



HUB
Community
Projects

ANNUAL REPORT 2019



20 

MAKE A *Difference*

19



EMPOWERING
THE COMMUNITY
OF INALA AND
SURROUNDING
AREAS





30 YEARS

HUB Community
Projects Inc. has
empowered the
Inala community
for over 30 years.



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our mission is to promote a society where all people are valued & supported by providing access to justice and opportunities to connect and participate in community life.



ABOUT HUB COMMUNITY PROJECTS INC.



HUB Community Projects Inc is a community owned and operated organisation offering a range of support services and activities to families and individuals living in Inala and the surrounding areas. HUB Community Projects Inc. is the amalgamation of two grass roots community organisations that have been part of the fabric of the Inala community for over 30 years.

HUB COMMUNITY LEGAL

Our community legal centre started out in 1986 when a group of volunteer lawyers and community members formed the Community of Inala Legal Service ("COILS") to empower community members by providing free legal advice. Since that time, both the State and Federal governments have recognised the value of our work and have provided funding to help us grow and develop as an organisation. In 2001 the organisation's name was changed to South West Brisbane Community Legal Centre to better reflect the services we were providing across Brisbane's south west suburbs.

This year we have changed our name to HUB Community Legal, following our merger with the HUB Neighbourhood Centre.

HUB NEIGHBOURHOOD CENTRE

The HUB Neighbourhood Centre began in 1986 when a group of Inala residents, concerned about the isolation of older community members, envisioned a drop-in centre where people could pop in for a chat, meet others, and build relationships. An incorporated association was established, with meetings and activities moving from the home of a local resident to the community health centre. In 1989, a house was provided by the Queensland State Government, and The HUB Neighbourhood Centre opened its doors to the community. In 1994, funding was received to employ one full time staff member with volunteers continuing to play an important role in the delivery of services and programs.

In 2015, these two grass roots, community driven organisations merged and in 2018, the name of the incorporated association was changed to HUB Community Projects Inc. We now have a team of over 14 staff, including lawyers, community and admin support workers, and over 70 volunteers.

Throughout these changes, our mission has remained the same as envisaged by the

founders of these community organisations - to promote a society where all people are valued & supported by providing access to justice and opportunities to connect and participate in community life.





PRESIDENT'S REPORT

"IT HAS BEEN A LONG TIME SINCE I HAVE BEEN ABLE TO REPORT A YEAR OF SUCH INTENSE EXCITEMENT AND ENTHUSIASM WHICH HAS COME ABOUT FROM KNOWING THAT AT LONG LAST, WE WILL BE MOVING TO A BRAND NEW HOME."

RANGI ROSS
PRESIDENT
HUB COMMUNITY PROJECTS INC

Our new home is at the Inala Community Centre built by the Department of Communities, Disability Services and Seniors. The prospect of moving into this wonderful, architecturally designed facility at 79 Poinsettia Street, Inala has created much excitement and anticipation during the year.

I make special mention to team members, Jonathan, Michael and Alison who have had an extremely busy year maintaining their regular duties alongside numerous meetings with the Department of Communities, architects, builders, and many other providers involved in the installation of a new building. They have also been successful in obtaining grants and donations of new furniture and equipment and managing the complexities of accommodating our staff in the new premises.

A special thanks to board members Laurel and Palani for their ongoing work with representatives of Inala Youth Service on arrangements for the new centre. To ensure that we include as many voices as possible in a vision for the new centre, we hosted a special vision making workshop with Inala Youth Service, volunteers and community members. This session created a shared vision, spelling out our future goals and hopes for the new centre.

This year, we placed an emphasis on providing ongoing training and professional development to ensure our staff and volunteers have the skills and knowledge to discharge their duties to the community in a professional and ethical manner. These training opportunities included Mental Health First Aid training, professional development for legal staff, and organisational planning. We thank the Blue Fin for providing function rooms for these sessions. One of the most notable training sessions attended by our staff and volunteers this year was BlackCard's Cultural Capability Training which helped give us a much better understanding of Aboriginal culture and how much can be achieved by working together.

Our legal program continues to work with the local community by conducting community legal education to many organisations. Our lawyers continue to visit our outreach centres in Goodna, Ipswich, Springfield, Beaudesert, and Browns Plains. We appreciate our hosts in each location for accommodating our staff. This year also saw the addition of another staff member to work on providing legal advice through a three-year project with Queensland Foster

and Kinship Care. This year the National Association of Community Legal Centres (NACLCL) Conference was held in Brisbane and I was grateful to have the opportunity to attend several sessions over the course of the day. I thoroughly enjoyed it and found it most interesting and educational.

Our neighbourhood centre program continues to be well supported and accessed by community. This year has been the first full year with our community development worker at the centre 3 days a week. As a result, we have been able to better support and develop our programs.

I again thank the staff and volunteers for their ongoing dedication to duties and eagerness to implement new programs. We are very fortunate to have such a competent team of passionate volunteers across our legal and community programs and we look forward to them continuing their valuable service in the new centre.

