



2021-2022 ANNUAL REPORT

ChaplainWatch Inc.

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WHO WE ARE

Our Mission

Watching Out For You When Good Times Go Bad.

Our Values

DIVINELY LED

INTENTIONAL INTERVENTION

OWNING RESPONSE-ABILITY

PEOPLE MATTER

Our Vision

across Queensland, a crisis, a ChaplainWatch Chaplain

Our Calling

Isaiah 62:6

"I have posted watchmen on your walls, Jerusalem; they will never be silent day or night. You who call on the LORD, give yourselves no rest"

Lamentations 2:19

"Arise, cry out in the night, as the watches of the night begin; pour out your heart like water in the presence of the Lord. Lift up your hands to him for the lives of your children, who faint from hunger at every street corner."

Our Services

NIGHTWATCH CHAPLAINCY & NIGHTSAFE REST AND RECOVERY

Watching out for you when good times go bad in the entertainment precincts overnight

- NightWatch Chaplains – proactive patrols providing public safety in public spaces
- NightSafe Rest and Recovery – A safe place for you providing safety comfort and somewhere to rest when intoxicated.

VAKS.ORG.AU

Watching out for you when your good times go bad and you find yourself in need.

- Vans and Kitchens (VAKS) – vaks.org.au Your one-stop online directory to connect with food and homelessness services.

COMMUNITY CRISIS CHAPLAINCY

Watching out for you when good times go bad through crisis or disaster

- Community Crisis Chaplains – responding to the community in Crisis and Disaster.

CHAIRMAN'S REPORT



Ross Howe
ChaplainWatch Chair

"You are the light of the world. A city located on a hill cannot be hidden. People do not light a lamp and put it under a basket but on a lampstand, and it gives light to all in the house. In the same way, let your light shine before people, so that they can see your good deeds and give honor to your Father in heaven." Matthew 5:14-16

The ChaplainWatch journey over the last twelve months reflected the continuation of our light that reaches out and shines for the people in crisis throughout Queensland. Following the successful implementation and re-contracting of the expanded NightWatch services in Sunshine Coast, Bundaberg, Rockhampton, and Gladstone, ChaplainWatch was once again called upon to support the Southeast Queensland floods that occurred following the heavy rains between February - April 2022.

It has been a privilege to have the opportunity to work closely with the management team alongside the Team Leaders of ChaplainWatch over the last 12 months to support their strategic planning and business structure. When the working world has been dramatically impacted by the "great resignation" over this period, ChaplainWatch has been able to grow its operations and diversify its offerings by further serving the Queensland community through its support within disaster management following the 2022 floods.

It is of little surprise that because of the continual expansion of our services throughout the last two years that our discussions led to a very clear vision for ChaplainWatch - "Across Queensland, a crisis, a ChaplainWatch chaplain". This is a very important clarity for ChaplainWatch to give a definitive direction, as although our services are recognized throughout Australia, we have recognized that the need in Queensland is great, and this clarity will ensure that in the current phase of building our new teams and engaging with new partners we are fully committed.

Jesse Webb, CEO of ChaplainWatch, continues to be instrumental in his leadership and commitment to ensure the highest standards and professionalism. To support his leadership and assist in the recent expansion of services throughout Queensland, the recruitment of Brad Suosaari as State Operations Manager has ensured business continuity while allowing Jesse to build stronger ties with State Government and other Disaster Management NGOs including, Uniting Care Queensland, Salvation Army, and Chaplaincy Australia, as part of the newly established Queensland Disaster Chaplaincy Network, QDCN.

It is inspiring to see Senior Chaplain Lance Mergard at the forefront of crisis and disaster chaplaincy, who, alongside other experienced ChaplainWatch team members played key roles throughout the Queensland Flood disaster management. The partnerships and relationships that he has established with the various Queensland community services for over 20 years ensured that he was able to provide hands on chaplaincy support for hundreds of people located at the flood evacuation and recovery centres located at Gympie, Grantham, and Lockyer Valley.

The financial management and governance of ChaplainWatch continues to provide strength to the sustainability of our work. As the size of the organization continues to grow, both financially and operationally, Karen Howe has developed strong financial partnerships with Bell & Co. Accountants and Rob Florence Audit and Assurance to ensure that all due diligence and best practice standards are not only met but exceeded. This has been complemented with Jesse and Brad working closely with Employsure to align our employment contracts and Human Resources policy and procedures to manage the expanded employment requirements.

The success of ChaplainWatch comes from its people. The commitment and diligence of the staff, volunteers, and Management Committee is unwavering. It was incredible to see everyone come together in September 2021 to celebrate ChaplainWatch's 20 years of operation. The highlight of the night was a recognition film, produced by Surge Media, that captured the heart and history of ChaplainWatch and the unquestionable commitment of the Founder/Senior Chaplain Lance Mergard to bring a chaplaincy-inspired, faith-based ministry to the entertainment precincts of Brisbane and now expanding throughout Queensland - watching out for you when good times go bad. Recognition and appreciation for the night is extended to the organising committee led by Mandy Cooper and Karen Howe.

Moving forward with clarity of our vision, strategy, and structure the management committee has confidence that the light will continue to shine and across Queensland, a crisis, a ChaplainWatch chaplain.

SECRETARY'S REPORT



Peter Van Eps
ChaplainWatch
Secretary

Consolidation

From the massive expansion of ChaplainWatch over the last two years, 2022 has been, in many respects, a year of consolidation of that development.

We have consolidated our physical presence in each of the entertainment districts we serve, where we have secured leases in each of the new precincts for the operation of NightSafe rest and recovery services and either completed or near-completed fit outs at -

- Sunshine Coast
- Bundaberg
- Gladstone
- Rockhampton.

We have consolidated our staff structure and personnel, having the right people serving in the right role at the right level to ensure ChaplainWatch's DNA as a divinely-led ministry dedicated to intentional intervention where people are in crisis, at risk and in need is optimally expressed in each of our three projects of -

- Nightwatch
- StreetWatch
- LifeWatch.

Since last-year's AGM we have welcomed Brad Suosaari as Operations Manager. We have seen the excellent and inspirational work our pastoral team led by Pastor Lance have done with community crisis chaplaincy, serving tirelessly in the South-East Queensland floods and disaster recovery as well as many trauma incidents involving fire incidents and domestic and other violent incidents.

We have consolidated our internal processes by taking up and implementing 'best practice' management strategies and training, including -

- workplace health and safety training and reporting
- human resources reporting and advice;
- Chaplaincy and pastoral care training and support.

Why? Because people matter. Our people matter. The community we serve matters.

The consolidation process has as its main essence the care, attention, and protection of these people. So, to this end, ChaplainWatch continues regular strategic planning involving both the management committee and operational staff to plot and navigate an effective roadmap from now to 2025.

Our consolidation and advancement through the upcoming years cannot be done without the hard work and dedication of all those in the ChaplainWatch team, from our wonderful volunteers, team leaders, operational staff and management and committee members. We are not one, if not for all. We are a Ministry. We are God's church. In God we serve in strength and unity.

Ephesians 4:46-16.

Then we will no longer be immature like children. We won't be tossed and blown about by every wind of new teaching. We will not be influenced when people try to trick us with lies so clever, they sound like the truth. Instead, we will speak the truth in love, growing in every way more and more like Christ, who is the head of his body, the church. He makes the whole body fit together perfectly. AS each part does its own special work, it helps the other parts grow, so that the whole body is healthy and growing and full of love.

For this I thank you all and say it has been a privilege to serve for another year.

I commend this Secretary's report to the ChaplainWatch 2022 AGM.

CEO'S REPORT



Jesse Webb ChaplainWatch CEO

What a privilege it is to deliver my third CEO report for ChaplainWatch, this time for the year 2021-2022.

Coming out of the disruptions of the past two years, we felt the Lord calling us to take stock of all that has happened and been achieved, and to take time to consider His new vision for ChaplainWatch.

As a leadership team, we've realised that ChaplainWatch has grown and changed substantially and that in order to be good stewards of the significant resource and opportunity we've been entrusted with, we'd need to go back to the basics and again draw out all that has made ChaplainWatch unique and to understand what our very particular and unique calling is to ensure that we would be good stewards and to realise the impact that lays in our current potential.

"When I was a child, I spoke like a child, I thought like a child, I reasoned like a child. When I became a man, I gave up childish ways." - 1 Corinthians 13:11

The above passage is well quoted for its powerful description how love ought to be expressed. Our aim is to exemplify this type of love, which is patient, kind, humble, merciful, righteous and forbearing (we call it 'People Matter').

"In order to achieve this though, we must be mature in recognising our response-ability to all those we serve, all those who we serve with and especially at this point, *all those we have potential to serve*, if we can only follow the Lord's divine leading and be intentional in rising to the particular challenges we currently face in order to extend beyond our current limitations so that we can be truly responsive. Late in 2021, we set a new corporate vision to guide us from 2022-2025: **across Queensland, a crisis, a ChaplainWatch Chaplain**. We believe this vision captures our DNA as a ministry and will effectively guide the opportunities presented to us, and which we act on, moving forward. To that end, throughout 2021-2022, we have begun the challenging process of change to ensure that our focus is keenly on the many we seek to serve into the future.

We've recognised that in order to build into the future, we've needed to support our already strong foundations, by ensuring a clear focus on the ongoing development of our still building NightWatch teams. Our NightWatch teams, and especially our incredible group of team leaders, have worked tremendously throughout the 2021-2022 period continuing to build their teams, at the same time as building their NightSafe facilities, at the same time as building important community and stakeholder connections and partnerships. So that they would have the necessary support to keep on achieving these lofty goals, I am pleased to have brought on Bradley Suosaari as our State Operations Manager. Brad brings with him extensive and diverse experience managing teams, clarifying procedures, navigating HR and risk management, and building chaplaincy ethos across organisations. His inclusion in our team has substantially increased our leadership, administrative and support capacities, allowing me to better focus on supporting and managing the growth of ChaplainWatch. We have also restructured our NightWatch services to provide increased hours and greater responsibility on our NightWatch Team leaders for representing, administering and supporting their NightWatch teams within their city.

