



# Cooloola Human Services Network Inc.

*A collective voice for social change*

## Annual Report 2019

***Vision:** A responsive and inclusive community*

***Mission:** Leading co-ordination and development of human services*

*in the Gympie Region*

## Contact Us

4/4 Horseshoe Bend, Gympie Qld 4570

PO Box 1286, Gympie Qld 4570 Email:

[management@chsn.org.au](mailto:management@chsn.org.au) Phone:

0408 992 822

Web: [www.chsn.org.au](http://www.chsn.org.au)



[www.facebook.com/cooloolahsn](https://www.facebook.com/cooloolahsn)

ABN: 63 808 504 594

## CONTENTS

<b>Acknowledgement of Traditional Owners .....</b>	<b>4</b>
<b>Background.....</b>	<b>5</b>
<b>Membership .....</b>	<b>6</b>
<b>2019 CHSN Management Committee .....</b>	<b>7</b>
<b>AGM Agenda.....</b>	<b>8</b>
<b>Minutes of Annual General Meeting 2019 .....</b>	<b>9</b>
<b>President’s Report.....</b>	<b>12</b>
<b>Treasurer’s Report.....</b>	<b>13</b>
<b>CHSN Activities 2019 .....</b>	<b>25</b>
CHSN Network Meetings.....	25
<b>CHSN funded project 2019 .....</b>	<b>26</b>
Gympie Region Volunteer Centre .....	26
<b>Auspiced groups.....</b>	<b>28</b>
Access Advisory Committee – Gympie Region.....	28
Community Futures Project .....	30
Connecting the Community Event .....	32
<b>Acknowledgements.....</b>	<b>33</b>

## Acknowledgement of Traditional Owners

*We respectfully acknowledge the Traditional Owners of the land on which we meet, the Gubbi Gubbi people, and pay our respects to Elders past, present and emerging.*

## Background

### Who are we?

Cooloola Human Services Network is a collective voice for social change. For more than 16 years CHSN has been promoting social justice and wellbeing across the Gympie region. We are a network of individuals and organisations who wish to see quality, responsive, locally based community services. We believe that by working collaboratively we can achieve much more than any one of us acting individually. We exist to provide a unified voice for the human and community services sector in the Gympie region and to advocate for the delivery of local services.

### What do we do?

CHSN is the peak body representing the human and community services sector in the Gympie region. We operate from a community development perspective to support emerging and existing organisations, programs and services build a responsive and inclusive community. At our core we network, auspice and advocate:

- We provide networking opportunities for workers across the sector;
- We disseminate information;
- We auspice small and emerging organisations;
- We promote opportunities for collaboration;
- We create solutions through needs assessments, community research, collaborative action and optimising services;
- We provide a unified voice for community action, engagement and influence.

### History

The Cooloola Human Services Network Inc. was incorporated in 2002 as the peak body for community and human services in the former Cooloola Shire. CHSN grew out of two groups, the Local Interagency Information Network (LIINK) and the Cooloola Local Action Group (CLAG). These groups combined to form a single incorporated association to undertake both the networking role provided by the interagency network and the advocacy role of the local action group.

## Membership

Membership of CHSN is open to individuals, funded and non-funded organisations.

Support from members means that CHSN can continue to bring human service groups together, advocate, support and assist local organisations, as well as attract and manage essential projects for the region.

CHSN's membership includes funded and unfunded organisations, local groups and individuals working in the areas of:

- Aboriginal and Torres Strait Islander advocacy
- aged care
- carers
- community development
- community services
- counselling
- culturally and linguistically diverse groups
- disability
- education and training
- employment
- environment
- families and children
- health and wellbeing
- housing
- volunteering
- welfare
- youth

## 2019 CHSN Management Committee

CHSN is administered by a Management Committee who oversee CHSN projects and auspiced groups, facilitate networking between agencies, liaise with all levels of government, educate the community, research, investigate, advocate and make recommendations on the needs of human service provision across the Gympie region.

