

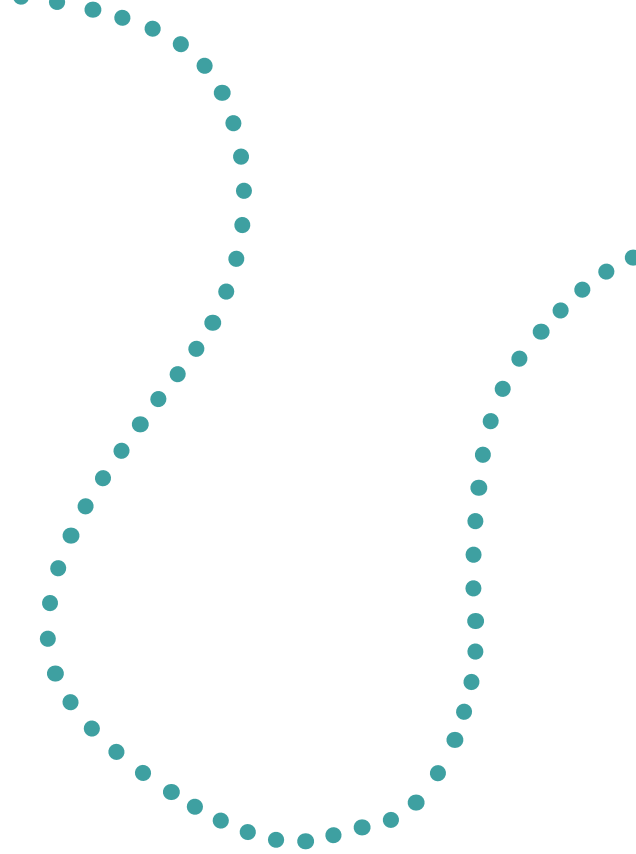
2020/21

81st Annual Report

Stronger Together



Contents



Our Organisation

About Us	2
Vision, Mission & Values	3
CEO Update.....	4
Chairman Update.....	5
Board of Governance.....	6

Our Programs

Residential Out-of-Home Care	8
Inspire Program.....	12
Childcare Centre.....	16
Family Care and Support	18
Embrace Wellness Hub	20
Opp Shop	21

Financial Statement	22
Acknowledgements & Thanks	26



About Us

Silky Oaks Children's Haven (Silky Oaks) is a charity, who for over 80 years has been helping people experiencing vulnerability and disadvantage achieve hope for a brighter tomorrow.

Since 1940, we have responded to the needs of our community, providing a range of high quality social care, therapeutic and early childhood services.

We are motivated by our Christian faith and by our vision to see people and communities thrive.

We enthusiastically partner with other organisations and government agencies to achieve the right mix of services and supports for our clients.

LEGISLATIVE CONTEXT

Silky Oaks Children's Haven is a public benevolent institution operating under Letters Patent pursuant to the *Religious, Educational and Charitable Institutions Act 1861-1967*. Silky Oaks Children's Haven is registered as a charity in pursuance of the provisions of the *Collections Act 1966*.

Vision, Mission & Values

Our Vision

Our vision is to support people and communities to thrive.

Our Mission

Our mission is to provide a tailored range of high quality social care, therapeutic and early childhood services. We promote people's human rights, safety and wellbeing through a kind, caring and inclusive partnership approach. We stick with people to help them find hope and achieve lasting solutions.

Our Values

01. **COMMITMENT**
We believe that every person matters and support them as long as they need help. We act with courage, dedication, commitment and resilience to advocate for their needs and help them achieve their goals.
02. **SAFETY AND WELLBEING**
We offer kind, caring, and inclusive services which protect people's human rights, safety and wellbeing.
03. **EFFECTIVENESS**
We deliver high quality services that make best use of our resources and lead to effective outcomes. We encourage feedback that helps us continually improve.
04. **RESPECT**
We appreciate diversity and show respect for people's individual needs, preferences, capabilities, culture and choices.
05. **INTEGRITY**
We are transparent, honest, open and ethical in our work.
06. **COLLABORATION**
We value the expertise of our partners and our clients and enthusiastically collaborate with them to achieve the best possible outcomes.
07. **INNOVATION**
We are agile, adaptable, innovative and proactive in the way we anticipate and respond to challenges and opportunities.

Our Services

- > Out-of-Home care
- > Therapy
- > Youth Outreach
- > Childcare
- > Opportunity Shop
- > Homelessness Services

People we help

- > Children and young people
- > Adults
- > Families

CEO Update

Our people are central to who we are and what we do. We do not manufacture a product on a mass assembly line. We believe that by supporting and empowering people, that both the individual and community thrives.