To gain an understanding of the incredible work that has been done by our NightWatch teams across the cities where they serve, take a look at the NightWatch and NightSafe statistics contained within this annual report - just through those two service types, we have positively contributed to the lives of **21,782 people** in nearly 8000 separate interventions. Contributing to this, has been the operation and opening of NightSafe rest and recovery facilities across the state, with the official opening of the Rockhampton NightSafe officially opening on East Street in May 2022, the Gladstone NightSafe officially opening on Goondoon St in July 2022, and the Sunshine Coast NightSafe having opened on Ocean in September 2022. I look forward to the opening of the Bundaberg on Bourbong Street in the coming months.

"...for whatever one sows, that will he also reap. 8 For the one who sows to his own flesh will from the flesh reap corruption, but the one who sows to the Spirit will from the Spirit reap eternal life. 9 And let us not grow weary of doing good, for in due season we will reap, if we do not give up." - Galatians 6:7-9

We've also realised that at our core, ChaplainWatch has always been a volunteer organisation and we've recognised that this is not only a valuable opportunity for our future, but in fact, is the type of organisation we want to be to ensure the ongoing support of our missional heart, values, capacity and opportunity. While our previous strategic plan featured 'valuing volunteers', as a core strategy, we have seen the need to do more and be more intentional about placing volunteers and volunteerism at the core of our ministry at ChaplainWatch. This has meant that during 2021-2022 we began to strategise how this would look and work, and early in the 2022-2023 financial year, we have created and filled a new 'Volunteer Engagement Facilitator' role, to help us better enquire into, understand, integrate and enhance volunteerism and the experience of our volunteers throughout ChaplainWatch. I am pleased that Gelly McAuliffe-Bunker has up-taken that role, following her time working in the NightWatch Coordinator role. As you will see later in this report, Gelly has already undertaken substantial work in helping us to take stock and plan for how we will better integrate volunteerism into our ministry into the future.

And even while 2021-2022 may well have been an important year for building our foundations in NightWatch and for taking stock and planning for the future, it has not been a year where we have forgotten the value we place in intentional intervention. When record-breaking floods struck the east coast of our nation and inundate the homes, towns and cities of the southeast of Queensland, ChaplainWatch again, were watching out for you when good times go bad, and were ready and instinctive in our response to the community. As the flood waters began to rise, ChaplainWatch began drawing on the already strong relationship we have with Brisbane City Council to offer support via disaster chaplaincy and in provision of our resources. Within a short time we received requests not only from Brisbane City Council, but also from Ipswich City Council and Logan City Council. We quickly formed a response-partnership with our partners at Chaplaincy Australia and together, along with supplementary support from Uniting Church Australia and Scripture Union responded to requests from five LGAs (Brisbane City Council, Logan City Council, Moreton City Council, Redlands City Council, Sunshine Coast City Council) to deploy Disaster Chaplains to eleven evacuation centres (including two community-led centres).

Following this, contracts were formed with the Department of Communities, Housing and the Digital Economy - Community Development for the deployment of Disaster Chaplains for centre-based disaster chaplaincy responses to five community Recovery centres within the Brisbane, Redcliffe, Toowoomba and Gympie Disaster Districts, including provision of psychological first aid within centres at Gympie, Caboolture, Sherwood, Gatton/Laidley, Sherwood/Mitchelton, and outreach with community recovery workers throughout those districts. For a period of the community recovery response in the Toowoomba district and Redcliffe district (Caboolture and surrounds) a disaster chaplain was requested and active in a mobile service delivery capacity.

Our joint response with our partner agencies was the largest coordinated disaster chaplaincy response we are aware of in Queensland and involved the deployment of forty-seven disaster chaplains, across the response and recovery phases of the disaster. Many of these Chaplains were seconded from their roles in ChaplainWatch, including Chaplain Lance Mergard who deployed almost continuously for six weeks throughout the affected regions. During these deployments, coordination, administration, accounting services, contract management, reporting, supervision and support functions were developed and actioned across to ensure the high-quality service delivery to affected people and communities, the safety and wellbeing of the deployed chaplains, contract fulfilment and opportunities for learning and continuous improvement.

Having worked for nearly five years to make the case for the viability of disaster chaplaincy in Queensland, we recognised, along with the Queensland State Government, that this response had solidified the need for a true coordinated, cross-denominational disaster chaplaincy response to Queensland. As a result, ChaplainWatch joined with Chaplaincy Australia, Queensland Churches together, UnitingCare Queensland and the Uniting Church in Australia, Disaster Recovery Chaplaincy Network and the Salvation Army Australia, to form the Queensland Disaster Chaplaincy Network (QDCN). In recognition of our administrative and governing role in the 2022 floods, and our strong governance position, the QDCN has elected ChaplainWatch to act as auspisor for the network in application and administration of funding, including in applying for preferred provider contracts with State Government to deliver disaster chaplaincy. This is a significant responsibility and a humbling expression of trust in ChaplainWatch. I am confident that we can deliver on this responsibility with excellence in the service of the network, and to the great benefit of the many thousands of disaster-affected people and communities who will benefit from the work of the QDCN.

A further recognition of our strong governance, administrative and service delivery position is our successful achievement of full compliance with the Human Service Quality Framework, following our 18 month review in January 2022. To achieve full compliance with no areas of improvement is a recognition of our high standards of Governance, Human Resource management, service access, responding to individual need, commitment to safety, wellbeing and rights, responsiveness to feedback, complaints and appeals.

I commend you to also look to the report by Senior Chaplain, Lance Mergard OAM, describing his ongoing efforts in raising up a passionate and well equipped volunteer team to continue to build on the important Community Crisis Chaplaincy service. The 22 interventions which have been undertaken by the Community Crisis Chaplaincy team have been exceptionally meaningful for alleviating the suffering of those affected by significant community crisis, and I know that the ongoing benefits of those interventions will be felt by those receiving this service will be long felt.

Not unlike ChaplainWatch as a whole, we continue to develop and build off the strong foundation laid already for the vaks.org.au website to expand and become a powerful tool for challenging homelessness, financial stress and food insecurity across Queensland and Australia, and I look forward to supporting the growth of this website and the work of Karen Howe and our valued partners at My Community Directory.

Thank you also to Karen Howe and Mandy Cooper, for again guiding our events team so marvellously, despite the challenges of Covid. Although we all missed getting dressed up to celebrate our annual Purple and White Ball, which was sadly cancelled due to a resurgence of Covid 19 earlier this year, the Night for NightWatch dinner party was a fantastic night which allowed us to reconnect with our nearest and dearest and to make some new friends in the midst of great music, food, fun and fundraising. I can't wait until we can meet together again at Brisbane Town Hall on February 25 2023 for our 2023 Purple and White Ball (tickets are on ale now - don't miss out!)

In closing this report, I'd like to thank the multitude of people who have contributed to an incredibly effective 2021-2023, whose efforts have changed Queensland for the better. I'd like to thank our volunteers, without whom none of our work would be possible - you are all heroes in my eyes, and I appreciate you immensely. To our employees who give up so much to commit their time and their skills to contribute week after week to making our mission a reality - thank you. To our many partners and stakeholders who we work with shoulder to shoulder - thank you for your support, guidance, encouragement and friendship. to our donors and sponsors: While we know not everyone can be on the frontline - your support means you have been a part of every intervention and every interaction. To the State Government of Queensland, who remain our major funder: Thank you for entrusting us with so much, we trust that that this report evidence the safe hands within which you place such responsibility.

And finally, to our Lord in heaven, may you bless us and keep us; May you make your face shine upon us, And be gracious to us; May you lift up your countenance upon us, And give us peace.

CHAPLAINWATCH OPERATIONS

"People say, 'Change is hard.' Change isn't hard; transitions are hard." – Kathleen Noonan



**BRADLEY
SUOSAARI**
STATE OPERATIONS
MANAGER

It has been a year of transition and consolidation. My commencement with ChaplainWatch in March 2002 has seen handover of multiple operational responsibilities from Jesse Webb. The main transition has seen me assume supervision of NightWatch Team Leaders and regular NightWatch operations.

Our focus for the remainder of 2022 is developing NightWatch Team Leaders. This is a multifaceted approach which includes culture development, team building, leadership skills and operational capability, as a team of leaders and, in turn, as leaders of their individual precinct teams.

This process is challenging and rewarding. We are seeing a good team begin the progression to a highly competent, cohesive team of leaders.

Decentralising some operational functions to Team Leaders (with appropriate central oversight) has helped to ease the administrative load on the Brisbane Office. I have also been updating operational documentation and procedures to help operations to run more effectively and efficiently.

A particular focus has been helping Team Leaders to manage their teams. Human Resources take significant time and energy and TLs have limited hours in the week to manage and build their teams. I have been able to support and train them in these strategies.

These innovations have freed up time for Jesse to focus on other developmental areas, including Disaster Recovery and Community Crisis Chaplaincy.

NIGHTWATCH & NIGHTSAFE REPORTS



**FRANK
FIORENZA**
TEAM LEADER
NIGHTWATCH
BUNDABERG

The 2021-22 financial year saw some big changes in the Bundaberg precinct for ChaplainWatch. There was a large reduction in numbers in Q2 with restrictions coming into place for all licensed venues in Queensland limiting the number of people entering venues. This impacted Q3 with one of the major venues closing its doors for most of January. The biggest changes were securing the location for NightSafe Rest and Recovery on Bourbong St and a new Team Leader and paid Team Member joining the team.

Construction commenced on the new Rest and Recovery facility and, from an empty space, has transformed into a state-of-the-art, multi-room space, ready to provide support to the city. Construction has been delayed due to builder availability and supply chain shortages. The impact of local and worldwide disasters (COVID) has also impacted delivery of equipment. At the time of writing, we are hoping to officially open in October 2022.

