



## **LOGAN EAST COMMUNITY NEIGHBOURHOOD ASSOCIATION INC.**

**BUILDING BETTER LIVES**

# **ANNUAL GENERAL MEETING**

**Thursday 15<sup>th</sup> of October 2020  
at 6.30 pm**

### Purpose & Mission Statement

To advocate and provide for the charitable needs of the community, and to preserve a place that encourages participation and builds relationships within the local community, providing information and referrals, assistance and services to fulfil community needs.

### Motto

**Building Better Lives**

### Vision

**An inclusive organisation that supports and encourages participation and contribution of all community members, to improve community life.**





*Our thanks to our funding bodies*



**Australian Government**  

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**Department of Social Services**



Good Shepherd  
**Microfinance**



**Queensland**  
Government



**BUILDING INDEPENDENCE & PARTICIPATION**

**Manager Committee members 2019-2020**

<b>Role</b>	<b>Name</b>
President	Dr Stephen Roger Marshall
Vice President	Brett Blackman
Treasurer	Kayla Brewis
Secretary	Dr Tracey West
Committee Members	Jennifer Atkinson
	Shonna Veamatahau
	Anne Somerville
	Katrina Bills

**A G E N D A**  
**ANNUAL GENERAL MEETING**

of

**Logan East Community Neighbourhood Association Inc.**

**Thursday 15th October 2020**  
**At 6.30**

1. Opening formalities
2. Welcome to Country
3. Apologies
4. Special Welcome to dignitaries
5. Confirmation of Minutes of 2018-19
6. Business Arising from Minutes
7. Correspondence
8. Business Arising from Correspondence
9. President's Report
10. Treasurer's Report
11. Manager's Report
12. Program Reports

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13. New Members
14. Thank you to Retiring Office Bearer and Committee Member
15. Election of Office Bearers for 2011-2012
16. Appointment of Auditor
17. Any other business
18. Thank you to Volunteers
19. Thank you to the Caterer and helpers
20. Close Meeting

**Logan East Community Neighbourhood Association Inc.**

**MINUTES OF THE ANNUAL GENERAL MEETING**

**THURSDAY, 18<sup>th</sup> OCTOBER 2018 at 6.00pm**

**Present:**

Kahlee Blackman, Michelle Trainor, Jenny McMahon, Marion Burton, Geoff Leeming, Kim Wright, , Jan Cartwright, , Anne Hawkins, Kerry Dee, Coral Cassidy, Sheila Rule, Bernadetta Klima, Desley Scott, Brett Blackman, Tony Blackman, Julie Fursey, Julie Kirkwood, Roger Marshall, Anne Somerville, Jennifer Atkinson, Gillian Marshall-Pierce, David Dee, Ellen Lu Han, Garry Sargent, John McMahon, Teagan Clarkson, Ellis Blackman, Tony Blackman, Scott Croydon, Shaie Delaney, Ryan Jarrett, Syd Scanlon, Samantha Fuller, Zoe Dee.

**Apologies**

Dorothy Firth, Jennifer Wilkinson, Lea King, Aaron Broughton, Billy Oldfield, Bruce Fursey, Irene Leis, Colleen Benson, Devett Kennedy, Les Watson, Merle Lamude, Hon. Mick De brenni MP, Naomi Fitzpatrick, Nicolette Ward, Samilya Mullar, Devett Kennedy, Jinghua Li, Barry Watson and Merle Lamude, Hon. Jim Chalmers MP, Anna Kopelkin.

**Opening Formalities**

LECNA President, Roger Marshall, introduced himself and welcomed everyone to the 2018-2019 AGM. Roger acknowledged the past Presidents in the room, Coral Cassidy and Geoff Leeming and the life members present.

**Acknowledgement to Country**

In the absence of Uncle Barry Watson, Roger then under took an acknowledgement to Country.

**Special Welcome to Dignitaries**

Roger Marshall welcomed our Patron Desley Scott and thanked her for her ongoing and unwavering support.

**Confirmation of Minutes of Last Meeting**

Roger Marshall put forward the minutes and asked that and attendee present at last years meeting moved that we accept the minutes of the Annual General Meeting held Thursday, 18<sup>th</sup> October 2018, as presented in this year's report.

**Moved by Jenny Atkinson**

**Seconded by Sheila Rule**

All in favour. Carried.

**Business Arising from Minutes**

Nil

**Correspondence**

Nil

**Business Arising from Correspondence**

Nil

**Reports**

Roger Marshall referred to the AGM booklet containing the printed reports and thanked staff, volunteers, workers, Life Members and friends of LECNA for their significant contribution.



## **President's Report**

Roger asked that everyone should feel free to read his official report at their own leisure. Roger spoke of how proud he was of the work the community sector is doing to support families needing a helping hand. He then went on to discuss the challenges the sector faces and the increasing need for our service. He also acknowledged the work of Kingston East Neighbourhood Group and YFS for the great work they undertake and programs they offer to the Logan City community members. Roger spoke about the family focus which is so very important to the LECNA organisation and the loss this year of three of our members which was a deeply sad time for all.

Roger spoke of how LECNA provides a space for people to come together and to have a voice in the community sector which leads to a better Logan, a better Queensland and a better Australia. By helping each other help others we are all strengthen the community. Roger also spoke about how he is amazed and grateful for the dedication of the voluntary workforce of LECNA which includes the staff who also went above their hours to provide voluntary support when needed.

Roger also gave a special thanks to the members of the management committee for their work on the committee and sub committees, this work has ensured LECNA is moving forward again this year by developing the LECNA budget and the current HSQF Policy and Procedures work. Roger advised that Michelle Training would not be continuing on the committee due to family commitments and gave a special thank you to Michelle for all the hard work she had undertaken this year and for asking the hard questions. Roger asked the attendees to consider if they had the capacity and were interested to consider what part they could contribute to LECNA.

Roger then invited Michelle Trainor up to discuss the Treasurer's Report.

## **Treasurer's Report**

Michelle Trainor read her the Treasurer's report and gave her thoughts of the current position of LECNAs accounts. Michelle thanked everyone for their hard work and acknowledged the effort of the volunteers and the staff. Michelle also thanked Jinghua for the additional effort and personal time she put into preparing the accounts and information for the projected budget project and the audit.

Roger again thanked Michelle for her commitment and being a friend of LECNA and the work she had done in her role as treasure with LECNA and wished her all the best for the future.

**Roger Marshall moved that the President & Treasurer's Reports be accepted by the meeting.**

**Seconded by Brett Blackman & Jenny Atkinson**

**All in favour. Carried.**

## **Manager's Report - Gillian Marshall Pierce**

Community Liaison, Program Innovation & Administration

Gillian Marshall-Pierce spoke to her report regarding the struggle and achievements we have made over the last year. Gillian spoke about the outstanding work of the volunteers and staff, and support they provide to the community which is great to be a part of. Gillian also talked about LECNA which is now coming up for its 30<sup>th</sup> year, Gillian said it has been a very busy year with the implementation of the Skilling Queenslanders for Work program, working to secure a traineeship for LECNA with Zoe and now Shaie, and the continued struggled to secure funding for the future. The success of the Community Champion project and Financial Literacy Action Group (FLAG).

Gillian thanked staff for their hard work. Gillian closed by thanking Julie Fursey for all of her support

## **Manager's Report – Julie Furse**

### **Operations**

Julie Furse asked that everyone please read her report at their leisure that every word had meaning and the thanks were heartfelt. Welcomed our newest member Ellis Blackman, and congratulated Kahlee and Tony on the birth of their son. Julie thanked Gillian for her hard work and all the hard yard she does outside of the Centre keeping our profile up. She thanked the management committee for their support and their forward-thinking focus. She thanked the extra efforts of plant and bric-a-brac team Carole, Anne Les, Garry, Barb, Lee and so many others, the Bingo teams both night and day PamB, Zoe and Kerry, Colleen and Michelle and their team of supporters particular Bernadette, Sheila and Darryl for the outstanding organisation and time commitment each month and week. To the SCC Bookings team Julie and Kay what a great job you do with all the challengers you face from clients. ER Team outstanding work again this year team Kerry, Lee, Barb, Jen, Anne, Sheila, Jan and all the outstanding Front and Back reception staff, you are the best, highly skilled office staff who work to improve the outcomes for our people in what is very much a front line service. Thank you to all the partners and friends of LECNA who assist at our seemingly endless Sales fundraising functions etc. We do so appreciate your assistance.

Julie recognized the close connections with the Springwood Tri Services Group and the ongoing support we receive and give to this outstanding group of men and woman. To YSF for the continued support through the consortium for our ER funding, to the Good Shepard Micro finance and NAB Bank for enabling us to continue to work with families who need that hand up. To Karen Denham for her continued support and advocacy. Julie reflected on the Strategic Plan and noted that our goals are starting to build with our plan to become a financial literacy hub with the continuation of our ER program our Financial counselling Program, and the access to No and Low interest Loans has us well on the way to achieving these goals.

**Moved Brett Blackman seconded Kahlee Blackman I moved that all the the Manager's Reports be accepted by the meeting.**

**Seconded by Jennifer Atkinson and Michelle Trainor  
All in favour. Carried.**

### **NILS and stepUp Report – prepared by Kahlee Blackman**

NILS & StepUp Coordinator

Kahlee report was tabled and Zoe was introduced having taken on the StrpUp and Nils rolls. Kahlee was congratulated on the birth of her new son and the hard work she had put into the program.

**Roger Marshall moved that the NILS and StepUp Reports be accepted by the meeting.**

**Seconded by Jennifer Atkinson and Michelle Trainor  
All in favour. Carried.**

### **New Memberships**

**It was moved by Roger Marshall that the below named be accepted as members of LECNA.**

Samatha Fuller  
Shaie Delaney  
Kay Allard  
Dr Tracey West  
Zoe Dee  
David Dee

Seconded by Brett Blackman

**All in favour. Carried.**



## Special Recognition and Thanks - Life Membership

Julie then went on to present a Life Membership Award to Jenny Atkinson.

### Logan East Community Neighbourhood Association Inc.

#### LIFE MEMBERSHIP AWARD TO JENNIFER ATKINSON

**Jenny Atkinson** became a volunteer at Logan East Community Centre in 2005 and was soon elected to Management Committee of Logan East Community Neighbourhood Association Inc.

**Jenny's** background in political life assisted the committee to connect more with the three government levels and the local community. The Centre, as a consequence, received more recognition of its work from the state government, with visits from 2 Premiers, as well as government ministers. **Jenny**, through her community connections, also encouraged community minded people in her circle to join the Management Committee, which of course in turn benefited from their expertise.

**Jenny** served on the Management Committee for 5 years and was a great supporter of our community activities, in particular the Springwood Spring Carnival and over the years has used her skills and connections to obtain many donations from members of government and the business community which we have been able to use for fund-raising activities and raffle prizes

Since 2006, **Jenny** has been a mentor in the Centre's Life Skills Program and provided valuable support to many people who have participated in this program.

**Jenny** took a break from the Management Committee in 2010 but returned to the Committee in 2013 and has continued to play an active role on the Committee up until the present time.

