



ANNUAL REPORT 2016-2017

# HELPING PEOPLE FIND A FRESH START



# **WE EXIST TO...**

**Relieve poverty and distress for children, families and individuals in Brisbane through holistic, people-focused and evidence based services.**

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**45,000 Australians seeking  
food relief are turned away every  
month, for lack of resources.**



# WHY WE EXIST

## POVERTY IN AUSTRALIA IS A SILENT BURDEN MANY AUSTRALIANS CARRY.

**2.5 million Australians live in poverty including 17.7% of children.**

Those most at risk include people who:

- are on low income
- are unemployed

- are single and live alone
- live in a one parent family
- rent
- have low savings
- have transportation difficulties

Other vulnerable groups include young people, people

from Aboriginal and Torres Strait Islander backgrounds and refugees. The negative impacts of poverty and disadvantage on all areas of life - physical, social and emotional - are incredibly real and difficult to break.

## POVERTY IS ALSO VERY REAL FOR THOSE LIVING ON BRISBANE'S NORTHSIDE.

**Stafford and Chermside have some of the highest rates of poverty in Brisbane.**

In the 2011 CENSUS, Brisbane North suburbs of Chermside, Zillmere, Stafford and Keperra demonstrated:

- Much higher proportion of sole parent families than Brisbane average
- Higher proportion of people with a gross weekly income under \$600
- Higher proportion of couples both not working

Compared with other high needs areas, there is a lack of support services on Brisbane's Northside.

Nexus Care has strategically developed key programs that help relieve the burden of poverty and assist those in hardship to find a fresh start.





# 1 IN 3 AUSTRALIANS

report being lonely, particularly those  
who are single parents, living alone  
or on low incomes.

## EQUIP ADULTS AND CHILDREN

with vital life skills such as  
cooking and budgeting.

## SUPPORT FAMILIES

through strategic mentoring to help  
address the underlying causes of  
poverty including unemployment,  
social isolation, and health  
and wellbeing.

## RELIEVE HUNGER

in the community by increasing  
access to nutritious food.



# OUR GOALS

## FOSTER VOLUNTEERISM

in the community to help relieve  
suffering and disadvantage.

## RELIEVE HELPLESSNESS, LONELINESS & DISTRESS

in our community by creating meaningful  
opportunities for connection.

# FROM STRENGTH TO STRENGTH

## NEXUS CARE'S GROWTH OVER THE YEARS

### 2010

A six month strategic review of community need was conducted forming the basis from which Nexus Care programs would be developed.

### 2011

Nexus Care was launched just in time to provide a massive flood relief effort for people affected by the 2011 Brisbane flood disaster. Nexus Care's innovative flagship program, the Fresh Start Food Program, was launched helping 40 households a month with nutritious food parcels and educational resources, along with monthly cooking classes began in November. Five school breakfast programs were run weekly. Set up of the COACH Program began with 14 mentors trained. Nexus Care hosted our first Christmas celebration with 30 people.

### 2012

The Fresh Start Food Program entered its second year, running 4 school breakfast programs, supporting 55 families a month with healthy food parcels and offering monthly cooking classes. Nexus Care received additional support from two interns and began hosting TAFE and university students. New resources were developed and essential equipment were obtained along with new partnerships developed increasing our access to in-kind food donations. Nexus Care completed a large flood recovery project funded by RACQ, involving renovations, food parcels, and rural clean up trips.

### 2013

Nexus Care employed a full time program manager and were able to increase staffing for Fresh Start and COACH programs to meet increasing

demand. Our volunteer support base also increased, with volunteers investing more than over 100 hours of time per week. Fresh Start grew from supporting 65 families monthly in January to 113 in December. Cooking classes increased to twice monthly and school breakfasts continued in 5 schools. The COACH program began to expand significantly with 12 families supported that year and additional mentors trained. Nexus Care's COACH Coordinator became accredited to deliver mentor training. Nexus Care also launched our Community Connect program to combat social isolation, holding monthly community morning teas and school holiday programs for children identified as at risk. Nexus Care was contracted by the Multicultural Community Association to deliver food parcels and toiletries to newly arrived asylum seekers. A large

Christmas celebration was held with 110 people in attendance. Nexus Care also hosted our very first community fun run - the Fresh Startathon!

### 2014

At the start of 2014, Nexus Care was supporting up to 120 families monthly with the waiting list removed. We entered into a partnership with Oz Harvest to deliver the NEST cooking program. Strategic evaluations of both the Fresh Start and COACH programs were conducted with the support of QUT nutrition and public health students. Nexus Care received funding to undertake a COACH pilot study for refugee families. Through COACH we have been able to support 40 families and see amazing lifelong transformation! Nexus Care's Community Connect programs continued to expand, hosting personal development programs and family fun days along with morning teas, school holiday programs, and Christmas events.