Silky Oaks Children's Haven (Silky Oaks) is one of the 'best kept secrets' within the social care, therapeutic and early childhood services sectors. Despite the challenges many organisations, communities, and individuals faced in the continuation of the global pandemic, the resilience, ingenuity and compassion of our team to develop meaningful solutions needed to continue to deliver services to the community was inspirational.

Over the last five years, we have learned that:

- Client outcomes are improved when we operate as one unified service rather than a range of programs operating side by side
- We can leverage the skills and expertise of our people across multiple services
- Our clients enjoy having a choice of both mobile and centre-based services
- Our clients value having a consistent experience across services
- Our clients and community trust us and see us as reliable since we have been offering consistent services since 1940
- We have a reputation for delivering high quality services and our approaches have been used by government to drive quality improvement in the sector
- Other organisations seek our help in working with families with complex needs
- We recruit the right people and we are becoming known as an employer of choice

Silky Oaks remains focused on our new vision, mission, core values, and strategic plan. We have taken steps to move our corporate services and community programs into an additional location called the Redlands Hub. This space has been fitted out with a variety of flexible and collaborative spaces to ensure we remain accessible to all stakeholders.

Our team are working hard on ensuring the continued financial viability and legacy through the creation of new own-source revenue streams. These initiatives will be based on existing strengths, links within the community, new partnerships, and will align with the strategic direction of Silky Oaks. I would like to thank every staff member, student, and volunteer for their continued partnership with Silky Oaks.

We are grateful for the generosity of our funding partners, financial and in-kind donors, trusts and foundations and everyday Australians. In a time of increased uncertainty and growing need exacerbated by the pandemic, we cannot thank you enough for enabling support for the most vulnerable in our community.

I trust you will enjoy reading this year's annual report.



Aaron Thirkettle CEO

Chairman Update

I am pleased to report on the activities and achievements of Silky Oaks Children's Haven (Silky Oaks) for the financial year ending 30 June 2021. From the outset, I would like to present some Bible references that underpin our mission:

"I will give repeated thanks to the Lord, praising Him to everyone. For He stands beside the poor and hungry to save them from their enemies." Psalm 109:30-31 (TLB)
 "Blessed is he who is kind to the needy." Proverbs 14:21 (NIV)
 "He who oppresses the poor shows contempt for their Maker, but whoever is kind to the needy honours GOD." Proverbs 14:31 (NIV)

The responsibility of the Board of Governance (the Board) of Silky Oaks is to ensure effective governance systems exist which align with the vision, mission and core values of Silky Oaks. In partnership with the CEO, we meet regularly throughout the year to ensure the alignment of our strategic plan facilitates the ongoing viability and legacy of the organisation. Regular reports are provided to the Board highlighting client outcomes, funding outputs and metrics, and operational updates. All Board members have completed professional development throughout the year and our external partner, the CFO Centre Ltd., performed a full board evaluation.

During these unprecedented times, the Board and CEO have met at the beginning of each week to pray. We are reminded of the faithfulness of God throughout the last 18 months and acknowledge His protection, provision, and answered prayer for all who are connected with Silky Oaks.

The following activities were achieved throughout the last 12 months:

- Operating and capital works budget was approved with a forecast surplus of \$123,000.
- The CEO led a strategic 'People Mapping' exercise to ensure any gaps and overlaps were identified and corrected.
- Staff and volunteer service milestone awards were presented at each program's Christmas celebration due to the inability to gather in large groups
- No staff and volunteer Christmas celebration was possible and a small gift was purchased for each individual in lieu
- A new corporate services hub (Redlands Hub) was established in Capalaba
- The Board, leadership, and management groups revised the vision, mission, and core values of Silky Oaks and a new strategic plan was developed
- Strong community support was provided for the 2020 Christmas giving campaign with a large financial donation received to cover the full costs of our Hampers of Hope program for clients

- The CEO implemented a personnel structural review and appointed a new leadership structure called the Core Team
- The Core Team attended the first Board meeting for 2021 and were commissioned into their respective leadership roles
- Strategic Board recruitment efforts introduced several new Directors to the Board with complimentary experience and skill sets
- The Logan Cottage program relocated to a new service delivery location and rebranded as One Place in Tanah Merah
- The 'Stronger Together' financial appeal was launched in June and will continue to run to support the emergency community relief and assistance initiatives of Silky Oaks

The following Director movements occurred this year:

- Paul Darnell retired as Treasurer after 30 years service to Silky Oaks
- Phil Sooveere served from 26/06/2019 to 04/02/2021
- Wendy Williams served from 03/11/2019 to 29/02/2020
- Ron Lawrence joined the Board as the incoming Treasurer
- Jonathan Darnell and Leda Barnett joined the Board as Directors

As we celebrate 81 years of operation, we are reminded that we need each other and that we are indeed, stronger together. I take this opportunity to thank my fellow Board members, our CEO Aaron Thirkettle and the Core Team, and all our faithful, hardworking, enthusiastic, passionate employees and volunteers, for their dedication and service.

