



# ANNUAL REPORT

2023-2024



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## Acknowledgement of Traditional Owners

In keeping with the spirit of reconciliation, Family Emergency Accommodation Townsville (FEAT) respectfully acknowledges the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi as the Traditional Owners of this land, in and around Townsville in which we work, live and connect on and would also like to acknowledge our Torres Strait and South Sea Islander people to whom we share this great nation with. We recognise their continuing connection to land and waterways which is and always will be Indigenous land.



## Our Partners & Supporters

Queensland Department of  
Housing, Local Government,  
Planning & Public Works

Queensland Department of  
Treaty, Aboriginal and Torres  
Strait Islander Partnerships,  
Communities and the Arts

Mercy Community Services

Australian Government  
Department of Social Services

Townsville & Regional  
Communities Housing &  
Homelessness Network

Good Shepherd Australia New  
Zealand (NILS)

Townsville City Council

Althea Projects

Sera's Women's Shelter

NQ Combined Women's Services

The Australian Red Cross

Northreach Baptist Church

Community Gro

Sharehouse Youth Programs

Regional Housing Limited

CQUniversity

Alannah & Madeline Foundation

Zephyr Education

SleepSafe Australia

StreetSmart Australia

CHIA QLD

QCOSS

Q Shelter

The Good Box

Good 360

Zonta Club of Townsville Metro

Anonymous Donor of \$5,000 per  
month

PCYC Upper Ross

Rotary Club of Mundingburra

Various random Acts of Kindness  
& Anonymous Donations

# About FEAT

Family Emergency Accommodation Townsville Inc. (FEAT) is a long-standing member of the Townsville community and homelessness sectors. We have been operating since 1978 and have received government funding for over 40 years. FEAT is a Public Benevolent Institution and is registered for Deductible Gift Recipient status.

## Vision Statement:

Our vision is that every family in the Townsville region has safe and suitable housing.

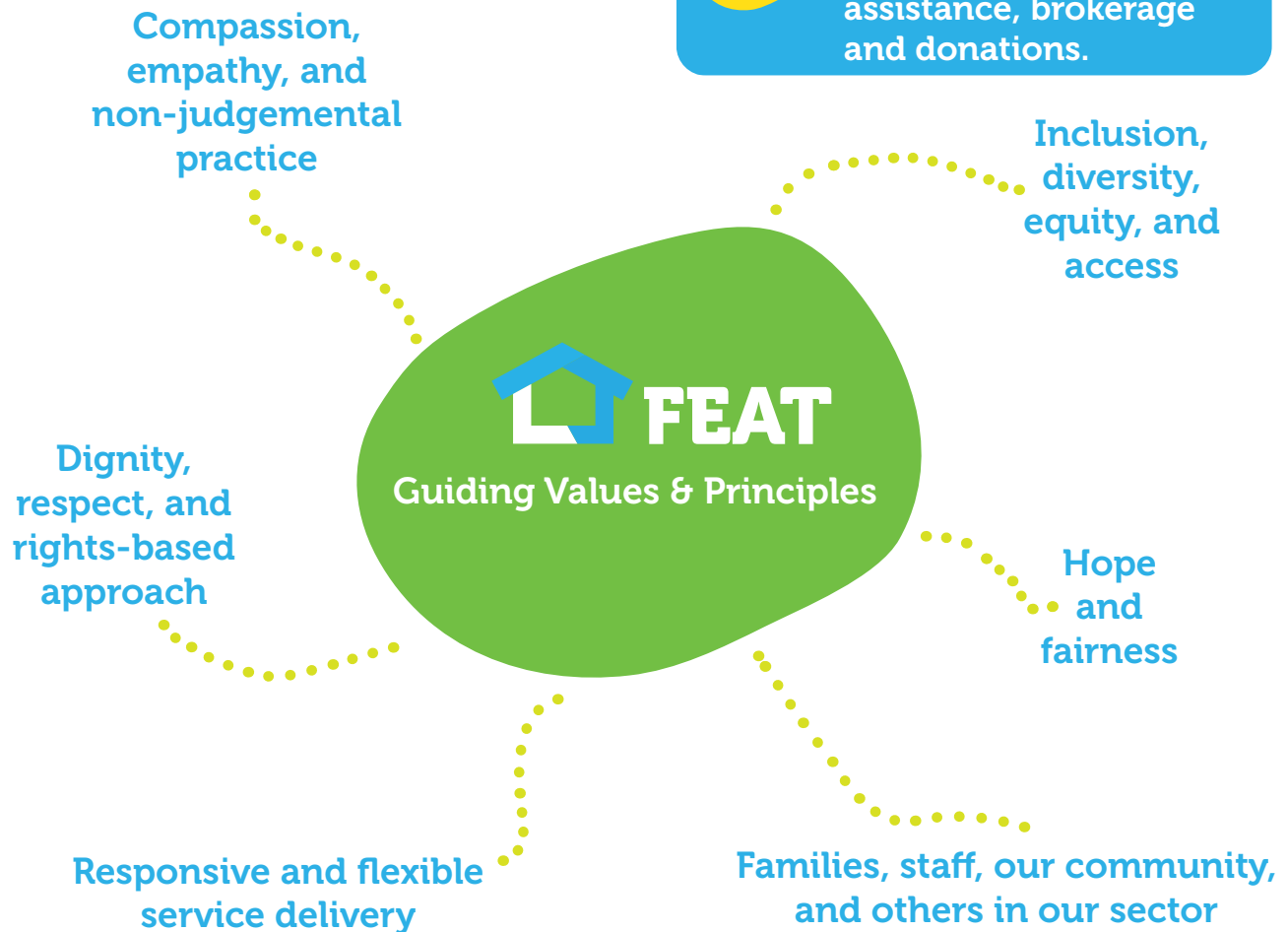
## Mission Statement:

The FEAT mission is to:

- Advocate for affordable housing in the Townsville Region
- Provide a timely response to families who are experiencing housing crisis
- Work with families to identify their needs to achieve long-term sustainable housing.

We deliver on our mission and vision statements through the provision of the following services:

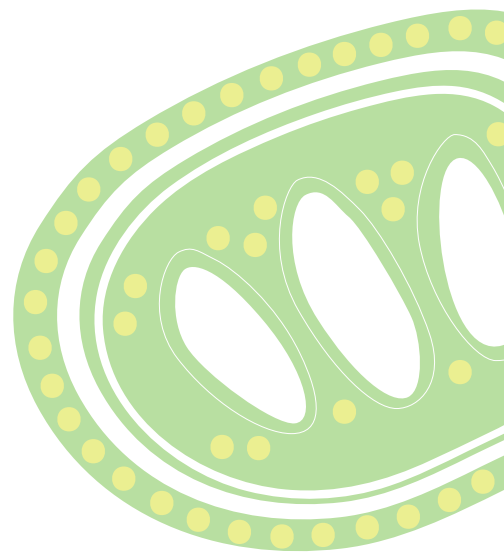
-  **Crisis accommodation for families**
-  **Long term accommodation for families**
-  **Direct support, advocacy, information and referral for families experiencing homelessness to find suitable accommodation**
-  **Case management to support clients to meet their goals**
-  **Provision of client related needs through emergency financial assistance, brokerage and donations.**



## Committee & Staff 2023- 2024

President	Lorelei Billing		
Vice President	Hannah Wilkinson		
Secretary	Jessica Naunton		
Treasurer	Helen Perriman		
Members	Dr. Rebecca Wilcoxson		
	Carolyn Adams		
	Brianna Cooper		
	Jason Slingsby		
Staff	Mandy Thompson	Lori Maloney	Loretta Sullivan
	Bianca Mooney	Samantha Lane	Terina Reti
	Amber Dawson	Ashley McAndrew	Barbara Poli
	Mykyla Wright	Ngaire Hansen	Victoria Ryan
	Sherryl Sue See		

Cathee Warren (Resigned August 2023)  
Sandra Elliman (Resigned November 2023)  
Erica Kyle (Resigned November 2023)  
Nicola Robinson (Resigned February 2024)  
Raelene Corbett (Resigned June 2024)



## FEAT Programs

-  Centre-Based Support, Information, Advice & Referral
-  Temporary Supported Accommodation
-  Support & Case Management
-  Mobile Support to Sustain Tenancies
-  Long Term Community Housing
-  FEAT's Community Housing Program
-  Immediate Housing Response to Families
-  Financial Assistance & Food Vouchers
-  Brokerage
-  NILS No Interest Loan Scheme



## **President's Report**

### **Lorelei Billing**

On behalf of our management committee, I am pleased to present the President's Report for the financial year of 2023/24.

I acknowledge the Wulgurukaba people of Gurambilbarra and Yunbenun, the Bindal, Gugu Badhun and Nywaigi people, as the Traditional Owners of this land, in and around Townsville, in which we work, live and connect on. I also acknowledge our Torres Strait and South Sea Islander people whom we share this great nation with. It is with genuine recognition that I pay my respects to their Elders past and present and recognise their continuing connection to land and waterways which is and always will be Indigenous land.

I begin with my heartfelt appreciation to our management committee and staff for another challenging year. FEAT continues to experience change throughout my time on the management committee. Change can be challenging and met with resistance. However, our staff group have managed these changes well, while maintaining their passion for homelessness and commitment to our clients and community. Their tireless work does not go unnoticed with regular updates from our General Manager, Mandy Thompson, and Program Manager, Bianca Mooney throughout the year. Our monthly reports only provide a snapshot of our staff's work but highlight just how important FEAT is to our local community.



