



common  
ground

---

QUEENSLAND

ending homelessness

---

ANNUAL REPORT  
2020 - 2021

---

Purposeful Growth



# COMMON GROUND QUEENSLAND

## Vision

**Ending homelessness** a person at a time with the communities in which we operate.

## Mission

To **create supportive homes** through effective public, private and community partnerships that respond to people's needs and improve well-being and connectedness.

## Supportive housing principles

The Common Ground model of supportive housing is a proven and cost effective solution to ending homelessness. Supportive housing provides safe, affordable and stable housing that is intentionally linked to individualised support services that focus on tenancy sustainment. Supportive housing can be delivered in single site high or low density developments or scattered site housing.

Brisbane Common Ground is Queensland's first supportive housing initiative. It has been developed and delivered in line with a set of validated principles.

### DESIGN

A thoughtfully designed and well-maintained positive home environment that includes community spaces and opportunities for the wider community to participate. An asset for the whole community.

### PERMANENCY & AFFORDABILITY

Housing is permanent, affordable and self-contained.

### TENANCY MIX

There is a mix of tenants with a proportion having experienced homelessness and some who have not. This mix ensures a vibrant and diverse building community.

### SAFETY

A Concierge service is provided 24 hours a day, 7 days a week to ensure a welcoming yet controlled access to the building.

### SERVICES FOR TENANTS

An on-site support provider offers a holistic, tenancy-focused service to those who require support to remain housed.

### SOCIAL INCLUSION

Each element of supportive housing aims to create the greatest possible degree of empowerment and independence for individuals as well as a thriving community for tenants and neighbours.



## Content

Chair's report	4
CEO's report	6
Outcomes for 2020 - 2021 (BCG)	8
What our tenants said	9
A better home	10
Building strength and community	11
Supportive housing for families	12
Second chance	13
Community supportive housing	14
The asylum seeker journey	14
The end of the journey	15
Miss have-a-chat	16
Community connections	17
The Spirit of Christmas	18
CGO team	19
Board of Directors	20
Thank you	22
Supporter program	23
Special mention	



We acknowledge Aboriginal and Torres Strait Islander peoples as the Owners and Custodians of the land on which we work.

We recognise sovereignty was never ceded.



## Chair's report

---

The close of the 20/21 year marks the beginning of Common Ground Queensland's (CGQ) tenth year of service in the effort to end homelessness a person at a time.

While we will wait until the end of this tenth year to celebrate, time passed to date has delivered observations available for comment now without detracting from our later celebrations.

Significant among those is a palpable sense of ordinariness; not a dull or lackluster ordinariness, more that delicious sense of ordinariness that emerges when that which was formerly perceived as revolutionary and overly difficult becomes proven, doable and successful in everyday life. Time passed doing the innovation has shown us that while it is difficult, it is doable and it's worth it because it works. People who were among the rough sleeping homeless live long term with CGQ and by doing so render themselves no longer homeless. We and all those looking on should now move from thinking of this as new or special or overly risky; we now know this housing first supportive approach works so let's move it to ordinary. Time to move past pondering if more such services are a good idea and just get on with it. The northern CBD in Brisbane, say Fortitude

Valley, and the Gold Coast would be good places for next steps.

Another observation, which is perhaps an extension on the idea of ordinariness, is to notice the sense of community that has developed at CGQ. This could be perceived as a natural outcome of people living in the same building for a long time but it's more than that. Anecdotally, people live in multi-story apartment buildings for years without getting to know their neighbours. The feeling of living in community matters. Despite our cultural obsession with sentient individualism, that's not how people live nor how people learn to know they belong, that comes from being part of a community. The community that is emerging at CGQ is an outcome of the efforts of people – tenants, Micah Projects and Common Ground staff, our corporate and public sector partners – working to build community with an evident degree of success. The CGQ Board and I are grateful for their combined efforts.

Time passing with people living and working together means relationships and strong filial bonds form. Otherwise unremarkable people find micro remarkable ways of fitting in, contributing and making their presence felt. And of course as time passes there is



a likelihood of some of these relationships ending in death. When this happens at CGQ a resultant sadness descends which, while hard for people, is part of the ordinariness. When a person dies, even a formerly rough sleeping homeless person, and a filial bond is lost, sadness should result. Vale Anthony Maclot among others, and thanks for your contributions to the Common Ground community.

For this year past and all other years of our operations CGQ functions with the support of many. Our State Government partners in whose name we do what we do, Micah Projects who support tenants to help sustain their tenancies, our neighbours who help us and we them to hold together an inclusive neighbourhood, and our corporate partners – most notably HWL Ebsworth Lawyers, Deloitte and QPAC - who provide fund raising and pro bono services that would otherwise be unaffordable; all contribute to making CGQ possible. We thank you for your continuing service.