**Jenny's** current role on the Management Committee is Fundraising Officer and she has assisted with organising our Mother's Day High Tea Events held in previous years and the Pre-Loved Fashion Parade held this year.

**Jenny** is a great cook and made preserves and cakes to assist our fundraising, but also helped with catering for events. **Jenny** is also a strong supporter and reliable help with the Bingo fundraising sessions.

Ill health has prevented **Jenny** from participating to her full capacity this past year, but we look forward to her regaining her strength soon and being restored to her energetic self.

The Management Committee very much appreciates the long-term commitment and support and expertise that **Jenny** has brought to the Committee as well as her support of many of the Centre's activities, but particularly her resourcefulness in the area of fundraising.

**It is with great pleasure that  
Logan East Community Neighbourhood Association awards**

**Life Membership to JENNY ATKINSON**

**for her unwavering support of LECNA.**

## Retiring Office Bearers & Committee Members for 2018-19

Desley Scott then took the Chair and introduced herself and told of how she believed that Community Centre's were the heart and soul of communities. She believes that Community Neighbourhood Centre's are often a step up for those who are suffering and hurting. Desley said she loved Logan and wouldn't want to be anywhere else.

Desley then thanked the retiring officers and proceeded with the election of the office bearers for 2019-2020 as follows:

### Retiring Office Bearers & Committee Members 2018 -19 Michelle Trainer Adeline Hough

### Nominations and Election of Office Bearers & Committee Members for 2019-2020

Role	Name
President	Dr Stephen Roger Marshall
Vice President	Brett Blackman
Treasurer	Talis Blum
Secretary	Anne Somerville
Committee Members	Jennifer Atkinson
	Dr Tracey West

After Roger Marshall confirmed that there were no other nominations he moved that the Office Bearers and Committee Members for 2019-2020 be accepted by the meeting.

**Seconded by** Zoe Dee  
**All in favour. Carried.**

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### Appointment of Patron

Roger Marshall thanked Desley Scott for accepting to continue in her role as Patron and also thanked her for all of the work, support and encouragement she gives to Logan City.

**Seconded by** Brett Blackman and Sheila Rule  
**All in favour. Carried.**

### Appointment of Auditor

Roger advised the work of Glen Klein from Audit Right Pty. Ltd. has been appreciated for the quite a few years now. It was **moved by Roger Marshall that we appoint Glen Klein to be auditor.**

**Seconded by** Kahlee Blackman and Michelle Trainor  
**All in favour. Carried.**

### Any other Business

No other business was raised.

## Thank you to Volunteers

Roger Marshall thanked all the Volunteers and gave big thanks to the caterers and helpers for the evening including

## Close

Roger thanked everyone for attending tonight's meeting and the meeting was closed at 7.35pm

Julie Fursey,  
Minute Taker.



## Management Committee List 2018-2019

LOGAN EAST COMMUNITY NEIGHBOURHOOD ASSOC. INC.

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**Patron:**

Desley Scott

**President:**

Roger Marshall

Mobile: 0402 435 993

Email: [rogermarshall@bigpond.com](mailto:rogermarshall@bigpond.com)

**Vice President:**

Brett Blackman

Mobile: 0417 732 143

Email: [brett@abcoprecision.com.au](mailto:brett@abcoprecision.com.au)

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**Secretary:**

Anne Somerville

Mobile: 0411 074 168

Email: [anne@roysom.com.au](mailto:anne@roysom.com.au)

**Treasurer:**

Michelle Trainor

Mobile:

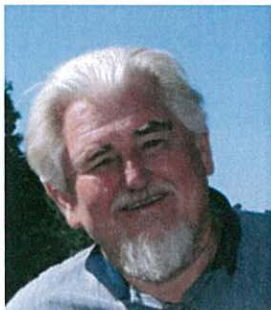
Email: [Michelletrainorvz@gmail.com](mailto:Michelletrainorvz@gmail.com)

**Committee Members:**

Jennifer Atkinson

Talis Blum

## President's Report – Roger Marshall, Ph.D.



In just about every aspect of our lives the past 12 months has been dominated by the Covid 19 pandemic. This has been just as true for us at LECNA as it has been for the rest of Australia and the world. Fortunately, we here in Queensland have not experienced the full brunt of the impact on our physical health that communities in other places have. The disruptions to our lives have however been considerable. This has led to many businesses closing down or winding back and many people are experiencing unemployment, hard economic times, increased isolation, loneliness and mental health issues. The incidence of social problems like domestic and family violence and child safety concerns are well and truly on the up and there is good reason to fear that things will get worse in the coming months before they start to get better even if our hopes that we have the virus relatively under control in our part of the world.

The implications of this set of circumstances for LECNA are profound. We have of course been affected in similar ways to the rest of the community. All of our social activity groups were unable to gather together for most of the past 6 months. We have been unable to hire out our facilities for churches and community groups to meet and it has not been possible to hold events like our market days, Mothers-Day High Tea, and ANZAC breakfast. The lives of members of the LECNA family have been disrupted and they have felt the impact, some of them quite badly.

However, the main implication of the pandemic for LECNA is the emphasis it places upon the need for organisations like ours in our community. Covid 19 is a social disaster and community neighbourhood centres like LECNA have a vital role to play in helping communities to be resilient and recover in times like these. It is pleasing to be able to report that LECNA has done its job well in this respect in the past few months. Our staff and volunteers proved to be extremely adaptable and creative in finding ways to ensure that even at the height of the lockdown we continued to offer emergency relief, low and no-interest loans, financial counselling, counselling and community education programs like life-skills and belief busters to people.

What is perhaps even more pleasing is the fact that the work that many people at LECNA have done in recent years in implementing our 10 year strategic plan is paying dividends in ensuring that we can respond to the crisis well. It is my view, as your Presidents, that LECNA is a much stronger position to play a part in helping our community to recover from the Covid disaster than it would have been if it had occurred in 2016 when we undertook our major strategic review.

As we take on the task of helping people to manage the social, financial and mental health challenges they will face in the future we have strengthened our ER program by being able to employ a staff member to not only help coordinate our volunteer team but also to do brief intervention support work helping people to address some of the underlying issues in their lives that cause them to seek our help. Our Loans program is stronger now than it has ever been as a result of our success in gaining funds to employ two full time staff and in taking advantage of the new technologies in order to improve the services we offer. The results that our loans team are achieving are gaining them a reputation as leaders in the program Australia-wide.

Our suite of programs has been extended, we now playing an active role in helping people to re-train and find employment through the Skilling Queenslanders for Work program; there are positive signs that our mediation program and the innovative work in the SPER program are having an impact. We have also managed to extend our community education programs with the bedding in of Belief Busters and the ongoing success to Life-Skills following our success in finding new leadership of it after so many years in the same hands. The past year has seen a continuation of the work of updating our technology systems and expanding and improving our digital presence on social media. Our financial management systems have been upgraded and are working very well. All of these things have come together to make LECNA stronger.

An important part of our strategic plan has always been to advocate for the role of community neighbourhood centres like ourselves and the role they play in the community. I am proud of the advocacy we undertake on an ongoing basis for increased funding to provide better physical and human resources here at LECNA and in other places in Logan and the rest of Queensland. I am optimistic that our message is beginning to be heard. Much of this advocacy has been part of wider campaigns for programs in Logan and elsewhere aimed at a more equitable, fair and compassionate society. It is my view that LECNA's reputation as a leader in this work is strong amongst the organisations we have worked in partnership with such as the Queensland Community Alliance, QFCA (Queensland Family and Community Association), the Logan Inter-Agency Group, Logan Together the Logan FLAG (Financial Literacy Action Group), Logan City Council, Good Shepherd Microfinance, and QCOSS (Queensland Council of Social Services).

As President of LECNA I want to pay tribute to and say thank you to all those who have contributed to both the work of that has been done at LECNA in the past 12 months and in the longer term project of implementing our 10 year strategic plan. Our objective in that was always to retain the best of what LECNA has always been, a community founded on the ground-rock of compassionate accepting relationships, whilst at the same time aiming to be a community neighbourhood hub equipped to sever the community in the 2020s. The work towards achieving that goal is far from over, but I think that we can be pleased with what has been achieved towards it in the past 12 months. I look forward to continuing our pursuit of it together as your President. I feel privileged to be able to do so.

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## Treasurer's Report

Report for the financial year ending 30 June 2020, prepared by Kayla Brewis.

### Financial Position

As the Treasurer of LECNA, I am pleased to present the Audited Financial Statements.

Overall, LECNA's results tell a positive story and reflect the hard work put in by management, their team and our volunteers. LECNA gained a \$54,663 profit this year compared to the \$32,921 loss in the previous year. While no major changes are noted to our asset position, retained earnings have increased to \$368,880. This result helps rebuild funds for LECNA's sustainability, which will be even more important now as we face new challenges from the Covid restrictions. At face value, this number may appear large however when you calculate the monthly cost of running such a diverse and supportive Community Centre with the dedicated team we have – it quickly becomes important to retain this security should any funding be reduced.

LECNA's income increased by \$282,872 on the prior year owing to growth in *Grant and Admin Income, Room Hire and Government assistance*. The substantial rise in *Grant and Admin Income* contributed to LECNA's strengthened position and it was a relief the Government Grants were unaffected by Covid. With *Government assistance* encompassing the employer incentives and Covid support packages, further relief from the impact of Covid was realised.

Despite the large reduction in Room Hire bookings due to Covid restrictions, the *Springwood Community Centre (SCC)* income saw an increase on the previous year. It was unavoidable to see a decline in revenue related to *fundraising* and we are still waiting to see how this will play into the next financial year.

With an increase in *Community activity*, it was anticipated that related expenses also increase, which they did by \$195,287. Employment expenses, SQW and NILS running costs were the key areas of spending increases.

Each month, the Operational Sub-Committee reviews the financial results including bank account balances, expenses and wages. The income and expenses are considered against the budget, which was set in the previous year by my predecessor. Revenue was up and expenses were down compared to budget with the Managers and Bookkeeper providing insights along the way. Key findings are presented back to the Management Committee at the regular monthly meeting.

Being new to LECNA and the Committee late last year, it has been remarkable to see the governance around finances, hard work by our bookkeeper Jinghua and diligence by our Managers, Julie and Gillian in their spending. Thank you to each of you for your warm welcome and generous patience to help me understand the inner workings of LECNA and navigate a challenging year together.



## INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF LOGAN EAST COMMUNITY NEIGHBOURHOOD ASSOCIATION INCORPORATED

### Opinion

We have audited the financial report of Logan East Community Neighbourhood Association Incorporated, which comprises the assets and liabilities statement as at 30 June 2020, the income and expenditure statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the committee.

In our opinion, the accompanying financial report presents fairly, in all material respects, the financial position of the association as at 30 June 2020 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the *Associations Incorporations Act 1981 (Queensland)* and Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012 and the Australian Charities and Not-for-profits Commission Regulation 2013*.