Our management committee has also considered the current environment within the housing and homelessness space by aspiring to grow our services while ensuring sustainability within an unpredictable industry. To achieve our aspirational and strategic goals to grow our services, our management committee and the leadership group undertook a Growth Readiness Assessment (GRA) as a part of the Community Housing Futures Program (CHFP). The CHFP exists to enhance the capability and capacity of Community Housing Organisations in Queensland to increase social and affordable housing supply in Queensland. Hornsby & Co. was engaged to design and deliver the GRA. The GRA is a process of analysis to determine whether an organisation is ready to grow its housing stock and/or services. Growth could be through increasing the number of dwellings it manages, or through owning additional dwellings (turn-key purchase, or development). The GRA involved data collection and analysis about the organisation plus a survey and discussions with staff and board members. Findings and recommendations were presented across seven themes; strategy and governance, business model, resources and skills, financial management, asset management, development projects and funding and grants.



Rachel Hornsby, Hornsby & Co undertook the assessment, commenced with a survey for staff and committee members, interviews with our General Manager, Manager, Program Manager and two Committee Members. Using this information and data collected an analysis was conducted and a report provided in May 2024. The report established 19 recommendations that our management committee is working on in a considered and methodical manner. These are exciting times amongst challenging times, but again prove our management committee's commitment to see an end to homelessness and supply our region with greater social and affordable housing and homelessness responses.

### **Governance**

This year our management committee established a governance sub-committee to work through which to review and consider policies, legislative and regulatory obligations. This will assist with strengthening our practice and provide a framework for continuous quality improvement using the lens of NFP best practice across both the Queensland government's Human Services Quality Framework (HSQF) and the National Regulatory System Community Housing (NRSCH). This is an important time commitment from our committee members to read, assess, analyse and amend various policies while maintaining a healthy drive for our aspirational growth. Sometimes those jobs can seem overwhelming, but this is vital work to ensure our organisation maintains compliance and practical systems for efficient resource and asset management.

### **Strategic and governance professional development**

Our management committee attended the Better Boards Conference for Not-For-Profits in Sydney on 14 and 15 June 2024. Better Boards "*works with board members and directors of not-for-profit organisations who want to help their organisation thrive through improving their own and their boards skills and knowledge*". The weekend included presentations and activities around a variety of topics in an engaging manner, while also providing practical and actionable governance and leadership suggestions. Having all committee members and our general manager attend proved our commitment to grow and improve our governance and leadership skills for FEAT. The weekend was a great opportunity to reconsider some strategies, processes and practices, while providing important professional development for our management committee, and I will encourage new committee members to attend in future.

FEAT has achieved another solid year financially and continues to maintain a sound financial position. I thank our longest serving management committee member, Treasurer, Helen Perriman and our Finance Sub-committee for their invaluable work throughout the 23-24FY.

Ending homelessness should be an aspiration for all. We cannot do this alone, and I extend my appreciation to our housing and homelessness government and non-government partners within our local Gurambilbarra community and the wider Queensland community. Without the work and robust discussions with the Queensland Department of Housing, we wouldn't be able to achieve good outcomes locally. Our equally long-standing partnership with Mercy Community Services also assists in achieving better outcomes for our clients, alongside our ERF partnership we have with Althea Projects.

Thank you to all our supporters during this year and we look forward to working with you over the next 12 months.

### **Lorelei Billing President**

On behalf of the Management Committee: Hannah Wilkinson, Helen Perriman, Jessica Naunton, Bri Cooper, Dr Rebecca Wilcoxson, Carolyn Adams and Jason Slingsby.



# Treasurer's Report

## Helen Perriman

During the past twelve months, FEAT has continued to strengthen its financial position. Of significance we paid out the balance of the loan for the office building. This decision was two-fold. With interest rates increasing significantly over the past couple of years, it made good economic sense to pay out the loan. It also allows FEAT to strategically position itself to grow its assets in the future with a healthy balance sheet that has no current debt. Our cash reserves at the end of June were \$1.7 million. Revenue for the year was \$2.7 million with grant funding making up 68%.

Demand for emergency housing and support is at the highest that we have seen with the impact of the housing crises being felt acutely in Townsville. An uplift of 20% in funding has been granted by the Department and they have committed to this until 2025. As the additional funding was received late in the financial year, the Department has allowed this to be rolled over to the 24-25 year. We were successful in securing funding for a new program that supports families that have escaped domestic, family, and sexual violence. The funds for this program allowed us to head lease properties and provide rental assistance to clients.

A 23% increase in rental income can be contributed to the addition of the head leased properties, as well as a more proactive approach to monitoring rental payments and implementing payment plans for rent arrears. The rent review process was reviewed to ensure rent calculations and income assessments for our longer-term tenants were more in line with the Community Housing Rent Policy, which led to slight rent increases.

Our expenditure for the past twelve months included almost 1.1M on wages and salary expenditure, as we had a full staff contingent of support workers and have commenced a review of our back-office structure and processes. \$272K was spent on repairs and maintenance with a total of 511 maintenance requests completed. Just under \$30K of maintenance costs were for a fence replacement, and major roofing and guttering repairs to half of our Long-Term Housing stock. Client-related costs totalled \$266K for the year, and included payments for emergency accommodation, food, rent arrears and furniture.