Thank you to our funding partners for their ongoing financial partnership to ensure Silky Oaks continues to deliver high quality outcomes. Thank you to our prayer partners and those who donated financially or with goods and services. We sincerely appreciate you very much and without your support, we could not have the reach and impact that we have.



Allan Grant CHAIRMAN

Board of Governance



Allan Grant
CHAIRMAN



Jonathan Dass
DEPUTY CHAIRMAN



Kay McCallum
DIRECTOR



Daniel Raffell
DIRECTOR



Janice Johnson
SECRETARY



Ron Lawrence
TREASURER



Jonathan Darnell
DIRECTOR



Leda Barnett
DIRECTOR



Residential Out-of-Home Care

Stronger together by building connections to family, friends, culture and community

PROGRAM UPDATE

Our Residential Out-of-home Care Program is one of Silky Oaks' longest running programs, where we care for children and young people who are unable to live at home with their parents or family. Throughout the past year we remained true to our commitment in ensuring we provide supportive, stable, safe and nurturing homes for the children and young people with the view to impact change in education, health, life aspirations, emotional health and sense of identity.

We also worked tirelessly to ensure connection to family, friends, culture and community was continuously at the forefront of the care we provided. I am sure most of us can agree, the unpredictability of the global COVID-19 pandemic, during the past year, impacted our sense of stability and connectedness. Our young people understood the pandemic as another element of 'not being in control of our life'. We also understood that our young people needed to feel secure, protected and free from harm, whilst also respecting their human rights and dignity.

Throughout our Residential Program, when schools entered into restrictions, we ensured all our young people were supported in education, through home learning. While they were initially celebrating staying home, we quickly identified they were challenged in how the changes would affect their future.

We altered routines as well as ensured they had access to the technology required so the education path was not interrupted.

We supported the continuation of face to face visits with family, ensuring contact was supportive as well as safe. We educated our young people by empowering them with knowledge that would keep them and their family members safe. Risk management processes and positive respectful engagement with family built trust, thus allowing the continuation of regular purposeful contact.

Meeting the young people's goals and keeping a sense of normality in their lives, while ensuring their safety during the pandemic, was only possible by collaboratively working in partnership with other Silky Oaks programs, external support services and our funding partners. "Stronger Together" was heard, felt, experienced and lived, by our young people and our teams. We are incredibly proud of the emotional and mental resilience our young people demonstrated during the pandemic.

Highlights

25

Children and young people were supported in our residential care homes throughout the year.

296

Children and young people were supported from our emergency response accommodation program throughout the year.

88%

Of the young people in our Out-of-Home care program engaged consistently in education.

92%

Of the young people in our Out-of-Home care program were engaged in regular extracurricular activities, ranging from AFL, soccer, futsal, basketball, to guitar lessons, youth group, cultural groups, and art. Extracurricular activities support young people's positive social and recreational inclusion.

23%

Of the young people were engaged in part time work. The young people have expressed they feel optimistic about planning towards future goals.

100%

Of the young people had regular family contact, providing them with a strong sense of identity and belonging. Feeling connected to family provides the children and young people with positive and supportive relationships needed throughout and after their journey in care.

Client Outcomes & Good News Stories

LINDSAY'S STORY

One of our young people (who we will name Lindsay), is a determined intelligent student wanting to change the direction of her life through education. She was recently nominated by her School Principal for the 'The Young Achievers Program', at the University of Queensland (UQ), due to her strong motivation and demonstrated academic potential to succeed at University. This exciting initiative aims to support the tertiary study and career aspirations of senior secondary school students who might not otherwise have access to University as a post-school option.

If Lindsay is successful, amongst other benefits, she will have access to ongoing support and mentoring from current UQ students; financial assistance of \$1,000 per year in years 11 and 12 to assist with education costs; and scholarship support of \$7,000 per year for up to four years while enrolled at UQ.

Lindsay's care team will continue to ensure she has access to all the necessary resources and support in each step she takes, to achieve her future academic dreams. We are confident, given Lindsay's drive and determination to succeed, she will successfully graduate from University in the future.



SHAKIRA'S STORY

Another young person (who we will name Shakira), was invited to participate in the 'Rio Tinto AFL Woomeras Program'. The Woomeras team is the national under 17 female football development program for First Nations footballers. The development pathway is designed to immerse the nominated players into an elite training environment, with the aim of increasing their football skillset, enhance their leadership potential and explore their cultural identity. Unfortunately, COVID-19 restrictions came into place prior to the program commencing, which meant Shakira was unable to travel to Melbourne and participate.