### Basis for Opinion

We conducted our audit in accordance with the Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the association in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

### Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 of the financial report, which describes the basis of accounting. The financial report has been prepared to assist the association to meet the requirements of the *Associations Incorporations Act 1981 (Queensland)* and Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012 and the Australian Charities and Not-for-profits Commission Regulation 2013*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

### Responsibilities of the Committee for the Financial Report

The committee is responsible for the preparation and fair presentation of the financial report in accordance with the financial reporting requirements of the *Associations Incorporations Act 1981 (Queensland)*, Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012 and the Australian Charities and Notfor-profits Commission Regulation 2013*, and for such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the committee is responsible for assessing the association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the committee either intends to liquidate the association or to cease operations, or has no realistic alternative but to do so.



### **Auditor's Responsibilities for the Audit of the Financial Report**

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the registered entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.
- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

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We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Glen Klein CPA  
Director  
Audit Right Pty Ltd  
8 September 2020

**LOGAN EAST COMMUNITY NEIGHBOURHOOD ASSOCIATION INCORPORATED**  
**INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 30 JUNE 2020**

	Note	2020 \$	2019 \$
<b>INCOME</b>			
Activities Income		6,346.32	5,228.05
Administration Fees		99,621.66	72,038.55
Community Centre Income		127,387.02	120,247.54
Donations and Gifts		20,925.28	24,199.60
Fundraising		32,330.11	45,153.98
Government Assistance (CoVid-19)		68,302.00	0.00
Grants	2	552,017.57	374,429.68
Interest		5,152.07	5,334.35
Membership Fees		145.00	155.00
Miscellaneous Income		4,885.19	2,783.47
Parental Leave Funds		13,330.80	0.00
Profit on Sale of Assets		<u>2,000.00</u>	<u>0.00</u>
		<u>932,443.02</u>	<u>649,570.22</u>
<b>EXPENDITURE</b>			
Activities Expenses	4	137,821.83	74,994.80
Administrative Expenses	5	70,236.16	46,395.25
Employment Expenses	6	553,368.37	448,014.20
Employment Related Expenses	7	7,260.00	4,924.85
Motor Vehicle Costs	8	4,907.72	6,767.60
Office and General Expenses	9	93,873.40	88,784.25
Property and Energy Expenses	10	<u>10,311.80</u>	<u>12,610.88</u>
		<u>877,779.28</u>	<u>682,491.83</u>
Current year surplus before income tax		54,663.74	(32,921.61)
Income tax expense		<u>0.00</u>	<u>0.00</u>
<b>Net current year surplus after income tax</b>		<u>54,663.74</u>	<u>(32,921.61)</u>
<b>EXTRAORDINARY ITEMS</b>			
Unexpended funding brought forward from prior periods		5,753.60	6,458.11
Prior year adjustment		0.00	0.00
Unexpended funding carried forward to future periods		(5,026.88)	(5,753.60)
<b>RETAINED SURPLUS AT THE BEGINNING OF THE FINANCIAL YEAR</b>		<u>313,490.18</u>	<u>345,707.28</u>
<b>RETAINED SURPLUS AT THE END OF THE FINANCIAL YEAR</b>		<u>368,880.64</u>	<u>313,490.18</u>

The accompanying notes form part of these financial statements.

**LOGAN EAST COMMUNITY NEIGHBOURHOOD ASSOCIATION INCORPORATED**  
**ASSETS AND LIABILITIES STATEMENT AS AT 30 JUNE 2020**

	Note	2020 \$	2019 \$
<b>CURRENT ASSETS</b>			
Cash on hand	11	469,025.52	397,540.23
Accounts receivable and other debtors	12	<u>329,377.54</u>	<u>139,754.76</u>
<b>TOTAL CURRENT ASSETS</b>		<u><b>798,403.06</b></u>	<u><b>537,294.99</b></u>
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	13	<u>70,605.95</u>	<u>71,000.27</u>
<b>TOTAL NON-CURRENT ASSETS</b>		<u><b>70,605.95</b></u>	<u><b>71,000.27</b></u>
<b>TOTAL ASSETS</b>		<u><b>869,009.01</b></u>	<u><b>608,295.26</b></u>
<b>CURRENT LIABILITIES</b>			
Accounts payable and other payables	14	380,476.73	196,840.07
Employee Provisions	15	<u>119,651.64</u>	<u>97,965.01</u>
<b>TOTAL CURRENT LIABILITIES</b>		<u><b>500,128.37</b></u>	<u><b>294,805.08</b></u>
<b>NON CURRENT LIABILITIES</b>			
Long term payables		<u>0.00</u>	<u>0.00</u>
<b>TOTAL NON CURRENT LIABILITIES</b>		<u><b>0.00</b></u>	<u><b>0.00</b></u>
<b>TOTAL LIABILITIES</b>		<u><b>500,128.37</b></u>	<u><b>294,805.08</b></u>
<b>NET ASSETS</b>		<u><b>368,880.64</b></u>	<u><b>313,490.18</b></u>
<b>MEMBERS' FUNDS</b>			
Retained surplus		<u>368,880.64</u>	<u>313,490.18</u>
<b>TOTAL MEMBERS' FUNDS</b>		<u><b>368,880.64</b></u>	<u><b>313,490.18</b></u>

The accompanying notes form part of these financial statements.

LOGAN EAST COMMUNITY NEIGHBOURHOOD ASSOCIATION INCORPORATED  
ANNUAL STATEMENTS GIVE TRUE AND FAIR VIEW OF FINANCIAL POSITION AND PERFORMANCE OF ENTITY

In accordance with a resolution of the board of management of Logan East Community Neighbourhood Association Incorporated, the members of the board declare that the financial statements:

- present a true and fair view of the financial position of Logan East Community Neighbourhood Association Incorporated as at 30 June 2020 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements and the requirements of the entity's Constitution; and
- at the date of this statement, there are reasonable grounds to believe that Logan East Community Neighbourhood Association Incorporated will be able to pay its debts as and when they fall due.

This statement is signed for and on behalf of the board of management by:



Name: Stephen Roger Marshall

Title: PRESIDENT  
9 Sept 2020

KJD

Name: Kayla Brewis

Title: TREASURER

Dated this 9<sup>th</sup> day of SEPTEMBER 2020.

# Gillian Marshall: Manager: Community Liaison, Program Innovation and Administration Report 2020

What a year it has been! All plans fell out the window as of about March due to COVID 19! However, we managed to soldier on, despite the setbacks we experienced. LECNA was lucky to be the recipients of the Job Keeper payment which supported us to financially keep our heads above water. However the year has seen us solidify our success with SQW with a second round of funding, secure funding for business coaching and a website upgrade and participate in advocacy around greater investment into place-based community centres.

We have been pleased to see the strengthening of our loans program with Tenny (who I recruited) coming on board and GSM being very pleased with results coming from the team. We now have 2 SQW graduates who attract wage subsidies in our employment and have seen our mediation program gain some traction.

A big thanks to Julie Fursey, for keeping the good ship LECNA moving forward and encouraging all of us to remain in good spirits. Thanks to Roger for his dedication and support as President and for our excellent Management Committee. Thanks to all of the staff for their hard work and commitment during difficult times and our incredible volunteers. We have been sad to lose some volunteers this year and have gained others.

Below is an update of highlights from the year based on my role.

## Community Liaison

This year again, I have played an active role in representing LECNA, engaging with the Logan Seniors Network, Logan Housing and Homelessness network, Logan Financial Literacy Action Group, Queensland Community Alliance, Logan Together, Community Centres Connect (hosted by Logan City Council), the Logan Chamber of Commerce and co-ordinated the Logan Interagency Network.

Logan FLAG had an excellent professional development forum event at the start of the year which involved over 60 participants and a variety of engaging workshops. I attended a meeting with the new Mayor on behalf of FLAG to discuss ways LCC can connect and partner with FLAG which was very positive. I supported RAQ in their preparation and application for a series of Gambling Help events in Logan including the mini-expo planned in Logan Hyperdome. I am currently working on a print run for some of the excellent factsheets of relevance for community organisations.





I continue to be involved and participate in events with the Logan Chamber of Commerce and attend and participate in the Community Centre Connect meetings on behalf of LECNA. The Logan Interagency Network has continued on and I did a survey to assess people's thoughts on the relevance of the network and recommendations on how it should operate moving forward. We continue to have interesting and engaging guest speakers. I was participating in the Logan Community Gateway project with Logan Together and we did get some interest for a potential upgrade of our facility. However, we have not heard anything back on this, so it might be safe to assume it's not going ahead.

My engagement with the Queensland Community Alliance ramped up more recently. I joined the Logan Research Action Group and played a key role in the group working on the community centre ask in relation to the Maroonprint presented to Government and the Opposition by QCA. I modified and developed the program logic to go with the financial ask around this and attended a variety of meetings with leaders. The leader of the opposition made a commitment to what we asked in regards to increases in investment for community centres, while the ALP Government responded with doubt and caution. They identified the need to refine the reporting process and the disparity amongst community centres.

I also did some advocacy around the QCOSS campaign to increase funding into the NILS community network. They ran a letter writing campaign which we participated in, however I had suggestions of how it could be have been run more effectively. They got 12 letter responses, little media and not much traction from Government on this issue unfortunately. I have a meeting set with the CEO of QCOSS to pursue this in more detail in November, after the state election.

I connected with our local MP: The Hon Mick De Brenni MP a few times throughout the year and we engaged our local Councillor: Cr Lisa Bradley who attended one of our SQW graduation events.



Gillian with colleagues from QCA at the Parliamentary Annexe for advocacy meetings regarding the Maroonprint.

We have managed to get a bit of media this year: Excellent story regarding the NILS program by ABC around Christmas time and NILS community network funding campaign promotion for QCOSS with 612 ABC and Fairfax media (SMH and the Australian). Information about our SQW program got in the "Our Logan" magazine which goes to every single household in Logan. Our social media profile has continued to grow this year as we reach close to 2000 followers.

### Program Innovation

My successful recruitment of Tenny Cloupet into the LECNA loans team has been a boon for LECNA and together with the megaforce of Zoe Dee and volunteers they have gathered and supported successfully, we are heartened to see this program go great guns in 2020.

The Men's Life Skills pilot project has completed and the grant acquitted with ANHCA. COVID really affected engagement with this project and getting consistent numbers was a challenge. Instead of using Zoom during COVID, the program facilitator chose to meet clients one on one at KENG (his other workplace) and disengaged from us and we didn't get much visibility or communication and had to repeatedly chase for pre and post outcome surveys. We have submitted our acquittal for the grant for this project. While we recognize a need in this space and did get the feedback that the clients who were participating in the program had complex needs and situations, the recruitment proved a challenge and we perhaps need to explore a different format and facilitator if we want to offer something like this again.