Of course, an exception to our unique attachment to ordinariness in this past year has been the escalated requirements that come from living with COVID. As the pandemic runs its course we remain grateful to be living where we do with the strong and resolute

leadership of our Queensland Premier and her state team. Our pandemic experience could have been very different if not for their unwavering resolve.

Thanks to our CGQ team most ably led by our CEO Sonya Keep and thanks to CGQ's tenants, both formerly homeless and affordable housing. What we do together is working in all its delicious ordinariness. We can look forward to celebrating more of this at the end of this tenth year of operations.

Peter Pearce

Chairman,  
Common Ground Queensland





# CEO's report

---

As we commence our 10th year of operations at Brisbane Common Ground we also celebrate another milestone; completing our first year of delivering the Supportive Housing for Families Project (SH4F). I am delighted to report that following our successful 12 month pilot of the SH4F program we have received a further four years funding from the State Government. We will now be able to continue providing safe and affordable housing to the 20 families, including the 40 children who are part of these families. In addition to stable housing and tenancy support, families will continue to benefit from engagement in the Parents as Teachers program being delivered by our support service partner Micah Projects. We have welcomed the results from the independent evaluation of the Pilot Project conducted by the University of Queensland. The positive outcomes highlighted in the report build on the encouraging feedback we gathered from tenants during our Strengthening New Tenancies survey and further enhance the evidence base for our work.

The SH4F Program has given CGQ the opportunity to establish and deliver supportive housing in a distributed housing model. This experience has further developed the expertise we have acquired through delivery of the Common Ground supportive housing model which is delivered in a single site. Providing supportive housing tenancy management to families who are dispersed in the community presented a new challenge for our team. We have adapted our expertise in working collaboratively with tenants, support services and the community to deliver and sustain safe and affordable housing to families. In addition, we have been able to leverage the investment in the skilled Concierge team working at Brisbane Common Ground to provide a 24/7 response line for families.

During the new financial year, the SH4F Project Board will continue to work on the development of the single site component of the model which will provide a more intensive supportive housing option for families similar to the Common Ground supportive housing model. This evidence based model has now been ending homelessness in Brisbane for a decade, in addition to 40 years of delivering outcomes internationally and we look forward to extending the same opportunity to families.

I am pleased to report that together with our tenants at Brisbane Common Ground we have managed to keep our building community safe and supported

during the ongoing response to the Covid threat. I would like to sincerely thank our tenants, Micah Projects and CGQ staff who have pulled together to face this challenge which continues to threaten our community. Over the next twelve months, in our tenth year, we hope to have the opportunity to celebrate as many of our tenants reach the milestone of a decade housed at Brisbane Common Ground

Our goal for purposeful growth of supportive housing was further achieved this year when we partnered with Community to house 29 men who are seeking asylum and at risk of homelessness. Thanks to the generosity of individual donors, the Asylum Seeker Resource Center, community volunteers and the support of the Department of Communities, Housing and Digital Economy, Community and CGQ have been able to offer some medium term housing and support to these 29 vulnerable men. With stable housing and support it is hoped that many of them will be able to access employment, remain in the housing and be able to successfully settle in Brisbane. This will of course depend on the determination of their visa status which is still uncertain.

CGQ were delighted to see the recently released Queensland Housing and Homelessness Action Plan 2021 – 2025 focusing future investment on delivering additional social housing and an integrated system where people can access housing with support according to their needs. Surging house prices and rents along with low rental vacancy rates are causing visible increases in the number of individuals and families who are at risk of homelessness. We look forward to working with the State Government and colleagues from the sector to ensure that all Queenslanders have a place to call home.

I would like to acknowledge and thank our dedicated board of volunteer Directors for their guidance and contribution during the year as we have worked together to purposely grow the supply of supportive housing for those we seek to serve.

Sonya Keep



CEO,

Common Ground Queensland

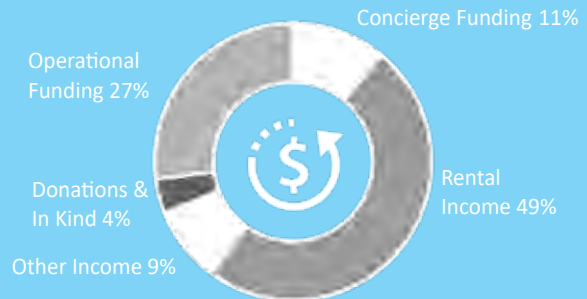


# Outcomes for 2020 - 2021 (BCG)

## KPI's

KPI	Target	20/21
Bad Debts target	<1.5%	0.15%
Rent Foregone	<4%	0.95%
Vacancy rate	</=0.83%	0.42%
Eviction rate	<7%	5.58%
Rent Arrears @ 30 June	<4%	0.21%