To the board members, thank you for your commitment and hard work throughout the year, especially to those who were often called in to special meetings in relation to the new building.

I look forward to working with you all in the year ahead. While I believe we can expect some complex issues to arise from time to time as we navigate our way around a new space and new roommates, I am confident that our spirit of professionalism and positive attitude will prevail. It is amazing as I move around the office and experience the vibes of enthusiasm and excitement of all waiting to move to the new centre.

Our year ahead will be filled with fresh challenges and excitement and I will watch with interest as new and streamlined services are implemented to meet the demands of the broader community.



DIRECTOR'S REPORT

"WE ARE VERY FORTUNATE TO HAVE SUCH A COMPETENT TEAM OF PASSIONATE VOLUNTEERS ACROSS OUR LEGAL AND COMMUNITY PROGRAMS AND WE LOOK FORWARD TO THEM CONTINUING THEIR VALUABLE SERVICE IN THE NEW CENTRE."

JONATHAN WARD
DIRECTOR
HUB COMMUNITY PROJECTS INC

I am pleased to present the first annual report with our new name HUB Community Projects Inc. The name "HUB" was originally designed by the founders of the neighbourhood centre to stand for "Helping Unity Blossom." This charming motto well-describes the good vibes that surround our centre and the lively, good-willed people that come regularly through its doors.

The processes of changing our name from South West Brisbane Community Legal Centre to HUB Community Projects, redeveloping of our brand and planning for our new building have provided many opportunities for reflecting on the synergies between the vitality of our neighbourhood centre and the more solemn work of providing legal help. The result is a more connected and ever-increasing community of people who are aware of the support that their community can offer and how they can understand and access their legal rights.

Our team has pulled off one of the most challenging and rewarding years I've known in our organisation.

We have embedded our new organisational structure which we developed with the help of volunteers from the UQ Business School. This includes the back office / front office division of responsibility between our Operations Manager Michael Haenell and our Community Engagement Manager Alison O'Quinn.

We welcomed the arrival of our new Coordinating Lawyer Rowan Silva. We were very lucky to attract his talent and experience to our organisation. Rowan has over 30 years' experience as a legal practitioner and provides a sound role model for our legal team.

We established a partnership with Queensland Foster and Kinship Carers (QFKC) to provide legal assistance for carers. We welcomed Megan Inglis to our team, to work with John Shanahan on this project. Megan has taken to the role with enthusiasm and is already achieving great results for her clients.

We are delighted to be moving to our new base at 79 Poinsettia Street. Alison has worked very hard in planning and preparation for the move and the light at the end of the tunnel gets closer. We are ever grateful to the Department of Communities, Disability Services and Seniors staff who have been so careful in ensuring that the new centre is right for our purposes and is just overall fantastic.

Our Intake and Referral team have been amazing. We thank the UQ Pro Bono Centre for their help in setting up this team who are often the front face of our organisation. You can tell that the team is a success from the way in which the experienced volunteers take a leadership role in training the new recruits at our training sessions. A special mention goes to Daisy Leadbetter, for her diligent coordination of our volunteers.

I have been repeatedly moved throughout the year by our client stories and the skill and dedication of our team in providing assistance to our clients and members of the public. I will leave it to Rowan to mention some of these in his report.

The developments in our organisation certainly would not have been possible without the commitment of our volunteer Management Committee. We have a great mix of skills and knowledge on our committee and I thank them for their work throughout the year.

We thank Andrew Carroll, our Treasurer. Andrew is unable to renominate this year, but we greatly value his work for our organisation over recent years.

Sadly some supporters of our organisation passed away this year. We were sad to lose Val Ross, a long-time member and the wife of our president Rangi Ross. We were also sad to lose Max Ronin, who had supported our organisation through his very tidy handyman and building works for many years.

I cannot close this report without mentioning Ursula Bertrand. This year we celebrate Ursula's 30 years with our organisation. She started when we were COILS (Community of Inala Legal Service) and has continued to work hard throughout the many changes since then. Ursula's service to our organisation is remarkable. Here's to another 30 years!

It is a privilege to work with our staff team. Every one of them is great at their jobs and highly motivated to support the team effort. I am thrilled to present this glowing report about our organisation and look forward to another year of working together and achieving great results for our community members.



HUB COMMUNITY LEGAL REPORT

It is a pleasure to present this section of the annual report describing the legal services delivered by Hub Community Legal (HCL) during the past operating year.

- > The securing of funding to commence a specialist advice and casework service for kinship carers and foster parents in partnership with Queensland Foster and Kinship Care (QFKC); and
- > The expansion of our evening volunteer advice clinics to 2 nights each week, thereby significantly increasing our ability to meet client need.

HCL receives funding for specific and general services and each of these are addressed in turn in this report.