In 2019 the Management Committee consisted of:

<b>President:</b>	Roxanne MacGregor
<b>Vice President:</b>	Ann Rigby
<b>Treasurer:</b>	Barbara Berwick
<b>Secretary:</b>	Kerry Rolfe* / Loretta Gunne-Thompson
<b>Committee Member:</b>	Chris Bowman Gordon Browning

\* Part term only

## AGM Agenda

1. Welcome
2. Acknowledgement of Traditional Owners
3. Receive proxies
4. Apologies
5. Previous AGM Minutes
6. Business arising from previous minutes
7. President's Report
8. Treasurer's Report
9. Project Report
10. Auspiced Groups' Reports
11. Election of office bearers
12. Appointment of Auditor
13. General Business
14. Invitation to speak
15. Meeting closure



# Minutes of Annual General Meeting 2018

Thursday 11th April 2018

CHSN office 2/107 Mary St Gympie at 1.15pm

**Chair:** Rae Gâté

**Attendees:** Mary Condon, Loretta Gunne-Thompson, Barbara Berwick, Caitlin McAuliffe, Chris Bowman, Ann Rigbye, Barb Yule, Cindy Buchan, Rae Gâté, Kerry Rolfe, Sophie Wiggins, Brooke Birchley, Eadie Hancock, Helen Miguel, Amanda Bovingdon, Naomi Lane, Sue Walker, Breanne Poulsen, Kim Walters, Bruce Ganlett, Jayne Clapton, Sue Kirkpatrick-Laird

**Welcome:** In the absence of the President and Vice President, Kerry Rolfe, Secretary welcomed all in attendance. Members appointed Rae Gâté as Chair and she chaired the meeting from that point.

**Acknowledgement of Traditional Owners:**

Rae Gâté conducted the acknowledgement of traditional owners.

**Confirmation of new memberships:**

There were no new memberships.

**Apologies:** Ruth Tidswell, Brad Grieve, Susan Walker, Roxanne MacGregor, Jenny Buchanan, Carol (QUIN), Matt Lamb

**Moved:** Mary Condon                      **Seconded:** Ann Rigbye

“That the apologies be accepted.”

Carried

**Receive proxies:** No proxies

**Previous AGM minutes:**

Previous AGM minutes were perused by attendees.

**Moved:** Barbara Berwick                      **Seconded:** Ann Rigbye

“That the minutes of the previous AGM be accepted as a true and correct record.”

Carried

**Business arising from previous minutes:**

Nil

**President's Report:**

Kerry Rolfe spoke to Jenny Buchanan's report.

Moved: Kerry Rolfe                      Seconded: Barbara Yule

"That the President's Report be accepted."

Carried

**Treasurer's Report:**

Barbara Berwick read her report and advised the meeting that no financial report was to be presented as the committee was not confident it truly represented CHSN's financial position. Members were assured that CHSN is financially stable and the committee is working towards rectifying some ongoing reporting difficulties. A revised auditor's report will be taken to the next management committee meeting for ratification prior to lodgment with the Office of Fair Trading.

Moved: Barbara Berwick                  Seconded: Mary Condon

"That the Treasurer's report be accepted."

Carried

**Project Reports - GRVC**

Carley O'Donnell spoke to her report.

Moved: Carley O'Donnell                  Seconded: Eadie Hancock

"That the GRVC report be accepted as read."

Carried

**Auspiced Groups' Reports:**

Members were referred to the reports in the Annual Report. Of note:

- Tai Chi for Health and Wellbeing are now doing well under their own incorporated organization.
- Tai Chi for Arthritis have been inactive since July 2018.
- CHSN auspiced an event this year – Connecting the Community and assisted to obtain a Gympie Regional Council grant.

Moved: Kerry Rolfe                      Seconded: Barbara Berwick

"That the auspiced groups' reports be accepted as read."

Carried

### Election of Office Bearers:

Rae Gâté declared all management committee positions vacant, all committee members stood down and the nominations received prior to the meeting were read out.

<u>Position</u>	<u>Candidate</u>	<u>Proposer</u>	<u>Seconder</u>
President	Roxanne MacGregor	Loretta Gunne-Thompson	Barbara Berwick
Treasurer	Barbara Berwick	Roxanne MacGregor	Loretta Gunne-Thompson
Committee member	Loretta Gunne-Thompson	Barbara Berwick	Roxanne MacGregor

There being no other nominations all candidates were declared duly elected.

