

# South Burnett CTC Annual Report





# Welcome to South Burnett CTC Inc's (CTC) 2020-2021 Annual Report

CTC is a not for profit, Public Benevolent Institution registered with the Australian Charities and Not-for-profits Commission. We provide support services to a diverse range of people within our community covering the areas of Disability Services, Youth & Family Services, Children's Services and Housing Services.



## Our Vision

In CTC's geographic area of operation all residents, regardless of gender, age, background, culture, health or ability have access to the services and supports they require to participate and feel valued in the economic, social and cultural life of the community to the full extent of their capacity and desires.

## Our Mission

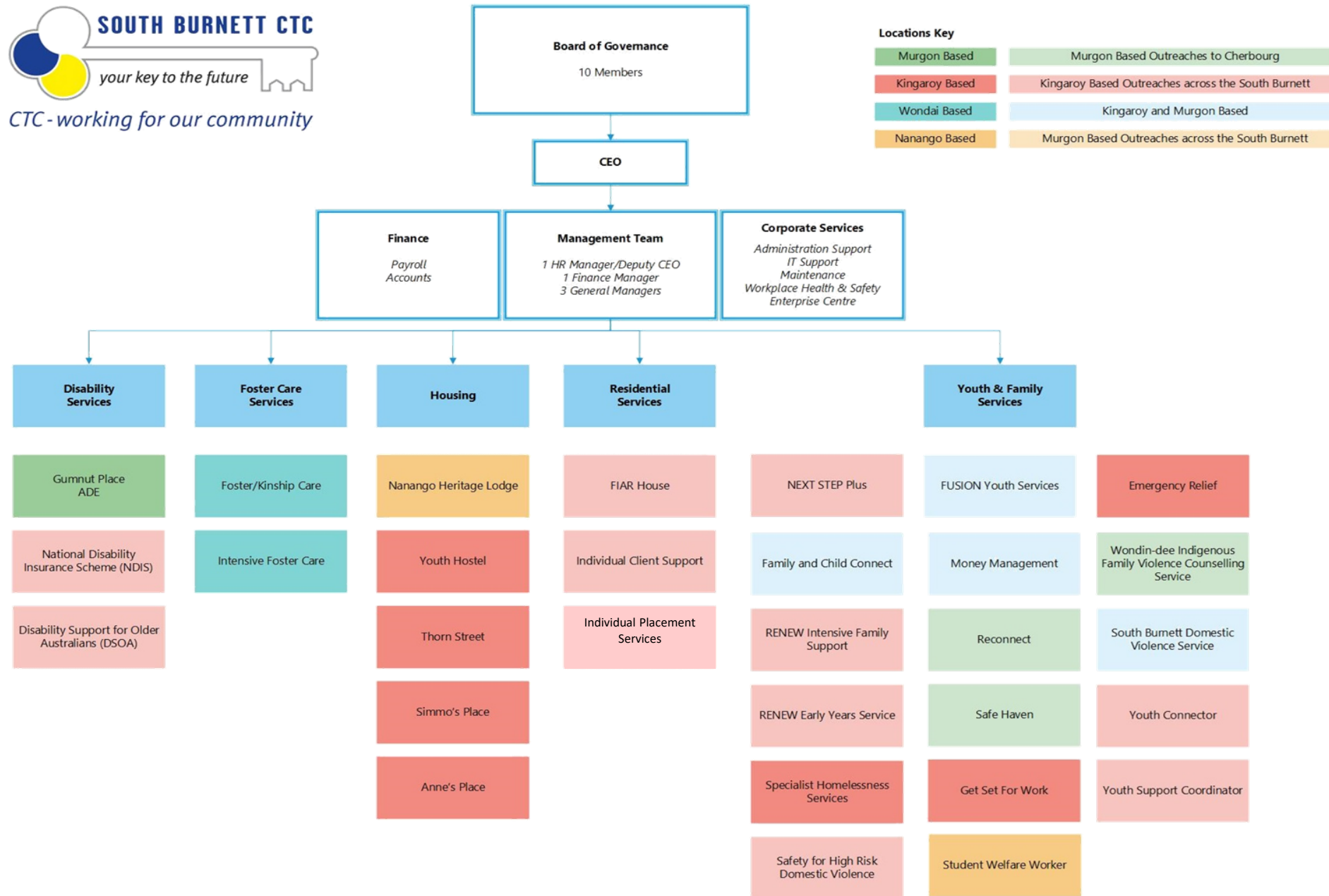
CTC is committed to aiding those individuals in need in our community in partnership with other appropriate institutions through:

- Establishing and delivering services in accordance with our vision
- Identifying gaps, and the means of addressing such gaps, in the access to and quantity and quality of services and supports in our area of operation (e.g. South Burnett or regions designated by funding bodies)
- Lobbying for and/or encouraging appropriate government, non-government organization or corporate service provision
- Sourcing funding to provide required services
- Engaging in appropriate business activities to raise revenue to fund worthwhile community activities and provide a sound base for the organization's future
- Building community capacity to realise our vision
- Engaging in any relevant activities that further our objectives in a manner that recognizes and respects the rights and responsibilities of all people and the need to address issues on a broad front, while focusing particularly on the needs of disadvantaged and/or marginalized members of our communities
- Delivering services and programs that make a genuine difference

## Our Values

Commitment to our Community	Commitment to our Staff	Commitment to our Organisation
<ul style="list-style-type: none"><li>• Providing services that are client focused</li><li>• Building the capacity of our community to grow and prosper</li><li>• Assisting and encouraging the empowerment of others in our community</li><li>• Collaborating and cooperating with stakeholders</li><li>• Treating people with respect and dignity</li><li>• Advocating for those in need</li></ul>	<ul style="list-style-type: none"><li>• Employing people who live in and care for our community</li><li>• Inclusivity and diversity</li><li>• Encouraging and promoting the health and well-being of our staff</li><li>• Supporting the professional and personal development of our staff</li></ul>	<ul style="list-style-type: none"><li>• Fostering an organization that is democratic, professional, egalitarian and operates with excellence</li><li>• Managing our business with honesty and transparency</li><li>• Communicating effectively with internal and external stakeholders</li><li>• Meeting legislative requirements</li></ul>

# Organisational Chart as at 30<sup>th</sup> June 2021





# Our Programs

## Disability Services

Service & Program	Funded By	Purpose & Client Group
<b>Disability Services</b> <b>Gumnut Place</b> <b>Supported Independent Living</b> <b>Respite Housing Options</b>	<ul style="list-style-type: none"><li>• NDIS (National Disability Insurance Scheme)</li></ul>	CTC holds a Certificate of Registration with the NDIS Commission to provide a comprehensive suite of supports under the NDIS, including short term accommodation at CROSB House and permanent supported employment for people living with a disability.
<b>Fee for Service (FFS)</b>	<ul style="list-style-type: none"><li>• NIISQ</li></ul>	Community access, personal support, learning and life skills, in-home accommodation support, respite and emergency respite for people with a disability.
<b>DSOA</b> (Disability Services for Older Australians)	<ul style="list-style-type: none"><li>• Australian Government Department of Health</li></ul>	Provision of support including personal care and community access for older persons who are not eligible for the NDIS and are living with a disability.

## Foster Care Services

<b>Foster and Kinship Care</b>	<ul style="list-style-type: none"><li>• Queensland Department of Children, Youth Justice and Multicultural Affairs</li></ul>	The recruitment, training, assessment and support of Foster Carers across the South Burnett who have or are seeking Department approval to care for children/young people aged from birth to 17 years who have moderate to high support needs.
<b>Intensive Foster Care</b>	<ul style="list-style-type: none"><li>• Queensland Department of Children, Youth Justice and Multicultural Affairs</li></ul>	Support of children/young people aged from birth to 17 years who have complex or extreme support needs and are being cared for by Department approved Foster or Kinship carers within the South Burnett.

Service & Program	Funded By	Purpose & Client Group
<b>Simmo's Place</b>	<ul style="list-style-type: none"> <li>CTC and the Simmons Family</li> </ul>	Support and property management for three people with a disability to live independently in Kingaroy.
<b>Thorn Street Duplex</b>	<ul style="list-style-type: none"> <li>CTC</li> </ul>	Two purpose built units in Kingaroy for people with a disability. Property management and support to ensure tenants have accommodation that meets their needs.
<b>Anne's Place</b>	<ul style="list-style-type: none"> <li>CTC</li> </ul>	A long term lease of a property in Kingaroy, used for short to medium term accommodation transitions as well as an alternative supported accommodation option for relevant CTC services where all other options have been exhausted.
<b>Heritage Lodge</b>	<ul style="list-style-type: none"> <li>CTC (<i>initial infrastructure cost supported by Heritage Community Funding Ltd, Queensland Government and South Burnett Regional Council</i>)</li> </ul>	A four duplex purpose built complex in Nanango for people with a disability. Support and property management through a Good Neighbour arrangement to ensure tenants have accommodation that meets their needs.
<b>My Home for Keeps</b>	<ul style="list-style-type: none"> <li>Queensland Department of Communities, Housing and Digital Economy</li> </ul>	Support for people who access housing to retain their home through the provision of basics such as fridge, washing machine, bed and bedding.

<b>FIAR (Fostering Independence and Resilience) House</b>	<ul style="list-style-type: none"> <li>Queensland Department of Children, Youth Justice and Multicultural Affairs</li> </ul>	24 hour/7 day per week residential care and support located in a house in the South Burnett for 4 young people, aged from 12 to 17 years who have complex needs.
<b>Individual Placement Services (IPS)</b>	<ul style="list-style-type: none"> <li>Queensland Department of Children, Youth Justice and Multicultural Affairs</li> </ul>	Temporary 24 hour/7 day per week residential facilities in locations across the South Burnett to meet additional needs of the Department from time to time to provide residential support for children who have complex needs.
<b>Individual Client Support</b>	<ul style="list-style-type: none"> <li>Queensland Department of Children, Youth Justice and Multicultural Affairs</li> <li>Foster Care Agencies</li> <li>Schools</li> </ul>	Fee for service program to provide one on one support for children/young people in foster care, at school, in their home or in the community.

Service & Program	Funded By	Purpose & Client Group
<b>Emergency Relief (ER)</b>	<ul style="list-style-type: none"> <li>Queensland Department of Communities, Housing and Digital Economy</li> </ul>	Assistance for people or families to overcome/stabilise immediate crisis through the provision of basic needs such as food.
<b>Family and Child Connect (FaCC)</b>	<ul style="list-style-type: none"> <li>Queensland Department of Children, Youth Justice and Multicultural Affairs</li> </ul>	An intake and referral service connecting families to the right support at the right time to reduce the risk of being involved in the statutory child protection system.
<b>Fusion Youth Services</b>	<ul style="list-style-type: none"> <li>Queensland Department of Children, Youth Justice and Multicultural Affairs</li> </ul>	Support to young people of the South Burnett aged from 12 to 21 years through individualised case management.
<b>Get Set for Work (GSFW)</b>	<ul style="list-style-type: none"> <li>Queensland Department of Education</li> </ul>	Provide young people 15-19 years of age with accredited training and employability skills through Skilling Queenslanders for Work.
<b>Money Management</b>	<ul style="list-style-type: none"> <li>Queensland Department of Communities, Housing and Digital Economy</li> </ul>	Financial counselling and advocacy for people experiencing or likely to experience financial stress. Material assistance for people in financial crisis. Community education and financial literacy.
<b>Next Step Plus</b>	<ul style="list-style-type: none"> <li>Queensland Department of Children, Youth Justice and Multicultural Affairs</li> </ul>	Supports young people aged between 15 and 25 years who are transitioning from the care of the Department to independence.
<b>Reconnect</b>	<ul style="list-style-type: none"> <li>Australian Government Department of Social Services</li> </ul>	Early intervention program for young people aged 12 to 18 years who are connected to Cherbourg and are homeless or at risk of homelessness, promoting reconnection with family, education and the community.
<b>RENEW Early Years Service (EYS)</b>	<ul style="list-style-type: none"> <li>Queensland Department of Education</li> </ul>	A consent based case management program in which specialist staff work collaboratively with families to identify and prioritise their presenting needs and provide intensive support interventions and engagement with specialist services.
<b>RENEW Intensive Family Support (IFS)</b>	<ul style="list-style-type: none"> <li>Queensland Department of Children, Youth Justice and Multicultural Affairs</li> </ul>	Working collaboratively with families who have multiple and/or complex needs to develop their resilience and capability to take responsibility for the care of their children.

Service & Program	Funded By	Purpose and Client Group
<b>Safe Haven</b>	<ul style="list-style-type: none"> <li>Queensland Department of Children, Youth Justice and Multicultural Affairs</li> </ul>	Provides support for children, young people and families connected to Cherbourg who have been effected by family violence through the provision of Family Support, Youth Support, Community Capacity Building and Community Patrols.
<b>South Burnett Domestic Violence Service</b>	<ul style="list-style-type: none"> <li>Queensland Department of Justice and Attorney General</li> </ul>	Provides court support to people experiencing or at risk of experiencing domestic and family violence and counselling to women and children who are experiencing domestic and family violence.
<b>Specialist Homelessness Service</b>	<ul style="list-style-type: none"> <li>Queensland Department of Housing and Public Works</li> </ul>	Accommodation and support in a Youth Hostel based in Kingaroy for young people aged from 16 to 25 years who are homeless or at risk of homelessness. Support includes skills development and strategies to transition into stable accommodation. Mobile support for young people at risk of homelessness.
<b>Student Welfare Service</b>	<ul style="list-style-type: none"> <li>Queensland Department of Education</li> </ul>	Delivered in partnership with the Nanango, Yarraman, Goomeri, Taabinga and Kingaroy State Schools and Kingaroy State High School providing students with individual and group support to positively engage in school.
<b>Supporting Vulnerable People in the South Burnett</b>	<ul style="list-style-type: none"> <li>Stanwell Corporate Sponsorship Program</li> </ul>	Provision of essential travel to support people experiencing homelessness, domestic violence or financial hardship to access family, friends or emergency accommodation to ensuring their immediate safety during the COVID-19 pandemic.
<b>Wondin-dee Indigenous Family Violence Counselling Service</b>	<ul style="list-style-type: none"> <li>Queensland Department of Justice and Attorney General</li> </ul>	Counselling and support for victims, child witnesses and perpetrators of domestic and family violence in the Cherbourg Community. Non-government representative on the High Risk Team for the Integrated Service Response to Domestic Violence.
<b>Youth Connector</b>	<ul style="list-style-type: none"> <li>Laurel Place as lead agent</li> <li>Queensland Department of Children, Youth Justice and Multicultural Affairs</li> </ul>	Delivered in partnership with Laurel Place; identifies and links young people with sexually reactive behaviours to counselling and establishes referral pathways. Facilitates early intervention activities to raise awareness of youth sexual violence and abuse.
<b>Youth Support Coordinator</b>	<ul style="list-style-type: none"> <li>Nanango State High School and Yarraman State School</li> </ul>	Assistance to high school students to overcome barriers to remaining in and succeeding at school.

