



ANNUAL REPORT

For our Tenants



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Our Vision

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

Our Mission

To create supportive homes that honour local communities, respond to people's needs and improve their wellbeing and connectedness.

.....

Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples as the Owners and Custodians of the Yuggera, Turrbal and Yugambeh Countries on which we work. We recognise sovereignty was never ceded.

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

At Brisbane Common Ground, there are intentional design measures taken to ensure that the environment is as safe and comfortable as possible for our tenants.



Safety

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



Permanency and Affordability

Housing is permanent, affordable and self-contained with rent less than 30% of income.



Support Services for Tenants

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



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.



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.

From the Co-Chairs

It is with great pleasure that we present Common Ground Queensland's (CGQ) Annual Report for 2023/2024. Hardly a week goes by without media discussion of the housing crisis. Recent State Government policy announcements and commitments to increase funding and support for specialist homelessness services is welcome news, particularly the announcement of a new supportive housing project in Southport. This announcement is the result of years of advocacy by the local Gold Coast community and is aligned with our strategic objective of enabling more place-based supportive housing projects. I would like to thank Matt Jutsum and the whole Common Ground Gold Coast Board for their tireless efforts in advocating for this project over several years.

During the year CGQ, along with our support service providers and industry partners, have been advocating to the State Government for a Supportive Housing policy and framework to ensure new supportive housing projects in Queensland are built and operated according to international best practice. As the only specialist supportive housing provider in Queensland, we believe it is incumbent on us to be leaders in the understanding and delivery of the supportive housing model in Queensland. The CGQ team, led by our CEO, Sue Pope, are continuously working to enhance our operations through internal service reviews, feedback from our tenants and learnings from experts and other supportive housing projects in Australia and internationally. During the year our CEO, Sue Pope met with experts Andrea White and Suzanne Wagner from Housing Innovations, as well as Liz Drapa and Kim Keaton from the Corporation for Supportive Housing in the US. Sue has also visited Supportive Housing Projects in Auckland, Melbourne and Adelaide.

We would like to thank Cameron Parsell from the University of Queensland for his assistance with tenant engagement; Karyn Walsh from Micah Projects for her expertise in supportive housing and assistance in organising the visit from Housing Innovations and Corporation for Supportive Housing; and Rebecca Roberts and Lisa Chesterfield from Deloitte and Julie Saunders from Urbis for their assistance in the preparation of our Case for Change advocacy document.

In October 2023 we held our second fundraising event on the rooftop of the Flight Centre building in Southbank, where we raised over \$90,000. The funds raised through this event and from our supporters, enable CGQ to provide additional services to our tenants. During the past year, these funds allowed us to continue funding for the drug and alcohol support program at Brisbane Common Ground provided by QulHN.



Kate Jones
Co Chairperson
Common Ground Queensland

The addition of programs such as this, ensures our tenants' needs are met in a safe and supportive environment, which in turn assists them in leading a more fulfilling life.

Thank you to our fellow Directors, who fulfil their governance responsibilities with great dedication and passion for CGQ's mission. In June 2024, Peter Pearce resigned as a Director. Peter led CGQ as Chair between 2017 to 2022 and has since been a member of the Audit and Risk Committee, the Supporter Engagement and Advocacy Committee and the Growth and Innovation Committee. Peter's leadership over his tenure has been invaluable and has ensured the governance of the organisation has been to the highest standards. In August 2024, Joell Ogilvie will resign as a Director. Joell has brought a tremendous amount of energy as a director and has been the driver of our fundraising event over the past two years.



Michael Ryall
Co Chairperson
Common Ground Queensland

Joell's enthusiasm for our mission and her energy will be greatly missed. We welcome our new Directors, Kate Grimley, Kate Francis-Mulder and Stephen Wockner, who will be joining the Board in September 2024.