Nominations from the floor were invited for the remaining vacant positions. Four written nominations were received.

<u>Position</u>	<u>Candidate</u>	<u>Proposer</u>	<u>Seconder</u>
Vice-president	Ann Rigbye	Kerry Rolfe	Barbara Berwick
Secretary	Kerry Rolfe	Barbara Berwick	Ann Rigbye
Committee member	Chris Bowman	Kerry Rolfe	Barbara Berwick
Committee member	Gordon Browning	Kerry Rolfe	Barbara Berwick

There being no other nominations all nominees were declared duly elected.

Chair Rae Gâté congratulated the incoming management committee.

Ann Rigbye spoke of the enthusiasm for the upcoming year now there is a fully complement of committee members.

### Appointment of Auditor:

Moved: Barbara Berwick      Seconded: Cindy Buchan

“That Brown Macaulay & Warren be appointed as Auditors for the 2019 year.”

Carried

### General Business:

Rae Gâté read out the acknowledgements in the Annual Report. It was noted that Eadie Hancock is now the GRC Youth Development Officer and she was also duly acknowledged.

### Invitation to speak:

Ann Rigbye thanked Rae Gâté for chairing the AGM and presented her with some flowers.

Prior to meeting close members were advised of the passing of Julia Lawrence, a Gympie icon.

**Meeting Closed: 1.38 pm**

# President's Report

Welcome to the Cooloola Human Servers Network (CHSN) Annual General Meeting 2019

This past year has seen a few changes for CHSN with President Jenny Buchanan and Secretary Kerry Rolfe leaving to spend more time with their growing families. Thank you for your work with CHSN, wishing you all the best for the future.

CHSN welcomed Secretary Loretta Gunne - Thompson, committee member Gordon Browning, Coordinator, Aboriginal and Torres Strait Islander Health, PHN. Staying on for another year Vice President Ann Rigbye, Treasurer Barbara Berwick and committee member Chris Bowman.

CHSN auspiced Connecting the Community event held March 2019 at The Pavilion Conference and Reception Centre, showcasing and including groups, clubs and businesses in our community. Following the success of this event CHSN will auspice again in 2020. See report below.

In September after 5 years in Mary Street CHSN relocated premises to the newly renovated Primary Healthcare network (PHN) building, the Gympie Health Hub at 4 Horseshoe Bend along with the Gympie Region Volunteer Centre, Above and Beyond Disability Solutions, All Abilities Child and Family Therapy, Community Solutions, Drug Arm, James Cook University, Queensland Injectors Health Network, Keys to Early Intervention in Homelessness Service, North Coast Aboriginal Corporation for Community Health, Relationships Australia-Queensland along with visiting organisations.

The new premises offer a larger meeting room that has allowed for the growing number of members attending the CHSN network meetings held on the second Thursday of each month sharing information and maintaining connections.

The Gympie Regional Volunteer Centre coordinated by Carley O'Donnell continues to grow in its positive impact in our community. Carley has a core job to undertake which she does with great organisation and warmth. In addition to this Carley brings a willingness to learn, grow and problem solve, expanding her vision for the things that will benefit our community and create pathways for the diverse needs of our volunteers. Thank you, Carley, for your commitment, energy and vision.

I would like to thank the Management Committee members for your support this year.

## **Treasurers Report Cooloola Human Services Network**

Cooloola Human Services Network (CHSN) have the pleasure in providing the financials for our financial period January 2019 through to December 2019. Cooloola Human Services Network financials have been prepared in accordance with the regulatory authorities of Queensland. Our audit has been conducted by Brown McCauley and Warren for this 2019 financial year.

Cooloola Human Services Network was approached to auspice Connecting the Community in March 2019, held at the Pavilion. This kind of community sharing information and services, in our region is so important to keep our community informed of the activities, clubs, sporting organisations and other services available.

I would like to thank the management committee for their patience while I slowly learnt the ins and outs of this wonderful community minded organisation. Cooloola Human Services Network, management committee work tirelessly to keep our community connected and constantly thinking of new events, which we can assist with.