Service & Program	Funded By	Purpose and Client Group
<b>South Burnett Children's DV Counselling</b> (COVID-19 Brokerage)	<ul style="list-style-type: none"> <li>Queensland Department of Justice and Attorney General</li> </ul>	Additional support for counselling for children affected by Domestic Violence.
<b>Cherbourg ISR Enhancement</b> (COVID-19 Brokerage)	<ul style="list-style-type: none"> <li>Queensland Department of Justice and Attorney General</li> </ul>	Enhancement funds to provide training to organisations and their staff are part of the Integrated Service Response for Domestic and Family Violence.
<b>FaCC Kingaroy – Domestic &amp; Family Violence</b> (COVID-19 Brokerage)	<ul style="list-style-type: none"> <li>Queensland Department of Children, Youth Justice and Multicultural Affairs</li> </ul>	Additional support for Family and Child Connect to address the increase in domestic violence experienced during COVID.
<b>IFS Kingaroy – Domestic &amp; Family Violence Brokerage</b> (COVID-19 Brokerage)	<ul style="list-style-type: none"> <li>Queensland Department of Children, Youth Justice and Multicultural Affairs</li> </ul>	Additional support for Intensive Family Support to address the increase in domestic violence experienced during COVID.
<b>Wondin-dee/South Burnett</b> (COVID-19 Brokerage)	<ul style="list-style-type: none"> <li>Queensland Department of Justice and Attorney General</li> </ul>	Additional support for CTC Domestic Violence Services to address the increase in domestic violence experienced during COVID.
<b>Safety for High Risk Domestic Violence</b>	<ul style="list-style-type: none"> <li>Queensland Department of Justice and Attorney General</li> </ul>	An immediate safety response for victims of high risk domestic violence.

Service & Program	Funded By	Purpose & Client Group
<b>South Burnett Enterprise Centre</b>	<ul style="list-style-type: none"> <li>CTC</li> <li>Kingaroy Regional Enterprise Centre Association Inc</li> </ul>	Management of the Centre which offers small business, premises and conference facilities.
<b>Labour Hire Service</b>		Provision of Labour Hire Services to select organisations - South Burnett Regional Council and Stanwell Corporation.

# Our Story

Names known as	1983 Youth Unemployment Centre   1987 South Burnett CYSS Inc (Community Youth Support Services)   1989 South Burnett SkillShare   CTC Employment and Training Services   1989-current South Burnett CTC Inc (Community Training Centre)					
Locations	Gympie (1996-2015) – Work for the Dole Mary Street, JSA Gympie Central Shopping Centre, Tin Can Bay   Mundubbera (2010-2015)   Kingaroy (1983-current) – Pound Street, Alford Street, Youngman Street,					
Headquarters	1983-1989 Located wherever there was rent free space	1989-1998 Artie Kerr Building	1998-2006 Manager and accounts office relocated to South Burnett Enterprise Centre Management of South Burnett Enterprise Centre			
Employment Services	1983-1996 Training	1987-1996 South Burnett SkillShare – training & personal development Work Experience Projects – Town Common Hall, refurbishment of parks in every town in the South Burnett, garden refurbishment at various aged care facilities etc				
Youth Services	1983-2001 Youth Unemployment Centre (YUC) Community Youth Support Services (CYSS)  1992-2003 Regional Youth Information Service (RYIS)	1996-current Fusion Youth Services (previously SEDS and YARI)  2001-2002 Greencorps	2001-2003 Back on Track  2001-2006 CATS (Careers and Transition Services)	2001-2010 Various mentoring projects  2001-current Youth Services and Crisis Accommodation Hostel   Youth Park development	2002-current Specialist Homelessness Service (SHS)  2004-current Murgon/Cherbourg Reconnect	2005-2007 Positive Futures  2005-2010 AERF (Alcohol Education Rehabilitation Foundation) various projects

Kingaroy Street (Artie Kerr Building), Youth Park, Cornish Street, CROSB House | Murgon **(2004-current)** – Lamb Street, Gore Street | Nanango **(2009-2019)** – Drayton Street, Henry Street | Wondai **(2006-current)** – Bramston Lane, Mackenzie Street

#### **2006-current**

Headquarters established in a demountable building at South Burnett Enterprise Centre  
Continued Management of South Burnett Enterprise Centre

#### **1996-2009**

Job Network  
Personal Support Program  
Community Work Coordinator for Work for the Dole  
Job placement continued

#### **1998-2004**

JPET (Job Placement & Employment Training)

#### **2009-2015**

Job Services Australia (JSA)  
QLD Government funded work experience and job search services  
Labour Hire

#### **2005-current**

Youth Support Coordinator (YSC)

**2005-2012**  
**2016-current**  
Get Set For Work

#### **2006-2008**

Primary School Youth Worker

#### **2006-2009**

Local Community Partnerships

#### **2008-2009**

HEART (Healthy Eating Active Rural Towns)

**2008-current**  
Emergency Relief

#### **2009-current**

Residential Services - FIAR House and temporary placement contracts

#### **2010-2011**

Active Inclusion Program

#### **2010-2015**

Youth Connections

**2012-current**  
Student Welfare Worker

#### **2015-2020**

Next Step After Care

#### **2019**

Bail Support

#### **2019-current**

Money Management Youth Connector

#### **2020-current**

Next Step Plus



<b>Diversionary Services</b>	<b>2007-2012</b> Barambah Community Support Project	<b>2008-2012</b> Cherbourg Community Hub   Cherbourg Diversionary Patrol   Volatile Substance Misuse   Sobering Up Place		
<b>Family Services</b>	<b>2009-current</b> Wondin-dee Domestic Violence Counselling Service Safe Haven	<b>2013-2020</b> PHAMS	<b>2015-current</b> Family and Child Connect RENEW IFS (Intensive Family Support)	
<b>Disability Services</b>	<b>2002-current</b> Respite service for people with a disability <i>At the request of a group of parents</i>	<b>2004-2019</b> Block funded Disability Support Service	<b>2007-current</b> Gumnut Place Australian Disability Enterprise	
<b>Housing</b>	<b>2005-2018</b> Long term Community Housing provider	<b>2007-2018</b> Lease of 6 flats in Nanango from Department of Housing for long term community housing		
<b>Foster Care Services</b>	<b>2006-current</b> Foster and Kinship Care Intensive Foster Care <i>At the request of the Cherbourg Women's Critical Incident group</i>			
<b>Childcare Services</b>	<b>2009-2019</b> Out of School Hours Childcare Service <i>Upon invitation from the Department to provide this service</i>	<b>2011-2019</b> Nanango Childcare Centre Long Day Care Service Pre-Prep Program	<b>2016-2017</b> Airing out DV	



**2016-current**  
South Burnett Domestic Violence Service

**2018-current**  
RENEW EYS (Early Years Service)



**2013-current**  
Fee for Service

**2018-current**  
NDIS



**2010-current**  
Thorn Street

**2010-current**  
Simmo's Place

**2013-current**  
Anne's Place

**2016-current**  
Heritage Lodge

**2020-2021**  
My Home For Keeps



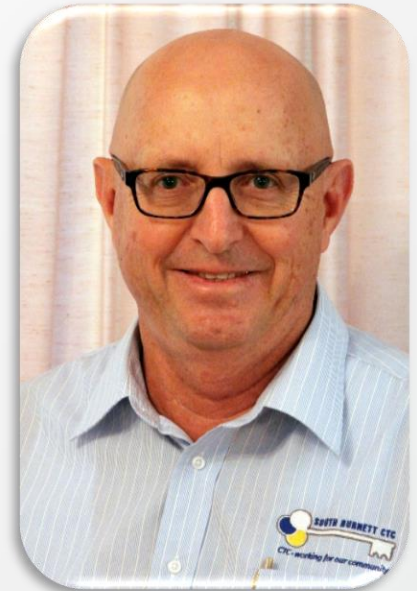
# Chairman's Message

One of the goals in the CTC Mission Statement is *'Identifying gaps and providing a means of addressing such gaps by providing quality services'*. Unfortunately, the gaps have become wider and harder to address this year as there was not enough funding allocated or qualified staff available to address the ever-increasing areas of Mental Health, Domestic Violence and Homelessness in the South Burnett. The effects of the COVID pandemic continued to be a challenge for CTC across the year but due to the research and plans that were implemented at the time of the initial outbreak by our Workplace Health and Safety team together with senior staff, CTC continued to be well placed to cover all contingencies.

The Annual CTC Day is always a highlight of our year and after being cancelled last year due to COVID, it was wonderful to have all available staff in the Wondai Town Hall on a freezing June day to celebrate the successes of the year. The focus this year was on our organisation's safety culture with a guest speaker providing an interactive thought-provoking session to provide staff with a message to take away and implement in their workplace and homes.

Programs to service the increase in client numbers across the organisation has necessitated a growth in additional staff this year. The recruitment of suitably qualified staff has been an ongoing process for the Human Resources team. Unfortunately, because of the small pool of qualified prospective employees available, we have been left with several sections of CTC quite short staffed.

Our Board initiated a program of purchasing suitable housing to accommodate people with disabilities and young people in residential care. We purchased 3 properties in the Kingaroy area this year to cover some of the increasing needs. Previously we rented housing from a variety of landlords which was becoming an ongoing challenge.



**John**

In light of the planned retirement of the CEO and other senior team members in late 2023 the Board instigated a collaborative review of our organisational structure and staffing at the highest level, as well as identifying the ongoing need to recruit additional or replacement members for the Board. This work will continue into next year but a set of key selection criteria for prospective Board Members has been developed and I would encourage anyone interested in joining the Board for altruistic reasons to help maintain our culture in the next couple of decades to contact me or the CEO. It is a rewarding role and does not impose considerable time requirements to provide effective governance to the organisation.

Due to COVID we could not complete our regular community leaders bus tour of the CTC Facilities. The tours provide greater understanding of the CTC services to community leaders and is a good way to recruit members and supporters. We look forward to the day we can conduct the next one – COVID permitting. Our Board Members were able to attend a variety of educational webinars on Governance and a variety of guideline requirements for services CTC provides during the year to stay abreast of many changes so we can provide current effective Governance to the organisation.

Another year of highs, lows and ongoing challenges of the ever-moving goal posts for CTC. We are so blessed to have such an outstanding, committed, passionate and resilient Senior Management Team, Team Leaders and wonderful staff to provide the best possible outcomes for our clients and stakeholders. This makes our role as volunteer Board Members such a delight to be able to provide effective governance and to be involved in such an outstanding, award winning 'Not for Profit' organisation, working for the betterment of our South Burnett community.

As Chairman of a very proactive group of Board of Governance Members, I wish to pass on my sincere appreciation to them and our CEO/Secretary Nina for the support and assistance you have provided me once again during the last year. I encourage readers to browse through the reports in this document to gain a more in-depth insight into the achievements that CTC has accomplished in the last year and our goals for the years ahead.

*John Box*  
Chairman

# CEO's Message

While COVID continued to add complications and complexities to our modus operandi of the reporting year, the second part from January onwards was overshadowed by even more tragic events. In January our Partners in Foster Care Manager Susan Jerome sadly passed away. Susan made a massive contribution to CTC's commitment to keep children safe. We will remember her as a passionate advocate for children and carers and her dedication to her job and we will honour her memory long into the future.

Unfortunately, our staff at Connections have also been affected by much sorry business in the community, often involving clients of Connections and friends and family of staff. Grief and a sense of helplessness pervades the community, and it is very hard to not be able to offer real solutions. I would like to offer condolences to all affected and give my thanks and appreciation to the staff who selflessly continue to give the best service possible in such difficult circumstances.



**Nina**

COVID, suicide, domestic violence and homelessness are all issues that dominated the year – of which with hindsight Covid was the least of our issues due to excellent teamwork in planning and executing our response. This work continues as the scene continually changes but we are confident that we can rise to the challenges ahead. We also have achieved a great deal, supporting and guiding many clients in making better choices and achieving better outcomes. The way our teams manage to work together, think outside the box and come up with innovative solutions is admirable, particularly as so much of this is way beyond the call of duty and our funding.

The support we have received from South Burnett businesses, philanthropic bodies, many individuals and even government agencies in immediate, practical donations of cash and equipment etc has been wonderful. While we have not had to avail ourselves of Job Keeper and other subsidies, the GST rebate automatically deposited in our account was a most helpful shot in the arm, as were various smaller grants from the State to help us through the extra pressures COVID caused for our clients and on our services. Also the willingness to think and act outside of the box by our various contract managers especially in Housing has been a delight. It shows that in times of crisis the good people stand up and fight for what is right for those who can't fight for themselves.



I am delighted with the look of this year's annual report which is based on the "Visual Guide to CTC Services" developed by Kirsten Firman and her team in Youth and Family Services. This way you actually get to see everyone (almost) who works with us and who really are CTC. They are the heroes at the coal face and the graphs and figures on the back of the photographs tell the real story of how many lives are affected for the better by their work. Overstretched and occasionally overwhelmed, in part because it is hard to find new staff, they still always put clients first. I couldn't be more proud and grateful.

Thanks also to the members of the Board of Governance who have very willingly become more involved with the Senior Team and on various advisory committees this year. Clients and staff appreciate this extra commitment to be present for direct exchange of information, skills and perspectives which is bound to produce better strategic and operational planning. There are known changes in the Senior Team in the foreseeable future and the Board is laying the foundations for the future that will undoubtedly look different but must maintain our values, vision and mission in order to stay relevant in what is increasingly a competitive business environment where profits are more important than people. Not for us now or ever!

There is a lot of information in the following pages. Please peruse, enjoy and give us feedback of any kind – we all want to continue to learn and improve every day!