## Income



## Our Tenants as at 30 June 2021

49% female



51% male

53% formerly homeless tenants



47% affordable housing tenants

12+ month stay

Average length of stay

84% formerly homeless tenants



85% affordable housing tenants

59 months formerly homeless tenants



70 months affordable housing tenants

## Tenant Exits 2020 - 2021

25 exits



0

exits into homelessness

Average length of stay for exited tenants

26 months formerly homeless tenants

25 months affordable housing tenants

## Tenancies at risk

118 Formal responses to tenancies at risk

95% Positively resolved





# What our tenants said

This is a snapshot of the results from the Brisbane Common Ground tenant survey and the Supportive Housing for Families tenant survey in 2021.

## Brisbane Common Ground



**57%** of Brisbane Common Ground tenants who responded to the survey



**89%** said they feel comfortable/settled in their home



**83%** said Brisbane Common Ground feels like home



**87%** said they feel safe living at Brisbane Common Ground\*  
\*14% responded as sometimes feeling safe



**84%** said they were satisfied with the quality of maintenance provided



**83%** said they were satisfied with having a concierge service

## Supportive Housing for Families (SH4F)



**68%** of SH4F tenants responded to the survey



**100%** said they were satisfied with the property



**100%** said they were overall satisfied with the property and tenancy management service



**84%** said they were satisfied with neighbourhood safety



**61%** said they were satisfied with the maintenance provided & response times provided



**100%** said they were overall satisfied with the properties proximity to local services



## A better home

---

Kevin moved into Hope Street last year, in 2020. Since then he has found purpose in volunteering at the Union Office around the corner.

“I’ve been busy at the Union Office. I volunteer there. I help them set the rooms up for meetings or parties or events. I do a lot of volunteering. When they have to go help out on Election Day, when they have to vote, I am always giving out how to vote cards.”

In the short time that he has been volunteering there he says he has been able to make plenty of friends.

Outside of his volunteer work, Kevin says that he tries to look after himself. “I go to the QUT Gym.”

He also utilises the Five Good Friends program, provided through the NDIS program. “Five Good Friends take me out. They take me places where I cannot go and they do cleaning.” He finds this service particularly useful.

Kevin also has extensive family support. “My mum and my sisters. I have three sisters but I only talk to two. I

don’t get to talk to the other one because they live in Bundaberg.”

Much like Kevin does, his family live eventful lives. “They are very busy. The only time I go up [to see them] is around Christmas time, because sometimes my other sister has to work so much that I come up to look after the grandkids. My niece and nephew.” He enjoys looking after the kids and having the opportunity to visit his family.

He is very happy with where he is in life. Before he came to Common Ground his situation wasn’t ideal. “I was at a boarding house. It was not good. The caretaker kept coming into my room.” Here at Hope Street he has been able to find a quiet place to call his own.



## Building strength and community

---

The Brisbane Common Ground gym located in our backyard has reopened this year after being closed during the COVID19 lockdowns. In partnership with Micah Projects Limited (MPL) and the Inclusive Health and Wellness Hub, personal trainers, Ben and Luke, have been employed to support the tenants to utilise this great facility. They have been running regular group exercise classes and personal training, with classes available every weekday, along with a regular walking group. These classes are aimed at improving tenants' health and wellbeing and are designed for people of all levels of fitness as part of the supportive housing services provided by Micah Projects. The Inclusive Health and Wellness Hub (IHC) has also been using the gym space for one-on-one physiotherapy for their participants, including people who may not live at Brisbane Common Ground but will benefit from being able to use the space.

We have also welcomed back tenants who have been able to access health and wellbeing services through their NDIS package and are using the gym as a convenient space to work with their specialist trainers

to reach their personal goals.

With COVID19 and possible lockdowns an ever-present threat on the horizon, CGQ has been working hard with our partners to make sure that everyone who uses our facilities stays safe. We have been doing this by keeping a regular cleaning schedule, supplying cleaning products for any users of the gym facilities, and ensuring to enforce any lockdown and safety requirements. These precautions have meant that together we have been able to maintain programs to keep the BCG gym facility operational through the majority of 2021.



# Supportive housing for families

The Supportive Housing for Families pilot project was launched in July 2020 to provide long term stable and affordable housing, intensive tenancy management and specialised family support services to families who are facing multiple vulnerabilities including homelessness and intervention by the child protection system.

The project which is delivered in partnership by Common Ground Queensland and Micah Projects has been independently assessed by the University of Queensland. The key findings of this evaluation are presented below and a full copy of the *Keeping Families Together* report can be found on our website.