A big thank you to Carley for always thinking outside the square when achieving her goals within her funding. Gympie Regional Volunteer Centre has been recognised for the hard work Carley has put in by being invited to the National Volunteer Conference in Perth. Well deserved, you have done Gympie very proud.

Cooloola Human Services Network nominated auditor for 2020 financial year is Brown McCauley and Warren.

Please see below our audited financials for 2019.

Barbara Berwick

Treasurer

# **CHSN Activities**

## **CHSN Network Meetings**

CHSN Network meetings continued throughout 2019. Attendance has been steadily increasing, the timely move to the new PHN building, the Gympie Health Hub, Unit 4/ 4 Horseshoe Bend, Gympie providing a larger meeting room. CHSN distributes this information to our network of members. Meetings are held at 1.30pm on the second Thursday of each month except January. Meetings remain an excellent source of information on new and existing services operating in our region. They provide a great introduction to new organisations wishing to commence services.

## **Cooloola Disability Interagency Network (CDIN)**

Cooloola Disability Interagency Network (CDIN) is a vibrant network of disability service providers who meet face to face four times per year in the Gympie/ Cooloola region at Gympie Community Place, 18 Excelsior Road, Gympie. The network has a lengthy history of being a focal point for information sharing and building professional connections. It is committed to supporting and maintaining an inclusive professional environment for disability service providers who work together effectively to support quality outcomes for people with a disability in our region.



# Gympie Region Volunteer Centre

## What we do

- Provide volunteering information, training, and support to individuals, with a focus on providing individualised referral, placement and support services for all people including those experiencing disadvantage.
- Provide information, tools, training, and resources for volunteer managers.
- Provide information, tools, and resources for volunteer-involving organisations.
- Collaborate with other volunteer support organisations to minimise duplication, share best practice and to ensure consistency of service, including participation in networking arrangements; and
- Promote and give recognition to volunteering within your local community.

## Volunteer training and support

GRVC has Supported over 300 volunteers this past year with a strong focus on supporting Target groups that include new volunteers, youth volunteers, over 55 volunteers and existing volunteers and includes people with disabilities, Aboriginal and Torres Strait Islanders, unemployed people, particularly disengaged youth, seniors and people from culturally and linguistically diverse backgrounds. GRVC has focused our support on providing training for our volunteers to support them in their roles. Below is a list of the training and workshops GRVC has provided in 2019.

- Mental Health first
- First Aid course
- Safe talk workshop
- Peer skills training
- Walk in my shoes, professional development workshop
- The Gympie region youth mentor program, mentor training
- Stroke awareness training
- Domestic violence workshop
- Resume writing and cover letter workshop





## Volunteer Management and organisation training and support

GRVC officially supports over 80 local volunteer involved organisations as well as unofficially supports up to 400 volunteer involved groups and organisations within the Gympie region. Our support is custom to suit the needs of the organisation, we offer volunteer recruitment and referring, training and support with orientations, advise, advocacy and much more. Below is a list of the training and workshop opportunities GRVC have provided in 2019.

- Leading for volunteer managers training
- Events and fundraising workshops
- Mutual obligations and volunteer's Centrelink information
- Disaster management workshop
- NDIS workshop
- Volunteer orientations and information sessions



## Events and collaborations

GRVC Collaborates regularly with other volunteer support organisations to minimise duplication, share best practice to ensure consistency of service, including hosting and attending regular volunteer managers meetings and network interagency meetings. GRVC are often involved with organising events to promote and give recognition to volunteering within your local community, encourage local volunteering and local Volunteer involved organisations.