*Nina Temperton*  
CEO

# Board of Governance

South Burnett CTC is fortunate to be guided by the strategic leadership and professional expertise of our volunteer Board of Governance, Chairman John Box and CEO Nina Temperton.

Our Board Members are all active participants in our community, extensively involved in numerous not for profit organisations, local schools, clubs and groups. Many of them have raised their families and lived in the region for most of their lives. They know our community, the underlying issues socially disadvantaged families and individuals face, the need for our services and most importantly, they are committed to making a difference.

Our Board Members value our staff and recognise the benefits of providing learning and development opportunities that ensure CTC continues to fulfil all requirements in accordance with relevant legislation and the Australian Charities and Not for Profit Commission (ACNC).

Succession planning is an important part of future proofing the strength of our Board of Governance. Board Members are encouraged to always be on the lookout for and seek out potential future Board Members. It is our practice for Board Members to invite people who are interested in being a Board Member to attend as a guest for a period of time prior to nomination on the Board. This allows both sides to ensure the right 'fit'. We are always happy to hear from anyone who may be interested in becoming a Board Member and invite them to participate initially as a guest.

## Board Members

### ❖ **John Box** Chairman: - 2007

Retired after 45 years' service to the electricity distribution industry, from qualified trade skills to senior management roles involving human resources, regulatory compliance, strategic development and implementation of risk management and safety procedures. Lifelong volunteer involvement in multiple community organisations (including Local Ambulance Committee, Kingaroy Aero Modelers Society and Community Radio Station CROW FM) as an active member and Chairman/office bearer. Chairman of the CTC Board of Governance since 2015. JP (Qual).

### ❖ **Maurie Freeman** Vice Chairman - 2015

Recently retired from Ergon Energy after 40 years in leadership roles with strong focus on safety, teamwork and productivity. Holds a Diploma in Management. Wide ranging volunteer participation in community activities and events preferring work behind the scenes to formal executive roles.



❖ **Howard Leisemann Treasurer - 1987**

B.Comm (UQ). Currently carrying out project work with a local SME after retiring as their CFO and Board attendee, HR Officer, WH&SO and RRTWC. Experience as Director and Secretary of an international business based in Toowoomba and with shareholders and Directors from New Zealand, England and Norway. Several decades of experience as Member, Chairman and/or Treasurer of a number of community organisations including School P&C, Blue Light, Junior Sport, Neighbourhood Watch and Rotary. First joined CTC in 1987 and was Chair for over 25 years until 2015.

❖ **Nina Temperton Secretary - 1992**

B.Ed (Hons). Worked in adult education and administration of agricultural enterprises before joining CTC as Manager in 1992. Heavily involved in many community organisations in leadership roles including P&C, Lions Club, Private Hospital and Aged Care Centre and Chamber of Commerce. Community representative on a number of Local and Regional Economic Development Organisations.

❖ **Marc Reinbott Board Member - 2012**

B.App.Sc (Business Management) and numerous less formal training courses aligned with executive and management skills. National Sales and Marketing roles in two companies and currently owns and manages two small businesses with approximately 25 employees. Experience and expertise in financial analysis, business/strategic planning, compliance and quality control.

❖ **Bernadette Upton Board Member - 2014**

Retired teacher with experience in schools, early childhood education and TAFE, teaching the children's services courses. Holds a commerce degree and experience in small business as the part owner of a veterinary practice. Personal experience in fostering, youth work and care of people with disabilities.

❖ **Kaylene Schilf Board Member - 2014**

25 years experience in the banking industry with over 10 of these years spent in management positions, particularly within the Agribusiness field. Experience in working with and implementing risk management systems within the finance industry. President and member of a private school Parent Executive Association for over 8 years and held various roles in many sporting organisations.

❖ **Jo Gadischke Board Member - 2015**

Applied Diploma of Social Sciences, experience in youth work and active partner in rapidly growing SME. Experience in marketing/PR, risk management, HR and business/strategic planning and implementation.

❖ **David Tierney Board Member - 2019**

Senior Sergeant with over 37 years of service. Currently Officer in Charge of Kingaroy Police Station. As Officer in Charge of Kingaroy Police Station is involved with various government and community organisations providing support to people at risk in the community. Training and experience in disaster and risk management and mentoring trainee police.

# Human Resources [HR] Team



**Janet**

Deputy CEO / HR Manager

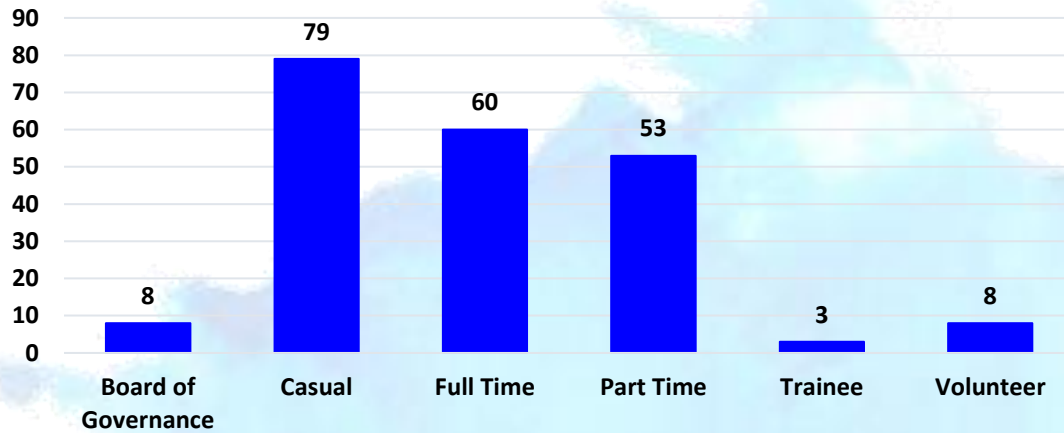


**Melinda**

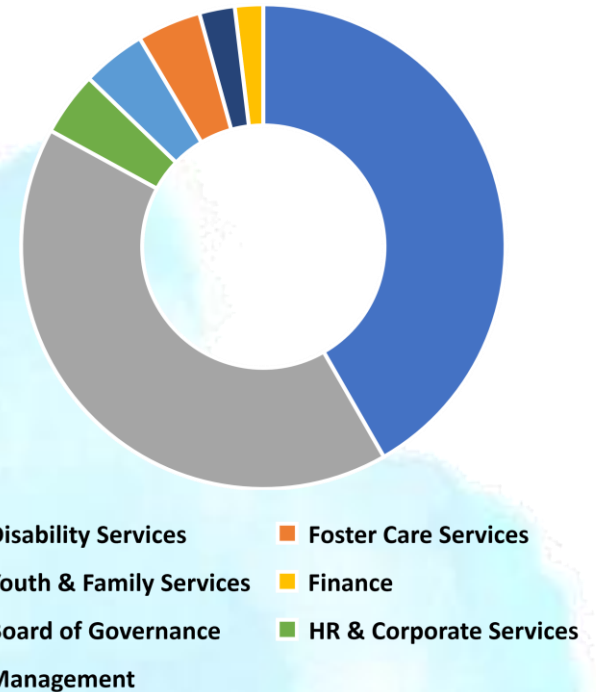
Assistant HR Manager

Janet and Melinda support CTC staff and services by recruiting, inducting and providing ongoing employee and compliance support across the organisation.

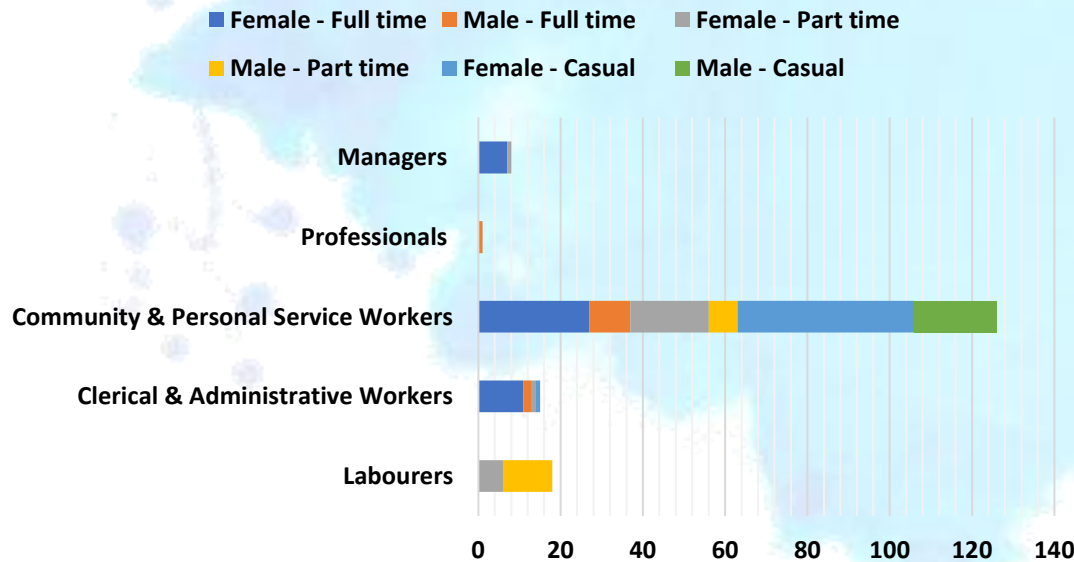
### Staff Employment Type



### Staff by Service



### Workplace Gender Equality Report



A requirement of the Workplace Gender Equality Act 2012 is that we report annually to the Workplace Gender Equality Agency. Please see the above graph for an extract of this year's report.

**211**

Total  
number of  
CTC  
employees  
on 30<sup>th</sup> June  
2021

# Corporate Services Team



**Andrew**  
IT Manager

Andrew ensures CTC staff have access to the right technology at the right time.

Andrew is also responsible for Fleet Management.



**Shaun**  
Corporate Services  
Coordinator - Maintenance

Matthew and Shaun work to holistically support all CTC services and sites through their respective specialties in Workplace Health and Safety and Grounds & Building Maintenance.



**Matthew**  
Corporate Services  
Coordinator - WHS

The Human Resources/Corporate Services team is supported by Amanda and Kerry who provide invaluable administration support to keep the various reporting and compliance requirements of the organisation in check.



**Amanda**  
Administration



**Kerry**  
Administration

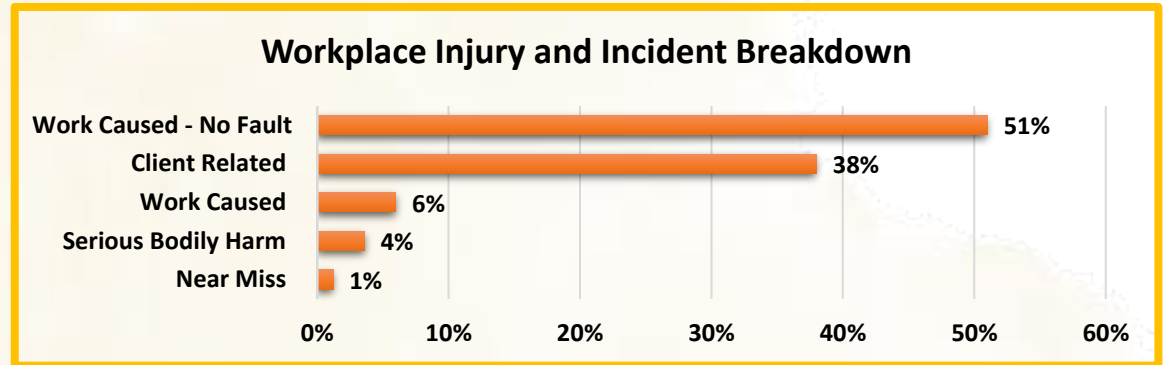


## Workplace Health & Safety

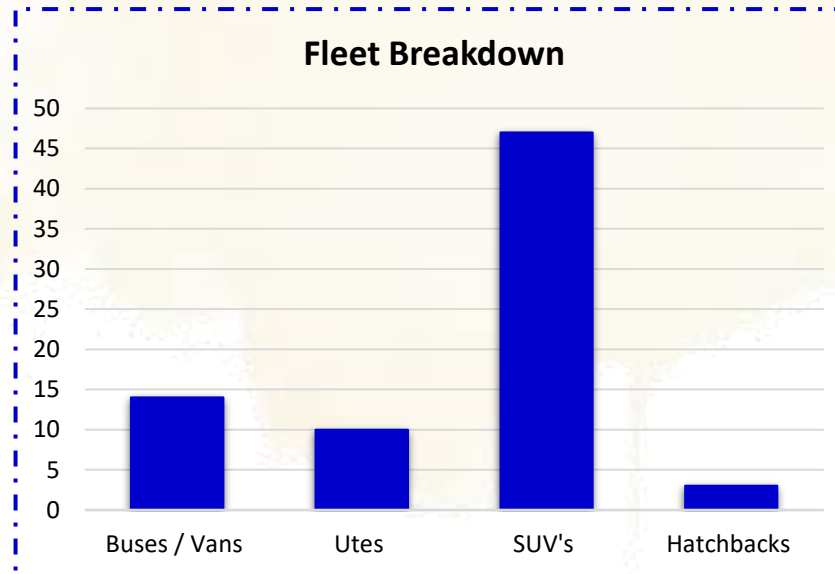
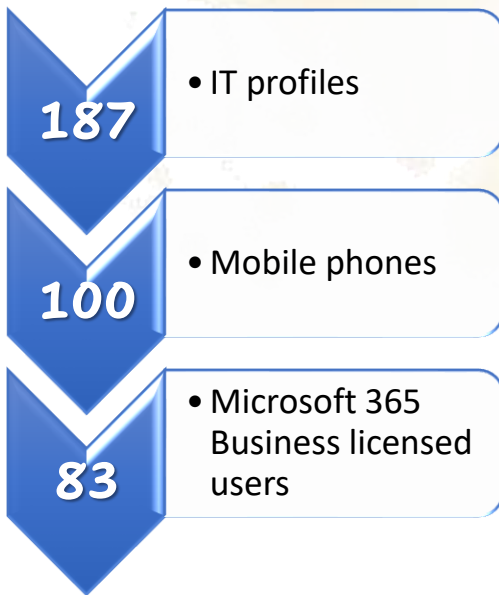
In 2021 CTC nominated and provided training for two staff to become the organisation's Rehabilitation and Return to Work Coordinators (RRTWC). Rehabilitation and Return to Work Coordinators coordinate and manage the safe return to work of staff following a workplace injury. CTC supported an additional **four** staff to complete the 5 Day Workplace Health and Safety Representatives course which is a compulsory requirement of any nomination to become a site representative on our Workplace Health and Safety Committee. This financial year CTC staff reported a total of **82** staff related workplace incidents and injuries (represented in the below graph).