### 2015

Nexus Care commenced new key programs including an Emergency Relief program partnering with the Department of Social Services, the FOODcents cooking course and the Christians Against Poverty (CAP) Money Course. We launched our 6th Breakfast Program at Lawnton State School in partnership with David Deane Real Estate at Strathpine. Strategic evaluation of our School Breakfast and COACH Programs were conducted with the support of QUT nutrition and human services students. A further 14 families were supported through our COACH program and empowered to achieve life goals. Our Community Connect Programs continued to facilitate social inclusion with school holiday programs, morning tea's, christmas events, and personal development programs.

### 2016

Nexus Care launched our Youth COACH pilot which saw 11 coaches trained and 13 young people matched into COACH

relationships. Throughout all COACH programs 40 coaches were trained and 29 families and young people entered COACH relationships. We supported 182 families each month with fresh, nutritious food parcels, a 31% increase on 2015. Our community connect programs continues to develop including School Holiday Programs, CAP money course, a SHINE group with mums at Somerset Hills State School, morning tea's, Christmas events, and more. In addition, 244 people in financial crisis received financial relief and support through our ER Program.

### 2017

In the first 6 months of 2017 Nexus Care has seen growth in our Fresh Start Food Program supporting 223 families with healthy nutritious food parcels each month. We have been contracted as the State COACH Relationships Manager supporting the growth of COACH across Queensland. Our volunteer supporter base continues to provide over 140 hours support per week.

# THE YEAR AT A GLANCE

**We can say with joy and gratitude that 2016-17 has been one of our biggest years yet for Nexus Care! The last 12 months we welcomed new partnerships, friendships, faces, and saw the start of a number of new initiatives and programs along with growth in our existing services.**

## 2016

### July

Nexus Care held a volunteers training night learning together how to identify and support people considering suicide. Through Youth COACH we sponsored 3 kids and their Youth COACH's to participate in the Brisbane Little Big Dash a 3km obstacle course. We also ran cooking classes with 6 participants throughout the month.

### August

Nexus Care held our second all team volunteers night with an amazing group of people providing over 6500 volunteer hours annually! Nexus Care began hosting another QUT Human Services Student to add value to all our programs. We enjoyed hosting another community morning tea, CAP money course and three cooking classes supporting 24 people between these.

### September

In addition to our ongoing programs Nexus Care ran a

'Create, Inspire, Explore' themed school holiday program with 26 children and was loved by all who attended - adults and children alike!

### October

As part of Anti-Poverty week Nexus Care ran a social media campaign and helped run a Financial inclusion Agency Forum in north Brisbane. Nexus Care celebrated our hardworking volunteers by hosting a Thank You Dessert Night where the Quality Award went to John Cowley and the Living Legends Awards were taken out by Yolande Visser and Dean Cook. We also trained 9 more Family and Youth COACH's to become a friend with a purpose.

### November

Nexus Care saw it's 2000th Fresh Start Food Program participant walk through our doors, seeking relief from food insecurity and looking for a fresh start. Our new website went live helping link our programs

with those looking for support. The Nexus Care Christmas Gift Registry launched with the goal of supporting 1500 people over Christmas. We were excited to have the help of Suncorp's staff volunteering to help create the Christmas appeal webpage. The demand for Fresh Start food parcels began to ramp up in the lead up to Christmas.

### December

December is one of our biggest months! Nexus Care distributed 350 healthy food parcels and Christmas Hampers in the lead up to Christmas and over 100 gifts to children thanks to our wonderful supporters - The Lord Mayors Christmas Trust and Mission Australia. We were also delighted to partner with Prison Fellowship's Angel Tree Program, providing gifts to 5 local children with a parent in prison. The year finished with a Carnival themed Christmas Lunch for over 100 guests with a photo booth, kids zone, musical entertainment and fabulous food.

### 2017

#### January

Nexus Care was quickly back to business in January, supporting families with fresh food during the post Christmas / back to school period. We also received some wonderful donations of swimming gear from Healthstream Fitness Club that we were thrilled to pass on to Craigslea High School.

#### February

We turned 6 years old! School term started and Nexus Care launched its 2016 Breakfast Programs continuing in 6 local schools each week. We became QLD COACH State Relationships Coordinator supporting the expansion of the program in Queensland. We also had our first of two all-team volunteer nights for 2017, ran a CAP money course and launched our 2017 Cooking Classes, teaching people how to produce easy to make, healthy meals on a budget.

