



MICAH PROJECTS
ANNUAL REPORT
2015 / 2016



MICAH PROJECTS INC

Breaking Social Isolation
Building Community

Vision Statement

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

Mission Statement

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

GUIDING PRINCIPLES

In responding to individuals, families, groups, communities and institutions, we believe that every adult and child has the right to:

- a home, an income, healthcare, education, safety, dignity and connection with their community of choice;
- access to a broad range of personal, social, intellectual, economic and spiritual resources for personal and community wellbeing;
- forums to participate in decisions which impact on their lives at an individual, social and structural level;
- equity, acknowledging the impact of age, gender, economic status, disability, sexual orientation, culture and religious belief;
- opportunities for processes that redress past and/or present experiences of neglect and abuse;
- resources to enable restoration of relationships with self, family, community, social and religious institutions.

Micah Projects endorses the United Nations Declaration of Human Rights.

We acknowledge the Aboriginal and Torres Strait Islander peoples of Australia as the traditional owners of this land and support the right of Indigenous people to self determination and cultural expression.

CORE BUSINESS

The agreed core business or reason for being of Micah Projects is:

An unswerving commitment, focus and determination to advocate and deliver on our social justice mandate.

The service areas that will be governed by the Board and continuously developed and delivered by the CEO, team leaders and workers are:

- Families, Women and Children
- Domestic and Family Violence
- Adults who experienced childhood abuse in an institutional setting through Lotus Place Statewide
- Homelessness through Home for Good and Street to Home
- Supportive Housing
- Mental Health and Disability
- Social Inclusion:
 - The Hive
 - Jane Street Garden
- Innovation, Research and Evaluation
- Business Services
- Partnerships and Consortia:
 - 500 Lives 500 Homes
 - Brisbane Common Ground with Common Ground Queensland
 - Family Inclusion Network
 - Inclusive Health Partnerships
 - Partners in Recovery Brisbane South PHN.

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To read more stories visit:
micahprojects.org.au/stories

Micah Projects Board 2015/2016



Above: Micah Projects Board from left: David Gonsalves, Mary Sheehan, Michael Kelly, Sue Bradnock, Terry Fitzpatrick and Julie Cork. (Absent: Carol Eapen, and Claudine Umashev.)
Photography: Craig Holmes.

Chairperson
Michael Kelly
Spatial Information Officer

Treasurer
Sue Bradnock
Principal, Total Audit Services

Secretary
Terry Fitzpatrick, *Priest,*
St Mary's Community Ltd

Board Members
Julie Cork
Organisational Consultant: Leadership, Integrity, Misconduct

Carol Eapen
Chartered Accountant and Financial Counsellor

David Gonsalves
Lawyer, MPN Lawyers

Mary Sheehan
Pastoral Care Worker, Mater Health Services

Claudine Umashev
Barrister at Law

Micah Projects Snapshot 2015–16

160,800



Occasions of personal contact

2 New Wellspring sites opened in Inala and Zillmere

In its first 6 months
The Brisbane Domestic Violence Service Safer Lives 24/7 Mobile Service supported:

346 Women with 771 children under 18 in their care

485 Women without children in their care

6,645



People were provided with advocacy and support

97% of people we worked with felt treated with dignity and respect

19% identified as Indigenous

25% were under 18

11% were culturally and linguistically diverse

Health and social system savings were achieved through partnerships and collaborations

for more information, please visit micahprojects.org.au/resources/publications

\$2.14M
net cost benefit due to the Pathways Pilot Program

from *Pathways Hospital and Discharge Pilot Project: Twelve Month Evaluation Report Jan 2015–Dec 2015*

\$13,100
saved annually per tenant at Brisbane Common Ground

from the 2016 *Brisbane Common Ground Evaluation: Final Report*. Prepared by the Institute for Social Science Research, The University of Queensland



PATRICIA & JENNA

Photography: Craig Holmes.

Chairperson's Comments

The world of not for profit organisations is changing. Adapting to change will be essential to ensure our continued success. Micah Projects historical willingness to embrace change has enabled it to grow from the small, part-time social justice initiative it was 20 years ago into a dedicated not for profit organisation with an ever-increasing ability to serve more people across an increasingly complex range of challenges.

A key to our success has included the development of strategic partnerships with organisations who share our values, and whose services complement, rather than compete or conflict with our own. We regard the ongoing development and support for existing partnerships as vital for our continued success.

Clarity of purpose is therefore the key for the success of any partnership. Two of the significant strategic priorities as part of Micah Projects Strategic Plan include the establishment of a social enterprise café and an Inclusive Health Clinic. In both instances, we are working to develop and implement strategic, mutually beneficial partnerships with organisations with a common mission who also possess specialist knowledge and expertise in the relevant field. We recognise this is essential in order to achieve success.

Micah Projects is very excited about our formalised partnership with TAFE Queensland Brisbane for the Hope Street Café project. They have actively contributed to the planning and development stage, donated a coffee machine, and will continue to work with us as we provide training and work experience to create pathways to employment in the local area through this local social enterprise.

Likewise Micah Projects and the Buddhist Compassion Relief Tzu Chi Foundation Australia continue to strengthen our relationship by formalising the partnership. This has resulted in the formation of 'Inclusive Health: Partnerships in Healthcare for All' Pty Ltd. We plan to operationalise a GP and dental clinic for people in need, including those currently presenting to our services, and other people in the community with significant health needs, but poor access to appropriate and integrated healthcare. The lease for the clinic has been signed with Common Ground Queensland and work is commencing in the last quarter of this year.

Attending events has enabled members of the Board to meet Micah Projects partners, staff and the people the organisation supports. It is a wonderful opportunity for the directors to enhance their understanding and appreciation of the

organisation, its purpose and the mission they have been entrusted to strive to achieve. I have greatly valued every opportunity I have had to attend Micah Projects functions. The highlight is always the Moonlight Magic Dinner Dance. It is a night where everyone is there to enjoy delicious food, great music while bopping on a crowded dance floor, and have the experience to be in a venue where everyone is truly equal, and treated with the respect and dignity this affords.

Other events I have enjoyed participating in this year include the packing of Christmas hampers on Christmas Eve with over 100 volunteers who pack and deliver the hampers as a gift to many individuals and families across Brisbane; and attending the River City Ballroom Gala Ball on behalf of Micah Projects to receive donations as a charity of choice from Sue and Dane, directors of this small local dance studio.

The staff are one of Micah Projects greatest assets. Their passion, knowledge and experience, and commitment to social justice principles help the organisation to achieve its goals, and have a meaningful impact on the everyday lives of the people they support.

The Micah Projects Board recognises the achievements of all the staff at Micah Projects, the strong and committed teams working extensive hours, every day and night of the week throughout the year to ensure Micah Projects has a positive impact for those who experience social isolation and exclusion.

I acknowledge the extensive work that the last 12 months has required of the entire Leadership Team including CEO Karyn Walsh. As new opportunities have emerged, they have been embraced in order to enable Micah Projects to work with more people in the community across a diverse range of challenges. These include domestic and family violence, homelessness, historic abuse in institutional settings, and mental health or disability to ensure they have access to a home, justice, health, safety and social inclusion.

I look forward to the coming year and ever-increasing opportunities to consolidate and grow the positive impact Micah Projects is capable of delivering in the lives of the people it supports.

Michael Kelly
Chairperson

Patricia never thought she would find herself without a home of her own, especially at a time when her complex medical needs made housing security essential.

But after a run of distressing incidents with family including being cast out onto the front lawn by her daughter-in-law, spending time in a woman's shelter, being promised shelter from a daughter in Queensland only to be conned out of \$500 and then abandoned at a train station, things were looking very dire.

"It was a bad time. I was sitting there just going down, down, down. The only thing stopping me from giving up was the thought of seeing my grandson again," Patricia said.

After collapsing and being admitted to hospital, the Royal Brisbane and Women's Hospital Oncology Department referred Patricia to the Inclusive Health program.

The team, rallied by Inclusive Health nurse Jenna quickly undertook a comprehensive assessment, identifying that Patricia would need stable, independent accommodation as well as access to quality primary and tertiary healthcare services.

"Patricia's circumstances were really clear, especially given her complex medical needs. We had teams across Micah and other organisations all advocating on her behalf to find a solution. We found a lot of good people along the way," Jenna said.

Within seven weeks of initial contact Patricia was offered permanent housing in a Department of Housing seniors unit. "It's as good as winning the lottery. I've got it as long as I need it. I couldn't be any happier." Patricia said.

Patricia has continued to work with the Inclusive Health team, who have helped her to locate and develop a positive relationship with a local GP, provide transport for appointments, achieve accreditation for additional health and care support through the ACAT program and retrieve some of her personally significant possessions from New South Wales.

"I can't say enough nice things about Jenna and Micah. It's not just the unit. It's also helping my physical health. I know that whatever can and needs to be done for my health is going to be done. That makes a world of difference."



CEO's Report

Every year community organisations are being told that they are facing unprecedented change. I agree that change is ever-present, but I also focus my attention on what does not change, namely our mission: to create justice and respond to injustice at the personal and structural levels in our society. For Micah Projects this has remained the same for over 20 years.

Our mission statement provides the cornerstone for us to be proactive and reactive to the reality of peoples' lives. We work with our partners, funders and community members to create service responses as well as connections to community. We are passionate about ensuring that everyone has the foundation of housing to enable them to create a home, reduce health inequities, participate in meaningful activities, learning and employment, and re-connection with family, friends, culture and community.

Above: Gathering in the kitchen at Campbell's Club from left is Jess, Michael, Anthony, David and in the background is Kris and Bertie.

Photographer: Craig Holmes.

As of 30 June 2016, the 500 Lives 500 Homes Partnership has housed:

142



Families with 294 children

268



Individuals

410

Individuals and families housed

The Annual Report outlines the mission-driven programs and initiatives that have been undertaken by the organisation as well as showcasing the extensive support that we have received from the community. While we have continued to focus on our strategic priorities, in 2016 a particular emphasis was placed on responding to domestic and family violence.

We can only achieve what we do through partnering with other organisations across many sectors: housing, healthcare, education and training, cultural organisations, small, medium and large businesses, government and the wider Brisbane community who so generously continue to engage with us. Together we make a difference in the lives of vulnerable people. This year we have worked with over 6,000 individuals in either resolving crisis or in ongoing planned support. This has included 160,800 contact requests for support, advice and referral.

It is our privilege to walk alongside and witness the persistence, courage and determination of people who live with the consequences of childhood trauma, poverty, violence, discrimination and social isolation. We are proud of our continued efforts working with people as they seek justice through the *Royal Commission into Institutional Responses to Child Sexual Abuse* and in advocating for legislative change by government to redress the injustices of current systems.

It is therefore pleasing to note that over the past 12 months the Queensland Government has introduced; public transport concessions for the unemployed; passed legislation to change laws in relation to the statute of limitations for child sexual abuse; plan to end the imprisonment of 17 year olds in adult prisons; and especially the change in driving five year service agreements. These are changes for which many people have advocated for over 30 years. These significant reforms demonstrate that persistence and patience do bring about change.

We acknowledge the Queensland Government as the commissioning body for many of the services we provide in the community. Similarly, we rely on funds from the Commonwealth Government, the Brisbane North and Brisbane South PHNs (Primary Health Networks) and several philanthropic groups. Donations from the community are also critical to our work.

I want to thank the staff of Micah Projects for all the effort they have made to embody our mission in their daily work. We all work together to make these values a reality no matter where we are located in the organisation. I acknowledge the commitment of the Leadership Team for going the extra mile in so many ways.

I thank and acknowledge our partners who are listed throughout this report. These partnerships are both valued and necessary for our work to succeed. An example of this success is the collective impact campaign *500 Lives 500 Homes*, involving 34 organisations from across Brisbane working together to achieve the goal of housing 500 individuals and families since 2014.

I particularly acknowledge our healthcare partners who have been integral to our work, including the Inclusive Health Partnerships of the Buddhist Compassion Relief Tzu Chi Foundation Australia, Mater Misericordiae Ltd and St Vincent's Private Hospital, Brisbane. The planned establishment in early 2017 of a bespoke Inclusive Health Clinic for people experiencing homelessness and many vulnerable people struggling with social disadvantage, is a testament to the power and the visions made possible, when respectful partnerships are forged based on shared values.

