a little more comfortable eg. access to food relief / hygiene packs, a warm drink, or a sleep pack.



"inCommunity helped me to find a stable place to live in and it's going great. I've been there for a year and I haven't had any problems. I was also helped to apply for housing and I felt really supported. The worker didn't judge me. They helped me to understand and fill in forms. I trusted my support worker. They did an amazing job and gave me perfect support!!!"

1093

people connected with the outreach team



Bail Support

The SWAP (South West Advocacy and Pathways) program continues to be delivered in partnership with Inala Youth Service, Inala Wangarra and Youth Advocacy Centre. The program supports young people at risk of remand to meet and comply with court-imposed bail conditions, ultimately aiming to address their reoffending behaviours. The program works with young people 10 – 17 years and inCommunity has two case managers working with young people in the Ipswich region. During the 2020- 2021 financial year the SWAP program really found its feet, developing a range of different programs for young people, and building relationships in the community, particularly with Youth Justice and the courts.

Programs the SWAP team facilitated:

- Boxing
- SWAP It Up – Education Program
- Bike Building
- Music
- Maori Men's Group
- West Moreton Detention Centre; relationship building and sports



Partnership Beddown

In April and May 2021 inCommunity supported Beddown's eight week trial in Brisbane. The aim of Beddown is to take spaces that are commonly used and busy during the day, but at night are left vacant. Beddown then reactivates the space into pop up accommodation to provide a safe and secure place for homeless people to sleep, access to food / necessities and the opportunity to connect with support services. By providing a safe place for people to get a good nights sleep, Beddown help restore health, dignity and respect to their guests.

Staff from both Connect and Tenancy Skills Institute attended Beddown each week over the 8 weeks to connect with guests, offer information regarding Tenancy Training, and offer housing support. This was a great opportunity for our team to be a part of an initiative that is not only providing a safe place to sleep, but it is also changing the way sector responds to homelessness.

IPSWICH REGION

LOCAL LEVEL ALLIANCE

In 2020/2021 inCommunity has successfully continued delivering the Ipswich Region Local Level Alliance (LLA) in partnership with Kummara Association.

The Ipswich Region LLA has continued to work closely with local government and non-government services to build stronger connections and partnerships across sectors. The main purpose of these connections is to provide a more fluid response in supporting local families and making sure they receive the right services at the right time.

LLA achievements over the past 12 months included:

- Continued growing the LLA membership base of over 300, including new services from various sectors.
- Establishment of the Ipswich and West Moreton Community Central Portal with over 525 members.
- Monthly meetings of the Regional Child, Youth and Families Committee.
- Development of the COVID-19 Community Services Dashboard.
- School holiday programs for the community.
- The Community Information Update continued providing valuable information to local agencies and all schools across the region, which supports local programs, events, professional development and funding opportunities. The Community Information Update is distributed to over 791 subscribers and we continue seeing this number rise each week.
- Monthly LLA meetings established to prioritise issues and service gaps for the continued collaboration across the sector.
- Supported a local community organisation to run wellbeing workshops for those from the community sector for Mental Health Week.

The 2020/2021 events and other working groups included:

- Ipswich Mental Health Week Event Planning Committee: Ipswich residents have access to free information on programs and services in a safe and relaxed environment during Queensland Mental Health Week, at the 2021 Ipswich Mental Health and Wellbeing Expo.
- Connect 4 Children Strategy, Department of Education: Supporting various school communities to develop local solutions for local priorities to help give all children a great start.
- Ipswich Family Support Services Working Group: This working group is a permanent group of the LLA. The group consists of local family support services who work within a case management approach.
- Emergency Relief Information Document: This resource has been established and kept current to reflect those providing some sort of Emergency Relief support in the region.
- Strengthening Services Project: The LLA collaborated with Ipswich City Council, the purpose of the Strengthening Services Project is to initiate conversations with the Community Service Sector, to develop an understanding of priorities and needs that reflects current social impacts and service needs, across the whole community.
- Regular attendance at the following meetings: Murri Interagency; Brisbane Valley Interagency; Fassifern Interagency; Ipswich-West Moreton Youth Interagency; Lockyer Valley Youth Network; Building a Child and Youth Friendly Ripley Valley group; Greater Springfield Regional Connect; Mental Health Week Planning team; West Moreton Mental Health Collaborative; Ipswich Housing & Homelessness Network; Disability interagency Network and AOD network.
- The LLA Coordinator also led and participated in the; Emergency Relief Network, the Multicultural Health Network and the Ipswich Domestic Family Violence Action Plan group.