The new team in the Bundaberg region has already begun to impact the region by forming relationships with venues and their staff and other SNP Support Services. This has allowed the Bundaberg team to engage with more service users and receive more call outs in the precinct.

NIGHTWATCH & NIGHTSAFE REPORTS



CHRIS OWENS
TEAM LEADER
NIGHTWATCH
BRISBANE

A Story from the Street

One Saturday night, we had a team bring in a highly intoxicated young man with a head injury. The team had done a good job cleaning him up but was unsure if he needed an ambulance, so asked our nurse to check him. The nurse called an ambulance who told her the wait would be hours. After he had been with us some time, the nurse requested a NW team to transport him. I (Chris) transported the young man to hospital without incident. The next morning, I received a call from his father. The father told me that the young man had lost most of the memory of the previous night but had our card on him. I was able to share what we did for him and the father was extremely grateful. This young man is one of many service users we helped last financial year.

Team

Our volunteer team has grown over the last financial year and this seems to be a continuing trend. Many of our volunteer ride-alongs are now students doing placements for their studies. This is a huge benefit to our team numbers. The downside is that they often move on after relatively short periods. We have also had some employee changes and challenges.

Key Partnerships

We have maintained many great partnerships within the community. Notably, through our ongoing efforts to build relationship with QAS, we now have direct contact with their communications supervisor to be able to assist the Team Leader and / or NW Communications in making dispatch and resource decisions.

The Precinct

The first part of the financial year saw a resurgence of crowds in the valley, with things roaring back to life after COVID. Having said that, many of the venues and NightWatch also, have struggled at times keeping up, with people unable to work due to illness. In the last part of the financial year, we have seen a troubling increase in violence and armed assaults. We continue to work closely with police and stakeholders to keep our city safe.



SAZ MYERS
TEAM LEADER
NIGHTWATCH
SUNSHINE COAST

ChaplainWatch Sunshine Coast has travelled leaps and bounds in the last financial year. From, A single space with concrete floors, esky for drinks, stock being held in filing cabinets and stretchers to, two completely fitted out spaces. NightSafe Rest and Recovery and a functional office, seamless laminated floors, stunning kitchen, murphy beds and beautifully organised and laid out storage cupboards. We are gearing up for our official opening being planned for October 2022.

We have had some employee changes. With Frank's move to Bundaberg, Saz is now Team Leader on the Sunshine Coast with employees Nick, Morgan, and Corwin. An uptake in volunteer applications last quarter yielded seven new volunteers, enabling us to have more teams serving more people. Numbers of service users that we have been able to help has definitely increased.

Team-building and training have been our main focus this financial year and will continue into the next financial year. Team members have been planning some personalised training to bring to the team. Learning things from first aid training to drug reaction training, understanding Auslan, interpersonal skill training. We completed a CPI course, and the team are looking forward to mental health first aid training to be done later this financial year.

NIGHTWATCH & NIGHTSAFE REPORTS



**DYLAN
CLENDINNING**
TEAM LEADER
NIGHTWATCH
ROCKHAMPTON

NightSafe

With the construction of NightSafe at the point of operational viability in early November 2021, NightSafe Rockhampton welcomed its first service user at 11:30pm on Friday 5 November. The 2021-22 financial year has been one of rapid progress in NightSafe, as the ChaplainWatch service in Rockhampton moved from operating in a fast-paced and uncontrolled context to a controlled one, where environment and practice has a greater impact.

A theory of change model was implemented to ensure that all Rockhampton team members had a space to contribute to improving safety and functionality of NightSafe for both team members and service users. Any incidents that occurred were used as opportunities for reflective practice during briefs and team meetings.

Specific CPI Safety Intervention procedure and information was highlighted to empower team members to create a safe and relaxed space for service users. In team meetings, role-play and scenarios were used to convey ways to respond within a controlled environment that gave service users in crisis a place that met their needs and still delivered a good outcome for them.

The hard work from team members during NightSafe's soft opening period meant that, by the official opening of NightSafe on 6 May 2022, the care that service users received in the facility was world-class.

NightWatch

In the 2020-21 Annual Report, the impact of providing a relationship-based NightWatch service was highlighted as the greatest proponent for the success of the service and a cornerstone for future success. In the 2021-22 financial year, NightWatch has capitalised on relationships formed and moved towards a relational compliance approach to tackling alcohol-fuelled violence in the Rockhampton Safe Night Precinct.

NightWatch team members have recognised that the Rockhampton SNP has fewer patrons and stakeholders and more regular service users than other SNPs. Team members have responded accordingly with encouraging results.

The number of weapons in the precinct have been reduced through forming relationships with key patrons and giving them good guidance to leave items such as metal bats or knives at home. Violence in the precinct has been reduced through the therapeutic rapport NightWatch team members have developed with patrons who are in crisis. NightWatch team members have been able to set the expectation with regular patrons that the Rockhampton SNP is a violence-free zone.

An encouraging aspect of this was hearing patrons take ownership of NightWatch team member expectations, asking their peers not to fight when seeing a ChaplainWatch vehicle or team member approaching. Examples of utilising relational compliance with stakeholders include encouraging venues to reduce consumption of alcohol in venue lines, stationing RSA marshals in areas of non-compliance and cleaning hazardous litter (eg bottles, glasses) near venues.

NIGHTWATCH & NIGHTSAFE



PAUL KOEN
TEAM LEADER
NIGHTWATCH
GLADSTONE

This financial year has been very exciting, and we have seen our Gladstone team growing continuously. One of the highlights was when we got the keys for our own building at 24 Goondoon St, but the challenge was to fit-out the building within a very small budget.

After receiving several high-cost quotes for fit-out, we decided to do it ourselves with the help of volunteers to save labour costs. The community came together and with the help of additional funding from local companies, community volunteers and Coopers Brewery, we managed to pull it off. After several months of renovations, we officially opened the NightSafe facility for the community on 15 July 2022.

Interaction with Community groups

ChaplainWatch Gladstone is very active in our community outside the weekends. We attend local Interagency meetings and Service Clubs, and Paul has been invited as guest speaker at various groups and churches. We have also been asked to provide First Aid at events organised by various community groups. BBQs for precinct patrons have been held at NightSafe from 11pm to 2am.

Our teams have built good relationships with QPS, QAS, venues and with the patrons in the precinct.

NightSafe Rest & Recovery Centre

For the first half of the financial year, the NightSafe facility was under construction. We were able to commence using the facility in January and have seen a slow increase of service users being admitted. Now the centre is fully operational and we are looking forward to using the facility to its full potential. More members of the public have become aware of the NightSafe too.

We have noticed an increase in volunteers since NightSafe has been operating. At our peak, we have had a team of 10 volunteers. One left recently to join QPS; our NightSafe Medic joined QAS. At the time of writing, we are receiving more volunteer applications.

Because people matter and we love the ChaplainWatch mission, we are looking forward to a year of positive impact on our community, looking after them when their good times go bad. But mostly, our own volunteers are precious and my goal is to build relationships with them, make disciples of them and equip them for a better future. This is a ministry of God and we are looking after that one sheep that is not on track and sowing the seed.

To the management and leaders of ChaplainWatch, I would like to thank them for their leadership, care, and support throughout this financial year.

NIGHTWATCH & NIGHTSAFE INTERVENTIONS

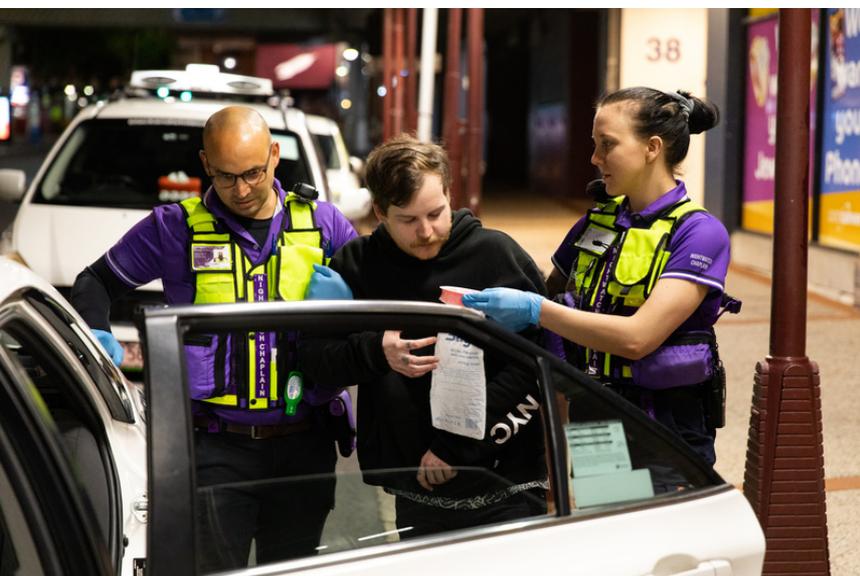


IN 2021-2022 WE SERVED
7,330
THROUGH INTERVENTIONS
AND SUPPORTED A FURTHER
14,452
WITH MINOR ASSISTANCE AND RESOURCES
THAT'S A TOTAL OF
21,782
PEOPLE SERVED DURING 2021-2022

OF THOSE:

WE RESPONDED TO
16,964
PEOPLE THROUGH OUR
NIGHTWATCH PATROLS

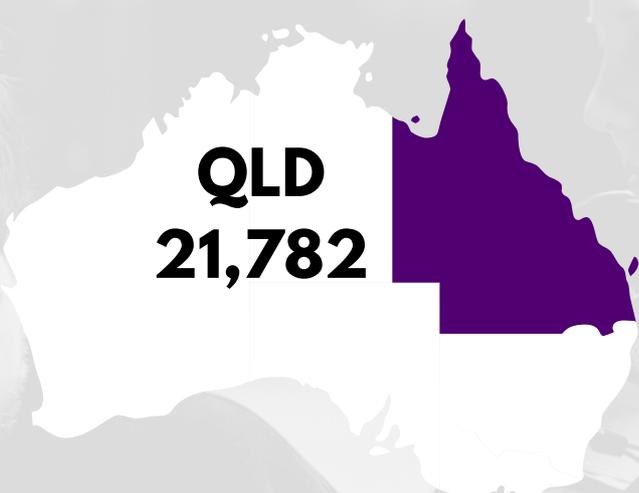
4818
PEOPLE THROUGH OUR NIGHTSAFE
FACILITIES