#### March

A new group of 18 COACH mentors were trained, ready to

be connected with families and young people needing support and encouragement. A QUT Human Services Student and two QUT Education Students joined us to value add to our Fresh Start and Community Connect programs. We also hosted our first community morning tea for 2017 with great connections being made.

#### April

Nexus Care's Fresh Start Food Program continued to grow providing healthy, nutritious meals to 198 families in Brisbane. We held a two day School Holiday Program with 8 boys from around north Brisbane titled 'BUILD'. The boys shared in many great activities helping them learn how to build lives of strength and resilience. and adults!

#### May

It was great to hear from Dayle and her pup Toby from Smart Pups Austims Assistance Dogs program at our Community Morning Tea. Nexus Care's annual community event 'Fresh

Start Festival 2017' was held at Teralba Park. We celebrated National Volunteers week and ran a CAP money course alongside 4 participants who were in transitional housing at the time.

#### June

Nexus Care trained 13 more people in Family COACH and facilitated additional training across the SE QLD region for Family COACH. We held a Volunteers training night where guest Andrea Murray shared on demystifying behavioural labels for children. Diana, local Crime Prevention Officer shared at our community morning tea. Thanks to the generosity expressed during our EOFY appeal we were able to purchase a new van helping us lift our capacity to meet the increase demand in the Fresh Start Food Program.

# FRESH START FOOD PROGRAM

Everyone has the right to healthy, nutritious food. Food is one of the fundamental necessities of life, not only impacting on our health and wellbeing but also how we connect as a community. When there's not enough to eat, the effects can be profound.

The Fresh Start Food Program was developed to help ensure that no one on Brisbane's north

need to go hungry. Created by a qualified nutritionist, the food relief program is designed to both meet immediate food insecurity needs of people experiencing hardship as well as provide opportunities where possible to empower people with the knowledge and skills to support themselves and their families with nutritious and budget-friendly meals.

The Fresh Start Food Program consists of three main areas:

- **Food parcel program** including a balance of meat, dairy, fresh fruits and vegetables, pantry staples and supportive educational materials (recipes, meal plans etc)
- **Cooking classes**
- **School breakfast programs**



# FRESH START FOOD PARCELS

During 2016-17, the Program supported 1,115 households with over 2,515 nutritionally beneficial food parcels, which is the equivalent of over 150,900 meals provided. This is a 24.13% increase on meals provided through food parcels in 2015-16.

The Program also reached a milestone of having supported over 2,400 households since it began in early 2011. The quality

and size of the food parcels have continued to increase along with advocacy and referral support provided to those engaging with the Program.

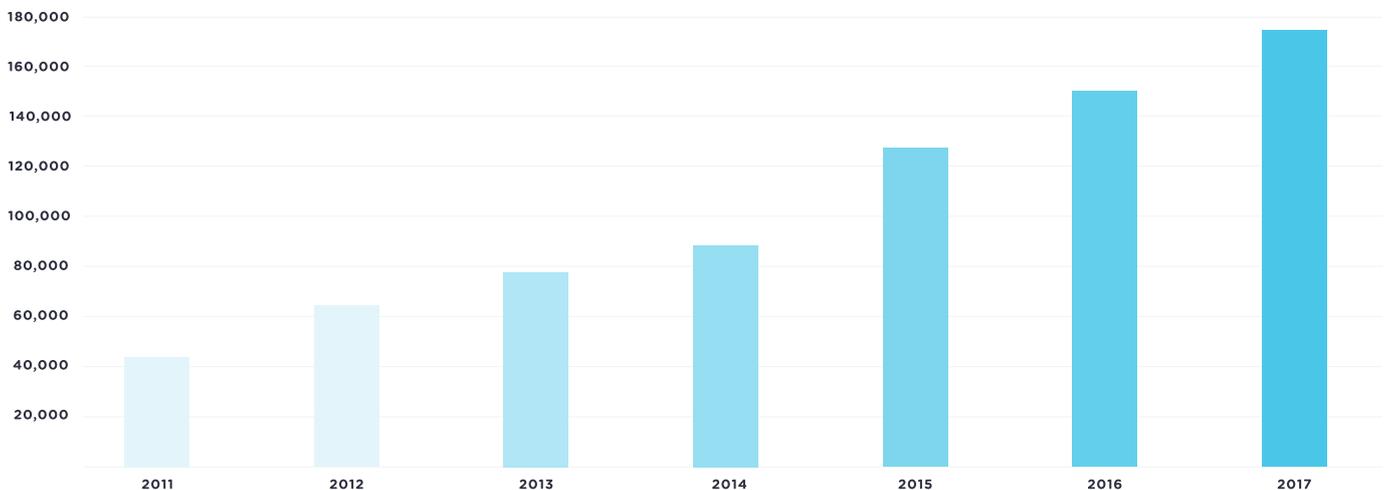
Including meals provided through the school breakfast programs, The Fresh Start Food Program has grown from providing 42,000 meals annually in 2011 to an anticipated 156,000 meals in 2017 should current

trends continue.