- Connecting the community
- Disability action week
- Naidoc family fun day
- Career expo Gympie High
- International volunteer day
- "Giving back to the Community" presentation at Gympie State High School
- Nation volunteer's week annual celebration of volunteer's morning tea 2019
- Volunteer Information sessions with Job Employment agencies and RTO's



*Carley O'Donnell*  
Coordinator, Gympie Region Volunteer Centre  
0408 992 822  
[volunteer@chsn.org.au](mailto:volunteer@chsn.org.au)





## Report for Cooloola Human Services Network Annual General Meeting

April 2020

P.O. Box 1535  
Gympie  
Queensland 4570

Mobile: 0439 533 865  
Email: [info@aacgympie.org.au](mailto:info@aacgympie.org.au)  
[www.aacgympie.org.au](http://www.aacgympie.org.au)

### Access Advisory Committee – Gympie Region

The Access Advisory Committee – Gympie Region's vision is:

*'A community that is universally accessible and accepting of all its members.'*

The Committee continued to progress this vision throughout 2019 by:

- promoting the importance of access issues within the Gympie Region.
- providing an independent forum for discussing and investigating issues related to access and inclusion for all members of the Gympie Region.
- encouraging strong community involvement in identifying and resolving access related issues.
- making recommendations to Gympie Regional Council, business and community agencies on how best to improve access within the Shire for all members of the community, in order to enable better planning of new facilities, and develop appropriate modifications to existing facilities.

Highlights for 2019 included:

- Gympie Regional Council:
  - Conducted a site audit of Kilkivan Equestrian Centre together with Council staff.
  - Provided advice on improving the experience of festivals and cultural events across the region as a member of the Arts and Cultural Reference group and input into enhancing accessibility in Council's Arts and Cultural Plan.
  - Provided advice on effectiveness of hearing loop in Heritage Theatre
  - Provided advice on CBD revitalisation strategy and town centre urban design projects as a member of Council's Gympie Town Centre Community Reference Group.
  - Conducted site audit of Youth Precinct & Regional Play Space together with Council staff.
  - Provided advice on improving accessibility at Tin Can Bay pool.
  - Provided feedback on location and prioritisation of new footpaths across the region.
  - Provided information on need for accessibility upgrades for public toilets across the region.
  - Reviewed Our Towns accessibility upgrades at Goomeri, Kilkivan, Amamoor, Gunalda, Tin Can Bay, Imbil and Rainbow Beach.
  - Lobbied for access improvements to Kandanga War Memorial.
  - Lobbied for signage to be installed at All Abilities Playground recognising the contributions of community groups to the building of the playground.
  - Lobbied for development of an updated list of accessible public toilets throughout the region.
  - Requested improvements to content and accessibility of Council's website.
  - Provided advice on accessibility upgrades need at Civic Centre.
  - Conducted site visit to review accessibility of River Walk.

- Provided submissions to Gympie Regional Council on Development Applications referred by Council as a Third Party Advice Agency, advising of relevant conditions for development approvals in the area of access for people with a disability.
- The Committee also conducted many site visits, access audit and provided free audit reports to a range of businesses to encourage them to incorporate accessible design features.
- Provided advice to Rattler Railway Company on how to ensure a fully wheelchair accessible carriage as part of the Rattler experience.
- Provided advice on accessibility requirements to builder at Victory College Equestrian Centre.
- Provided ongoing advice to Gympie Show Society on improving the accessibility of the Gympie Show.
- Continued lobbying efforts to Queensland Minister for Transport to provide a wheelchair accessible Queensland Rail bus to Gympie North Station.
- Provided advice to Woodworkers Group on access improvements.
- Provided letter of support to Cooloola Coast Revitalisation Project.

I wish to thank all our volunteer members who made great personal contributions to the work of the Committee throughout the year. Without their tireless contributions, none of our important work would be possible.

We also continue to strengthen our working relationships with key staff within Gympie Regional Council. This greatly assists the Committee's work within our community and our expertise in providing advice to Council on creating and sustaining an inclusive, accessible community is highly valued by Council.

In addition, I would like to acknowledge the support of Cooloola Human Services Network as our auspicing organisation, Councillor Dan Stewart and Gympie Regional Council staff.