I have continued to support the Life Skills Co-ordinator and the facilitator of the Belief Busters program in promotion and support. I encouraged Nikki, the Belief Busters facilitator to explore and improve on ways to track before and after outcomes for participants in the program. Both facilitators did a great job at being adaptable and flexible and switching to online delivery during the height of the COVID crisis. Naomi, the Life Skills facilitator continues to do a great job in managing the administrative side of the program as well as excellent delivery and consistently providing great outcomes and results. I did share our report on the Life Skills program with various audiences, but got little engagement and consistent feedback that all programs are already funded for 4 years and there is no scope for others. We have been pleased to be able to provide additional hours to Naomi to deliver the program to our SQW participants.

Mediation has increased this past year and we exceeded our budget expectations for the financial year on this. We expected \$600 but got \$1695 which was good. It's slow going and they trickle in, despite my attempts at promotion. It's a very worthwhile service to offer. One of our 2 mediators is on leave as she has just had a baby and will be back by mid 2021.

~~We have had some SPER Work Development order clients, which I look after. We've had some people repay their debts by attending our Life Skills program. However, there are a few that signed up, then proceeded to not engage. Cancelling the WDO sets in a motion a series of events that are not great for clients either. We try to make regular contact but there is a time frame by which a lack of engagement will mean cancelling the order.~~

We were thrilled to get another year of funding for our Skilling Queenslanders for Work Cert 2 in Food Processing. We have exceeded our KPI's around employment outcomes for the last block of the program and are sitting on around 62% currently. We have till mid-November to submit our final report so there is plenty of time to try to maximise the employment outcomes. Karen Doyle has done an excellent job since the beginning of 2020 in developing this program and I'm very proud of her and the achievements and outcomes for the participants. The Mother and Grandmother of a young participant from Intake 3 approached me at the graduation with tears in their eyes, thanking me for the course and they said their son "had been depressed and rarely left the house and had become quite a recluse, since doing the course, he has made new friends and is working as a cook at a local school."

We have appreciated the support, professionalism and flexibility of our Registered Training Organisation: Workplace Training Strategies.



We have appreciated the support, professionalism and flexibility of our Registered Training Organisation: Workplace Training Strategies.



We have employed now 2 SQW graduates with the Work Start Incentive and other wage subsidies who are both doing Cert 3 in Business Administration through Axial Training. We are viewing these roles as opportunities for them to use this experience into other longer-term positions and increase their confidence. Both members of staff have young children and had been unemployed previously for some time. One is eligible for JobKeeper and the other is eligible for the newly announced incentive around 50% off wage costs for trainees so their wages will be basically covered.

A member of our Management Committee from Griffith university managed to source an intern to support us by producing a report about the recommended approach and steps involved in exploring a Reconciliation Action Plan for the center. This has laid the groundwork for the beginning of this process. I have since shared this resource with other community centers in Logan and plan for this to be an ongoing project.

In this financial year I managed to raise \$3482 via our GiveNow online site and \$7700 through Logan East Community Champions. I had grander plans for the LECC program this year, which were thwarted by COVID 19.

#### Administration

Having an Administration Assistant to work with us since April has made a difference to my capacity and workload. We also gained a new volunteer that is helping us with our social media posting.

Our Admin Assistant has been helping update our volunteers and LIN databases and supporting the HSQF process. We have made good progress on drafting, discussing and finalizing policies that are a priority for our HSQF self-reporting that needs completing by the end of the year.

Once COVID hit and it was agreed to postpone the 30<sup>th</sup> birthday celebrations for LECNA, we decided to commence on a 30<sup>th</sup> birthday video project. This involved gathering the stories of a select list of people who have been involved with and connected to LECNA over the 30 years. We are currently sitting at 16 participants on this and plan to share some before the end of the year. These will be compiled and edited for the 31<sup>st</sup> birthday celebrations in 2021.

I was successful in getting a Small Business Adaption Grant for \$10k which allows us to have 3 months of business coaching and a website upgrade. I've been liaising and managing both these projects and they are still ongoing. We are excited to see the new website once completed.

I have consistently led regular staff meetings and communication and implemented performance reviews with staff. I also continue to manage the Governance and support the Management Committee. I did some surveys of the LECNA community to feed into our Strategic Plan and also completed the QFCA survey which calculated our community value at over \$2 million in 2019.





## Managers' Annual General Meeting Report

Report for the financial year 2019-2020 prepared by Julie Furse

Pre COVID19

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Our 30<sup>th</sup> Year of operation proved very rewarding, sometimes challenging and most definitely the strangest year I can remember.

Looking back over the past three decades and remembering our humble beginnings, the Logan East Community Neighbourhood Centre has stood the test of time. Coming from basic beginnings with no funding, running from a small house, we started with a tiny op shop in the front entry, holding groups out under the tree in the front yard, we held our first Spring Fair in the back yard focusing on valuing children and were soon bursting at the seams. We were offered the old Library building in 1996 and worked with Nigel Brown at Logan City Council to move to our current location. I believe our strength and success comes from the amazing volunteers who have given their time, knowledge, support and their dedication to the centre and the Logan Community over all these years, each and every one has brought something which has added value to the organisation and our ability to service the needs of the community. The input from the volunteers in the first 10 years of our operation were critical in driving the growth and shaping the organisation we can be proud of. The subsequent years were busy with the ever-increasing community need, increase in volunteers and programs being offered from our service.

To all of our past and present volunteers, members, staff, groups and community participants, contributors, to the public officials, Queensland Police, Service groups and other service providers last but not least the many hundreds of thousands of families who have passed through our service, thank you for trusting us and allowing us to walk a small part of your journey with you.

We started out the financial year having successfully received funding to provide the Skilling Queenslanders for Work program offering a cert 2 in Food Processing. Thank you to Gillian and Sharron Casey from the Logan City Council Grant Writer program for working so hard on this submission. The program delivered training to the participants and assisted them to find paid work, attend further study and develop improved confidence and knowledge. As a part of the program participants undertook our Life Skills program which has further enhanced their experience.

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The Life Skills Program has continued to build better lives for over two decades by increasing the participants knowledge and skills, through the provision of amazing information on how to effectively handle issues which present challenges on a day to day basis. Thanks to the great work of Naomi for promoting this outstanding course and her care of the participants who attend. Also thank you to the volunteers and students who help Naomi with the pre and post arrangements and support the program in many other ways.

Our Nils and StepUp Programs also received a boost which enabled us to continue this program into the future. We now have Tenny and Zoe working in this program in addition to several volunteers. The team run a tight ship which is client focused and able to assist many families from Logan and across the state. The Loans team and indeed LECNA are sad to lose the invaluable assistance on Joan Wilson. After many years of dedicated service to not only the Logan East Loans program, but also her work with many of the service providers throughout the state, assisting Karen the state coordinator, and Good Shephard Micro Finance in Melbourne. Joan has decided to retire from her volunteer roll with the program and spend time with family, friends and pursuing several other interests. We wish Joan the very best retirement and thank her for the countless hours she has given to help others in the community.

LECNA Volunteer Program continues to be the heart of LECNA, without our team we would be unable to operate. Our Volunteers undertake all our reception duties and tasks, they are the face of LECNA always in the frontline ready to assist and serve to the very best of their ability. Volunteers

deliver our Emergency Relief Program, Volunteers work on supporting our StepUP and Nils programs, they run a multitude of groups and are 'always ready to give that bit more to get the job done'. I would like to acknowledge the enormous contribution volunteers make in helping to support people in our community. Thank you for your ongoing gifts of time.

The Emergency Relief Program was extremely busy in the first half of this financial year assisting many thousands of clients. Our wonderful team of volunteers have been amazing, always providing services to struggling families mindful of just how difficult it is to ask for assistance. To our volunteers Kerry, Lea, Barbara, Jenny, Anne, Lyn, Sheila and Shassie - I wish to thank you for all the time and effort you have contributed to this service over the past year. To Colleen, Billy, Gary, Darryl, Rose and Les. What an outstanding job you do shopping at Food Bank and picking up from Woolworths food donation cage weekly and collecting the SecondBite donations at Coles each day.

Our Annual Christmas Hamper Appeal was another huge success and saw us pack over 270 hampers for distribution to assist struggling families living in the community. We were again well supported by the local business community and local families, who were amazingly generous making donations of money, food, toys and clothing. A huge thankyou to Lions@Springwood, FlexiCORP, Motorama Mitsubishi / Holden, Bunnings, the delightful Dale, and so many businesses for supporting our adopt a family appeal.

It does seem like every year I bang on about space, but certainly in this part of the year it proved to be the most stressful year to date, trying to ensure all of our groups were made to feel welcomed and had the space they needed to undertake their activities. This task has stretched us to breaking point some weeks with simply nowhere for people to go. We have had clients standing outside being reassured by volunteers and staff as our waiting room simply does not have the capacity to hold a number of people.

We continue to work toward our 2017-2027 Strategic Plan, resulting in the development of a very clear vision and direction for our future. With this vision we are continuing the job of working towards these outcomes and achieving these goals. There, is still work to be undertaken but we are achieving positive outcomes and continue to work hard for our community.

LECNA Counselling program has continued to be fully booked offering assistance three days per week. This program is vital to the community and needs financial support to continue to thrive and meet demand. Thanks to Anna and Nikki, Alison, Tin and Tanya

for undertaking this important work. As a number of the clients seeking assistance come through our emergency relief program and the police referral services, these clients are in desperate need for this assistance.

Butterfly Wings now in its 17th year is a free fun and interactive program using songs, rhyme, story and dance these methods engage families in Early childhood development and provide information on Neuroscience theories, the information provided helps parent care givers to form positive behaviours and communication patterns for our 0 to 5 year old's. Thank you to Anna for her continued commitment and the presentation of this important program.

LECNA's Mediation program has been gaining a little traction in the last 12 months thanks to Gillian for promoting and driving this program aimed at assisting low income earners.

Springwood Community Centre has been managed by LECNA for 12years we have been extremely lucky to have been able to have the use of this facility as well as the added benefits of being able to provide this space to the community for their use. We acknowledge and thank the commitment of our regular hirers from which their hire fees have helped to support the activities of the centre. Thank you to Julie for managing the bookings for the centre and with her team of helpers Kaye, Pam, Carole, Anne, Pam, Sheila, Darryl, Gary, Billy, Michelle, Ali, Graeme, Liam, Jen. You all do an

awesome job balancing the bookings and ensuring the rooms are ready and presented well for each group, tidying up, and putting things away, thanks for your attention to detail.

Our Fundraising and Community Development activities kept us very busy from July to February. These activities have included our 2 Mega Sales which see our volunteers spending many months preparing. Thanks to Les for cooking our BBQ on sale days and to Brett and Tony for your help with the BBQ and the tidy up time activities, along with Jim, John, Rumon, Dave, Zoe, JenM, JenW, Bernadetta, Carole and Anne, Colleen, Alexis, Wilma, Darryl, Fishers of Men. For getting our plants and bric-a-brac ready for sale thanks to Carole for her dedication to the families doing it touch and focus on helping to raise funds which allow LECNA to continue to provide services to these folks. While Carole does not like fuss - we are all in wonder at the powerhouse she is and success she achieves. Also, thanks to Anne her partner in mischief, it is necessary for me from time to time to try and rain these two little adventures in, unfortunately this is usually quite unsuccessfully. Additionally, thanks to the garden-waters Barb, Lea, Darryl for your help over the past 12 months

LECNA Pre-Loved Fashion Show was unable to be held this year due to COVID however many long hours of work had already been put into the sorting and pricing of items for sale, the preparation for each sale takes almost a year – Merle thank you for your commitment to this task.