Despite the set back, her skills were recognised and she was offered opportunities to continue her development on and off the football field, through an invitation to commence training with the Brisbane Lions Academy U17 Girls Program, in addition to being offered the Jim Stynes Scholarship. The scholarship's purpose is to assist in providing a pathway to employment and to nurture and develop the skills and talents unique in youths aged 15 to 19 years old.

Additionally, Shakira was invited to be part of the first AFL Woomeras Mentoring program, which is a six month pilot program where the participants will have regular guidance by Aboriginal leaders. She will undertake tailored online sessions to build upon the following four key pillars: cultural Identity, resilience, communication and decision making.

We are incredibly proud of Shakira as she is wholeheartedly committed to the dream of making a contribution to the AFL as a determined, proud Aboriginal and Torres Strait Islander sportswoman. Just as Shakira's wider care team have invested in her, her life, her dreams and aspirations, we are confident, that in the future, she will make a positive contribution to community, through positive role modeling. We dream big alongside this inspiring future sportswoman.



ROLAND'S STORY

Another young person we need to celebrate is Roland (not his real name). He is an incredibly talented young sportsman, who we firmly believe, will be a highly skilled and successful professional AFL player. Roland, proudly identifies as Aboriginal and Torres Strait Islander, with the ability to run at a speed that needs to be seen to be believed. Roland attended the AFL district trials, where he was awarded 'man of the match' in one game and earned himself three medals. As a result of playing several highly successful matches, he was able to progress to the AFL State Championships in Mackay. Roland's dedication to his weekly training sessions at the Brisbane Lions Academy is as fierce as his fearlessness on the field. He is an outstanding athlete who is loved, respected and celebrated by his AFL family/community.

The photo below is of 'Roland's' jersey and medals. This is how he has them displayed in his room and we have just taken a photo of it with his consent. He is aware it will be publicised.



ONE PLACE

Guess what everyone? We have rebranded our Emergency Accommodation Program. "One Place" was a labour of love for our young people who are disengaged, do not have a stable placement and are in need of a warm, safe and understanding space on a nightly basis. The young people have immediately been impressed and felt valued in their new spacious surrounds with landscaped gardens that provide a space for reflective thinking and important reality checking conversations with their carers. The service not only supports young people by providing them a comfortable safe overnight stay, but it provides them with a space where they can wash their clothes, have a few meals, have supportive 'real' conversations with highly skilled carers about their present and future, and be supported to engage with services they will require throughout their Out-of-Home care journey and beyond.

“

This place is so flash, I want this to be my placement.

“

I don't want to leave this place.

“

I've never seen fruit like this before, they are usually in punnets at the shops (This was the comment of one young person who fell in love with the fruit trees on the premises.)



Inspire Program

Stronger together through our one-on-one and group client work

PROGRAM UPDATE

The Inspire Program is funded by the Department of Children, Youth Justice & Multicultural Affairs (the Department) to deliver therapeutic interventions for families referred from the Department. The Inspire Therapy and Inspire Outreach teams work as part of the wider child safety care team to support placement stability and work towards case plan goals, such as improving safety and developing life skills. Our teams have continued to provide high quality services through flexibility in service delivery, despite COVID-19 restrictions and lockdowns throughout the year.

The Therapy Team have been able to return to facilitating more groups this year with something for everyone- a parenting program, a children's group and adolescent workshop, as well as continue their highly regarded one-on-one therapy. The Outreach Team were able to offer school holiday programs during every school break, even if it meant a smaller group due to COVID-19 restrictions. The Therapeutic Support Workers (TSW) were also able to facilitate a Reputation Enhancement Model Activities Program (REMAP) camp and continue their one-on-one and small group outreach.

THERAPY - MORETON REGION

NO. OF CLIENTS

QUARTERLY TARGET	JULY-SEPT 2020	OCT-DEC 2020	JAN-MAR 2021	APR-JUNE 2021
16	18	19	20	17



Highlights

THERAPY PROGRAM DURING 20/21 :

- › Building of a sensory therapy garden for use during therapy sessions (see story below & photo at right)
- › Circle of Security Parenting program facilitated in term 2 2021
- › Connected Kids, self-esteem and social skills group facilitated across term 1 & 2 2021
- › Art Therapy Workshop for adolescents facilitated in September school holidays 2020
- › Two Masters of Art Therapy student placements supported in Inspire Therapy over the year.



CLIENT OUTCOMES & GOOD NEWS STORIES

The below two stories highlight the ways in which the Inspire Program works together as an integrated wrap around service, as well as demonstrates the support the program has received from external providers, to strengthen and extend our services.