We are very grateful to the Queensland Government who funded the pilot project and have now extended funding for a further four years. We look forward to continuing to work with families to provide them with a place to call home and support them to flourish.

## Report Snapshot

PRIVATE RENTAL PROPERTIES  
HEAD LEASED THROUGH  
**COMMON GROUND  
QUEENSLAND**

SCATTERED  
SITE HOUSING

**Families who have:**

- Child under 5
- Low income
- Homelessness or at risk
- Engaged with child protection
- Social housing eligibility

HOUSING  
SUBSIDISED AT  
**25%**  
OF TENANT  
INCOME

FAMILY SERVICES  
PROVIDED THROUGH  
MICAH PROJECTS

LINKED  
SUPPORT

Parents as  
Teachers  
Program

### Housing Access

**Outcomes**

- 95% of families exited homelessness and maintained stable housing
- Parents reported housing provided security to them and their children

**Factors enabling success**

- Access to affordable and secure housing that was rapidly matched to needs of families
- Tenancy sustainment support

**Challenges**

- Rental market constraints
- Affordable housing pathways out of pilot

### Family Stability

**Outcomes**

- Increased feelings of safety and stability
- Increased confidence in ability to parent
- Increased participation in school and improvement in key developmental domains

**Factors enabling success**

- Flexible, tailored, and parent-led support
- Parents as teachers program
- Housing stability improved access to support

**Challenges**

- Extensive trauma histories and complex needs
- Support that is intensive not intrusive

### Child Protection

**Outcomes**

- Reduced interactions with Child Safety
- 31% of families with children in out-of-home care had children returned
- Program was a significant protective factor

**Factors enabling success**

- Housing, supports, open communication and practical resources
- Working with support that partnered with but separate to Child Safety

**Challenges**

- Managing expectations and receiving referrals



## Second chance

---

Stacey found Common Ground after fleeing from a domestic family violence situation, and being forced to live with her mother and two children in a cabin. She says her new living situation with Common Ground is “so much better”.

After being told she couldn’t have any more kids after having her two oldest children, Stacey was lucky enough to be able to have her two youngest boys. “They are my miracle babies,” she said.

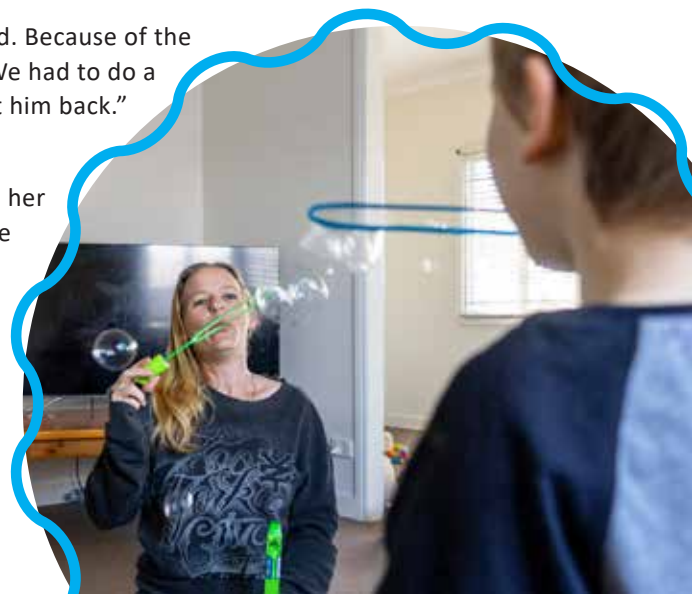
Sadly their father was abusive, both mentally and physically, and so she felt it was best for both her and her children to leave that situation.

The oldest of the young boys has a heart condition, which means monitoring his heart rate is critical to his survival. If his heart rate exceeds a certain number of beats per minute he has to be rushed to the hospital. “He has been in and out of the hospital for the last three and a half years.” This has put Stacey under a lot of pressure, not only having to manage her children’s health but also having to provide for them as a single mother. “At first it was scary,” she says, “because we didn’t know what was going on.”

For a while, due to her difficult situation, Child Safety was involved. Because of the domestic violence one of her sons was removed from her care. “We had to do a lot of tasks before we could get him back, and we did that and got him back.” Stacey is currently the primary carer for three of her children.

Her main goal for her future is to be able to be a better mother to her children. “Just to provide better for my family. Just to be able to be happy with my family.”

She is incredibly grateful for everything Common Ground Queensland and Micah Projects Limited have been able to do for her. “I now have what I want.”



# Community supportive housing

In March this year CGQ was contacted by the CEO of Community, regarding a group of male asylum seekers who had been recently released from the Kangaroo Point detention centre in Brisbane and required assistance to access housing. Approval was provided by the DHPW for CGQ to undertake the sourcing and tenancy management for these properties, with rent and maintenance funds being provided from donations received by the Asylum Seeker Resource Centre. CGQ were able to head lease 14 rental properties to house 29 men. These head leases were for 6 months, with 1 property able to be leased for 12 months.