Our thanks also go out to the whole CGQ team. Our mission cannot be achieved without the continued efforts and dedication of our team. CGQ's recognition as the experts in supportive housing is thanks to the passion, empathy and continuous improvements made by our team. In particular, we would like to congratulate our Senior Tenancy Manager, Derek Taylor on 10 years at Brisbane Common Ground. We also commend our CEO, Sue Pope for her leadership and guidance over the past year. During her two years leading CGQ, Sue has embraced the principles of the Common Ground model of supportive housing, has been a strong advocate of the model and is driving the continued service improvements to ensure we exceed the expectations of tenants and stakeholders.

Thank you to all our tenants, supporters, and suppliers for your support in helping us work towards our vision of **ending homelessness a person at a time**. Thank you also to service provider partners as we continue to collaborate to create positive impacts over the coming year.

From the CEO

Amidst a deepening housing crisis, where communities are urgently seeking solutions to rising homelessness, Common Ground Queensland (CGQ) remains steadfast in delivering our **Housing First, supportive housing model in Brisbane**—a blueprint that can be replicated in key urban and regional areas across Queensland.

As we mark 12 years of operation, this year brings renewed optimism that more supportive housing developments are on the horizon, ensuring that appropriate housing solutions for the most disadvantaged Queenslanders are part of the plan.

This year, we applaud the Queensland State Government for its commitment to developing a supportive housing policy, which will guide the creation of the recently announced Southport Supportive Housing project. And we are hopeful that a commitment will soon be made for more supportive housing in Fortitude Valley. This represents the most significant advancement in supportive housing since we opened Brisbane Common Ground in July 2012.

While advocacy for supportive housing and the Common Ground model in Queensland has been a major focus this year, simultaneously, we have embarked on a deliberate effort to engage with our tenants. This engagement is important to us

because we believe that fostering meaningful relationships with our tenants opens doors for mutual benefit. For tenants, it allows them to influence decisions regarding the housing services they receive; for us at CGQ, it presents opportunities to enhance our services. The primary goals of this engagement are to build trust, eliminate barriers to transparency, and improve our service delivery.



Sue Pope
Chief Executive Officer
Common Ground Queensland

Inviting tenants to provide candid feedback, particularly about areas where we can improve, has been a challenging yet transformative experience. Expecting that tenants will trust us to share their honest perspectives, means that we must commit to listening openly and without defensiveness. Shifting our mindset from "business as usual" to prioritising our tenants as the foremost stakeholders in all our endeavours

has been revolutionary. We owe a debt of gratitude to Mark Francis for his role as an external facilitator during our tenant forums, keeping us focused and accountable. Special thanks also go to Ilham Nafian, our CGQ Communications and Tenant Engagement Officer, who has led the coordination of our tenant engagement initiatives.

Most importantly, we extend our heartfelt appreciation to all the tenants who participated in our various engagement activities throughout the year. We look forward to continuing this collaborative journey to ensure the best possible outcomes for you and the Common Ground community.

Everything we accomplish is in partnership, and this year is no exception. In this report, we acknowledge the significant contributions of all our partners, whose collaboration is invaluable to our success. These partnerships enable us to meet our goals and create positive outcomes for people experiencing chronic homelessness. Witnessing the increasing rates of homelessness in our local Kurilpa area, as well as in the broader suburbs where we live, profoundly impacts those of us in the housing and homelessness sector. Our team faces challenging but incredibly rewarding work, and we consider ourselves fortunate to deliver this proven model that addresses homelessness. A heartfelt thank you to the entire CGQ team, whose dedication is unwavering, and to our CGQ Board directors, who selflessly give their time because they believe deeply in our mission. Special thanks to co-chairs Michael and Kate for their invaluable advice and guidance during this incredibly busy yet hopeful year for CGQ and supportive housing.