INSPIRE THERAPY

During the year, the Inspire Therapy Garden was created. This was collaborative project with Silky Oaks and the Australian Trade Industry College (Ipswich and Redland Bay campus). Year 10-12 students and their College Educators worked on the garden project, recycling materials from the old playground at the front of Silky Oaks. Completed in 2020, the Therapy Garden offers therapeutic and sensory experiences for Silky Oaks therapy clients through connection and interaction with therapists and nature. The garden is built around a beautiful blue gum eucalyptus globulus tree and offers a sensory swing, balancing beams, an obstacle course and a slide. The garden enlivens the senses with lots to see and experience, there are a variety of plants, some of which are edible, a wind chime along with bird and nature sounds.

The Therapy Garden has made a considerable difference for the Therapy Program, particularly during the COVID-19 Pandemic. During COVID-19, when rooms and resources were sparse due to restrictions, the Therapy Garden provided an enriching experience for clients. Being outside in nature is a grounding, calming, and mindful practice in itself, and utilising these aspects to build the therapeutic alliance and facilitate a healing experience is extremely beneficial.

The Therapy Garden is something therapy clients look forward to when they come into the space, as it allows clients to use their body in a healthy way through playful games and allows them to choose their own adventure. This gives our clients a positive sense of achievement and provides a safe space to build trust with their therapist and learn how to navigate relationships.

The balance beam increases spatial awareness, gross motor skills, coordination, and balance. The obstacle course can increase a client's confidence and give them an opportunity to build upon this in the presence of a trusted adult. The sensory swing hangs from the oldest and largest native tree on the Silky Oaks property. Children who have experienced trauma often find it difficult to regulate their emotions. The swing provides a safe way to learn mindfulness, breathing, and is also reminiscent of being inside a mother's womb. The gentle rocking and swaying can assist in healing trauma and creating secure attachments. Patterned, rhythmic and repetitive movements can be soothing and the act of therapist and child working together to co-regulate is nurturing and valuable to the therapeutic process.

Highlights

OUTREACH/REMAP PROGRAM DURING 20/21

- One REMAP camp facilitated in December 2020 at the Gold Coast.
- Successful school holiday programs delivered every school holiday break, despite COVID-19 restrictions.
- One Human Services student completed placement in Inspire Outreach during the year.



INSPIRE OUTREACH

A female client now aged 12 years entered the Inspire Program in September 2020 and has actively engaged in various aspects of the Inspire Program across the past year. Presenting concerns for this young person upon referral to Inspire were; anxiety, grief and loss, risk taking, self-harm, parentified behaviours, limited pro-social skills and low self-confidence.

Since referral into the Inspire Program this young person has positively engaged within weekly Outreach with a female TSW and has been supported to integrate into REMAP, through which she has developed her self-esteem, age appropriate peer connections and pro-social skills through adventure based therapeutic activities. This young person recently attended her first REMAP camp and has been a positive and active member of the group.

This young person has also been linked in with Therapy within the Inspire Program and is transported by her TSW to weekly therapy in order to work through her history of trauma and build therapeutic tools and skills to support her to manage adversity. This young person also participated in the Connected Kids program offered by Therapy, where she continued to build upon her peer connections and social skills. This young person is due to re-engage in the second Connected Kids program in 2021 and will continue to receive support across the various Inspire programs.



Due to continued wrap around therapeutic support, this young person has been able to build upon her already existing resilience and inner resources in order to work towards overcoming the presenting concerns highlighted upon referral.

OUTREACH / REMAP - SOUTH EAST REGION

NO. OF CLIENTS

QUARTERLY TARGET	JULY-SEPT 2020	OCT - DEC 2020	JAN-MAR 2021	APR-JUNE 2021
08	48	46	46	48





Childcare Centre

Stronger together by working collaboratively to support wellbeing and education

PROGRAM UPDATE

For the workers of Silky Oaks Childcare Centre, “Stronger Together” has always been our mantra, understanding that it “takes a village” when you are responsible for the wellbeing and education of children. Our workers know and understand that we can’t figure out and don’t have to work out, everything on our own and that it is only through collaboration that we can support people and communities to thrive.

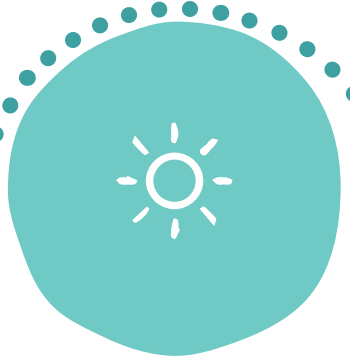
Recently, I discovered a quote by Pope Francis who speaks to the idea of Stronger Together: “No one can face life in isolation. ... We need a community that supports and helps us, in which we can help one another to keep looking ahead. How wonderful it is to dream together. By ourselves, we risk seeing mirages, things that are not there. Dreams, on the other hand, are built together.” (October 2020)

During the past 12 months, our team reached out to support and help our families to keep looking forward, while navigating the confusion, disappointment and challenges of COVID-19. We were able to provide our families with reassurance by maintaining regular communication; by providing information about how we were keeping our community safe; and navigating through the changing circumstances of the child care benefit relief and fees. For some families, we were their most consistent point of support.