This wouldn't have been possible without the amazing in-kind donations from our friends at Foodbank, Second Bite, Oz Harvest, ALDI Keperra and Woolworths Chermside and Flockton St as well as our generous financial donors which allow us to purchase the necessary food items to ensure the parcels are well rounded and nutritious.

## MEALS PROVIDED BY NEXUS CARE

THROUGH FOOD PARCELS AND SCHOOL BREAKFAST PROGRAM



**“IT GAVE ME CONFIDENCE TO  
CARRY ON AND NOT GIVE UP”**

**“Enabled me to give  
back because I have  
received when in  
need.”**

**“The program gave me  
hope that it’s not the  
end of the world”**

**“It helped me to enjoy Christmas by relieving  
the stress of not having enough food”**

**“YOU ARE NEVER MADE TO FEEL  
GUILTY FOR SEEKING HELP”**

**“Parcels have helped me to make up  
a shopping list and budget my  
money by only buying things I  
really need. I used to walk around  
the shops, not sure of what to get.  
The parcels helped me to put together a  
shopping list and get the necessities”**

**“It helped me through  
a rough patch, never  
felt second rate”**

**“The staff and  
volunteers were  
friendly, I felt listened  
to and not judged.”**

**“It’s great you can  
make complete meals  
with what you receive  
in the food parcels”**

**“THE PROGRAM MADE ME  
FEEL LIKE A PERSON.”**

QUOTES RECEIVED FROM OUR 2017 FRESH START FOOD PROGRAM SURVEY

# FRESH START COOKING CLASSES

**Cooking classes have always been a critical part of Nexus Care's Fresh Start Food Program, going beyond the provision of food to equip people with the skills and knowledge to cook well for themselves and their families.**

In 2016-17, Nexus Care were thrilled to be able to deliver 22 Cooking Classes to over 40 people from the local community.

We were grateful to be able to partner with QUT Nutrition Students developing cooking tools and resources to be used in the

classes and with SecondBite who helped share with participants practical tips in areas such as:

- reading food labels,
- the link between diet and disease,
- getting value for money,
- cooking safe and healthy food.





**1 IN 4 KIDS**

**in Australia start the day  
without breakfast**

# FRESH START SCHOOL BREAKFAST PROGRAMS

To help overcome this stunning statistic, Nexus Care partners with a number of great sponsors and volunteers to deliver school breakfast programs in six local schools.

The schools we've been privileged to support in 2016-17 include:

- Craigslea State High**
- Albany Creek State High**
- Somerset Hills State School**
- Everton Park State School**
- Lawnton State School**
- Stafford Heights State School**  
(monthly only).

The programs provide a range of nutritious breakfast options such as yoghurt, fruit, milo, toast, cereal, french toast, wholemeal pancakes and toasties, all delivered in a fun and inclusive environment! Through Fresh Start, over 23,000 breakfast meals were provided in 2016-17!

“At Somerset Hills State School we have been very appreciative of the Breakfast Club provided



each Monday morning by Nexus Care. The health benefits to the students have resulted in all students able to start the school week on a full stomach which aids them to maintain concentration in class. The items provided encourage the students to see what it is if they could eat at home for breakfast.

Socially, the opportunity for students to engage over food is, for many students, a new concept. Students can regularly be observed engaging in positive conversation with their peers, their siblings and the staff from Nexus Care.”

Janet, Sommerset Hills State School Principal

# EMERGENCY RELIEF PROGRAM

## SUPPORTING PEOPLE IN CRISIS

Partnering with the Department of Social Services (DSS), Nexus Care continued to be a preferred Emergency Relief provider throughout 2016-17.

This program works alongside the Fresh Start Food Program providing support with bills and vouchers for those presenting in crisis, along with vital budgeting and referral support. Through

this program, 911 households were assisted in 2016-17. Nexus Care will continue to provide this vital service until at least June 30th, 2018 with funding support from DSS.



# COACH® COMMUNITY MENTORING PROGRAM



**A key Nexus Care program enabling transformational life changes is the COACH® mentoring program.**

Many of the families engaged with COACH are socially isolated, without support and are at risk of falling into significant crisis. The MONASH accredited COACH program, licensed out by Crossway Life Care and Mission Australia,

helps to get alongside families and young people, providing life mentoring and support in such areas as family cohesion, social connectedness, employment, mental health and financial management.