17

CTC supported **17** staff through the WorkCover claims process.



## Information Technology and Fleet Management



996,000km

Total kilometres travelled to support our clients and community during the 2020-2021 financial year.

54

Number of vehicles within the CTC fleet.

# Finance Team



**Esther**

The Finance Team looks after all aspects of the CTC accounts and payroll processes – they ensure the CTC employees are paid.



**Paz**



**Leanne**



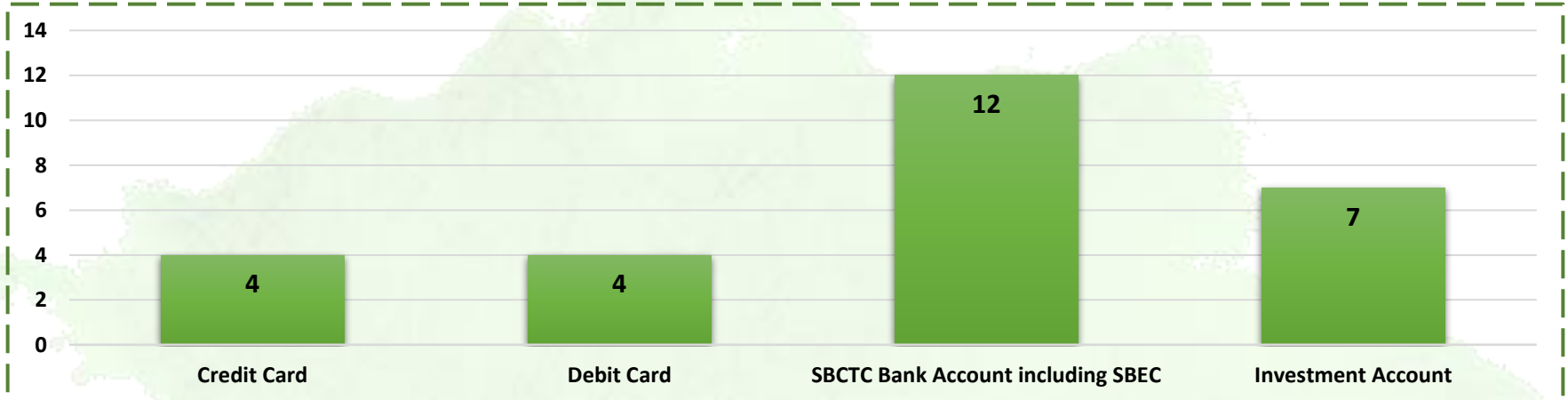
**Wendy**



**Pearly**

## Reconciled Every Month

*Bank Accounts and Debit Cards and Credit Cards*



**1600**

Approximate number  
of payments  
processed to local  
suppliers.



**750**

Approximate number  
of payments  
processed to suppliers  
outside of the South  
Burnett.

**268**

Total number of staff paid this  
financial year.

**67**

Total number of staff who  
salary packaged in the  
2020-2021 financial year.



# Partners in Foster Care [PIFC]



Brenda

*Families Helping Families -  
That's What Fostering is All About*

*Recruitment Assessment Training Support*



Angie F and Angie D



Tori



Lori, Amanda and Kimberly

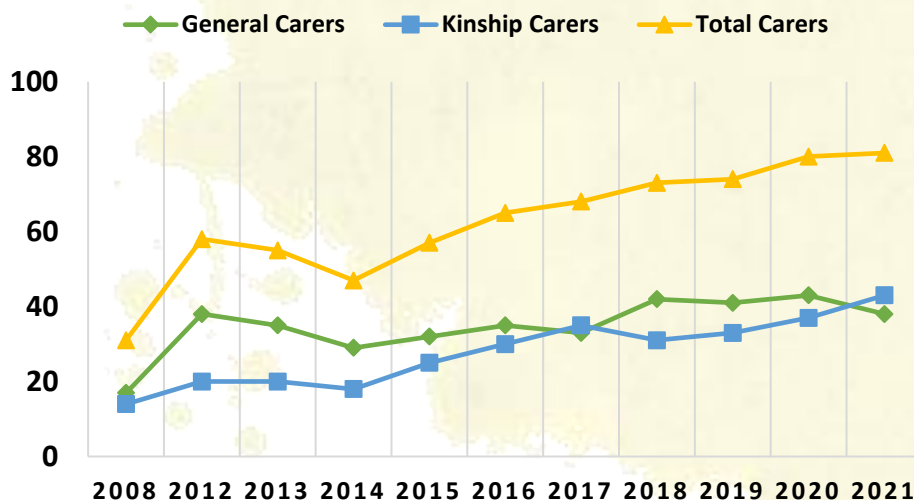


Deb and Trish

Assessments completed during the 2020-2021 financial year:



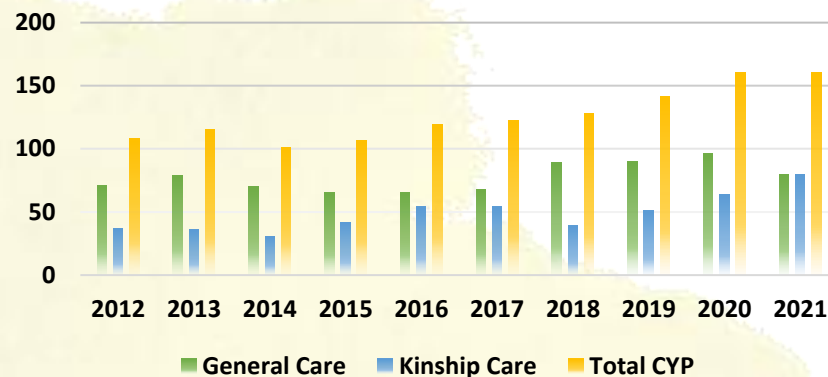
### CARERS 2008-2021



# 1032

The total number of home visits completed during this financial year.

### CHILD PLACEMENTS 2012-2021



# 19

Total number of opportunities provided for carers to formally attend training, including mandatory training and workshops.



Image: *Out of the mouth of Babes*, words of thanks to our dedicated Foster Carers, during Foster and Kinship Carer Week held in May 2021.

Recruitment Assessment Training Support

# Disability Services



REGISTERED  
NDIS  
PROVIDER

Our registered services include Plan Management, Support Coordination and a variety of Frontline Services such as group activities, household tasks, community participation, skills development, shared living, personal assistance activities and assist access & maintain employment.



**Barb, Raina, Barbara, Jane, Jenny V, Emma,  
Amy, Jen and Jenny**



## Plan Management

141

Number of participants that have their NDIS plans managed by South Burnett CTC.



**107** invoices are received per week from suppliers supporting participants under the NDIS.

**5564** invoices were processed and paid to suppliers during the 2020-2021 financial year.

319

Number of suppliers listed providing services and supports to Plan Managed clients.

Plan Managed clients are in the local South Burnett Region and stretch as far as Bundaberg and north to Gayndah.

**Support Provided** → 14035 completed support shifts - 65594 hours of support - 205 Days of CROSB House stays

## Ethan's Journey

*When you google autism spectrum disorder, the definition states "a complex developmental condition that involves persistent challenges in social interaction, speech and nonverbal communication, and restricted/repetitive behaviours".*

Ethan had been approved for an NDIS plan in December 2019 so that he could receive supports to help him with building his skills towards independence and social development. Ethan had not long finished high school and was trying to find his place in the world, managing his social skills and trying to navigate the complexities of life, sometimes a big challenge when you are a young man with ASD. Talking to strangers is never easy but Ethan and his Support Worker Reece built a trusting relationship and they spent Wednesdays together each fortnight. During this time they attended golf, fishing, meeting new people, joining group activities and attending appointments. Ethan was able to overcome his social anxiety and step well outside of his comfort zone. Ethan's next big challenge was looking for work. Ethan and his Support Worker were proactive and we were able to get Ethan an interview with a local employer, Boonenne Timbers, who were keen on interviewing new workers. Ethan took full responsibility the rest of this journey on his own, contacting the prospective employer, attending an interview, and then completing a trial day. Ethan got the job and has not looked back since. He loves working at the sawmill and owners Andrew and Libby think he is a fantastic worker.



# Gumnut Place



**Barb**



**Lizz**



**Josh**

Gumnut Place is an Australian Disability Enterprise employing people living with a disability on a permanent part time basis. The Gumnut Place is funded by the Australian Government's National Disability Insurance Scheme.



**Daniel and Bernie**



**Brittney**

**We run 5  
Business  
Units**

Wood Workshop



Commercial Kitchen



Commercial Laundry



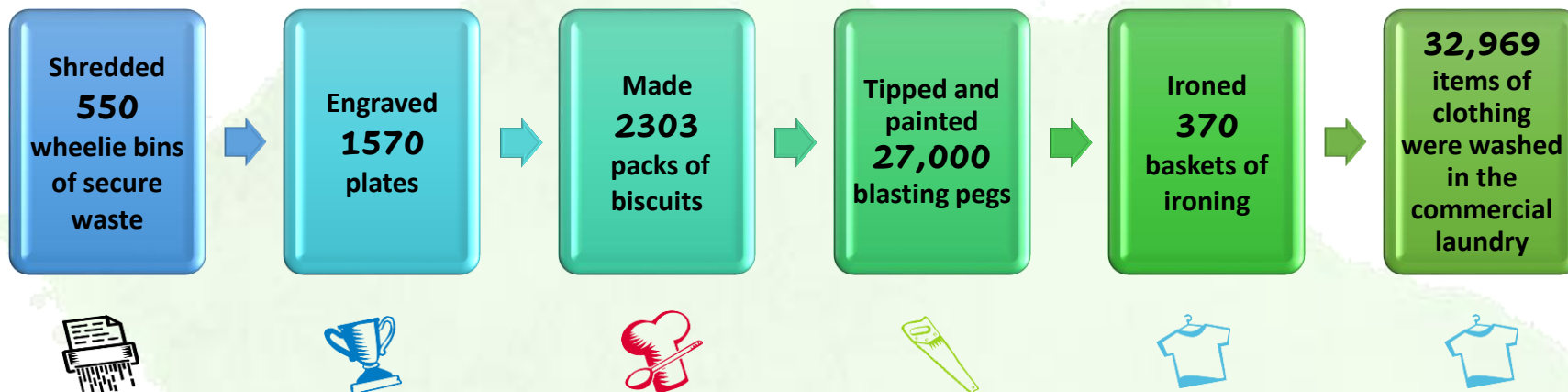
Trophy & Engraving  
Service



Secure Document  
Destruction



**19 supported employees contributed to the completion of the following tasks in the 2020-2021 financial year:**



It is with a heavy heart that we acknowledge the passing of our long time colleague William Wessling (Bill); passing away after a short period of illness on the 23 July 2021.

- Bill worked at Gumnut Place from 1986 when the facility began as a Activity Therapy Centre for People Living with a Disability.
- Bill not only worked in the engraving area but he also mentored supported employees as they transitioned into permanent employment at the Australia Disability Enterprise which it was later known as.
- Bill continued to work through his recent illness and in the last 12 months he was dedicated to teaching his new assistant Jackson how to use the old engraving machine and looking at how the engraving business unit could continue to grow. Bill and Jackson identified an upgrade to the engraving machine and we found an opportunity to make application for a Laser Engraver.
- Bill did not live to see the successful outcome of that funding application nor has he seen how well he trained Jackson in filling those big shoes he left behind.
- Bill always said that Gumnut Place saved his life as he was going through a rough time after his accident when he became a paraplegic. What Bill didn't realise was the positive affect he had on so many people, his acceptance of others, kindness and amazing work ethic will be missed.

 IN MEMORY OF





# Gumnut Place - Employees



## Gumnut Place - Murgon





# Disability Services



Reece



Michael



Ashlee



Rebecca



Edward



Maria



Leonie



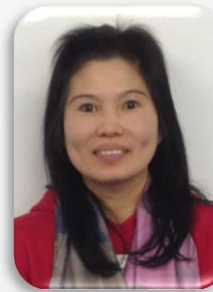
Bill



Debbie



Petra



Pranee



Nathan



Sue



Sandra



Kirsty



Kirsten



Marie



Delia

# Disability Services



**Carl**



**Ellie**



**Helena**



**Laura**



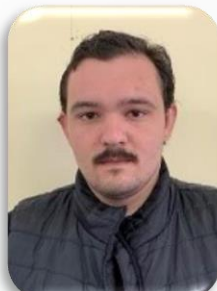
**Rebecca**



**Wendy**



**Christian**



**Thomas**



**Wendy**



**Terry**



**Sigrid**



**Greg**



**Michelle**



**Robyn**



**Sharon**



**Shea**



**Terry**



**Tracey**



# Disability Services



**Damian**



**Hannah**



**Dianne**



**Jeremy**



**Roslyn**



**Julie**



**Glenn**



**Deb**



**Ian**



**Gemma**



**Debbie**



**Chrissy**

# Heritage Lodge Nanango

Heritage Lodge is a complex for people with disabilities who are able to live independently.

Currently composed of **4** duplexes, each consisting of two 2 bedroom units. One unit is occupied by a “*Good Neighbour*” who keeps a friendly neighbourly eye on the complex, helps organise a residents association and provides basic support on maintenance and communication matters





Heritage Lodge is designed as a place where people with disabilities can live independently in a fully accessible unit that they could furnish and maintain to their own taste while enjoying the additional benefits and security of living in a community of like-minded people. The tenants have the choice of any provider (incl CTC) if they require supports, CTC is “just” the landlord and has a **Good Neighbour** on site to ensure that there are good communications and immediate assistance is available when needed. This has worked well for the current 7 tenants who have indeed formed a community while each one is also “doing their own thing”.

