



HELPING PEOPLE FIND A FRESH START

ANNUAL REPORT 2023

OUR MISSION

HELPING PEOPLE TO FIND A FRESH START

Nexus Care exists to relieve poverty and distress for children, families and individuals through holistic, people focused and evidence based services.

Our high quality programs include food relief, emergency financial support, school breakfast programs, Career Coaching and Community Connect Initiatives primarily within our greater North-Brisbane area.

WHAT AN HONOUR.

Once again, this Annual Report highlights the growth of Nexus Care in adapting to meet local needs with radical, practical generosity while remaining sustainable in an increasingly challenging economic climate.

It is our heart for every individual coming through the doors at Nexus Care to experience acceptance, dignity and generous support through the kindness and compassion of our people and programs. What an honour to come alongside and help so many people who've unexpectedly hit hardship this year.

This is only made possible by the dedication of our amazing staff, volunteers, supporters and donors who go far above and beyond all expectations to be love in action to each and every Nexus Care guest.

Josh

Josh Plumb, Executive Manager



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FROM OUR PRESIDENT

PEOPLE MATTER MOST



Beyond the achievements and statistics, Nexus Care's programs are all about each individual and how we can best empower them with dignity, acceptance and generous practical support to flourish amid life's challenges.

That is why we exist and why we are passionate about ensuring the work of Nexus Care can continue to meet the needs of our local community. We remain fixed on the value of each person and these relationships are why we are so passionate about our programs, distinguishing us amongst support services.

When Nexus Care began in 2011, the need was right on our doorstep and there were little to no support services in our North Brisbane corridor; nearby large suburbs such as Stafford, Chermside and Keperra reported increased poverty levels yet a distinct lack of any essential support services nearby. Nexus Church pioneered a charity to stand in that gap and Nexus Care's Fresh Start Food Program (FSFP) was launched.

12 years later we continue to grow. In September 2023, Nexus Care purchased Closeburn Country Garden, an established plant nursery in Samford Valley with plans to operate as a social enterprise. As support from this business increases over time, we intend to sustainably meet the increasing needs of the community across our two growing hubs in Everton Park and Sandgate. With a modest estimation of feeding over 20,000 people since we opened, a hallmark of Nexus Care is our continued adaptability to genuinely meet hardship with hope.

All of this continues to be possible only because of the generosity of donors, the dedicated team of staff, volunteers and suppliers and the support of many Nexus Church congregation members who join us in our mission.

As you read this Annual Report, I trust you'll see that our heart is far more than just providing high-quality support programs. For us, it's also about seeing each individual through the eyes of compassion and gently lifting their head to help them see that they too can find a fresh start.

Blessings,

Nathan

Ps Nathan Bean, President



HARDSHIP ON OUR DOORSTEP

WHAT WE KNOW ABOUT HARDSHIP IN BRISBANE

Hungry Tummies

3.31 million Aussies live in poverty, a staggering 22.9% of these are children*

23% of Australian Households have experienced severe food insecurity in the last 12 months^. 11% of those households experiencing food insecurity did so for the first time last year.

Devastatingly, 1.3 million Australian children are experiencing food insecurity, sometimes going a whole day without food^

How Poverty Affects Mental Health

More than 1 in 3 Aussies struggling with food insecurity feel: tired for no good reason, that everything is an effort and depressed+

33% of Australians say their mental health has improved as a result of receiving support+

The Nearby Need

These Brisbane suburbs were the top localities to access Nexus Care in 2023.

1. Chermside - 377 parcels
2. Everton Park - 312 parcels
3. Stafford - 242 parcels
4. Sandgate - 227 parcels
5. Stafford Heights - 195 parcels
6. Zillmere - 171 parcels

Above image taken in Sandgate, Brisbane.