This year, Nexus Care has helped train a further 40 volunteer mentors and has supported 29 families and 40 youth/children.

In 2017, becoming the Queensland State Relationships Coordinator for the COACH program we were delighted to have supported COACH training and development across organisations including The Priceless Life Centre, Catalyst Church, Church of Christ, Hope Centre, Bracken Ridge Baptist Church, Bridgman Downs Baptist Church, and Gateway Baptist Church.

# YOUTH COACH<sup>©</sup> PROGRAM

## CHANGING YOUNG LIVES

**A key achievement of the last 12 months was growing our Youth COACH pilot, providing long-term mentoring to vulnerable young people.**

Youth COACH empowers young people in tough situations to find hope and build resilience providing a person to listen and encourage them and life skills to break the cycle

So far Nexus Care have supported 15 young people through this new stream and we are excited about seeing this grow.



# COMMUNITY MORNING TEAS

## BUILDING REAL RELATIONSHIPS

**Loneliness is widespread and persistent in Australia, with 1 in 3 Australians experiencing loneliness (Melbourne Institute, 2012). A significant factor associated with this issue is feeling less connected with the local community.**

For this reason, Nexus Care has strategically developed opportunities for people who are most at risk of social

disconnectedness (single parents, those living alone, those with lower incomes) to find community and a sense of belonging.

At the heart of our Community Connect Programs is our community morning teas.

These run predominantly monthly and create a safe and open space for people to come

and build friendships. The morning teams have continued to build over the last 12 months with over 40 people attending throughout the year and the addition of guest speakers such as Dayle and her puppy Toby from Smart Pups Australia and Diana the Crime Prevention Officer from Stafford Police sharing tips on building a safe community.



# CHRISTIANS AGAINST POVERTY (CAP) MONEY COURSE

**Working alongside the Fresh Start Food Program and our Emergency Relief Program, Nexus Care has been offering the CAP money course to help people continue the journey of gaining more control of their finances.**

The revolutionary money management course was created by the acclaimed debt management charity, Christians Against Poverty.

Nexus Care facilitated three courses in 2017-18 with 10

participants learning tools that help them budget, save, and spend effectively.



# CHRISTMAS HIGHLIGHTS 2016



**We love Christmas at Nexus Care, with so many opportunities to love on people in what can be a lonely and difficult time for many. Here are some of the highlights of Christmas 2016.**

- 350 food parcels and Christmas hampers were distributed - a 22.9% increase from the same period in 2015.
- Nexus Care received and distributed over 100 toys to children and families thanks to generous donations from the Lord Mayor's Christmas Trust and Mission Australia.
- We had the privilege of partnership with Prison Fellowship's Angel Tree program for the fifth year, delivering presents to 5 children with a parent in prison given on behalf of the parent.
- Nexus Care celebrated Christmas with our community with a wonderful Carnival themed party. Over 100 guests attended along with 38 volunteers and a fantastic time was had by all enjoying a photo booth, kids zone, fabulous food, musical acts, and so much more!

# SCHOOL HOLIDAY PROGRAMS

## CHANGING CHILDREN'S LIVES

**One of the highlights of the year is hosting our School Holiday Programs for children connected with Nexus Care.**

This year, Nexus Care had a total of 34 children in attendance at our two programs, one themed; 'Create, Inspire, Explore' and the other 'Build'. With school holidays often

being a challenging time for families experiencing hardship, the programs offer children a place to have a lot of fun, while making new friends and learning new skills.

We were especially touched by the 8 boys in the 'Build' holiday program where they learnt what it is to build lives of

strength and resilience. One of the activities involved each boy building a bike and at a dinner that night with all their families there to celebrate the boys achievements throughout the program, they received these bikes as a reminder of what they have learnt and done. There wasn't a dry eye in the house!





# ANGE'S STORY

**At Nexus Care we are honoured to have walked alongside Ange and her family of 3 kids.**

“Prior to coming to Nexus Care it was pretty hard because my partner lost his job and we were struggling for quite a while to make ends meet and so we decided we needed some help from somewhere.”

When Ange first came to Nexus Care she was quiet and shy and withdrawn and wouldn't really make eye contact with you.

“When I came to Nexus Care

everyone was really friendly, I came to pick up a food parcel from the Fresh Start Program and from there I found out about morning tea's and came to them, and also found out about the cooking classes.”

She is now volunteering at our morning tea's to sign people in. Each one of these steps have seen her grow as a person in confidence and hope for tomorrow.

“We feel much better now that we have had Nexus Care help us. We're really grateful for the

help they have given us. I've realised that there's a lot more to life, that you don't need to be by yourself and don't need to be afraid to ask for help.”