Roxanne MacGregor  
 Chairperson  
 Access Advisory Committee – Gympie Region  
 PO Box 1535  
 Gympie Qld 4570  
 Ph: 0439 533 865  
[info@aacgympie.org.au](mailto:info@aacgympie.org.au)  
[www.aacgympie.org.au](http://www.aacgympie.org.au)





## Community Futures Project

The Community Futures Project is an inclusive art group for emerging artists who share a common interest in artistic expression and who wish to develop their skills further. It caters for diversity and offers a welcoming, accessible environment for art students in the Gympie Region. The project enhances the development of local artists and benefits the local community through the encouragement, realisation and exhibition of local talent. It is entirely self-funded through tuition fees and fundraising efforts. Since 2012 the group has been housed at Gympie Regional Gallery, with thanks to Gallery Director Joolie Gibbs.

2019 was an exciting year for everyone as the Community Futures Project celebrated their 10th birthday.

The first half of the year had the group focused on creating artwork for their first major exhibition as a group. With passion, dedication, and a determination to reach a broader audience showcasing their talent and ability.

Curator, former Gympie woman Cathy Condon who currently lives and works as an artist in New York, continues her long-time involvement with the group. With the support of the Gympie Regional Gallery's technology, remote viewing sessions occurred on a weekly basis where progress is tracked allowing individual discussion.

**The REACH exhibition marked a celebration of over 10 years of creative expression.**

The exhibition ran from 26 June-18 July with more than one thousand people viewing the artwork in that time. Officially opened by guest speaker, author and artist Peter Rowe, and Cr Dan Stewart, over one hundred and fifty people attended on the day. Fourteen pieces of artwork were sold during the exhibition with several more being sold and commissioned afterwards.

The Exhibition catered for an increasing audience appetite for diverse perspectives in art, as well as providing an opportunity for the broader community to connect and engage with a remarkable group of artists.

An invitation was extended to services and organisations to attend a special event to meet, celebrate, connect, and engage with a remarkable group of artists. Guest also had the opportunity to work with the artists to create their own piece of artwork to take home.

The exhibition was made possible with the help of Gympie Regional Gallery, and a grant from Regional Arts Development Fund (RADF)

The group continue to make beautiful Christmas cards, key rings, notebooks, and bookmarks that are sold in a variety of organisations and businesses as a fundraiser in the lead up to Christmas.

Two inclusive Christmas craft sessions for anyone with or without a disability were held in December Both sessions were well attended and requested again for next year.

The classes continue to be extremely popular, with continually high attendance and fully booked. Students have learned a variety of skills and several have advanced through the classes and moved onto other community activities. We are now on Facebook and sharing some of what we are doing.

I would like to thank the many people who have assisted this project to grow and evolve into a highly valued contribution to the art scene in Gympie:

- Volunteers Deirdre, Cynthia, Loretta, Barb, and Di
- Those who donated items and materials
- Gympie Regional Gallery staff
- The Community Futures Project Committee
- Cooloola Human Services Network

Roxanne MacGregor

**On behalf of Community Futures Project Committee**

## Connecting the Community Event



The purpose of the Connecting the Community Event is:

- Showcasing and including groups, clubs and businesses in our community.
- Focusing on physical and mental activity, involvement, fun, learning, sharing and joining in for all age groups.

Following the first successful event in early 2018 I decided to hold another. This time a Community Assistance grant was accessed and approved through Gympie Regional Council to support another event in March 2019 to be held at the Pavilion. The grant required an auspicing group to manage the funds and Council suggested Cooloola Human Service Network (CHSN).

Auspicing was a completely new process for me and involved a very big learning curve. The lovely people on the management committee of CHSN worked through the administration and financial aspects of the grant with me devising a workable system. I certainly thank everyone from CHSN for their support and patience.

My heartfelt appreciation to the Gympie Regional Council for the grant and supporting me to bring such a wonderful community event to fruition.

I look forward to reporting on its success.

Kind regards

Di Woodstock

## Acknowledgements

CHSN would like to acknowledge and offer our sincere thanks to the following individuals and organisations.

- Carley O'Donnell for all your efforts in growing the success of the GRVC.
- PHN for their ongoing support of CHSN and GRVC.
- Gympie Regional Council, in particular Youth and Community Development for their ongoing support of CHSN.
- To all those service representatives and individuals who have attended CHSN network meetings and presented information throughout the year.
- And finally, to all CHSN member organisations and individuals, because collectively we are making a huge difference.