



HUB
Community
Projects



2020

Annual Report

MAKE A *Difference*

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HUB Community Projects acknowledges the Traditional Custodians of the lands on which we meet and work. We value the rich culture, languages, and wisdom of First Nations peoples. We pay our respects to Elders past and present.

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About HUB Community Projects

HUB Community Projects Inc. (HUB) is a not-for-profit organisation committed to promoting a society where all people are valued and supported. We provide access to justice and create opportunities for people to connect and participate in community life.

Our services include legal support through HUB Community Legal and community activities through HUB Neighbourhood Centre. We're open to all members of the community but focus our efforts where we can have the greatest impact.

Working flexibly across Inala and the southwestern suburbs of Brisbane, we offer a blend of supports through our neighbourhood centre and legal services working together with other services in a welcoming space at the Inala Community Centre.



How We Got Here

Established in 1986 as the Community of Inala Legal Service (COILS), we rebranded as South West Brisbane Community Legal Centre in 2001. Following a 2015 merger with HUB Neighbourhood Centre, we adopted the name HUB Community Projects Inc.

For almost 40 years, HUB Community Legal has provided legal help to people across southwest Brisbane and beyond – supporting people experiencing financial hardship, discrimination, domestic and family violence, and other barriers to accessing justice. Through legal advice, representation, law reform, and community education, we work to create fairer outcomes for all.

HUB Neighbourhood Centre has also been a part of the community for nearly 40 years, fostering support, connection, and community involvement through grassroots programs and volunteering.

As managers of the Inala Community Centre, we work alongside other services to meet the diverse needs of our community. Guided by our strategic plan, we work to deepen community engagement, strengthen partnerships, and remain committed to assisting those experiencing disadvantage, thanks to the dedication of our staff and volunteers.

Our Values

Ethical - We are committed to ethical practice, accountability, and professionalism.

Respectful - We respect people for their diverse backgrounds, experiences, approaches and ideas.

Inclusive - We encourage, empower, and support community participation.

Collaborative - We work in partnership with people and other organisations to benefit the community.

Our Strategic Plan

The long-term strategic goals developed by our staff and Management Committee to guide our work are:

- ▶ Provide quality, prioritised, and accessible legal and community services
- ▶ Increase community participation and access to justice
- ▶ Support an effective team and good governance
- ▶ Amplify impact through strong connections with community and key partners.



President's Report

2025 has been another busy year of growth for HUB Community Projects. I am honoured to be the President of a high functioning and highly capable Management Committee. I am grateful to each of my committee colleagues for bringing the maturity, wisdom and breadth of skills that they do to the Committee. The Management Committee members care about the organisation, its staff, the quality of our justice and community services, and the communities we serve. This year, we have continued our focus on good governance and strengthening the organisation's policies that provide the scaffolding for the way we work.

The Management Committee contributes to a rolling review of the organisation's policies and practices that ensure that we meet the standards of excellence that are expected by our accreditors and our communities and clients. Through our roles on the Management Committee, we have the privilege of working with the outstanding staff at HUB under the leadership and guidance of HUB's Director, Alison O'Quinn. We have a

stable staff and continue to attract high quality new staff, due to the reputation of HUB as a responsive, inclusive organisation delivering quality services in the southwest.

HUB has applied the Government's workforce uplift funding to strengthen the quality of our community legal services, and we are mindful of our responsibility to the community to use all our funding diligently.

We are grateful to our funders and supporters, particularly the staff and volunteers who continue to invest in the many services of the HUB. Their support helps us to maintain high quality and responsive services that sees new community members coming to HUB and many residents and clients coming back.

We continue to feel the loss of our beloved Past President Rangi Ross. The Rangi Ross Hall is a special place for us.

Laurel Johnson
President

Tribute to Rangi Ross

28 October 1930 -
18 January 2025

This year marked the passing of HUB's long-standing past President and community stalwart, Rangi Ross.

Rangi served as President of HUB's Management Committee for over 20 years and steered the organisation through many changes, keeping abreast of new ways of working, especially during COVID. His impact extended well beyond his role at HUB. He was a fierce advocate for the Inala community, HUB, and its staff.

In January, we joined his family to celebrate his life at HUB's aptly named Rangi Ross Community Hall.



Management Committee



Laurel Johnson – President

Laurel is a local Inala resident, busy parent and active community member. Laurel is an award-winning urban and social planner and a Senior Research Fellow at the University of Queensland's

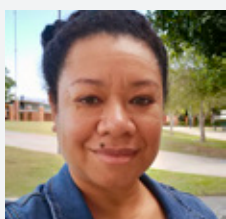
Institute for Social Science Research. Dedicated to creating fair and equitable cities, her research explores transport disadvantage, housing, social infrastructure strategy, and social planning. Laurel has been a member of the committee since 2018.



Kathy Reeves - Vice President

Kathy is a Senior Lecturer in Law at the University of Southern Queensland, specialising in family law, child protection, and domestic violence. Kathy holds a Bachelor of

Commerce (Business Law), a Juris Doctor, and a PhD from the University of Southern Queensland. Widely published and an international presenter, Kathy has received multiple awards for excellence in teaching, community engagement, and law, including the 2025 Lawyer's Weekly Australian Law Academic of the Year. Kathy has been a member of the committee since 2019.