It has been an absolute pleasure and delight to have walked with Ange and see her blossom from someone who was shy and withdrawn to someone who is now willingly engaging with other people and in a community environment.

# 2016-17 QUICK STATS!

2400+ families  
supported through  
Fresh Start since 2011

**23,940**

breakfast meals provided  
to local students

**6,500 HOURS**

of volunteer time contributed

350 food Christmas  
hampers distributed

22 people in need  
participated in Fresh  
Start cooking classes

**150,900**

meals provided through the  
Fresh Start Food Parcel programs

**100 TOYS**

given to kids in need

**34 CHILDREN**

supported by school  
holiday programs

29 families participated  
in the life-transforming  
COACH® program

# FRESH START FESTIVAL 2017

**A FUN RUN WITH FRIENDS  
TO FEED FAMILIES IN NEED**



**With a new name for 2017, a massive highlight of the Nexus Care Calendar is our annual community fundraiser, the Fresh Start Festival!**

Held at the beautiful Teralba Park in Everton park, it was fantastic morning with an enthusiastic crowd of over 240 people coming along to

get involved in the 500m kids dash, 4km fun run, market stalls, specialty coffee, food options, kids zone activities and soak up the vibes of the live music. Of course, our friendly mascots Apple Girl and Apple Man were there as well!

The event raised just over \$10,000 to help Nexus Care

deliver the support and services we provide to our local community. The event would not have been possible without our principal sponsor, Insight Investment and Retirement Services, the Lord Mayors Suburban Initiative Fund McDowall Ward, Tim Mander MP and many generous in-kind supporters.

# CHRISTMAS GIFT REGISTRY 2016



# CHRISTMAS

GIFT REGISTRY

**In November and December, Nexus Care launched the 2016 Nexus Care Christmas Gift Registry, a campaign to support and feed 1,500 people throughout Christmas.**

Thanks to our generous community supporters, we raised over \$25,000 and exceeded our original goal to support over 2,500 people and meet the significant demands of the Christmas and New Year period!



# ANTI-POVERTY WEEK

## RAISING THE AWARENESS OF POVERTY IN OUR LOCAL COMMUNITY

**Last year Nexus Care got behind Anti Poverty Week in October, a national initiative to help raise awareness of poverty in Australia and around the world.**

With over 2.2 million Australians living below the poverty line, 17.3% of which are children (ACOSS, 2014), we felt it was imperative that we do our bit to help increase awareness of the

issue, running a social media campaign and helping facilitate a Financial inclusion Agency Forum in north Brisbane (alongside BCC, MIFQ and Wesley Mission).

# VOLUNTEERS

## AT THE HEART OF NEXUS CARE IS A TEAM OF INCREDIBLY DEDICATED STAFF AND VOLUNTEERS.

**Volunteers are incredibly important to the life of Nexus Care, going the extra mile week in, week out, to help enable Nexus Care to deliver vital community programs.**

Throughout the year over 110 volunteers contribute a total of over 6,500 hours to the life of Nexus Care. They help with everything from collecting, sorting, and packing food for

distribution, helping with the school breakfast programs, facilitating cooking classes, being a friend to someone in tough situations through the COACH program, providing administrative support, picking people up on buses, hosting guests at our mornings teas, helping with our school holiday programs, delivering Christmas presents and SO MUCH MORE!

Some volunteer highlights of this year included our annual Volunteers thank you dessert night and professional development sessions covering topics like supporting someone considering suicide, and general mental health first aid principles.

**To all our precious volunteers, we are extremely grateful for you! Thank you for all you do!**



# KATHIE'S STORY



**“I’m Kathie and I’ve been in Brisbane since 2014 which is when I first heard about Nexus Care and started volunteering here. It started with being a COACH walking alongside a young refugee settling into Brisbane. From there I supported the Christmas lunches, community morning teas and this last year I’ve loved welcoming people into the Fresh Start Food Program, preparing food parcels and providing admin support.**

The more I got in and experienced Nexus Care the

more I wanted to do because I love their passion to love and serve our community. Nexus Care has a really strong ‘can do’ attitude and atmosphere of love where you realise that a smile, a simple word of encouragement can make such a difference in a person’s life.

Being a volunteer surprisingly impacted me more than I could have expected. It’s a place where all people including volunteers feel acceptance, encouragement, and support and that flows out of you to those who come in. You meet

people who in tough situations are soldiering on and that encourages me and puts things in my life into perspective. It’s grown love in me, love for myself and for others. So volunteering here has been a huge blessing!

To those considering volunteering I would say ‘Do it!’ You’re joining a great team where you will grow in love for others and find your life enriched at the same time.”