NEW FOSTER PARENT AND KINSHIP CARER SERVICE

In early 2019, HCL reached agreement with QFKC to establish a specialist advice and casework service for kinship carers and foster parents throughout Queensland. This service received its first referrals in April and appointed a dedicated lawyer, Megan Inglis, in early June (welcome to the team, Megan).

Since its inception, the service has provided assistance in areas such as the removal of children from care, refusals to renew carer certificates, long-term guardianship applications and negative Blue Card notices. Uptake has been swift and significant work has gone into developing a smooth referral and appointment system with QFKC.

Foster and kinship carers are ordinary people doing extraordinary work. They are the bedrock of the child protection system when intervention takes place and this new service offers them enhanced access to justice in connection with the myriad of legal issues they confront in their roles caring for children.

FAMILY LAW OUTREACH SERVICE

The past year has seen the service consolidate the excellent working relationships it has established with host organisations. This has allowed service delivery in convenient locations, expanding access for some of our most vulnerable clients facing family law, domestic violence and related legal issues.

West End clinic

In partnership with Micah Projects, our Senior Family Lawyer, Chi Kalu, has attended the Brisbane Domestic Violence Service (BDVS) each Wednesday to provide family law and domestic violence advice to BDVS clients. This assistance takes the form that is most practical within the time available, including tasks that supplement the oral advice given, such as drafting court orders, parenting plans or property settlement proposals, submissions in court proceedings and correspondence for issue by clients.

Our partnership with BDVS has been invaluable allowing HCL staff to liaise with BDVS caseworkers conducting risk assessments, referrals for counselling, safety plans, emergency accommodation and other crisis support for clients.

Beaudesert clinic

Hosted by Beaucare Service, HCL staff have attended a legal advice clinic at least 1 day each month, focused on family law and generalist matters. Beaucare is a renowned community agency in Beaudesert and is highly supportive of this HCL service.

Browns Plains clinic

Similarly, Mercy Community Services, have gladly hosted fortnightly visits that have been consistently busy and focused upon family law, domestic violence and related matters.

Springfield clinic

This relatively new service is delivered in partnership with Westside Community Care. The Greater Springfield area is growing rapidly and fortnightly clinics have often been fully booked. Again, the focus is upon family and domestic violence matters and the delivery of practical assistance such as the drafting of documents associated with protection order applications.

Sincere thanks is extended to each of our partnering organisations.

YOUTH LEGAL SERVICE

The past twelve months have been a time of significant systemic change within the Queensland Youth Justice system. This has included the ongoing transition of 17 year olds out of the adult criminal system, the development of a stand-alone Department of Youth Justice and a focus on reducing the amount of time young people are spending on remand (in particular, the elimination of remand time in police watch-houses).

Whilst keeping abreast of these changes, our Youth Team have continued to represent a significant number of young persons charged with serious offences. Unsurprisingly, these clients have presented with a myriad of complicating factors including family break downs, school exclusions, socio-economic disadvantage and mental health concerns.

In terms of addressing the systemic changes mentioned, Senior Lawyer Carolyn Juratowitch has been a member of QLS Stakeholder advisory groups addressing the transition of 17 year olds out of the adult system as well as a separate advisory group focused specifically on measures to

reduce remand time. Carolyn and her other Youth Team member, John Shanahan, also participated in activities around the National Community Legal Centre Conference involving a meeting with the Office of the Public Guardian, networking with other youth lawyers throughout Australia and a tour of the Brisbane Youth Detention Centre.

The service has maintained its philosophy of addressing client needs in a flexible and holistic manner so as to increase empowerment and achieve better outcomes for this very vulnerable client group.

GENERAL LEGAL SERVICES

Duty lawyer services

Throughout the year we continued to provide child protection duty lawyer services at Beenleigh and Ipswich Childrens Courts, attending each week at Beenleigh and in accordance with Legal Aid Queensland's roster at Ipswich. Similarly, we continued to provide domestic violence duty lawyer services at Ipswich, Richlands and Beenleigh Magistrates Courts in accordance with the LAQ roster.

Booval and Goodna General Law Clinics

We have continued to provide a morning clinic at Booval and an afternoon clinic at Goodna each Wednesday fortnight in collaboration with Ipswich Housing & Support Service and Goodna Neighbourhood House. Initially this service was staffed by our senior lawyer, Jim Gibney. However, following Jim's voluntary reduction in work hours and my appointment as Coordinating Lawyer, I have assumed responsibility for this service. Both partnering agencies are always extremely welcoming during our visits.

Mental Health Review Tribunal (MHRT) hearings and Legally Assisted and Culturally Appropriate (LACA) Family Dispute Resolution (FDR) mediations

These 2 services are worthy of separate mention. HCL has several lawyers who are members of Legal Aid Queensland's MHRT panel. Under the scheme established to ensure much better access to legal representation for clients appearing before the MHRT, we have continued to accept regular case referrals from LAQ to provide this representation. The scheme applies to clients under 18, clients having their fitness for trial reviewed, clients who are forensic patients (and the Attorney-General is



represented) and applications seeking approval to perform Electroconvulsive Therapy.

