



ANNUAL REPORT

2022-2023

Our Vision is of fair, thriving, sustainable communities that instil hope, embrace diversity, promote safety, and in which all people feel a sense of belonging

Kyabra

is a community based service in Brisbane and the Sunshine Coast, committed to strengthening individual, family and community life.

Established in 1976 as Sunnybank Family Support, Kyabra continues to provide a range of support and training opportunities to individuals, families and community groups.



Strengthening Our Community 2022

Deliver services that enable the development of strengths and capabilities



Excellence in Practice

Strive for excellence in practice and systems in everything we do

Diversity and Sustainability

Seek and develop a diverse range of opportunities to pursue and achieve our goals and priorities



Our Values

NDIS Services

- Support Worker Services
- Support Coordination

Community Finance

- Financial Resilience Services

Foster and Kinship Care

- Recruitment and Training
- Providing ongoing support to carer families

Domestic and Family Violence

- Support for women and children who have experienced domestic and family violence

Housing and Homelessness Support

- Providing Supported Accommodation and support for maintaining tenancies

Family, Children and Parenting Support

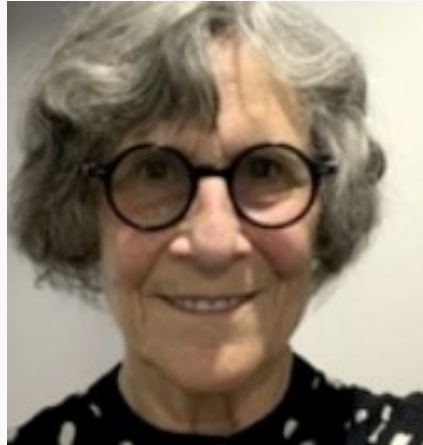
- Play and Grow playgroups for children and parents
- Free parenting courses

Lighthouse Resources

- Professional Training and Bookshop



Statement from Lori Rubenstein Kyabra's President




This is my last President's statement as I am leaving the Board after ten years. Over the past decade, I have had the opportunity to work with the talented Kyabra staff and Board colleagues as we faced many challenges together, including an agency-wide restructure, an amalgamation that allowed us to bring services to the Sunshine Coast and participation in the changing landscape of disability services.

We also collaborated with organisations and government departments to find better answers to urgent social problems; the housing crisis, escalating domestic violence and child safety. Of course, there was the convergence of the pandemic, fires and floods that nearly brought our service systems to their knees.

Through it all, we kept our eyes on the values expressed in our Mission Statement:

Our vision is of fair, thriving, sustainable communities that instil hope, embrace diversity, promote safety, and in which all people feel a sense of belonging.

Our strong commitment to social justice and to strengthening individual, family and community life was, and is, always front and centre as is our embrace of innovation to ensure effective responses to the changing conditions that confront individuals and families. I wrote the following in 2022. It captures what I cherish about Kyabra that I thought it deserved to be repeated here.

Kyabra continues to meet challenges large and small head on, with ingenuity, compassion and a strong commitment to strengthening family and community life. I continue to be amazed and heartened by the way the staff never miss a beat, finding ways to help everyone who comes through our doors – or contacts us virtually – as well as supporting each other, stepping up when needed and never failing to give their best. It is service of the highest order.

It has not always been easy, but we have counted on interpersonal trust and respect to allow us to discuss, debate and deliberate with vigour to reach decisions that would benefit our clients and community.