^Foodbank Hunger Report 2023

*ACOSS Poverty in Australia: A Snapshot 2022

+Foodbank Hunger Report 2022

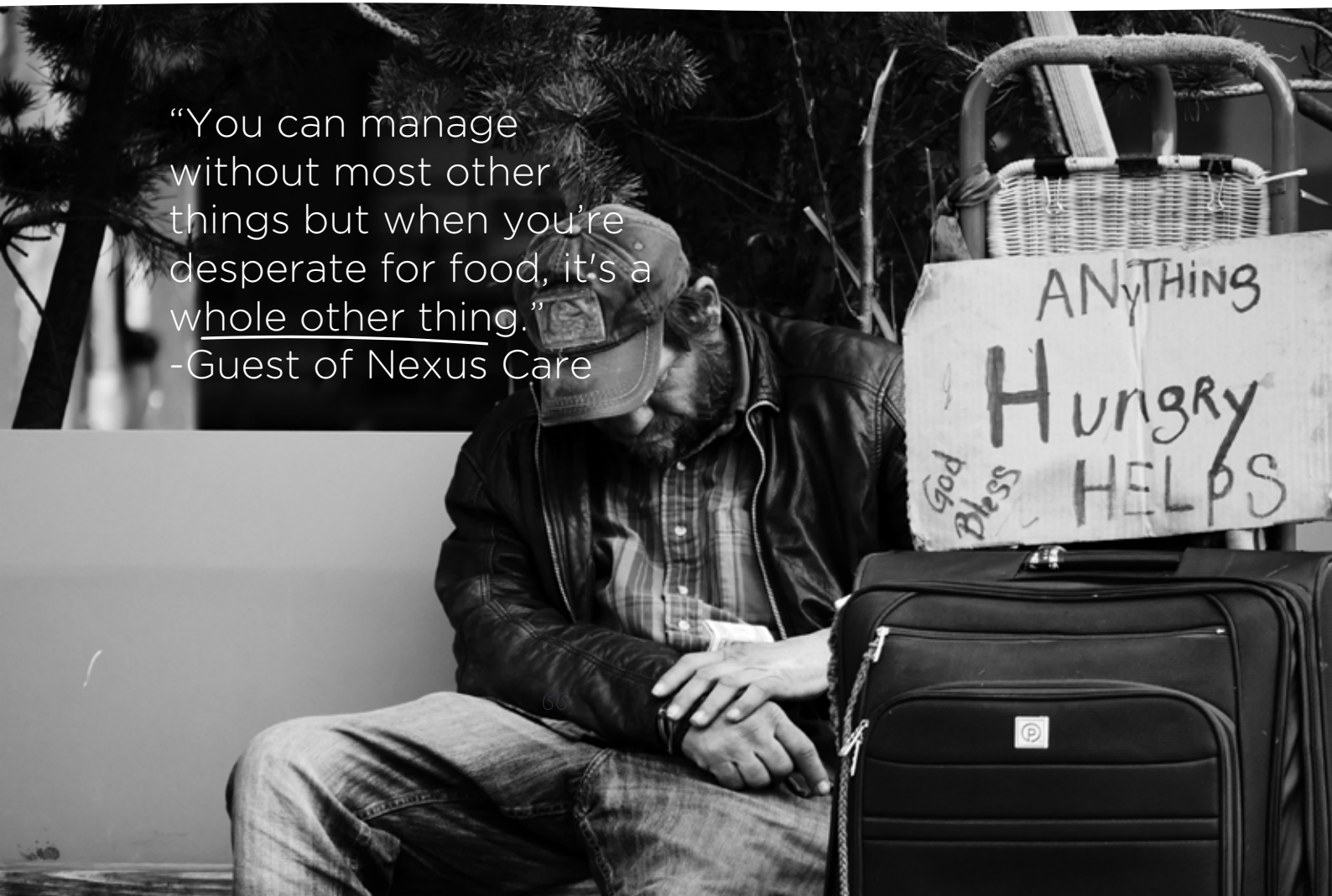
HARDSHIP ON OUR DOORSTEP

The negative impacts of poverty disadvantage all areas of life - physical, social and emotional. These are incredibly real and difficult to break.

People who are most at risk of poverty are likely to be those who are:

- On low income
- Unemployed
- Single and live alone
- Live in a one parent family
- Rent
- Have low savings
- Have transportation difficulties
- Mental health challenges

Other known vulnerable groups include young people, victims of domestic violence, people from Aboriginal and Torres Strait Islander backgrounds and refugees.



“You can manage without most other things but when you’re desperate for food, it’s a whole other thing.”
-Guest of Nexus Care

GROWTH OVER THE YEARS

2010

A six month strategic review of community need was conducted forming the basis from which Nexus Care programs would be developed.

2011

Nexus Care launched just in time to provide a massive flood relief effort for people affected by the 2011 Brisbane flood disaster. Nexus Care's innovative flagship program, the Fresh Start Food Program, was launched helping 40 households a month with nutritious food parcels and educational resources, along with monthly cooking classes began in November. 5 school breakfast programs were run weekly. Set up of the COACH Program began with 14 mentors trained. Nexus Care hosted our first Christmas celebration with 30 people.

2012

The Fresh Start Food Program entered its second year, running 4 school breakfast programs, supporting 55 families a month with healthy food parcels and offering monthly cooking classes. Nexus Care received additional support from 2 interns and began hosting TAFE and university students. New resources were developed and essential equipment obtained along with new partnerships developed increasing our access to in-kind food donations. Nexus Care completed a large flood recovery project funded by RACQ, involving renovations, food parcels, and rural clean up trips.

2013

Nexus Care employed a full time Program Manager and were able to increase staffing for Fresh Start and COACH programs to meet increasing demand. Our volunteer support base also increased, with volunteers investing more than over 100 hours of time per week. Fresh Start grew from supporting 65 families monthly in January to 113 in December. Cooking classes increased to twice monthly and school breakfasts continued in 5 schools. The COACH program began to expand significantly with 12 families supported that year and additional mentors trained. Nexus Care's COACH Coordinator was accredited to deliver mentor training. Nexus Care also launched a Community Connect program to combat social isolation, holding monthly community morning teas and school holiday programs for children identified as at risk. Nexus Care was contracted by the Multicultural Community Association to deliver food and toiletries to newly arrived asylum seekers. A large Christmas celebration was held with 110 people in attendance. Nexus Care also hosted it's first community fun run - the Fresh Startathon!

2014

At the start of 2014, Nexus Care was supporting up to 120 families monthly with the waiting list removed. We entered into a partnership with Oz Harvest to deliver the NEST cooking program. Strategic

evaluations of both the Fresh Start and COACH programs were conducted with the support of QUT nutrition and public health students. Nexus Care received funding to undertake a COACH pilot study for refugee families. Through COACH we have been able to support 40 families and witness amazing lifelong transformation! Nexus Care's Community Connect programs continued to expand, hosting personal development programs and family fun days along with morning teas, school holiday programs and Christmas events.