I am grateful to the Micah Projects Board for their dedication to governance and maintaining a strategic focus. Together, we have begun the process of developing a new strategic plan that will refine our priorities and operational goals into the future, while staying true to our enduring vision.

As Micah Projects moves into its third decade of operation, it is essential we do not lose sight of our mission. It is the spirit that drives us and the benchmark by which we measure all that we do.

Karyn Walsh
CEO, Micah Projects



2015/2016 Highlights

A ROADMAP TO ENDING HOMELESSNESS IN BRISBANE

Homelessness has a devastating and life-long impact on the adults and children who experience it, and the community as a whole. Despite the best intentions of many government and non-government organisations and individuals, homelessness continues to be a significant issue in Brisbane.

To address homelessness, it is critical to apply a continuous improvement approach. Past approaches failed to provide ongoing support to ensure housing was retained beyond the initial placement. Typically, homelessness was regarded as a singular issue, and individuals and families needed to have all other aspects of their lives in order, to be assessed as 'housing-ready'.

A rapidly expanding pool of research and project-based evidence from around the world, overwhelmingly supports a model known as 'Housing First'. When we focus on accessing and sustaining housing for people, their reliance or engagement in child protection, corrections, hospitals and mental health services, drops significantly which is a major cost benefit to government and society as a whole.

Housing First recognises that homelessness does not occur in isolation and is a symptom of many complex issues. When people have no home or sense of security, it is extremely difficult, if not impossible, for individuals and families to address complex interconnected issues, such as poverty, domestic and family violence, disability, addiction, unemployment and more.

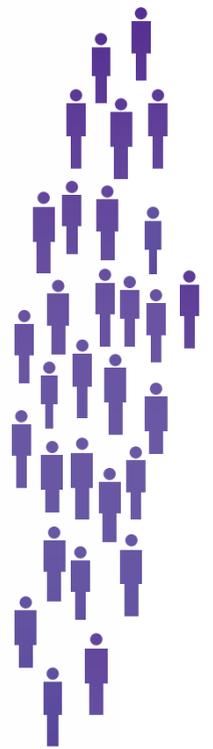
In essence, evidence has shown, housing must come first.

The Housing First approach allows services working together to link vulnerable people with the affordable housing, healthcare and community services they need, to sustain their tenancy and improve their quality of life.

This evidence-based approach has informed the philosophy, strategy and operations of Micah Projects for a number of years. We have worked closely with organisations, within Brisbane and around the world, that share our values and commitment to the Housing First approach, recognising homelessness cannot be solved by one organisation in isolation.

Extensive research over a number of years has culminated in the development of *Housing First: A Roadmap to Ending Homelessness in Brisbane*. This framework is part of the '500 Lives 500 Homes' campaign, by Micah Projects, in collaboration with a range of highly regarded, professional partner organisations.

A report by the University of Queensland, reported the annual cost of just 41 people experiencing homelessness in Brisbane, to be a staggering \$1,976,916, largely attributed to their frequent interactions with high-cost, acute care and emergency services, and involvement with police and court systems.



\$1,976,916

This is the annual cost of this many people (41) experiencing homelessness in Brisbane.

A Housing First approach (housing people, and providing healthcare and support) costs far less.

Data from the 2016 Brisbane Common Ground Evaluation: Final Report. Prepared by the Institute for Social Science Research, The University of Queensland

To read *Housing First: A Roadmap to Ending Homelessness in Brisbane* visit micahprojects.org.au/resources/publications

Opposite page: On Christmas Eve 2015, 289 volunteers helped to pack and deliver a record 613 Christmas hampers.

The *Roadmap* highlights that ending homelessness involves:

- preventing first time or episodic homelessness
- responding to crisis as it occurs in the shortest possible time, and
- sustaining tenancies.

The *Roadmap* proposes this can be achieved by organisations working together using the following five key strategies:

1. Know who's homeless and what they need
2. The implementation of a coordinated entry scheme to increase response times for targeted support, preventing homelessness whenever possible
3. Increase the supply of housing to meet the demand
4. Keep people housed by providing ongoing support for people who are at risk of not sustaining tenancies
5. Integrate healthcare, including mental and dental health, into holistic responses to end homelessness, enhancing care delivery in favour of accessible primary care, while dramatically reducing the high costs of acute care and emergency presentations.

These strategies already underpin the work of Micah Projects on a day-by-day basis and continue to inform decisions, about new projects and areas of action we need to expand or develop, in order to play a key role in the elimination of homelessness in Brisbane.

The Street to Home team, in collaboration with a range of partners, embarked on the initial '50 Lives 50 Homes' campaign six years ago, which aimed to house 50 rough sleepers. This ambitious project had not been attempted previously in Australia. The first task was to learn who was homeless in Brisbane and what they needed, by asking people on the streets (with their consent) for their name, photo and some information regarding their needs using the *Vulnerability Index Register*. The Register provides critical information to prioritise people for housing and healthcare services.

The information gained and lessons learnt, was deemed invaluable in terms of delivering individualised support to the people who participated. This informed the development and refinement of practices within Micah Projects and insights into how to break down barriers created by the service system. Street to Home use this common tool daily, to understand a person's or family's current needs and history of homelessness.

This is recognised by housing partners, to assist in the rapid allocation of resources for the most vulnerable. The Street to Home team work in partnership with a range of housing providers including The Department of Housing and Public Works, Compass Housing, and Churches of Christ to provide housing support as people transition from rough sleeping to housing.

OUT ON THE STREET

Since its inception, Micah Projects has been committed to an assertive outreach program for people experiencing homelessness, taking support services to the people in need whether they be located in parks, squats, on the streets, in malls or doorways.

This work is primarily carried out by the Street to Home team, comprised of highly experienced and dedicated support and advocacy workers. Working within the Housing First framework, the team is committed to helping individuals and families successfully make the transition from street to home, in as short a time as possible.

The team operates 19 hours per day, seven days per week from 6am – 1am. They work with a range of partners, including Queensland Police, Brisbane City Council, and a dedicated team of nurses from Mater Health Services. The nurses travel side-by-side with the Street to Home workers, to provide outreach nursing care. Sharing infrastructure and integrated services provides better access to services, when compared to working separately.

AN EVALUATION OF COMMON GROUND

Significant community support and advocacy by Micah Projects, resulted in Brisbane Common Ground (BCG), being Queensland's first intentionally designed supportive housing initiative. After researching supportive housing in the USA, Europe and England, it was clear Brisbane needed to balance services to people while homeless with an investment into housing services, to break the cycle, experienced by so many, of repeated homelessness.

The National Homelessness Partnership Agreement and investment by the Australian Government Nation Building Economic Stimulus Plan to stimulate the economy through housing and infrastructure projects, created the opportunity to ensure South Brisbane, with all the gentrification and change, could increase the supply of affordable housing.

BCG is a partnership between Micah Projects and Common Ground Queensland that reflects an onsite approach to health, security, personal and community services. The project increased housing supply through the construction of 146 purpose-built units available for tenants who have experienced chronic homelessness and/or live on low incomes, through partnership with the Queensland Government, Grocon, Micah Projects and Common Ground Queensland.



COOKIE

Photography: Craig Holmes.



Cookie, as he is affectionately known and chooses to identify himself, lived on the streets of Brisbane for four years, having moved to the sunshine state from Canberra in the hope of establishing a new life.

Cookie quickly became a readily identifiable character amidst the community of organisations providing food van, clothing and support services due to his distinct practice of always dressing in suits, acquired from charity services and outlets.

Cookie passionately believes that experiencing homelessness should not be the only thing that defines someone. "Just because you're homeless, doesn't mean you need to look it," Cookie said.

Cookie was sleeping in Anzac Square when he started to work with Micah

Projects Street to Home team. His literacy levels and his lack of basic forms of ID such as a birth certificate had proven a major barrier to securing housing, but these were challenges the Street to Home team could help him with.

"I can't praise them enough," Cookie said.

"Within months of them helping me to submit housing applications I had secured housing. The Micah team picked me up and brought me to my new home, which they had fully furnished with everything from a new bed to a mop and bucket."

"Life is heaven. I have a key for my own place. A place I can truly call mine. If it rains I don't get wet. I can come and go whenever I want. And when I come home everything is still here. I absolutely love this place."



ANGELA

Photography: Craig Holmes.

All Hallows' School has been a strong supporter of Micah Projects for many years, reflecting its commitment of working to achieve social justice in the wider community as part of the holistic education of its students, and its commitment to the vision and mission of the Sisters of Mercy.

The support provided to Micah Projects has been wide, varied and unwavering, and is delivered by the community of parents, students and staff. Over the years it has included the provision and serving of meals, a variety of support drives, and the hosting of training programs and events.

It also includes the sourcing, packing and delivery of practical household packs for people in need by the All Hallows' Kitty's Room program: a staff, student and parent-supported program named after the affectionate nickname of Catherine McAuley, the Foundress of the Sisters of Mercy.

Since its formation in 2008, the Kitty's Room program has donated hundreds of comprehensive

household packs to Micah Projects for delivery to individuals and families making the transition from homelessness to home. The packs include essential, brand new, practical items such as sheets, pillows, towels, crockery, cutlery and a kettle; items individuals and families typically do not have when transitioning from life on the street, couch surfing or fleeing domestic violence.

Director of Mission at All Hallows' School, Angela O'Malley says their unwavering support for Micah Projects reflects the natural alignment between the missions and visions of the two organisations.

"Both All Hallows' School and Micah Projects are committed to an ethos of being merciful, of responding to social inequality and raising awareness of social justice issues. We both believe we can make meaningful differences in the lives of individuals and of the people of Brisbane as a whole."



Enjoying the weekly Community Meal at Brisbane Common Ground. From left: Rose (who has volunteered from the very beginning of the community meal), with tenants Aaron, Malcolm and Jackie. Photography: Craig Holmes.

This year, an evaluative study led by Dr Cameron Parsell from the Institute for Social Science Research (ISSR), University of Queensland, found BCG successfully supports people with chronic experiences of homelessness to exit homelessness immediately, and move into secure and sustainable housing, without the need to become 'housing-ready' in advance.

Key findings of the evaluation found:

- BCG removed barriers for people experiencing chronic homelessness with support needs to access housing, and fostered the conditions to sustain tenancy, and
- a 12-month tenancy at BCG reduces the annual cost of Queensland Government services by \$13,100 per person.

These findings are in keeping with international studies and evaluations, into the individual and economic benefits, of providing supported housing in keeping with the Housing First framework. The evaluation demonstrates the model is reliable, cost effective and beneficial for the tenants and community. The need to scale up the operations through the addition of new sites is evident as an essential step in the road to ending homelessness in Brisbane.

BRISBANE COMMON GROUND COMMUNITY MEAL

The Community Meal at Brisbane Common Ground (BCG) is an initiative of Micah Projects, and has been a weekly event

at BCG since August 2012. Each Wednesday evening, tenants are invited to enjoy a restaurant quality two course dinner in the Gambaro Room on the 13th Floor. The room is set with seven tables of seven seats, providing an opportunity for tenants to engage with new and familiar friends in a comfortable, social environment.

Guests at the Community Meal include a team of volunteers who assist with preparation, food service and post meal clean-up. Tenants are encouraged to join the volunteers in tasks that provide life skills and experience in team work. Some of the tenants have also joined Phyllis, our chef, in the kitchen to develop their interest in cooking and food presentation. A number of tenants have contributed to the meal by cooking dishes that held special memories for them.

The meal is supported by members of the wider community. During school term, students and staff from All Hallows' School provide a tasty dessert for guests and assist with the room preparation. Centacare workers are regular visitors to BCG and they partner with Micah Projects to support tenants who attend the meal. Once a month, St Vincent de Paul partners with a corporate group cater for the meal and provide a great opportunity for raising awareness of social housing in the general community.

Micah Projects believes that the experience of having a meal in this beautiful setting provides tenants with opportunities to develop friendships and discover a variety of taste sensations that add to the quality of life they experience at Brisbane Common Ground.



MOONLIGHT MAGIC

On Friday 28th of August 2015 over 850 people came together for one of the largest social inclusion events in Australia, the Moonlight Magic Dinner Dance! Now celebrating its 12th anniversary, Moonlight Magic is a glittering highlight on Brisbane's social calendar.