What have we achieved in the past 12 months?

2078 Students trained
1578 full, 500 short course

100 Classroom and online classroom courses delivered

Continued to provide flexible options for students to access our tenant education. This included: the self paced online course; providing flexible schedules for private courses; delivered an Introduction to Renting short course to Year 12 Students across various schools; delivered public access classroom courses in all regions across Queensland.

179 Real Estate Industry supporters across QLD

Continued working with community partners, including commencing work on a new framework for external trainers and mentors.



Cross-sector work – Cross-sector long lunch (Mackay); Supporting Safe Tenancies cross-sector workshop about Domestic and Family Violence (Moreton Bay)

Mark Davidson:

The Tenancy Skills Institute team continued growing our program and footprint across Queensland, despite the continuing COVID-19 restrictions and impacts. As restrictions began easing in late 2020, the team started delivering face to face classroom courses again. This year we were back out travelling and delivering courses throughout Queensland. I would like to congratulate the team for the hard work and flexibility shown during this time.

The Tenancy Skills Institute has been engaged in cross-sector work this year to support the collaboration between community support services and the real estate industry to create better rental outcomes.

Working Together to create 'Better'

As a service that delivers tenant education across Queensland and beyond, collaboration and partnerships are paramount to the success of the program. We have continued to work with community and industry partners ensuring our footprint and relationships grow and strengthen within each community we work in.

Working with Community partners

We appreciate the many relationships we have with community organisations across Queensland. It is vital that we invest in positive relationships with the local communities we work in. We appreciate how positive relationships strengthen our local presence and most importantly, help us to understand how our tenant education best supports each community's specific tenancy education needs. We have many community partners across Queensland who play vital roles to ensure the Skillsets for Successful Tenancies course provides local benefits. These include:

- Supporting students to enrol in and complete the self paced online course.
- Supporting self paced students to complete their assessment interviews.
- Encouraging and supporting students to enrol in and attend local classroom courses.
- Delivering the classroom course.
- Providing venues for classroom courses.
- Promoting the Skillsets for Successful Tenancies course options to clients and local community members.
- Providing feedback about our course options to assist with continuous improvement.
- Sharing our information through local networks.





Working with Real Estate Industry supporters

We continue to receive the support of the Queensland Real Estate Industry, which is vital to the success of the program and the legitimacy of our tenancy training.

We are heartened that 179 Real Estate Agencies across Queensland have committed as Real Estate Industry Supporters of the Tenancy Skills Institute. Our Industry Supporters collectively manage approximately 100,000 rental properties across Queensland. Real Estate Industry supporters have supported us over the past 12 months in the following ways:

- Local promotion of the Tenancy Skills Institute and local classroom courses.
- Providing 'Guest Speaker' support at Tenancy Skills courses and giving students industry insights about successful tenancies.
- Considering applications from Tenancy Skills Institute graduates for rental properties.
- Encouraging unsuccessful rental applicants to undertake our course to strengthen future rental applications.
- Reviewing and providing feedback/advice on course content and delivery.



The REIQ (Real Estate Institute of Queensland), recommends our course, and supports the work we do in the following ways:

- We were invited to attend all REIQ Zone Events earlier in 2021 and we provided information at each Zone Event about the Tenancy Skills Institute and how we support better rental outcomes.
- We were invited to participate in a REIQ podcast about 'responsible renters' and the benefits of the Skillsets for Successful Tenancies course.
- Our CEO was invited to judge the 2021 REIQ Awards for Excellence and the Tenancy Skills team attended the REIQ 2021 Gala Awards Dinner in support of the industry. Our relationship with the REIQ continues to strengthen through ongoing mutual support.