Year in Review



Revenue

Rental Income	44.1%
Operational Funding	34.1%
Concierge Funding	11.1%
Commercial Revenue	3.7%
Fundraising Event Revenue	2.9%
Other Revenue	4.1%



Brisbane Common Ground

Key Performance Indicators - As at June 30

	Target	Actual
Bad Debts	1.5%	0.30%
Vacancy Rate	<=0.83%	0.05%
Eviction Rate	12%	5.42%
Rent Arrears	<4%	0.40%

Tenancy Statistics - As at June 30

Tenancy Mix	76 Formerly Homeless Tenants	65 Low Income Tenants
Gender Mix	72 Male Tenants	69 Female Tenants
Average Tenancy Length	Formerly Homeless Tenants - 77 Months	Low Income Tenants - 86 Months
Tenancies Over 12 Months	Formerly Homeless Tenants - 89%	Low Income Tenants - 83%

Tenancy Statistics - As at June 30

Head Leases vs Sub Leases	Target - 20:20	Actual - 20:19
Brisbane North vs Brisbane South Properties	Target - 10:10	Actual 10:10
Average Weekly Head Lease Rent Paid	Target - \$589	Actual - \$584
Eviction Rate	Target - 0%	Actual - 0%
Tenancy Mix	19 Families	20 Adults; 41 Children
Tenant Exits	3 Exits	2 to Family/Friends; 1 to Private
Average Tenancy Length	Current Tenants - 36 Months	Exited Tenants - 37 Months

Supportive Housing 4 Families

Tenancy Statistics - As at April 24

Tenants in Program	Current - 29	Total - 99
Tenant Exits and Employment Outcomes	11 to Long Term Independent Housing 2 to Third Country Settlement 1 to Permanent Supportive Housing 2 Engaged with Employment Providers 2 Commenced University While Working 7 Already Working	
Employment	5 Current Tenants Employed Most Unemployed Tenants Engaged with Support Services	

Community Supportive Housing

Community Supportive Housing

A More Stable Housing Program

In response to an influx of medically evacuated detainees from offshore detention, the Australian Government temporarily housed these refugees and asylum seeker families in a Kangaroo Point hotel in 2019. Two years later in 2021, these individuals and families were released into the community and issued bridging visas to integrate them into the community while their claims were processed.

Seeing an opportunity to house some of the most vulnerable people in our communities, Common Ground Queensland (CGQ) and Communify were able to secure short-term funding for six months to gain headleases for a few properties. Many of these new tenants faced significant challenges: they were not eligible for Centrelink benefits, most of them had no income, and some suffered from severe trauma and mental health issues. With some of them having been unemployed for years and almost all of them ineligible for social housing, they were also victims of the housing crisis simply by circumstance.

At the end of the six-month period, we grappled with the reality of the ongoing need for housing for these tenants, and continued the program whilst seeking additional short-term grants and funding extensions. We worked closely with Communify to restructure their program, developing a more sustainable model by balancing income from rents with heavily discounted headleases from other Not-for-profit organisations. Despite their efforts, the program remained a temporary solution, heavily



Justin, Tenancy Manager (Cross Programs) overlooks the Community Supportive Housing program.

dependent on continuous funding and labour-intensive management.

However, a recent, significant shift occurred when the Department of Child Safety, Seniors and Disability Services agreed to support the program. This has allowed the program to offer greater flexibility and improved housing options for non-income earners.

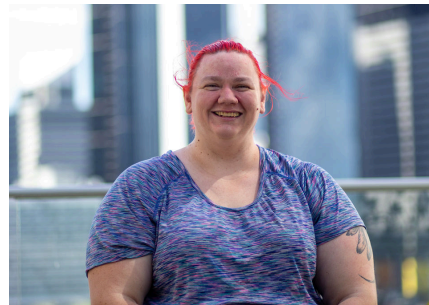
Generosity of the Community

This financial year, we have been extremely blessed by an outpouring of support for the Community Supportive Housing program.

The Mater Foundation has been extremely generous in providing us with two properties, which lets us provide a number of tenancies at extremely affordable rates. We couldn't thank them enough for their support in housing some of the most vulnerable in our community.