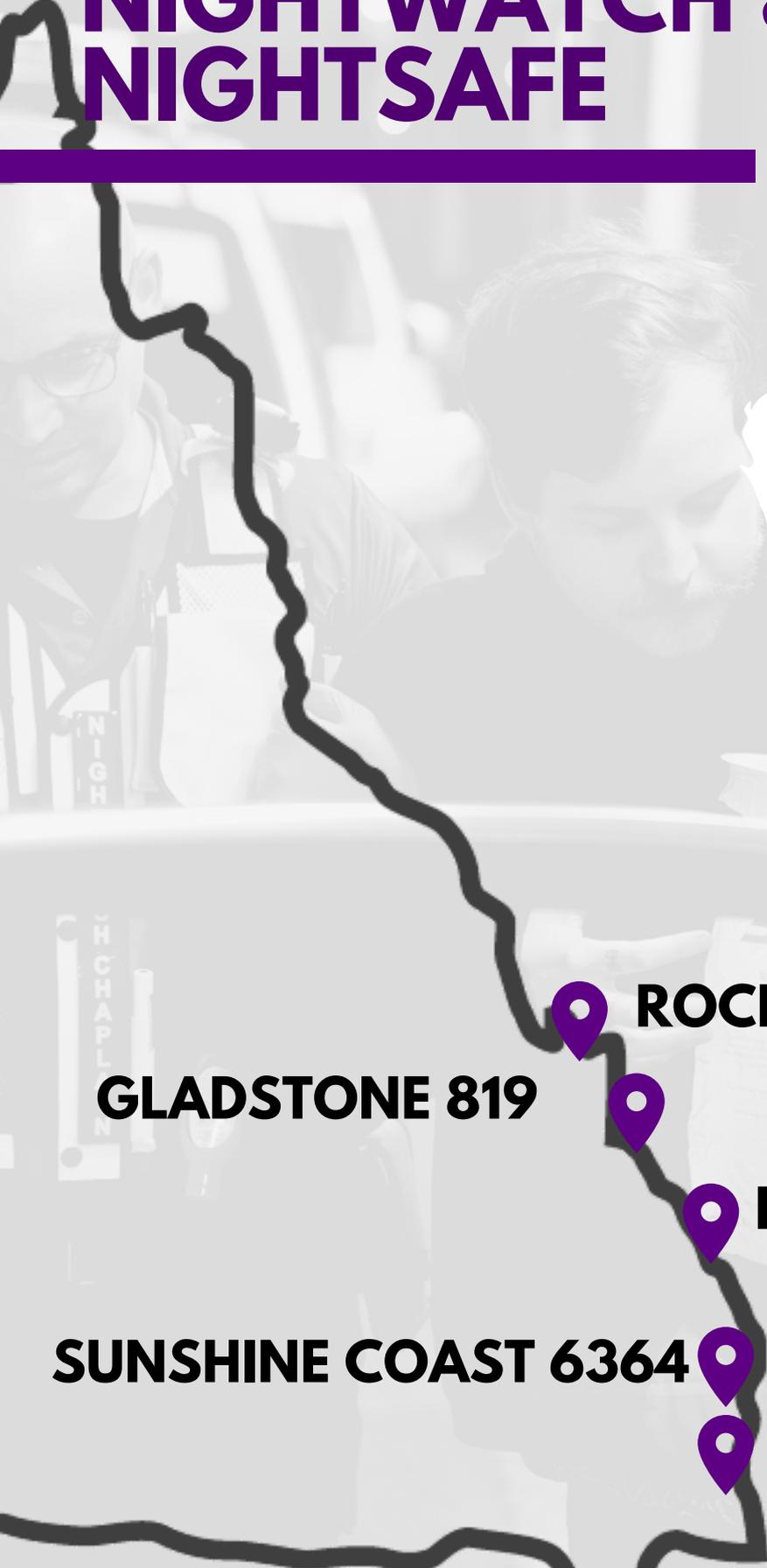
OF THOSE INTERVENTIONS

5444
PEOPLE
REQUIRED OUR ASSISTANCE AS A
RESPONSE TO VIOLENCE OR
AGGRESSION

PEOPLE SERVED NIGHTWATCH & NIGHTSAFE



QLD
21,782



GLADSTONE 819

ROCKHAMPTON 2822

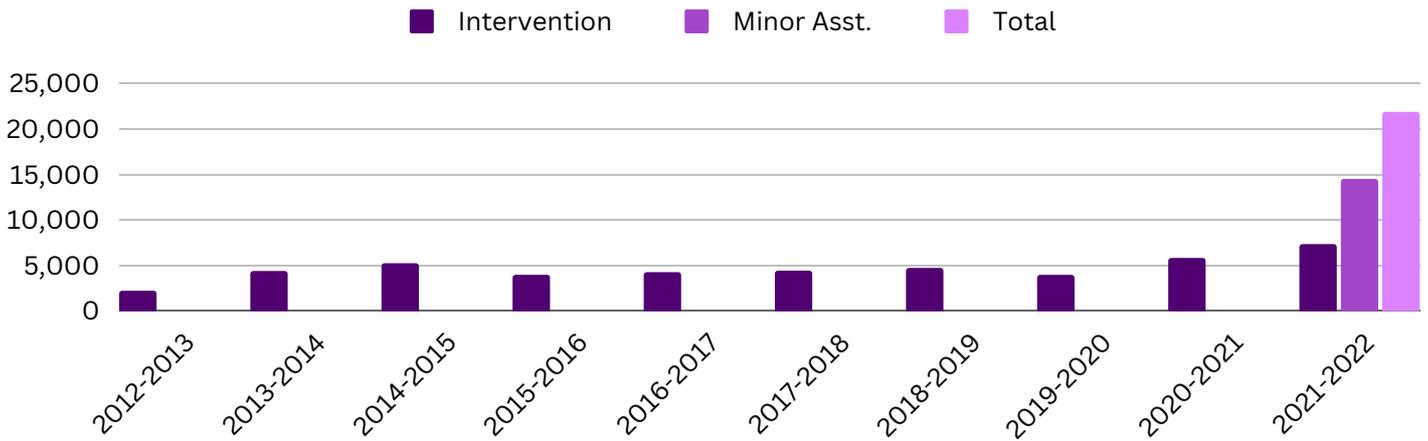
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SUNSHINE COAST 6364