The 29 men who CGQ have been able to house are being supported by Community and community volunteers who advocated for their release from

Kangaroo Point. These volunteers are well organised and deeply committed to providing ongoing support to these men. Multicultural Australia is supporting the men to access employment opportunities. It is hoped that during the term of the lease many of these men will access employment and be able to take over the leases and retain their housing.

CGQ has valued the opportunity to work with Community to deliver supportive housing to these men and prevent them from experiencing homelessness. The project has enabled us to extend our scattered site supportive housing model to benefit a group of people who are highly vulnerable and disadvantaged in our community.

## The asylum seeker journey

Australia commenced off shore processing of asylum seekers in September 2012. Changes to the Migration Act categorised Asylum Seekers who arrived by boat as “unauthorised arrivals” and denied the majority of them the right to apply for a protection visa. They were unable to settle in Australia permanently.

The Asylum Seekers were moved to Manus Island or Nauru while their applications for immigration were assessed. They were not able to ascertain how long the process would take or provided any transparency regarding how decisions were made. Many remained in detention for a period of six to seven years.

Following the passing of the Medevac Bill in 2019 some men who were critically unwell were transferred to Australia for urgent medical treatment. Those transferred to Brisbane were accommodated in a hotel in Kangaroo Point while they waited, sometimes up to two years, for medical treatment. At the commencement of this detention period they were able to have visitors and leave the hotel on a bus for sanctioned exercise, but due to Covid 19 these rules changed and the men were isolated and not allowed to leave the facility. Once Asylum Seeker advocate groups became aware of the situation, regular protests were held outside of the hotel. Eventually they were successful in securing release of the men.

While they secured freedom from detention their

current and future circumstances remained tenuous. Most men were released on Final Departure Bridging Visas which last for only six months and provide no access to any income support, welfare, accommodation or education. Work rights are also restrictive and the short term nature of their visa mean that employers are often unwilling to provide them with a job. A lack of a stable income, identification, rental history and residency made finding housing basically impossible.

Access and Multicultural Australia were provided with only six weeks of funding to offer crisis accommodation and support to help 29 men establish themselves in a foreign city, after years of detention.

Happily, Community, as part of their coordination role of Asylum Seeker and Refugee Assistance (ASRA) program was able to secure further funding through donations made to the Asylum Seeker Resource Centre in Melbourne. The ASRA Coordinator was able to put together a team that included Access, Multicultural Australia, Community and Common Ground Queensland, along with the volunteer advocates who had been supporting the men. Through this collaboration and supported by the Department of Housing, Common Ground Queensland was able to head lease 14 rental properties to offer housing for these men with support provided by project partners.



## The end of the journey

---

Hello. I am Senthil. I am a Tamil man from Sri Lanka. When I was young I was in an Indian refugee camp but I soon found myself to be unsafe. I had no identifying papers, so I was forced to flee to Australia by boat and seek asylum. After this harrowing journey I was forced into detention at Naru for the next 6 years of my life. Because of my deteriorating health I was medevaced to Australia in 2019 for a hip replacement. Afterwards I was then sent back to Naru. I have an autoimmune condition, so I was medevaced back to Australia where I was detained at Kangaroo Point.

I have been a refugee for most of my life.

Now that I am free I am trying to find out what I enjoy. Life in detention does not allow you to cook for yourself, go fishing or try gardening. I have found that I enjoy watching Tamil movies and sports in my own room. I just got my very own mobility scooter, which I enjoy riding around the city.

I am excited to start my new life, and while I would love to work my disabilities limit what I can do. Instead I have been looking into volunteering when I can. I have been enjoying having my own space for the first time.



## Miss have-a-chat

---

Christine is currently in her second stint living here at Common Ground Queensland. “I moved to Common Ground, and I didn’t live here long because I got an opportunity to live overseas. And then when I came back, I came back from Europe and I was trapped in Covid lockdown and I did my quarantine and while I was in quarantine I said to myself I loved living at Common Ground so much. I don’t know where I’m going to live now that I suddenly had to come back to Australia unexpectedly but I really want to live at Common Ground.”

While in Europe she had been working on a Phd, but thanks to Covid that plan was changed. Having chosen a topic about art curatorship, which involved having to speak with artists who had travelled to Geneva,

Covid threw a spanner in the works. “Nobody expected Covid so as soon as Covid hit my whole Phd...it just evaporated. So I’ve changed my topic, but it’s not approved yet.” Her new topic is about the interaction between art and science.