# STAFF



**Our passionate staff at Nexus Care put their heart and soul into making sure Nexus Care is fulfilling our core mission - to alleviate poverty and distress in our local community - one life at a time.**

Thank you to Joshua Plumb, Megan Micalizzi, Nicola McLachlan, Albert Brown, Suki O'Dea, Bev Brown, Joshua King, Christelle Delatorre, Josiah Seeman, Tyron Brown, Anita Henderson and Hayley Sowden

for your tremendous dedication and service over the last 12 months.

# STUDENTS AND INTERNS

**EACH YEAR, WE ARE PRIVILEGED  
TO HOST FANTASTIC STUDENTS FROM  
A RANGE OF AREAS.**

Within the last twelve months we have enjoyed student placements partnering with The Queensland University of Technology - Human Services Department, Nutrition Department, and Education Department.



# MANAGEMENT COMMITTEE & ASSOCIATION MEMBERS 2016-17

## MANAGEMENT COMMITTEE MEMBERS

### MURRAY AVERILL

**President** BSc, BEdSt, MEdAdmin, MBA

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Murray has 18 years leadership and governance experience in education, 10 years as Senior Pastor of a 2000 member church and has served on multiple boards (SU Queensland, Nexus Care, and ACC Int).

### ANDREW SCOTT

**Vice President** BBus, MA

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Andrew has broad experience working for over ten years in

Sales and Marketing, particularly focusing on developing and coordinating implementation of sales strategies across multiple brands, customers and internal stakeholders. He is currently a pastor at Nexus Church.

### DAVINA BARTELS

**Treasurer** B.Bus, CPA

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Davina has over 20 years experience as an Accountant and Auditor in Banking, Aboriginal Affairs, Aged Care, State Government Entities and the Not For Profit Sector and has served as Treasurer on multiple boards throughout this time.

### JOSHUA PLUMB

**Secretary** B.Humanserv (Counselling), BMin

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Josh has worked broadly in the community sector with experience and knowledge involving employment services, case management, counselling and management of a non-profit organisation.

## ASSOCIATION MEMBERS

### DR ROSE MELVILLE

BSW, MA, PhD

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The former academic director of MSW Studies & former (Acting) Head of School of SW & HS at UQ. Rose has extensive experience in welfare state restructuring and the non-profit sector as well as social and public policy, public management and applied ethics.

### RUTH LIMKIN

BBus, GAICD

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CEO at The Banyans Health and Wellness. Ruth is a strategic thinker, skilled in communication and implementation, with experience in media, community, business and government.

### GRAHAM CORNEY

MLaw

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Consultant at Corney and Lind. Graham has significant experience across many areas of law both in Australia and overseas and regularly consults to both not-for-profit and commercial sectors.

### SARAH STARRENBURG

BEd, BA, MA

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Global Strategy and Communications, United Bible Societies Sarah has for several years led in various areas of global strategy, communications and fundraising for a not-for-profit operating in over 200 countries. She also has rich experience dealing with intercultural diversity, both in teams, and in communities being served.

### DANIEL FILMER

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CEO & Co-founder of HungryApps and TXT for Coffee: Daniel has significant business savvy and experience having founded two successful information technology services.

# OFFICIAL SPONSORS & SUPPORTERS 2016-17

## OFFICIAL SUPPORTERS

- CATE CAMPBELL
- VANESSA GIBSON



## INKIND SUPPORTERS

- WOOLWORTHS FLOCKTON ST
- WOOLWORTHS CHERMSIDE
- SECOND BITE
- OZ HARVEST
- ALDI KEPERRA
- ANNA NOVA
- KINDRED BOUTIQUE & GIFTS
- AUSTRALIAN CATHOLIC UNIVERSITY
- RESULTZ GYM
- SUPERPHARM
- CR NORM WYNDHAM MCDOWALL WARD
- GRILL'D NEWMARKET
- THE ALLEY COFFEE
- 99 BIKES EVERTON PARK
- RIDGEWAY CYCLES STAFFORD
- ARANA TENDERCUT MEATS
- REBEL SPORT CHERMSIDE

## SPONSORS

- RAY WHITE ALBANY CREEK
- DAVID DEANE REAL ESTATE
- NORTHSIDE ORTHODONTICS
- TIM MANDER MP EVERTON OFFICE
- RAY WHITE ALBANY CREEK
- DAVID DEANE REAL ESTATE
- INSIGHT FINANCIAL AND RETIREMENT SERVICES

## GRANTS

- DEPARTMENT OF SOCIAL SERVICES EMERGENCY RELIEF GRANT
- LORD MAYORS CHRISTMAS TRUST
- LORD MAYORS SUBURBAN INITIATIVE FUND MCDOWALL WARD



+ all our wonderful individual financial contributors

# A WORD FROM OUR PRESIDENT

## MURRAY AVERILL

**Now in our sixth year, Nexus Care has continued to flourish in what we exist to do: to relieve poverty and distress for children, families and individuals in our local Brisbane community and help people find a fresh start in life.**

As societal issues and pressures escalate, Nexus Care have been privileged to be able to continue to expand our programs to help meet this growing need, thanks to the support of our incredible partners and donors.