Neiewa Taumayauna – Secretary

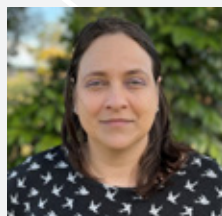
Neiewa brings extensive experience in administration and in working with the Australian Government's economic programs in the South Western Pacific. She

is passionate about sharing the knowledge of migrant Indigenous cultures, particularly around community building and environmental stewardship. Neiewa works for Partnerships for Local Action and Community Empowerment and is a dedicated local resident and active community member in Inala.



Megan Pearce – Treasurer

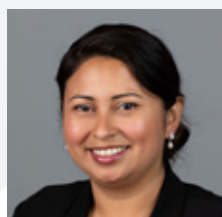
Megan has a strong background in not-for-profit management and currently serves as the Chief Operating Officer at Queensland Advocacy for Inclusion. She has been HUB's Treasurer since 2019.



Charo Weldon - Member

Charo is a proud Larrakia woman and a practicing lawyer specialising in Discrimination, Human Rights, and Consumer Protection. She previously worked with the Aboriginal and

Torres Strait Islander Legal Service (ATSILS) and Legal Aid Queensland (LAQ), where she gained extensive experience in these areas. Currently, Charo serves as an Associate and Diversity & Inclusion Advisor within Wotton Kearney's Pro Bono team. As a local resident, she has contributed her expertise as a member of HUB's Management Committee since 2021.



Nayda Hernandez – Member

Nayda is dedicated to making a positive impact in her community through both volunteer and professional work, with a particular interest in youth support, mental

health, women's empowerment, cultural inclusion, and domestic violence outreach. Having migrated from El Salvador due to civil war, she understands firsthand the transformative power of local community organisations. Nayda holds a Bachelor of Business Management and currently works in local government as a Councillor's advisor. She has been a member of HUB's Management Committee since 2018.



Radhika Hari – Member

Radhika is an experienced social worker with Services Australia. She is a local resident and brings extensive organisational knowledge, having been a committed member of HUB's

Management Committee for over 20 years.



Director's Report

It is my privilege to present this year's annual report for HUB Community Projects. This has been a year of impact and resilience as we work to strengthen access to justice and build community connection for people facing disadvantage.

HUB operates in a sector marked by growing demand and persistent workforce challenges. Against this backdrop, our community legal and neighbourhood centre programs have responded with innovation, commitment, and care. In our legal centre, 2,931 people received legal advice or representation, often at moments of great need. In the Neighbourhood Centre, more than 9,000 visits were recorded, reflecting the trust our community places in us as a safe, welcoming space.

The quality of our work is reflected in the voices of our clients and participants. In the May survey, 93% of legal clients said they would recommend HUB and 91% expressed confidence in our team's ability to help. In the Neighbourhood Centre, every respondent said they would recommend our programs, with many highlighting the sense of welcome and inclusion.

This year, we invested in building stronger, more sustainable services.

In our Neighbourhood Centre, our community development team worked alongside volunteers to turn

community-driven ideas into action. They also distributed \$10,000 in emergency relief to support people through the cost-of-living crisis and Ex-Tropical Cyclone Alfred recovery. The community garden continued to thrive as a hub for connection, with its produce used in weekly shared meals. Two-year State Government funding was secured for a Social Prescribing for Families trial, co-designed with the community to address isolation and loneliness.

In our legal centre, we broadened access to legal help through a trial evening walk-in clinic and new community legal education workshops. Our Youth Lawyers continued to champion fair treatment of young people amid significant legislative change, and we reviewed our triage system to ensure the most vulnerable receive priority support. After years of underfunding that created workforce instability, a funding uplift allowed us to provide fairer remuneration and invest in staff training and wellbeing initiatives to support staff with the complex and emotionally challenging content of our work. These investments have strengthened our team's capacity and enhanced the experience of clients who turn to us for help.

Behind the numbers are stories that bring this impact to life. From a young mother able to secure her family's housing through timely legal support, to community members who have improved their health and sense of belonging through volunteering and participating in group activities, HUB continues to be a place where lives are changed in tangible ways.

This work is only possible because of our people. Our staff bring energy, skill, and compassion every day to support vulnerable members of our community through difficult challenges. Our volunteers are integral, with their generosity and professionalism reflecting HUB's values in action. Together, volunteer lawyers and law students contributed more than 4,000 hours to extend legal help to those in need. In the Neighbourhood Centre, volunteers foster connection by welcoming visitors and sharing their skills in the spirit of community. I thank our Management Committee, volunteers themselves, for their stewardship and insight, which keep HUB accountable, resilient, and forward-looking.

As we look ahead, our focus will be on investing in the systems needed to support a resilient, sustainable organisation that enables our team to do their best work. The commencement of the new National Access to Justice Partnership provides a five-year funding framework for our legal centre that will allow HUB to plan with confidence and deliver essential services to those most in need.

I am proud of the resilience, adaptability, and collaboration that lie at the heart of HUB Community Projects. Together with our community, partners, and funders, we will continue to advocate for those facing barriers to justice and belonging, driving lasting change.