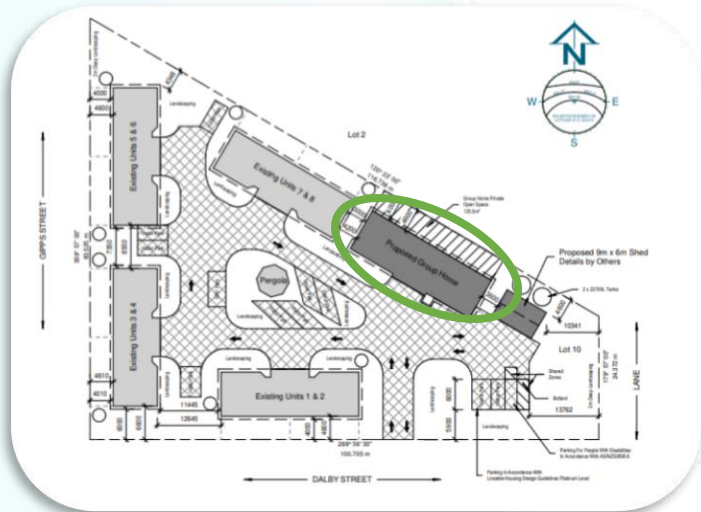


**Total number of residents  
at Heritage Lodge.**

**Construction – Group Home**

We had intended to construct a further two duplexes until it became clear that few potential tenants would have the sufficient NDIS funding to live on their own; so, we decided to construct a group home for up to **4** tenants on the same footprint as one duplex and add a great shed that could become a gathering place or workshop for all tenants.

Planning started 3 years ago, with construction starting in mid 2020 and progressing exceedingly slowly due to Covid related supply issues. We and the very patient potential tenants are hoping for completion before Christmas, fingers crossed.



**Site Plan demonstrating the position of the group home  
[outlined in above image].**

2018 – Planning started

Mid 2020 – Construction started

December 2021 – Expected completion



**Southern View of the drafted building for completion.**

# Student Welfare Workers



**Sue**  
Nanango State  
School



**Allison**  
Goomeri State  
School



**Laura**  
Kingaroy State  
School



**Elise**  
Taabinga State  
School



**Kalchiri**  
Cherbourg State  
School

Student Welfare Workers provide students with social and emotional support by engaging students in school activities. The Student Welfare Workers run the school breakfast club ensuring children have the best start to their day and no one starts the day without breakfast.



Student Welfare Services were delivered in **6** schools within the South Burnett during the 2020-2021 financial year.

Goomeri  
State  
School

Kingaroy  
State  
School

Kingaroy  
State High  
School

Taabinga  
State  
School

Nanango  
State  
School

Yarraman  
State  
School

2112

Total number of hours of support  
provided to students this financial  
year.

**Students were supported through various individual and group experiences:**

- Breakfast club
- Lunch time activities
- 1 on 1 supports to develop social skills and emotional and behaviour regulation
- Group activities supporting emotional wellbeing, respectful relationships, friendships and changing situations
- Positive role modelling
- In class student support



# Murgon Youth and Family Services [Connections]

If you need a hand, give us a call or come to the office and if we can't help, we will find someone who can.

**Contact us today:**

35 Lamb Street, Murgon

Phone: 4169 5940

Email:

[connections@sbctc.com.au](mailto:connections@sbctc.com.au)

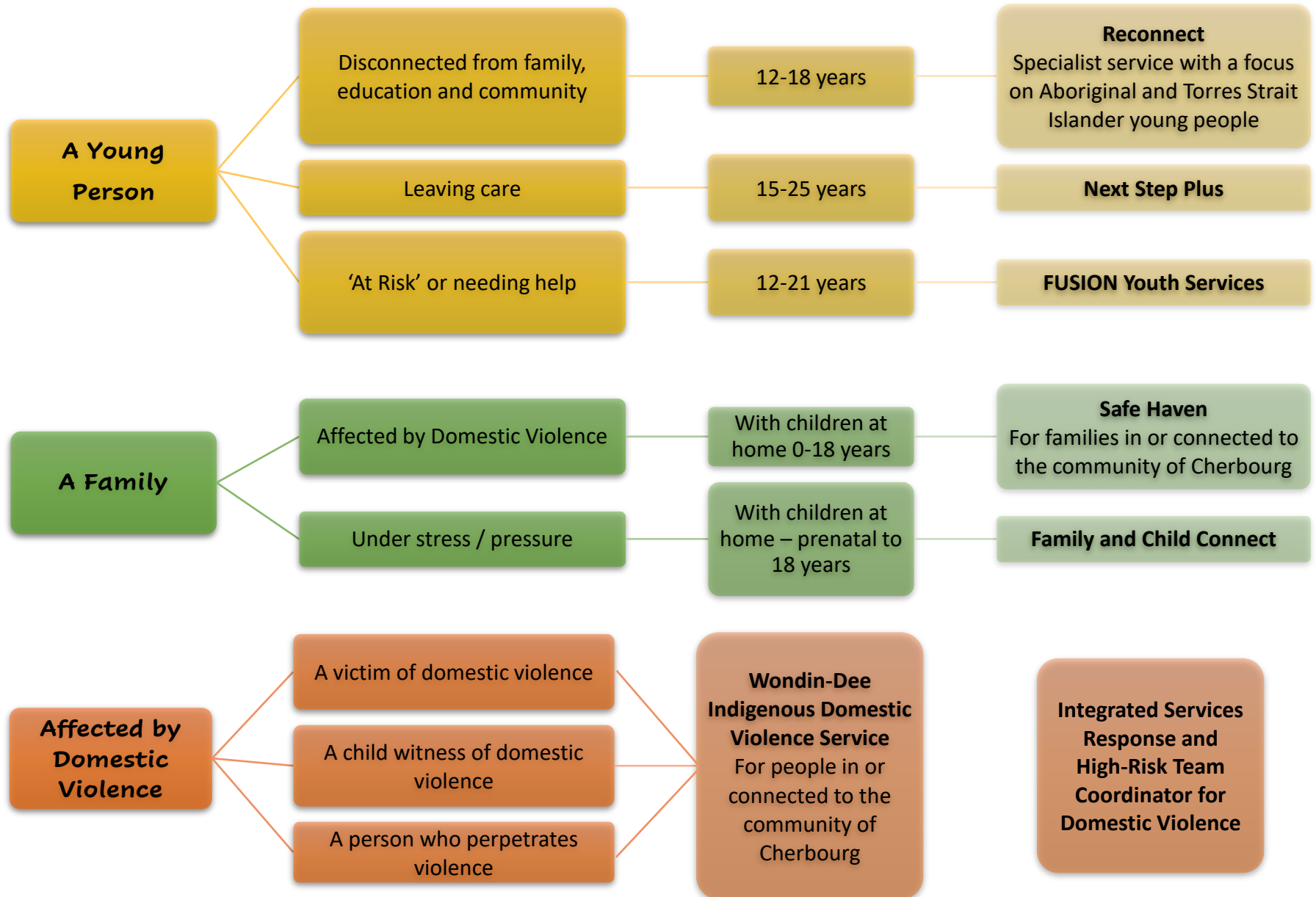


**Stacey**



**Sandy**

## CTC Youth and Family Services – Murgon [Connections]



# Safe Haven



**Luella**



**James**



**Robyn**



**Maree**



**George**

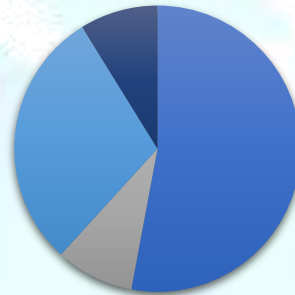
Safe Haven provides support to families and young people who are or have experienced Family and Domestic Violence in the community. Our program supports families with their individual goals such as housing support, Centrelink support, parenting, Domestic Violence Orders, Victims Assist Queensland applications etc.





Total number of clients that received support from Safe Haven this financial year.

### Source of Referral



■ Self ■ Other organisation ■ Police ■ Health services

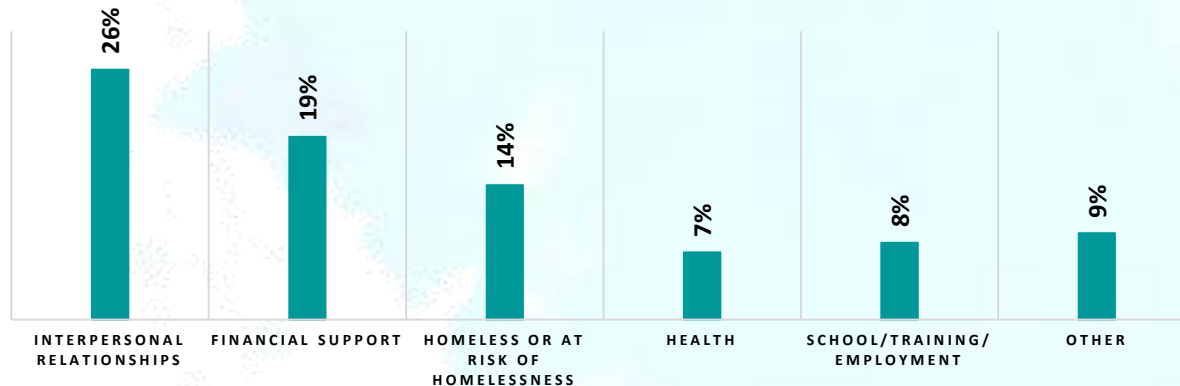
Over ½ of the referrals to Safe Haven are from families themselves, others are from Queensland Police Service, Department of Health and other organizations.

### 2020-2021 Safe Haven Referral Breakdown

Self -> 18  
Other Organisation -> 3  
QPS -> 10  
Health Services -> 3



### REASON FOR REFERRAL



The main reasons for a referral to Safe Haven are for Interpersonal Issues, Financial Support and Homelessness support.

### Outcomes



• Goals fully achieved

• Goals partially achieved

Safe Haven ran a variety of groups and activities throughout the year, including school holiday program activities, Cherbourg Colour Run, Good Man / Family Man, Playgroup, Touch Football Program, and Cooking on a Budget.

Safe Haven was also involved in a range of community initiatives and meeting including the Community of Practice for the Integrated Service Response, Community Advisory Group, Domestic Violence Focus meetings, the Community Domestic and Family Violence breakfast, Cherbourg Health Summit and the NAIDOC Family Fun Day.

# Safe Haven Community Patrol

Safe Have Community Patrol delivers a nighttime patrol that keeps children and young people wandering the streets in Cherbourg safe at night. The Safe Haven patrol operates each week from Wednesday to Saturday nights.



**Chaz**



**Kenny & Luella**



**Willie**

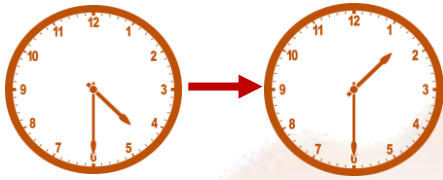


**Amika**

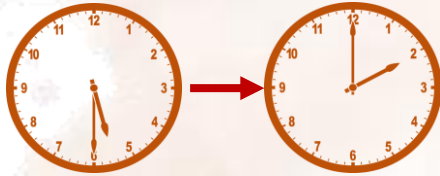


**Mellissa**





Patrols operate from 4.30pm to 1am on Wednesdays and Thursdays.

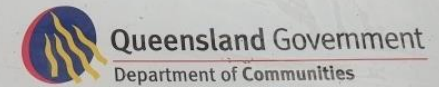
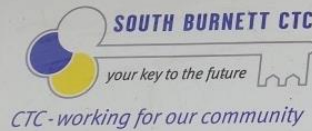


Patrols operate from 5.30pm to 2am on Fridays and Saturdays.



# SAFE HAVEN PATROL

Program supported by:



The magnet that is placed on the side of the community patrol vehicle, advertising the reason / purpose for driving around the community during the late evenings and early mornings.

214

Individual Patrols.

1712

Total hours of Patrol completed this year.

# Wondin-Dee



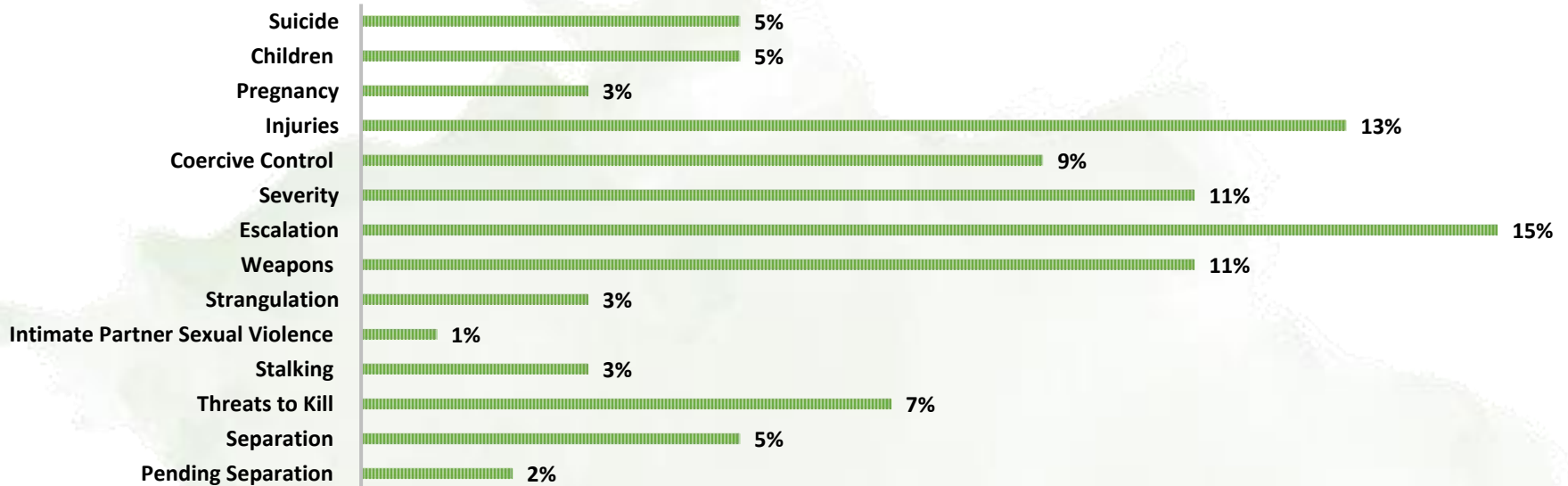
**Les**



**Yolande**

Wondin-Dee provides counselling and support for people affected by domestic and family violence in the Cherbourg Community.