Unlike most gala balls, Micah Projects does not fundraise at the event, instead a committed team of volunteers coordinate a range of sponsorship and volunteering opportunities in the lead up to the night. Securing transport sponsorships; running an 'After 5' clothing appeal and assisting people find the perfect outfit; organising hair and make-up volunteers across supported accommodation sites and Micah Projects locations; are all carefully orchestrated behind the scenes to ensure the night is accessible to everyone. Micah Projects is grateful to the volunteer committee consisting of Debbie Parmenter, Gabrielle Chisholm, Jenny Power, Jenny Wyeth, Mal Casuer, Majella Nicolo, Margie Gamble and Sherryn West.

Sponsors and donors give generously to purchase 'gift tickets' ensuring people whom are often excluded from prestigious occasions have the opportunity to attend. We express our sincere thanks to the 2015 event sponsors Morgans, RSPCA Queensland, ColourChiefs, Yellow Cabs, TransitCare, Redsuit Advertising, Community Business Australia, Taking Shape 14+, KS Photography and the many thoughtful supporters and donors who contributed to the magic of the evening.

TIME TO SETTLE UNFINISHED BUSINESS OF CHILD ABUSE

Since its inception, Micah Projects has worked in partnership with adults who experienced childhood abuse in an institutional setting, to provide one on one support and advocacy to help them seek justice. Dedicated Lotus Place centres deliver this support in Brisbane, Rockhampton and Townsville.

Micah Projects recognises there is no one-size fits all approach for the support needed by individuals and families supported by Lotus Place. We assisted with Find and Connect Services through Australian Government funding, supporting people to attend the Royal Commission into Institutional Responses to Child Sexual Abuse, and with Queensland Government funding, held events and activities to create greater community awareness and advocacy.

The matter of redress has been a significant focus this year, as the Australian Government considered the *Redress and Civil Litigation Report* from the 2015 Royal Commission. Micah Projects has actively advocated for a legitimate, significant and accessible redress scheme for obtaining justice.



Lotus Place worked with...

94 Individuals

to prepare responses to Royal Commission Issues and Consultation Papers.

This occurred over...

15 consultation sessions



Above: 'With One Voice Brisbane' performing at the Songs of Justice event in November 2015 to commemorate the 6th anniversary of the National Apology to the Forgotten Australians and Former Child Migrants.

Opposite page: The 12th Annual Moonlight Magic Dinner Dance at the Brisbane Convention and Exhibition Centre, August 2015. Photography: Craig Holmes.

Our recent publication, *Unfinished Business*, calls on the Queensland Government to support a national redress scheme, in keeping with the Royal Commission's recommendations to:

- ensure all forms of abuse are included in a baseline payment for anyone who was in out-of-home-care, using the matrix outlined by the Royal Commission in relation to sexual abuse or physical and emotional abuse
- distribute funds to victims/survivors in line with the Royal Commission's recommendations of \$328 million
- remove the statute of limitations barrier for eligibility
- provide access to community legal centres for advice on legal options
- make psychological and counsellor services available throughout a survivor's life
- guarantee no deed of release is required in order to access redress payments
- ensure the burden of proof for eligibility for financial compensation be shifted to accept 'plausibility' or 'reasonable likelihood', and
- establish eligibility for individuals who received inadequate financial redress regardless of any deed of release associated with those payments.

Premier Anastacia Palaszczuk has been a strong advocate in seeking, from the Australian Government, a commitment to a National Redress Scheme. The Queensland Government has begun the process for change in Queensland regarding the *Limitation of Actions Act 1974*, where the current limitation for an action for damages for personal injury, negligence, trespass, nuisance or breach of duty, is three years from the time the action accrued.

The Queensland Government has announced with bipartisan support, the statutory limitation period for actions relating to child sexual abuse in institutions, will be removed. Additionally, they are determining whether the scope of these reforms should be broadened to consider abuse that occurred outside an institutional setting. These new amendments will consider all citizens in Queensland who have experienced severe physical, psychological and sexual abuse in any setting, to provide equitable access to the law for all Queenslanders.

Micah Projects has an unwavering commitment to supporting the survivors of childhood abuse in institutional settings, as we seek justice, accountability and redress, until all unfinished business is concluded.

To read *Unfinished Business* visit micahprojects.org.au/resources/publications



Media conference acknowledging the first six months' progress of Brisbane Domestic Violence Service working with Queensland Police Service (QPS) to rapidly respond to women and children experiencing domestic violence.

From left: Hon Shannon Fentiman MP, Minister for Communities, Women and Youth, Minister for Child Safety and Minister for the Prevention of Domestic and Family Violence; Hon William Byrne MP, Minister for Police, Fire and Emergency Services and Minister for Corrective Services; Karyn Walsh, CEO Micah Projects and Brian Connors, Acting Chief Superintendent South Brisbane District QPS.

AN INTEGRATED RESPONSE TO DOMESTIC VIOLENCE

The Brisbane Domestic Violence Service (BDVS) is a free and confidential service for people in the Brisbane metropolitan area who are affected by domestic and family violence. The service supports women, children, family members, same sex couples and others.

The program operates on the belief that:

- domestic violence is preventable
- domestic violence is currently being experienced at epidemic levels
- domestic violence is brutal, criminal behaviour, and a major cause of harm and injury – particularly to women and children

- the safety of those who are enduring the violence must be paramount
- society as a whole, must work together to stop domestic violence, including police, courts, legislative bodies, corrections, health and specialist domestic-violence agencies, child protection, the education system, communities and individuals
- domestic violence is complex and needs to consider and address other significant contributing factors, such as poverty, homelessness, and alcohol and drug addiction, as part of the solution.

This year, in response to the *Not Now Not Ever Report* by Hon Quentin Bryce AD CVO, the Palaszczuk government provided additional funding to increase services across the state, to enhance the safety of women and children, and the accountability of offenders.

Micah Projects continually advocates for, and delivers programs using an integrated, evidence-based response.

This additional funding enabled us to:

- develop a coordinated community response, through partnership with Queensland Probation and Parole, and Queensland Police, for high risk offenders
- increase the number of support and advocacy workers
- expand the children's program
- increase support hours at the Richland's court
- expand the reach of community education
- work collaboratively with Mercy Community Services, Churches of Christ in Queensland, and Kurbingui to improve responses to child protection and domestic violence
- commence the Safer Lives Mobile Service, an innovative 24/7 outreach service, for women having to leave home and responding with or follow up, from police at the time of the incident
- establishment of Wellspring hubs to provide local access to services at Zillmere and Inala, with the South West Community Legal Service.

BDVS is working collaboratively with the Department of Communities' Brisbane Child and Family Regional Committee, to ensure continued accurate and shared understanding of roles and responsibilities, in relation to the protection and safety of women and children experiencing domestic and family violence.

We thank the operational work of the Queensland Police to support the Safer Lives Mobile Services and look forward to further developing our working relationship.

Hon Shannon Fentiman MP is the first Minister with specific responsibilities for the prevention of domestic violence. We applaud her commitment to gender equality and social change to address domestic and family violence. We thank the Minister for her leadership and direct support for many new initiatives addressing domestic violence across Queensland.

Professional migrant Lucy made her way to Australia alongside her husband dreaming of a happy and peaceful life together in their newly adopted home.*

Shortly afterwards, Lucy was struck down with ill health resulting in a permanent inability to continue working and the loss of her high paying income. It was then her husband's behaviour changed.

"He started drinking and visiting online relationship chat sites. He was verbally and physically abusive towards me," Lucy says.

"At first I thought that maybe he would change and be a good husband, but I quickly realised that would not happen. I wanted to leave but I did not know how. I was in a new country, feeling alone without any support system. I was terrified of becoming homeless, so I stayed. Captivity is the word I would use to describe my existence for the final five years of my marriage."

"He started to say things like 'two fingers are enough for me to kill you'."

Just days before Lucy was compelled to flee she phoned a friend, anticipating the worst. "If I end up dead it is not a suicide, no matter how it looks."

After a punch to the face left her bleeding from the head, and fearing her husband was poised to kill her, Lucy ran to the street where her cries for help were responded to by a neighbour, the police and an ambulance.

While in hospital, a support worker suggested she reach out to the Brisbane Domestic Violence Service operated by Micah Projects.

"I felt completely frozen. I had no idea what was going to happen to me. Then Anna from Micah arrived. They knew what I was going to need and they helped me every step of the way."

With stable housing in place, Lucy is now undertaking postgraduate studies in counselling and is hoping to find a new career helping others.

"Today I am smiling again and enjoying the freedom I deserve as a human being. I will be indebted to Micah's Brisbane Domestic Violence Service for the rest of my life."

**In order to ensure the ongoing safety of Lucy and her extended family, names and identifying details have been altered to preserve her identity.*



Lotus, a Micah Projects Support and Advocacy Worker and Sue, an Inclusive Health Pathways Clinical Nurse, providing an integrated health and housing response to Tammy as she settles into her new accommodation. Photography: Lachie Douglas.

INTEGRATING HOUSING AND HEALTHCARE

The Housing First approach embraced by Micah Projects links vulnerable people with affordable housing, healthcare and community services needed to sustain their tenancy and improve their quality of life. This is only possible through meaningful collaborative partnerships with organisations and service providers who share our values and commitment to serving our community.

One of our five key strategies for ending homelessness in Brisbane is the provision of integrated healthcare, including mental and dental health, as part of a holistic response. Under the banner of Inclusive Health Partnerships that includes Micah Projects, Mater Misericordiae Ltd, St Vincent's Private Hospital Brisbane, and the Buddhist Compassion Relief Tzu Chi Foundation Australia, we aim to deliver direct nursing care and provide vulnerable individuals and families access to primary and specialist healthcare, while simultaneously reducing the high costs of acute care and emergency presentations.

Our commitment to the integration of healthcare is evidenced across our programs, including the work of dedicated nurses alongside our Street to Home outreach workers (funded by Brisbane North PHN and Brisbane South PHN), and the provision of dedicated midwifery care to participants in our Young Mothers for Young Women program. These healthcare initiatives are made possible through our partnership with Mater Misericordiae Ltd. St Vincent's Private Hospital Brisbane along with Mater provide funding for the nursing service at Brisbane Common Ground.

Our partnership with St Vincent's incorporates the Pathways Hospital Admission and Discharge Pilot Program in which St Vincent's nurses are embedded within our Brisbane Homelessness Service Collaborative (now Home for Good), funded by Queensland Health.

Pathways is an innovative program proactively targeting vulnerable individuals who are homeless or at risk of becoming homeless, with multiple and complex health and social support needs, prior to their being discharged from hospital. The Pathways team work closely with the Royal Brisbane and Women's Hospital and the Princess Alexandra Hospital personnel and provide an integrated health, housing and social support response. (See Patricia's story on page 4)

Outcomes from the Pathways' first 12 months of service delivery demonstrated improved health, housing and wellbeing outcomes for individuals concerned, improved individual's ability to manage their health, and a reduction in unnecessary high-cost, emergency hospital presentations.

Professor Luke Connelly's indicative cost-benefit analysis¹ of the first 12 months' outcomes calculated a saving to the hospital services of \$2,140,000 for that year. This does not include the value of improved quality of life for individuals.

Micah Projects, with our highly regarded health partners, philanthropic supporters and funders, will continue to develop, adapt and implement innovative, evidence-based integrated health and housing programs.

1. Pathways—Post Hospital Discharge Pilot Project for Homeless and Vulnerably Housed People: An Indicative Cost-Benefit Analysis by Luke B Connelly (May 2016)



Rosanne Haggerty and Karyn Walsh. Photography: Craig Holmes.

PARTNERSHIP WITH PURPOSE

Micah Projects has a proud tradition of working with international organisations to deliver enhanced programs to the people of Brisbane, using knowledge, experience and evidence gained internationally to the benefit of program development locally.

Ten years ago, Micah Projects began a valuable relationship with Rosanne Haggerty, the founder of nonprofit organisations, Common Ground and Community Solutions. She was in Australia as part of the Adelaide Thinkers in Residence Program, to deliver insights and findings on homelessness based on her experience in New York. Rosanne is a global leader and pioneer in the development of community strategies to end homelessness and improve human service systems. She asserts homelessness is a symptom of where and how our society is not working to meet the needs of the most vulnerable, particularly regarding protection, opportunity and care.

Through her work, Rosanne found a sincere approach to addressing homelessness required a shift to working collaboratively on the causes and prevention of homelessness, to ensure people only experienced homelessness for the shortest possible period.