2015

Nexus Care commenced new key programs including an ER (Emergency Relief) Program partnering with the Department of Social Services, the FOODcents cooking course and the Christians Against Poverty (CAP) Money Course. We launched our 6th Breakfast Program at Lawnton State School in partnership with David Deane Real Estate at Strathpine. Strategic evaluation of our School Breakfast and COACH Programs were conducted with the support of QUT nutrition and human services students. A further 14 families were supported through our COACH program and empowered to achieve life goals. Our Community Connect Programs continued to facilitate social inclusion with school holiday programs, morning teas, Christmas events and personal development programs.

GROWTH OVER THE YEARS

2016

Nexus Care launched our Youth COACH pilot which saw 11 coaches trained and 13 young people matched into COACH relationships. Throughout all COACH programs 40 coaches were trained and 29 families and young people entered COACH relationships. We supported 182 families each month with fresh, nutritious food parcels, a 31% increase in 2015. Our Community Connect Programs continued to develop including school holiday programs, CAP money course, a SHINE group with mums at Somerset Hills State School, morning teas, Christmas events and more. In addition, 244 people in financial crisis received financial relief and support through our ER Program.

2017

Nexus Care has seen growth in our Fresh Start Food Program supporting 247 families with healthy nutritious food parcels each month, an increase of 28.58% in 2016. In addition, 268 people in financial crisis received financial relief and support through our ER Program. Our Community Connect Programs continued to develop with CAP Money course, morning teas, a school holiday program, Christmas events and more. Our volunteer supporter base continues to provide over 120 hours support per week and we also commenced an agreement with Crossway Life Care as State COACH Relationships Manager supporting the growth of COACH across Queensland. Our volunteer supporter base continues to provide over 140 hours support per week.

2018

Nexus Care has seen growth in our Fresh Start Food Program supporting 263 families with healthy nutritious food parcels each month, an increase of 13.56% in 2017. In addition, 272 people in financial crisis received

financial relief and support through our ER Program. Along with our ongoing Community Connect Programs including morning tea, Christmas events we also piloted new initiatives including a kids cooking class, and school based dance class along with more. Our volunteer supporter base continues to provide over 90 hours support per week and we also were successful in our tender to continue to provide Emergency Financial Relief in partnership with the Department of Social Services into 2019.

2019

In February Nexus Care supported it's 4000th family in the Fresh Start Food Program and throughout the year supported on average 323 families each month, an increase of 23% on 2018. We have enjoyed growing partnerships with organisations like Share the Dignity, The Nest Community, Local State Schools and more. New initiatives like community thank you morning teas, and a Stafford State School community dance class began. Our volunteer supporter base continues to provide over 90 hours support per week. We also launched our inaugural charity golf day with 58 participants and saw a record number of people supported over the Christmas season.

2020

Throughout 2020 we all felt the impact of COVID-19 and Nexus Care once again rose to the occasion with extra-care beyond our normal. We got to work phoning those we knew were in the vulnerable categories offering extra support including deliveries for a time, we adapted our Emergency financial assistance to take phone bookings, and as we noticed a change in the cohort of people connecting with us we tailored our support further. We piloted

a new initiative called Career Coaching Clinics including Workplace English Classes. Through all of this new partnerships were formed. Additionally, we were grateful to receive extra financial provisions from the Department of Social Services for Emergency Relief programs.

2021

In February, Nexus Care was excited to officially launch its new program Career Coaching Clinics and had 68 people participate in it throughout the year. In 2021 we supported our 6000th household in the Fresh Start Program and throughout the year supported on average 266 families each month. Our Brekky Programs were back after 10 months on hold with the Pandemic. Our Financial Emergency Relief program and initiatives like the 'Refresh Morning Tea' for women, Somerset Hills community dance classes, and therapeutic art classes continued strong. In addition to our ongoing community partnerships we also enjoyed many new community partnerships with organisations like North West Hospital, Coles Ferny Grove, Woolworths Everton park, OSCH Stafford State School, Retail First Shopping Centres and others. Our volunteer supporter base continues to provide over 70 hours of support per week and our main fundraising events, from EOFY Appeal, to our Christmas Appeal, and Annual Charity Golf Day were a great success.

2022

In May Nexus Care was delighted to open a second location at Sandgate! We again hit some major milestones; Career Coaching Clinics exceeded 100 people championed through the program since it was established in October 2020. Our Extra Care initiatives were elevated by the

GROWTH OVER THE YEARS

addition of 'Chappy Chats', Therapeutic Art Classes running each term at our new Sandgate hub, and community gathering opportunities across the year including international guests meals and morning teas. Our Financial Emergency Relief program supported a total of 343 people. Each month, there was an average of 333 families receiving support through our Fresh Start Food Program and during the year, we supported our 7000th household through the program. Our Brekky Programs were finally back, after a pandemic-induced hiatus. Our existing community partnerships continued strongly alongside many new community partnerships and corporate sponsorship development. Once again, our 3 foundational fundraising events (namely our EOFY Appeal, Christmas Appeal and 4th Annual Charity Golf Day) were a great success, helped made possible by our committed volunteer supporter base who provide over 90 hours of invaluable support weekly.