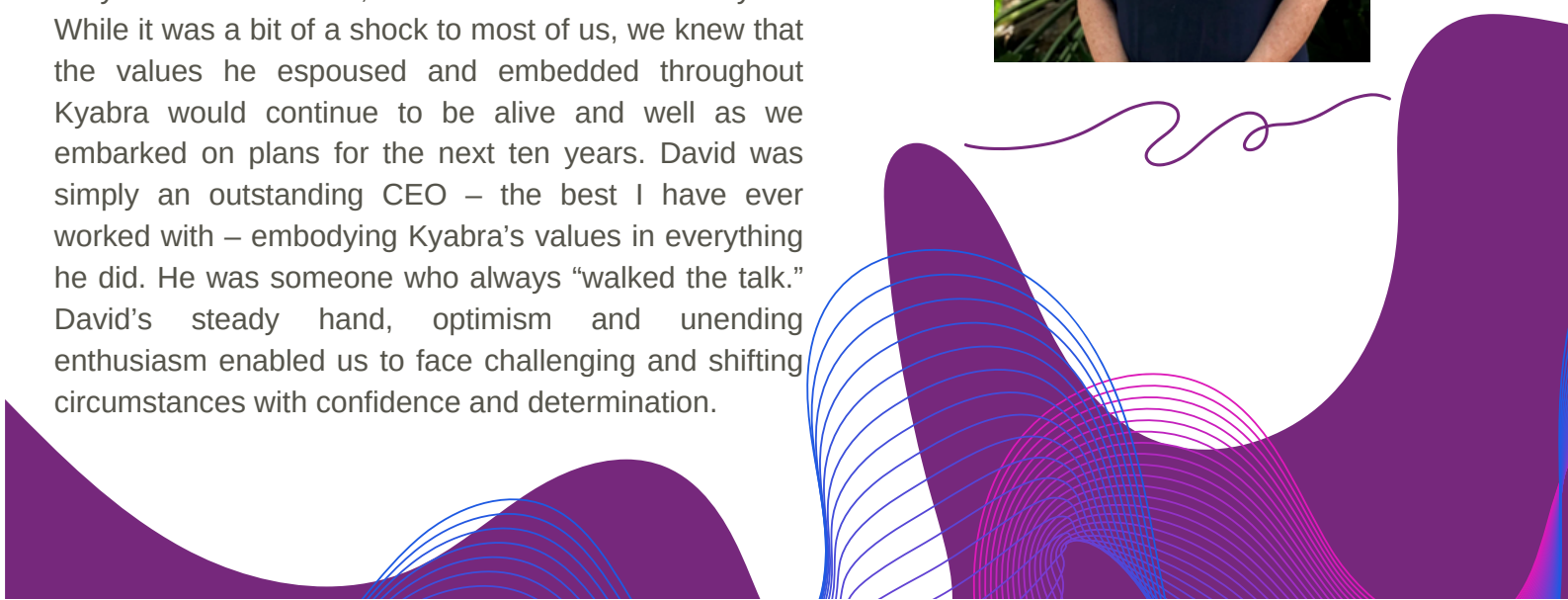
As you would all know, David O'Toole retired this year. While it was a bit of a shock to most of us, we knew that the values he espoused and embedded throughout Kyabra would continue to be alive and well as we embarked on plans for the next ten years. David was simply an outstanding CEO – the best I have ever worked with – embodying Kyabra's values in everything he did. He was someone who always “walked the talk.” David's steady hand, optimism and unending enthusiasm enabled us to face challenging and shifting circumstances with confidence and determination.

It was important for all of us to acknowledge that David's departure would present a significant challenge, not only in terms of leadership, but also in terms of relationships built over many years with Kyabra staff, the community we serve and stakeholders across multiple sectors. However, it was no surprise that the staff all stepped up and rather than focusing on what the organisation was losing, quickly shifted to thinking about how we could build on our strengths and see this as an opportunity.

The Executive Board is also in a rebuilding phase and I have the utmost confidence that the new and old members together will embrace the future with insight, skill and a carefully calculated risk-taking.

We are exceedingly fortunate that Jean Griffin agreed to assume the CEO position, not only providing continuity, but more importantly, bringing her wisdom, deep experience, calm spirit and grit to guide Kyabra through its next phase.

Jean, together with the management team, have skills and determination to address whatever challenges may emerge ahead.



Statement from David O'Toole

The past year has seen community members all over Queensland experiencing increased cost of living pressures. This has been exacerbated by more and more families being in rental and mortgage stress. Kyabra workers in both Brisbane and the Sunshine Coast saw the impacts of this ongoing stress on a daily basis. The lack of affordable rentals has also meant that families in both transitional accommodation and in Domestic and Family Violence Shelters were unable to move on. This has further limited our ability to respond to incoming families in crisis.

Kyabra has continued to support sector advocacy with a three year commitment to the QCOS-led Town of Nowhere campaign. One outcome of this and other advocacy initiatives has meant that there is now broader acknowledgement of the crisis and we are seeing both funding and policy shifts from state and commonwealth governments.

We were pleased to commence neuroscience-based interventions with the support of the Paul Ramsey Foundation and the Queensland Communities Foundation. These projects look at how neuroscience-based intergenerational interventions can build resilience and mitigate some of the impacts of trauma. These approaches have relevance to all of our work as many community members who access our services have experienced the impacts of trauma.

Our main building at Runcorn was renovated during the year. Further improvements to grounds and other buildings will continue into 2024. This will place us in a good position for years to come. We also upgraded our website and included a range of Domestic and Family Violence tools and resources. This was part of a Cybersecurity Project that was undertaken and received input from women with lived experiences.

We continued to work on a social and affordable housing project on our Runcorn site. This aims to provide up to 32 units of accommodation. If this proceeds, it will incorporate universal design and inclusive design principles. Following the Housing Summit in 2022, the state government put into place a number of processes that assist community housing providers to undertake these projects. In addition, there has been additional funding on offer. These factors should make possible a financially viable, inclusive, beautiful affordable housing outcome.



We continued to deliver positive outcomes for individuals, children, young people and families across all areas of our work. As always, this has been made possible by good governance, management and quality systems across the organisation.

CEO

Farewell

After 25 years, I have made the decision to finish in my role at Kyabra. I leave knowing that the organisation continues to be in good hands and will continue to deliver innovative practice and positive outcomes for community members.

I am grateful to the current Executive Board and staff for their dedication, skill, values and commitment to a fairer and safer community. I am similarly grateful to all that have gone before me over many years. I have benefited greatly from the experiences of working with such wonderful people.



A decorative graphic consisting of a single, continuous, flowing purple line that forms a series of connected loops and curves, resembling a stylized signature or a wave.