Christmas Carols were as usual a fantastic event thanks to all who took part. To our sausage cooking team of Brett and Tony helping with the set up and tidy up time your help is very much appreciated. Again the staff from the Heritage Bank were amazing and we do so love your treats for the kids and our elderly residents from our local aged care facilities, your continued support of our activities is very much appreciated. Also, a big thanks to Fishers of Men (Steve) who did our pickups at Yurana independent living units and took the participants for a little Christmas Lights tour on the way home. We had a wonderful night enjoying each other's company and shared in a great community spirit.

Christmas Hampers 2019 saw us pack just over 270 hampers this was a mammoth task and the most hampers we had ever packed. The project came together with the assistance of so many helping hands which involved everyone at the centre coming together to make this project a success. We also had the assistance of many community people who also came and assisted. Thank you to you all for your amazing efforts. We have already started our collections for this year, thanks to Garry putting up his hand to undertake the coordination of this program again! To all the volunteers who attended the centre and helped us to pack and distribute the hampers thank you!!!

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Prize Bingo had been running quite successfully from LECNA for over 5-years, Day Bingo has proven to be quite popular and has a good and loyal following. This has been a great program providing a soft entry point for the community to make a connection with the centre, with many of the participants going on to sign-up to volunteer, participate in other programs or social activities. To Pam who is our Bingo facilitator and her team, well done, hopefully we will be able to start up again in the near future.

Over the past year we have had 20 TAFE and 8 University students undertaking their placement with the centre. 6 traineeships, 4 of these school based. This is a huge piece of work requiring a large commitment from the centre staff and volunteers. Thank you to all the students and trainees for your commitment to LECNA and the families we assist.

Gerry our financial counsellor you are certainly a valued and valuable member of our team, thanks for your commitment to the folks in the community who need your specialised assistance to help them to sort out their financial responsibilities and difficulties while equipping them to build some financial resilience. .

Springwood Tri Services, Thank you for allowing us the privilege of being able to assist you with remembering and honouring our past, present and fallen service personal. Unfortunately, this is the first year we have been unable to come together as a society and commemorate the ANZAC Day. Although there were many community members who stood on their street and remembered. We are always very proud to be a part of these special commemorative community gatherings.

We juggle, we adapt we make it work, the community sector is an expert at doing it different, making something from nothing. With the outbreak of the CORVID19 Pandemic life as we knew it has changed forever, many of these changes will be ongoing, some things will come back, but we have learned to do business in a different way.

**While not recognised officially as a front line service we are exactly that “a front line service”, providing “essential services”.**

Throughout the pandemic we have continued to provide our Emergency Relief Service, our NILs and StepUp Loans program, our counselling services, both personal and financial, respond to Police Referrals, Tax Help, offering assistance to families in some of the most challenging times of their lives. Our service delivery has certainly had to be adjusted but the services have not. We have provided for the basic needs of families who often fall through the cracks including the homeless, disenfranchised, the disabled, refugees, families experiencing Domestic and Family Violence including elder abuse. These members of our community have needed our help and we have been there assisting them with their basic needs, supporting them and letting them know they were not alone. I would like to recognise the team who were here every day throughout the COVID 19 community closures. You kept a friendly voice on our phones for those in our community who were having a tough time, feeling isolated or just wanting to see if they could help, you did an amazing job thankyou Samilya, Shaie and Darryl for being the light in the dark for the folk who needed you.

The Community sector serves a critical function, I am proud of the way we were able to respond to this world health crisis. LECNA performs every day to the same standard always aiming to provide the best service and outcome for our clients. We will remain focused on best practice, maintaining our quality of service, working with the community from a place of trust and building the confidence of all those who interact with LECNA, these principals are vital to us and the way in which we interact with our community. To our stakeholders we pay close attention and remain transparent and committed to the community. This includes how we manage risk, be those risks financial, operational, or related to technology. We continue to work on and improve a very effective governance, control, and compliance framework.

It is a great privilege to have your trust and pleasure to serve as the Program Manager of LECNA. I would like to thank our Management Committee for their support throughout the year, our staff for your endless commitment and the volunteers I give you my heart Thank you all.



## StepUP Loans Coordinator Annual General Meeting Report



Report for the financial year 2019-2020 prepared by Tenny Cloupet and Zoe Dee, Logan East Loans Team

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### The StepUP Program

A StepUP Loan is a low interest, no fee loan of between \$800 and \$3000 for individuals and families living on a low income who have difficulty accessing credit from a bank. These loans are provided on a not-for-profit basis, and aim to help people improve their quality of life. StepUP loans are an initiative between Good Shepherd Microfinance and NAB who provide the loan capital, and are provided through accredited local community organisations in 38 locations across Australia. LECNA is one of seven StepUP Loan providers in Queensland.

The provision of StepUP loans through LECNA enables families and individuals within Logan and the surrounding areas to have a safe, affordable and supported way of accessing mainstream credit. The program also provides an alternative to high interest loans and payday lenders, allowing clients to escape the cycle of debt and achieve a better understanding of effective personal financial management. StepUP loans are used to purchase items and services that will make a significant difference in people's lives and is designed to assist in building assets and financial literacy. Approved items range from computers or vocational training allowing clients to further their education, through to the purchase of a vehicle, enhancing independence, mobility and potential job prospects.

### The StepUP Team

From the 21<sup>st</sup> June 2019 Zoe Dee was employed to fill the Step-Up Loans position while Kahlee Blackman was on 12 months maternity leave. The Second week of November 2019 Tenny Cloupet joined the LECNA family .Tenny joined us with nine years' experience as a NILS client support worker previously with multilink .Tenny had already prebooked annual leave prior to starting with LECNA to travel oversea's so we had a period of time from December to February where we referred some applications to other microfinance workers in the network. From the time Tenny recommenced after her holidays Tenny took on the main role of the StepUp microfinance worker.

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### Funding for StepUP

Logan East Community Neighbourhood Association Inc received a payment of \$61,800.00 for the StepUP program for the period 1<sup>st</sup> October 2020 to 30 June 2021.

### StepUP Loan Statistics 01/07/2019 - 30/06/2020

## StepUP Program Review

Program Name: Logan East Community Neighbourhood Association

Review Period: Jan–Jun 2020

Report for program review-written by Chrissy Balchan

StepUP Worker/s	Tenny Cloupet (Commenced Feb 2020), Zoe Dee (previous)
Benchmarks (Per Month/Annum)	First Attended Interviews: <b>20/240</b> Applications Sent to NAB: <b>11/132</b> Applications Approved (75% of Sent): <b>8.25/99</b>

Major Accomplishments	1. Continuing to offer StepUP via telephone during COVID/WFH
	2. 80% Applications Sent are Approved
Key Concerns	1. 33% Document Requests from NAB

**Overall Performance Review - Value of Loans: \$84,000**

### Performance v's Benchmarks

	Perf v's Bench Jly 18-Jun 19		Jly – Dec 2019	Jan – Jun 2020	Perf v's Bench Jly 19–Jun 20	
Enquiries	417	N/A	163	264	427	N/A
1 <sup>st</sup> Attended Interviews	68	28%	24	55	79	33%
Applications Sent	56	42%	18	36	54	41%
Approved	51	51%	15	28	43	43%

### **Comment:**

In Sept/Oct 2019 enquiries were being redirected to other StepUP programs as Zoe concentrated on NLS activities and so this impacted performance significantly. When Tenny commenced in February 2020 all StepUP activity increased dramatically and despite COVID there has still been a great need for the program in the Logan area.

### **Conversions:**

Measure	Jly 19 - Jun 20	National Average
Enquiry > Interview	18%	19%
Interview > Apps Sent	68%	74%
Apps Sent > Approved	80%	79%

**Comment:** Good conversion of interviews>applications sent>approvals consistent with national averages. The Microfinance Worker's have a very good understanding of policies & procedures and this in turn means not spending time on an application if they can see that they're not going to qualify, but referring them elsewhere as required or inviting them to reapply at a later stage.

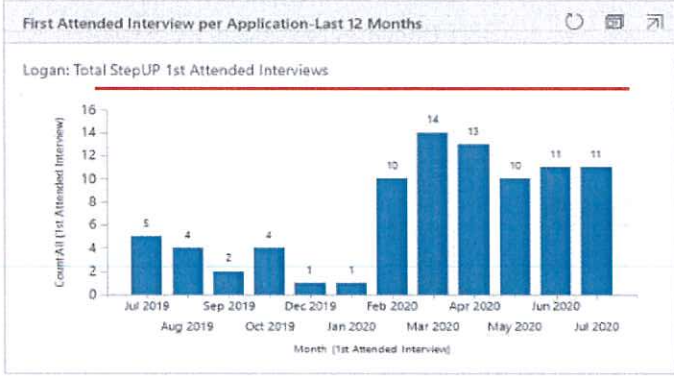
### **1.0 Enquiries**





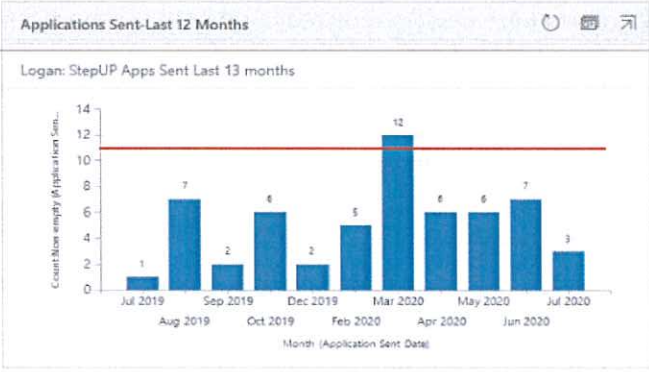
**Comment:** Understandable decline in April due to COVID.

**2.0 First Attended Interviews**



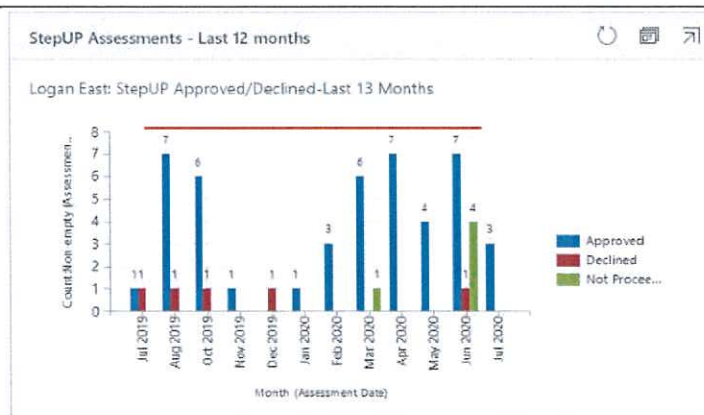
**Comment:** Was on track to see an improvement here if not for COVID.