Alison O'Quinn
Director



Staff

Alison O'Quinn, Director

Business Services

Michael Haenell,

Finance & Operations Manager

Cecilia Miranda, Business Services Officer

HUB Community Legal

Carolyn Juratowitch, Principal Lawyer

Boba Djordjevic, Senior Lawyer

Jim Gibney, Senior Lawyer

Thana Ramanujam, Senior Lawyer

Noel Reeves, Senior Lawyer

Jessie Singh, Senior Lawyer

Magda Dzienis, Lawyer

Osharni Goonewardene, Lawyer

Daniel Grbavac, Lawyer

Daisy Leadbetter, Lawyer

William Teao, Lawyer

Ashley Greenwood, Paralegal (part-year)

Sheridan Wilson, Lawyer & Legal Admin Lead

Ursula Bertrand, Administration

Dhuva Ravi, Administration

Helen Situlia, Administration

HUB Neighbourhood Centre

Charlotte Dirou, Neighbourhood Centre Manager

Prue Allen, Neighbourhood

Centre Manager (part-year)

Nerida Leighton, Community

Development Worker

Alyce Brightmore, Community

Development Worker (part-year)

Carinjoy Generoso, Link Worker



“We work collaboratively
and HUB’s lawyers are
great at supporting our
young people with their
legal matters.”

– community partner

HUB Community Legal Report

HUB Community Legal (HUB) helps people in greater Brisbane and beyond achieve fair legal outcomes and lead safer, more secure lives. We provide legal help to those who are often excluded from the justice system—particularly people who are ineligible for Legal Aid, unable to afford private legal services, or unable to access their legal rights and options.

Our work empowers people facing complex challenges such as poverty, disability, mental illness, discrimination, domestic and family violence, and

homelessness to navigate the legal system, protect their rights, and build a better future.

HUB’s Approach to Legal Assistance

As a generalist community legal centre, HUB addresses the intersecting legal needs of our clients through flexible, timely, and tailored support. Our staff and volunteer lawyers deliver help in many forms—legal information, referrals, one-off advice, court representation, and intensive casework—across a range of accessible service modes. People can meet with us face-to-face, by phone, after hours, or in youth-friendly spaces, and our lawyers regularly provide outreach at trusted community locations such as Goodna Neighbourhood House, Camira-Springfield Community

Centre, Family and Community Place Yarrabilba, The Buzz at Yarrabilba, Relationships Australia’s Ipswich Family Relationship Centre, and Inspire Youth and Family Services.

With more than 35 years in the community, HUB combines deep local knowledge, trusted referral pathways, and a strong presence that fosters engagement, often through word-of-mouth. Our diverse staff and volunteers support the delivery of culturally appropriate services, while our multi-disciplinary legal team can respond to multiple legal needs within one service. This integrated, place-based approach ensures people receive the right level of help—whether information, advice, or intensive support—when and where they need it.

HUB's Impact

7855

Total legal services

3059

Legal information
and referrals

2931

People assisted
with legal
advice or legal
representation

3840

Legal activities, including
legal advice, legal tasks, &
legal representation

905

Duty lawyer services

About The People We Helped



HUB Community Legal Report

General Legal Assistance

Supported by both State and Commonwealth funding under the National Legal Assistance Partnership, we helped 2089 people with a wide variety of everyday legal problems.

Family Law

HUB provided guidance on sensitive matters such as parenting arrangements, separation and divorce, property and financial issues, and domestic and family violence matters.

Civil and Minor Criminal Law

HUB provided legal help for issues including wills and estates, credit, debt, and other financial problems, child protection, domestic and family violence matters, victims' compensation, traffic offences, consumer complaints, motor vehicle accidents (property damage), employment problems, discrimination and human rights issues.

Youth Legal Assistance

HUB's dedicated Youth Lawyers provided children and young people with legal information, advice, representation, and referrals to support services. Navigating the justice system can be especially overwhelming for young people, particularly when facing challenges like mental health issues, unstable housing, educational disengagement, domestic and family violence, or negative peer influences. HUB's flexible and tailored approach ensures that young clients receive the support they need to understand their rights, engage with the legal process, and work toward safer, more stable futures.

In 2024, Queensland passed the Making

Queensland Safer Act 2024, introducing sweeping changes to youth justice laws. These changes significantly altered how children are treated by the legal system. HUB's lawyers have remained across these developments to ensure our young clients receive informed legal advice and advocacy.

Our Youth Lawyers contributed to systemic advocacy, focusing on the impacts of these legislative changes on children and young people. We advocated for human rights-based, evidence-informed approaches that prioritise early intervention, support for at-risk children and families, and action on social issues such as poverty, homelessness, and systemic disadvantage. These approaches not only uphold the rights and dignity of young people but also lead to safer and more inclusive communities.

Community Legal Education

This year we delivered community legal education on a range of topics, including domestic and family violence, youth justice, consumer rights, and wills and estates. This gave people knowledge and tools to help them better understand their legal rights and responsibilities.

Law Reform Activities

Our lawyers were involved in the following law reform advocacy:

- Submission to the Queensland Parliament's Justice and Community Safety Committee in response to the Police Powers and Responsibilities (Making Jack's Law Permanent) and other Legislation Amendment Bill.
- Submission to the Queensland Parliament's Justice, Integrity and Community Safety Committee on the Making Queensland Safer (Adult Crime, Adult Time) Amendment Bill 2025.