PVW Partners have continued to assist us with high-level accounting tasks and the engagement of Gina Clayton as a HR consultant has been most beneficial in assisting Mandy with the review of policies and procedures. I would like to personally thank Mandy and Amber for the wonderful job that they have done during the past twelve months.

**Helen Perriman**  
Treasurer

# Financial Snapshot 2023 – 2024

INCOME		
Grants State - Recurrent	Grants State Recurrent	\$1,689,536
Grants - Other and Non-Recurrent	Grants Other and Non-Recurrent	\$235,648
Rental Income	Rental Income	\$702,838
ER Althea Projects	ER Althea Projects	\$36,032
Donations	Donations	\$64,320
Other Income	Other Income	\$271,390
<b>TOTAL INCOME</b>		<b>\$2,999,764</b>

EXPENDITURE		
Wages & Salaries	Wages & Salaries	\$1,095,039
Repairs & Maintenance	Repairs & Maintenance	\$272,611
Other Property Expenses	Other Property Expenses	\$414,845
Client Related Costs	Client Related Costs	\$266,008
Depreciation	Depreciation	\$75,293
Interest Expense	Interest Expense	\$22,608
Other Expenses	Other Expenses	\$342,582
<b>TOTAL EXPENDITURE</b>		<b>\$2,488,986</b>
<b>SURPLUS / (DEFICIT) FOR THE YEAR</b>		<b>\$510,778</b>

BALANCE SHEET		
Current Assets		\$2,171,324
Non-Current Assets		\$2,678,593
<b>Total Assets</b>		<b>\$4,849,917</b>
Current Liabilities		\$642,243
Non-Current Liabilities		\$67,745
<b>TOTAL LIABILITIES</b>		<b>\$709,988</b>
<b>EQUITY</b>		<b>\$4,139,929</b>

## Remuneration Statement 2023 – 2024

For the 2023–2024 financial year, the association paid 3 senior staff members a total of \$437,544.57 in remuneration and benefits.

# General Manager's Report

## Mandy Thompson

This report outlines FEAT Townsville's efforts and achievements over the past year in addressing homelessness and supporting vulnerable communities. Key initiatives include expanding support services, enhancing government partnerships, and increasing community engagement. As we look forward, our focus remains on sustainable growth and impact.

Affordable and suitable housing supply remains the highest priority in our joint efforts to respond to Australia's housing crisis where we can at a local level. In the absence of housing for homeless families, FEAT is trying to assist as many families as possible in other ways. Much like we have been doing since the floods of 2019, providing practical support to families is often the only thing that can be offered.

The past year has been a period of significant growth and adaptation for FEAT Townsville. Our commitment to providing comprehensive support to homeless families and individuals has been unwavering, even as we navigate a challenging housing landscape. FEAT is grateful to see the action from the Queensland government earlier this year with announcements of a 20% uplift to Specialist Homelessness Services and the unveiling of a long-term housing supply plan for Queensland.

Our advocacy focus has now turned to seeing state and federal government announcements flow through to Townsville and, what incremental contributions FEAT can make to seeing more appropriate and practical responses on the ground for homeless families.

### Strategic Highlights

#### 1. Government Support

We are heartened by the recent state government initiatives aimed at increasing support dollars and committing to housing infrastructure. However, we continue to advocate for this to translate into tangible benefits for our community. Our relationship with the Department of Housing remains strong in this effort.

FEAT continues to participate in regional and statewide advocacy forums through the Townsville & Region Housing and Homelessness Network. Thanks to Q Shelter for supporting our network to develop a new Strategic Plan towards the end of 2023. This saw the establishment of three sub-committees whereby individuals and organisations can direct their skills or energy for action and outcomes: advocacy, events, and governance. Ahead of the upcoming 2024 state election, our advocacy sub-committee developed a statement of demands for all candidates that highlights the priorities as we see them for our region, centred broadly around two, key areas:

**Housing:** Queensland government providing a clear, detailed plan of **social and affordable** housing stock to be delivered to the Townsville region over the next five years. It is estimated that Townsville requires 9,000 new dwellings by 2026 to meet current demand.

**Homelessness:** Calling on the Queensland government to fund the 20% uplift funding beyond the one-year commitment. This will allow certainty in services like FEAT to be able to deliver additional support in the absence of appropriate housing solutions.



#### 2. New Initiatives

- Domestic, family and sexual violence housing with support program: Year one of a two-year trial has seen FEAT headlease 14 properties from the private rental market for the first time. Women and children have been referred by the Department of Housing's Specialist Response Team. This is funded under the transitional housing program.
- Mayor's Christmas Appeal: A successful initiative providing \$9,000 support to families recovering from the impacts of domestic and family violence.
- Gambling Benefit Fund: Thanks to a \$35,000 grant from the Gambling Benefit Fund, we were able to furnish homes for families in need.
- Share the Dignity: FEAT is pleased to now have a Share the Dignity period products vending machine available in our client's bathroom.