Additionally, we'd like to thank Yeronga Anglican Church for providing us with one property, which also lets us provide a number of tenancies at extremely low rates for our asylum seeker and refugee tenants.

Caitlan's Story



For Caitlan, Brisbane Common Ground is home. Before becoming a tenant at Brisbane Common Ground, Caitlan had been couch surfing for 4 months before getting into a women's hostel located out at Toowong. Caitlan said that she was at this hostel for 10 months while the Department of Housing did a complete overhaul of their system.

She says part of the reason why this time in her life was so important was because it had a huge impact on her mental health, with all of the things she had been going through.

I was generally happy, but I would go through bouts of my mental health where I needed support, and the workers at the hostel were able to give me that support.

While she was at the hostel, her support worker heard the news: a vacancy was about to become available at Brisbane Common Ground. With her permission, they organised an interview with the Tenancy Manager where she inspected and was offered an apartment.

Caitlan moved into Brisbane Common Ground soon after.

I was a ball of emotions. I was so happy and excited to finally have somewhere stable to live, and not have the stress of finding somewhere [to live], but I was also really overwhelmed by everything once the realisation had set in. Thankfully the staff were all very helpful and happy to help.

Since coming to live at Brisbane Common Ground, Caitlan shares that she has created so many special memories, each of which she cherishes deeply. She reflects on several memorable moments from her experience as a tenant, including digging for turmeric in the rooftop gardens on level 13, enjoying the weekly Tenant Meals, and interacting with a variety of people every day. Currently, she also works at the Hope Street Cafe next door through Micah Projects.

Caitlan says that she very much looks forward to continuing to live at Brisbane Common Ground. She looks forward to more shifts at the Cafe, making new friends, and fostering the current relationships she has with the community here.

She also shares that one of her greatest passions is fostering dogs. She loves giving them affection and showing them that there are many people eager to provide the love they truly deserve.

We'd like to thank Caitlan for her personal courage in sharing her story with us.

Tenant Engagement

In 2023, Common Ground Queensland (CGQ) identified the opportunity to embed Tenant Engagement into their service delivery as a means to better connect with tenants and to provide them with better service delivery and improved housing outcomes at Brisbane Common Ground (BCG).

This year, CGQ was able to work together with tenants in creating a Tenant Engagement Strategy. We believe that tenants should have a say in how they live here at BCG. This strategic document sets out what engagement looks like between tenants at CGQ, and how we can work together with tenants in improving their living experience.

Additionally, The Queensland Mental Health Commission (QMHC) have identified an interest in Tenant Engagement at BCG. They have funded a small team led by Professor Cameron Parsell from the University of Queensland to undertake a research project and evaluation of Tenant Engagement here at BCG.

Below are some of the key methods in which Tenant Engagement is actively carried out at BCG.

Tenant Forums

Tenant forums are held quarterly at a minimum for tenants of BCG. All tenants are invited to attend these forums. A representative from CGQ and Micah Projects, as well as an external, independent facilitator are present at all Tenant Forums.

Tenant Forums provide an opportunity for tenants to raise issues and suggest solutions to these issues that contribute to improving the living conditions and services at BCG. At these forums, tenants have an opportunity to directly discuss issues and solutions, and it is an opportunity by which CGQ and/or Micah Projects can agree to actions moving forward to realise the ideas and proposals of tenants.

We would like to give a special thank you to Mark Francis for taking on the important role of external facilitator for the Tenant Forums this year, and to Melissa Fox for facilitating our first Tenant Forum.

Tenant Working Groups

From time to time, CGQ staff and BCG tenants may commit to working together with the aim of resolving a particular issue. Tenant Working Groups may be formed from collective ideas or issues that are raised and identified at Tenant Forums.

The update of documents such as policies, procedures and fact sheets that shape tenants' lives at BCG may also be deemed worthy of a working group by CGQ or tenants. Working groups are facilitated by CGQ and empowers tenants to contribute to decisions that affects their housing.