2023

We supported 2366 households and reached the milestone of distributing over 2 million meals to people experiencing hardship throughout greater north Brisbane over the past 12 years. We supported our 240th guest in Career Coaching Services, we celebrated the 1st anniversary of our Sandgate location, and we saw the launch of new initiatives including Empowered Communities at both our Sandgate and Everton Park locations helping create a space for guests to build connection and a sense of belonging. In September, we purchased Closeburn Country Garden, a plant nursery which we plan to develop as a social enterprise supporting the community work of Nexus Care. Our 3 primary

fundraising events - EOFY Appeal, Christmas Appeal and 5th Annual Charity Golf Day, were a great success. Our incredible volunteer base made this year's achievements possible, giving over 110 hours of support each week.

 closeburn country garden



THE YEAR AT A GLANCE

January

Nexus Care was quickly back in business in January, supporting families with fresh food during the post Christmas and back to school period. With part of the funds raised through our 2022 Christmas Appeal, we were able to provide \$5,200 in support to 38 families (77 children) struggling with back to school costs through both our Everton Park and Sandgate hubs.

February

In February, Career Coaching Services (CC Services) were back in full swing, supporting guests towards employment and education goals. An English Intensive class was launched, running each Tuesday, assisting non-English speaking guests with deeper conversational English. With the school term starting we launched our 2023 Breakfast Programs in Everton Park High, Somerset Hills State School, and Craigslea State High School and provided brekky food support in Everton Park State High School and Stafford Heights State School. Therapeutic Art classes commenced another 5-week program running at our Sandgate location. Two staff members visited Empowered Communities in Rosebud, Victoria to observe how Empowered Communities model operates.

March

In addition to our regular services, we had a wonderful meal with 26 Career Coaching Services guests and team at a volunteer's home building connection and a sense of belonging amongst the community. Three staff and four volunteers participated in an Empowered Communities training day.

April

We were able to assist 431 families with healthy food parcels, providing the equivalent of 6 tonnes in healthy food and of these households, 114 were first time participants. Additionally, 28 people were assisted through our Financial Emergency Relief Program.

May

On May 5th Nexus Care Sandgate celebrated its 1st birthday! Across both sites, we were able to provide 706 individual moments of support

during the month. International Alpha began with 15 guests involved in the program, a place to further practise their conversational English around questions guests were asking. A donor evening event was held at Sandgate Nexus Care, hosting 30 key donors and team. Forty one international guests gathered with the Nexus Care team for a BBQ lunch at John Goss Reserve. Every Tuesday for 5 weeks members from the Food Bank team joined our Brekky Club team hosting Brekky Club at Everton Park State High School. Due to the increase in demand for our food program, we implemented a catchment area in May.

June

In June, we distributed our 30,000th food parcel since opening our doors in 2011. Over the month, 30 guests were supported by CC Services. Additionally, our EOFY Appeal launched and was once again a great success thanks to the generosity expressed by many. THANK YOU!

July

In July, Nexus Care, in partnership with Nexus Church, launched 'Empowered Communities' at our Sandgate location. Therapeutic Art classes continued to be run from our Sandgate location. A core group of 7 women have been accessing the class (up to 10 some weeks) with extremely positive feedback. Nexus Church helped Nexus Care facilitate a weekly bus to take women/children from a local DV refuge to church, with beautiful feedback received from the women/children who've wanted to attend and increase their social connection. Also in July, 40 CC Services guests, family and team had a wonderful meal together at a Nexus Care staff member's home, building further connection and sense of belonging. These 'Gather Nights' continue to be run every 6-8 weeks to continue to build community with our international guests.

August

By now we had provided over 49.57 tonnes of healthy food to our local community in 2023. August saw us assist 467 households with healthy food parcels, and 32 people with financial emergency relief. We had the privilege

2023 HIGHLIGHTS

of hosting several of our friends from Foodbank, including Kendall Gilding from Channel 7, at our Tuesday morning Brekky program, so that they could see firsthand the impact that their donation is having. We had a great day on the green with 86 golfers competing at our 5th Annual Charity Golf Day. It was held on the 25th August and was a huge success. Thanks to the 86 players, 8 sponsors and the team of 10 staff/volunteers that helped to raise awareness and funds for the work of Nexus Care.

September

In September, Nexus Care purchased a plant nursery called Closeburn Country Garden with plans to develop this as a social enterprise that supports the community work of Nexus Care. In addition, on the 5th September, 40 volunteers and staff gathered for our annual Volunteer Team Night. We shared a delicious meal, had some fun together, and held 2 workshops to further equip ourselves to support our community. With the positive engagement in International Alpha, we established the group as a second Empowered Communities for Nexus Care, focussing on international guests engaged at the EP location. Eight guests attended our first group, supported by 1 staff and 3 volunteers. Staff and mentors attended their second face to face training workshop this month. The therapeutic art class completed a 'Community Street Library' project which was installed at Everton Park.

October

Our core programs continued running strongly, supporting over 512 households with a combined 655 individual moments of support across all our initiatives. Our Nexus Care Brekky Club team partnered with EPSHS to promote Queensland Mental Health "Wellness" Week providing a stall on the day.

November

As our core programs began to ramp up towards Christmas, we were grateful to receive some wonderful grocery donations from North West Private Hospital, Woolworths Everton Park, OzHarvest Queensland and OzHarvest, Retail First Group, All Purpose Transport, St Kieran's Primary School, Stafford Heights OSCH, Next Steps Kindy and Brisbane Entertainment Centre. Additionally, we launched our Annual Christmas Appeal which raised a little over \$70,226.33 for our Christmas and Back to School initiatives, by the end of December. This far exceeded our fundraising goal for the appeal of \$30,000, which we were incredibly grateful for.