The Fresh Start Food Program has continued to grow this year on average by 31%, providing over 2515 substantial, nutritionally beneficial food parcels, equivalent to over 150,900 meals. The Program also celebrated a milestone of having supported over 2400 households since the Program's inception in early 2011.



The COACH program has continued to provide opportunities for substantial life change. This financial year saw the Youth COACH pilot expand to 15 participants building strength and resilience in their lives. This expansion of the COACH program to include Youth COACH© has made

available an additional level of support to families and young people experiencing hardship and disadvantage in our community.

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Now four years in, our Community Connect Programs including our community morning teas, personal development programs, school holiday programs and Christmas events are proving to be an invaluable part of community life, supporting those who are vulnerable and isolated in our community to find points of meaningful connect and build confidence.

In it's 2nd year our Emergency Relief program, providing support with bills and vouchers for those presenting in crisis along with vital budgeting and referral support has proved to be extremely complementary to our flagship Fresh Start and COACH mentoring programs, helping to ensure people receive holistic care and move towards freedom from poverty.

We have yet again been blessed by a wonderful Management Committee and Association members that help lead Nexus Care and ensure we remain on the forefront of quality Christian community care. I am also incredibly proud of our tremendous team of staff and volunteers who demonstrate such a passion for serving our community with kindness and excellence.

I wish to express my sincere thanks to our Executive Manager, Josh Plumb, Community Program Coordinators Nicola McLachlan, Megan Micalizzi, Albert Brown, Suki O'dea and Beverley Brown, Communications Manager Hayley Sowden and Roshni Vastrad, Administration Assistant Anita Henderson, and Breakfast Program Facilitators Josiah Seeman, Tyron Brown, Josh King and Christelle Delatorre for the exceptional dedication, competence and commitment to excellence of this small team continue to see Nexus Care grow in its delivery of service, reputation in the community, and fulfilment of its mission.

We are excited for what the future holds for Nexus Care and remain dedicated to building an organisation that is effective, responsive to community needs, and sustainable. On behalf of everyone at Nexus Care, thank you for supporting the heart of Nexus Care and we hope you are encouraged by the contents of this report.

**MURRAY AVERILL**  
**President**

# A WORD FROM OUR EXECUTIVE MANAGER

## JOSHUA PLUMB

It has been an incredible honour this year to watch the growth of Nexus Care coming alongside so many people in tough places of life and seeing many of them connect with fresh hope, community, and purpose!

I believe the many personal stories included in this report reflect what Nexus Care is all about - people finding community, acceptance, dignity and life changing support through our people focussed and evidence-based programs.

Thanks to our amazing staff, volunteers, supporters and donors, we have been able to achieve some incredible outcomes this year, with a 31% increase in the number of meals provided through the Fresh Start Food parcel program, increases in engagement in our community connect programs and fantastic outcomes



through the COACH program particularly in the areas of self esteem, stress, community connectedness, parenting and finance skills.

Quality improvement and innovation continues to be a focus for all our Nexus Care services. As such we have been excited to watch our Youth COACH pilot grow to compliment our existing Family COACH program and see our community connect programs continue to be tailored to community need.

Grassroot support is incredibly important to us at Nexus Care. This year, we were thrilled to see fantastic community support for our annual fundraising initiatives, the Nexus Care Christmas Gift Registry, the Fresh Start Festival and our EOFY appeal, along with the amazing volunteer support for new and existing programs.

Thank you! Only together does our community grow and be strengthened!

# FINALLY TO OUR COMMITTEE MEMBERS:

## SERVICE DELIVERY COMMITTEE

ANNA SAMIDURAI  
CRYSTELLE HALL  
NICK NORMAN  
ROSE MELVILLE

## FUNDRAISING AND MARKETING COMMITTEE

PAUL MELLERS  
SARAH STARRENBURG  
BEN NICHOLSON  
BART CASTLEY  
MARLY CONLEY  
RAVI VASTRAD  
DANIEL FILMER  
STEFFANY WILLIS  
ERIC BRIZUELA

## FRESHSTARTATHON 2016 COMMITTEE

BEN GRAY  
NIKKITA MURRAY  
YOLANDE CASSIDY  
ROSHNI VASTRAD

**FOR MORE INFORMATION  
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