UQ Evaluation

As part of this Tenant Engagement work, the University of Queensland (UQ) was also funded by the Queensland Mental Health Commission (QMHC) to undertake an evaluation of Tenant Engagement at BCG.

The aim of this evaluation is to assess how effective tenant engagement is in improving housing outcomes for tenants in a community housing setting, as well as to provide evidence-based research to the wider sector on its benefits.

The evaluation runs from June 2024 through to March 2025, and comprises of five deliverables driven and guided by a strategic research governance advisory group which includes tenant representatives from BCG and other social housing. First, a project plan co-developed and endorsed by the group was developed in June 2024. Second, an emerging findings snapshot in the form of a five-page document will be delivered by September 2024, which includes key findings from the research based on data collected and analysed in the first few months of the project. The third deliverable will be a series of oral presentations throughout 2025. The fourth deliverable will come in the form of a report, with feedback taken from this report culminating in the fifth and final deliverable, a final report detailing outcomes and recommendations by March 2025.

CGQ looks forward to sharing the findings with the wider community and hopes that the research will be useful. We would also like to thank the QMHC for generously funding this important piece of work and research.

Additionally, CGQ has introduced a full-time Communications and Tenant Engagement Officer to the team to facilitate and direct our tenant engagement efforts. Meet Ilham!

Communications & Tenant Engagement Officer, Ilham



What does your day look like as part of your role in tenant engagement?

Every day looks a bit different. One day I might be drafting up notices for upcoming tenant forums or working groups, and on another day I might be meeting up with tenants one-on-one to hear their thoughts about what it's like to live here at BCG and how we can do better.

What do you like about your role?

I like getting to know our tenants. I believe that at the core of tenant engagement is relationship building and honesty. It's well-known that the more you trust someone, the safer and better you feel around them, and that's the kind of environment I'm trying to create not just for myself, but for the whole building here at BCG.

2023 FUNDRAISING EVENT

On the 21st of October 2023, we held our 2nd major fundraising event. The cocktail event was held at MoFo's, in the Flight Centre building overlooking the Brisbane skyline. Our generous attendees enjoyed an exciting evening of drinks and champagne, live music and a riveting live auction where extravagant prizes were given to charitable winners. The night closed out with a raffle prize draw and a live band who kept the audience dancing well into the night.

FUNDS RAISED AT THIS EVENT HELP US TO:

Provide additional support and services to our tenants to improve health and wellbeing

Address the needs of individuals facing chronic homelessness or those at risk of homelessness through supportive housing

Support refugee and asylum seeker individuals and families to secure housing and link with support services

Respond to the housing needs of women and families escaping domestic and family violence with a safe and affordable place to call home

Fundraising Event 2023

Hosting large fundraising events like this wouldn't be possible without the generous support of individuals and businesses.

We would like to thank Joell Ogilvie, Danielle Harris and Kristin Esler for their hard work in preparing and organising this event. We would also like to thank Neil Breen and Kate Jones for MC'ing the event and Peter Camphin from Ray White for running the live auction. A big thanks to our team, Erin, Ilham and Stevie, and volunteers Aleks, Michele and Plony for making this event possible.

We would also like to give a special thank you to Brina, one of our Supportive Housing 4 Families tenants, for coming along on the night and for sharing your deeply personal story.

Sponsors

We extend our heartfelt thanks to our major sponsors for their generous contributions:

SPYRE
GROUP

FLIGHT
CENTRE

Emirates

PLAÎS
Early Learning

Martijn VanLith
Cleaning and Property Maintenance Specialist

G Adventures

Event Supporters

We'd also like to thank our event supporters who kindly contributed unique experiences and gifts, which we curated into incredible, one-of-a-kind auction packages and raffle prizes.