As we moved through the year that was, we all became more resilient and understood that our lives would be different, however we could still continue to plan (with contingency), make new connections, dream and build together in order to grow. With this mindset, we re-commenced our community engagement, raising funds or collecting donations for vulnerable people and animals in our local and broader communities. We re-connected with support and allied health groups to run professional conversations amongst Early Years and Primary school educators, enhancing our knowledge

about current support networks for children and families. We reviewed and reflected upon aspects of our children’s programs that could be halted for the time being and looked at other ways we could introduce new learning experiences and celebrate special occasions. Mother’s, Father’s and Grandparent’s Days weren’t forgotten and whilst we couldn’t celebrate with our usual gatherings, we created opportunities for the children and their important family members to come together through collaborative craft activities they could do at home. For our Kindy group, their graduation ceremony was re-imagined and included a digital memento where each child was filmed receiving their graduation certificate from our Kindy teacher and performing in a choral ensemble with their peers. Together with slideshows of their early years, this significant milestone was celebrated.

Being stronger together this past year has reinforced the value of professional reflective practices within our Silky Oaks Childcare workers, enabling our team to take greater initiative, engage in flexible practices, implement innovative teaching strategies to overcome barriers, respond collaboratively and offer consistency to the people we serve in what continues to be an unpredictable world.



STAFF RETENTION



INCLUSION SUPPORT 9 CHILDREN SUPPORTED



CLIENT OUTCOMES & GOOD NEWS STORIES

‘Strong together’ was the theme and foundation for our community work this year. Beginning with Mother’s Day, we highlighted the welfare of mothers in our community who are less fortunate, by operating a collection drive. Nine bags worth of hygiene products and some miscellaneous items were collected.

Throughout the year, we continued to support people in our community by holding our annual winter warmers food drive, collecting much needed soups/meals/noodles, etc. for our community, as well as a Christmas Hamper Drive and Christmas Toys Drive.

These were donated to our Family Care and Support Program.



We also found a great way to raise funds for the Australian Koala Foundation and Save the Bilby Fund. Over the past year, we have been collecting plastic bottles for recycling, donating the funds to help support the re-establishment of Koala and Bilby environments.





Family Care and Support

Stronger together through our community partnerships and dedicated case management

PROGRAM UPDATE

During 2020/21 the Family Care and Support (FCS) Program continued to provide short-term supported accommodation, centre-based support and mobile support to people experiencing homelessness, or who were at risk of homelessness. Despite COVID-19 the FCS program remained open throughout all lock-down periods, consistently delivering well above expected client number outputs.

Our annual report theme, Stronger Together, is clearly demonstrated in our new Memorandum of Understanding with Mangrove Housing, which began not long into the 20/21 financial year. Whilst the FCS team have worked collaboratively with Mangrove Housing for many years, this extended partnership allows Silky Oaks Housing Support Workers to provide case management support to Mangrove Housing's four Crisis Accommodation Program (CAP) properties. The FCS team have also continued to extend their reach through delivering mobile support in Wynnum at housing and service hubs facilitated by Wynnum Community Place. These types of partnerships have become increasingly important in the very difficult housing climate the community is currently facing, with Housing Support Workers finding it progressively more difficult to find any housing options for the clients they are case managing.

CLIENT OUTCOMES & GOOD NEWS STORIES

A woman from interstate relocated to Brisbane after she lost her job due to COVID-19. At the same time her physical body was deteriorating due to a diagnoses of severe scoliosis; mobility was becoming a huge issue. On arriving into Queensland the woman was couch surfing, originally staying with her daughter's family, and then sleeping on the lounge room floor at a friend's place. This became too physically challenging, with 18 steps to get into one of these houses and with deterioration of the woman's medical condition this became impossible. Furthermore, due to the mobility issues, going out to look for private rentals was not possible.

With support from Family Care and Support's Housing Support Worker, a housing application was pushed through urgently after provision of medical reports and advocating for an Occupational Therapy assessment. The case was also presented to the Redlands Care Coordination meeting, where options for services and support are discussed, which then allowed the Housing Support Worker to assist with the NDIS process. The Housing Support Worker also liaised with Centrelink to ensure the correct entitlements were being paid, and found a service to provide hydrotherapy to maintain mobility and strength for the client. After intensive case management the woman was offered a departmental housing property with wheelchair access. Furniture was sought, and a household start up pack provided, including kitchenware, linen, and a food hamper.