December

December is one of our biggest months. Nexus Care distributed 536 healthy food parcels and 750 Christmas Chocolate boxes in the lead up to Christmas. We loved having many new volunteers join us in our one-off experience opportunities. Additionally, we hosted staff from Brisbane City Council and Sandgate Commonwealth Bank who volunteered with Nexus Care over the Christmas period. A great time was had by all at our CC Services end of year event where we had over 70 guests attend. The Lord Mayor's Grant enabled us to celebrate our amazing volunteers and say thanks, by taking them out for a meal.



FRESH START FOOD PROGRAM



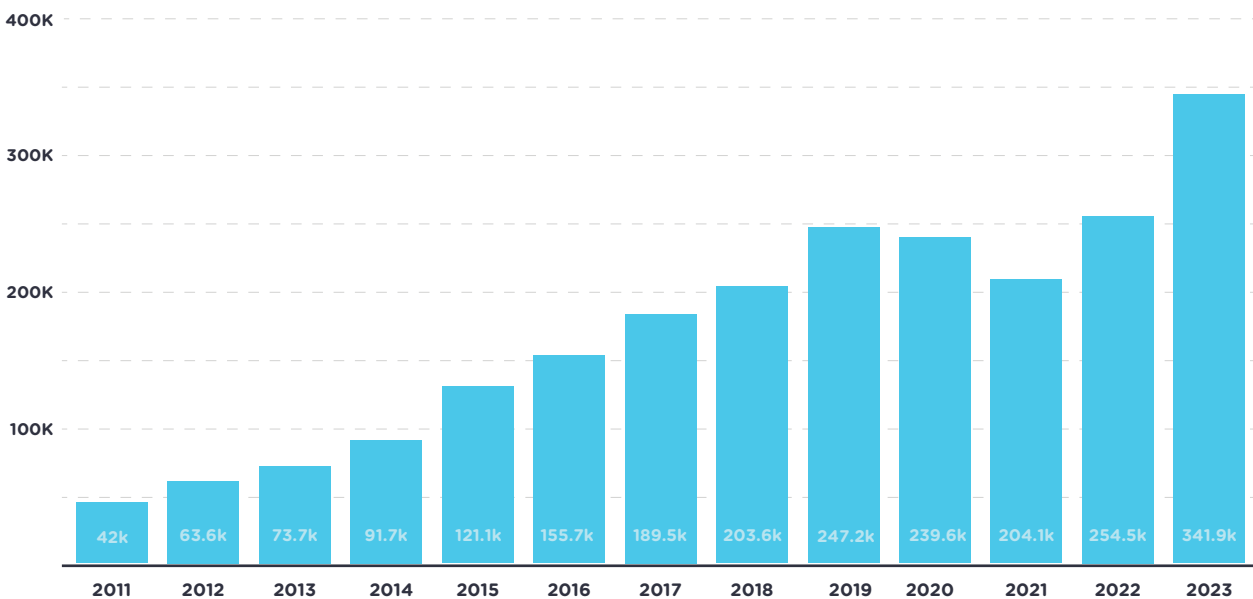
WE BELIEVE THAT ANYONE IN HARDSHIP SHOULD HAVE ACCESS TO GOOD, HEALTHY FOOD

Food is not only fundamental to our wellbeing, but plays a key role in how we connect and belong in our community. Where there is not enough to eat, the impact can affect many areas of a person's life.

The Fresh Start Food Program (FSFP) was created by a qualified nutritionist and is the flagship program of Nexus Care. The program offers

immediate food relief to those experiencing hardship, provides education to empower people with knowledge and skills to support their family, and coordinates various local school breakfast programs.

MEALS PROVIDED BY OUR FSFP*



*Combined total of meals provided through our Fresh Start Food Program (FSFP) including food parcels & brekky clubs.

FRESH FOOD PARCELS

OUR PROGRAM SUPPLIED OVER 327,240 MEALS[^] IN 2023

Over the past 12 months, Nexus Care has handed out food parcels to teenagers as young as 16, older Aussies up to 90 years and everyone in between. Our team works hard to not only offer nutritious food parcels but seeks to lovingly care for each person that comes through the door.

The Fresh Start Food Parcel Program (FSFP) has grown from providing 42,000 meals in 2011 to over 327,240 in 2023. Over the years, we have developed and maintained the quality, and the size of our food parcels have continued to grow along with expanding wrap-around support from advocacy and referrals to involvement in our other programs and initiatives.

This would not have been possible without the amazing in-kind donations as well as our generous financial donors which allow us to purchase the necessary food items to ensure the parcels are well rounded and nutritious.

[^]based on one food parcel making the equivalent of 60 dinner plate meals.

2023 FOOD PARCEL STATS



2,366 households supported

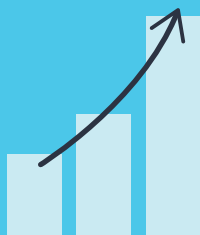
5,454

FOOD PARCELS PACKED

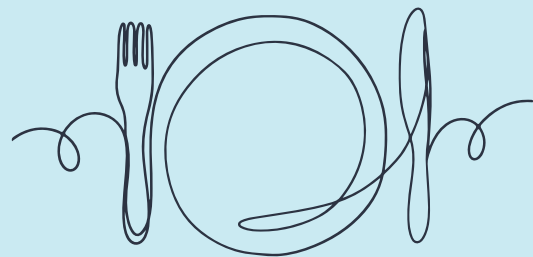


1,121 PEOPLE ACCESSING OUR FOOD RELIEF PROGRAM FOR THE FIRST TIME

(that's a whopping 47% of our clients in 2023!)