**3.0 Applications Sent to NAB**



**Comment:** Was on track to see an improvement here if not for COVID.

**4.0 Applications Approved**



**Comment:** 80% of applications sent to NAB were approved which is an excellent result, with only 9% declined. This is less than the national average of 12% and a testament to the thoroughness of interviews and applications. From the Feb-June period during which Tenny started, only 1 of her 27 applications was declined – and this was due to a default which can not always be foreseen.

### 5.0 Application Quality

Approximately 33% of the applications that Tenny submitted involved requests from NAB for further documentation. It is worth exploring whether these are just oversights by Tenny and whether this can be improved, or whether it's just because she wants to submit the application before the documents become outdated. Microfinance Workers often send in incomplete applications in order for documents not to become outdated and further complicate the process for the client. The more experience that Tenny has with applications the more we would expect the quality of applications to improve and we are starting to see a slight improvement in the last few months.

It is very apparent that Tenny takes pride in her work, is well organised and tries to be as thorough as she can, which is more complex with the number of clients from different CALD backgrounds. This adds another layer of complexity to the process which is acknowledged here.

### 6.0 Overall

Whilst this program initially struggled to support clients in Jly-Dec 19 as NILS activities were understandably prioritised, it should be noted that Zoe provided a high level of service for those that she could assist. Since Tenny started in February, she has done a great job to take ownership of this program, particularly with the challenges that COVID has brought and the patience required to deal with clients who are understandably more anxious. Her previous experience with the StepUP program through her position at Multilink has given her a good understanding of the requirements of the program and so she has been able to transition to this position extremely well.

Both Zoe and Tenny have worked well with NAB and GS when it has been appropriate to challenge decisions or seek further clarification to policy in order to assist clients. Tenny works methodically with her clients, has transitioned to working from home very well and should be commended for her enthusiasm, passion and the education she provides her clients around finance.

It is a pleasure to work with Logan East Community Centre and in particular Tenny (and previously Zoe), in order to continue to provide this valuable program to your community.

Thank you!

**Next Review Date: January 2021**



# NILS Program Coordinator Annual General Meeting Report

Report for the financial year 2019-2020 prepared by Tenny Cloupet and Zoe Dee , Loans Team



## Logan East NILS Program:

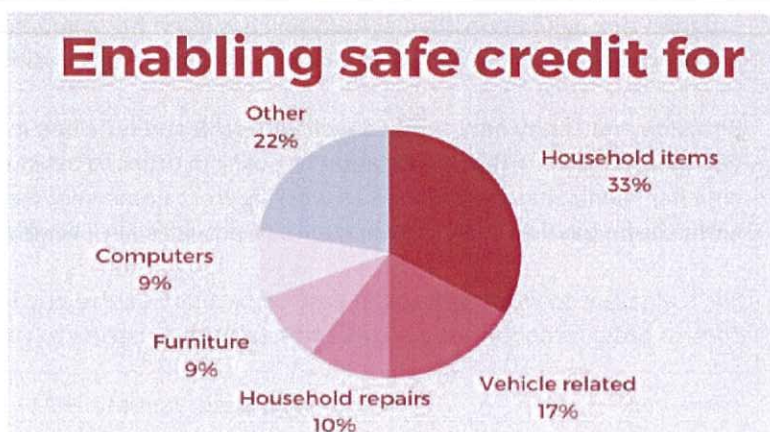
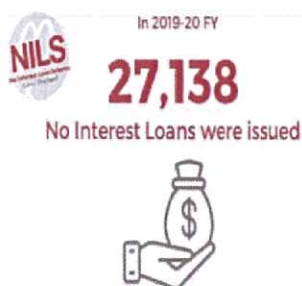
The No Interest Loans Scheme (NILS) was established in Victoria in 1981 by the Good Shepherd Sisters to provide interest-free loans for individuals or families on low income. It is a community-based program facilitating access to safe, fair and affordable credit for the purchase of essential goods and services. The Logan East NILS program began in 2004 and has now been in operation for 15 years. The Logan East NILS program plays a vital part in Logan City by allowing everyone the opportunity to access credit that they may not be eligible for in the mainstream.

## The NILS Team:

From the 21<sup>st</sup> June 2019 Zoe Dee was employed to fill the NILS microfinance worker position while Kahlee Blackman was on 12 months maternity leave. During the first couple of weeks Logan East transitioned to a new loan management system called FinPower. With this transition we also became a Qld loan provider (where we would not only approve internal loans but external ones from other community organisations in mainly in the Logan region however have since reached out to many other Nils providers in Qld. During this time Zoe had to learn all three roles quickly. With the support of Karen Denham (State manager) and long-term NILS volunteer Joan Wilson supporting the program, we started to gain traction. The first five months were very busy and extra hours were taken to get the program running during the transition period. Later in the year during the second week of November 2019 Tenny Cloupet joined the LECNA family. Tenny joined us with nine years' experience as a NILS Microfinance Worker. Tenny's previous employer was Multilink so we gained a lot of great connections and experience with Tenny joining the team. Tenny had already prebooked annual leave prior to starting with LECNA to travel overseas. So, shortly after Tenny got settled in she went on her adventure to Holland, France, Portugal, Israel from December until early February.

## Program Updates

From a national level here are some of the stats from the 2019-2020 financial year.



## Funding for NILS:

Logan East Community Neighbourhood Association Inc received a payment of \$84,126.00 for the NILS program for the period 1<sup>st</sup> October 2020 to 30 June 2021

## Loan Capital:

The base capital of our NAB NILS loan account was \$366,509.00 at the 30<sup>th</sup> June 2020, which was extended to \$575,309 on the 7<sup>th</sup> of October 2020 due to the increase in loans enquiries and applications submitted to Logan East as loan provider.

## Comparison:

### 01/07/18 - 30/06/2019:

Number of enquiries:	857
EOY current loans:	211
EOY value of loans:	\$244,700.45
Number of new loans written:	228
Number of loans not approved:	7
Number of loans written off:	11

### 01/07/19 - 30/06/2020:

Number of enquiries:	N/A	
EOY current loans:	343	
EOY value of loans:	\$324,353	
Number of new loans written:	385	68.86% increase
Number of loans not approved:	0	
Number of loans written off:	21	

## Summary:

### GSM National conference in Parramatta NSW

Gillian Marshall, Joan Wilson (NILS volunteer) and Zoe Dee were able to have the opportunity to go to the national NILS conference from the 28-29 of August 2019. This was a great opportunity for networking with other microfinance workers from all across Australia. As well as hear updates from Good Shepherd and NAB. The highlights would from this conference would have been the keynote speakers. Mainly Dr Ann O'Neill who spoke on responding with Hope in the face of hopelessness.

## Bushfires

On the 14<sup>th</sup> of January Good Shepherd released a Bushfire relief policy. Bushfire Relief Policy was developed in response to the 2019/2020 Australian national bushfires. Policy change is required as this unprecedented disaster has destroyed more than 2,000 homes and more than 10 million hectares of land across Australia. Over 3,000+ people living in bushfire affected areas have a NILS loan.

## Domestic violence Program (DV NILS)

Twelve SA and WA referral agencies who work with women affected by family and domestic violence will begin piloting FDV NILS, referring clients into Good Shepherd's Contact Centre for a financial conversation and loan application with a financial capability worker. We will test and learn from this before expanding to a small group of NILS providers in the next phase and rolling out the program more broadly across the network in 2021

## Financial independence Hub (Good Shepherd program)

Good Shepherd launched the Financial Independence Hub, a program aimed at supporting people impacted by financial abuse as a result of domestic and family violence? This tailored service offers tools, resources and financial coaching for people who are past the initial crisis

and in the recovery phase, where historically there has not been a lot of ongoing support available. With support from the Commonwealth Bank and developed in consultation with people who have lived experience of financial abuse, sector leaders and academic experts – the Hub is open to all people in Australia, regardless of their bank. The program aims to strengthen people's confidence and capabilities to achieve financial independence through development of a personalised financial independence roadmap, ongoing coaching and pathways, and referrals to partners, services, and supports

### **Covid**

Covid has impacted on our community in every aspect from mental , health and social wellbeing to a devastating financial pressure on our community members .Although the general population that have been affected have received government assistance the high demand has shown that this isn't enough .We have been managing to accept high volumes during the last seven months due to the outstanding effort the Nils network has put in and without a doubt this would not of been achievable without our volunteers. A big shout out goes to the local financial counselors that have been assisting our community through these tough times.

### **New advertising**

Over the last few months, we have received our new marketing materials which have been designed to be simple and easy to read and understand.

### **Grants**

In February of 2020 Logan East applied for the Indigenous Money Network Community funding through Good Shephard Microfinance. This was unfortunately postponed due to coronavirus. We resubmitted our application in July when the grant opened back up again, and we were fortunate to be successful. This grant was for projects that enhance the financial resilience of Aboriginal and Torres Strait Islander people on low incomes (Grant total \$10,000)

### **New volunteers**

Logan East has been so privileged to receive two new volunteers over the last seven moths who work remotely to support Logan East. Aniela Bartkowiak and Robin Flynn. The dedication and support they have both provided has been so appreciate.

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### **Thanks**

We would also like to thank the LECNA Staff and Management for their ongoing support of the program.

A special mention goes to the Volunteers who help us daily, the time they give each day is what makes a difference to our clients and our community.

And lastly, we must mention our State Manager Karen Denham, the dedication and work ethic you have is what inspires and motivates us. Your support is what has positioned Logan East where it is today. You have a heart of gold and we appreciated you every single day.



Below are our yearly statistics as a loan provider

### NILS Loan Provider Statistical Report - Branch

Branch ID B4127 Branch Name Logan East NILS  
 Reporting Period From 1-July-2019 Reporting Period To 30-June-2020

This report details loan book movements and demographic statistics on loans issued in a given period.