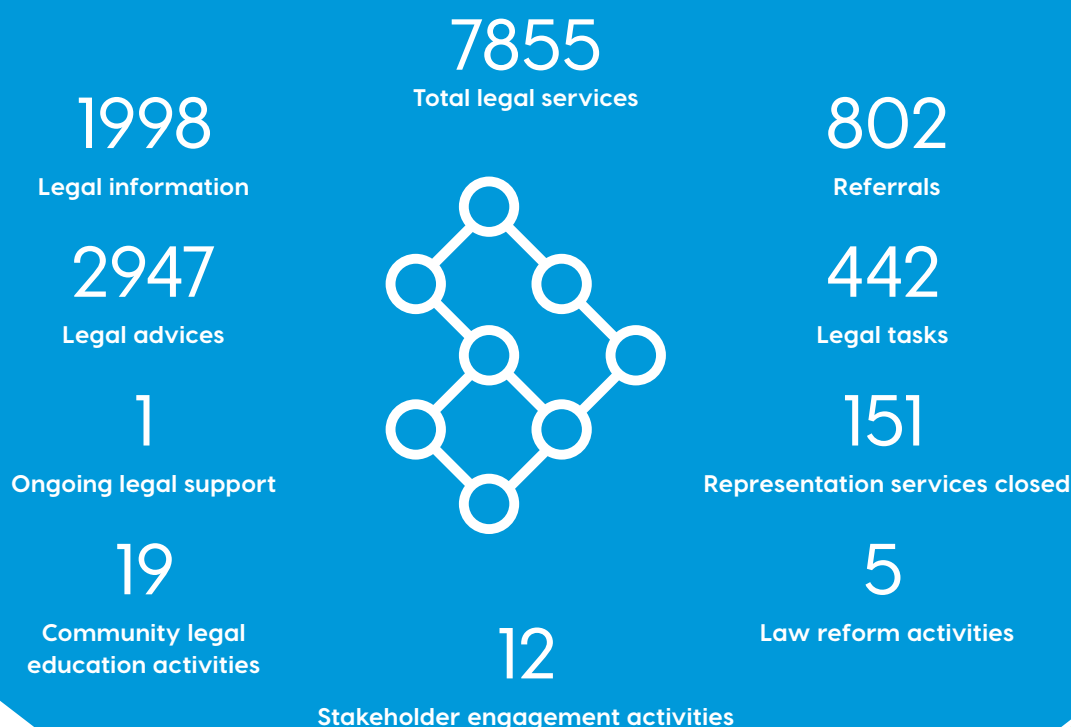
- Submission to the Education, Arts and Communities Committee on the Domestic and Family Violence Protection and Other Legislation Amendment Bill.
- Contributed to the Queensland Law Reform Commission's review of section 315A of the Criminal Code, providing input on the experiences of clients as perpetrators, victims, and witnesses of non-fatal strangulation in domestic settings, and related procedural rules and practices.
- Contributed to research consultation on the experiences of children and young people as perpetrators, victims, and witnesses of non-fatal strangulation.

Legal Advice Clinic at University of Southern Queensland

In partnership with the University's School of Law and Justice, we delivered a legal advice clinic that offered law students practical, hands-on experience working with a senior HUB lawyer. This initiative expanded our capacity to deliver services in Ipswich and fostered the next generation of community-minded lawyers.



General Legal Assistance Services



Flood Legal Assistance

With funding from the Commonwealth Government, HUB provided legal assistance to people affected by the 2022 floods in South East Queensland and Ex-Tropical Cyclone Alfred in 2025. We helped 115 people and delivered 321 legal services—including legal information, referrals, advice, representation, and community and stakeholder engagement.

Legal problems arising from disasters often emerge over time and can have lasting impacts, ranging from property damage and insurance disputes to financial hardship, job loss, family breakdown, and mental health challenges. Our assistance covered a wide range of legal problems, including insurance claims, consumer disputes, credit and debt issues, employment matters, neighbourhood conflict, and family law concerns. We also supported clients in navigating government disaster relief schemes, including grant applications and appeals.

To reach those most affected, we continued targeted outreach in flood-impacted areas including Ipswich,

Goodna, and Yarrabilba. This outreach was delivered in partnership with Goodna Neighbourhood House, the Family & Community Place Yarrabilba, the BUZZ Yarrabilba, as well as with community workers and disaster recovery programs.

Our lawyers contributed to sector-wide disaster and climate justice efforts, including:

- Participation in the Community Legal Centres Queensland Disaster & Climate Justice Exchange and the National Disaster Network
- Presentation at the 2025 Community Legal Centres Queensland State Conference
- Contribution to the QUT Centre for Justice briefing paper, "Queensland's Response to the 2021–22 Floods: Critical Reflections on the Resilient Homes Fund"
- Input into a University of Queensland

research project evaluating the Resilient Homes Fund, culminating in the publication of "Resilient Housing Policies: A Framework for Evaluation" (Natural Hazards Research Australia, January 2025)



115 people helped



321 legal services provided



HUB Community Legal Report

Legal Assistance for Queensland's Foster and Kinship Carers

Through our partnership with Queensland Foster and Kinship Care (QFKC), HUB provided legal assistance to support Queensland's foster and kinship carers. Our lawyers assisted carers facing legal issues arising from their role.

We helped 52 carers and delivered 82 legal services, including the provision of legal advice, representation, and complex casework.

We provided legal advice and representation in QCAT proceedings, carer certificate issues, child removal decisions, Blue Card matters, and section 113 applications under the Child Protection Act 1999 in the Childrens Court. We also provided resources and guidance to QFKC case workers.