In 2010, Micah Projects progressed our relationship with Rosanne when she addressed a forum of Brisbane-based partners including the Queensland Police Service, Brisbane City Council and a variety of NGO outreach services, to consider enacting a campaign to house the 50 most vulnerable

people on Brisbane's streets. This initiative, 50 Lives 50 Homes, was based on Community Solutions' successfully piloted work in the United States.

At this time, Brisbane's street-homelessness reached a peak of over 360 people sleeping rough. With a sense of urgency, Micah Projects sought to embrace new, evidence-based approaches with demonstrated efficacy.

With the support of our Board, Micah Projects staff went to New York, to train in new methodologies, particularly to address chronic (long-term) homelessness. Becky Kanis and Beth Sandor, with Community Solutions, then came to Brisbane to train us as a local community, to implement the 50 Lives 50 Homes campaign.

Over the next three years, 265 people were housed and rough sleepers dropped by 33 per cent. Following the success of this campaign, Micah Projects was funded to implement a much more assertive and consistent outreach response to homelessness across Brisbane, through the National Homelessness Partnership Agreement.

We have continued to cultivate our learning relationship with Community Solutions through Skype calls, shared information and evidence, and key visits. In 2014, Linda Kaufman, National Movement Manager, came to support the launch of the 500 Lives 500 Homes campaign and Rosanne attended the opening of Brisbane Common Ground, a sustainable housing joint initiative between Micah Projects and Common Ground Queensland.

RECONCILIATION ACTION PLAN UPDATE

In 1995, Micah Projects was founded in response to a strong desire to deliver meaningful social justice outcomes for the local community of South Brisbane. This included the many First Peoples who had been displaced and made homeless by the redevelopment of inner Brisbane, leading up to and following World Expo '88.

Over the past 20 years, we have worked alongside First Peoples and in partnership with First Peoples' agencies and communities, in the spirit of learning and enhancing, culturally respectful service delivery.

Reconciliation informs all aspects of Micah Projects' operations including the development of welcoming spaces, the training of staff and active engagement in key community events and campaigns, in addition to our operational policies and procedures.

In 2013, we developed our first formal, organisation-wide Reconciliation Action Plan (RAP), further clarifying, strengthening and formalising Micah Projects' commitment to the reconciliation process. The 2015 RAP Progress Report, demonstrated the majority of targets and measures established in the first RAP had been achieved.

Our journey to reconciliation and supporting justice for First Peoples in Australia continues and remains an unwavering commitment of this organisation. Throughout the year, we have been developing the second edition RAP, with extensive input from Micah Projects RAP Committee, key partner organisations and community leaders. We are especially grateful for the valuable contribution of Tom Kirk of the Gurreng Gurreng and Birri Gubba people.

This new RAP highlights our continuing support for 'closing the gap' in life expectancy for First Peoples and to work with Link-Up (Queensland) for annual Sorry Day events. In addition, we are committing to support First Peoples' enterprises where we can, and to support efforts by First Peoples' organisations to address the high incarceration rates of their people.

We look forward to the formal ratification of the 2016-2018 RAP in coming months as the documented articulation of our values, focus and commitment.

HOPE STREET CAFÉ

Progress continued towards Micah Projects first social enterprise throughout the year. By mid 2017, we aim to have Hope Street Café operating from two local community sites.

We have developed a valuable partnership with TAFE Queensland Brisbane for the provision of vital certified café training for people wanting to gain valuable industry skills. This will be complemented by direct onsite support by the Hope Street Café cooks, who will mentor trainees to assist them to obtain a Certificate II in Bakery and Cookery.

The first Hope Street Café will be open in October and operating from its 170 Boundary Street, West End location, just a few doors up from Micah Projects office. The second café site will be located on the ground floor at Brisbane Common Ground and is due to commence in the near future.

Micah Projects is very thankful for the community's generosity in supporting this social enterprise initiative, and in particular for the donations to fit out the commercial tenancies.

PARENTS AS TEACHERS EXPANSION

Following the success of our first Parents as Teachers (PAT) program, Micah Projects was selected as one of six organisations to receive funding through the Queensland Government Departments of Education and Training and, Communities, Child Safety and Disability Services, to expand our PAT model, by recruiting two full-time equivalent, qualified early childhood educators.

PAT is an evidence-based early childhood model for children from ante-natal to five years of age, working with parents and children together, to emphasise family wellbeing, parent-child interactions and development-centred parenting.

The recruitment of dedicated early childhood educators has enhanced our current service delivery for vulnerable families, and provides the funding necessary to deliver additional evidence-based services including early-childhood focussed group activities and individualised home visits.

The group activities and home visits have focussed on providing support to children and families while simultaneously screening for developmental milestones and school readiness. Screening also includes broader, more holistic areas of vulnerability including health, poverty, violence and housing, based on their recognised contribution to education outcomes.

The program is being externally evaluated across the 2016 calendar year. Micah Projects will use the collection, review and evaluation of this real-time data to constantly ensure our program delivers better outcomes to families.

Early evidence has already highlighted the benefits of the unique, highly individualised support and screening, made available through home visits by an early childhood educator to vulnerable families.



Above right: Lateisha plays in the National Premier League for football and recently returned from Europe after captaining Australia in the under 13 girls Futsal team.

Naralle was 16 when she and her boyfriend Morgan discovered they were expecting.

"Morgan was great, but I still felt very alone, with no one to speak to who understood exactly what I was going through," Naralle said.

"Going to the shops was the worst. I continuously felt like I was being judged. People were always staring and making remarks. It got so bad I hated even leaving the house."

Naralle learned about the Young Mothers for Young Women (YMYW) program through her hospital midwifery program, and credits it with changing her experience of becoming a young mother.

"Before I went to YMYW I really had no idea about pregnancy or how to be a good mum," Naralle said. "I was initially very nervous about attending the YMYW group. I'm very introverted, so meeting new people makes me nervous. But I attended my first class and I felt completely different about everything."

"The staff immediately put me at ease. I was given information and advice, treated positively and

respectfully, and I was surrounded by other young parents so I knew I wasn't alone."

"When other people were telling me my life was over, YMYW was filling me with confidence that I could be a good parent and still chase my dreams, despite being young."

Naralle and Morgan have now been together for 14 years. They own and operate their own franchise business, and are looking to take on a second store in the coming year.

Their beautiful baby daughter Lateisha is now 13 years old, doing well in school and excelling in the sporting arena.

"Despite what people might tell you, being young and raising children is not the end of your life. It is just the beginning. You can raise children and be successful at the same time."

"Meeting Morgan and having our daughter has changed my life positively forever. YMYW was a key part of that. Thank goodness for the program."



Patti Keckeisen and Charla Ricciardi from the National Parent Leadership Institute, USA. Photography: Craig Holmes.

JANE STREET COMMUNITY GARDEN

The Jane Street Community Garden is a community based urban organic garden that brings the community together to learn about sustainable living in Brisbane.

The community garden was established over 10 years ago. Covering approximately 500 square metres of land in the inner city suburb of West End, nearly 200 different varieties of edible plants are grown, including salad greens, vegetables, herbs, fruit, and butterfly and insect attracting plants.

There are opportunities for community members to learn about organic permaculture gardening, to actively participate in growing their own food in a more sustainable way, and to get outside and engage with others in a healthy and meaningful way. Supporters can also contribute financially.

Micah Projects is proud to provide coordination, administration and staffing support for the garden, to promote the garden's ability to enhance a sense of community and social inclusion, alongside sustainability goals.

This year, with community partner Reclink Australia, our exciting accomplishments included a functional greenhouse to sell organic seedlings, extension of sheltered areas for community workshops, the building of additional garden beds, creating a recycling system for local community waste and establishing new frog ponds. Other achievements included a new chicken coop, fortnightly working bees on Sunday mornings, Open and Neighbour Days, retail seedling sales at the Green Grocer on Boundary Street, and being featured on Channel Ten's Totally Wild television program.

PARENT LEADERSHIP TRAINING INSTITUTE

In 1992, the Connecticut Commission on Children worked collaboratively with the American Leadership Forum and Leadership Greater Hartford to design the Parent Leadership Training Institute (PLTI) as a result of information garnered from state wide parent focus groups. Now running successfully in several states in the United States, the National Parent Leadership Institute has partnered with Micah Projects Family Inclusion Network to run the program in Queensland for the first time in 2016.

Elaine Zimmerman, program founder and Executive Director of the Connecticut Commission on Children, and colleagues Patti Keckeisen, Charla Ricciardi and Ron Thomas, from the National Parent Leadership Institute visited Brisbane for 10 days in June. While here they met with government officials and ran training for those interested in facilitating PLTI. Those attending training came from as far as Rockhampton and the Gold Coast to attend three days of training.

A 15-week curriculum is currently being piloted with 25 parents in the Greater Brisbane area. Through weekly feedback and collaboration between the Family Inclusion Network and the National Parent Leadership Institute, adjustments to the program are being made to suit an Australian context.

PLTI was launched in Brisbane by the Hon Shannon Fentiman MP, Minister for Communities, Women and Youth, Minister for Child Safety, Minister for the Prevention of Domestic and Family Violence on 20 June 2016.



DAMIEN & JENNY

Photography: Craig Holmes.

Jenny Dex was already a passionate volunteer when she first learned of the work of Micah Projects.

"People spoke very highly of Micah, and how they helped a diverse range of community members, which was attractive to me."

"The plan was for me to check out their different programs to see which one inspired me most. The first program they sent me to was Campbell's Club. That was eight years ago. I fell in love with them instantly and I never left."

Campbell's Club is a weekly get together that supports individuals living in Level 3 Supported Accommodation in Brisbane to connect with old friends, make new ones and have fun.

In her eight years Jenny has worked as a greeter, run activities and served meals. In recent years she has used her talent for

cutting hair, working alongside a qualified hairdresser in the pop-up salon where they provide salon services for Campbell's Club participants.

"It is incredibly fulfilling to help make the members feel good about themselves. With something as simple as a kind word, a gentle touch and a haircut we make them feel valued, which I feel is often missing in their daily lives."

"When I finish a haircut and they look in the mirror and say 'that's fantastic' I feel fabulous. Job achieved."

"I give so little and get so much in return. As I'm driving home I often think I've made a difference in someone's life today. My life today had purpose. So, if you are serious about wanting to volunteer and make a difference, just pick up the phone and make that call. It can be a very rewarding experience."



SAAD

Photography:
Craig Holmes.

Saad Farooqui's day-to-day work helping people on the streets of Brisbane is thousands of miles from where he started, both geographically and professionally.

Born in India, Saad came to Brisbane and completed a science degree with First Class Honours and a PhD in environmental microbiology.

While deciding on his next career steps Saad took on a role as an outreach worker with the Street to Home team. Saad's love of research, and Micah Projects use of research-based methodologies to solve real-world challenges, made the role an attractive one.

"From day one this job challenges you to stop judging people and situations on the

basis of what you see, and challenges you to ask, 'what happened in this person's life that led them here?'

"I've grown more as a person in the three years that I've been at Micah Projects than I have in the rest of my life. It has changed me as a person, for the better."

"It's not the field of study I started in, but it's the field I have come to love.

"There is this golden moment, when someone who has been living on the streets and who has often lost hope that a better life is possible, steps into a fully fitted out home. We hand them the keys and we tell them, 'this is yours.' It's hard to imagine another career that could compete with that."

Micah Projects Our People - A Snapshot

TALKIN

Micah Projects constantly employs methods to improve the support, performance and professional development of our workforce.

In seeking new strategies to enhance performance development, Micah Projects partnered with Deloitte at the end of 2015 to adopt a performance system called Talkin, which matched our needs.

Talkin is a performance framework founded in quality conversations and relationships, to assist Micah Projects staff to be the best they can be.

VOLUNTEERS

Micah Projects are extremely fortunate to enjoy the support of a community of dedicated volunteers who share our passion for social justice and inclusion. Our volunteers allow us to expand the number of people we support and the services we provide.

This year, we were very grateful for the support provided by over 120 regular volunteers. (See volunteer names on page 35)

SCOUT

Early in 2016, Micah Projects moved from a paper recruitment system to a web-based system, SCOUT Recruitment Software.

We now have one central place to manage all recruitment-related tasks so less time is spent on administration, and more on hiring the best candidates.