An increase of 1,457 Food Parcels provided than the year prior.

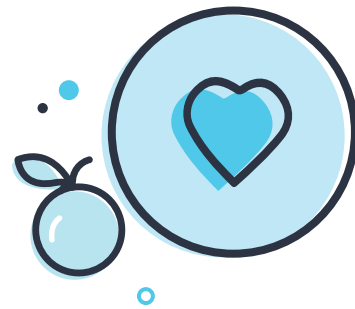


The equivalent of 327,240 meals provided.

FRESH START FOOD PROGRAM

LOCAL SCHOOL BREKKY CLUBS

**1 IN 5 AUSSIE KIDS START THE DAY
WITHOUT ACCESS TO BREAKFAST[^]**



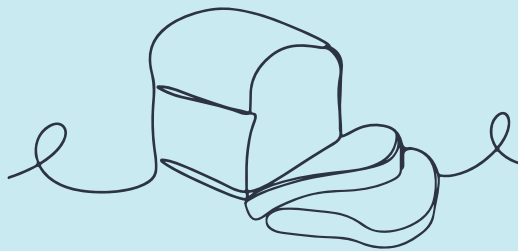
To help overcome this stunning statistic, Nexus Care partners with a number of great sponsors and volunteers to deliver school breakfast programs in five local Brisbane schools.

The schools we've been privileged to support in 2023 include:

- Craigslea State High
- Somerset Hills State School
- Everton Park State School
- Everton Park State High
- Stafford Heights State School

Each program provides a range of nutritious breakfast options such as yoghurt, fruit, milo, smoothies, toast, cereal, wholemeal pancakes and toasties, all delivered in a fun and inclusive environment!

Statistics sourced from [^]Foodbank Hunger Report 2021



an incredible 14,700 meals supplied in 2023



**a collective 20 hours
volunteered each week**

600⁺

given a healthy brekky
every week

FOSTERING
BELONGING
& supplying a nutritious
start to the day

EMERGENCY FINANCIAL RELIEF



We know financial emergency relief is not a solution on its own but is so often vital in helping a person to lift their head out of the survival mode of that day and consider more clearly their options towards longer-term change going forward. Started in 2015, this program compliments our FSFP and is part of the broader wrap around support we provide.

Financial contributions are given to eligible people to financially support with bills and vouchers for those presenting in crisis, along with vital referral support across Brisbane North & West SA4 catchments.

Partnering with the Department of Social Services (DSS), Nexus Care was able to continue providing this emergency relief to people in 2023. In the last year, 336 households were helped with over \$61,348 in combined support.

DSS funding contributes to both our Food and Financial ER programs and helped over 1,418 households in 2023. We are grateful for this partnership.



CAREER COACHING SERVICES



Career Coaching Services empowers people in vulnerable situations by upskilling and collaborating on solutions to achieve sustainable employment outcomes.

This program is specifically designed and curated for people unable to access mainstream employment support or who need additional support. Career Coaching Services includes:

- **1-on-1 Clinics**
Regular coaching sessions that journey with participants towards their preferred career goal. A personalised strategy is created to upskill and build confidence in finding and securing a job.
- **Workplace English Classes**
Practical English classes to help participants to become job-ready by practising verbal and written English skills in applying for jobs, interviewing, and working within an Australian workplace.
- **+ EXTRA CARE (silent arm, only shared internally)**
Where possible and appropriate, Nexus Care will provide support to reduce non-vocational barriers to achieving employment outcomes for a participant.

Thanks again to donors, we can extend further support to people with costs of training or equipment that has a clear pathway to work (e.g. forklift licensing, training costs, purchase of a computer etc.)

1,103

VOLUNTEER HOURS



HELLO, my name is
45 ENGLISH CLASSES

+



525 moments of support



**80 PEOPLE FROM 18 NATIONS
ENTERED THE PROGRAM**

with

54%

achieving an employment or study outcome.
(around 3x higher than the industry average!)

COMMUNITY CONNECT INITIATIVES



Our Community Connect Initiatives are all about building and fostering genuine community to tackle the devastating negative impacts of social isolation.

Empowered Communities

A new initiative called 'Empowered Communities' was launched in July at our Sandgate location and soon after in September at our Everton Park location.

Nexus Care has partnered with COACH Australia who provides training and support to local community and church organisations to implement the Empowered Communities model in a way that is tailored to their context.

Empowered Communities create an environment that enables individuals within disadvantaged communities to share their strengths to benefit one another in a supportive, and meal based environment.

In 2023, we had 7 mentors trained and over 30 guests join and begin to help foster our Empowered Communities program.

Therapeutic Art

Our art classes are a place for those experiencing isolation to find a space of belonging and community connection, and where one's mental health can be nurtured and prioritised.

In 2023, we ran 5 weekly classes each school term with 7-10 people in each class.

Social Gatherings

To help overcome isolation and build a sense of belonging and community for a lot of our international guests we hosted multiple dinners and picnics in the park for guests and their families.

Chappy Chats

Chaplaincy and pastoral support is available for people needing a listening ear.