We observed increasing demand for legal help among kinship carers, who often face greater barriers in navigating the child protection system. The growing complexity of child-related proceedings has made legal representation essential to ensure carers can participate fairly and effectively.

 **52 people helped**

 **82 legal services provided**

Duty Lawyer Services

Through a service agreement with Legal Aid Queensland, HUB provided:

- Domestic and Family Violence Duty Lawyer Services at Richlands, Beenleigh, and Ipswich Magistrates Courts
- Child Protection Duty Lawyer Services at the Brisbane and Ipswich Childrens Courts.

Early legal help makes a difference. HUB's duty lawyers help people understand their rights, prepare for court, and reduce delays by ensuring matters are handled efficiently. They also play a key role in connecting people with appropriate support services.

Our accredited domestic and family violence duty lawyers provide one-off legal help to people appearing in court for domestic violence protection orders. Assistance may include legal information and advice, referrals, negotiations, and representation. In addition to legal work, our lawyers connected people with non-legal support to help address their broader safety and wellbeing needs.

Our accredited child protection duty lawyers provided one-off legal help to people appearing in court for child protection matters. They provided legal information and advice, helped people understand their options and the court process, assisted with forms and Legal Aid applications, and referred people to support services where needed.



783 domestic & family violence duty lawyer services provided



122 child protection duty lawyer services provided

Mental Health Review Tribunal

Through a service agreement with Legal Aid Queensland, HUB's accredited lawyers provide legal representation services to patients appearing before the Mental Health Review Tribunal under the Mental Health Act 2016 (Qld). The Tribunal is an independent decision-making body responsible for reviewing people's involuntary treatment for mental illness.

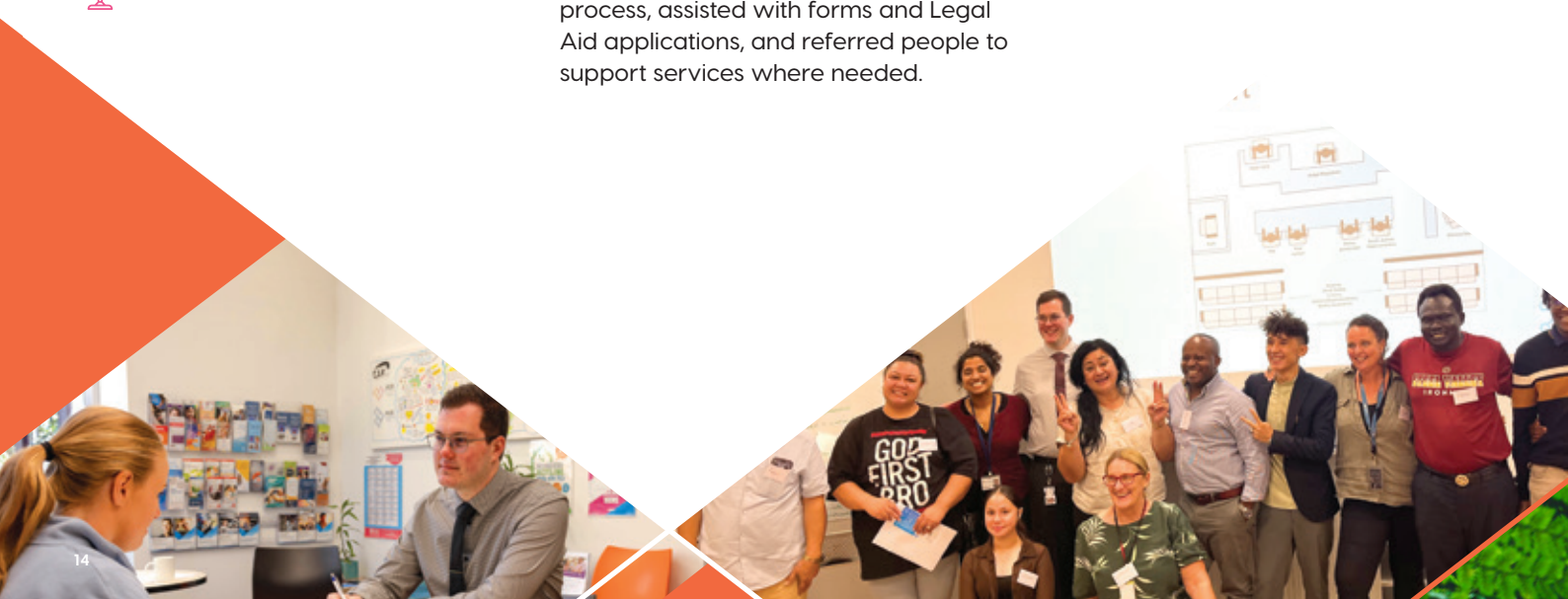
Through this work, HUB's lawyers helped some of Queensland's most vulnerable people and provided them with legal information, advice, and representation.



28 people helped



35 legal representation services provided



Volunteer and Pro Bono Support

Volunteers are essential to HUB, bringing diverse experience, skills, and perspectives that enrich our services and expand our reach. Their contributions help us connect more people to legal help and foster a culture of empathy, collaboration and community spirit.

Intake Team Volunteers

Our intake team volunteers, all law students, play an important role in responding to community enquiries. They manage high enquiry volumes by answering calls, collecting intake information, triaging requests, and making referrals. This support eases pressure on our small admin team and ensures clients are connected to the right services as efficiently as possible.