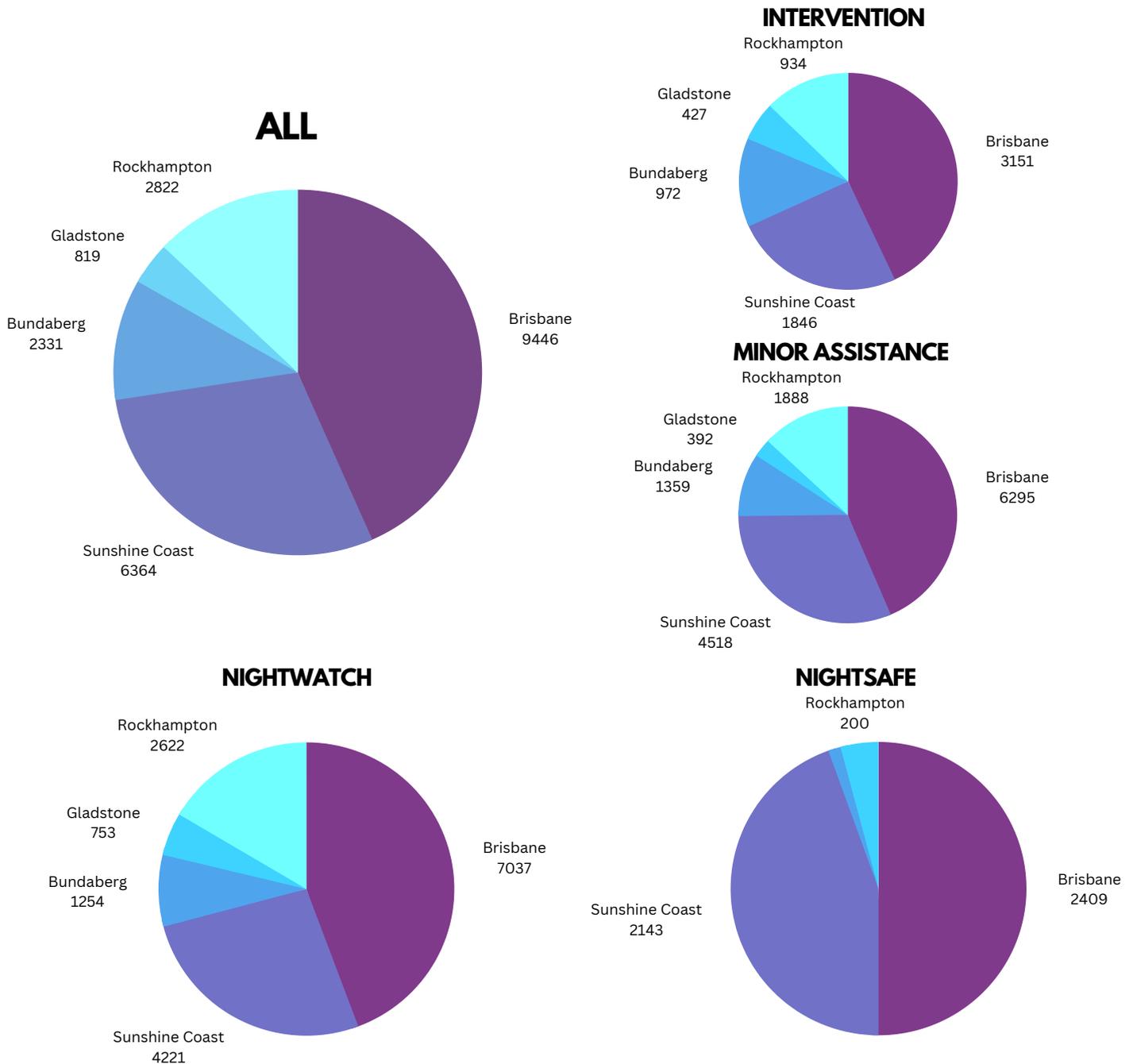
BRISBANE 9446

NIGHTWATCH & NIGHTSAFE STATISTICS 2021-2022

NIGHTWATCH & NIGHTSAFE PEOPLE SERVED TOTAL

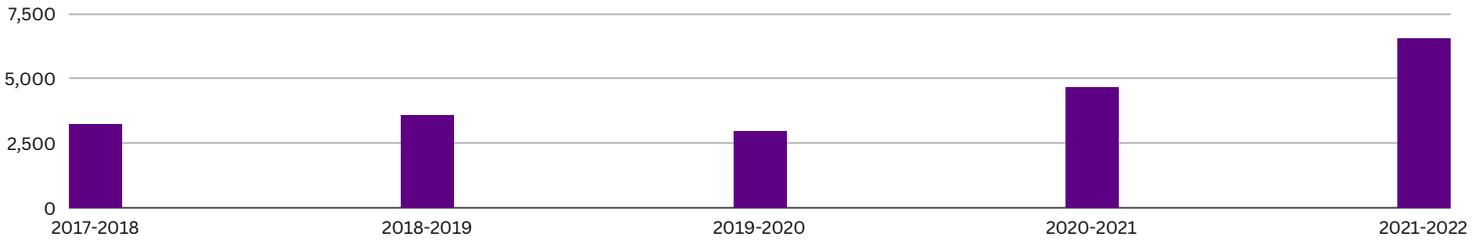


NIGHTWATCH & NIGHTSAFE PEOPLE SERVED BY PRECINCT

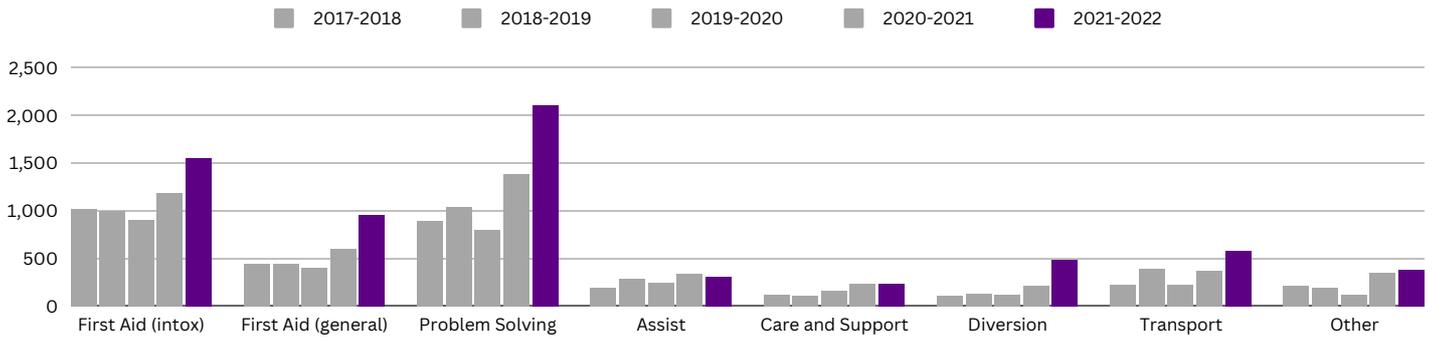


NIGHTWATCH STATISTICS 2021-2022

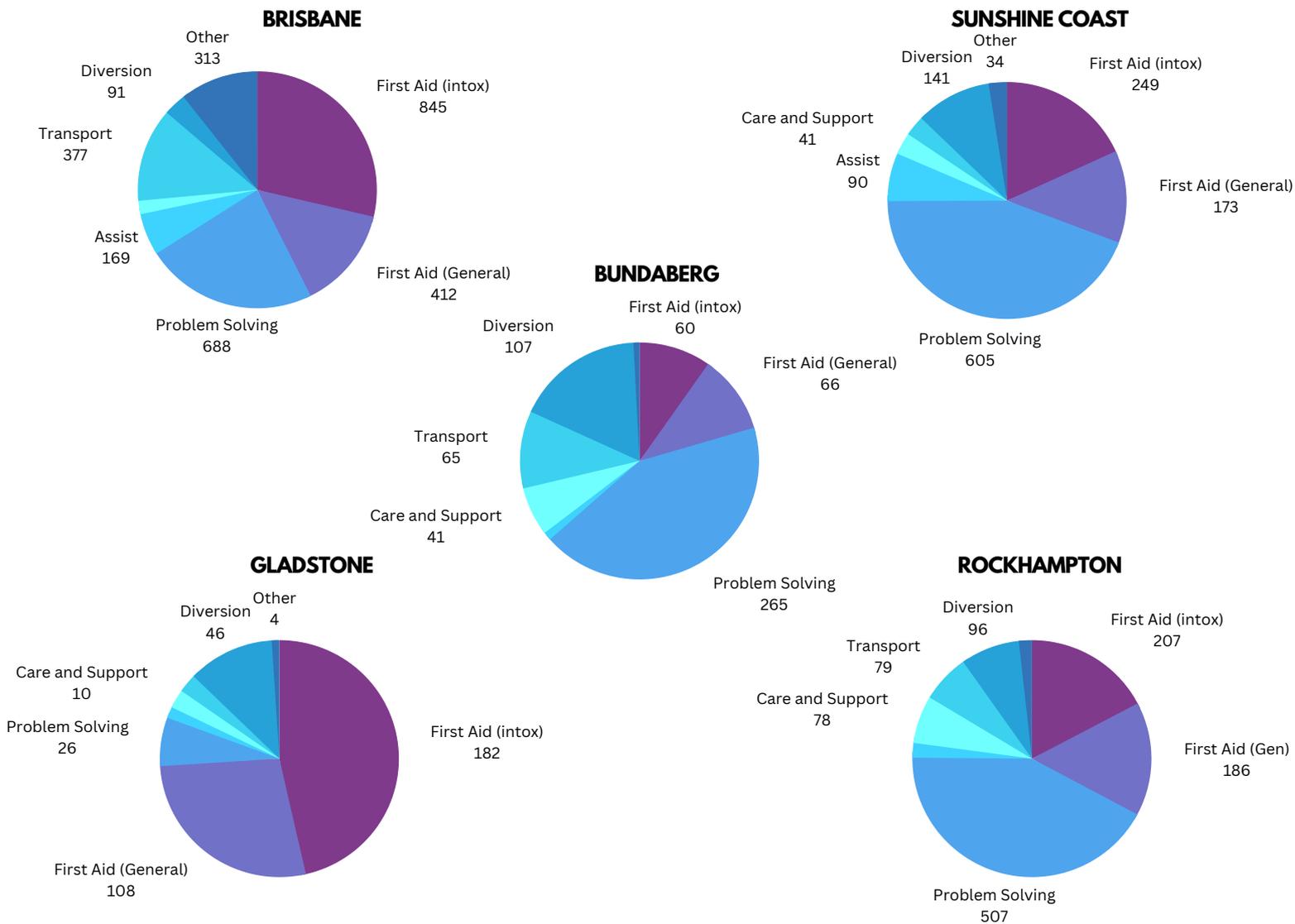
NIGHTWATCH INTERVENTIONS TOTAL BY YEAR



NIGHTWATCH INTERVENTIONS TOTAL BY TYPE

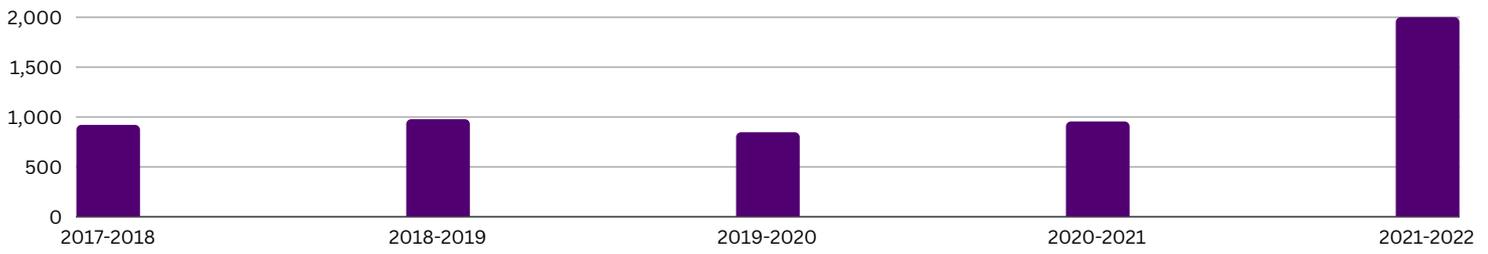


NIGHTWATCH INTERVENTIONS TOTAL BY TYPE BY PRECINCT



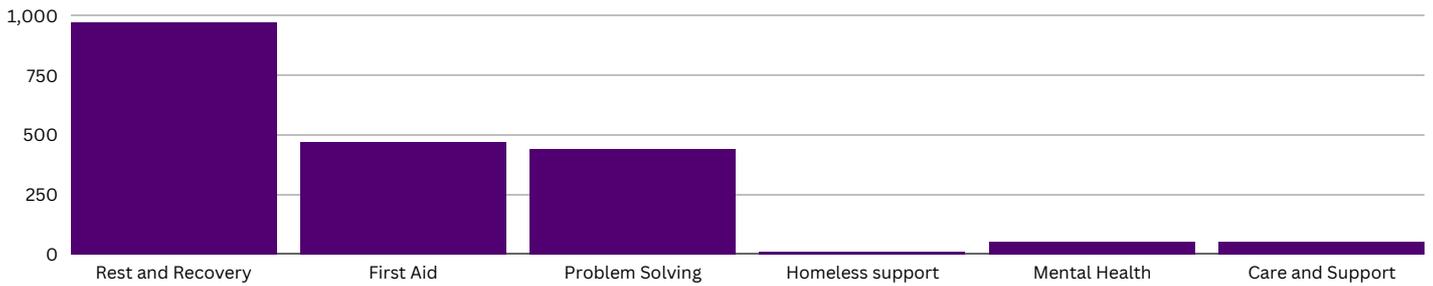
NIGHTSAFE STATISTICS 2021-2022

NIGHTSAFE INTERVENTIONS TOTAL BY YEAR



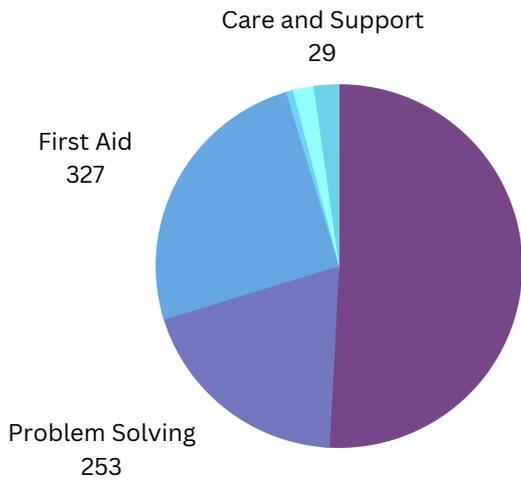
NIGHTSAFE INTERVENTIONS TOTAL BY TYPE

■ 2017-2018

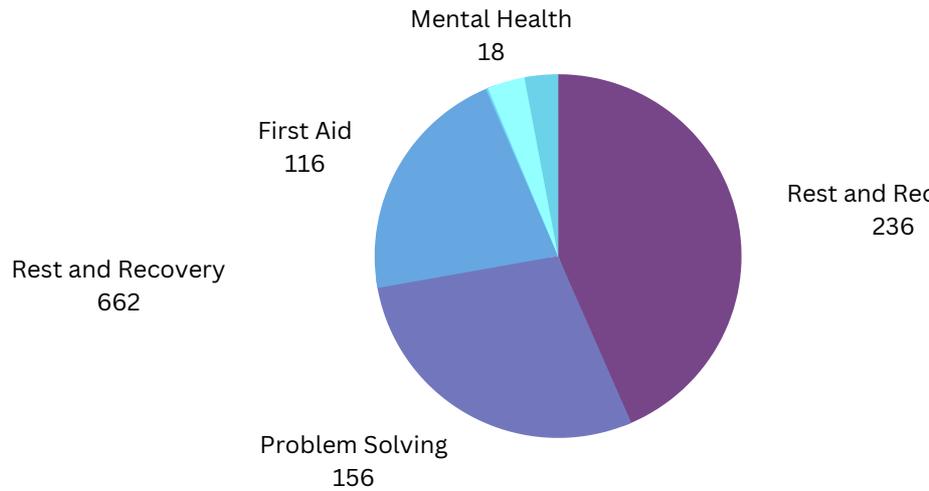


NIGHTSAFE INTERVENTIONS TOTAL BY TYPE BY PRECINCT

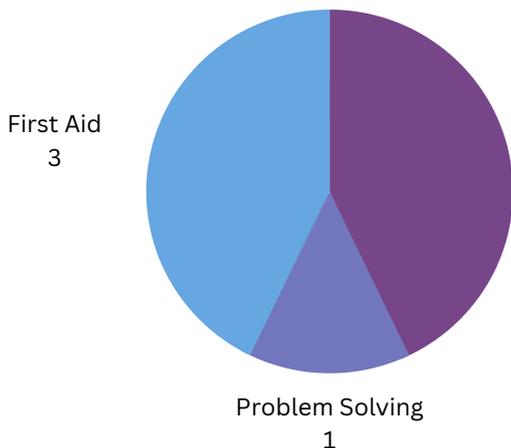
BRISBANE



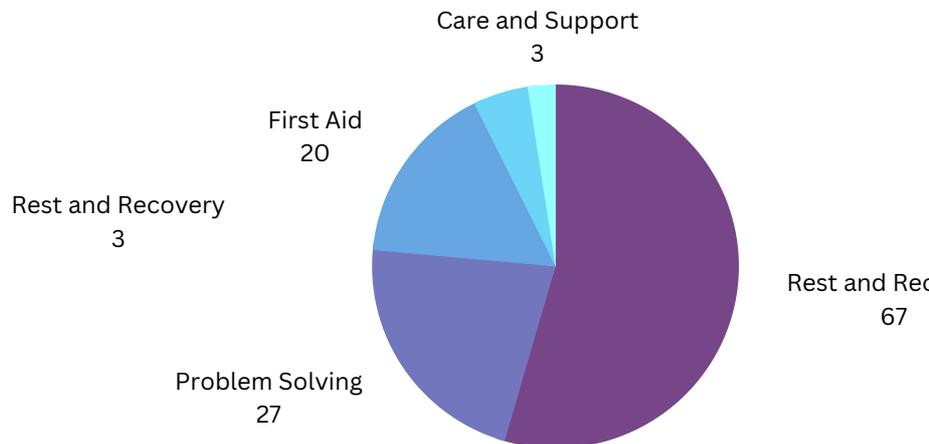
SUNSHINE COAST



GLADSTONE



ROCKHAMPTON

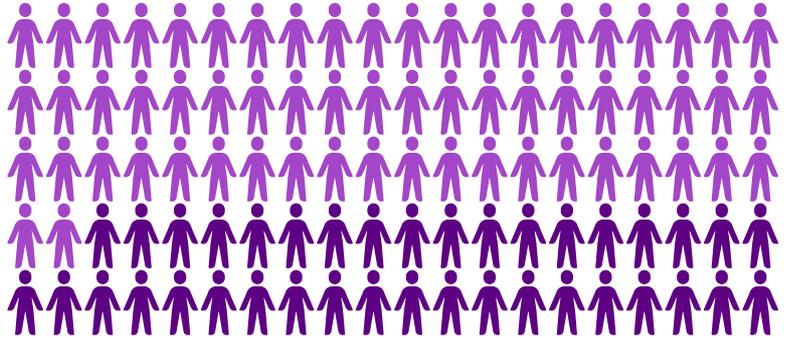


NIGHTWATCH AND NIGHTSAFE PEOPLE

NIGHTWATCH AND NIGHTSAFE HOURS 2021-2022

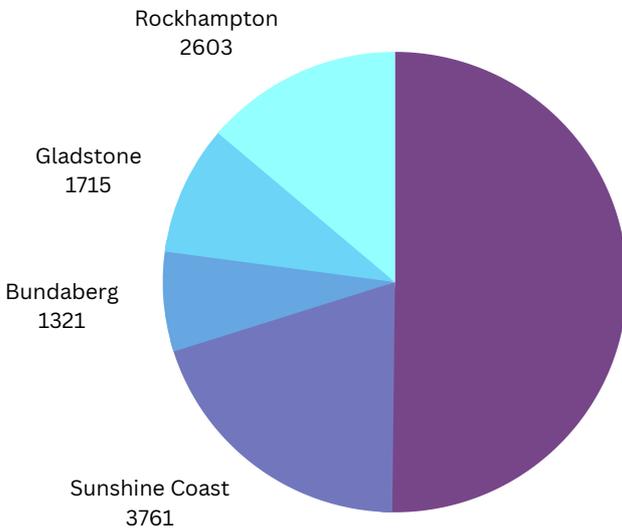
EMPLOYEE HOURS TOTAL
11,669

VOLUNTEER HOURS TOTAL
7,200

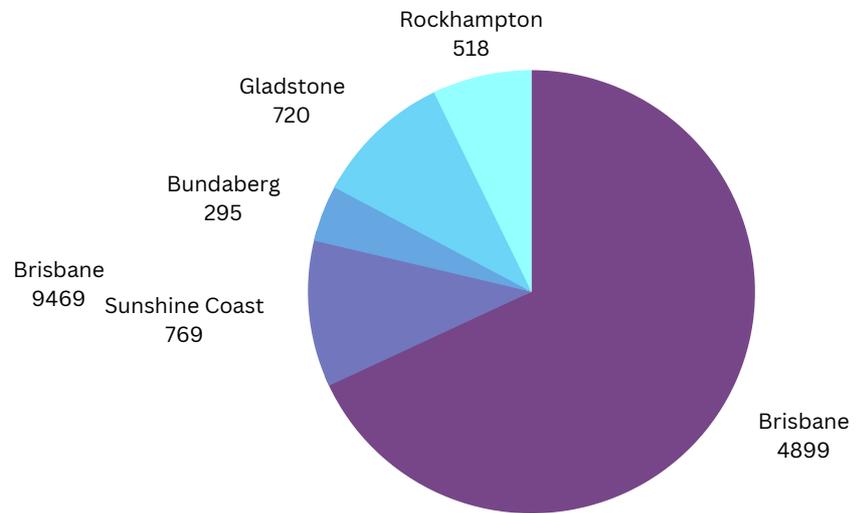


NIGHTWATCH AND NIGHTSAFE HOURS 2021-2022 BY PRECINCT

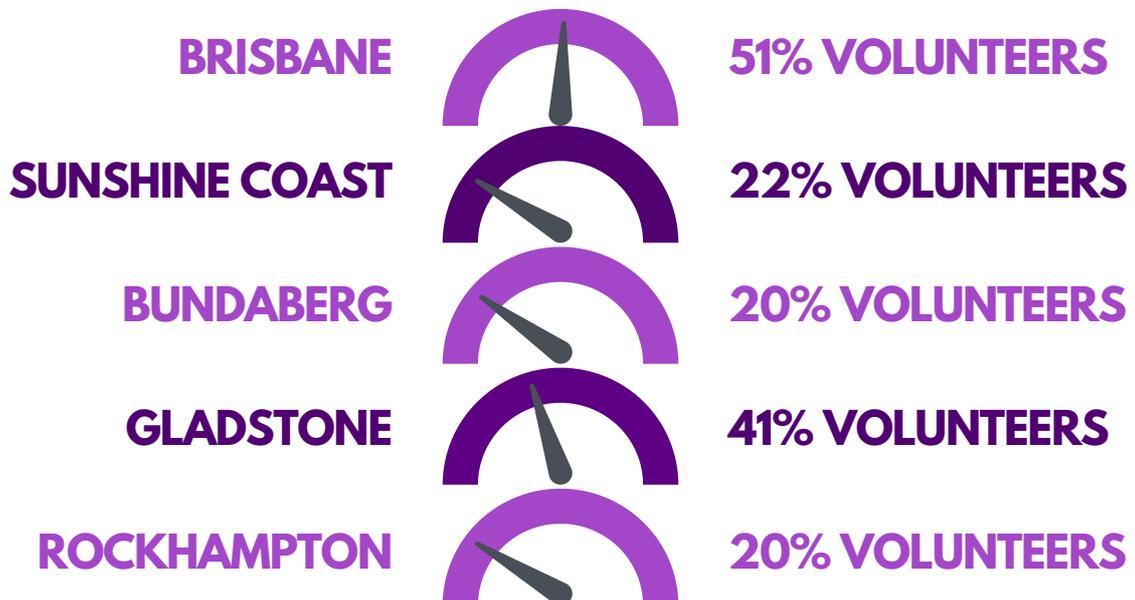
TOTAL HOURS



VOLUNTEER HOURS



VOLUNTEER RATIOS BY PRECINCT 2021-2022



SENIOR CHAPLAIN'S REPORT



**LANCE
MERGARD OAM
SENIOR CHAPLAIN**

ChaplainWatch this is your coming-of-age year.

Never in my foundational vision-casting did I imagine that ChaplainWatch would be where we are today. It is my conviction that this year has been the most pivotal of all the past 21 years. Steps taken since Jesse Webb became our Chief Executive Officer have grown and solidified ChaplainWatch into a mature organisation.

15 years ago, ChaplainWatch was formalised as an incorporated association. Initially focusing on NightWatch as its primary project, today this AGM's report will reveal that the decisions taken over recent time have transitioned ChaplainWatch to be a dynamic, influential, and established ministry.

Not fully understanding what I was envisioning way back when, I implemented three project concepts—NightWatch; StreetWatch; LifeWatch. Today each are mature entities fulfilling the divine vision entrusted to us.

I am proud from whence we came and equally proud as to where we are going. As Senior Chaplain it is both my joy and duty to oversee this ministry's vision, mission, and values for they are the foundation for all our activities.

To be divinely led is our reality thus our future is divinely held.

COMMUNITY CRISIS CHAPLAINCY

This year has been outstanding as our leadership have implemented and solidified some impressive decisions. Recently an all-of-staff strategic decision was taken that the ChaplainWatch future vision would be "Across Queensland, a crisis, a ChaplainWatch chaplain".

This means that crises are fundamental to our focus - watching out for you when good times go bad'.