#### 3. Philanthropic & Community Support

We are grateful for the continued support from a range of community partners and supporters who support FEAT's values and mission. We are very grateful for the ongoing anonymous supporter who provided \$60,000 in the past year to assist with the immediate financial needs of our clients.

The Rotary Club of Mundingburra has continued to support FEAT with their Melbourne Cup raffle fundraiser, and Christmas and Easter gifts for children in FEAT housing this year.

This generosity is never taken for granted and is always appreciated.

Two new collaborations in the 24FY are:

- The RSPCA to trial pet health care check days; and successful tenancies with pets training. This is a partnership that FEAT is hoping to develop further in the future as we recognise how important pets can be to the overall well-being of all families, but especially for those who have been adversely impacted by events that have led to housing instability and homelessness.
- CQUniversity, Psychology Capstone program. This saw 3rd year psychology students develop evidence-based and creative responses to questions that industry partners are looking to find solutions for. FEAT posed two questions: concepts to develop a FEAT Hope Hub for homeless victims of domestic and family violence; and actions that support a wellbeing framework for staff working in the housing and homelessness sector.

- We continue to build strong connections with other service providers, including the local Housing Service Centre leadership and staff team, the Australian Red Cross, Regional Housing Limited, Sharehouse Youth Services, and The Women's Centre; and strong collaborations with our industry peak bodies Q Shelter and CHIA QLD, particularly via Community Housing Futures, Workforce Connect, and Home Now programs. We highly value these collaborations and cannot do our work in isolation. We are grateful for the professional trust and respect we have established among these service and policy networks. The generosity of information shared reciprocal help and support is noted.

FEAT was privileged to work with and be supported by many other services and individuals across the year. We restate our gratitude and appreciation for this ongoing commitment to housing as a human right.

#### **4. Staff Team**

Our staff team has grown from 8 to 13 members in the past twelve months. These changes were in response to client demand, increased funding, and FEAT's need to adjust our structure to better support staff in both operational responses and professional development. Two key changes include moving the focus of the Team Leader role to one of Program Manager. This allowed for a more strategic approach to the management of service delivery programs; we've also created a Senior Case Manager position to recognise the increasing complexity of responses required to meaningfully support families.

#### **5. Social Media and Community Engagement**

Our social media presence has been bolstered, with a reinvigorated presence on Facebook, to provide helpful information to homeless families in this space. We have created a LinkedIn page which is hoped to strategically target advocacy and philanthropic opportunities across diverse professional networks, and finally, we have commenced a quarterly newsletter for FEAT tenants and clients.

#### **6. Carlton Street**

We are excited about the facelift of our family and intake rooms with beautiful artwork commissioned by local artist, Art by Lavinia. From an underwater reef wonderland to the peace and calm of the Australian bush, we are hoping these murals create a small amount of respite when families are visiting with FEAT.

In response to the CQUniversity Capstone project, we have also created a living garden wall on our patio for staff and clients alike to enjoy in the cooler months. Thanks to our 'green thumb' team member Loretta for her donation of plants and assistance in creating this space.

Finally, FEAT has implemented a plan to reduce our environmental impact with the installation of rooftop solar and the start of our vehicle fleet conversion to EVs. It is important to note that this is a first step. The next stage of our asset reviews to look at all options to improve the efficiency and liveability of our housing: cooling and reducing electricity costs where possible in the future.

#### **7. Governance Review**

The 24FY has seen a focus turn to a full review of policies, procedures, and governance oversight at FEAT. The first tranche of this will be completed by the end of the

2024 calendar year in preparation for the development of a new strategic plan and the Board and Leadership group reviewing FEAT's growth strategy. These actions will support our continuous quality improvement approach, implemented via the Human Services Quality Framework (HSQF) and the National Regulatory System for Community Housing (NRSCH).

#### **8. Research**

FEAT understands the high prevalence of domestic and family violence that impacts as both a cause and impact of homelessness in families. We estimate that more than 80% of our clients have experienced or are currently experiencing DFV and as such have commenced research examining the intersection of housing, homelessness and domestic, and family violence. This has been led by Dr Rebecca Wilcoxson, CQUniversity, and who is a member of our Management Committee. Our preliminary work is examining best practices in relation to risk screening and assessment for non-specialist DFV services. We hope to provide an update next year on our findings and recommendations for Australian housing and homelessness services.

#### **9. Looking Forward**

The future focus for FEAT requires a few words.

I am restating the obvious, with the most urgent priority to grow social and affordable housing supply in Townsville. This could be increasing our housing portfolio or supporting other Community Housing Providers in the same. We support investment in a range of diverse housing models, including increasing more supported crisis housing, and advocate strongly for the introduction of supportive housing solutions for families and individuals who require this model of housing to ensure a dignified and productive life.

We will also continue to advocate for diversified responses within the Specialist Homeless Service programs FEAT offers; extending beyond practical interventions and providing families with access to the additional health and wellbeing services that are currently either unaffordable or not accessible.

