



# Brisbane Relief Hub Impact Report 2024/25

## Background

Wesley Mission Queensland's Brisbane Relief Hub (the Hub) provides a safe space for people from all walks of life to feel connected and receive the support they need. With cost-of-living, and housing and food insecurity continuing to negatively impact more individuals and families, our social inclusion and support services are continuing to see an increase in customers.

The Hub provides essential services and support to vulnerable and/or marginalised people living in inner city Brisbane. Many of these people are experiencing unstable housing, job and food insecurity, cost of living challenges and medical and mental health condition. We have also continued to see people accessing the Hub who do have full-time employment and housing but are needing assistance because of economic pressures.

At the Brisbane Relief Hub (the Hub) they are welcomed into a safe space where they can access support without judgement. The Hub offers various social and educational activities, including daytime meals, access to other services, expressive arts, and budgeting.

## The Hub provides:

- Food hampers and daily snacks/sandwiches
- Medical script subsidies and free medical checks
- Casework support
- Individual financial resilience counselling including advocacy and support
- Free haircuts
- The annual Red Bag Christmas Appeal, gifting pantry items and Christmas presents.

## 2024/25 Highlights

**16,840**

community meals



**794**

clients seen by  
mental health nurse

**\$19,748**

in client rent arrears and  
utility bills to 87 people

**5,031**

food hampers –  
an increase of 10%  
on the previous year



**695**

medical prescription  
vouchers – an increase of  
12% on the previous year

**813**

Christmas toys to  
270 children

**8,118**

snack packs

**4,609**

sandwiches



**10,002**

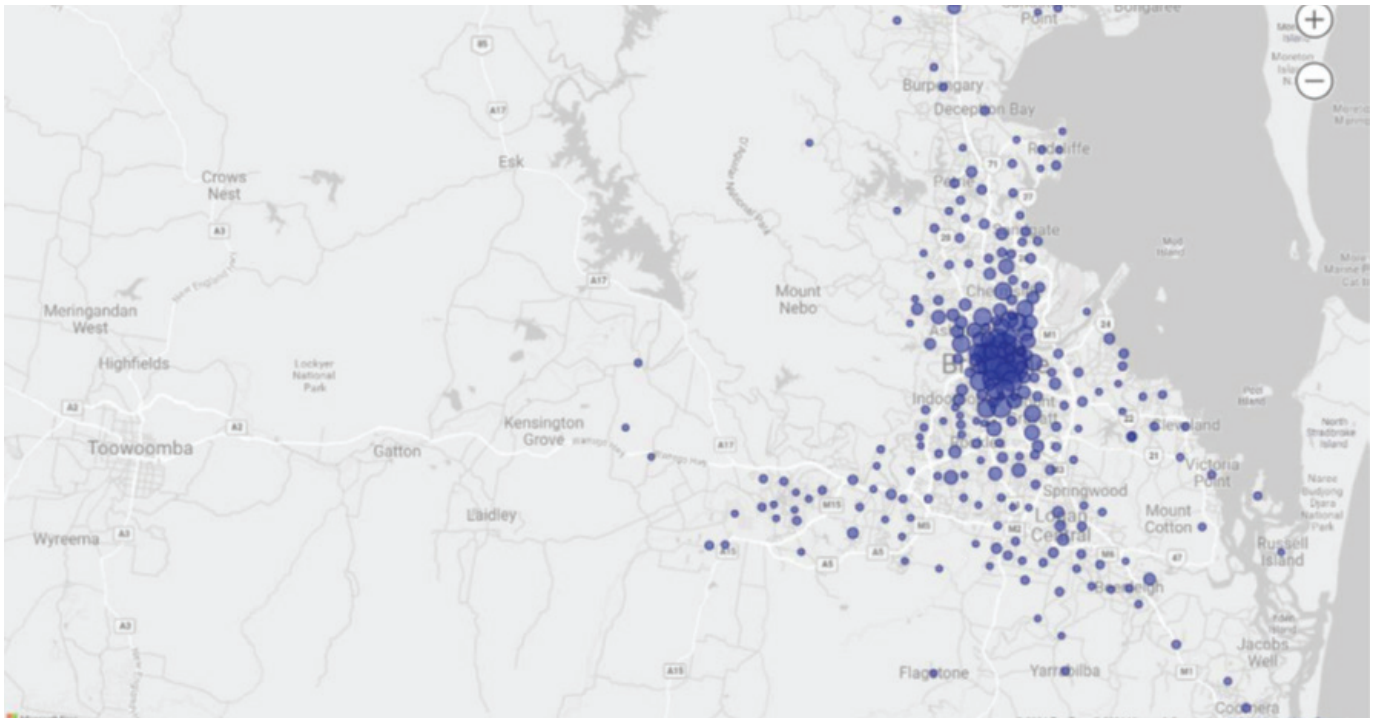
drinks

**310**

haircuts



**The Brisbane Relief Hub helps people from all over South East Queensland**



## The Brisbane Relief Hub 2025 Tax Appeal Impact

With your generous support, in 2025 our tax appeal raised **\$68,200** to fund **1,364 food hampers** for people in need. We were thrilled to exceed our goal of \$50,000 and be able to support more people through the Hub.

More than **81% of donors** had supported the Hub in the past two years, highlighting the genuine connection that has been formed with our donors.

We are so grateful for the kindness of our community who continue to support the Brisbane Relief Hub so it can be there for people in need. We couldn't do it without you!



### More than a meal – where community comes alive

'Visitors often tell us how much they love the warm, welcoming vibe of the Relief Hub; that they feel safe here, especially women and families with young children. Our amazing cook serves up mouthwatering dishes that are as joyful to look at as they are to eat. That sense of safety has helped more and more people feel comfortable enough to sit down, share stories, and truly connect.

The sounds of music fill the air at every meal, and on Thursdays, a volunteer DJ brings extra life to the lunch with beats that get people smiling, singing — and even dancing in the garden space! Seeing people let go, have fun, and feel free in this space, has been nothing short of beautiful.

But it's not just about the meals. On Thursdays, a dedicated team of mental health nurses and student practitioners offer compassionate care to those who need it — supporting mental and physical wellbeing. Meeting people where they are, with dignity and respect. On Thursday, every fortnight, we're privileged to have an Indigenous Service Officer from the Northwest Community Engagement Program join us. They offer advice and a listening ear, especially for those who can't go to Centrelink offices. Here, in a safe and respectful environment, they can get the help they need while enjoying a nourishing meal. Tuesdays bring their own magic. Our volunteer hairdressers — skilled, generous, and lightning-fast — offer free haircuts every six weeks, sometimes giving fresh cuts to up to 20 people in one session! Donated shampoo and conditioner ensure everyone leaves feeling fresh and cared for.

At the Relief Hub, we are privileged to witness a community come alive. A place where people feel seen, heard, and cared for. Where joy is shared, and challenges are met together. It's a truly heartwarming place to be, and we're so grateful to everyone who's a part of it.'

- Penny, Brisbane Relief Hub manager

