



Organisational Environment

Vision Statement

Our vision is for a socially and culturally inclusive community without poverty, homelessness or violence.

Mission Statement

Community Action Inc works together with the community to provide supports and services in response to the needs of the community.

Values Statement

Respect, Dignity & Kindness: Respect, dignity and kindness are important aspects of our work with clients and our community – it's the little things that make a big difference.

Empowerment: We are a person-centred organisation operating within an empowerment context to nurture a supportive environment, skills development, growth and independence. We empower people to have a voice and input into the decisions that affect them.

Integrity: Integrity and accountability are keynotes of our provision of services and programs.

Non-judgemental: We don't judge the behaviour of others and are open-minded about different people and ideas.

Social Justice: We value the principles of equitable access to services, systemic advocacy, opportunity, self-determination and rights and responsibilities.

Diversity & Cultural Awareness: We value a community that demonstrates acceptance of a diverse range of cultures and experiences. We deliver culturally appropriate services.

Commitment to Community: We value our local community. We strengthen our community through provision of services and investing financially through employment and prioritising local purchase of goods and services.

Non-violence: We value non-violence and advocate the peaceful resolution of conflict through negotiation and mediation. Through positive, supportive advocacy principles and practices we aim to bring about a change in social conditions and practices that violate human rights.

Who are we: Community Action Inc (CAI) is an incorporated association and registered Charity with associated PBI and DGR status. Service delivery encompasses the following program areas: Youth Services, Domestic Violence Services, Housing Services, Financial Literacy Services and Multicultural Information Network Service. The organisation has significant experience in:

- tenancy management of housing for low income tenants,
- supported housing for homeless young people in crisis,
- supported housing for women and children escaping domestic and family violence,
- provision of youth support programs and services,
- provision of emergency relief and financial counselling to people experiencing financial crisis,
- provision of migrant settlement services.

The organisation receives funding for its programs from various state and federal funding departments and other one-off grants, support and donations. CAI holds title to 19 residential properties under mortgage agreement with the Department of Housing & Public Works and independently owns a residential duplex and an office building accommodating our youth team.

Community Action – Housing Services

Location: 22 Nash Street, Gympie

Our Housing Services department manages community housing under four program areas:

- Community Rent Scheme (CRS) – 33 units of accommodation
- Community Managed Studio Units (CMSU) – 35 units of accommodation
- Long Term Housing Program (LTH) – 51 units of accommodation
- Same House Different Landlord Program (SHDL) – 2 units of accommodation

These programs are funded by the Department of Housing & Public Works.

The Housing Service manages two additional program areas:

- Gympie Regional Council Pensioner Units Program – 32 units of accommodation
- Community Action Withey Street Transitional Properties – 2 units of accommodation

Community Action – Youth Service

Location: 24 Lawrence Street, Gympie

The Youth Service provides a range of support services to young people aged 12 to 25:

- Crisis housing (12 units of accommodation) and support service for young people who are homeless, information, referral and advocacy – funded by the Department of Housing & Public Works.

- Youth Health Clinic provides young people with access to a youth friendly GP – funded by Central Qld, Wide Bay, Sunshine Coast Primary Health Network.
- Project 180 – weekly drop-in group for young people.
- Sexual Health Youth Worker provides sexual health screening and education to young people – funded by Central Qld, Wide Bay, Sunshine Coast Primary Health Network.
- Little Beginnings provides education and support to young women who are pregnant – funded by Central Qld, Wide Bay, Sunshine Coast Primary Health Network.
- Emergency Relief – providing financial assistance to young people in financial crisis including food, vouchers, assistance with medical expenses, utilities, rent, transport – funded by the Department of Social Services and the Department of Communities, Disability Services and Seniors.

Community Action – DFV Services

Erin House

Location: Confidential

Erin House provides crisis accommodation and support for women and their children escaping domestic and family violence. The program is funded by the Department of Child Safety, Youth & Women. The facilities include a large family home that is run as a halfway house and the shelter complex which is made up of 3 units (one unit is very large and able to be occupied by three families), a training room and a large children's therapy room. Erin House works within a case management framework and team approach to assist families become self-reliant, develop their skills, attain confidence and broaden their networks. The centre is contactable 24 hours every day of the year.

Staff at Erin House provide support to women residing in the Community Action Withey Street Units.

Gympie Region DFV Service

Location: 8 Mary Street, Gympie

The GRDFVS provides services to women and children who are experiencing, or who have experienced domestic and family violence:

- Counselling
- Court Support
- Security Upgrades
- Children's Counselling

The service also works within the broader DFV service system to develop a Gympie Region DFV Prevention Strategy. This strategy will have three elements:

- Safety – a joined up partnership response, having the safety of women and children as its priority.

- Service – a service level response to bring together providers working in the community to develop a common understanding of the nature of DFV and to create improved referral pathways.
- Community – a whole of community response to increase awareness and understanding of the nature of DFV and to drive change in the community.

GRDFVS is funded by the Department of Child Safety, Youth & Women.

Financial Literacy & Resilience Program (FLARP)

Location: 8 Mary Street, Gympie

The FLARP program provides financial counselling and education to people who are experiencing financial difficulties. This service can also assist clients with payment of bills through emergency relief funds – funded by the Department of Communities, Disability Services & Seniors.

Multicultural Information Network Service (MINS)

Location: 8 Mary Street, Gympie

Outreach: Noosa

MINS assists people from all cultural backgrounds to find opportunities that will help them become independent, especially in their first five years in Australia.

- Help for new migrants to get settled in Australia
- Connecting people with community groups
- Information about courses in English, Literacy and Numeracy
- Workshops and forums
- Business support

Emergency Relief Program (ER)

Locations: Community Action Youth Service - 24 Lawrence St, Gympie
 Gympie Community Place – 18 Excelsior Rd, Gympie
 Tin Can Bay Community Church – 1 Buchanan St, Tin Can Bay

Emergency relief is provided through a consortium model with Community Action being the lead agency. Emergency financial assistance is available to people who are experiencing financial difficulty and are unable to pay their bills – funded by the Department of Social Services.