TESTIMONIALS

“I want to say thank you for your time and expertise in career counselling. I have started a traineeship this week. Your career counselling has resulted in me being able to find a beautiful company to work for where I feel safe in a healthy work environment. I want you to know how grateful I am to have found a career I know I am going to enjoy.”

-Career Coaching Guest



“The Nexus Care community are amazing. They were there for our family when we were at a low point in our lives and needed support.”

-Scott, Google Review 2023

“These guys have helped me and my son beyond words with food hampers and help with my electricity bill, and they are literally the kindest most compassionate people anyone ever could wish for!”

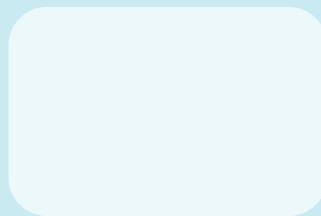
-Susanna, Google Review 2023

“You guys have helped me focus on the bigger picture”

-Career Coaching Guest

They are very caring and understanding and so helpful. Amazing people who work there and I appreciate the help they provide for people in need.

-Aleksandra, Google Review 2023



“I find family in Nexus Care... I find real connection with their people.”

-Omar, Career Coaching Guest





CLOSEBURN COUNTRY GARDEN

An initiative of Nexus Care

A NEW SEASON FOR NEXUS CARE

In September 2023, we acquired a well-established plant nursery in Samford Valley to develop as a social enterprise and initiative of Nexus Care, supporting our work in the local community.

WHY?

Since we began in 2011, Nexus Care has been primarily donor-funded. We have always worked hard at adapting to meet local needs, with generosity and innovation. For us to remain sustainable while continuing to meet the needs of our community, the business was purchased to provide both an alternative source of income in addition to donations, and opportunities to expand our existing services.

Now successfully operating as an initiative of Nexus Care, all proceeds from the business go towards supporting our programs, providing a new and sustainable revenue stream to help fund our work in the community as demand for our services continues to increase.

Along with providing financial support, Closeburn Country Garden will also grow and evolve into a hub for our Community Connect Initiatives and Career Coaching Services. These plans include the creation of a veggie on-site which will produce a small amount of fresh fruit and veg for our food parcels, along with the development of volunteer opportunities to assist with business operations and formalised training opportunities for our Career Coaching Guests.



TOMMY HILFGER
EST. 1996

nexus
care

BREKKY CLUB

nexus
care

BREKKY CLUB

VOLUNTEERS

PEOPLE POWERED

Volunteers are vital to Nexus Care and enable the ongoing delivery of our programs.

Our amazing volunteers have helped with everything from collecting, sorting, and packing food for distribution, helping with school breakfast programs, being a friend to someone in tough situations, providing administrative support, helping with English learning and career coaching, supporting our fundraising appeals and SO MUCH MORE!

In the last 12 months:

- over 110 volunteers involved
- 9,000+ volunteered hours

Community Volunteers say:

"To have the opportunity to love our guests unconditionally, help them along their job seeking journey and to do it alongside a wonderful group of fellow volunteers is both a privilege and a blessing. I truly enjoy volunteering!" Leanne - English Classes

"I like to see that peoples' lives can be changed and that they can be seen and heard and that we care, that they feel so validated and appreciated and I like to see that they can get back on their feet and that life is good and that there are moments to enjoy in life. I get the satisfaction of knowing that I've helped somebody and that it's not for the money or the success or the fame, it's just that somebody's life is better,

because we were in it." - Nicola - CC Services

It's just so wonderful to be a part of a group that can give back to the community. It's really nice, especially with Brekky Club, to be able to sow into the lives of the children by just a smile or a toastie." Lauren - Brekky Club

"I volunteer because when I was a child, someone volunteered and helped me out. It really changed my life. I feel that I need to now contribute back to help other people so that they can have a great life like I did." Lionel - Fresh Start

"It's just a practical way to serve God in the community." Tim - Brekky Club

"I always look forward to serving on Tuesday mornings with our beautiful Nexus Care Team. There's something very special that happens when you hand a box of food to our guests. Those boxes that we get to prepare demonstrates more than meeting needs. It demonstrates the love of Jesus. How many loaves do you have? Jesus asked. Mark 8:5" Kelly - Fresh Start

"I absolutely love volunteering at Nexus Care. In fact it's the highlight of my week and the reason I love that is the people I get to meet, the people I get to serve and help. It just makes me go 'I feel like I'm fulfilling God's

purposes', it's an opportunity to bless other people with God's love." Annie - Fresh Start

"I love volunteering at Nexus Care because of the camaraderie, the fun we have, and because anything I give seems to come back to me tenfold." - Judy - English Class

Corporate Volunteering Participants say:

Hi Team,
I wanted to share my experience from my volunteer day with Nexus Care yesterday. When I arrived I was met with a warm welcome from Suki and the rest of the team. Suki took the time to guide me through an induction, sharing what Nexus Care does, their funding sources, and the donations they receive. It was great to have a familiar face during the day, Bec answered any questions I had about what they do.

The day started with packing food parcels, and where they can meet individual dietary requirements. During the day, I was involved in a variety of tasks, from checking the quality of fresh produce to restocking items. The team works well together, and the busy day flowed smoothly.

I did take my lunch however you are able to sample one of their pre - prepared meals, and Suki brought in a banana bread for the team to share and trust me it was good!