David



Reconciliation Action Plan

Kyabra has continued reconciliation activities throughout 2022-2023. In particular, the RAP working group has facilitated public events for cultural days of significance and has actively promoted reconciliation on Kyabra's social media platforms.

Kyabra's activities are based on our vision of a fairer society for all. We embrace the need for reconciliation and acknowledge the barriers to this. Kyabra recognises that we work alongside community members, workers from other agencies, and staff who are Aboriginal and Torres Strait Islander people. We aim to continue to be a positive service in the community that works towards meeting the needs of individuals within the Aboriginal and Torres Strait Islander community and the wider community.

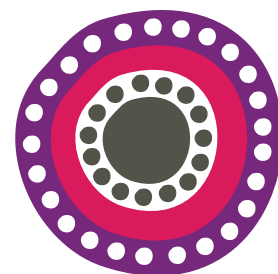
We continue our journey through our Innovate RAP which focuses on wider engagement and contribution from community members and the local Aboriginal and Torres Strait Islander community. Through consultation with Elders and engagement with Aboriginal and Torres Strait Islander community members, a greater understanding of the impacts of past trauma will be realised. It is only through this acknowledgement and understanding that a path towards reconciliation can be forged.

Kyabra also extended our own understanding of the community concerns that are impacting our First Nations' people through a collaborative staff training panel.

This involved hosting a panel of local Aboriginal and Torres Strait Islander people and giving staff members the opportunity to ask questions and obtain clarity around ways to support the people and community we walk alongside and how to best build relationships with Aboriginal and Torres Strait Islander service users. The panel consisted of representatives from several professional services, local Elders and Aboriginal and Torres Strait Islander people from the Turrbal, Yuggera and Yugambeh communities. One representative had also worked in rural areas of Australia, supporting the Wadjabangai people of Barcaldine. This proved to be one of the most insightful and beneficial trainings that Kyabra has facilitated during the year. The panel members provided real-life examples and stories of having experienced transgenerational trauma and racism. We have continued to build on the mutual relationships that were established by continuing networking with the Ngutana-Lui Aboriginal and Torres Strait Islander Cultural Studies Centre, Create at Work, Wandarrah Preschool and QIFVLS (Queensland Indigenous Family Violence Legal Service).

Kyabra once again hosted Murri Kids in the Park. This event brought together Elders and children and provided Aboriginal and Torres Strait Islander families and children with information and sharing of knowledge of various services available to them in the community. It was an opportunity to celebrate Aboriginal and Torres Strait Islander Children's Day and was open to all community members. A number of child care centres and schools brought children along on the day in order to participate in the activities that were on offer.

Kyabra recognises that to build on relationships within the community, connection and consultation with Aboriginal and Torres Strait Islander community members is essential.



The RAP Working Group continued to highlight the Aboriginal and Torres Strait Islander dates of cultural significance by celebrating NAIDOC Week, Sorry Day and National Reconciliation Week this year.



Kyabra continues to explore strategies with a number of organisations, and actively pursues student placements and traineeships for Aboriginal and Torres Strait Islander students as a way to build employment pathways. We will continue to build links, working with and supporting our First Nations people in the spirit of reconciliation.

Resilience - a focus on Strengths

(Please note names have been changed to protect identity)

Background

Tamia self-referred to Kyabra's Homestay Program after hearing about this service from her Case Worker from another service. Tamia was seeking specialist housing assistance to resolve her tenancy issues after rapidly accruing rental arrears as she exited a violent relationship.

Prior to the relationship breakdown, Tamia and her ex-partner lived together in a private rental property sharing rental costs. At the time this was sustainable as she was required to contribute 35% of her weekly income. Following the ex-partner's departure, Tamia was required to pay the entire rent cost which was 80% of her income. Tamia was also accompanied by her 10 year old son and 16 year old daughter.

Issues & Concerns

Tamia had received two Notice to Remedy Breaches as she struggled to maintain rent repayments by herself. Upon referral, Tamia's rent arrears totalled \$1200, placing her at risk of being issued with a Notice to Leave. Tamia was fearful of losing her accommodation amidst a rental crisis where all housing solutions were at maximum capacity (private market, community housing, crisis accommodation & social housing). Tamia is also a trauma survivor, so the threat of homelessness was triggering for her existing mental health condition.

Tamia had worries about her daughter, Shantelle. Shantelle's mental health also declined at the time resulting in behaviours of self-harm and disengagement from school. These concerns overwhelmed Tamia on top of her existing housing concerns.

Hopes, Strengths & Resources

Tamia disclosed her childhood experiences as a survivor of family violence and other trauma. Tamia referred to this experience as her motivation to be 'the parent she never had' and ensured her children had access to all their essential needs and had someone that believed in them and kept them safe from harm. Tamia always spoke highly of her children, promoted their passions and interests, and engaged with support services as required to develop her understanding of their mental health support needs.

Tamia also shared that focusing on her spiritual wellness has been instrumental in her recovery and resilience during challenging circumstances.

Response & Intervention

Tamia originally asked for support to transition to another private rental tenancy. Tamia was seeking a three bedroom property in the same area. Due to the current rental crisis she was unable to find any three bedroom properties that she could afford to rent in the entire region.