PROFESSIONAL DEVELOPMENT

Notable professional development:

- SPDAT and VI training with Iain De Jong from OrgCode Consulting, Inc
- Talkin Framework training for all staff and specialised training for coaches with Deloitte
- Indigenous Cultural Awareness training with Tom Kirk
- Queensland Civil and Administrative Tribunal (QCAT) training

- 'Administering a mental health examination' facilitated by Queensland Centre for Mental Health
- 'Complex trauma and attachment in children' by Complex Care
- 'Parents as Teachers' with Macquarie University
- Conscious Leadership training with Mind Gardener.

STUDENT HIGHLIGHTS

Micah Projects values the contribution of students to our programs and support services. We also value the opportunity to inspire students in their career choice and provide meaningful learning environments for their placements.

We were proud to host many students from the University of Queensland, Queensland University of Technology, Griffith University, University of Sunshine Coast and an international placement from Holland's VIA University College. We congratulate these students who completed successful placements and volunteered with Micah Projects in 2015-16.

STATISTICS

Total number of Micah Projects employees as at 30 June 2016 was 202.

We had an 86% retention rate and an annual turnover of 14%.

We recruited 80 new employees and sadly farewellled 35 staff, which included those involved in the contract transition of the Romiga program to another service.

Key areas for recruitment were in our Brisbane Domestic Violence Service, the new Safer Lives Mobile Service and Street to Home (particularly four employees for the new Beros program).



Home for Good

ending homelessness
one person,
one family at a time

Home for Good formerly
Brisbane Homelessness Service Collaborative

PREVENTION

COORDINATED ACCESS & REFERRAL

ASSERTIVE OUTREACH

SUPPORTIVE HOUSING

COLLABORATION TO END HOMELESSNESS

HOMESTAY

Early intervention to prevent homelessness

Provided support to maintain the tenancy of

91 Families & couples

143 Children

57 Individuals

PATHWAYS

No discharge from hospitals into homelessness

87 Individuals received long-term support

- Including:
- » post-hospital discharge support
 - » healthcare
 - » housing support.

3,308 Occasions of direct nursing care provided

* Including people:

- » living on the streets
- » couch surfing
- » staying with friends or family
- » living in motels, hostels or other temporary accommodation
- » at risk of losing a tenancy
- » at risk of domestic and family violence

HOUSING & SUPPORT ASSESSMENT & REFERRAL

Coordinated access

Through the coordinated access model Home for Good has:

Assisted **4,401** Individuals and households*

Provided **841** Occasions of direct nursing care

- » facing hospital discharge into homelessness
- » living with physical/mental disability
- » who are young pregnant and/or parenting women
- » having experienced childhood abuse in institutional care.

STREET TO HOME

Assertive outreach to house rough sleepers and people experiencing chronic homelessness

2,354 Individuals assisted **612** w/planned support

120 Individuals housed

5,099 Occasions of direct nursing care provided

6,244 Instances of diversion to safety under the public diversion intoxication program

STREET TO HOME

Support to stabilise in housing

111 Individuals supported **89%** Tenancies maintained

BRISBANE COMMON GROUND

Supportive Housing - Hope Street

152 Individuals supported **89%** Tenancies maintained

HOMEFRONT

Support for people living with disabilities

62 Individuals supported **95%** Tenancies maintained

500 LIVES 500 HOMES

Ending homelessness in Brisbane one person, one family at a time

With our 34 partners the campaign has housed to date:

142 Families with 294 children

268 Individuals

410 Individuals and families housed **379** Housing goal for this time-frame

Increased access to:

- » legal services
- » health services
- » asthma management
- » dental care.

FUNDED BY





CRISTINE & EMMA

Photography: Craig Holmes.

As a woman with an intellectual disability, Cristine's life was filled with a variety of complex daily challenges, including a brief period of homelessness.

Cristine had not been in contact with her two young sons in over a year, as she had wanted to spare her children from seeing her in such vulnerable circumstances.

"I knew they were safe and living with people who loved them and were taking good care of them. I didn't want them to see me when I was really unwell and having real troubles," Cristine said.

Shortly after securing housing in a residential support hostel in Brisbane, Cristine reached out to Micah Projects Resident Support Program for help.

At the top of Cristine's personal goal list was to re-establish contact with her two sons.

While Cristine knew her eldest son was living with family in North Queensland, she did not have many leads about her youngest son's location. Emma said she and the team would do all they could to try to

facilitate a reunion, while ensuring Cristine understood this was a very large goal.

With the support she was receiving, Cristine gained enough confidence to reconnect with her eldest son, which brought her great joy. This was elevated by good news about the search for her youngest son.

A big smile washes over Cristine's face as she reports, "Emma found him."

With the wonderful support and encouragement of her younger son's guardian, and with transport and supervision support from Emma, Cristine has recently started fortnightly visits with her youngest son. They are now enjoying each other's company and building a relationship.

Cristine's latest goal, in addition to her ongoing visits with her youngest son, is to save enough money to travel north to visit her eldest son and his family.

"I'm getting better all the time now and I'm not worried about them seeing me. It makes me happy to talk to them and see them."

Mental Health & Disability

Partners in Recovery

125



People experiencing persistent mental illness with complex needs were supported in their recovery

Partners in Recovery (PIR) is a consortia of organisations led by Brisbane South PHN, working in partnership to create a community of care that supports the recovery of people living with severe and persistent mental illness and with complex needs.

The Resident Support Program

76



People living with disability were supported in boarding houses and hostels

The Resident Support Program (RSP) is a flexible, creative outreach service which provides support to adults with a disability, often including psychiatric illness.

The Hive – Social Inclusion

139



People were supported to participate in their communities and build social connection

The Hive Team supports people to re-engage and participate in the community by providing a suite of indoor and outdoor activities to break down social isolation and build social connection. This vital part of Micah Projects social inclusion mission works within the South Brisbane metropolitan area.

Wellspring

Brisbane Domestic Violence Service (BDVS)		
897		Individual women received domestic violence support
647		Women with 1,379 accompanying children received domestic violence support
	QPS referrals for community support through BDVS: 367 Safer Lives and 1140 Redbourne	1,507

Young Mothers for Young Women (YMYW)			
181		Young families were supported	151 Consultations for 51 women held with community child health nurse
			711 Occasions of service by YMG (Mater Young Mothers Group Practice)

Young Mothers for Young Women (YMYW) provides family support, peer-led education, advocacy, early childhood programs and access to specialised antenatal care for young, pregnant and parenting women 25 years and under, their children and families.

Families experiencing homelessness			
48		Families were housed including...	84 Children under 18

Family Support and Advocacy team supports families experiencing homelessness transition from a crisis situation into long-term, secure and affordable housing. The team provides proactive outreach support to families to break the cycle of homelessness.



REBECCA & RYDER

Photography: Craig Holmes.

When the nurses at the Royal Brisbane and Women's Hospital neonatal unit told Rebecca she could finally take her son home she broke down crying, not with joy, but with fear and dread.

"I desperately wanted him but I was homeless. I had nowhere to take him."

Rebecca had been living in a granny flat, her premature son still a patient in the hospital when she was evicted. The social worker at the hospital put her in contact with Micah Projects.

Rebecca and her son spent the next three weeks staying with her sister and family in a tiny apartment while the Micah Projects Families team set to work finding an emergency housing solution.

The team was able to make the case for Rebecca and her son to access emergency crisis housing through Churches of Christ, a highly valued partner in the mission to end homelessness. Rebecca and her son's housing placement was part of the 500 Lives 500 Homes program.

"I was juggling a preemie baby so Micah did all the paperwork for me. I cried when Micah told me they had found somewhere for us to live," Rebecca said.

"Words cannot describe the help I got from Micah Projects."

"I don't know where I'd be today without them. They've taught me it doesn't make you a bad person to ask for help."

"My life has had a lot of bumps and challenges, but everything I've gone through has made me a stronger person."

"I now tell people in trouble that there is a light at the end of the tunnel. I've seen it myself. Asking for help is not a failure. Sometimes you just need help, so don't be afraid to ask."

"Whenever I tell people my story I always tell them that Micah Projects saved my life."

Working Together

The impact Micah Projects delivers in the lives of vulnerable people is only made possible through the support of individuals and organisations that share our values and work together with us on our mission. We would like to particularly acknowledge the state, federal and local governments who are the primary funders of our work, along with all the businesses, community organisations and individuals who work with us to enhance the quality of life for the people we support.

Queensland Government

Department of Aboriginal and Torres Strait Islander Partnerships
 - Community and Personal Histories' Unit
 Department of Communities, Child Safety and Disability Services
 - Child, Family and Community Services
 - Queensland Community Care Services
 - Corporate and Executive Services
 - Disability Services and Seniors
 - Strategy, Engagement and Innovation
 Department of Education and Training
 - Early Childhood Education and Care
 Department of Housing and Public Works
 - Housing and Homelessness Services
 - Buranda Housing Service Centre
 - Capalaba Housing Service Centre
 - Chermerside Housing Service Centre
 - Fortitude Valley Housing Service Centre
 - Inala Housing Service Centre
 Department of Justice and Attorney General
 - Office of Public Guardian
 - Queensland Integrated Court Referral Program
 - Registry of Births, Deaths and Marriages
 Queensland Corrective Services
 - Probation and Parole
 Queensland Health
 - Child and Youth Mental Health Service
 - Metro North Hospital and Health Service
 - Homeless Health Outreach Team
 - Prince Charles Hospital Social Work Services
 - Royal Brisbane and Women's Hospital
 - Alcohol and Drug Services
 - Aboriginal and Torres Strait Islander (ATSI) Liaison Staff
 - Mental Health Services
 - Prison Mental Health Service
 - Metro South Hospital and Health Service
 - Community Child Health Service Coorparoo
 - Princess Alexandra Hospital
 - Aboriginal and Torres Strait Islander (ATSI) Liaison Staff
 - Addiction and Mental Health Services
 Queensland Ombudsman

Queensland Police Service
 State Penalties Reinforcement Registry (SPER)
 TAFE Queensland Brisbane
 - Pathways Community College
 The Public Trustee

Australian Government

Centrelink
 - Homeless Outreach Team
 Commonwealth Ombudsman
 Department of Social Services
 - Family and Children Program
 Medicare

Brisbane City Council

Access and Equity Team
 Inclusive Communities, Connected Communities Branch

Primary Health Networks (PHN)

Brisbane North PHN
 Brisbane South PHN

PIR (Partners in Recovery) Consortium

Aftercare
 Brisbane South PHN
 FSG Australia
 Gallang Place
 Harmony Place
 Neami National
 Richmond Fellowship Queensland
 Stepping Stone Clubhouse
 The Benevolent Society
 The Brook Red Centre

Universities / Research

Australian Catholic University
 Griffith University
 - Community Intern Program
 - School of Human Services and Social Work
 - School of Nursing and Midwifery
 Macquarie University, Parents as Teachers Program
 Monash University - Department of Social Work
 Queensland University of Technology

- Health Clinics
 - School of Early Childhood
 - School of Public Health and Social Work
 University of Queensland
 - Centre of Excellence for Behaviour Support
 - UQ Health Care
 - Institute for Social Science Research
 - School of Dentistry and Oral Health Centre
 - School of Nursing, Midwifery and Social Work
 University of Sunshine Coast
 - School of Social Sciences, Faculty of Arts, Business and Law
 VIA University College Denmark

Inclusive Health Partners

Buddhist Compassion Relief Tzu Chi Foundation Australia
 Mater Misericordiae Ltd
 St Vincent's Health Australia

500 Lives 500 Homes Partners

Anglicare Southern Queensland, Homelessness Services, Women and Children
 Australian Red Cross
 Brisbane City Council
 Brisbane Housing Company
 Brisbane South PHN
 Brisbane Youth Service
 Buddhist Compassion Relief Tzu Chi Foundation Australia
 Centacare
 Checkup
 Churches of Christ in Queensland
 Common Ground Queensland
 Communitary
 Department of Housing and Public Works
 Footprints in Brisbane
 Gateway Community Group
 Homeless Health Outreach Team (HHOT)
 Institute for Urban Indigenous Health
 Kyabra Community Association
 Local Government Association of Queensland
 Mater Misericordiae Ltd
 NEXTT
 Ozcare