Within Community Crisis Chaplaincy I have general responsibility, along with our leadership, to oversee and implement crisis responses, where able, across Queensland.

A New Crisis Corps Raised Up

As in the military new regiments are raised for new functions, so it is with Disaster Chaplaincy. When the flooding began in late February, 'Disaster Chaplaincy' was raised up out of Community Crisis Chaplaincy.

What this means for ChaplainWatch is that CCC now has dual applications, both of equal importance yet its operational applications, while similar, yet are different.

- Community Crisis Chaplaincy - to rapidly respond to local critical crises within the greater Brisbane area, and beyond (when established).
- Disaster Chaplaincy - to take Chaplaincy actions directly after a destructive event occurs, with the goal to bring the affected community back to its normal processes.

Disaster Chaplaincy

For more than 3 months, CCC worked out of Community Flood Recovery Centres as Disaster Chaplains. It was an amazing time, learning what it means to be a Disaster Chaplain, working with other Government and not for profit agencies. We ministered in Caboolture, Gatton, Grantham, Laidley, Gympie, Lockyer Valley community recovery centres.

This is where Disaster Chaplaincy has come under the banner of Community Crisis Chaplaincy as a distinct and unique ministry expression.

This addition to the ChaplainWatch projects has now expanded our ministry reach. Much is now being done behind-the-scenes to make this new undertaking prepared, equipped, professional and disaster readied. Our focus is to navigate Disaster Chaplaincy to be as mature as each of the other projects of ChaplainWatch.

Community Crisis Chaplaincy-2021-2022

In this reporting year, CCC have undertaken 22 direct crisis interventions. This is lower than previous year due to the advent of the major floods that took place from March to May 2022.

Homicides	6
House shootings	4
Violent neighbourhood melees	3
Sieges	2
Police shootings	3
Fatal House Fires	3
Public deaths	1

VAKS.ORG.AU REPORT



KAREN HOWE
VAKS PROJECT
COORDINATOR
PROJECT OFFICER

This last year, the VAKS website went through a transformation. We relaunched the Vaks.org.au website, which is Brisbane's one stop online shop for connecting people in need of food with a service provider. Some highlights included:

All VAKs Providers with an active listing under the VAKS category on the My Community Directory, were automatically made part of the newly established VAKS Network.

- We implemented new technology to help ensure that listings are current and accurate for the end user
- Geo-location services are now enabled
- Listings can be downloaded in a PDF version broken into LGA sectors

We think it is a game-changer for helping those experiencing homelessness and those whose circumstances mean that the budgets may force them to choose between feeding their children and other financial commitments.