BlueBet

bonk

Brisbane BMW

CORCORZ
LIFE & WELLNESS

Craggy Range

cru

FOX SPORTS

Gambaro
LIVE ENTERTAINMENT

GLOW
BEAUTY & MEDSPA

TITANS

HILLSDON
GROCER

HYATT
REGENCY
BRISBANE

JOCELYN'S
PROVISIONS

Juniper
LIFE & WELLNESS

KAILO
WELLNESS MEDSPA

MOFOS

My cruises

Nicci
Hinckfuss

BMD NORTHOLIFFE
SUP CLUB

NOVO
HOTEL
BRISBANE SOUTH BRIDGE

NRL

QUEENSLAND
CRICKETERS CLUB

Queensland
Ballet

SAMANTHA
OGILVIE
BOUTIQUE

SPICERS
RETREATS

STARFIRE
DIAMOND JEWELLERY

SUNCORP
STADIUM

THE CALILE
HOTEL

THE GREEN

THE STANDARD
MARKET COMPANY

THE STAR
GOLD COAST

TraveltheWorld

Virgin
australia

VOYAGES

WALLACE BISHOP
EST. 1917

Partnerships

Common Ground Queensland (CGQ) partner with a number of different organisations. Our Corporate Partners assist us with many aspects of our work. We are grateful for our partnerships and the continued support they have provided for us. They are beneficial in allowing us to continue the work that we do in ending homelessness.

We also recognise that partnerships are mutually beneficial. Our partners receive benefits in the form of a good working relationship with an organisation dedicated to ending homelessness. We are proud to have provided our partners with meaningful work that helps to make a difference, and towards ending homelessness for those most vulnerable in our community.

We would like to thank the following partners and recognise their efforts in helping us end homelessness.

HWL Ebsworth

HWL EBSWORTH
LAWYERS

HWL Ebsworth are an Australian Law Firm that has partnered with CGQ to provide pro bono legal assistance. Mark Lightfoot, who was a director at CGQ for a decade, continues to assist us with pro-bono legal services.

Turner & Townsend

 **Turner & Townsend**

Turner & Townsend worked with the Common Ground Gold Coast Board to provide information on estimated construction costs to support advocacy to the Queensland Government for a supportive housing project at Southport.

Deloitte

Deloitte.

Deloitte are a global consulting company that specialises in audit and assurance, financial and risk advisory. Deloitte has been working with CGQ for a number of years and helping us to solidify, refresh and review our strategic plans.

Additionally, Deloitte have assisted us greatly with helping to articulate and advocate for our model to support the expansion of more housing like ours.

Power Hub

 **PowerHub**

PowerHub is a licenced energy retailer that specialises in delivering low cost energy and other utilities to customers within strata and other multi-tenanted properties.

This financial year, PowerHub have assisted us pro-bono in developing a tender for a new electricity agreement and the development of a utilities model for reconciliation of tenant utilities accounts.

Practical Business Support

Tony Beresford-Smith from Practical Business Support has utilised his expertise in Data Science to help CGQ since 2014.

This year, Tony has greatly assisted us in the development of a rent reconciliation model that reflects new upgrades in our business and tenancy management technology.

Novotel South Bank

NOVOTEL

BRISBANE SOUTH BANK



Situated in the beating heart of South Bank, Novotel Brisbane South Bank has been meticulously designed with the utmost care, ensuring an enjoyable experience for all types of guests while exploring the vibrant city of Brisbane.

To date, Novotel have supplied generous prizes for our 2023 fundraising event, as well as choosing CGQ as their primary charity of choice at their 2022 and 2023 Melbourne Cup Race Day events. Their generous support is greatly appreciated.

BCSystems

bcsystems

BCSystems are a strata manager and consultant firm with over 28 years of experience. We are extremely thankful for their support over the years, including supporting us at our tenant Christmas dinners and in preparing hampers for our Supportive Housing 4 Families tenants.

Queensland Performing Arts Centre (QPAC)

 **QUEENSLAND PERFORMING ARTS CENTRE**



QPAC is Queensland's largest live entertainment centre, delivering 1,200 performances annually to over 1.5 million visitors. Their 40 year history in the South Bank and South Brisbane precinct makes them a cornerstone of our area, and CGQ is proud to have partnered with QPAC for nearly a decade now.