Queensland Council of Social Services (QCOSS)
 Queensland Injectors' Health Network (QuiHN)
 Queensland Police Service
 Queensland Public Interest Law Clearing House (QPILCH)
 Services Collaborating for Young People
 Silky Oaks
 Southside Community Care
 St Vincent de Paul Society
 Supported Accommodation Providers' Association (SAPA)
 The Big Issue
 The Salvation Army Pindari and Youth Outreach Service
 Wesley Mission Brisbane
 Youth Emergency Services

Businesses, Organisations and Individuals

139 Club
 98.9 Murri Radio
 Aboriginal and Torres Strait Islander Community Health Service (ATSICHS)
 - ATSICHS Woolloongabba
 - ATSICHS Northgate
 - Indigenous Youth Health Service
 Aboriginal and Torres Strait Islander Legal Service (ATSILS)
 Aboriginal Hostels
 Acacia Ridge Districts Community Centre
 Accentis
 Advantage
 Alliance of Forgotten Australians
 Ana Borges Psychology
 Anglican Church of Australia, Professional Standards Commission, Brisbane
 Anglicare Southern Queensland
 - Anglican Women's Hostel
 - St Mary's Supported Accommodation for Young Women
 ARAFMI Queensland
 Australian Alliance to End Homelessness
 Australian Common Ground Alliance
 Australian Pensioner and Superannuants League
 Bahloo Women's Youth Shelter
 Basic Rights Queensland
 BDO Australia
 Blue Knot Foundation
 Bosanquet Foley Architects
 Bric Housing
 Brisbane Domestic Violence Service Partners
 - Brisbane South PHN
 - Centrelink - South Brisbane Partnership Trial
 - Churches of Christ in Queensland
 - Department of Housing and Public Works
 - DV Connect
 - Friends with Dignity
 - Jabiru Community Youth and Children's Services
 - Kurbingui
 - Lady Musgrave Trust
 - Launch Housing VIC
 - Mercy Community Services
 - Nundah Neighbourhood Centre
 - Probation and Parole
 - Queensland Police Service
 - RizeUp Australia
 - South West Brisbane Community Legal Centre
 - Wesnet/Telstra Safe Connections
 Brisbane Partnerships: Strengthening Families

and Communities
 - Community Living Association
 - Jabiru Community Youth and Children's Services
 - Kyabra Community Association
 Brisbane Youth Service - Centre for Young Women
 BSI
 Carinity Education Southside
 Catholic Church Insurance
 Catholic Community Services NSW and ACT
 Caxton Legal Centre
 Centacare Family Relationship Services
 Child Aware
 Chillii Fire
 Clare Homes
 Claudia Gibson
 COTA Queensland
 Community Business Australia
 Community Sector Industry Alliance
 Compass Housing Services
 Conrad Gargett
 Craig Holmes Photography
 Deloitte
 Dr Angela Plunkett
 Dr Brett McDermott
 Dr Brian Donohoe
 Dr Jim O'Connell
 Dr Lewis Atkinson
 Fergies
 Flexi Care
 Foodbank Queensland
 Forde Foundation
 Full and Frank
 Gallang Place
 Gavin Fenlon
 GEA - IT
 GIVIT
 Headspace
 Housing Innovations
 Iain De Jong, OrgCode
 Inala Community Centre
 Inala Indigenous Health Service
 INCH Housing
 Infoxchange
 Inkahoots
 Intuit Works
 Jane Street Community Garden partners
 Jigsaw Queensland
 Jobs Australia
 KidSafe Queensland
 KindyRoo
 Knowmore
 Kummara Indigenous Family Care
 Legal Aid
 Link-Up (Qld) Aboriginal Corporation
 Mater Foundation
 Mater Misericordiae Ltd
 - ATSI Liaison Staff
 - Child and Youth Mental Health Service
 - Mater Parent Aide Unit
 - Mater Research
 - Mater Young Mothers Partnership Program
 Members of the Combined Womens Refuge Group
 Members of the Queensland Domestic Violence Services Network
 Mind Gardener
 Mobiles Galore

Murri Court
 Murri Ministry
 Murri School
 Murri Watch
 - Bowman Johnson Hostel
 - Diversionary Centre
 NAC Consulting
 National Affordable Housing Consortium
 National Dental Foundation
 NEC
 Norelle McHugh, Encompass Family and Community
 Open Minds
 Parent Leadership Training Institute (PLTI), USA
 Parents as Teachers, USA
 PIR Lived Experience Advisory Group
 Playgroup Queensland
 Pure Source Recruitment
 Queensland Aboriginal and Torres Strait Islanders Corporation for Alcohol and Drug Dependence Services - Jesse Budby Healing Centre
 Queensland Centre for Intellectual and Developmental Disability
 Queensland Child Protection Week Committee
 QPASTT (Queensland Program of Assistance to Survivors of Torture and Trauma)
 Reclink Australia
 Reconciliation Australia
 Reconciliation Queensland
 Redbourne
 Reverend Dr Marie Fortune, FaithTrust Institute
 Rosanne Haggerty, Community Solutions USA
 RSPCA Happy Paws
 SAE Institute
 Second Bite
 Social Scaffolding
 Soul Vision Films
 Southside Toyota
 Souths Leagues Club
 St Vincent de Paul Housing Services
 St Vincent's Health and Aged Care
 St Vincent's Mission Office
 Strategic Grants
 StreetSmart Australia
 t3 - Think, Teach, Transform
 Tenants Queensland (QSTARS)
 The Salvation Army
 - Brisbane Recovery Services Centre (Moonyah)
 - Professional Standards Office
 - Youth Outreach Service
 The Services Union
 Tom Kirk
 Towards Healing Professional Standards Office
 Transforming Life and Change
 True
 True North Psychology
 Wandering Cooks
 West End Centre for Psychotherapy and Counselling
 Women's Legal Service
 Yoga Therapy Brisbane
 Young Parents Program
 Youth and Family Services
 Yulu-Burri-Ba
 Zig Zag Young Women's Resource Centre
 Zillmere Family Accommodation Service

Donors, Supporters & Volunteers

The work of Micah Projects is made possible with support of a wide community including governments, businesses, foundations, community groups, schools and individuals who donate time, goods, services and funding. We would like to take this opportunity to thank you on behalf of our Board, our staff and the people we support. Our work would not be possible without you.

Trusts and Foundations

Ashintosh Foundation
Buddhist Compassion Relief Tzu Chi Foundation Australia
Crommelin Family Foundation
English Family Foundation
Flannery Foundation
Hope Foundation
Lady Musgrave Trust
Lord Mayor's Charitable Trust Brisbane
Macquarie Group Foundation
Mater Foundation
Mercy Foundation
Morgans Foundation
Queensland Community Foundation
Stroke Foundation
The Danks Trust
The John Barnes Foundation
The Marian & E.H. Flack Trust
The Pratt Family Foundation

Businesses, Schools, Organisations and Individuals

15 Can Challenge
612ABC
Acacia Ridge Uniting Church
Ace Photo Booth & DJ Hire
Adavera Footwear
Adopt-A-Backpack
AFL Queensland
All Area Rubbish Removals
All Hallows' School Brisbane
Alternatives to Violence Project

Ananda Beauty Therapy
Angela Shaw
ANTaR Qld
Artisans Gems and Jewels
Australian Alliance to End Homelessness
Australian Health Practitioner Regulation Agency
Australian Institute of Management (AIM)
Australian Labor Party - Annerley Branch
Ashurst Australia
Avid Reader
Backpack Bed for Homeless
BDO Group Holdings
Beau Tangles Hair Salon
Beauty on Latrobe
BEMAC
BHP Billiton Petroleum Employee Matching Program
Blackbaud
Black Stone Massage
Blue Room Cinemas and Café
Blue Sky Careers
Botanica Real Food
BrewVegas
Bribie Island Boat Charters
Brisbane Backpackers
Brisbane Boys College
Brisbane Christian Church
Brisbane Convention and Exhibition Centre
Brisbane Grammar School
Brisbane Lions
Brisbane Rape and Incest

Survivors Support Centre
Brisbane State High School
Brisbane Times
Bunnings Warehouse Cannon Hill
Calamvale Community College
CAPI
Carol's Gift Baskets
Catholic Church Insurance
Caxton Legal Centre
Centacare
Chop Chop Changs
Chris Harkin
City Express and Removals
Co.As.It Community Services
Coffee Supreme
Colmslie Pool
ColourChiefs
Commercial Images
Common Ground Queensland
Community Business Australia
Community Plus - West End
Community House
Computershare
Conrad Gargett
Conrad and Chroma
Councillor Jonathan Sri
Councillor Shayne Sutton
Councillor Steve Griffiths
Councillor Vicki Howard
Craig Holmes Photography
Creek Road Presbyterian Church
CRH Law
Cultivate Calm Yoga
Cynthia Morton Emotional Fitness
Darling and Co
Daryl Clifford

Datacom
Dave McGuire
Davis Road Ashgrove Christmas Party
Deidre Davies
Deliver With Strategy
Department of Communities, Child Safety and Disability Services
Department of Education and Training
Department of Infrastructure, Local Government and Planning
Di Farmer MP
Ditzy Dames of Drewvale
Dr Adele Chynoweth
Dress for Success
Du Monde on Latrobe
Echo Valley Eggs
Ed Hope Hair
Emma Meadth, Indigo Law
Epic Assist
Falvey Electrical
Finch Atticus Café
Flowers of the World
Francesca's Flowers
Friends With Dignity
Gabrielle and Peter Chisholm
Geraghty Accountants
GIVIT and GIVIT Supporters for all their support
Glendale Homes
Good2Give
Goodman Private Wealth Advisers
Green Tangerine
Grill'd Albert Street

Grill'd West End
Gwenneth Roberts
Hai Hai
HAL - Hayes Anderson Lynch Architects
Happiness Place
Hardcastle Social Media
Healthworks West End
Helen Abrahams
Helen Wallace
Holy Spirit Care Services
Holy Trinity Anglican Church
Woolloongabba
Honourable Jackie Trad MP
Ide Lawyers
Impact Academy
Indigenous elders: We thank the following elders for their continued support throughout the year
- Aunty Carol Currie
- Aunty Heather Castledine
- Aunty Mabel Hopkins
- Aunty Valda Coolwell
- Maroochy Barambah
- Uncle Albert
- Uncle Alex Davidson
- Uncle Des Sandy
- Uncle Sam Watson
Inkahoots
Institute for Health Communities Australia (IHCA)
International Catering Equipment
Intuit Works
Jak Vaessen Hairdresser
Java Lounge Café
James Stewart
Jenny Power
Jessica Dean, Legal Aid
Joan Pease MP
Joining Hands
Junction Park State School
Kay and Ian Johnston
KBR Giving Programs
Keats Roofing
Klohn Crippen Berger
Kmart Cannon Hill
KS Photography
Kuril Dhagan
Kurilpa Community Childcare Centre
Lady Gowrie Warry Street Child Centre
Leontine Circle
Lori Rubenstein, Strategic Futures
Level 13 Co-op
Lily and Bridge
Loreto College
Lorraine Gorman
Lyell Deer Sanctuary
Madonna McGahan
Marcia's on Montague
Margaret Buckle
Mater at Home
McGrath Real Estate Ascot
Mental Illness Fellowship Queensland
Michael Good
Milton Q-Masters

MLIG Group Life
Moonlight Magic Dinner Dance
guests who made donations to cover the cost of supported tickets and those who donated wardrobe and their services
Morgans
Mormon Church LDS
Mount Alvernia College Kedron
Mt Maria College Mitchelton
Mt St Michael's College Ashgrove
Multicultural Development Association
News Limited
Nia Dance Community of Brisbane
Niki Keeley
NJH Plumbing
Nous Group
Palace Cinemas
Parkington Design
Parmalat
Philanthropy Australia
Plus Dry Cleaners
Pondera Physio and Pilates
Price Waterhouse Coopers
Princess Alexandra Hospital
Queensland Aged and Disability Advocacy (QADA)
Queensland Medical Orchestra (QMO)
Quest Newspapers
Quota International of Brisbane
South
Rani's Cuisine
RBC Business Solutions
Redsuit Advertising
Remy's
River City Ballroom
Royal Brisbane and Women's Hospital
Royal International Convention Centre
Rock Community Care
RSPCA Queensland
Saavy
Samson Book Club
Sandy Okalyi
SCOPE Club of Wynnum
Second Bite
Senator Claire Moore
Share the Dignity
Sherwood Road Organic Meats
Shouk Café
Sisters of Mercy Brisbane
Smartline Mortgage Advisers
Southern Cross Motel and Serviced Apartments
Southside Dry Cleaners
Southside Toyota
Southside Used Whitegoods
Spinnaker Sound Marina
State Library of Queensland
St Elizabeth's Primary School
Tarragindi
St Joachim's Primary School
Holland Park
St John's Community Transport Service

St Laurence's College South Brisbane
St Mary of the Cross Primary School Windsor
St Mary's in Exile
St Peter's Lutheran College
Indooroopilly
Street Swags
St Thomas the Apostle Camp Hill
St Vincent's Health Australia
St Vincent's Private Hospital Brisbane
TAFE Queensland Brisbane
Taking Shape (TS14+)
TEDx Southbank
Terri Butler MP
The Adventure Traveller
The Coca-Cola Company
The Edge
The Framer
The Gap Farmer's Market
The Gap Health and Raquet Club
The Good Thing
The Honourable Kevin Rudd 26th Prime Minister of Australia
The Other Green Bagz
Thousand Island Dressing
Toowong Milton Body Repairs
TransitCare
Transport and Allied Insurance Services
Trevena Glen Farm
Trident Security
Ugee's Coffee
Wesley Mission - Art for the Margins
Westender
West End Magazine
Westpac Bank Matching Gifts Program
Westpac Banking Corporation
Willko
Willow House
Yellow Cabs
Zonta Club of Brisbane
Zonta Club of Brisbane East
Zonta Club of Brisbane River

Micah Projects is extremely fortunate to enjoy the support of a community of dedicated volunteers who share our passion for social justice and inclusion and play an important role in our activities to foster and enhance social inclusion within the community. Your efforts are highly valued by the Board, our staff and the individuals and families we support.