Likewise, we have several lawyers qualified to represent clients participating in LACA FDR mediations. Referrals are made by Relationships Australia (Queensland) who have been funded to coordinate this special model of family dispute resolution that seeks to ensure that potential cultural barriers are properly addressed and both parties are represented by suitably trained lawyers. HCL greatly values this cooperative relationship with Relationships Australia and fully support the continuation of this model.

GENERAL ADVICE AND CASEWORK SERVICES

In addition to the evening advice clinics, now operating on both Tuesday and Thursday, the Tuesday daytime clinic has gone from strength to strength. Each of these 3 clinics is supervised by a senior staff lawyer, generally Jonathan Ward, Jim Gibney or myself and advice is provided by volunteer lawyers with the help of volunteer students, overseen by the designated supervisor.

The Tuesday daytime clinic, in particular, is marked by an incredible group of volunteer lawyers who generally attend each and every Tuesday, enabling HCL to make large inroads into the demand for advice. Special credit to Jim for putting this wonderful team together and maintaining it so effectively.

Finally, credit to all of HCL's employed lawyers who provide advice and casework assistance on a day to day basis as their other commitments permit. Collectively, the combined force of volunteer and staff lawyers, aided by volunteer students and admin staff, have enabled HCL to deliver an outstanding level of advice services.

As ever, general staff and volunteer casework assistance was impacted by resourcing – there is simply far more demand for ongoing assistance than HCL can possibly meet. However, within the confines of its limited resources, HCL has been able to achieve many notable case outcomes as some of the examples below will attest.

Even where HCL is unable to take on very worthy cases, staff have pooled their experience and legal connections in order to facilitate suitable case referrals. Often a series of separate advice services have enabled self-represented clients to see their cases through to conclusion.

Case study 1 – consumer law

This client was on a disability pension due to a mental health condition. He owed approx. \$18,000 from personal loans and credit cards obtained when he used to be able to work. Unfortunately, he is now unlikely to ever have the money to pay the debts. The man felt hounded, receiving many phone calls from debt collection agencies each week.

HCL wrote a letter to 5 agencies who claimed that he owed them money. We provided evidence about his situation and explained to each agency that he had no money and they would not be able to take any money from his pension; that it was, in short, a waste of their resources to pursue the debt.

Currently, 4 out of the 5 agencies have waived his debts and the remaining one is still considering our argument. The man no longer receives harassing phone calls and he says that he has much less anxiety due to the work that we have done.

Case Study 2 – human rights law

This case involved discrimination on the basis of a client's criminal record. The client had applied for an advertised position and attended a selection interview before being formally offered the position. However, the employer also stipulated that they submit a 'police check' prior to commencement. The client duly provided a National Police Certificate that disclosed two quite minor convictions for offences committed in 1991 and 1994. The employer then withdrew its offer the day before the client was due to start.

We sought to persuade the employer to reconsider its decision but they refused. The client then instructed us to proceed with a complaint to the Australian Human Rights Commission.

By the time the case reached conciliation, the client had already obtained an identical position with a different employer. The complaint was finalized on the basis of a written apology and full reimbursement for the income lost between the date the client was due to start the original job and the date they commenced the alternative position.

The client was very happy with the outcome and extremely proud they were able to 'stand up for their rights'.

Case study 3 – family law

We assisted a client to prepare an initiating application seeking parenting orders for their 7 year old daughter. This followed several attempts at mediation that were cancelled due to their ex-partner's refusal to attend.

The parties separated in 2014 and our client was unable to maintain contact with their daughter until proceedings commenced in March 2019.

The other party had made allegations of domestic violence that were not upheld and there was no evidence of significant risk to the child. The other party had consistently refused to allow contact. Even when agreement was reached involving our client travelling from Woollongong to Brisbane to see his daughter, access was refused on arrival.

HCL appeared for the client in the Federal Circuit Court and on the first court date, the client successfully obtained interim parenting orders that allowed him to immediately resume contact with his daughter after having no contact for a period of 4 years. The client sent HCL a moving email of thanks and a photo of his first contact visit with his daughter.

Case study 4 – criminal law

This client had been charged with 2 offences based on his own false statements to investigating officers, both at his residence and when participating in recorded conversations at the police station. However, when dropped back at home that night by police, the client indicated his earlier admissions were false and the next day he attended the local station to make an official retraction.

The client consulted HCL when police refused to re-interview him and discontinue the charges. This was despite the true offender attending the station and advising they were willing to accept and plead guilty to the charges.

The client did not wish to compound his foolish behaviour by pleading guilty to offences he did not commit. Whilst the police were clearly willing to accept such pleas, he was advised that doing this would technically constitute perverting the course of justice.

HCL made repeated, unsuccessful submissions to police in an effort to have the charges discontinued. Finally, on the day before the trial, the prosecution indicated their willingness to drop the 2 charges if the client accepted a single lesser charge of providing police with false information.