Tamia reflected that she shared a positive relationship with her Real Estate Agent (REA) despite the numerous challenges she's had in the tenancy, and hopes to sustain this.. Tamia came up with the idea of approaching another individual from her network to rent a room for \$250 per week. This took multiple attempts, safety planning, and proceeding with application approval processes with her Real Estate Agent to ensure her family's safety remained priority throughout the process.

Tamia worked on her goals of stabilising her housing situation. In order to achieve these goals, Tamia provided consent to be referred to the following services:

- **Department of Housing:** Engaged with Rent Connect to access the Tenant Assist Package as required to catch up with her rental arrears and secure another 12 month lease renewal offer. The Department was supportive of Tamia's plans to share the rent cost in order for the living arrangement to remain sustainable.
- **HART4000:** HART4000 made a co-contribution of one week's rent on top of the Tenant Assist Package.
- **ACCORRAS You.Nique Program:** Shantelle consented to a referral to case management supports to support her with her experience of mental health concerns and the impacts this has had on her relationships and access to school.
- **Food Relief:** Tamia was referred to local food relief services which helped minimise expenses, allowing a higher contribution towards rent.



Outcomes

Tamia and her family were offered another 12 month lease renewal, resulting in a newfound confidence in her ability to sustain her tenancy. This was a positive outcome since it meant stability for the children while they were at risk of disengagement from school. Shantelle maintained positive engagement with her own case worker, which contributed to positive mental wellbeing outcomes.

Tamia's family friend, was in need of a housing solution and applied to move into the spare room, offering to contribute \$250 per week. He submitted his rental application paperwork to Tamia's Real Estate Agent for approval. Tamia shared that if this did not work out she intends to sublet the room to university students, as the property is near a university.



Tamia also maintained engagement with her BRISCC case worker, who ensured she was linked in with sufficient health supports to manage her mental health concerns.

Building Capacity

(Please note names have been changed to protect identity)

Background

Heidi connected with Kyabra when she received a Notice to Leave her accommodation. At the time, Heidi had signed a Rooming Accommodation Agreement meaning she had to leave the property on the given date and was not able to extend her lease. Heidi did not have any other accommodation options so advised that she left her belongings on the side of the road and started sleeping in her car.

Issues & Concerns

Heidi is a New Zealand citizen which meant that she was not eligible for social housing. She received a NZ Pension which equalled roughly \$550 per week. Heidi described that she was unable to read or write, had difficulty with her memory and had significant mental health concerns which impacted her day to day life. All of these factors combined, as well as poor rental references from previous real estate agents, impacted on Heidi's ability to source a suitable private rental property. Heidi's only source of formal support was Kyabra.

Hopes, Strengths & Resources

Heidi previously resided in two private rental properties and successfully remained at the properties for the entire duration of her lease. She was able to source her previous private rental property independently. Heidi shared her hopes of moving into another property as soon as possible due to the negative impacts of sleeping in her car.

Heidi's engagement continued to grow throughout the support agreement and Heidi began actively working toward her case plan goals. Heidi demonstrated that she was very resourceful and adaptive and continued to persevere through difficult times.

Response & Intervention

Heidi was open to exploring all avenues of support and assistance regarding her housing.