We appreciate the continuing support of the RTA (Residential Tenancies Authority) who work with us towards better rental outcomes for everyone. Despite COVID lockdowns and delays, we were able to accompany the RTA at their Cairns Roadshow and the Mt. Isa 'Virtual Roadshow'. These are great opportunities to connect with local property managers, property owners and community support services. We were invited to participate in the RTA Stakeholder Working Group – Communication and Education initiatives. We joined representatives from all parts of the housing system to look at how the RTA communicates with tenants, property owners, property managers, and other stakeholders. The group has also provided advice on the RTA educational resources.

Stakeholder and community engagement activities:

- REIQ Zone Events in Cairns, Townsville, Mackay, Rockhampton, Gladstone, Hervey Bay, Bundaberg, Maroochydore, Gold Coast, Brisbane, Ipswich and Toowoomba.
- RTA Roadshow events: Cairns, Mt. Isa
- REIQ Awards for Excellence – Tenancy Skills Institute attended the Gala Awards Dinner.

- Supporting Safe Tenancies Cross-sector Workshop – Caboolture. Supporter, exhibitor and workshop facilitation.
- Ipswich Transition 2 Adulthood Event – supporting young people who are leaving the child protection system – exhibitor.
- Cairns Rental Industry Award Program 2021 – Cairns. Tenancy Skills Institute sponsored the Private Tenant Communication Award, the Private Real Estate Excellence in Service Award and attended the awards event.
- Noosa Hinterland Property Expo - exhibitor
- REIQ Women in Real Estate Breakfast
- Mitchelton State High School Future Pathways day - exhibitor
- National Homelessness Conference – Silver Sponsor

We appreciate and thank all stakeholders and supporters of the Tenancy Skills Institute for your continued support, assistance and collaboration.

TENANCY SKILLS INSTITUTE - QUEENSLAND



School Leavers and First Time Renters

The Tenancy Skills Institute continued to invest in young lives to help improve rental outcomes for young first time renters. We know that if more first time renters are successfully managing their tenancies, we will begin to see positive changes in the private rental market and housing system as a whole. We focus on providing quality tenant education and information for school leavers, knowing that many will enter into their first tenancy in the near future.

We have been able to deliver the Skillsets for Successful Tenancies course to 247 students across six schools. We also delivered an Introduction to Renting in Queensland short course to approx. 500 students across five schools. The development of a short course provides an option for the many schools that struggle to incorporate a 10 hour course within a senior year timetable.

We appreciate the flexibility schools have provided to ensure this important education is accessed by school leavers. A special thank you to school partner, Mirani State High School, for helping to ensure our course can now be accessed online in Queensland schools. We are also refining the 'Introduction to Renting in Queensland' short course. We look forward to delivering both courses to more school leavers in more schools over the next year.



Embracing Change

With the COVID-19 pandemic, we all continue to make adjustments with the changing situations we live in. Our team were flexible and persevered throughout 2021, delivering classroom courses within all regions across Queensland.

We have seen a marked drop off between the number of prospective students who enrol in classroom courses versus the number of students who attend classroom courses in 2021. This may have been related to the apprehension of students to attend classroom courses.

There has been a small recent improvement with attendance numbers in some areas, however, we believe this is a dynamic we will continue to work with and look for solutions. At the same time, we have received overwhelming positive feedback regarding the Skillsets for Successful Tenancies course by students when they have participated in and/or completed the course.

People continued to access our online video series 'Your Tenancy During COVID and Beyond' for tips on renting during the pandemic.



Charlie's Story

Eighteen-year-old Charlie* moved into a youth shelter after he was kicked out of his family home. Charlie is transgender and found it hard to live with his parents who didn't understand his transgender journey. The youth shelter referred him to the Skillsets for Successful Tenancies – Dollars and Sense training, to help him gain the skills to live in a place of his own.

"I learnt how to clean the house and that it's my responsibility to keep the place looking good. I can make the house my own space," Charlie said.

After completing the course, Charlie requested support to manage his tenancy. He was assigned case manager Nat from InCommunity.