As this charge exactly matched what the client admitted doing, the case was finalised on this basis the next day in court.

LAW REFORM AND COMMUNITY LEGAL EDUCATION

Throughout the year, legal staff participated in community education activities, covering a range of different topics and audiences. These stretched from presentations at high schools to succession law (will and estate) information at community centres to targeted information about domestic and family violence for specific groups within the community.

On the law reform front, staff presented at a parliamentary enquiry into the operation of toll roads (reflecting HCL's regular experience of clients presenting with significant toll issues) and contributing to an academic study into the success of reforms to the operation of the Mental Health Review Tribunal.

That's all from me - and now for the statistics.

Rowan Silva – Coordinating lawyer



THE SERVICES WE PROVIDED

	Community Legal Services Program (CLSP)	All services
Number of clients	2354	2948
Legal information provided	1064	1071
Referrals	1050	1404
Legal advice appointments	3010	3010
Legal tasks	504	508
Ongoing representation files	136	188
Duty lawyer services	64	721
Legal education activities	12	12
Law reform projects	2	2





THE PEOPLE WE HELPED

1294

OF OUR CLIENTS WERE WOMEN

10009

OF OUR CLIENTS WERE MEN

4

OF OUR CLIENTS WERE OTHER GENDER

4.5%

OF OUR CLIENTS WERE ABORIGINAL OR TORRES STRAIT ISLANDER AUSTRALIANS

11%

OF OUR CLIENTS HAD NIL INCOME

5%

OF OUR CLIENTS REQUIRED AN INTERPRETER

19%

OF OUR CLIENTS HAD A DISABILITY AND/OR MENTAL ILLNESS

18%

OF OUR CLIENTS WERE WOMEN WHO HAD EXPERIENCED FAMILY VIOLENCE

83%

OF OUR CLIENTS WERE FINANCIALLY DISADVANTAGED

10%

OF OUR CLIENTS SPOKE A LANGUAGE OTHER THAN ENGLISH AT HOME

8%

OF OUR CLIENTS WERE UNDER 25

11%

OF OUR CLIENTS WERE OVER 65



ONGOING REPRESENTATION

In some cases in which our client is especially vulnerable, we provide ongoing representation. Ongoing representation is where we go beyond giving advice and become the representative for that client.

188

WE REPRESENTED CLIENTS IN 188 LEGAL CASES

40%

OF THE PEOPLE THAT WE REPRESENTED HAD A PHYSICAL, PSYCHOLOGICAL OR INTELLECTUAL DISABILITY

52%

OF THE PEOPLE THAT WE REPRESENTED WERE CHILDREN OR YOUNG PEOPLE

33%

OF THE PEOPLE THAT WE REPRESENTED WERE EXPERIENCING OR AT RISK OF FAMILY VIOLENCE

5%

OF THE PEOPLE THAT WE REPRESENTED WERE REQUIRED AN INTERPRETER

98%

OF THE PEOPLE THAT WE REPRESENTED WERE EXPERIENCING FINANCIAL HARDSHIP



THE TYPES OF PROBLEMS THAT WE ADVISED ON

1508

CIVIL LAW

209

CRIMINAL LAW

1475

FAMILY LAW



BREAKDOWN OF LEGAL PROBLEM TYPES

CIVIL LAW	Child protection	110
	Consumer	235
	Credit and debt	202
	Employment and discrimination	130
	Housing	25
	Motor vehicle property damage	115
	Neighbourhood disputes	114
	Other civil law problem type	259
	Wills and estates	320
TOTAL CIVIL LAW	1,508	

CRIMINAL LAW	Assaults and offences against the person	22
	Drug importation	4
	Fraud, deception and related offences	26
	Other criminal law problem type	44
	Public order offences	5
	Traffic and vehicle regulatory offences	108
TOTAL CRIMINAL LAW	209	

FAMILY LAW	Child support	39
	Divorce de-facto separations and/or annulment	292
	Domestic/Family violence	257
	Family law property	180
	Other family law problem type	129
	Parenting arrangements	579
TOTAL FAMILY LAW	1,475	



CLIENT FEEDBACK

We survey our clients regular to get their comments and suggestions. This year, 26 clients responded to our survey.

25/26

CLIENTS AGREED THAT THEY WOULD RECOMMEND OUR SERVICE TO OTHER PEOPLE

100%

AGREED THAT THE INFORMATION ABOUT THE SERVICE MATCHED MY SERVICE DELIVERY EXPERIENCE

24/25

AGREED THAT THE WAIT TIME WAS REASONABLE

100%

SAID THAT THE SERVICE PROVISION IS FLEXIBLE AND RESPONSIVE

25/26

CLIENTS AGREED THAT OUR STAFF HAVE HIGH LEVELS OF SKILL AND EXPERTISE

21/25

AGREED THAT IT WAS EASY TO FIND THE SERVICE

OUR CLIENTS LEFT US THE FOLLOWING COMMENTS

We survey our clients regular to get their comments and suggestions. This year, 26 clients responded to our survey.