## HIGH RISK FACTORS



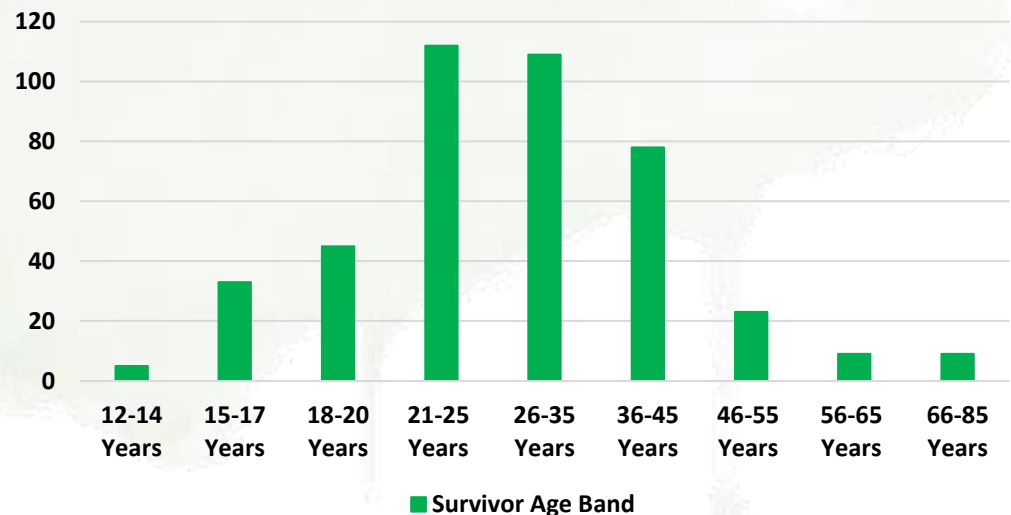
## Community Collaboration -> High Risk Team

South Burnett CTC has a specialist domestic and family violence service that takes on the lead non-government organisation role for the Cherbourg High Risk Team providing coordination and secretariat support.

The Cherbourg High Risk Team meets weekly to ensure a collaborative response to assessing risk, safety planning and the ongoing management of risk for people experiencing domestic and family violence.



## Survivor Age Band



# Reconnect



**Damaris**



**Clinton**

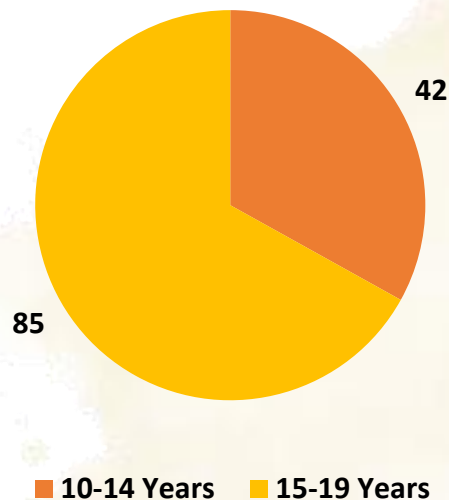
Reconnect is an early intervention program for young people aged 12 to 18 years who are connected to Cherbourg and are homeless or at risk of homelessness. Reconnect promotes reconnection with family, education and the community.

*‘The Reconnect Program is funded by the Australian Government.’*

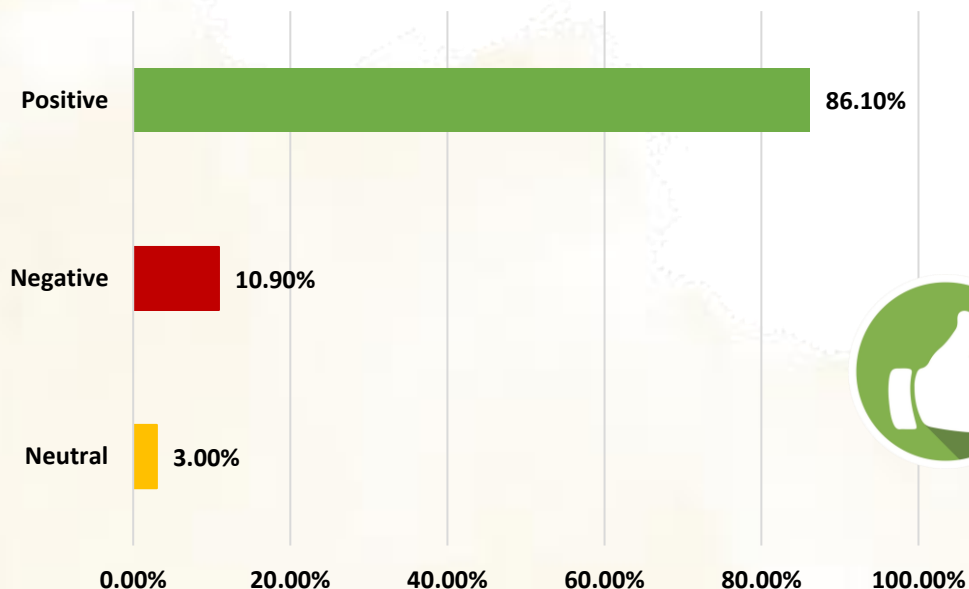


Reconnect have supported **127** clients over the past 12 months. Many of these sessions are individual with some group activities being held.

**Age of Reconnect Clients**

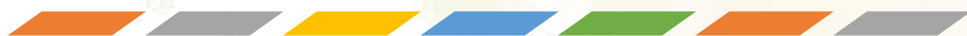


**Circumstance Outcomes**



**Group activities held in the 2020-2021 financial year:**

Touch Football



Cherbourg Family Fun Day

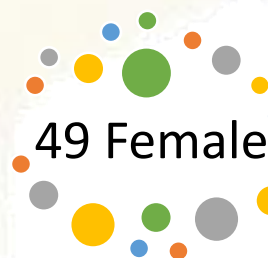


School Holiday Activities



**1814**

Number of support sessions provided this financial year.



77 Male

Identified gender of clients supported.

# Kingaroy Youth and Family Services [YFS]

CTC Youth and Family Services Kingaroy. If you need a hand, come down or give us a call. If we can't help, we will try and find someone who can.

## Contact us today:

Lot 2 Somerset Street, Kingaroy

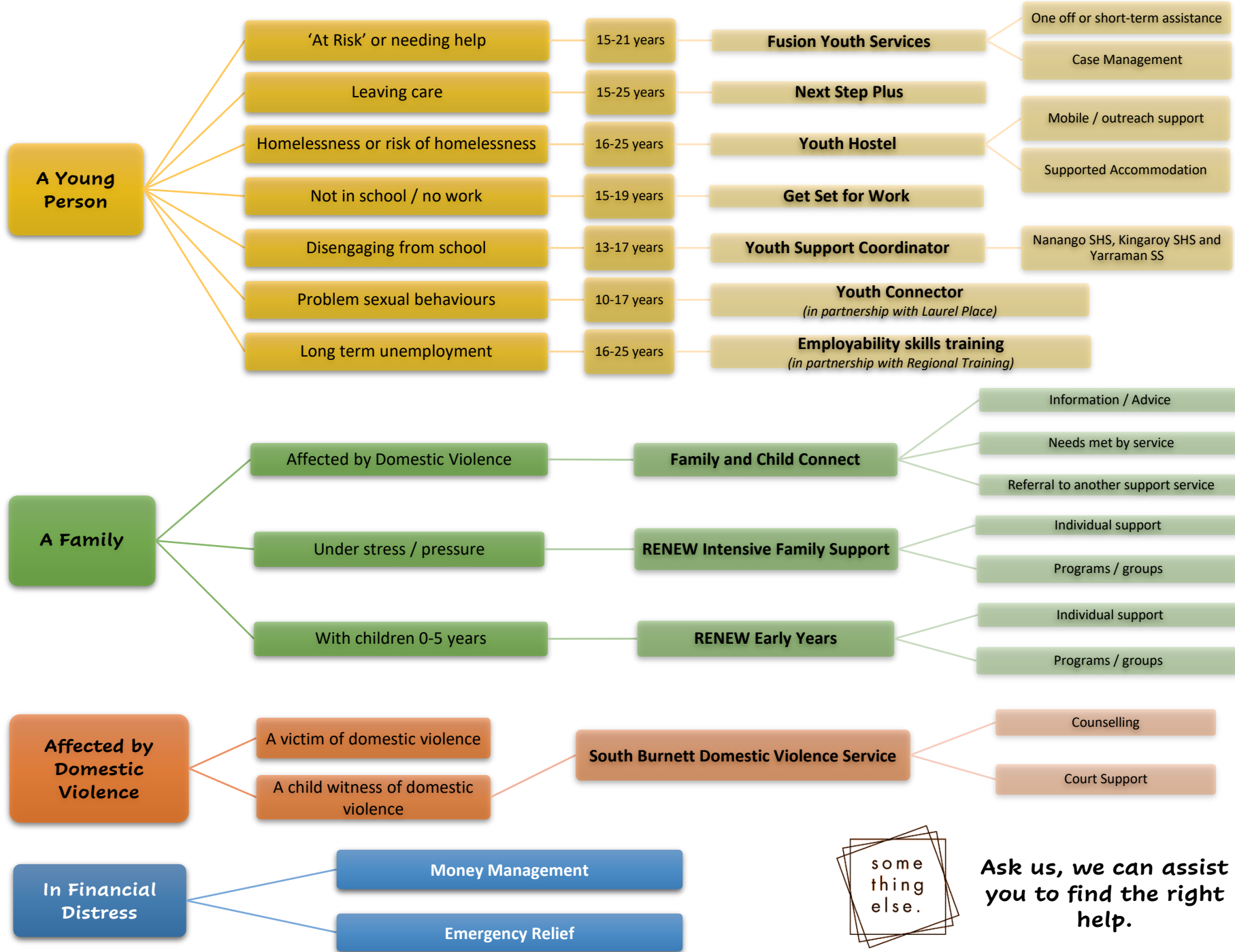
Phone: 41627788

Email: [youth@sbctc.com.au](mailto:youth@sbctc.com.au)



**Kirsten and Leanna**





# Emergency Relief [ER]

The Emergency Relief program aids and support for people or families to overcome and stabilise immediate crisis through the provision of basic needs such as food, homelessness packs and support.



# 173



Number of people supported through Emergency Relief.

ER was provided at a total cost of **\$11,388**. This is **174%** of the funding received through the State government.

Additional relief (not recorded in this figure) was provided through donated products and vouchers received through the Christmas food drive, donated knitted items, donated hygiene packs, pre-cooked meals and one off monetary and voucher donations. This financial year, we also received additional brokerage which was all spent and accounted separately from the State government to meet the additional needs experienced from COVID-19. These funds were used to keep people connected (phones and credit), transported to a Safe Place, emergency accommodation and food.

**Providing Emergency Relief to a community where many are experiencing poverty, is only possible through the generous donations from our South Burnett community.**



**For this particular financial year, we recognize the financial and in-kind donations from:**

- Bill Hull Car Centre
- Cherbourg Containers for Change
- Country Women's Association (CWA)
- Friends with Dignity
- Lions
- Martoo Review
- Community Members
- Meals on Wheels
- Queensland Police Service – Kingaroy
- Rotary
- Share the Dignity
- South Burnett Knitting Group
- Sunshine Mitre 10 Kingaroy
- Bunnings

**A special mention is also made to [Stanwell](#) who provided direct funding to assist CTC to transport people from the South Burnett to access somewhere to live or safety during COVID when there was no public transport available.**

# Family and Child Connect

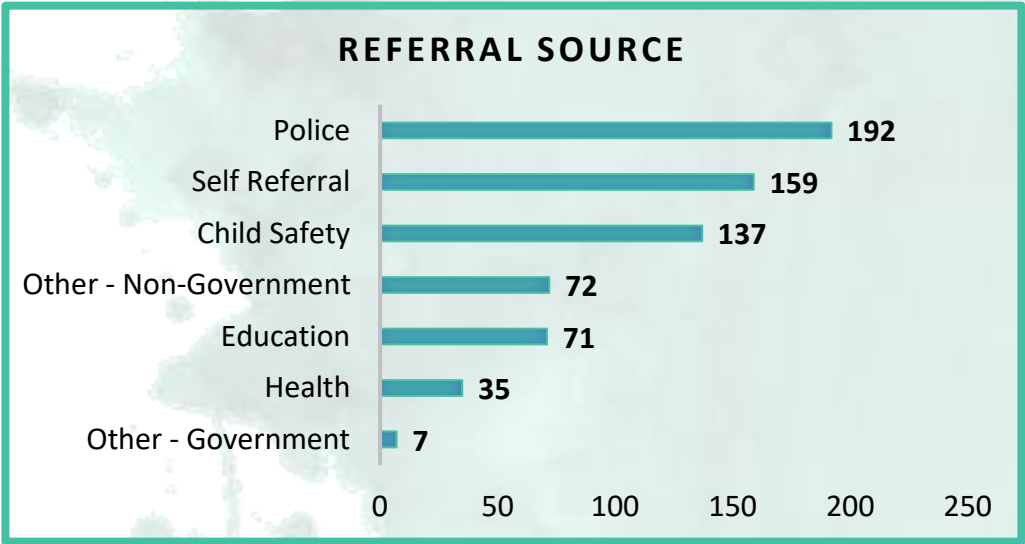
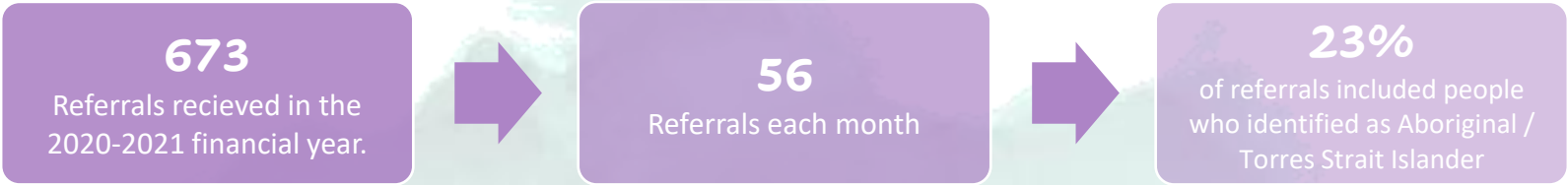
Family and Child Connect provides advice, information and referrals to families with children prenatal to 18 years and links families with the right supports at the right time.



**George, Sandy, Lee-Anne, Deb and Chiedza**



Referrals were received from multiple sources with **28%** received from Queensland Police Service, **24%** of Self referrals and **20%** from Child Safety. In previous financial years referral source were self-referrals and education.