1. General Statistics		5. Household Status		10. Length of Time at Housing		
Count of Enquiries	N/A	Couple with dependant(s)	Household 52	Depend. 139	0 to 3 months	43
Count of declined applications	0	Sole parent with dependant(s)	114	313	3 to 6 months	39
Count of loans issued relating to Family Violence	N/A	Group (related adults)	76	35	6+ months	301
2. Capital Related Statistics		Couple	27		Blank	2
Capital Limit at END of period	N/A	Single (person living alone)	88		<b>Total</b>	<b>385</b>
Bank Statement Balance at END of period	N/A	Group (unrelated adults)	20		11a. Country of Birth	
Unpresented Cheques/Disb to be paid (at period end)	N/A	Homeless/no household	1		Australia	290
Capital Utilisation %	N/A	Not stated/inadequately desc.	5	8	Other	79
3. Loan Summary (excluding any subsidy values)		Blank	2	0	Blank	16
<b>START of period</b>	<b>Count</b>	<b>Value \$</b>	<b>Total</b>	<b>385</b>	<b>Total</b>	<b>385</b>
Loans Currently Paying	16	\$6,212	6. Main Source of Income		11b. Indigenous Status	
Loans Current Not Paying	190	\$119,056	JobSeeker Payment	35	Australia - Indigenous	77
To Be Written Off	0	\$0	Newstart Allowance	50	Non Indigenous	299
Overpaid Loans	3	-\$43	Disability Support Payment (DSP)	102	Not Stated	7
<b>Tot Loans Outstanding (period start)</b>	<b>209</b>	<b>\$125,225</b>	Age Pension	38	Blank	2
<b>DURING the period</b>	<b>Count</b>	<b>Value \$</b>	Parenting Payment Single (PPS)	58	<b>Total</b>	<b>385</b>
Add Loans Issued	385	\$432,462	Parenting Payment Partnered (PPP)	5	12. Main Source of Referral	
Average Loan amount	\$1,123		Carer Payment	34	Centrelink/Dept of Human Serv (DHS)	9
Less Loans Completed	171		Other Government Payment	37	Community services agency	118
Less Repayments Received		\$217,046	Wages Only	17	Educational agency	0
Less Loans Written-off	5.02%	21	Other Non-Government Payment	0	Emergency Relief	0
Add Loans Written-off Repay.	0.00%	0	Not Stated	6	Employment/Job placement agency	1
<b>Tot Loans Outstanding (period end)</b>	<b>402</b>	<b>\$324,353</b>	Blank	3	Family	28
<b>At END of period</b>	<b>Count</b>	<b>Value \$</b>	<b>Total</b>	<b>385</b>	Financial Counselling	3
Loans Current Paying	343	\$283,775	7. Age Group		Friends	43
Loans Currently Not Paying	13.82%	55	Less than 18	3	General Medical Practitioner	0
To Be Written Off	0	\$0	18 - 24	26	Internal	19
Overpaid Loans	3	-\$16	25 - 34	88	Legal agency	0
<b>Tot Loans Outstanding (period end)</b>	<b>401</b>	<b>\$324,353</b>	35 - 44	87	Self	57
<b>Average Loan Balance</b>		<b>\$809</b>	45 - 54	76	Not stated/inadequately described	105
4. Loan Purpose		8. Application Type		13. Insurance Conversation		
Refrigerators	69	Female	276	Yes	133	
Washing Machines	56	Male	106	No	251	
Computers	74	Indeterminate	0	Not Stated	1	
Other Household appliances	66	Intersex	1	<b>Total</b>	<b>385</b>	
Household Furniture	47	Not Stated	2	14. Comments		
Health Items (Equipment/Procedures/Medical)	11	Blank	0	6026780 >> 1		
Household Repairs and Maintenance	3	Joint	0			
Vehicle Repairs	55	9. Housing Type				
Vehicle Registrations	50	Boarding House	3			
Other Purposes	136	Crisis, emergency or transition	9			
Blanks	2	Independent living unit	2			
<b>Total</b>	<b>569</b>	Indigenous community/settlement	8			
<b>Average Number of Items per Loan</b>	<b>1</b>	Institutional setting	0			
		Private residence client or owned/purch	33			
		Private residence private rental	210			



Below are our yearly statistics as a client support provider (internal applications submitted)

## NILS Loan Provider Statistical Report - Branch

Program ID  Program Name   
 Branch  Reporting Period From  Reporting Period To

This report details loan book movements and demographic statistics on loans issued in a given period.

1. General Statistics			5. Household Status			10. Length of Time at Housing	
Count of Enquiries	N/A		Couple with dependant(s)	Household	Depend.	0 to 3 months	25
Count of declined applications	0		Sole parent with dependant(s)	30	92	3 to 6 months	16
Count of loans issued relating to Family Violence	N/A		Group (related adults)	62	191	6+ months	173
2. Capital Related Statistics			Couple	44	25	Blank	0
Capital Limit at END of period	N/A		Single (person living alone)	18		<b>Total</b>	<b>214</b>
Bank Statement Balance at END of period	N/A		Group (unrelated adults)	52		11a. Country of Birth	
Unpresented Cheques/Disb to be paid (at period end)	N/A		Homeless/no household	5		Australia	155
Capital Utilisation %	N/A		Not stated/inadequately desc.	1		Other	49
3. Loan Summary (excluding any subsidy values)			Blank	2	6	Blank	10
<b>START of period</b>	<b>Count</b>	<b>Value \$</b>	<b>Total</b>	0	0	<b>Total</b>	<b>214</b>
Loans Currently Paying	16	\$6,212	6. Main Source of Income			11b. Indigenous Status	
Loans Current Not Paying	190	\$119,056	JobSeeker Payment	19		Australia - Indigenous	35
To Be Written Off	0	\$0	Newstart Allowance	31		Non Indigenous	176
Overpaid Loans	3	-\$43	Disability Support Payment (DSP)	61		Not Stated	3
<b>Tot Loans Outstanding (period start)</b>	<b>209</b>	<b>\$125,225</b>	Age Pension	21		Blank	0
<b>DURING the period</b>	<b>Count</b>	<b>Value \$</b>	Parenting Payment Single (PPS)	39		<b>Total</b>	<b>214</b>
Add Loans Issued	214	\$247,345	Parenting Payment Partnered (PPP)	4		12. Main Source of Referral	
Average Loan amount	\$1,156		Carer Payment	13		Centrelink/Dept of Human Serv (DHS)	6
Less Loans Completed	166		Other Government Payment	17		Community services agency	61
Less Repayments Received		\$174,576	Wages Only	5		Educational agency	0
Less Loans Written-off	8.87% 20	\$16,135	Other Non-Government Payment	0		Emergency Relief	0
Add Loans Written-off Repay.	0.00% 0	\$0	Not Stated	4		Employment/Job placement agency	0
<b>Tot Loans Outstanding (period end)</b>	<b>237</b>	<b>\$181,858</b>	Blank	0		Family	20
<b>At END of period</b>	<b>Count</b>	<b>Value \$</b>	<b>Total</b>	<b>214</b>		Financial Counselling	2
Loans Current Paying	195	\$157,024	7. Age Group			Friends	25
Loans Currently Not Paying	16.31% 38	\$24,850	Less than 18	0		General Medical Practitioner	0
To Be Written Off	0	\$0	18 - 24	17		Internal	3
Overpaid Loans	3	-\$16	25 - 34	49		Legal agency	0
<b>Tot Loans Outstanding (period end)</b>	<b>236</b>	<b>\$181,858</b>	35 - 44	45		Self	35
<b>Average Loan Balance</b>		<b>\$771</b>	45 - 54	42		Not stated/inadequately described	62
4. Loan Purpose			55 - 64	31		Blank	0
Refrigerators	42		65 and over	15		<b>Total</b>	<b>214</b>
Washing Machines	27		Blank	15		13. Insurance Conversation	
Computers	42		<b>Total</b>	<b>214</b>		Yes	78
Other Household appliances	34		8. Application Type			No	135
Household Furniture	25		Female	156		Not Stated	1
Health Items (Equipment/Procedures/Medical)	4		Male	57		<b>Total</b>	<b>214</b>
Household Repairs and Maintenance	3		Indeterminate	0		14. Comments	
Vehicle Repairs	30		Intersex	1			
Vehicle Registrations	28		Not Stated	0			
Other Purposes	84		Blank	0			
Blanks	0		Joint	0			
<b>Total</b>	<b>319</b>		9. Housing Type				
<b>Average Number of Items per Loan</b>	<b>1</b>		Boarding House	3			
			Crisis, emergency or transition	3			
			Independent living unit	1			
			Indigenous community/settlement	1			
			Institutional setting	0			
			Private residence client or owned/purch	24			
			Private residence private rental	125			
			Private residence public rental	50			
			Public Shelter	0			
			Supported accomodation	0			
			Other	6			
			Not Stated	1			
			Blank	0			
			<b>Total</b>	<b>214</b>			



## Emergency Relief Program Report for the financial year 2019 – 2020

Report for the financial year 2019 – 2020 prepared by Shasia Field, Welfare Support Worker

LECNA has continued to deliver the emergency relief program to individuals and families living in the Logan district with the support of our staff, volunteers, Food Bank and Coles second bite.

A huge thank you to our volunteers who have tirelessly given their time to support this program. Colleen and David who collect our large food order from Food Bank each week. Anne and Darryl who manage our pantry and pack the food hampers for our clients. Sheila, Minzoora and Carol who help to sort and pack our hampers. Thank you to Darryl who collects our bread from Coles each day through the second bite program. Thank you to our volunteers Bernadette, Samilya, Jan and Judith who manage client intake, enter client details into the DHS data reporting system and manage the centres statistics. Thank you to Jinghua for managing our budget which allows us to assist as many clients as possible.

This service has been delivered by our volunteers Jenny, Barb, Kerry and Lea who have continued to provide this service in an empathetic, caring and professional way. I would like to thank them all for their commitment to ensuring the citizens of Logan are able to seek help and kindness in their most troubled days.

With covid-19 the centre faced challenges not yet seen. We were faced with centre closures and uncertainty of how our services would be delivered in the future. Thank you to Julie, Darryl and Shaie who continued to attend the centre each week so our clients could access this service. Due to the change in service delivery, I was given the opportunity to come on as a staff member to continue the emergency relief program. I would like to thank the LECNA committee members, Julie and Gillian for giving me this opportunity.

During the covid-19 pandemic the federal government announced extra payments to help our vulnerable citizens and those who had lost employment. This, alongside closures and restricted freedom of movement, has seen a large drop in client numbers. We have seen an increase in families leaving domestic violence, homelessness and visa holders who do not receive any government assistance.

The drop in client numbers has given LECNA the opportunity to provide a more holistic approach to our client interviews. We have been able to take the time to complete a more in-depth interview which has led to an increase in referral pathways both into the centre programs as well as to external agencies. This in turn has led to better outcomes for our clients. We have seen an increase of success stories of clients being able to utilise services and early intervention programs to break the cycle of reliance on welfare and other supports.

Through the emergency relief program the centre provides free food parcels, part payments of utilities and rent, pharmacy payments, Telstra vouchers, Telstra phone cards, GO cards, food and fuel vouchers. We also provide material wellbeing in the form of bedding, towels, clothes, baby goods, toys, school supplies, nappies, wipes, toiletries and feminine hygiene products. We have seen an increased demand for our material wellbeing during the covid-19 pandemic, especially nappies, wipes, toiletries, towels and bedding. This vital part of our program would not be possible without the donations from the greater community and our volunteers who sort the donations and pack the

toiletries kits. A huge thank you to Carol, Anne and Jenny who continue to ensure this service is available.

Thank you to the management of Centro Springwood for allowing us to leave our food cage outside Woolworths. We are grateful to all community members who purchase food items and leave them in the cage for us.

We have been fortunate to access the second bite program through Coles Springwood. We thank them for their donation of bread and other items that help to assist our programs in providing for the local community. This financial year we collected and distributed 46,181kg of stock from Coles. This produce has helped us to continue to provide quality food parcels for our families. Thank you to Darryl and Rose for collecting and sorting this stock for us each day.