Christine is very interested in art and writing and has spent most of her career as an artist, which may be why one of her favorite activities at Common Ground is the art sessions. She says that, “There is nothing in the building that touches it. It is good for your soul; it’s good for your creativity. It works your brain; it draws out aspects that you never thought of tackling before.” Christine says that these art sessions were able to help her through a rough patch she experienced recently. “I have to say that that’s the most glorious thing that we have here at Common Ground and it’s the thing that probably helped me most when I was in a little bit of a difficult place, trying to readjust here after having horrendous anxiety and being trapped in Europe and not knowing how to get out and then to come here and to have that. Brilliant.”

One of the other aspects of Common Ground that Christine loves is the sense of community. “You can’t be lonely in this building. I’m little miss have-a-chat so I talk to everyone. I like to interact with people and I’m friendly. It’s really not just a home it’s a community. You don’t just come here to have a flat. You come here to be a part of a group of people.”



Photo: Mick Richards



# Community connections

## Christmas at BCG



The Tenant Christmas celebration at Brisbane Common Ground is always a brilliant affair of fun, food and good will. This year we had a standing dinner, due to Covid restrictions. It allowed us to utilise the rooftop garden and Gambaro Room, permitting us to have more people in attendance with around 50 tenants joining CGQ Directors and staff for the occasion. We served a scrumptious choice of either hot Christmas ham on fresh bread rolls with balsamic onion gravy or for our vegetarians there were roasted mushrooms on fresh bread with balsamic onion gravy, with a delightful sticky date pudding for desert. A big thank you to BCGs' talented and generous chef, Phyllis Paterson from Micah Projects for creating another delicious Christmas dinner and to Riley Dorge for volunteering to help with the set up and clean up.

## Christmas for our families



This Christmas we had the opportunity to share the love with our SH4F families. Our Chairman, Peter Pearce and fellow Director, Joanna Spanjaard were thrilled to swap their usual roles and join SH4F

Tenancy Manager Lisa to play the part of Santa Claus for the day delivering gifts to our families. Our resident helpful elf, Stevie, spent the day before wrapping and preparing all of the gifts, which included colouring pencils, learning books, story books, toy cars and teddy bears of all shapes and sizes and a Christmas Ham to share.

The gifts brought joy to the families and to all our volunteers and staff whom have advocated for and contributed to ensuring these families had a place to call home at Christmas and into the new year.

## A night at the theatre



Residents of Common Ground Queensland, including tenants in our Supportive Housing for Families program, were offered the opportunity to attend a complimentary performance of Shrek: The Musical being hosted at the Queensland Performing Arts Centre (QPAC). This was a spectacular opportunity for our tenants to get out and about once again at this hilariously fun musical event.

*"After a tough seven or eight-months of covid restrictions and being stuck at home, it was a thrill for my friend and I to put on our best frocks and enjoy a lovely night out. The performance was really enjoyable – full of playfulness and good humour."* – Christine

*"I requested tickets for me and my close friend, who had never been to QPAC! It was a dream come true."* – Nilima

Overall the event was a spectacular success and we are very grateful to QPAC for the tickets and the opportunity.



## The spirit of christmas

---

Following the uncertainty we all experienced during 2020 we were super excited when the QPAC Spirit of Christmas concert was able to go ahead in December last year. We were so grateful to QPAC for inviting us back to collect donations again, especially given the difficulties the arts sector had that year. QPAC has supported CGQ since we commenced work to make Brisbane Common Ground a reality. The Christmas Concert is our major fundraising activity for the year, it allows us to raise money to provide additional support to people that we house and further our plans for more supportive housing.

This year we took a different approach and utilised technology in helping us collect donations. Through a QR code people were able to donate from their phones rather than risking donating coins, as the use of physical money was being dissuaded at the time. This allowed our 32 fantastic volunteers, decked out to the nines in their holiday cheer, Christmas themed hats and all, to collect \$8,921 both physically and through online means from the generous QPAC audience.

Despite this years hardships we view this as a huge success and we would like to thank all of our volunteers who came out to help. We would also like to thank QPAC for their ongoing support of Common Ground and our work to end homelessness.