- **229** of these referrals were provided immediate information, advice or referral to assist the need presented.
- **444** were case managed. Of those case managed, they were open cases for an average of **41 days**, 38 or 9% had their needs met by FaCC in this period and 147 or 33% were referred to other services and 97 or 22% were already engaged with other services and support continued.
- **74** clients refused consent for support.

**Where were families referred to for further support?**

- 27** -> Intensive Family Support
- 23** -> Other Family Support
- 20** -> Domestic and Family Violence Service
- 16** -> Youth Services
- 14** -> Health Service



**Client engagement rate, from receiving referrals to support.**



# RENEW Intensive Family Support



The RENEW Intensive Family Support team collaboratively works with families with children (prenatal-18years) who have multiple and/or complex needs to develop their resilience and capability to take responsibility for the care of their children.



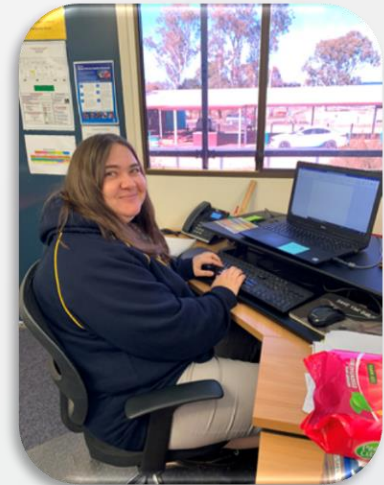
**Gemma**



**Pheobe**



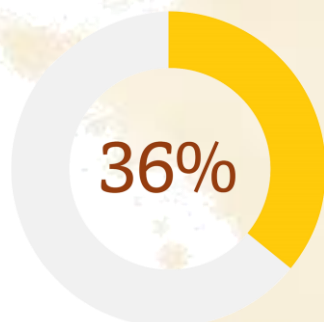
**Adam**



**Cassie**

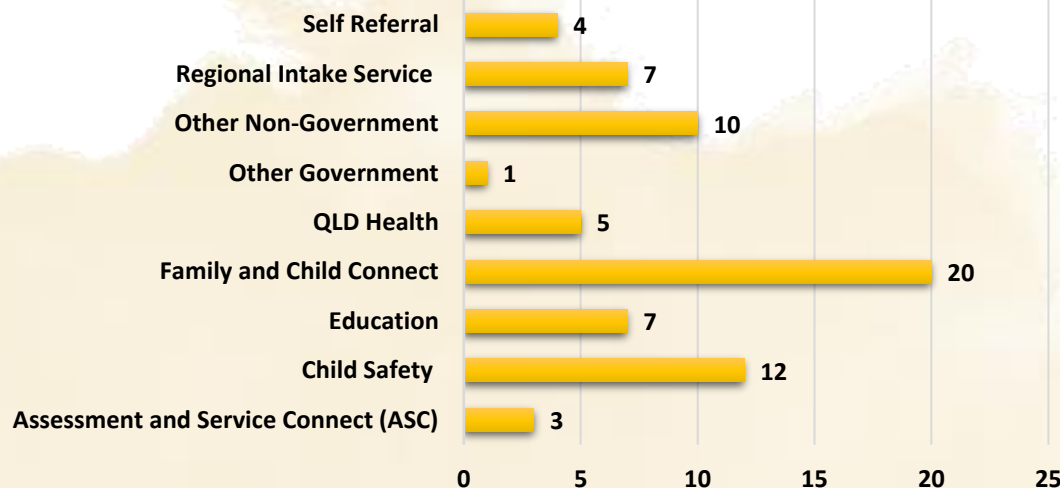
# 69

Total number of Intensive Family Support referrals received this financial year.



Percentage of clients who identified as Aboriginal and/or Torres Strait Islander

## REFERRAL SOURCE



Referrals were received from multiple sources with the most referrals received from Child Safety at **33%** and Family and Child Connect at **29%**.

# 187

The average length of days each family was supported for.

# 2

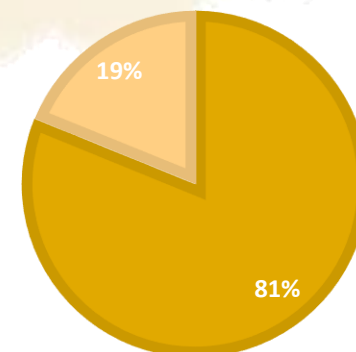
# Days

Average time of engagement from referral to consent.

**All of Family and Child Connect referrals to Intensive Family Support had consent from clients.**

## IFS REFERRALS - CONSENT VS NO CONSENT

■ Consent ■ No Consent



IFS Referral Outcomes

- 18** cases closed with all or most of the goals met.
- 7** cases were referred to another service as IFS was at capacity.
- 2** cases were closed after reports to child safety; and **3** cases closed after moving to a Child Safety IPA response.
- 9** cases closed due to inappropriate referrals (no information to contact the family or they were out of area)
- 2** cases closed as they did not consent to support.
- 28** cases open at the end of the financial year with families receiving support at the end of the financial year.

# RENEW Early Years Service



**Jacqui**



**Mary**

The Early Years Service Supports families with children aged birth to 5 years to achieve development milestones so they can successfully transition to school.



# Young Parents Program

The 6-week Young Parents Program focused on:

• Self-Care & Hygiene	• First Foods and Easy Meal Prep	• Healthy Relationships
• Money Management	• Centrelink Solutions and Birth Certificates	• Homemade Toys.



Interactive cooking experience: Turkey Mince and Zucchini Meatballs

Each week helped to establish attachment between parent and child through play interactions and achieved the goal of strengthening parenting confidence and understanding of child development And age-appropriate interactions.



The Early Years Service continues to support families to attend virtual allied health and Paediatrician appointments, which has allowed for children to access assessment and support sooner. Community Engagement has been an ongoing priority by building and strengthening relationships with private allied health services for children (with NDIS plans) to access support, linking directly to the Early Years Service’s overarching goal of optimal school readiness.

112

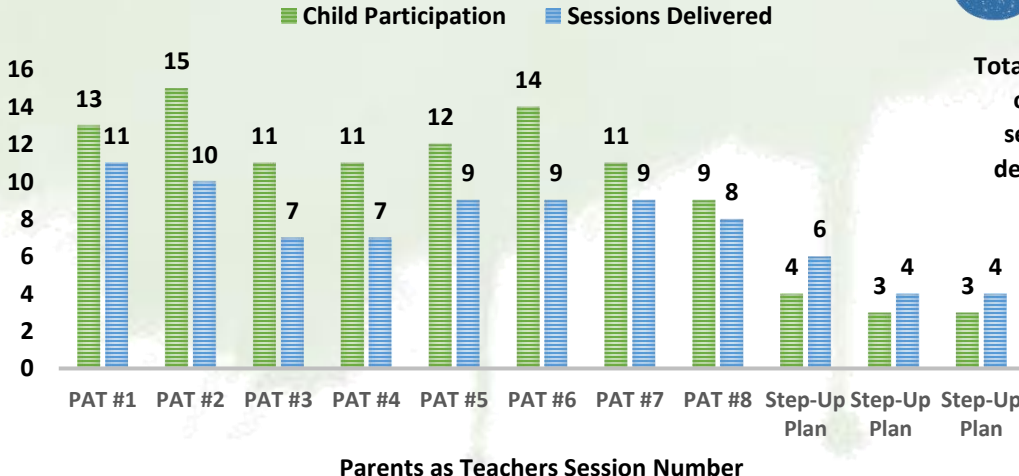


Total number of completed Ages and Stages and Ages and Stages Social-Emotional Questionnaires, assessing children’s overall development.

These assessments support referrals to Allied Health Services, NDIS applications and Paediatricians.

## PARENTS AS TEACHERS CHILD PARTICIPATION AND SESSIONS DELIVERED

84



Total number of PAT sessions delivered.



# South Burnett Domestic Violence Service

The South Burnett Domestic Violence Service provides counselling, court support and immediate safety responses to women and children experiencing domestic and family violence.



**Julie**



**Deb**



**Melita**



**Liz**

In the 2020-21 financial year, the South Burnett Domestic Violence Service supported over **400** women and children who were affected by family and domestic violence. The service was extremely busy with all contractual targets met or exceeded.

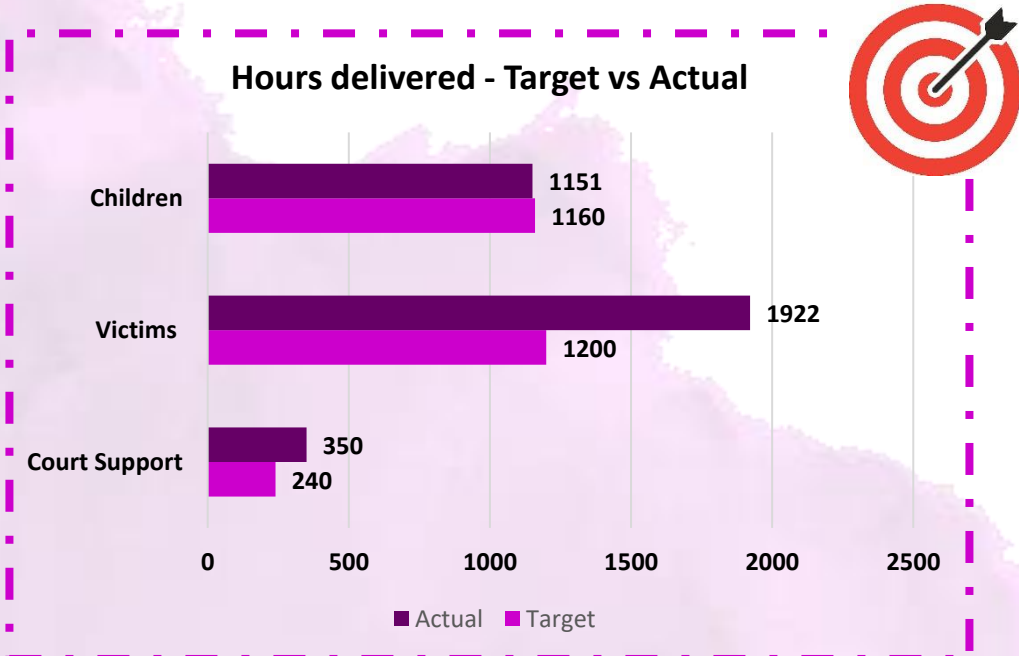
**58**

Number of court sessions attended by staff.

**581**

Number of people assisted through or related to court proceedings.

Through this year where COVID-19 was a major factor, we saw more people who needed an immediate safety response so they could be safe from violence in their relationships. We observed that the immediate safety response was the major factor affecting the victims counseling service with **500** hours directly recorded against this contact type.



**658**  
Counselling

**84**  
Information, Advice, Referral

**198**  
Support Needs

**512**  
Immediate Safety Needs

**81**  
Domestic Violence Application / Affidavit

**184**  
Court Support

**44**  
Legal Aid / Family Court / Victims Assist

**140**  
Case Coordination

Total Hours of Support - > 1,901

Additional funding from the State Department helped support the additional demand experienced around this COVID period, this was fully expended within the timeframe. CTC applied for additional short-term funding and was successful; this funding has and will allow for additional support for the immediate safety response for survivors of family and domestic violence.

# Money Management

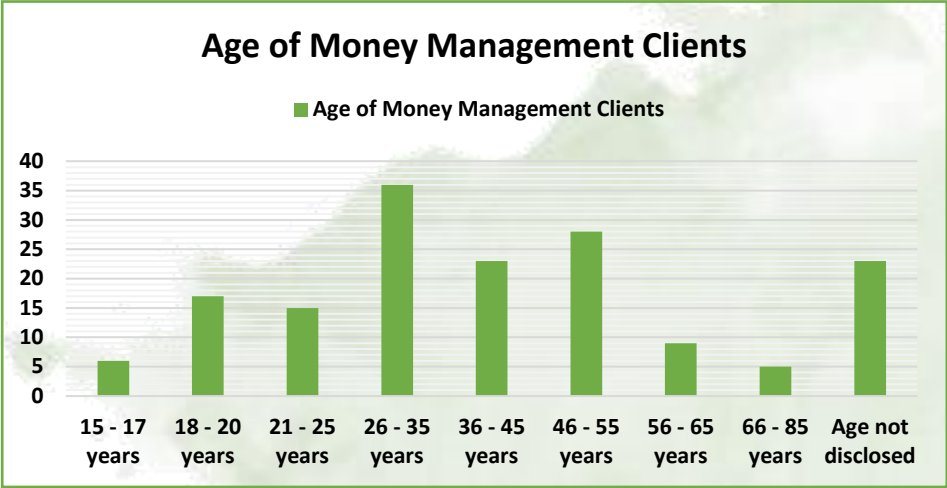


Kylie

Money Management provides financial counselling and advocacy for:

- People experiencing or likely to experience financial stress,
- Material assistance for people in financial crisis, and
- Community education and financial literacy.

Through the money management program, **163** people were supported in this financial year. **69%** were female and **33%** identified as Aboriginal and / or Torres Strait Islander. Support was provided for all ages.



**1685**

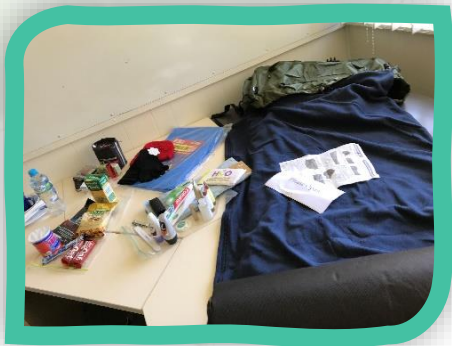
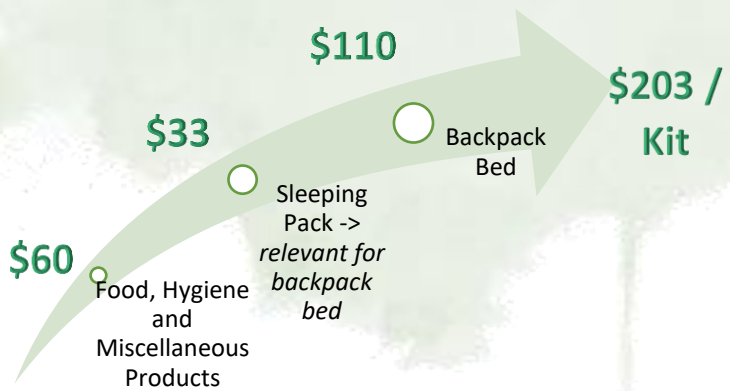
Money Management sessions completed this financial year.