222

HAMPERS FOR
JULY 2020- JUNE 2021

15

FAMILIES PROVIDED
SUPPORTED
ACCOMMODATION

37

FAMILIES/
INDIVIDUALS
PROVIDED
MOBILE SUPPORT

103

FAMILIES/
INDIVIDUALS
PROVIDED
CENTRE-BASED
SUPPORT



EMBRACE WELLNESS HUB

Stronger together through our unified approach towards holistic health care

PROGRAM UPDATE

The Embrace Wellness Hub (Embrace) program offers allied health services on a fee-for-service basis. Operating in the mental health/psychology, nutrition and dietetics, acupuncture and physiotherapy fields, Embrace assisted and welcomed approximately 200 community members to the hub.

Due to the COVID-19 pandemic, Embrace Psychologists reached full capacity quite quickly. The increase in demand for mental health services in particular, was felt sector wide. Both Psychologists remained resilient, compassionate and empathetic whilst handling their full caseloads. Despite imposed restrictions and lockdowns, all Embrace clinicians were unified in their desire to assist the community to the best of their ability. This proved to be a strength that prevailed throughout the year and in turn made Embrace a key service that the community could rely on.

CLIENT OUTCOMES & GOOD NEWS STORIES

The majority of Embrace's referrals for psychology services come in the form of Mental Health Treatment Plans under the Better Access initiative. In late 2020, the Government announced additional funding for the sector, enabling Australians to access up to 20 Medicare rebated therapy sessions each calendar year, doubling from the previous maximum of 10. The increase in sessions has had positive impacts for both clinician and client alike. Clinicians have been able to do even more meaningful work by enabling the opportunity for the strengthening of the client-practitioner relationship; more deeply exploring thoughts, feelings and situations; and better implementation of intervention strategies conducive for sustainable change.

With the additional sessions, helped by the commencement of a new calendar year, Embrace had 36 clients attend more than 10 appointments, with 6 clients attending between 20-35 appointments each.

Highlights

<h1>195</h1> <p>DIFFERENT CLIENTS SERVICED BY EMBRACE CLINICIANS</p>	<h1>90</h1> <p>DIFFERENT GP REFERRERS</p>	<h1>1084</h1> <p>APPOINTMENTS ATTENDED</p>
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Opp Shop

Stronger together through our external giving and team work

PROGRAM UPDATE

The Silky Oaks Opp Shop is a busy and highly regarded outlet of quality new and pre-loved items. Our team of staff and volunteers work hard to provide a valuable resource for people on low incomes, providing them with quality clothing, household goods and furniture.

Our shop is also a place that people in need can feel secure in the knowledge that they will be treated with dignity and respect. It is also a great place for the discerning shopper with an eye for quality, with many treasures, such as designer clothing, waiting to be found. Each week in the shop is a unique shopping experience, with a treasure trove of unpredictable surprises. It is what attracts shoppers back time and time again, as they never know exactly what they will find.

In response to lockdowns, it was important to continue to provide customers with a safe shopping experience, so we continued operating by selling items online when our doors were closed. Our team worked tirelessly to also ensure saleable goods were recycled or passed on to local and overseas missional partners.

Sadly, we take the time to honour Roslyn (Ros) Cartwright who passed away after a short battle with cancer. Those who had the privilege of knowing, working, or being around Ros were always encouraged and inspired by her tenacity for life and no-nonsense outlook.

We invite our community to join our online Facebook community for the latest information, sales, and online marketplace listings - @oppshopsilkyoaks.



In excess of
\$24,500

worth of items given through our 'external giving.' Charities we supported included Living Hope Zambia, Aussie Farmers Charleville, Books 4 PNG Kids, Night Ninjas, Destiny Mission to PNG Children, Woodgate Wildlife Rescue, Agape Tweed Heads, among others.

Statement of Profit or Loss and Other Comprehensive Income

FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
Trading and operating income		1,620,495	1,445,568
Other income	4	8,175,009	8,053,089
Employee benefits expense		(7,726,632)	(7,743,623)
Depreciation and amortisation expense		(251,979)	(239,604)
Organisational costs		(188,481)	(145,332)
Other expenses	5	(3,460,532)	(1,275,180)
Profit / (Loss) for the year		(1,832,120)	94,918
Other comprehensive income			
Revaluation gain on property		724,635	-
Total comprehensive income for the year		(1,107,485)	94,918