We have developed the system around giving helpers (churches, good-willed individuals, service, and ministry programs) a truly reliable tool to help someone plan how they can feed themselves and their families in their local area.

In December 2021, the VAKs website was displayed on 13 billboards around Brisbane and advertisement spots that were heard on 4KQ radio around Queensland.

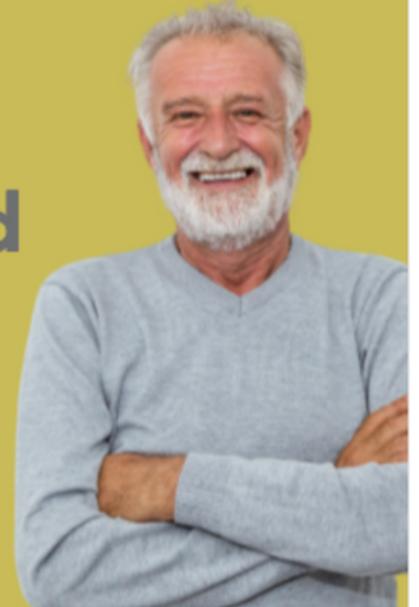
The VAKs website www.vaks.org.au is an online web site created, underwritten and made available by ChaplainWatch for all to freely use. VAKS™ is working in partnership with Community Information Support Services (<https://www.communityinfo.org.au>) who develop, manage, and enhance the features and usability of the website, providing greater reach to the target community who use this valuable service.

Looking for a feed?

Search VAKS.org.au to find what you need!



VAKS
Vans and Kitchens



Supporting our friends in need this Christmas



My Community
Directory+Diary



EVENTS

Night 4 NightWatch 2022

After having to make the difficult decision to postpone the 2022 ChaplainWatch Purple and White Ball (due to Covid and floods), we didn't want to wait 2 years before having a chance to get together. So, we threw a party to celebrate the achievements of the NightWatch Chaplains. A dinner party was held on Saturday 23 July 2022 at Cloudland called Night 4 NightWatch. This was throwback to our very first events over a decade ago and we had a great time re-connecting, socialising and raising \$20,000 on the night. We appreciate the support constantly shown to this unique and vital service in our communities throughout Queensland - ChaplainWatch. Thank you!



Purple and White Ball 2023

The much-anticipated Purple and White Ball will be back on Saturday 25 February 2023. We are moving to one of Brisbane's most iconic venues - Brisbane City Hall. We are going to light up King George Square in Purple and White and we extend an invitation to join us. You will be treated like a VIP at this black tie (with a touch of purple) event. You'll be treated to and world class entertainment by Tenori, canapes on arrival, 2 course meal, drinks package and so many ways to win amazing prizes; raffle, silent and live auctions.

CHAPLAINWATCH VOLUNTEER ENGAGEMENT STRATEGY (SUMMARY)



**GELLY
MCAULIFFE-
BUNKER**
VOLUNTEER
ENGAGEMENT
FACILITATOR

After much prayer, and seeking of the Lord's wisdom, our Volunteer Engagement Strategies for the coming year are summarised below.

Our *Enquire* and *Understand* lenses this year have led us to planned *Integrate* and *Enhance* strategies for the coming year. These are our action plans, the **Do** phase. The success of these will be measured and further refined as our *Enquiries* monitor against the benchmarks set. These, in turn, will frame our Understanding as the **Know** phase is further refined. Through measurement, evidence-gathering, and planned focus-group engagements, our goal is to achieve our dreams for volunteer engagement, further strengthening the ChaplainWatch ministry for God's glory.