The most rewarding part of the day was taking the food parcels directly to guests' cars. It was a rewarding and fun day. I enjoyed

being a part of a team that directly impacts those in need.
-Renee

What a rewarding experience volunteering at Nexus Care was! Nexus Care offers an amazing and much needed service providing food boxes to those in need. Volunteering there was such a positive experience as I had the opportunity of witnessing the difference Nexus is making in the lives of people struggling to feed their families. I felt proud to spend my day there with such committed and positive people.
-Anna

Well what an uplifting experience it was to help out with the Nexus Team! Loved every minute of my time there (even though it was about 400 degrees outside!). The team were amazing, Suki is a beautiful soul who does an amazing job co-ordinating . Bec does an incredible job in the office with all of the new and returning customers. I also

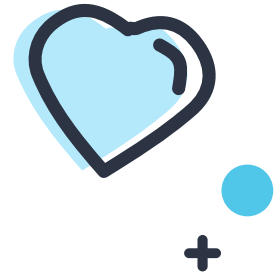
worked with Ed and Brian out the back, and they work like a well-oiled machine. I have to say that I am a little ashamed to say that is my first experience at volunteering, but it certainly won't be my last. It is eye opening to see life from someone else's perspective and it is very easy to take things for granted at times. I met some beautiful customers with some heartbreaking stories, and it felt good to be able to do something to help even in a small way. I will definitely be putting my hand up again and will be encouraging all of my family to do the same.
-Tiana

I had a really lovely day there. It's amazing work that they do. What really blew me away is the care they put into each and every box of food - A watermelon added in for a family, extra frozen meals for a woman living on her own. Every box was thought through before being taken out. They really do put a lot of heart into their service. It was also

heartwarming to see how everyone was so committed to making it the best experience they could for each and every customer. I was so impressed with how brave the customers were in coming in to request the food support. A lot of them expressed how much they appreciated their service and how much having that one box of food would help them get by. Suki and her volunteers are a lovely group of people. All happy and welcoming and the day passed with a lot of joking and laughs. I'd be happy to return next year for my volunteer day as it's a very worthy service provided by genuinely kind people.
-Rosemary



GENEROSITY MAKES IT ALL POSSIBLE



WE COULD NOT DELIVER THE HIGH-QUALITY PROGRAMS AND SERVICES WITHOUT THE GENEROUS SUPPORT OF DONORS.

In June 2023 our major EOFY appeal kicked off with an added intention to raise awareness of the increasing demand on our programs and services. This was in light of increasing cost of living pressures and its significant impact on those in already vulnerable situations. Thanks to loyal and local donors, just over \$194,392.63 was raised- all of which is vital in funding the delivery of all we do.

In December 2023 we were grateful for the generosity of so many to our annual Christmas Appeal raising a little over \$70,226.33 towards our Christmas and Back to School initiatives.

We also saw the fourth running of our annual Charity Golf Day which was a great success with 86 players, 4 returning corporate sponsors and 4 new corporate sponsors, and over \$10,00 raised.



LEADERSHIP & MEMBERS

2023

Management Committee Members

NATHAN BEAN (President)
B.Bus, Cert IV in Ministry, GCA (Biblical Studies)

CARL WOOD (Treasurer)
LLB, B.Bus (Accounting), M.Tax, Chartered Tax
Advisor

WARWICK SPACKMAN
BE(Hons)Civil, MIEAust, CPEng, RPEQ, NPER

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KELLY BARNES
BBus(HR/Mktg)

LES HANNAWAY
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Management

Association Members

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GRAHAM CORNEY
TIM BEAN
ALBERT BROWN
ERIC BRIZUELA
DAVINA BARTELS

**To all Management and Association Members,
and our staff team: your dedication and service
over the last 12 months has been tremendous.**

Thank you!



Our Staff Team

A BIG THANKS TO OUR STAFF TEAM WHO
WORKED WITH US IN 2023

Alex Ziemek, Anita Henderson, Bek Bain, Crystelle Hall, Jo Grice, Josh Plumb, Narelle Vautier, Sophia Savage, Hayley Sowden, Sarah Somerville, Suki O'Dea, Sue Mihailou, Kirsten Ulbrich.

CLOSEBURN COUNTRY GARDEN STAFF
Matthew Groves, Peter Stanley, Chrissy Seymour

TC BEAN CONSULTING CONTRACTOR
Tim Bean

OFFICIAL SUPPORTERS & STAFF

2023 OFFICIAL SUPPORTERS

In-Kind Supporters

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WOOLWORTHS EVERTON PARK
OZHARVEST
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ALDI SANDGATE
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+ ALL OUR WONDERFUL INDIVIDUAL & BUSINESS DONORS: Sungrass Property Group, &Gray Real Estate, Higgins Coatings, Northside Christian College, Loan Market, Funded Futures Financial Services, Yard Empire and 96.5FM.

Grants

DEPARTMENT OF SOCIAL SERVICES
LORD MAYORS CHARITABLE TRUST,
MCDOWALL WARD (EP facade refresh)
LORD MAYORS CHARITABLE TRUST,
MCDOWALL WARD (Volunteer thank you & Community Christmas Event at Christmas)
COMMBANK STAFF FOUNDATION GRANT





Nexus Care is a proud initiative of Nexus Church.

Everton Park: 151 Flockton Street, Everton Park QLD 4053

Sandgate: 37 Brighton Road Sandgate QLD 4017

Closeburn Country Garden: 1850 Mount Samson Rd, Closeburn 4520

ABN: 68621211486

www.nexuscare.com.au