Statement of Financial Position

30 JUNE 2021

	Note	2021 \$	2020 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	822,946	2,510,133
Trade and other receivables	8	47,835	(3,091)
Other assets		68,168	98,969
TOTAL CURRENT ASSETS		938,949	2,606,011
NON-CURRENT ASSETS			
Property, plant and equipment	7	12,515,447	11,525,551
Work in progress		879,054	5,976
TOTAL NON-CURRENT ASSETS		13,394,501	11,531,527
TOTAL ASSETS		14,333,450	14,137,538
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	637,774	546,283
Short-term provisions	11	1,149,579	-
Employee benefits	10	677,602	572,626
Other financial liabilities	12	25,094	29,134
TOTAL CURRENT LIABILITIES		2,490,049	1,148,043
NON-CURRENT LIABILITIES			
Employee benefits	10	115,741	154,351
TOTAL NON-CURRENT LIABILITIES		115,741	154,351
TOTAL LIABILITIES		2,605,790	1,302,394
NET ASSETS		11,727,660	12,835,144
EQUITY			
Reserves		8,888,037	8,163,402
Retained earnings		2,839,623	4,671,742
TOTAL EQUITY		11,727,660	12,835,144

Statement of Changes in Equity

FOR THE YEAR ENDED 30 JUNE 2021

2021	Asset Revaluation Reserve \$	Accumulated Surplus \$	Total \$
Balance at 1 July 2020	8,163,402	4,671,742	12,835,144
Profit / (Loss) for the year	-	(1,832,120)	(1,832,120)
Revaluation gain on property	724,635	-	724,635
Balance at 30 June 2021	8,888,037	2,839,623	11,727,660

2020	Asset Revaluation Reserve \$	Accumulated Surplus \$	Total \$
Balance at 1 July 2019	8,163,402	4,576,823	12,740,225
Profit / (Loss) for the year	-	94,918	94,918
Balance at 30 June 2020	8,163,402	4,671,742	12,835,144

Statement of Cash Flows

FOR THE YEAR ENDED 30 JUNE 2021

	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES:			
Receipts from customers		9,724,086	9,457,206
Payments to suppliers and employees		(10,898,107)	(9,035,211)
Interest received		4,072	17,018
Net cash provided by/(used in) operating activities	14	(1,169,949)	439,013
CASH FLOWS FROM INVESTING ACTIVITIES:			
Movement in property, plant and equipment		(517,239)	(311,086)
Net cash used by investing activities		(517,239)	(311,086)
CASH FLOWS FROM FINANCING ACTIVITIES:			
Net increase/(decrease) in cash and cash equivalents held		(1,687,188)	127,927
Cash and cash equivalents at beginning of year		2,510,134	2,382,206
Cash and cash equivalents at end of financial year	6	822,946	2,510,133

Funding and Community Partners

Silky Oaks would like to thank all of our funders; strategic partnerships and alliances; churches, charities and not-for-profit organisations; local education providers, schools, and P&C associations; suppliers, contractors and business partners; as well as all individuals, clubs and community groups who have donated to us.

We would like to make special mention of the following funding and community partners:

Funding partners:

- › Brisbane City Council
- › Department of Children, Youth Justice and Multicultural Affairs
- › Department of Communities, Housing and Digital Economy

Community partners:

- › Acacia Ridge Christian Assembly
- › Access Community Services
- › Alexandra Hills Discount Drug Store
- › Australian Industry Trade College
- › Australia Post
- › BABI
- › Bayside Uniting Church
- › Bunnings Manly West, Capalaba, Mt Gravatt and Cannon Hill
- › Citipointe Church
- › Commonwealth Bank
- › Corinne Guterres - LJ Hooker Cleveland
- › Crestmead Community Centre
- › Eliza Hinchcliffe - The Department of Education (Queensland)
- › Freedom Broadband
- › HealthSAVE Pharmacy
- › Inclusion Support Queensland
- › JGL Properties
- › Joan Pease MP - State Member for Lytton
- › Logan City Council
- › Logan Youth Justice Centre
- › Lord Mayor's Charitable Trust
- › Mangrove Housing
- › Manly West Pharmacy
- › Manly West State School
- › Merrin & Cranston Architects
- › Our Community Group
- › Mudflat toys
- › Peter Cumming - Councillor for Wynnum Manly
- › Relate2u Relationship Solutions
- › Ross Vasta MP - State Member for Bonner
- › Selina Street Pharmacy
- › Share the Dignity
- › St Peter's Anglican Church
- › The Christian Church Brisbane
- › The Jetty Store Café
- › The Printing Well
- › The Pyjama Foundation
- › The Street University Southport
- › Victoria Point Sharks Sporting Club
- › Wynnum Baptist Church
- › Wynnum Christian Community Church
- › Wynnum Community Place
- › Wynnum Fire Department
- › Wynnum Golf Club
- › Wynnum Police
- › Wynnum State School
- › Zonta Club of Wynnum Redlands





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