Practical Legal Training (PLT) Students

PLT students provide legal and paralegal support, working closely with HUB lawyers on client matters. Their placements offer meaningful, hands-on legal experience and exposure to social justice principles. Many build strong professional relationships with our team, with several inviting their HUB mentors to move their admission to the profession and continuing their involvement with HUB as volunteers.

"Volunteering is a great opportunity to get hands on experience"

- volunteer law student

Volunteer Lawyers

Volunteer lawyers are a valued part of HUB's legal team. Their generosity allows us to reach more people with timely legal assistance. Each week, they provide advice through our evening legal clinic, extending access to legal help beyond business hours. Their contribution also strengthens HUB's connections across the legal profession and supports a more just and accessible legal system.

Pro Bono Contributions

We are grateful to Clayton Utz and Allens for the pro bono support they provided on both client and governance matters this year.

"I'm proud to volunteer and contribute to supporting the community, especially people experiencing domestic and family violence"

- volunteer law student



38 volunteer intake team members contributed over 3000 volunteer hours responding to community enquiries



22 volunteer lawyers contributed over 1000 volunteer hours to provide legal assistance to our clients



5 law students from the UQ Pro Bono Centre conducted our client survey



2 practical legal placement students worked with our lawyers on client matters

Legal Problems We Helped With

27%

Family Law (top issues: parenting arrangements, domestic and family violence, family law property, separation & divorce)

10%

Criminal Law (top issues: traffic & vehicle offences, motor vehicle property damage, acts intended to cause injury, offences against government procedures/government security/government operations)

63%

Civil Law (top issues: domestic violence protection orders, child protection, wills & estates, credit/debt/financial problems)



"Would absolutely recommend this service to anyone needing any assistance and support."

David's Story

When David*, an elderly pensioner living alone, took in his adult child who had become homeless, his act of compassion sadly led to harm.

His child became verbally, physically, and emotionally abusive, refused to leave when asked, and began taking money from David's modest savings. The situation left David fearful, isolated, and unsure where to turn.

Referred to us by the police, David came to HUB Community Legal seeking protection and support. Our lawyer listened to his story, explained his rights, and helped him apply for a Protection Order. Thanks to HUB's compassionate, community-based approach, David accessed free legal help close to home, at his own pace and in a supportive environment.

With HUB's assistance, David successfully obtained a Protection Order, requiring his adult child to leave his home. Legal assistance gave him the tools and confidence to assert his rights, restoring his safety, dignity and independence.

* name changed to protect privacy



"The lawyer was so helpful, detailed and patient with my questions which made me confident about my decisions."

Carol's Story

When Carol's* husband died suddenly, her world was turned upside down. A mother of young children, she was left without any financial support and was not eligible for Centrelink. As a renter, she faced the very real risk of losing her home.

Although her husband had superannuation death benefits, the fund refused to release the money to anyone other than the executor of his estate. But her husband did not have a will, leaving Carol in a complex legal situation she couldn't resolve alone.

HUB's lawyer provided step-by-step support. The lawyer helped Carol prepare and lodge an application to the Supreme Court for a Grant of Letters of Administration and guided her through the process of working with the superannuation fund.

With HUB's assistance, Carol received more than \$100,000 in superannuation death benefits which gave her the financial stability to keep her family housed and supported during a devastating time.

** name changed to protect privacy*

Feedback From Our Clients

In May 2025, we asked all our clients about their experiences with our legal services.

94% said HUB Community Legal staff listened to their legal problem in a friendly and respectful manner

93% said they would recommend HUB Community Legal to other people

91% said they felt confident in the ability of the legal centre staff to assist them

91% said HUB Community Legal staff helped them understand how to deal with their legal problem and provided them with options.



HUB Neighbourhood Centre

9500+

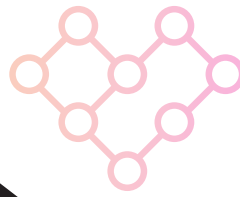
Number of visits to our centre

668

Number of times we linked people to support

4858

Number of times we welcomed people to a social activity, group or event



HUB Neighbourhood Centre Report

HUB Neighbourhood Centre is a place where people of all ages and backgrounds come together to connect, belong, and find support. As a safe, inclusive community hub, it strengthens social connection, fosters local leadership, and ensures responses are shaped by the community.

People told us they come to the Neighbourhood Centre and recommend it to others to:



Meet new people, make friends



Spend time with others



Improve health and wellbeing

Linking People with Formal and Informal Support

Throughout the year, people turned to us for help with a wide range of challenges. We responded by providing information, connected them to services, and gave practical support to help them navigate these issues.

- We built stronger referral pathways by connecting with other service providers to deepen our understanding of supports available for common issues such as immigration, citizenship, housing, and financial resilience. This helped us

create tailored resources and provide more effective assistance.

- When Ex-Tropical Cyclone Alfred struck, HUB opened as soon as it was safe to do so and provided access to power, internet, computers, tea and coffee, and information and referral services. We also helped people connect with emergency support resources.
- We distributed \$10,000 in emergency relief payments to people experiencing financial hardship.
- We hosted the Australian Taxation Office's (ATO) Tax Help Program, enabling people on low incomes to complete their tax returns for free with the support of an ATO-trained volunteer.
- We assisted people to complete paper and electronic forms, a small but important step in making government and community services more accessible.