#### **Acknowledgments**

The work we do is a genuine partnership. I put on record my thanks to the volunteer Management Committee who provide the leadership and strategic framework that we work within. I note my thanks to long-term outgoing Treasurer Helen Perriman, who's personal values and financial expertise have always provided steady and comforting leadership.

We extend our heartfelt thanks to all our supporters, partners, and staff who have contributed to our mission. Your dedication and support are vital in making a difference in the lives of those we serve.

Together, we will continue to strive towards a community where everyone has access to safe and affordable housing, and where every individual has the support, they need to thrive.

**Mandy Thompson**  
General Manager

## Overview - Who We Assisted This Year

CENTRE BASED  
FAMILIES

931

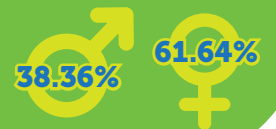
Percentage  
comparison of  
Male to Female



MOBILE OUTREACH  
FAMILIES

69

Percentage  
comparison of  
Male to Female



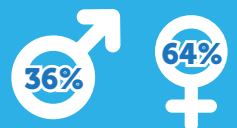
Families over  
all program  
areas

1140

TEMP/CRISIS  
FAMILIES HOUSED

57

Percentage  
comparison of  
Male to Female



LONG-TERM & OTHER  
FAMILIES HOUSED

29

## CENTRE BASED FAMILIES

Percentage of children supported between the ages of 1 & 4 **20.42%**

Children under 18 **2228**

First Nations Clients **55.34%**

## MOBILE OUTREACH FAMILIES

Percentage of children supported between the ages of 1 & 4 **27.61%**

Children under 18 **163**

First Nations Clients **56.43%**

## TEMP/CRISIS FAMILIES

Percentage of children supported between the ages of 1 & 4 **24.64%**

Children under 18 **207**

First Nations Clients **60%**

## LONG-TERM & OTHER FAMILIES

Percentage of children supported between the ages of 1 & 4 **17.11%**

Children under 18 **76**

First Nations Clients **40.44%**



Obtain/  
Sustain  
Housing Costs

**\$36,989**



Client Costs

**\$266,008**



**1415**  
Instances  
of Food  
Assistance

**\$80,572**



**73**  
Instances  
of Motel  
Accommodation

**\$34,644**



NILS Loans

**29**

# Program Manager's Report

## Bianca Mooney

At the end of a full 12 months in the Program Manager's role, I reflect on what has not only been a period of significant change but also success in laying a strong foundation in our team that allows us increased responsiveness and improved outcomes for families needing support from FEAT.

The case management team has been working hard on streamlining responses to client need from the first point of contact through to completing comprehensive needs and other assessments, to determine best housing and/or support options. Supports provided include assistance in maintaining and sustaining tenancies as well as supporting families to successfully transition into short and long term housing options.

Streamlining of our case management supports into stand-alone roles such as triage, intake and tenancy support ensures that clients and members of the public receive a prompt, consistent and considered response. These dedicated roles also reduce the number of times a client needs to re-tell their story and afford staff the opportunity to develop strong practice and advocacy skill sets across the work we do.

In addition to improving the quality of work we do with clients, creating focused case management roles has also helped to improve accuracy of records and demand for service. Requests for service are consistently over 500 per month, with a peak in January 2024 at just under 900. The 23/24FY saw FEAT record a total of 5625 contacts from families and individuals needing support relating to housing, homelessness, cost of living and poverty.

Unfortunately, the housing shortage in Townsville continues to be at a critical level and we have seen a significant increase in the housing / accommodation requests for assistance. Between January to June, we received housing requests totaling between 150-250 per month. In January alone we received 293 requests.

We have continued to experience a higher number of clients in our crisis accommodation program successfully transition to long term housing options this financial year compared to previous years. In the 23-24 financial year we saw 26 transitions, compared to 27 in 22-23 and just 10 in 21-22. This has allowed us to assist more high-risk families to transition into short-term accommodation, providing them with support when they need it most.

We have also been able to successfully secure 15 head leased properties for our Domestic,



Family & Sexual Violence with Support program; supporting women and children post trauma successfully obtain and maintain housing with a view of them successfully taking over the lease.

FEAT has continued its long-term commitment to providing emergency financial assistance to families to purchase essentials such as food and petrol, with 1,415 families receiving support.

Our mobile outreach and rent assistance services have been pivotal in preventing evictions and supporting 69 families to maintain stable housing wherever possible. We provided household packs to new tenants, and families transitioning from motels or other crisis accommodation, providing essential items to assist in a smooth transition to more stable, longer-term accommodation.