Volunteers

Alexandria Patrikios, Alfred Tivinarik, Alice Jenkins, Andrew Foley, Anna Allan, Annabel Whitton, Annabelle Watt, Bec Tweedy, Ben Sharpley, Brian Brands, Brittany Baumann, Cara Schow, Casey Kerr,

Celia Sargent, Chelsea Lowrie, Cherry Cornelio, Claire Crothers, Claire Pitt, Dan Robertson, Datacom team (8), Deb Parmenter, Deb Warren, Diana Clarke, Emily Pitt, Gabrielle Chisholm, George Porter, Greg Riley, Gwen Ibarra, Isabella Cunningham, Janet Abel, Jenny Dex, Jenny Power, Jessica Cloughessy, Jessica Janaun, Jonaele Lucas, Jordan Martin-Mackay, Judy Draper, Kate Pearson, Kieran Kannan, Kimberley Spragg, Kris Bentley, Kris Ford, Kylie Hoffman, Lachlan McNamara, Leanne Bell-Harmer, Lesley Agar, Lesley Yates, Lexie Hope, Lillian Phillips, Lisa Bamforth, Lucy Lopez, Lucy Miles, Madeleine McCallum, Madonna McGahan, Margaret Bambrick, Margaret Weiss, Margot Moody, Maria O'Neill, Marie McCreech, Mary Sheehan, Melisa Salihovic, Michael Deed, Michael Jolley, Michael Whitney, Mieke Kavetsky, Minou Yuille, Milly Collier, Monica Roberts, Nancy Reid, Naomi McSkimming, Naomi Sinclair, Nathan Campbell, Niki Keeley, Niura Martinez, Paige Moreland, Patricia King, Pauline Shepherd, Peter Harney, Peter Sheldon, Rani, Robert Perrier, Rose Stoker, Samuel McNamara, Savannah Szoredi, Shane Crotty, Shane Wood, Steve Ruetens, Teresa Smyth, Toby Saltwell, Tucker Kim, Tully Boundy-Collis, Veronika Karlsson

The 2015 **Christmas Hamper Appeal** was once again strongly supported by the local community. On 23 December and Christmas Eve, **289 volunteers** helped to pack and deliver a record **613 food hampers**. A total of **\$16,194** was raised by the community to purchase hampers and provide emergency housing so that no child or family are on the street or in cars over Christmas.

Since the inception of Micah Projects, it has benefitted from the unwavering support, commitment and generosity of the St Mary's in Exile independent faith community, and the local West End community.

We thank you for your ongoing support of our mission, our work and the people we support.

Thank You

The impact that Micah Projects is able to deliver in the daily lives of the people we work with is only made possible through the ongoing support we receive from our partners, supporters and community. We would like to take this opportunity to say thank you on behalf of our staff, our organisation and the individuals and families who directly and indirectly benefit from your generosity. This year we would like to extend the following particular thanks.

PRO-BONO EXPERTISE HELPS ENSURE EFFECTIVENESS

In order to ensure that our programs are effective in delivering the maximum possible impact with the funding available it is essential to monitor and measure our performance. A generous \$60,000 pro-bono contribution from Deloitte provided us with access to expert knowledge and skills in this field. This made the development of our new 'Talkin' performance development framework a reality. We look forward to using this tool to achieve better outcomes for our organisation and all staff, through the improved insight the tool will provide, enabling increased innovation and effectiveness.

PRACTICAL PARTNERSHIP WITH PURPOSE

TAFE Queensland Brisbane has become a highly valued partner. Their practical support directly assists our staff development, our programs and the development and needs of the people we support. They have provided venue sponsorship for staff training, free student-delivered denture repairs for people supported by our Residential Support Program, and free student-delivered beauty treatments for tenants at Brisbane Common Ground. Significantly, TAFE Queensland Brisbane have officially become the registered training partner for our new social enterprise, the Hope Street Café, which will provide access to training and employment to those previously excluded from employment. They also donated a 3-berth coffee machine to the café, a valuable and significant piece of start-up equipment.

SHARED VISION OF THE INCLUSIVE HEALTH CLINIC

An innovative project we aim to have up and running during the next financial year is the Inclusive Health Clinic, designed to deliver primary and mental healthcare, and dental care to the most vulnerable people in Brisbane.

A number of partners have been involved in the planning and development that will make this clinic a reality. We would like to take this opportunity to thank St Vincent's Health Australia for their donations and contributions towards the project, including the donation of \$60,000 for project establishment costs to develop

and scope the project to maximise the potential for efficiency and effectiveness. This is in addition to their donation of \$150,000 in the prior financial year, which will be used for the clinic fit out, alongside other donations.

CELEBRATING WOMEN WITH MEANINGFUL SUPPORT

Micah Projects were selected as the Charity Partner for the 2016 AIM (Australian Institute of Management) International Women's Day Debate, attended by 1300 people.

Our CEO Karyn Walsh spoke about the challenge of domestic violence and the impact Micah Projects is having. The profits for the day, totalling over \$24,000, were donated to Micah Projects to help fund important, practical support for women at-risk or experiencing domestic violence. For example they have been provided with credited mobile phones, public transport go-cards, housing and support. This enables them to reach out and access support and services freely and safely when needed.

SCHOOL COMMUNITY SUPPORT

Micah Projects has a proud history of working with schools and engaging their whole community to support vulnerable people. This year we thank in particular:

St Laurence's College South Brisbane have continued to support us for the last four years through their annual Walkathon fundraising efforts, donating \$25,000 over this period, (\$10,000 of which was following the 2015/2016 financial year.)

In October 2015, 35 Year 10 students participated in a sleepout at their school, to raise awareness about homelessness and sleeping rough. These students slept in sleeping bags directly on concrete and consumed only bread and noodles for dinner.

St Joachim's Primary School Holland Park who donated \$887 through fundraising activities (including a kids sleep out), donated over 500 DVDs for the rental scheme at Brisbane Common Ground (BCG), and worked in their school veggie garden to grow, harvest and donate produce for those in need. They also inspired school parents Mandie Horan from Beau Tangles Hair Salon and Jennifer Spoto from Ananda Beauty Therapy to provide ongoing hair and beauty services to tenants at BCG.

MUSIC TO OUR EARS

We would like to thank the Queensland Medical Orchestra and Choir, who selected Micah Projects to receive the proceeds from their fundraising Christmas Concert. The concert raised \$6,500, which we dedicated towards advancing our work in our Inclusive Health program, a cause in keeping with the goals of the orchestra.



TINA, ROGER, GABRIELLE, CONOR, TIM & STEVEN

Photography: Craig Holmes.

In 2005, eminent stockbroking and wealth management firm Morgans, established the Morgans Foundation as its philanthropic arm, with the goal of making more meaningful contributions to selected charities with pooled funds from the company, its clients and staff. Micah Projects was one of the inaugural charities to receive funds from the Foundation.

Gabrielle Chisholm from Morgans Foundation said the initial decision to select Micah Projects was driven by involvement from their staff. "We started supporting Micah and we continue to have direct staff involvement which is why our Foundation is happy to maintain our support." Gabrielle said.

For a number of years Morgans Foundation has provided \$25,000 per annum to invest in new or ongoing programs or operations that truly 'make a difference'. The flexibility of these donations has allowed Micah Projects to direct funds where they will have the greatest potential impact at any given time.

"From the beginning we could see the results our funding was having, and we were impressed by the big, tangible results Micah were able to achieve with such a small resource base."

Morgans Foundation has also supported the Moonlight Magic Dinner Dance since it began. The Foundation's support allows ticket prices to be offset for individuals supported by Micah Projects, giving them a greatly anticipated opportunity for a gala evening of fine food, great music and lively dancing.

Moonlight Magic is a truly inclusive evening unlike any other in Brisbane.

"It is an amazing event, and we are very honoured to be a part of it. Our clients, staff and friends who have attended the Dinner Dance have been truly overwhelmed by the vibe of the evening. It's one of those moments where you can see the results of your donation on the faces of the people in the room, and it is magical."



SARAH & CHRISSEY

Photography: Craig Holmes.

Chrissy was working as a fifo (fly-in-fly-out) worker in the mining industry when the quick succession of the deaths of her mum, dad, sister and brother led to mental health challenges. She tried to keep working through it, eventually collapsing from exhaustion.

Unable to work Chrissy quickly found herself couch surfing.

"It's very hard for someone who has worked all their lives to find themselves homeless," Chrissy said.

Aware she was unable to manage, Chrissy booked herself into a rehab clinic, where she came into contact with Sue and Anna, who are part of the Inclusive Health Service that is integrated with Micah Projects.

"Sue and Anna were great. You could tell they really cared about me and there was absolutely no judgment," Chrissy said.

"Then Sarah and the Partners in Recovery program came into my life and everything changed."

"Sarah and the team are not just housing workers. They helped me with my finances, gave me food when I needed it, and helped me find a good psychologist which is really making a difference," Chrissy said.

Within 12 months Sarah phoned Chrissy to let her know that a unit had become available. Sarah accompanied her to view the property.

"As soon as I looked at it I said 'I'll take it. It's perfect.'"

Micah Projects helped Chrissy set up her new home, providing basic kitchen items and furniture and helping Chrissy to retrieve her furniture from storage.

Chrissy is now looking forward to the future. "I can go to sleep now feeling safe. I want to get myself well again and eventually return to more study."

"The involvement of the whole Micah team is amazing, I cannot thank them enough. They helped me get my life back on track and I'm looking forward to new beginnings."



Above: Nine participants with Young Mothers for Young Women completed an Accredited First Aid Certificate with First Aid International. Students, volunteers and staff all pitched in to attend to the needs of the children and ensure it was an enjoyable experience for everyone.

Treasurer's Comments

Micah Projects had another year of growth. Grants from Federal, State and Local Governments increased during the year with \$18 million received. This is an increase of 20% from the prior year. In addition to the programs that Micah Projects continues to provide, the organisation successfully tendered to expand our work in the areas of domestic and family violence, family inclusion and early childhood development. These successful tenders account largely for the growth in government funding.

Donations from the community and philanthropic groups have also increased, and this year exceeded \$980,000.

Expenditure for the year is consistent with the growth in revenue. As a service organisation salaries and wages represent the largest component of expenditure. There were also a number of new locations for service provision either due to leases ending or new programs commencing. This meant an increase in expenditure for leasehold improvements.

At the year end we had a deficit of \$213,591. This is not a deficit from recurrent funding but is expenditure of part of the previous year's surplus. At the end of the 2014/15 financial

year there was a surplus of over \$1 million. This was due in part to the receipt of back payment of wages supplementation from the State and Federal Governments from prior years, and the write off of leasehold improvements over a longer period. Fundraising has also contributed to the surplus. The 2015/16 budget allocated these funds to different strategic areas. There was expenditure in the areas of Inclusive Health, evaluations, website development and the move to Efforts to Outcomes (ETO).