“

Our experience couldn't have been more positive. For a free service we got more than we expected.

“

We're about to go ahead with legal action. It was great to talk to someone about what to expect and how to prepare ourselves. Especially knowing that all they wanted to do was help and had no agenda of their own.

“

I would just like to say thank you to all your staff. It was really appreciated.

“



LEGAL VOLUNTEER FEEDBACK

We surveyed our intake and referral team as to their experience at HUB Community Legal.

100%

WOULD RECOMMEND OUR ORGANISATION TO OTHERS

73%

RATED THEIR EXPERIENCE AS EXCELLENT, THE REMAINING 27% RATED THEIR EXPERIENCE AS GOOD

90%

FOUND THAT THEIR TRAINING EQUIPPED THEM FOR THE ROLE

100%

FOUND THAT THE SUPPORT AND SUPERVISION WAS ADEQUATE

WHAT DID YOU ENJOY MOST ABOUT VOLUNTEERING WITH US?

Handling clients when under pressure



Interesting work and helpful support staff



The level of responsibility & wide exposure to a range of tasks



The diversity of people and issues you assist with. I also found the staff very friendly



The sense of community and teamwork



The people I worked with, the challenges presented by tough intakes, and the autonomy I was offered

Interacting with the friendly and welcoming team as well as understanding the process of a community legal clinic



The people I had the opportunity to work with. The last workplace I worked at had a toxic environment and the HUB Community Legal was leaps and bounds beyond that place



Everything



Learning new things, and meeting the other volunteers



Friendly staff and the phone handling practice



MAKE A *Difference*



DO YOU HAVE ANY GENERAL COMMENTS?

The staff should be commended for their direction and friendliness. I've thoroughly enjoyed it, especially my progression into helping with legal research. Hope to stick around.



It was a great opportunity and good exposure to the legal world.



Very good!



Absolutely useful for my career development.

COMMUNITY LEGAL EDUCATION

We conducted 12 community legal education services this past year including information sessions with Centrelink staff and clients at Inala and Goodna, Inala Primary Health Care, Balmoral State High School, Redbank and Acacia Ridge Community Centres.

THE FEEDBACK FROM OUR COMMUNITY LEGAL EDUCATION WORK HAS BEEN VERY POSITIVE:

"I just want to say a big thank you for your informative presentation yesterday. We all learnt a lot about the process of mediation and court orders."

A BIG THANK YOU TO OUR GUEST PRESENTERS:

Craig Sawford of Construct law for presenting on building disputes



Joel McAndrew of McAndrew Law for presenting on retaining wall problems



The Honourable Brian Jordan for his series of training seminars on family law.



HUB NEIGHBOURHOOD CENTRE REPORT



HUB
Community
Projects

THE HUB IS OPEN TO EVERYONE AS A PLACE WHERE YOU CAN MEET A FRIEND, HAVE A CUP OF COFFEE, JOIN AN ACTIVITY, ACCESS ANOTHER SERVICE, BECOME A VOLUNTEER, OR FIND RESOURCES.



The HUB is open to everyone as a place where you can meet a friend, have a cup of coffee, join an activity, access another service, become a volunteer, or find resources.

Our activities foster social connections, wellness, community engagement, skill building, digital inclusion, and more. Our goal is to engage local residents to become involved in their community. This year there were over 6900 visits to our centre for programs and activities either run with the support of our volunteers or delivered by partner organisations.

Our small but dedicated neighbourhood centre team is committed to making a difference in the lives of others. This year, due to our organisational restructure, we were fortunate to be able to add Seng to our team as a part-time community development worker. Our staff work alongside over 25 volunteers of all ages, backgrounds, and skill sets to connect with our community, help local residents build skills and confidence, and deliver a number of programs and services to create positive change. A big thank you to our volunteers – you are the heart of our program.

We acknowledge the neighbourhood centre funding we receive from the Department of Communities, Disability Services, and Seniors and small project funding from Brisbane City Council. However, we continue to support the work of the Queensland Families and Communities Association, the peak body for the state's neighbourhood centres, in calling for neighbourhood centres to be recognised as essential local infrastructure and hubs for social provision and community capacity building and to be funded adequately.

This year we have been proud to be involved in the development of Brisbane's newest neighbourhood centre, the Inala Community Centre. Along with our leadership team, we have been laying the groundwork for relocating the HUB to the Inala Community Centre. Key activities over the past year have included program audits, community consultations, grant submissions, and development of community partnerships to ensure that we are prepared for the new centre. The process has given us the opportunity to reflect on our program and develop a greater understanding of the core values and practices that make our service special and unique. We are using this knowledge to both improve our practice and ensure we preserve the essential characteristics at the heart of our service as we move to our new home. A big thank you to the staff, volunteers and community members for their support of this exciting new project.