Creating Social Connections and Inclusion

Many people come to HUB seeking social connection. We create welcoming opportunities where community members can meet, share interests, build friendships, and feel part of a supportive network.

This year, HUB supported social connection and inclusion through:

- Weekly activities: Tai chi, guitar and ukulele groups, English classes, multicultural women's group, yoga, dance, the community garden, playgroups and community education sessions offered consistent opportunities to participate and meet others.
- Welcoming spaces: New outdoor seating encouraged participants to stay after classes and share tea or coffee. This has sparked new friendships and a greater sense of belonging.
- Community events: To bring people together, we celebrated the completion of our garden project with a free community BBQ and in December hosted the Inala Elders Christmas Market.
- Volunteer celebration: Our annual event recognised the invaluable contributions of our volunteers and gave them the chance to connect with each other and HUB staff in a relaxed setting.



Thanks to Our Volunteers

We extend a heartfelt thank you to our Neighbourhood Centre volunteers who share their skills, time and kindness with the community each week. From leading weekly activities, nurturing our gardens, to welcoming visitors at reception, our volunteers go above and beyond to support our community. More than 30 people volunteered in our Neighbourhood Centre throughout the year.





**"Great place to
come and a good
sense of
belonging."**

- group member

Integrating Local Community Action

We supported community-led initiatives, guided by feedback from our Annual Participant Survey and conversations with community members. These initiatives reflect local priorities and the strength of grassroots leadership.

The community garden thrived throughout the year, with members taking ownership of planning, organisation, and care of the space. Weekly gatherings brought new and returning participants together and produce from the garden is used in our weekly Women's Group lunch. The garden is an example of community-led action in practice.

The ukulele and guitar groups also demonstrated the power of community initiative. Largely self-organised, members share skills, support newcomers, and sustain the groups through peer-to-peer teaching and encouragement. Their performance at the Darra Festival was a highlight of the year—showcasing local talent, celebrating creativity, and building pride and connection within the community.

Social Prescribing Initiative

This year, HUB was selected as one of ten neighbourhood centres across Queensland, to deliver the

Putting Queensland Kids First – Social Prescribing Trial, a State Government initiative responding to the 2021 Parliamentary Inquiry into Social Isolation and Loneliness. The inquiry highlighted social prescribing as an effective, non-clinical approach to preventing the physical and mental health impacts of isolation and loneliness. Rather than treating symptoms, it tackles the root causes of poor social connection and health inequalities.

HUB employed a Social Prescribing Link Worker to support local families to improve their wellbeing through stronger community and social connections. A key focus is engaging families experiencing social isolation, with the Link Worker acting as a bridge between primary health services and the wider community. Families receive personalised support from the Link Worker, including co-designed action plans. Activities are tailored to their interests and accessibility needs—ranging from book clubs and gardening groups to homework clubs, sports, or volunteering. A small fund is available to reduce families' barriers to participation in community activities.

To shape the program, HUB hosted a co-design workshop with stakeholders and community members. Insights from this process informed a partnership with Inala Primary Care, a local medical

clinic, where the Link Worker is now regularly based to accept referrals directly from the medical team. Families can also self-refer or be referred by other community services. To measure the impact of the trial, HUB is collecting data and evaluating outcomes.

In response to an identified gap in after-school programs, HUB launched 'Family Fun', a weekly group where children and caregivers connect through arts, crafts, games, and storytelling. Supported by volunteers, the sessions create a friendly and engaging environment for families to bond and build social networks.

Looking Ahead

Our team ended the year by connecting with the wider community through several local events, such as the Inala NAIDOC Family Fun Day, Kummara's Family Fun Day, and the Inala Multicultural Festival. These were valuable opportunities to listen and engage with the community.

We are excited to have been selected again as a Brisbane Festival partner for September 2025 and look forward to hosting a series of inclusive dance workshops in the last half of 2025. These workshops will bring the energy and creativity of the Brisbane Festival into our neighbourhood, offering residents a chance to explore the arts through movement and dance.



**"I love the positivity
of a diverse group
who are always
eager to learn
something new and
have fun."**

- group member

Friendships Made in Women's Group

At a time when many women are balancing caring responsibilities and may feel isolated, HUB's Women's Group provides a weekly opportunity to connect, learn, and share in a supportive space.

The group has been a highlight at HUB Neighbourhood Centre for many years, with the rhythm of weekly meetings allowing friendships to form and flourish. Through shared activities and conversations, women build trust, confidence, and a strong sense of belonging.

Jenny and Felicity already knew each other before attending, but the Women's Group soon became a treasured part of their weekly routine. Felicity, a proud grandmother, enjoyed the sessions so much she rearranged her babysitting schedule to ensure she could attend every week. At the group they met Kym, and the three quickly formed a close friendship that now extends beyond the sessions. They meet for lunch, keep in regular contact, and support one another when needed.

**"Being away from
friends and family
makes me lonely, but
in Women's Group I
connect, make friends,
and exchange numbers."**

- group member



**"Such positive
and happy
connecting,
learning, and
making music
together."**

- group member



Marita – Reception Volunteer

Marita wanted to use her administration and community service experience to contribute in a meaningful way. She joined HUB as a reception volunteer and has quickly become a valued member of the team, warmly welcoming visitors and helping ensure the Centre runs smoothly.