As with many housing and homelessness services across the country, the team has experienced some staff turnover as we have said goodbye to case managers Sandra Elliman and Erica Kyle who have departed to explore new and exciting work opportunities. We have welcomed Loretta Sullivan, Victoria Ryan, Terina Reti in case manager roles and Ngaire Hansen as part of the triage and administration team. Mykyla Wright has returned from maternity leave and has been instrumental in supporting the team since my personal circumstances have meant that I now work remotely returning to Townsville once a month for a week. Lori Maloney has decided to continue to remain at FEAT in a part time capacity and continued to be of tremendous support to me and the team. Lori's 27 years of service at FEAT provides a wealth of knowledge and wisdom to our team.

I am personally very grateful for the hard work and dedication the team have displayed throughout another year of constant change as we are constantly adapting our practice to best meet the demands of a system in crisis. Our team members bring with them a wide range of professional skills and values which align with the FEAT way of doing things. I am very excited to see what the next 12 months brings for FEAT and am certain that the team will continue to develop and grow in the context of being a well respected housing and homelessness service.

**Bianca Mooney**  
Program Manager

FEAT office murals painted by local artist, Art by Lavinia



FEAT at Deadly Day Out 2023





Please Join Us For An

EASTER

# Easter FUN DAY

THURSDAY MARCH 28 10AM TO 12PM

FEAT, 9 CARLTON STREET, KIRWAN.

ACTIVITIES FOR THE KIDS | PRIZES | NIBBLES & REFRESHMENTS PROVIDED

EASTER 2024



HAHN presents

# DONATION DRIVE

In support of Homelessness Week 2024

**DROP OFF DETAILS**  
 1st of June - 3rd of August  
 Red Cross, Aitkenvale  
 1/266 Ross River Road, 4814  
 Open: Mon - Fri, 9am - 5pm.

Join us in support of Homelessness Week, Monday August 5 to Sunday August 11! This year, Townsville & Regional Communities Housing and Homellessness Network are putting together a Donation Drive to provide essential items and support to those experiencing or at risk of homelessness in our community. Through generous contributions, we aim to gather basic necessities such as clothing, sleeping bags, toiletries, and more.

By coming together as a community during this special week, we can create a meaningful change in lives of those in need, offering hope, dignity, and a pathway towards stability and independence.



FEAT STAFF TEAM BUILDING DINNER



TENANT GIFTS FOR IN



FEAT STATE OF ORIGIN 2024

HARMONY DAY  
21 March



Rotary Club of Mundingburra  
Trivia Night

Saturday the 20<sup>th</sup> of April, 6:30pm

Cutheringa Bowls Club, 8 Harold St, West End

\$20 per person, tables of six

To book a table for the trivia night, contact Oliver at [OliverFBullittis@hotmail.com](mailto:OliverFBullittis@hotmail.com) by the 12<sup>th</sup> of April

Money raised on the night will go towards Guide Dogs QLD and F.E.A.T

Door prize, raffle, live and silent auction.

Bar facilities and Pizza's available for purchases. No BYO.

More information can be found on the club's Facebook page.



RSPCA COMMUNITY DAY AT FEAT OFFICE - MARCH 2024

People & Pets

Informa Sharing

Renting with in partnership with FEAT community

When 20th August at 9:00-11:00AM Where 9 Carlton Street, Kirwan, QLD 4817

Join us for an RSPCA Community Information Session. To find out how you can help your pets live their best life with a special session on renting with pets.

We're here to help so that TOGETHER WE CHANGE LIVES



AARON HARPER VISITS FEAT - FEBRUARY 2024

**FREE**  
Onsite  
Flu Vaccine  
**CLINIC**  
AT FEAT

Registered  
Immunisation  
Nurse  
administering  
vaccine

Wednesday  
24 April 2024  
1:00-3:00PM

MyGov /  
Medicare  
Immunisation  
Records  
Updated

Contact us to  
arrange your  
appointment

Bookings essential. Call or Email today  
Bring your Medicare card on the day

reception@feat.org.au 07 4772 1450

FREE FLU VACCINATION AT FEAT - APRIL 2024



WELLSNESS CONFERENCE ADELAIDE - AUGUST 2024



NAIDOC WEEK 2024

**SCHOOL PACKS**

We have a limited amount of back to school supplies still available for families impacted by **Domestic & Family Violence**

Please call (07) 4772 1450 for more information.

- Stationery packs (Primary & High School)
- School & lunch bags
- School shoes & socks

\*\*Please note FEAT receive a large number of requests and may not be able to accommodate all requests\*\*



HAIR CUTS AT FEAT



**ABORIGINAL & TORRES STRAIT ISLANDER CHILDREN'S DAY**

CHILDREN'S DAY IS AN INITIATIVE OF ANAICC. IT IS OUR NATIONAL DAY DEDICATED TO CELEBRATING OUR CHILDREN AND HAS BEEN HELD EVERY YEAR ON THE 4 AUGUST SINCE 1998. NATIONAL CHILDREN'S DAY GIVES ALL AUSTRALIANS THE OPPORTUNITY TO SHOW THEIR SUPPORT FOR ABORIGINAL CHILDREN AND LEARN ABOUT THE IMPACT THAT CULTURE, FAMILY AND COMMUNITY PLAY IN THE LIFE OF EVERY ABORIGINAL AND TORRES STRAIT ISLANDER CHILD.