"Our service exists to assist those who are homeless or at risk of homelessness and we seek to break the cycle. That's why we continue to support clients, particularly young people, once they are housed to help them maintain their tenancy," Nat said.

"My role is to empower him to make good choices until the first inspection. I help Charlie problem solve. I also give Charlie advice and direction.

"As Charlie has flatmates, I have also taught him how to negotiate with new people coming into the house."

Article Courtesy of Department of Communities, Housing and Digital Economy.

Elvin's Story

Elvin Darkan is in a good place. He's kicked his addictions, has a roof over his head, a job, and life is looking up. Rockhampton resident Elvin Darkan says a Tenancy Skills Institute course helped him keep his home.

"It's great for me. Fantastic. I've got food in my fridge and cupboard, I budget and there's more money now," Mr Darkan, who was born at Hope Vale Mission near Cooktown but grew up in Woorabinda, said.

He is one of the fortunate few to get into community housing, but it has been a long journey to get to this point — and he almost lost it all.

He had returned to Rockhampton from Cairns after spending time in jail.

"I was roving around on the riverbank, drinking, sleeping here and there, couch surfing, sleeping on the riverbank," Mr Darkan said.

"Then I finally had enough of it, and I put myself in rehab and was in there for four months."

Anglicare Central Queensland, which has been instrumental in Mr Darkan's rehabilitation, found community housing but it did not start well.

The plan was for Mr Darkan to complete a free course run through the Tenancy Skills Institute that would teach him how to be a good tenant.

This included his rights and responsibilities, how to maintain and clean a property, budgeting and finance, and how to communicate.

"It sort of woke me up," Mr Darkan said. "Not only that, I found work."

It also was the first course he had ever completed.

"I'm very proud of myself."

Anglicare Central Queensland's housing and homelessness manager, Adam Klapworth, said the low vacancy rate put people on low incomes in a vulnerable position because they could not afford the rents.

"It's all about educating them and giving them that skillset to be able to maintain that tenancy, and it also gives them an edge up in a competitive rental market," Mr Klapworth said.

Article Courtesy of ABC Rockhampton

"It's all about educating them and giving them that skillset to be able to maintain that tenancy"



TENANCY SKILLS INSTITUTE – NATIONAL

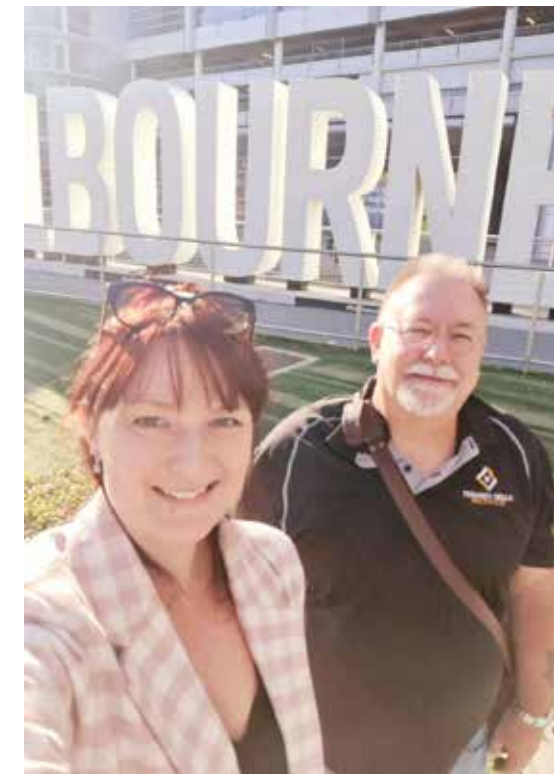
The last year wasn't as smooth as we had hoped it would be. We are now almost two years into the 12 month project to deliver early launch sites in New South Wales and Victoria! About 75% of all of our interstate travel has been cancelled because of lockdowns and border restrictions. However, we did still manage to onboard our trainers and deliver some training online in New South Wales, and have training scheduled for November 2021 in Victoria. We also welcomed our first real estate industry supporters outside of Queensland! With borders set to reopen before 2022, we look forward to seeing the early launch sites come to life!



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Ballarat to be delivered in partnership with



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