“Volunteering with HUB was an easy decision. The invaluable service it provides to the community drew me in, especially the passion of its team in helping those in need. For me, it’s a chance to contribute while being part of this amazing group of people.”

Marita’s generosity and professionalism have made a real difference at HUB, strengthening the support we can offer to the community.

John - Community Garden Volunteer

John was first referred to HUB’s Tai Chi classes by his physiotherapist. Through these sessions, he connected with HUB staff and volunteers, who then introduced him to the Community Garden.

Having previously worked at the fruit and vegetable markets, John brought a wealth of knowledge and practical skills to the gardening group. What began as a new activity soon became a regular part of his weekly routine. He now shares his expertise freely, boosting others’ confidence in the garden. Many participants have benefited from his guidance—picking up tips and tricks while enjoying the shared sense of achievement that comes from tending the garden together.

For John, HUB’s Community Garden has been more than a place to volunteer. The physical activity has supported his health and recovery, while the friendships he has formed with other volunteers have strengthened his social connections. In turn, his skills and generosity have enriched the group, creating a thriving space of learning, wellbeing, and community.

“I enjoy gardening, it could be in my genes. If you love what you’re doing, it’s not a chore. I like coming here and being part of the community, talking together with other people about their lives.”

“We enjoy learning and experiencing new things together.”

- garden group member

Treasurer's Report



The audited financial statements confirm that HUB Community Projects Inc. remains in a sound financial position. In 2024–25, revenue increased to \$3.05 million, reflecting strong support from government and partners. Income was boosted by one-off grants, including workforce uplift funding, digital capacity funding for our HUB Community Legal program, and the first year of funding for our Neighbourhood Centre's Social Prescribing for Families trial. Steady income also continued from duty lawyer services, the Mental Health Review Tribunal program, and hall hire.

The year closed with an operating deficit of \$94,767, primarily due to higher staffing costs, a reinvestment of last year's surplus to strengthen service delivery, and end-of-year audit adjustments including for payroll and leave provisions. Nonetheless, HUB maintains strong liquidity, with current assets exceeding liabilities, and reserves remain at an adequate level to provide stability against unexpected funding or operational changes.

Looking ahead, HUB enters 2025–26 with stable funding, supported by the new five-year National Access to Justice Partnership. A near break-even budget has been approved, reflecting prudent financial management and ensuring HUB can continue delivering essential services while maintaining long-term sustainability.

On behalf of the Management Committee, I thank our staff and volunteers for their commitment, and my fellow Committee members for their prudent financial oversight.

Megan Pearce
Treasurer

Acknowledgements

We gratefully acknowledge our funders, community partners and supporters for working alongside us to build a just and inclusive community.

Our principal funders:

- Commonwealth Attorney-General's Department
- Queensland Department of Justice and Attorney-General
- Queensland Department of Families, Seniors, Disability Services and Child Safety

Our other financial, pro bono, or in-kind supporters this year:

- Allens
- Clayton Utz
- Brisbane City Council
- Inala Elders Aboriginal and Torres Strait Islander Corporation
- Legal Aid Queensland
- Lions Club of Inala
- University of Queensland Pro Bono Centre
- University of Southern Queensland School of Law and Justice

The State and National Peak Bodies that support the sectors we work in:

- Community Legal Centres Australia
- Community Legal Centres Queensland
- Neighbourhood Centres Queensland



Financial Report Summary

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2025

	2025 \$	2024 \$
REVENUE		
Revenue	3,031,748	2,102,349
Other income	17,537	55,866
EXPENSES		
Employee benefits expense	(2,716,967)	(1,723,856)
Depreciation and amortisation expense	(5,944)	(2,003)
Insurance	(9,694)	(9,824)
Motor vehicle and travel expenses	(21,364)	(33,728)
Property expenses	(89,959)	(85,432)
Staff training and development expenses	(88,116)	(37,595)
Audit, legal and consultancy fees	(29,598)	(8,416)
Client support services expense	(31,338)	(46,439)
Other operating costs	(151,072)	(100,747)
CURRENT YEAR SURPLUS BEFORE INCOME TAX	(94,767)	110,175
Income tax expense	-	-
Net current year surplus	(94,767)	110,175
Other comprehensive income	-	-
Total comprehensive income for the year	(94,767)	110,175
TOTAL COMPREHENSIVE INCOME ATTRIBUTABLE TO MEMBERS OF THE ENTITY	(94,767)	110,175

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2025

	2025 \$	2024 \$
ASSETS		
Current assets		
Cash on hand	242	293
Cash at bank	1,139,782	1,204,978
Debtors and prepayments	58,978	19,159
Total current assets	1,199,002	1,224,430
Fixed assets	49,472	15,757
Total fixed assets	49,472	15,757
TOTAL ASSETS	1,248,474	1,240,187
LIABILITIES		
Current liabilities		
Creditors and accruals	323,519	123,761
Employee provisions	208,705	166,964
Contract liability	254,939	393,384
Total current liabilities	787,163	684,110
TOTAL LIABILITIES	787,163	684,110
NET ASSETS	461,311	556,078
MEMBERS FUNDS		
Retained surplus	461,311	556,078
TOTAL MEMBERS FUNDS	461,311	556,078

You can request a copy of our complete audited financial report by emailing us at legal@hubcommunity.org.au

HUB Community Projects Inc.

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