**ORIGINAL SYMBOLS**

In this pack you will find a boomerang for each child to decorate and keep. Over the page you will find some Aboriginal symbols to reference these for inspiration.



DEADLY DAY OUT - JULY 2024



CULTURAL TRAINING WITH AUNTY DOROTHY - MAY 2024

# Annual General Meeting 2023-2024

## AGENDA

25 September 2024, 5:30pm

Welcome and Acknowledgement to Country

Apologies

Proxies

Minutes of previous Annual General Meeting

Business arising from previous minutes

Special resolution – Constitution

Reports

- |   |                 |
|---|-----------------|
| • President Report                              | Lorelei Billing |
| • Treasurer's Report and Remuneration Statement | Helen Perriman  |
| • General Manager's Report                      | Mandy Thompson  |
| • Program Manager's Report                      | Bianca Mooney   |

Appointment of Auditor

Appointment of Solicitor

Election of Association Board Members

Acknowledgements

General Business

Close of Meeting



# Annual General Meeting 2022 - 2023

Minutes – 27th September 2023

Meeting Opened: 5.52pm | Chairperson: Mandy Thompson

## Acknowledgement of Country:

I acknowledge the traditional custodians of the land upon which FEAT delivers services: the Gurambilburra community, the Wulgurukaba people and the Thul Garrie Waja country of the Bindal people. I pay my respects to their Elders past and present. I also acknowledge all First Nations staff, volunteers and guests with us here today.

## Present:

Lorelei Billing, Mandy Thompson, Rae Corbett, Cherie Mclaughlin, Carolyn Adams, Helen Perriman, Brianna Hadley, Amber Dawson, Lori Maloney, Jessica Naunton, Sandra Elliman, Bianca Mooney, Sallie Kernan, Sheryll Sue See, Nikki Kerswell, Les Walker, Jason Slingsby, Rebecca Wilcoxson.

## Apologies:

Ashley McAndrew, Karina Orton, Kathrin Meehan, Linda McClelland, Michael Stainbrook, Phillip Thompson, Sally-Ann Staples, Tania Sheppard, Ruth Stainbrook, Lisa Pyne, Samantha Lane, Erica Kyle, Sandra Elton, Hannah Wilkinson, Jane Logan, Mykyla Wright, Aaron Harper.

## Proxies:

Hannah Wilkinson to Mandy Thompson

## Minutes of Previous Annual General Meeting

Motion that Minutes of previous AGM of 26th October 2022 be accepted.

Moved: Lorelei Billing                      Seconded: Sheryll Sue See  
Vote: Carried

## Business Arising from Previous Minutes:

Nil

## Reports:

### President's Report – Presented by Lorelei Billing

Moved: Carolyn Adams                      Seconded: Sandra Elliman  
Vote: Carried

### General Manager's Report – Presented by Mandy Thompson

Moved: Lori Maloney                      Seconded: Bianca Mooney  
Vote: Carried

### Treasurer's Report – Presented by Helen Perriman

The Audited Financial Statement was presented and Helen advised that FEAT was in a sound financial position.

Moved: Helen Perriman                      Seconded: Amber Dawson  
Vote: Carried

## Appointment of Auditor:

Jessups NQ - appointed as Auditor for the 2023/2024 Financial Year.

Moved: Helen Perriman                      Seconded: Carolyn Adams  
Vote: Carried

## Appointment of Solicitor:

Wilson / Ryan / Grose - appointed as Solicitor for the 2023/2024 Financial Year.

Moved: Lorelei Billing                      Seconded: Mandy Thompson  
Vote: Carried

## Election of Management Committee:

Executive positions were nominated as follows –

President: Lorelei Billing  
Nominated by: Mandy Thompson                      Seconded by: Lori Maloney

Secretary: Jessica Naunton  
Nominated by: Mandy Thompson                      Seconded by: Amber Dawson

Treasurer: Helen Perriman  
Nominated by: Amber Dawson                      Seconded by: Lori Maloney

Committee Members:

Hannah Wilkinson  
Nominated by: Amber Dawson                      Seconded by: Lori Maloney

Brianna Cooper  
Nominated by: Mandy Thompson                      Seconded by: Lorelei Billing

Rebecca Wilcoxson  
Nominated by: Mandy Thompson                      Seconded by: Lorelei Billing

Carolyn Adams  
Nominated by: Mandy Thompson                      Seconded by: Lorelei Billing

Jason Slingsby  
Nominated by: Mandy Thompson                      Seconded by: Lori Maloney

Motion that all members be appointed to the Management Committee is accepted.

Vote: Carried

General Business: NIL

Meeting Closed: 6.19 pm

Motion that all members be appointed to the Management Committee is accepted.

Vote: Carried

General Business: NIL

Meeting Closed: 6.30pm



[feat.org.au](http://feat.org.au)

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