CGQ have been QPAC's charity of choice for their annual Spirit of Christmas concerts for the last 7 years. QPAC have also provided opportunities for tenants to access shows for free and also hosted an exclusive backstage tour for tenants. In 2023, we were able to raise **\$9,778** at our annual Spirit of Christmas Fundraiser with QPAC!



We would like to also give a huge thank you to our Spirit of Christmas volunteers for donating their time and effort. Collecting donations is a task that requires many willing and enthusiastic helping hands, and we wouldn't be able to raise such an amazing amount of funds without their help.

Supportive Housing Expertise



Throughout the last financial year, Common Ground Queensland (CGQ) have been working tirelessly in advocating for Supportive Housing. As Queensland's first and only specialist supportive housing organisation, our expertise has proven paramount in providing guidance and direction towards the public and not-for-profit sectors.

Homes for Queenslanders

In February 2024, The Queensland Government released their Homes for Queenslanders plan, an ambitious plan for a fair and sustainable housing system that ensures better housing outcomes both now and for future generations.

Part of this new plan comes with the commitment of a new Supportive Housing Policy and Framework, developed in consultation with frontline services. At the very forefront of supportive housing in Queensland for over a decade, CGQ is well-positioned to provide guidance, expertise and are ready to assist the Queensland Government with this policy and framework.



Town of Nowhere

CGQ were also members of the Town of Nowhere (ToN) campaign this year. This campaign, led by the Queensland Council of Social Services, has been advocating strongly towards the Government to tackle Queensland's housing crisis.

A major part of the Town of Nowhere campaign was the release of the 2024 Breaking Ground progress report. This report also highlighted the need for more Permanent Supportive Housing (PSH) in ending homelessness for those most vulnerable in our community, whilst also alleviating some of the pressures on tenancy management in the mainstream housing sector.

Common Ground Gold Coast

This year, we congratulated the Queensland Government on the announcement of a Supportive Housing project at Southport on the Gold Coast. Construction is expected to start in 2025 of the Southport Supportive Housing project which will include around 200 high-rise units, and will provide one-bedroom, two-bedroom and studio apartments, with two floors dedicated to delivering on-site support services.

We would like to acknowledge the tireless efforts of our Common Ground Gold Coast board of directors who have been advocating for supportive housing for people sleeping rough on the Gold Coast for a number of years. Their efforts in harnessing the support of local council, businesses and homelessness and housing organisations demonstrates their passion for the Common Ground model and their commitment to ending homelessness for those most vulnerable on the Gold Coast.

CGGC Board of Directors



Matt Jutsum



Rob Molhoek MP



Barry Lee



Dianne Kozik



Jackson Hills



Michael Ryall



Sheila Ponting



Tony Cosser



Ryan O'Leary (Secretary)

Our People

Management Team



Sue
Chief Executive Officer



Derek
Senior Tenancy
Manager



Erin
Administration
Manager

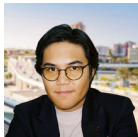


Michael
Operations Manager



Noush
Finance Manager

Operations and Concierge Teams



Ilham
Communications and
Engagement Officer



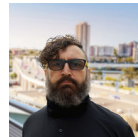
Justin
Cross Programs Tenancy
Manager



Kathleen
Cleaning Team
Supervisor



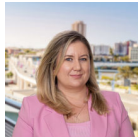
Kelvin
Senior Maintenance
Person



Kurtis
Cleaning Team



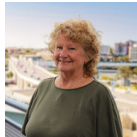
Maria
Administration Officer



Michelle
Cross Programs Tenancy
Manager



Mikayla
Cleaning Team



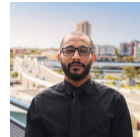
Plony
SH4F Tenancy Manager



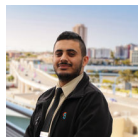
Raechelle
Property and Tenancy
Officer



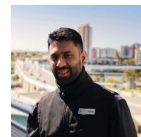
Serena
Property and Tenancy
Officer



Alamir
Concierge Officer



Fury
Concierge Officer



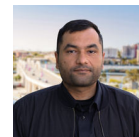
Ketan
Concierge Officer



Mario
Concierge Officer



Neil
Concierge Officer



Shabeg
Concierge Officer

Not Pictured:

Janice, Rental and Reporting Manager
Mohamed, Cleaning Team
Morne, Concierge

Outgoing Team Members

Deliah, Majid, Martin, Maya, Scott, Stevie

The CGQ Board of Directors

Kate Jones Co-Chairperson



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.

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, Michael 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 has post graduate qualifications in Applied Finance.

Michael Ryall Co-Chairperson



Christine Grose Director



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.

Jackson has spent more than 15 years working in non-for-profit and community organisations. He has also been actively involved with the Trish MS Research Foundation, The Salvation Army, Set Free Care, and several other charities.

Jackson Hills Director



Jackson moved into local and state government roles, supporting several state politicians and local councillors in their community work and media engagement. More recently, Jackson has been leading the policy and strategic engagement efforts at Q Shelter, Queensland's peak body for housing and homelessness services.

Jackson has a Master's in Business Administration (SCU), several accreditations from the Australian Institute of Company Directors (AICD) and studied politics and policy at Deakin University.

Joanna Spanjaard Director



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 the Director of Governance and Risk at The University of 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.

The CGQ Board of Directors

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.

Joell Ogilvie
Director



Justin Hogg
Director



Over his career, Justin Hogg has worked as an accountant in a number of industries including overseeing teams responsible for billion-dollar business ventures through to working with charities to further their goals.

Justin is passionate about the not-for-profit space and helping those who help others. Justin serves in Director and Company Secretary positions for several not-for-profits currently as well as running his own business, Right Source, that supports not-for-profits. Justin is a Member of CPA Australia and a Fellow Member of the Governance Institute of Australia.

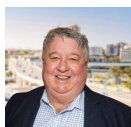
Mark is a Partner in the Banking and Financial Services Group of HWL Ebsworth. Mark regularly undertakes significant pre-lending reviews and security due diligence on behalf of his financier clients. In addition to acting for financial institutions, Mark also regularly acts for several corporate clients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

Mark Lightfoot
Director



Mark Neave
Director



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.

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 Pearce
Director



Michele Galagher
Company Secretary



Michele has over 25 years of experience in Finance and Accounting roles, including over 10 years as a Company Secretary for companies limited by guarantee. Michele holds a range of Company Secretary appointments in organisations that support First Nations People, rural and remote communities and vulnerable populations. Michele has a Master of Business Administration (Finance), Master of Commerce (UQ), completed the Company Directors Course at the Australian Institute of Company Directors, a Fellow at Governance Institute of Australia, and a Fellow at CPA Australia.

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

Andy Currey
Angus Ryall
Ava Cirino
Benjamin Gibson
Berenice Shelley
Brendon Donohue
Carter Mauro
Hattie Ryall
Ian Greig
Jiayi Hu
Kim Ryall-Manley
Krystalynn Coombes
Lillian Loke
Marilla Currey
Michael Ryall
Nerida Smith
Nilima Harjal
Ninout Daintay
Peter Pearce
Sofia Cirino
Stacey Currey
Sylvie Currey
Tony Hislop
Will Treacy

Investment Through Donations

Ashleigh Pyke
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Caitlin Shields
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Esally Vickery
Janette Moore
Janette McLeod
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Tony Beresford-Smith

Investment Through In-Kind Contributions

HWL Ebsworth
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Practical Business Solutions

Investment Through Grants and Funding

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15 Hope Street South Brisbane, QLD, 4101 | (07) 3370 8320 | admin@commonground.qld.org.au | www.commongroundqld.org.au