# CGQ team

---



Sonya, CEO



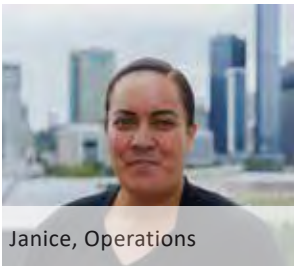
Andrew, Concierge



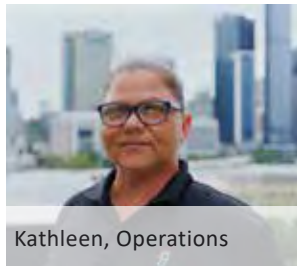
Derek, Operations



Erin, Operations



Janice, Operations



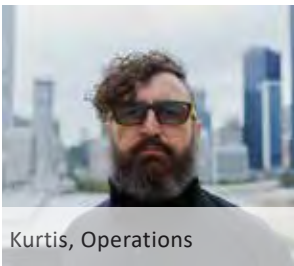
Kathleen, Operations



Kelvin, Operations



Ketan, Concierge



Kurtis, Operations



Lisa, Operations



Mario, Concierge



Michael, Operations



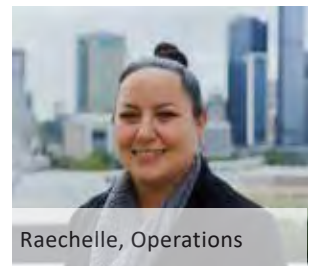
Mikayla, Operations



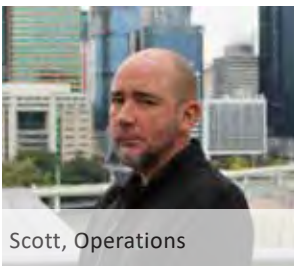
Nilima, Functions



Omer, Concierge



Raechelle, Operations



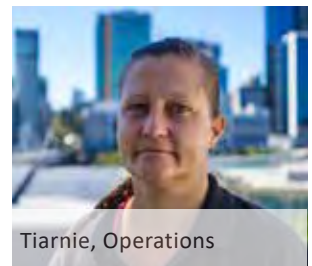
Scott, Operations



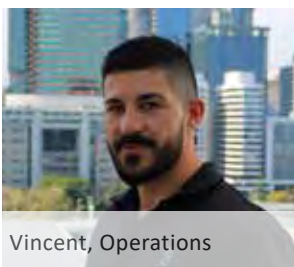
Shakena, Operations



Stevie, Operations



Tiarnie, Operations



Vincent, Operations



Wesley, Concierge



Justin Hogg  
Company Secretary

## Board of directors

---



### **Peter Pearce**

Peter has over 40 years' experience in not-for-profit governance with organisations working in employment, homelessness, housing, child and family support, acute health care and child care. He has worked in senior roles in aero-medical retrieval, aged care, health, energy, politics, public service, business development and general management.

Peter is a fellow of the Australian Institute of Company Directors and has completed the advanced company director's diploma. He is also a Fellow of the Governance Institute of Australia. He holds a Masters degrees in Public Sector Management and Ethics and Legal Studies, and other qualifications in social science and business.



### **Michael Ryall**

Michael is the Chief Financial Officer of the property development company Spyre Group. He is a Chartered Accountant with over 20 years' experience in property, hospitality and professional services in Australia and the Middle East. Over this time, he has developed an expertise in financial management and reporting, governance, corporate finance, strategic planning and business management.

Michael is a Graduate of the Australian Institute of Company Directors and holds qualifications in Strata Management and Hotel Management, he has a Master of Professional Accounting and post graduate qualifications in Applied Finance.



### **Mark Lightfoot**

Mark is a Partner in the Banking and Financial Services Group of HWL Ebsworth. Mark regularly undertakes significant pre-lending reviews and security due diligence on behalf of his financier clients. In addition to acting for financial institutions, Mark also regularly acts for several corporate clients with respect to their project finance requirements.

Mark's experience includes documenting and advising on the structuring of a range of debt finance transactions including property development and investment finance, construction and project financing and equipment finance.



### **Joanna Spanjaard**

Joanna has over 20 years' experience in risk management developing, implementing and providing assurance over all aspects of risk management including risk frameworks, risk appetite, risk maturity diagnostics, risk governance, culture and operating models. She is currently General Manager Risk and Assurance at Uniting Care Queensland.

Joanna has deep experience in many industry sectors including not for profits, health, public safety, energy, mining and water and regularly facilitates emerging, strategic and operational risk workshops with Boards and senior executives.



### **Candice Sgroi**

Candice joined the Board in May 2019 and is a member of the Supporter Engagement and Advocacy Committee. She has more than 20 years' experience as a journalist and corporate communications and investor relations professional obtained in Australia, the United Kingdom and Middle East.

Candice holds a Bachelor of Arts (Journalism) from the University of Queensland, a Graduate Diploma in Applied Corporate Governance from the Governance Institute of Australia and is currently an Executive MBA Candidate at QUT. She has experience as a member of an Executive Committee on an ASX listed company, a member of an industry committee and as the chair of a Community Partnership Fund.



**Christine Grose**

Christine has over three decades of direct service delivery and management experience in the community sector - in particular in the areas of homelessness and youth at risk.

Christine has served on numerous community and homelessness service Management Committees throughout her career. Her focus for her voluntary and paid work is on implementing structural change and supporting community capacity-building, in the service of social justice.