The equity position at 30 June 2016 is \$1.4 million. During the 2016/17 budget process, the Board agreed to the allocation of Retained Earnings to meet Micah Projects ongoing priorities.

As always the Board acknowledges the contribution of the Finance Team, part of Micah Projects Business Services, Rajkumar, Miseon, Rebecca, Trish, Gita, Luke, Tucker and their Team Leader Sherryn. We recognise that it is fortunate to have the services of highly skilled and dedicated members of staff.

The Board is confident that Micah Projects is in a sound fiscal position.



WARREN, WAYNE & BRIAN

It was a regular afternoon when 51-year-old twin brothers Warren and Wayne began listing off the names of up to eight previously unmentioned siblings to their legal guardian Leonie.

Both Warren and Wayne live with Renpenning Syndrome, an inherited genetic disorder that causes developmental delay and intellectual disabilities.

Leonie was committed to helping the men reconnect with their siblings if possible, and was referred to Lotus Place for assistance with family tracing.

"I called up and spoke with Lachie. He was wonderfully helpful, but let me know it can be very difficult tracing families who have spent time in institutions," Leonie said.

"He asked me to gather birth certificates, and before I knew it he was back on the phone telling me that Diane, the carer of one of their brothers, Brian, had listed him on the electoral roll and created a family tree on Ancestry.com to seek out other siblings."

Their timing was perfect.

"I can't believe what has happened from one phone call to Micah Projects. Lachie knew exactly where to look. Within days he'd put us and Diane in touch."

Leonie and her family told Wayne and Warren the good news, including Diane's plan to bring Brian on a holiday to reconnect with his brothers.

"Gratitude isn't always a natural response for people with Renpenning Syndrome, but they were just crying and saying thank you over and over again."

Warren was thrilled to reconnect with Brian during his recent visit, which included a much-enjoyed trip to Dreamworld.

"It was wonderful to see Brian again. And we patted a tiger," Warren said.

Wayne agrees. "It's really good. I'm so happy to see some family again. I'm looking forward to finding and meeting some more. Thank you so much for doing this for us," Wayne said.

Independent Auditor's Report



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Australia

To the Members of Micah Projects Inc.

Report on the Concise Financial Report

We have audited the accompanying concise financial report of Micah Projects Inc. which comprises the statement of financial position as at 30 June 2016, the statement of profit or loss and other comprehensive income and the statement of changes in equity for the year then ended, and related notes, derived from the audited financial report of Micah Projects Inc. for the year ended 30 June 2016. The concise financial report does not contain all the disclosures required by the Australian Accounting Standards and accordingly, reading the concise financial report is not a substitute for reading the audited financial report.

Directors' Responsibility for the Concise Financial Report

The directors of the Micah Projects Inc. are responsible for the preparation of the concise financial report in accordance with Accounting Standard AASB 1039 *Concise Financial Reports*, and the *Australian Charities and Not-for-profits Commission Act 2012*, and for such internal control as the directors determine are necessary to enable the preparation of the concise financial report.

Auditor's Responsibility

Our responsibility is to express an opinion on the concise financial report based on our procedures which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*. We have conducted an independent audit, in accordance with Australian Auditing Standards, of the financial report of the Micah Projects Inc. for the year ended 30 June 2016. We expressed an unmodified opinion on that financial report in our report dated 26 September 2016. The Australian Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report for the year is free from material misstatement.

An audit involves performing procedures to obtain evidence about the amounts and disclosures in the concise financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the concise financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control

relevant to the entity's preparation of the concise financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Our procedures included testing that the information in the concise financial report is derived from, and is consistent with, the financial report for the year, and examination on a test basis, of audit evidence supporting the amounts and other disclosures which were not directly derived from the financial report for the year. These procedures have been undertaken to form an opinion whether, in all material respects, the concise financial report complies with AASB 1039 *Concise Financial Reports*.

The concise financial report and the audited financial report do not reflect the effect of events that occurred subsequent to the date of the auditor's report on the audited financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the *Professional Accounting Bodies*. We confirm that the independence declaration which has been given to the directors of Micah Projects Inc., would be in the same terms if given to the directors as at the time of this auditor's report.

Opinion

In our opinion, the concise financial report of Micah Projects Inc. for the year ended 30 June 2016 complies with Accounting Standard AASB 1039 *Concise Financial Reports*.

BDO Audit Pty Ltd

BDO
Chini Mita

CJ Skelton
Director

Brisbane, 26 September 2016

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Directors' Declaration

In the Directors' opinion:

- the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the *Associations Incorporations Act (Qld) 1981*

and the *Australian Charities and Not-for-profits Commission Act 2012*;

- the attached financial statements and notes comply with the Australian Accounting Standards as described in note 1 to the financial statements;

- the attached financial statements and notes give a true and fair view of the incorporated

association's financial position as at 30 June 2016 and of its performance for the financial year ended on that date; and

- there are reasonable grounds to believe that the incorporated association will be able to pay its debts as and when they become due and payable.

On behalf of the Directors


 Michael Kelly, Chairperson
 Monday 26 September 2016


 Sue Bradnock, Treasurer
 Monday 26 September 2016

Statement of profit or loss and other comprehensive income for the year ended 30 June 2016

	2016 \$	2015 \$
REVENUE		
Other income	19,391,721	15,828,011
	578,573	598,938
	<u>19,970,294</u>	<u>16,426,949</u>
EXPENSES		
Employment expenses	(13,344,227)	(10,995,721)
Property and energy expenses	(1,675,099)	(1,270,204)
Administration expenses	(2,749,984)	(1,341,142)
Motor vehicle expenses	(726,064)	(624,459)
Client related expenses	(1,307,358)	(1,057,257)
Depreciation and amortisation expenses	(170,445)	(58,590)
Other expenses	(210,708)	(69,547)
	<u>(213,591)</u>	<u>1,010,029</u>
PROFIT (LOSS) BEFORE INCOME TAX EXPENSES		
Income tax expense	-	-
Surplus / (deficit) for the year	(213,591)	1,010,029
	<u>(213,591)</u>	<u>1,010,029</u>
OTHER COMPREHENSIVE INCOME	-	-
TOTAL COMPREHENSIVE INCOME/(DEFICIT) FOR THE YEAR	<u>(213,591)</u>	<u>1,010,029</u>

If you would like to view the full financial statements for the 2015/2016 financial year, please contact Micah Projects.

Statement of financial position as at 30 June 2016

	2016 \$	2015 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	3,882,044	5,213,991
Trade and other receivables	268,305	364,315
Other current assets	82,210	94,754
TOTAL CURRENT ASSETS	<u>4,232,559</u>	<u>5,673,060</u>
NON-CURRENT ASSETS		
Security deposits and bonds	316,054	187,732
Property, plant and equipment	591,612	378,826
TOTAL NON-CURRENT ASSETS	<u>907,666</u>	<u>566,558</u>
TOTAL ASSETS	<u>5,140,225</u>	<u>6,239,618</u>
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	593,048	765,296
Provisions	1,063,153	856,229
Other	1,650,669	2,595,676
TOTAL CURRENT LIABILITIES	<u>3,306,870</u>	<u>4,217,201</u>
NON-CURRENT LIABILITIES		
Provisions	399,767	496,155
TOTAL NON-CURRENT LIABILITIES	<u>399,767</u>	<u>496,155</u>
TOTAL LIABILITIES	<u>3,706,637</u>	<u>4,713,356</u>
NET ASSETS	<u>1,433,588</u>	<u>1,526,262</u>
EQUITY		
Reserves	-	49,828
Retained surpluses	1,433,588	1,476,434
TOTAL EQUITY	<u>1,433,588</u>	<u>1,526,262</u>

Note 1. Significant accounting policies

This concise financial report is an extract from the financial report. The financial statements and specific disclosures included in this concise financial report have been derived from the financial report. The concise financial report cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of the entity as the financial report. The presentation currency used is Australian dollars and there are no significant events occurring after the reporting date to be reported.

Support Micah Projects



Above: Margie Gamble from Micah Projects with participants at St Laurence's College South Brisbane annual walkathon.

St Laurence's have continued to support Micah Projects for the last four years.

YOUR SUPPORT WILL STRENGTHEN MICAH PROJECTS RESPONSE TO THE INEQUALITY AND INJUSTICE IMPACTING THE LIVES OF VULNERABLE MEMBERS OF OUR COMMUNITY.

Micah Projects works to break the cycle of homelessness, poverty, violence and social exclusion experienced by individuals and families. The high cost of living compounds their vulnerability and accessing affordable stable housing is difficult. We assist people to secure income, housing and health services to meet their basic needs and to build a decent quality of life: where there is adequate intervention and support, there is hope.

Become a member or make a cash donation to help Micah Projects better support people who are excluded or vulnerable.

You can make a **secure online donation at micahprojects.org.au/donate or complete this form and return it to us.**

Included is my tax-deductible donation for the amount of:

- \$50
 \$25
 \$100
 Other \$ _____

Total amount \$ _____

Name _____

Address _____

Phone _____

Email _____

Please make cheques payable to Micah Projects Inc or charge my credit card:

Visa Mastercard

Card Number _ _ _ _ / _ _ _ _ / _ _ _ _ / _ _ _ _

Exp Date _ _ / _ _

Name on Card _____

Signature _____



Contact us

micahprojects.org.au

MICAH PROJECTS INC

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micahprojects.org.au
ABN 76 409 721 192

Twitter @micahprojects

Facebook facebook.com/micahprojects

YouTube youtube.com/user/micahprojects

Public Transport

Nearest stations:

- Train – South Brisbane or South Bank
- Bus – Cultural Centre Busway Station, South Bank
Bus route 199 to West End

WELLSPRING HUB

Working with Families, Women and Children

Phone (07) 3217 2544 | Fax (07) 3217 2679
PO Box 3449 South Brisbane Q 4101
wellspring@micahprojects.org.au
micahprojects.org.au

WELLSPRING COORPAROO

Young Mothers for Young Women (YMYW)

Phone (07) 3394 9100 | Fax (07) 3394 2909
143 Cavendish Road, Coorparoo Q 4151
PO Box 3449 South Brisbane Q 4101
ymyw@micahprojects.org.au
micahprojects.org.au

WELLSPRING HAWTHORNE

Early Childhood Hub

Phone (07) 3013 6000 | Fax (07) 3394 2909
28 Malcolm Street, Hawthorne Q 4171
ymyw@micahprojects.org.au
micahprojects.org.au

BRISBANE DOMESTIC VIOLENCE SERVICE

A Brisbane Region integrated response

Phone (07) 3217 2544 | Fax (07) 3217 2679
PO Box 3449 South Brisbane Q 4101
bdvs@micahprojects.org.au
bdvs.org.au

HOME FOR GOOD (FORMERLY BHSC) & STREET TO HOME

Working with families and individuals experiencing homelessness

Phone (07) 3036 4444 | Fax (07) 3036 4400
PO Box 3449 South Brisbane Q 4101
info@micahprojects.org.au
homeforgood.org.au

LOTUS PLACE

Adults who experienced childhood abuse in an institutional setting

Phone (07) 3055 8500 or Find and Connect 1800 16 11 09
Fax (07) 3844 6706
46 Cleveland Street, Stones Corner, Q 4120
PO Box 3449 South Brisbane Q 4101
lotus@micahprojects.org.au
lotusplace.org.au

LOTUS PLACE NQ

Phone (07) 4724 4410 or Find and Connect 1800 16 11 09
Fax (07) 4772 0011
312 Sturt Street, Townsville Q 4810
PO Box 2027, Townsville Q 4810
lotusnq@micahprojects.org.au
lotusplace.org.au

LOTUS PLACE CQ

Phone (07) 4927 7604 or Find and Connect 1800 16 11 09
Swan Office Building, 159 Denison Street
Rockhampton Q 4700
PO Box 586, Rockhampton Q 4700
lotuscq@micahprojects.org.au
lotusplace.org.au



MICAH PROJECTS INC

**Breaking Social Isolation
Building Community**

MICAH PROJECTS INC

Phone (07) 3029 7000 | Fax (07) 3029 7029

Ground Floor, 162 Boundary Street, West End Q 4101

PO Box 3449, South Brisbane Q 4101

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