KEY HUB PROGRAMS

Drop-In Space

Our foyer is open 5 days a week for community members to drop in, have a cup of tea or coffee, and chat with others in the neighbourhood. Our drop-in space is increasingly accessed by community members seeking help in the face of emotional or financial crises.

Community office & digital mentoring

With a growing range of education, information, government, and community services moving online, the ability to access and navigate the digital world is becoming essential and the inability to do so compounds a sense of isolation and powerlessness for many. To combat this, our volunteer digital mentors provide daily in-person support to ensure community members can access phone, internet, printing and email support as well as more in-depth help to develop digital skills and confidence.

Social Groups

Our social groups play an important part in addressing loneliness and social isolation. These include weekly groups such as a seniors' card group (Hoy), an art group especially inclusive of adults with intellectual disability and their carers, a multicultural women's friendship group, men's space, and women's coffee group.

English Classes

Twice weekly, volunteer run English conversation classes support adults from migrant backgrounds to improve their language skills, build confidence in English and make community connections.

Special Events and Projects

This year we hosted a number of special projects and events. In partnership with Brisbane City Council, we delivered 2 Love Food Hate Waste Workshops, a women's wellbeing forum, 8 Culture in the Kitchen sessions, and 39 Active and Healthy community fitness sessions. We also held community events to highlight awareness of Anti-Poverty Week, Harmony Day, and International Women's Day. We worked alongside other Inala based community organisations to deliver events in the wider community including 2 community dinners, Harmony Day in the Civic, Multicultural Youth Festival, and Disability Action Week.

Community Access Point & Community Meeting Space

We serve as a community access point for a number of community organisations and groups. Over 1020 sessions were booked into our community spaces by organisations including Queensland Tenancy Advice and Referral Service, Ethnic Communities Council of Queensland, MDA, Save the Children, Lions Club, Inala Youth Service,

Culture in Mind, Aftercare, Smith Family, ARAFMI, NEAMI, Relationships Australia, GenX Unleashed, Brisbane City Council, Epic Assist, Work Ways, Help Enterprises, and a large number of smaller, unfunded community groups. The activities we hosted included free community exercise, parenting groups, playgroup, youth group, job search support, health information sessions, financial counselling, mental health support activities, tenancy advice, and community meetings.



FEEDBACK

"My favourite thing about the [WOW Multicultural Women's Group] group is that it helps me not to overthink. I have anxiety and it is so helpful when I attend this group. Please keep doing activities like this."

WOW Women's Group participant

"I worked in Kenya as a French teacher but also volunteered in the community services sector in various humanitarian organisations. Currently, I am doing volunteer work at the HUB where I am gaining a lot of skills and experiences that will help me in the future because my dreams have been to serve the community."

Samson, Volunteer



MAKE A *Difference*



A SNAPSHOT OF OUR SERVICE OUTPUTS THIS YEAR ...

6900

OVER 6900 VISITS TO THE HUB (NOT INCLUDING COMMUNITY GROUPS AFTER HOURS)

3700

OVER 3700 VISITS WERE TO ATTEND ACTIVITIES WITH THE POTENTIAL TO IMPROVE SOCIAL CONNECTIONS

2000

OVER 2000 VISITS TO OBTAIN INFORMATION OR REFERRAL SERVICES

Our community spaces were booked by community groups and other organisations over 1020 times for the following types of activities:

TRAINING & EDUCATION

172

SESSIONS

MENTAL HEALTH

207

SESSIONS

ART, MUSIC, DANCE

22

SESSIONS

HEALTH & FITNESS

93

SESSIONS

CHILDREN'S ACTIVITIES

57

SESSIONS

SPIRITUAL & RELIGIOUS GROUPS

400

SESSIONS

SOCIAL GROUPS & MEETINGS

77

SESSIONS



TREASURERS REPORT

“WE HAVE INVESTED IN ADDITIONAL EDUCATION AND TRAINING FOR OUR STAFF AND COMMITTEE DURING THE PAST YEAR.”

ANDREW CARROLL
TREASURER
HUB COMMUNITY

The 2018/19 financial year has been one of growth and change for the organisation in many respects as we embrace a new public identity and prepare to move our programs into a new purpose built facility.

Naturally, this has come with financial cost. In the past 12 months the organisation has had to reach into our reserves to fund a number of unusual expenses. We have had to invest in technology, furniture and equipment to an extent not seen in several years in order to take up a lease in the new Community Centre in Poinsettia St and pay consultants to assist us in developing our new branding and website. The necessity of meeting and maintaining the legal centre's accreditation requirements with our national peak body has also seen us invest in additional education and training for our staff and committee during the past year.

To ease the burden on the organisation's reserve funds significant time has been spent this financial year applying for grants to assist in the large number of purchases necessary to move to our new premises. We were successful in securing 2 separate grants from the Department of Communities through the Thriving Communities program for \$10,000 and \$22,000 respectively and \$1,000 through the Blue Fin Fishing Club's Community Grants scheme. Thanks go to these bodies for their assistance.