This year the centre provided 272 Christmas hampers. Thank you to Bunnings for donating the washing baskets, Rochedale / Springwood Lions Club International, Lions@Springwood, Motorama Holden and Motorama Mitsubishi, Mick De Brenni and the greater community who donated food and toys to support the hamper appeal. Thank you to Chatswood Hills Shopping Centre for hosting our giving tree and Centro Springwood who hosted our food collection cage.

## Police Referral Report for the financial year 2019 – 2020

This year LECNA was able to once again, address the needs of the Logan community through the police referral system. This service is only made possible with the dedication of our volunteers and student helpers. A huge thank you to Jenny who has dedicated her time to address these referrals as well as spend the time to streamline the process and train our students.

Due to COVID-19 and the closing of the centre to volunteers and clients our referral process needed to adapt with the times. With the help of one of our students Taz, we were able to continue to offer this service from our home computers and telephones while in lock down.

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This year we assisted 634 clients, the majority being for personal counselling, parenting and youth and family. We saw an increase in requests for support related to domestic and family violence, mental health needs and reports of elder abuse.

We have been able to utilise the referral pathways into other LECNA services including counselling, emergency relief, financial counselling and life skills. Thank you to our counsellors Anna, Tin and Tanya who have been incredible with accepting clients who have high complex mental health needs.

## Springwood Community Centre Report

Report for the financial year 2019 – 2020 prepared by Julie Kirkwood



**What we do:** The Springwood Community Centre offers Function and Board Rooms for hire, helping to support fundraising efforts for the Logan East Community Neighbourhood Association who provides education and support programs to residents living in and around Logan City.

### **During the 2019-2020 year the Springwood Community Centre Venue was hired out for:**

Seminars/Graduations 9  
Birthday Parties 5  
Engagement Parties -  
Wedding Receptions 5

### **Regular Hirers:**

We currently have 16 Regular Hirers who hire weekly, monthly, or quarterly. We thank and appreciate their continued support of Springwood Community Centre & the Logan East Community Centre. This is an increase of 2 from last year where we had 14 Regular Hirers.

### **Casual Hirers:**

Over the past year, 11 Casual Hirers have hired our Venue. Whilst this figure is down by 17, this is a result of our Rooms being booked out to Regular Hirers or to LECNA'S increasing services. We thank them for their support of Springwood Community Centre & Logan East Community Centre.

### **Challenges:**

In the past 12 months we have dealt with:

- COVID-2019 Pandemic
- Closure of the Venue to external hirers from 23 March 2020 until July 2020
- Loss of majority of income derived from the hire of the Venue.

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### **The Future:**

Under the current external factors (Pandemic) we are unable to offer the Venue for hire for above 50 people for Weddings, Engagements, Anniversaries and Parties etc along with the Corporate Market. The number of guests is also fluid due to Hot Spots of Corona Virus cases that seem to arise.

### **Thank you:**

We would like to thank the Logan East Community Neighbourhood Association Management, Logan City Council along with Staff & Volunteers for all their hard work and support to help with the running of the Springwood Community Centre. This is an impossible task without all these wonderful people who help me daily.

**Julie Kirkwood Functions & Bookings Officer**

## **LIFE SKILLS PROGRAM**

Funded LECNA

Report for the financial year 2019-2020 prepared by Julie Fursey

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The Life Skills program has run in many formats from the Logan East Community Neighbourhood Centre over the past 24 years. The program is offered to the residents of Logan City in 10 week blocks 4 times per year during school terms. David Rolls who developed the original program and who has since retired, has allowed us to continue to run this amazing program for which we are extremely grateful. The program is an easy to understand common sense Life Skills Program which is delivered in a way that is easy to understand, interactive and allows participants to focus on changing the behaviour patterns which are simply not working. These changes are achieved by helping participants understand where they come from and how their behaviour patterns are developed and learned over their lifetime. The program then goes on to give the participants the tools required to facilitate change.

We are extremely fortunate to have the services of Naomi, through her broad knowledge, range of experience and the ability to respond to questions, participants are assured that the training will be relevant to the groups needs no matter what issue is discussed. Over the past 12 months Naomi has been respectful in her use of the material and enthusiastic in her delivery, resulting in the participants gaining increased ability and skills to better handle life's challenges. This method of service delivery allows participants to view what are often very complicated and complex issues in a more simplistic and different way. The positive outcomes achieved by the participants of this program are outstanding.

Participant families are also encouraged to make these positive changes with the ongoing support of the Centre. Throughout the course, participants develop respectful relationships not only with their immediate family but also the changes they make have a flow-on effect in their social circle. The participants report they are able to see the results for themselves, resulting in higher numbers of enrolments as this information is shared.

Life Skills has been attended by parents and their teenage children together developing skills in transforming their family dynamics to a more cohesive and less reactive unit. Both Parents and Children have indicated they have experienced improved relationships by changing their own attitudes. This process is supported with the help of a student undertaking placement who work with them for the duration of the course. Families are assisted to implement these positive changes and have become stronger and more confident by using these skills. Participants have exceeded the expected outcomes and helped many families form healthy relationships and coping strategies.

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Congratulations to all the participants who firstly had the courage to come and secondly for choosing to make positive changes in their lives for the future happiness of themselves and their families.



## **Belief Busters**

Belief Busters is all about breaking those negative cycles. The group meets each Tuesday Night from 7pm to 8.30pm. in school terms. This Logan City Council sponsored "Live Well Logan" program is designed to increase your sense of well-being by setting you free from worry and beliefs that no longer serve you.

Nikki Ward, is our very skilled facilitator who helps participants, through the use of fun techniques to find their own inner wisdom and to release the beliefs which they no longer need, which aren't working and they no longer want. Participants get to do their own work and are not required to speak in front of a group. Thanks go to Nikki for offering this great program to the community and caring for the participants while helping them to seek changes which holding them back from their full potential.



## **Financial Counselling**

Financial Counselling is available weekly by qualified and friendly staff. Our financial counsellor is on site every Wednesday, supporting people to manage debts and create a working budget, appointments are regularly full and the service is always in demand.

This program is an important part of our financial inclusion package which was identified as an objective in our Strategic Plan document 2017 to 2027. It is one of the building blocks used to move us towards our suite of financial inclusions services consisting of the Emergency Relief Program, Nils and StepUp, low and no interest loans programs with the additional support of our personal counselling and Life Skills programs. These individual programs brought together as a collective have helped us to build this important framework, which is so important in enabling us to further assist participants across this variety of arears. Thanks to Gerry for the care he shows the clients, and the information he shares to assist them to reach the financial potential and independence.



## Playgroup

LECNA has offered playgroups to the community for over 25 years. Our current Monday group offers activities for children from birth to school age. Children undertake a range of activities which encourage interaction and social development and develop both fine and gross motor skills.



## Create-a-Card Group

The participants of this group produce beautiful handmade greeting cards which are mini works of art. They enjoy social interaction and have developed strong friendships and community connectedness. Thanks to Marion for facilitating this group.



## Barbs Art Group

Barb has been running her classes since late 2019 and they have proven to be very popular with all classes full. due to the virus and the community restriction; Barb has produced a number of online projects which have attracted a strong following. The classes will be recommencing in person as soon as it is safe and the restriction have been lifted.

## Counselling

LECNA offers counselling services to individuals requiring assistance in grief and loss, relationship issues, personal issues and general counselling support.



## Tax Help

Each year LECNA offers Tax Help appointments from July through to October. This service is free of charge and always fully booked.





## **KRANK School Holiday Programs**

LECNA offers a variety of school holiday programs aimed at educating children in a fun and interactive way. These have included rock painting, paper dying, dreamcatchers, card making, indigenous art painting, sing/song, writing workshops and cultural cooking classes.

## **Christmas at LECNA**

### **Annual Christmas Carols**



For over 26 years we have held our Community Christmas Carols offering a free community event for families and seniors to come together and share an evening of joy and fun. Our thanks go to so many people for making this possible –

*Fishers of Men* for providing the bus and staff to transport our local senior residents to this event and for showing them a great time on the way home via a slight detour to view our local Christmas lights displays. To the Heritage bank for providing lollies, ice-cream and balloons and always a friendly face to welcome our families. To *Rochedale/Springwood Lions Club International* who have supported our Carols since we started this event back at the old house. This group kindly makes up lovely gift boxes with little treats for our elderly attendees to take home with them. The staff and volunteers of *LECNA* for all of your assistance, setting up, cleaning up and packing up. Last but not least Santa Claus and his helpers for visiting our community each year and bringing so many great treats.



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### **Christmas Hampers**

LECNA received many donations towards the Christmas Hampers and I am truly grateful for the generosity of the business community and families who give freely to help others in need. Last Christmas saw LECNA distribute 270 hampers. We have been extremely fortunate to have received support from so many sources including Lions@Springwood, Flex Corp, our local schools, churches, health clubs, Coffee Clubs Springwood, Mega Centre, Hyperdome and Meadowbrook, Heritage, ANZ and Bendigo banks, Rochedale/Springwood Lions Club International, Springwood Police Station, Bunnings, Motorama Holden and Motorama Mitsubishi, Fishers of Men and Springwood Tri Services RSL sub branch.

To the many businesses and community members who year after year continue to give to this program by adopting a family you do and amazing job - thank you.





### **Arndale Gift Tree**

Thank you to Arndale Springwood Centre Management for continuing to support this program, we have been working in partnership for over 18 years collecting donations which have been added to our hampers ensuring a happier Christmas for those families who would otherwise be unable to enjoy this special time of year.

### **Chatswood Hills Shopping Centre**

This will be our third year working with the great staff from Chatswood Hills Shopping Centre; centre management and we look forward to many, many more years of working together to enhance the outcomes for children in our community.

## **ACKNOWLEDGEMENTS & THANK YOU**

### **Grants and Funding**

Thank you to the Commonwealth, State and Local Governments for your ongoing support and trust in the work we are doing to help improve the community.

### **Corporate and Community Partners**

To the business sector who provides support to our centre and the community members we serve. Both your financial and in-kind support lightens our load and provides us the opportunity to continue to provide services where they are most needed. Thank you for your positivity and assistance allowing us to do better.

To our community partners we continue to work toward our utopia where the members of the community have the tools they need to make that better life, where no child goes to bed hungry or with out a roof over their head, where domestic violence is no longer claiming the lives of two women each week, where children can be safe from predators, where the aged and disabled communities are respected and valued, where men and women are supported to be all they can be, where diversity is cherished and valued not chastised and victimised. We will continue to work beside you for these outcomes.

### **Volunteers**

To our volunteer family who work together for the benefit of the whole community these selfless individual come together as a dynamic well informed team whose focus is to ensure community members accessing our services are given a hand up, have improved resilience and a n opportunity to develop plans to achieve their dreams.

## Members

Thank you for being a part of this organisation, we share a common vision for a society which is positive, inclusive, supportive, empathetic, resilient, productive, safe, caring and strong.

## HOW YOU CAN HELP

Become a member  
Make a donation  
Volunteer your time

Become a corporate partner  
Leave a bequest  
Support an event or fundraising activity

Another way you could help is to spread the word



## CONTACT US

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