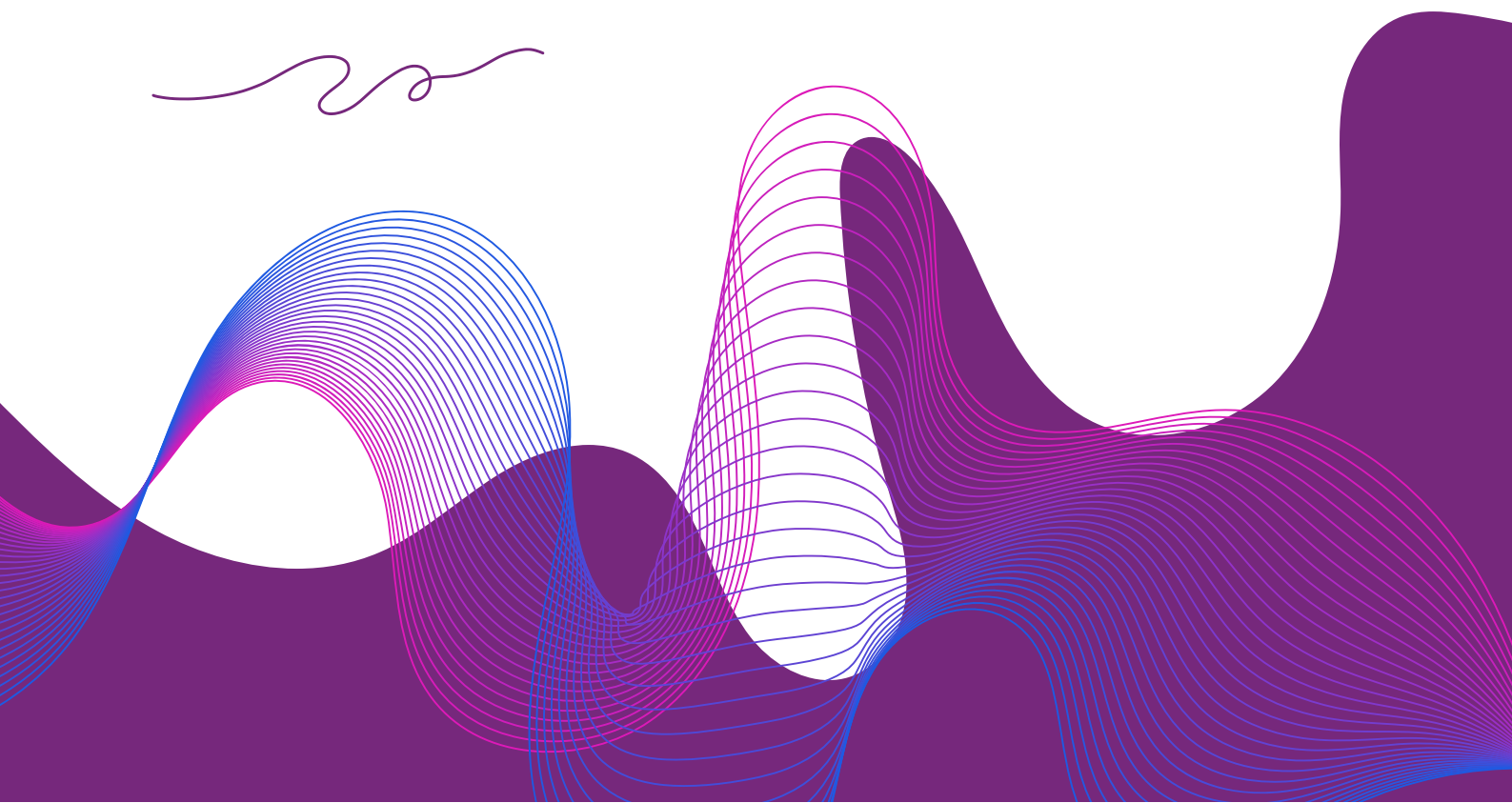
Outcomes

Heidi connected with a community centre and gained additional support and resources.

The Homeless Health Outreach Team supported Heidi to attend the Salvation Army drop in centre who advised that they had a vacancy at one of their women's only transitional accommodation properties. Heidi was successful in securing the accommodation. She has a bedroom, bathroom and balcony to herself and receives support from QCSS to do her washing, so she rarely needs to access communal spaces. She stated that she feels safe at this accommodation and there is a social worker available to her 24 hours a day.

There is no timeframe on Heidi's stay at this accommodation so Heidi has identified that she would like to become an Australian Citizen so she can be eligible for social housing in the future. Heidi advised that she has connected with other tenants at this accommodation and has been working with them to cook community meals.

Heidi's approach to her situation in seeking support assisted her to resolve her homelessness.



Building Capacity

(Please note names have been changed to protect identity)

Background

Kylee is an Aboriginal single mother of a 15 month old. Kylee was living in a four bedroom social housing property. Kylee contacted Kyabra due to the sudden passing of her mother affecting her social housing eligibility, due to the number of bedrooms in the home and the number of people residing in the home.

Issues & Concerns

Kylee made contact with her local Department of Housing to notify them of the sudden passing of her mother. Department policy meant that Kylee would be issued with a Notice to Leave as Kylee with one child did not meet the occupancy requirements for the property which was a four bedroom property. Kylee had not met the eligibility of being registered as a tenant for two years despite formally living at the home for 15 years.

Response and Intervention

Initial conversations were pertaining to policy limitations. Kyabra was advised a Notice to Leave would be issued and Kylee could not apply to be head tenant. After advocating with Kylee regarding her family's desire to remain at the property, Department of Housing requested Kylee to submit a social housing application with a Kyabra support letter outlining housing need, prospective household members and the cultural significance of the property.

Kylee's knowledge and resources were prioritised during the application process and central to informing the cultural significance of the property and surrounding support. Kyabra has also worked alongside advocates from Aboriginal and Torres Strait Islander Community Health Service, Aboriginal elders and family members in Kylee's community.