CHAPLAINWATCH VOLUNTEER ENGAGEMENT STRATEGIES 2022-2023



CHAPLAINWATCH VOLUNTEER ENGAGEMENT MODEL

ENQUIRE Strategy	Know Volunteers
	<ul style="list-style-type: none"> Objective: improve volunteer retention <ul style="list-style-type: none"> Key Result: Higher overall achievement in Satisfaction and Values scales. Objective: Compliance with National Standards for Volunteer Involvement <ul style="list-style-type: none"> Key Result: 80% compliance across all standards exceeded. Objective: Aligning ChaplainWatch commitment with volunteer preferences. <ul style="list-style-type: none"> Key Result: Survey top two 'TeamMember-values' are consistent with 'Best things' experienced.
UNDERSTAND Strategy	Know ChaplainWatch & Volunteering
	<ul style="list-style-type: none"> Objective: Understand volunteer groups, their uniqueness, and shared characteristics <ul style="list-style-type: none"> Key Result 1: clear statistics on active and available volunteers across groups. Key Result 2: greater volunteer awareness of available opportunities and resources. Objective: Understand key factors in enquiry to trainee progression <ul style="list-style-type: none"> Key Result 1: increased community and volunteer awareness of application process. Key Result 2: clear expectations set on website and at application processing stage. Key Result 3: lower number of enquirers and applicants not qualifying for training. Objective: Understand main determinants in trainees becoming full Team Members. <ul style="list-style-type: none"> Key Result 1: clear expectations set at invitation, application, and interview processes. Key Result 2: lower numbers of trainees exiting or lapsing in progress.
INTEGRATE Strategy	Action: ChaplainWatch & Volunteering
	<ul style="list-style-type: none"> Objective: Improve communication with current and potential volunteers <ul style="list-style-type: none"> Key Result 1: higher application rate by team member's family and friends. Key Result 2: higher attendance at team meetings and gatherings. Key Result 3: higher engagement with social media and other communications. Objective: Integrate National Standards across Volunteer LifeCycle <ul style="list-style-type: none"> Key Result : Team Members at various stages, and in various groups, recognise ChaplainWatch as compliant Objective: Increase proportion of volunteers to staff <ul style="list-style-type: none"> Key Result 1: grow volunteer base within each ChaplainWatch project area. Key Result 2: achieve > 50% volunteer mix on 80% NightWatch rostered shifts.
ENHANCE Strategy	Action: Volunteers
	<ul style="list-style-type: none"> Objective: Enhance ChaplainWatch Volunteer Experience <ul style="list-style-type: none"> Key Result 1: committed team of volunteers offering feedback. Key Result 2: improve overall scores on Satisfaction and Engagement survey. Key Result 3: achieve 60% volunteer retention beyond one year for non-student volunteers.

SERVICE RECOGNITION AWARDS

For active engagement in a ChaplainWatch role over a period of time; engaging in continuous service throughout a defined period, in line with the expected engagement for that role.

2 Year's Service Award

- Frank Fiorenza (NightWatch Team Leader)
- Kai Fitzsimmons (NightWatch Team Member)
- Lynette Fletcher (NightSafe Nurse)
- Paul Koen (NightWatch Team Leader)
- Gelly McAuliffe-Bunker (Volunteer Engagement Facilitator)
- Nicholas Obstoj (NightWatch Team Member)



5 Year's Service Award

- Josh Myers (NightWatch Team Member)
- Marcaus Muller (NightWatch Team Member)



10 Year's Service Award

- Kalum De Silva (Management Committee Member)



CHAPLAINWATCH FOUNDERS' AWARDS

Recognising exemplary service in the demonstration of ChaplainWatch values in keeping with the attitudes and approaches upon which ChaplainWatch was founded.



The Lance Mergard Medal, For being Divinely Led

Awarded to: Andrew Steel, Foundation Team Leader, NightWatch Bundaberg

When ChaplainWatch sought to establish in Bundaberg, we knew that the most important first step we could take would be to find a passionate and capable person to establish and foster the emerging NightWatch ministry in the city. Andrew took up the challenge with gusto and despite significant challenges in recruiting consistent staff and volunteers, Andrew committed to seeing a truly divinely led, effective and compassionate ministry established in his city. We can already see the immense impact Andrew's faithful obedience has created

The Larry Evans Medal, For Intentional Intervention

Awarded to: Daniel Malcolm, Team Member, NightWatch Brisbane, ChaplainWatch WHSA

Daniel has been a stalwart and capable member of the ChaplainWatch team for more than a decade. Daniel received numerous nominations for this award from his peers and those that lead him. Not only is Daniel sought after by NightWatch teams across Queensland for his knowledge of ChaplainWatch policy and procedure and in his role as Workplace Health and Safety Advisor, but this year he has gone above and beyond in supporting his teams. Daniel has been a critical support in helping our new State Operations Manager settle in with systems support, but he has also stepped up to lead the Brisbane NightWatch team, allowing Team Leader, Chris Owens opportunity to take important annual leave with confidence.



The Colin Davis Medal, For Owning Response-ability

Awarded to: Mandy Cooper, ChaplainWatch Management Committee Member, Events Committee

Mandy is a highly skilled, valued and active member of the ChaplainWatch Management Committee, bringing her extensive knowledge and specialist experience to serve ChaplainWatch in achieving outstanding governance. Since 2020 Mandy has pioneered and provided countless hours into the annual ChaplainWatch Purple and White Balls, ChaplainWatch 20th Birthday Party and Night for NightWatch 2022.

These events have benefitted ChaplainWatch immensely, raising large amount of money to support or service delivery, increasing our connections with our community, stakeholders and sponsors and ensuring ChaplainWatch is a well respected, trusted and reputable charity of choice in Queensland.

The Melissa Johnson Medal, Because People Matter

Awarded to: Nicholas Obstoj, Team Member, NightWatch Sunshine Coast

The first team member to receive two different founders' awards, Nick was nominated numerous time by his NightWatch Sunshine Coast team for this award. Nick has been a core part of the Sunshine Coast team since early in its establishment, having volunteered first in Brisbane. Nick is a role-model for his team in demonstrating that we are a chaplaincy ministry that does first aid, not the other way around, despite being a highly skilled first aider/paramedic. Nick has always taken the time to show care, compassion and to give time to service users struggling emotionally and with mental health concerns and is consistently attentive to the person in front of him.



WITH MANY THANKS

THE QUEENSLAND GOVERNMENT



We thank the Queensland Government for their ongoing confidence, support and partnerships with ChaplainWatch. In Particular, we thank:

- Department of Communities, Housing and the Digital economy & **Minister Hon Leeanne Enoch MP.**
- The Department of the Attorney General and Justice & **Attorney General and Minister for Justice, Hon Shannon Fentiman MP**
- **Member for McConnell and Minister for Education, Industrial Relations and Racing, Grace Grace MP**

Also from the Queensland State Government we thank the following for your openness and cooperation by partnering with us to serve our community together

- The Office of Liquor and Gaming Regulation
- The Queensland Police Service
- The Queensland Ambulance Service
- Queensland Health

BRISBANE CITY COUNCIL

We thank the Brisbane City Council for making numerous grants to ChaplainWatch throughout 2021-2022

CHAPLAINWATCH DONORS AND SPONSORS

We are so humbled and grateful when we consider the huge support we receive from the community of Brisbane. Without each of you, we could not do what we do.

- Seymour Group
- The Rotary Club of Fortitude Valley
- Here for Gladstone and Rio Tinto
- Agile Underwriting
- The Lord Mayor's Charitable Trust
- The Royal George Hotel
- Smartline Mortgage Brokers
- Motorama Nissan
- Secure Parking
- St Paul's Anglican East Brisbane
- Hope Centre International
- Other personal donors
- Regular Direct Debit Donors
- Everyone who attended the 2022 Night for NightWatch

Thank
you

SPECIAL THANKS TO COOPERS BREWERY FOUNDATION

Every year the Coopers Brewery Foundation supports many charities throughout Australia.

In 2021-2022 The Coopers Brewery Foundation generously donated \$30,000 to ChaplainWatch support the establishment of our Rest and Recovery Centres in Gladstone and Bundaberg, helping us achieve the very real challenge of establishing world-class facilities in those cities to be a safe place for anyone at risk, in need or in crisis overnight.



TREASURER'S REPORT



Kalum De Silva
ChaplainWatch
Treasurer

ChaplainWatch Inc. completed another year of successful operations, and this report covers the financial details of the operations for the year ending the 30th of June 2022.

The Management Committee of ChaplainWatch Inc. have the financial books audited externally,

- to comply with the ChaplainWatch Inc. rules;
- as a part of the agreement with the State Government for funding;
- to comply as a Level 3 Incorporated Association in Queensland and;
- as a charity registered with the Australian Charities and Not-for-Profit Commission.

Rob Florence, FCPA of FLORENCE AUDIT & ASSURANCE, was re-appointed as auditor at the last AGM. The Auditor's Report for 2021-2022 is attached herewith. Some key areas have been highlighted below.

The income for the year increased to \$2,587,079 and that included an internal admin charge to the precincts of \$437,420. This charge was also in the expenses. As such the net external income was \$ 2,149,658 which was an increase of \$575,931 over the previous year. The main reason for the increase was the full year of funding by the Department of Communities to fund the operations of the precincts. Expenses increased by approximately \$676,946(excluding the afore mentioned internal admin charges). The resulting bottom line was a deficit of \$1,479 in comparison to a surplus of \$99,536 for the previous year. During the year, the Net Asset position changed by the deficit amount of \$1,479.

ChaplainWatch Inc. is well set for another year of providing its services to the public. I wish Jesse, Lance, and the team all the success.

It is my privilege to present this Treasurer's Report containing the following Profit and Loss Statement, Balance Sheet, and Statement of Cash Flow for the 2021-2022 financial year for adoption.

A handwritten signature in black ink, appearing to read 'Kalum De Silva', written over a horizontal line.



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Sunshine Coast 0412 758 000

Bundaberg 0421 224 000

Gladstone 0423 005 000

Rockhampton 0478 817 000

www.chaplainwatch.org.au
www.vaks.org.au