Our largest source of operational funding remains the Community Legal Services Program funding administered by the Department of Justice and Attorney General and Legal Aid Queensland. This year we received \$938,000 in total to

provide our wide range of legal services at Inala and several outreaches, courts and Family Relationship Centres to clients of all ages.

The Neighbourhood Centre program continues to be funded by the Department of Communities, Disability Services and Seniors from whom we received \$118, 410 this Financial Year.

Activities such as room hire, duty lawyer services and lawyer assisted mediations have provided us with much needed additional non-program related income.

A full set of the Audited Financial Statements for the Year Ended 30 June 2019 are provided. We would like to thank our Auditor Haywards Accountants for their excellent work, in particular Brad Harbourne.

ACKNOWLEDGEMENT OF FUNDING

We would like to thank and acknowledge our funding bodies, both state and federal including Department of Communities, Disability Services and Seniors, Departments of Justice and Attorney-General both State and Federal and the Legal Assistance Strategy Fund for their ongoing commitment to our community and the services needed to make our community strong and resilient.





OUR STAFF AND VOLUNTEERS

VOLUNTEER MANAGEMENT COMMITTEE

Rangi Ross (President)
 Radhika Hari (Secretary)
 Andrew Carroll (Treasurer)
 Chris Barron
 Julian Noud
 Laurel Johnson
 Nayda Hernandez
 Palani Thevar

STAFF

Alison O'Quinn
 Carolyn Juratowitch
 Cecilia Miranda
 Chi Mary Kalu
 Daisy Leadbetter
 Helen Hawksworth
 Helen Situlia
 Jim Gibney
 John Shanahan
 Jonathan Ward
 Julie-Ann Ross
 Megan Inglis
 Michael Haenell
 Rowan Silva
 Seng McMahan
 Ursula Bertrand

VOLUNTEER LAWYERS

Annmaree Harris
 Andrew Morrison
 Beenush Khokhar
 Chito Boamah
 Daniel Clare
 Danielle Little
 Dominic Nguyen
 Emma Kirkby
 Francisco Cardona
 George Calderon
 Haatsari Marunda
 James Lah
 James Halliday
 Jenawai du Preez
 Kaine Shanahan
 Lucy Liu
 Narendra Sharma
 Rebekah Lovely
 Sandie Chatterton
 Sandra Ardelean
 Sandra Kelly
 Stella Jungah Park
 Stephanie Ewart
 Sue Koenig
 Tamara Walsh
 Tammy Parsons
 Terry Walker
 Thanalechumy Ramanujam
 Victor Wong
 Alicia Lau
 Sunny Shin
 Ruth Simon

Sarah Ward
 Nguyen Dao Pham
 Rachel Gillies
 Natalie Dawson
 Daniel Drzezdzon
 Lachlan Rush
 Michael Seymour
 Miguel Ramirez
 Amanda Ellison
 Joshua Aseervatham

VOLUNTEER INTAKE AND REFERRAL TEAM

Anna Stubbersfield
 Bella McNamee
 Ben Quick
 Carlos Cheng
 Daisy Leadbetter
 Edbert Kang
 Evie (Evangeline) Woods
 Elvis Bui Nguyen
 Geena Skow
 Holly Brown
 Michael Nakrour
 Nancy Xi Lai
 Grace Anderson
 James Zapantis
 Jennifer Min
 Mark Kleine
 Melinda (Wen) Gao
 Mitree Vongphakdi
 Nikul Sharma
 Richie Chen
 Thao Nguyen

VOLUNTEER LEGAL SUPPORT

Alexander Moore
 Ali George
 Andrew (Bo) Zhao
 Anne-Maree Lofipo
 Ashley Knopp
 Ashley Reynolds
 Bryan Lee
 Chloe Westman
 Donna Harrison
 Emily Andrews
 Emily McIndoe
 Imogen McInerney
 Kamand Mohtasham
 Karen Culpeper
 Kate Hearnden
 Laura Tyler
 Lauren Teklenburg
 Mackenzie Wakefield
 Mollie O'Brien
 Rakshita Yadav
 Relicia Gabriel
 Sifan Lu
 Tian Behenna
 Vashi (Urvashi) Sharma

NEIGHBOURHOOD CENTRE VOLUNTEERS

Amanda Flynn
 Ann Bailey
 Ann Egan
 Cheryl Mikeleit
 Christina Knipmeyer
 Clara Corry
 David Pagendam
 Elisabeth Barnard
 Gibril Rugira
 Gladys Pagendam
 Hollie Gardiner
 Jean Jenkinson
 Jolene Luckhoff
 Margaret Stone
 Maria Goldman
 Pauline Jordan
 Roxana Aguilar Alonso
 Samson Ndikumwami
 Tho Tien
 Valda Clark

We thank all of our staff and volunteers for their efforts in support of our organisation.



HUB
Community
Projects

ANNUAL REPORT 2019



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MAKE A *Difference*
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