Hopes, Strengths and Resources

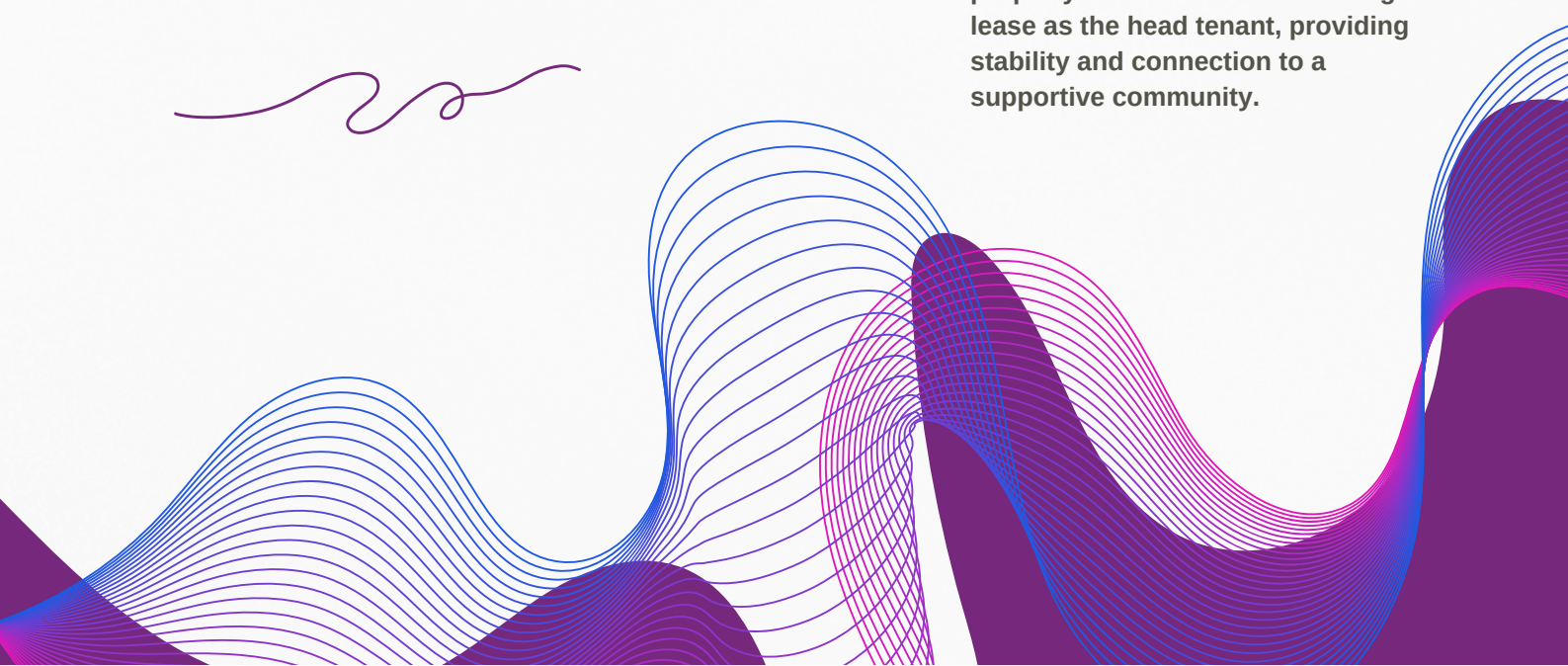
Kylee was initially distressed, due to her risk of homelessness plus Kylee was also grieving the loss of her mother. Kylee has since demonstrated a strong commitment to understanding her rights and responsibilities, shown strength and resilience through advocating for herself, her family and her culture during a time of grief and loss.

Kylee articulated a strong family connection to the property and the area, with most of her informal and formal community supports nearby. Kylee identified that her family had worked hard to rebuild their lives at the current property, after moving from an area that was identified as contributing to poor outcomes for their social and emotional wellbeing. Kylee also communicated a strong desire for her niece and nephew to reside at the property so that she could provide them with safety and support. Kylee expressed that remaining connected to the surrounding community would be beneficial for their future. Overall, Kylee's family, community and culture appear to be a significant protective factor against situational stressors.



Outcomes

Due to Kylee's tenacity and support provided, Kylee's social housing application has been approved. Kylee received confirmation that she was able to remain in the same property and offered for her to sign the lease as the head tenant, providing stability and connection to a supportive community.



Home Bus

Kyabra's Home Bus is a van full of play equipment and resources. The Home Bus program involves two of the Kyabra Early Years workers taking the Home Bus and play experiences to a community member's home.

The target group for this intervention are families who are not accessing local playgroups, kindys or day care.

The intention and hope of the initiative is to:

- Continue to support children's early year's development through play;
- Build connection and relationship with the parent and identify some of the struggles that may need additional support;
- Build a parent's capacity, self-agency and confidence to engage with local services that will continue to support their child's early year's development.



By mid-2023, the Mum reported that her little one was now attending an Early Childhood Development Program and managing well and that she (Mum) is feeling more engaged with community and equipped with supports and resources for her son and her parenting.

Over the last year we have engaged with several families and their children.

Late in 2022, a Mum from a culturally and linguistically diverse background and her young child, who lived with additional needs, were referred to Home Bus. The Mum had been living in isolation during the pandemic and was finding it very hard to leave the home and re-engage in the community and with local early year's activities for her young child. During the time isolated at home, her child's behaviour had become quite challenging, keeping the Mum further isolated and not wanting to be in groups with other parents and children.

Over the weeks of regular visits, the Mum mentioned that she had a NDIS package for her child, however her struggle with English was hampering her ability to find the supports she needed for her child. A Kyabra Support Coordinator was invited to come along on a visit and provided Mum with information that assisted her to utilise the NDIS funding to access supports.

As security and connection developed between the Mum and the workers, the Mum increased her engagement with her local community by attending playgroups facilitated by the supportive early year's workers who had been visiting the home.