She currently works as a Community Engagement Lead with a collective Impact Movement in South-East Queensland.



**Mark Neave**

Mark has over 40 years' experience working within the Health and Welfare sectors as a frontline worker ranging from direct clinical work as a social worker in mental health, child safety and acute care and in Executive positions within Government and Non-Government organisations.

He holds a unique understanding of the myriad of services and associated complexities that are often faced within community and acute responses.



**Kate Jones**

Kate has more than 20 years experience in senior government and leadership positions. Kate served as a Minister in the Queensland Government for more than eight years in a range of portfolios including State Development, Education, Tourism and Major Events and Innovation and Climate Change.

Throughout her career Kate has also served on a number of government and non-government boards at both a state and national level. Kate has strong skills in strategy development and partnerships, crisis management, media relations and communications.



**Bretine Curtis**

With a background in social work, Bretine has over 25 years experience in mental health, alcohol and other drugs and suicide prevention. Her experience is underscored by her passion for systems and service improvement to create accessible, person centred services for the most vulnerable in our community.

Bretine has held senior leadership roles at the Queensland Mental Health Commission and in West Moreton Health. Throughout her career she has held responsible for regional mental health and drug and alcohol services, primary health services in prisons, and statewide forensic mental health, learning, research and benchmarking programs.



**Joell Ogilvie**

Joell is the Executive General Manager for the Flight Centre Travel Group (FCTG) and has over 30 years' experience working for Flight Centre.

Joell is responsible for a diverse group of businesses within the FCTG. Joell has extensive experience in all aspects of running these businesses with a strong focus on delivering growth and development programs for her team.

# Thank you

---

Common Ground Queensland would like to thank and recognise the following individuals and organisations who have invested in our initiatives and outcomes throughout the year.

## Investment through volunteering

Andrea Humphreys  
Arna Sharma  
Aryana Sharma  
Brendon Donohue  
Cara Brackstone  
Cathy Stephens  
Chelsea Ricato  
Christine Grose  
Cleo Baldwin  
Gabriella Bicanic  
Greg Dorge  
Harrigan Ryan  
Harry Pearce  
Ian Baldwin  
Ineka Tabrett  
James Gotley  
Joanna Spanjaard  
Joey Paasi  
Krystalynn Coombes  
Leala McMillan  
Lisa Armitage  
Malcolm Upton  
Maya Gurrapu  
Nilima Harjal  
Pete Ayscough  
Pragya Ojha  
Rebecca Morton  
Rikki Pieters  
Riley Dorge  
Saskia Tabrett  
Sharyn McCarthy  
Sophie Ricato

## Investment through in-kind and financial support

Catherine Young  
Deanna Nott, Wings Public Relations  
Greg Vann  
Helen Caswell  
Hidde Hylkema  
HWL Ebsworth Lawyers  
John Croft  
Judith Hunt  
Kedron State High School  
Milaan Latten  
Naa Anang  
Nicholas Hitz  
Spyre Group and Thrive Technologies  
Susan and John Upham  
Tammy Hembrow, Tammy Fit  
Thomas Beck  
Tony Beresford-Smith, Practical Business Support  
Tym Guitars  
Virginia Hasker

## Partners and affiliates

3rd Space  
Australasian Housing Institute  
Brisbane Convention & Exhibition Centre  
Business South Bank  
Clemente  
Community Housing Providers Queensland (CHPs for QLD)  
Department of Housing and Public Works  
Griffith University  
Micah Projects  
Q Shelter  
QCOSS  
QPAC  
Queensland Police Service  
UpBeat Arts

## Supporter program

---

When you support Common Ground Queensland, you add your voice to our call to end homelessness.

Visit [commongroundqld.org.au/supporters](https://commongroundqld.org.au/supporters) and become an official supporter of Common Ground Queensland.

We will keep you up to date with the work we are doing to end homelessness and invite you to contribute, participate and share in that journey.

## Special mention

---

CGQ would like to acknowledge and thank Jeff Jones Realty for working with us to house families in our SH4F program.

Jeff Jones was one of our first supporters, headleasing us our very first house in the SH4F program. Jeff Jones staff understand how difficult it can be for families on low incomes to access the rental market and the importance of having a place to call home. When they learned about our organisation and the support program offered to tenants as part of the SH4F program they were happy to work with us. Over the past year CGQ has demonstrated our expertise in supportive housing tenancy management and been able to develop a great working relationship with Jeff Jones.

CGQ currently headleases 12 properties through Jeff Jones Realty offering housing to our families in the SH4F program and now also for asylum seekers in our Community Supportive Housing program.



Funded by



Supported by

**Deloitte.**

HWI  
EBSWORTH  
LAWYERS