Tenancy Star Report

The Tenancy Star is a tool for tenants living in social housing or in private rented accommodation who may be at risk of losing their tenancy or experiencing other difficulties.

The Tenancy Star is completed one to one between a case worker and the tenant.

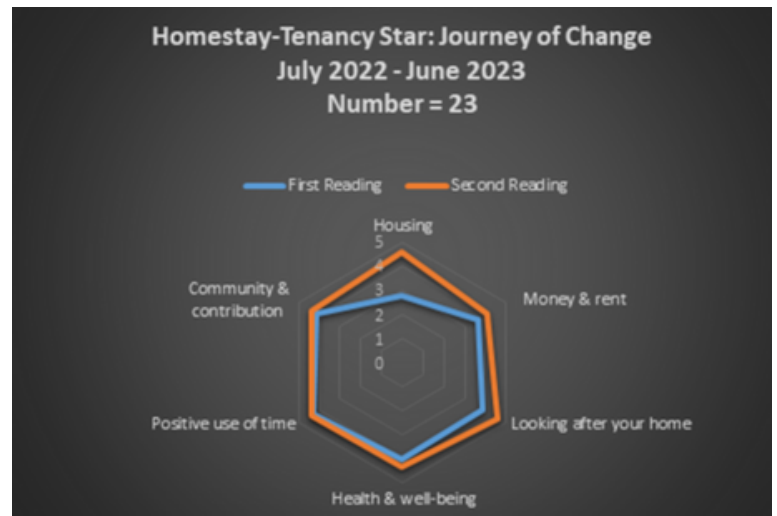
The Tenancy Star is made up of 6 Domains:

1. Housing
2. Money & Rent
3. Looking after your Home
4. Health & Well-Being
5. Positive Use of Time
6. Community and Contribution

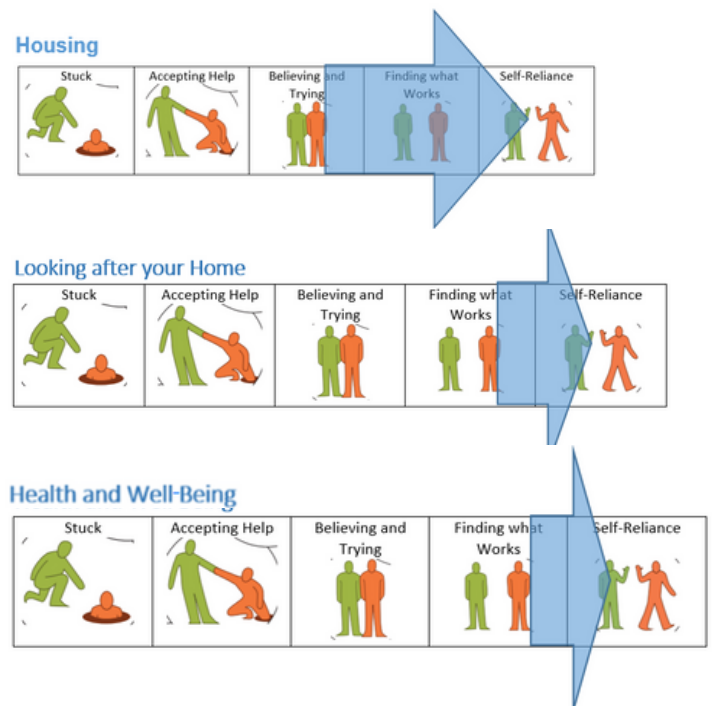
A case worker works with the tenant and discusses each of these domains using a scale that measures change for the duration of the time the client is receiving a service. During this year, the average time a client was supported by a case worker was approximately five months.

When the first Tenancy Star reading is completed, the case worker, together with the tenant, create an action plan, focusing on areas of highest priority.

Towards the end of the period of support, a review reading takes place. Both the tenant and the case worker can see what movement there has been along the journey of change. The feedback can be affirming for both the tenant and case worker. Even negative movement can provide information on what areas in the tenants life need further support or resources.



The average progression along the Journey of Change from first reading to review.



Of the 23 Clients who received both an initial and a review Tenancy Star reading, the greatest positive change occurred with the Housing, Looking After Your Home and the Health and Well-Being domains.

Financial Resilience

One intervention by Kyabra will stop a vulnerable family from spiralling into poverty. This year we provided 1100 Financial Resilience interventions of thirty minutes or more for financial conversations, bill support, an emergency relief voucher, information and referral or a loan (550 clients)



1100 Financial Resilience interventions of 30 minutes or more for 550 Clients.



Homelessness and Housing Support

A five-month Kyabra supported accommodation placement can lead to secure long-term tenancies. This year 181 clients were provided with 11,241 nights of supported accommodation and are no longer homeless or at risk of homelessness.



2022/23		
Clients	Nights	Program
61	5015	Supported Accommodation – Sunshine Coast
74	4527	Supported Accommodation - Brisbane
46	1699	DFV Shelter
181	11,241	

Foster & Kinship Care

Kyabra is working with Foster Carers, Kinship Carers and birth families to support vulnerable children.



Kyabra has recruited and or supported 206 foster and kinship carers to provide 29,763 safe days of care for 124 children at risk of harm.

NDIS

Kyabra provides a range of flexible, individualised services aimed at assisting people with disabilities, and their carers, to work towards identified goals through the National Disability Insurance Scheme - NDIS.



This year we have provided Support Coordination and Direct Support Services to 271 Participants.

Parent and Children Support

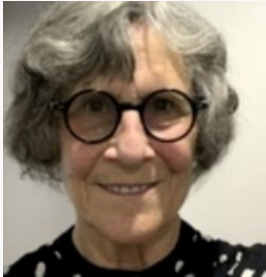
Kyabra's Group Work and Training team offers a range of programs that may help to enhance your parenting and have more fun with your children.



137 parents attended one of 20 parenting groups. 328 parents & 284 children attended one of four weekly playgroups.

Executive Board

July 2022 - June 2023



Lori Rubenstein

President

Lori has worked with governments and NGO's in the United States, Australia and Singapore. During this time she has conducted social research and evaluation in education, employment, health (including mental health and Aboriginal and Torres Strait Islander Health). Lori continues to facilitate strategic planning with advocacy and service agencies and to evaluate the outcomes and impact of policy and program investments.



Samira Taras

Secretary

Samira is a Community Development Practitioner with a strong passion and commitment to social justice, community capacity building and social inclusion of marginalised families and communities.



Cathy Didlick

Treasurer

Cathy is a practising accountant with many years of experience. She is also a CPA and a Chartered Tax Adviser. Cathy's experience enables her to assist the Board to continue to serve the community and achieve Kyabra's goals.



Nick Martin

Board Member

Nick has extensive experience as a consultant in business development and strategic design, using innovative ways to create sustainability in the not-for-profit sector.



Leighton Smith

Board Member

Leighton is a senior real estate lawyer at one of Australia's largest law firms. Before commencing his legal career, Leighton was part of the Kyabra team working as a Family Support Worker.



Kyabra's Management Team

July 2022 - June 2023



David O'Toole
CEO



Jean Griffin
General Manager



Dianne Hughes
Manager, Quality
Assurance & Support
Services



Ben Skewes
Manager,
Organisational Services



Tracey Bosanko
Manager, Case
Management &
Coordination



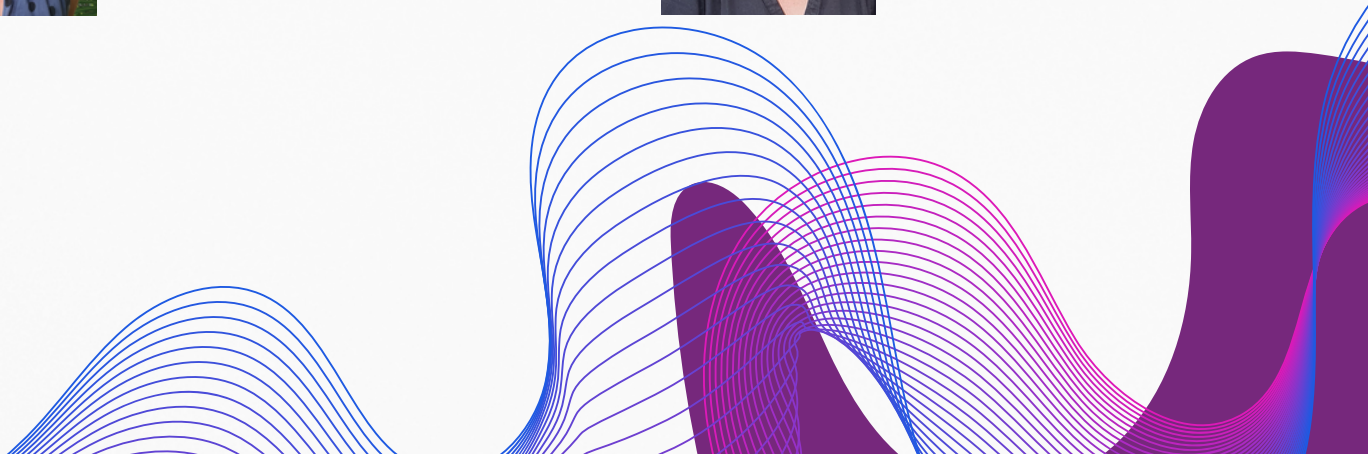
Trish Landsberger
Manager, Group
Work & Training



Shirley Gration-Collins
Manager, Intake &
Assessment



Laine Jackson
Manager, Sunshine
Coast Services



Acknowledgements and Thanks



Funded by



Australian Government

We support the
ndis

 **Good Shepherd**
Australia New Zealand



BUDERIM GARDENS
RETIREMENT VILLAGE





Kyabra Community Association Inc: 37 Kyabra Street, Runcorn Q 4113. Ph: (07) 3373 9499

Richlands Community Centre: 75 Old Progress Road, Richlands Q 4077

PO Box 1103, Sunnybank Hills, Q 4109

Sunshine Coast: 28 Price Street, Nambour Q 4560.

PO Box 5218, SCMC Nambour Q 4560. Ph: (07) 5441 3837

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