Money Management delivered several programs to small groups and through social media. The program took the lead in developing and providing easy to read information around the financial implications of COVID, Job Seeker and Job Keeper payments and arrangements by utility companies, banks, real estate's etc. These easily accessible resources were well received and widely utilized.

*The Money Management program has developed weekly Money Tips which are posted on the Intranet and emailed to staff, to be shared with clients.*

More recently, the program has taken a lead on the local Homeless strategy. Homelessness has become a chronic issue in our region with very little public housing, a **0.4% private rental vacancy rate**, no homeless service (except for DFV or youth) and public transport that has 3 buses per week to 1 location. Those who are struggling financially are most at risk of homelessness.

The strategy has involved the development of homeless packs and the involvement of a range of businesses and community groups getting involved and developing community lunches and/or donating products or money to ensure the sustainment of the homelessness kits for the community's most vulnerable people.



Homelessness Kits



# Fusion



Ben, Tegan, Nick, Tania and Ashleigh

Fusion provides support to young people of the South Burnett aged from 12 to 21 years through individualised case management.



Fusion Youth Services provides a youth led support model across the South Burnett. There are two types of support:

- **ACCESS** is one off, short term or single focused (such as a young person needing help with gaining identification, accessing or advocating with services).
- **SUPPORT** and **CASE MANAGEMENT** where young people work through a plan to address their goals. These can include a myriad of aims including housing, physical and mental health, drug and alcohol management, family relationships, social connection just to name a few.

### Access

- 137 clients supported.
- 905 hours of support provided.

### Support & Case Management

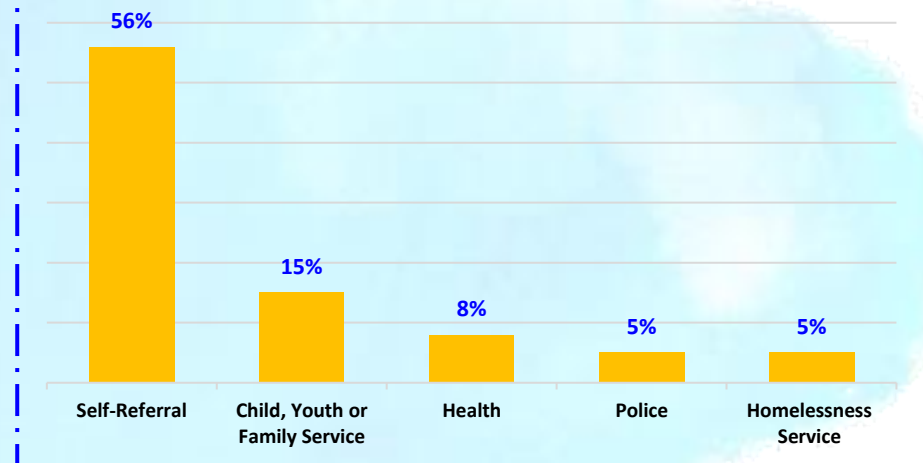
- 82 clients supported.
- 2673 hours of support provided.

### Client Feedback



**All clients reported an improved ability to access services.**

### Referral Source



### What happens at the end of support?

- **62%** were closed with their case plan goals met;
- **20%** moved away; and
- **18%** were closed as they were referred elsewhere or did not want further support.

# First Start



**Tamara**



**Janita**



**Thomas**

The First Start Program gives trainees the opportunity to train while on the job.

*‘This Skilling Queenslanders for Work project is proudly funded by the Queensland Government.’*

## 2020-2021 Highlights for Trainees

South Burnett CTC employed **3** trainees in the 2020-2021 financial year.

### Certificate III in Community Services

The course covered a variety of topics which allowed us to reinforce the skills we learnt when back in the workplace. For example:

- Responding to client needs,
- Providing First Point of Contact and Managing Personal stressors in the workplace and
- Working with people with Mental Health Issues.

The course also provided us with the opportunity to attend workplace meetings and experience firsthand the meetings that can be held in the workplace such as:

- team/section meetings and
- Workplace Health & Safety (WHS) meetings.
- We also carried out workplace inspections within our relevant offices.

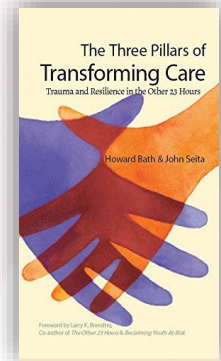
### Our experience

Through our journey we also experienced Therapeutic Crisis Intervention (TCI) training, which is explicitly designed to reduce the use of reactive strategies when supporting people in crisis. The aim of this program is to reduce or eliminate the need for physical intervention.

The Three Pillars of Trauma training taught us about Safety, Connections and Coping. Both TCI and Three Pillars are great tools that we can transfer to Youth Work and Residential Care to positively support young people in our community.

# 12

Total number of units completed to successfully obtain a Certificate III in Community Services qualification.



Where  
TO NEXT?

The qualification that we completed will kick start our career options and make us more employable by teaching us how to help people in a range of care areas including support and welfare. On completion of our traineeship, we will be employed as Youth Workers and will gain more experience in this field to further ourselves during our oncoming years of employment.



# Youth Support Coordinator



Lloyd

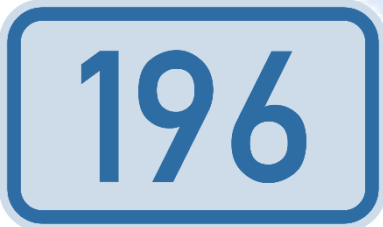
The Youth Support Coordinator offers support to high school students to overcome barriers in order to remain in and succeed in the school environment.

In this financial year, Lloyd provided support through the Youth Support Coordinator program and Welfare Worker program in **3** South Burnett schools:

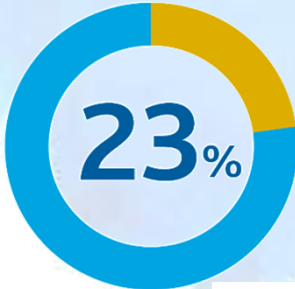


The program supports young people to overcome barriers to successfully complete senior schooling. As well as individual support, the Youth Support Coordinator supports programs that are aimed towards successful engagement and achievement including:

- **‘Booze You Lose’ (Drug and alcohol prevention touch football day)**
- **Reading challenge**
- **Careers Day**
- **Rock and Water**
- **Music focused classroom sessions at schools**
- **Excursions with Nanango State High School and Yarraman State School**

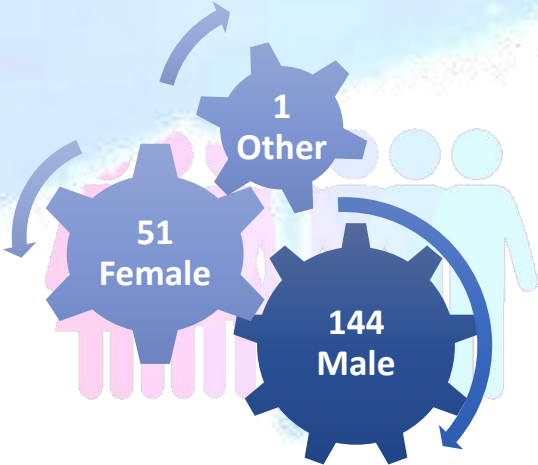
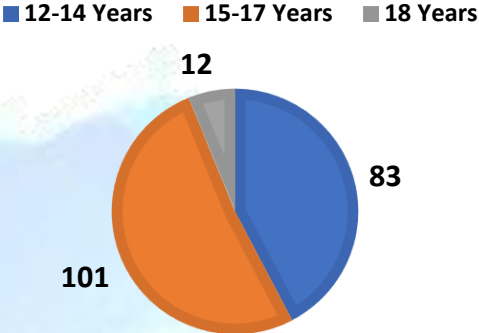


Number of clients supported.



Clients identified as Aboriginal and/or Torres Strait Islander

**CLIENT AGE**



# Youth Connector

The Youth Connector program is delivered in partnership with Laurel Place. Shannon identifies and links young people with sexually reactive behaviors or who have been sexually abused to counselling and support.



**Shannon**

The Youth Connector works alongside Laurel Place, a sexual assault service. The Youth Connector connects children and young people to counseling through:

- building a relationship,
- building trust and
- enabling access to a counselor.

15

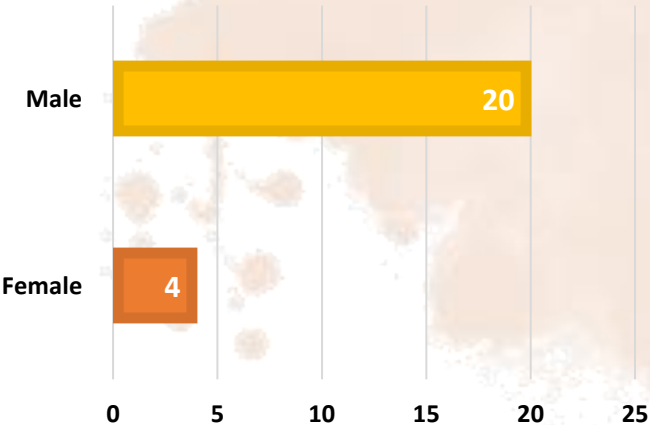
The Youth Connector position is funded for 15 hours per week.

The Youth Connector supports the counselor with the young person and their journey through counseling.



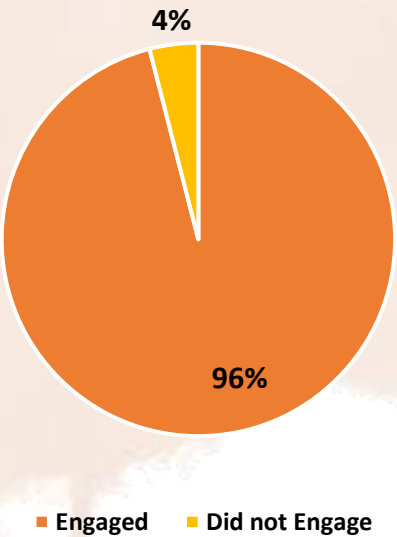
Referrals are from multiple sources and usually as the child or young person has barriers to accessing counseling; either physical barriers such as transport to sessions, or attitudinal barriers due to trust or perceived trust in the counseling process.

IDENTIFIED CLIENT GENDER



24 children and young people were supported to access counselling in this financial year. 6 of these children and young people were or had been in the care of Child Safety.

Engagement with Counselling



23 of the 24 (96%) clients of the Youth Connector program engaged in counseling.



# Get Set for Work [GSW]

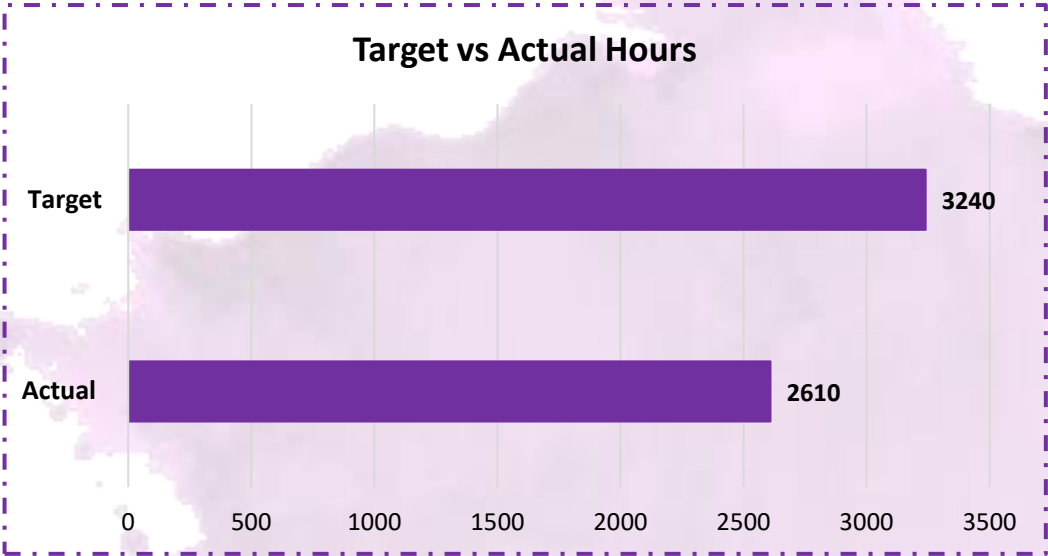


Rosemary

The Get Set for Work program provides young people aged 15 – 19 years who are disengaged from education and employment, with support, accredited training and employability skills through Skilling Queenslanders for Work.

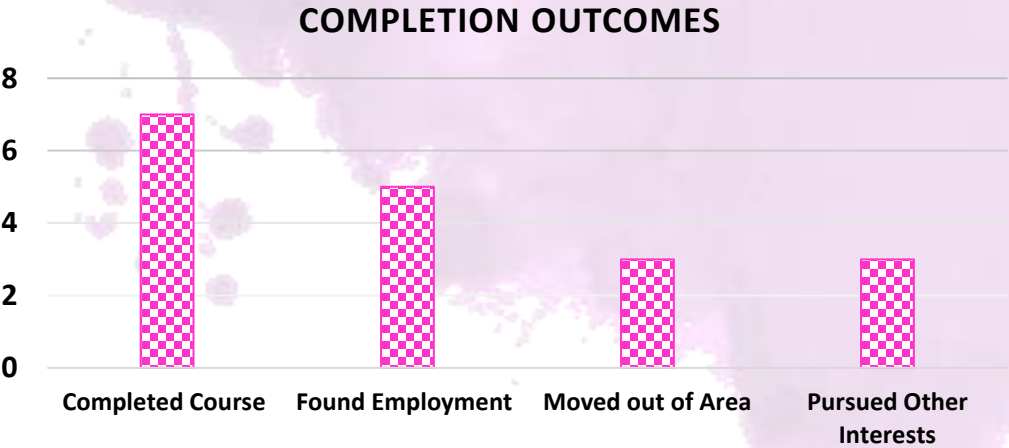
The *Skilling Queenslanders for Work* project is proudly funded by the Queensland Government.

The program was open to young people aged **15-19** years, who were disadvantaged and/or disengaged from education, training or employment. **18** participants took part in the Get Set for Work program which was **100%** of the Key Performance Indicator.

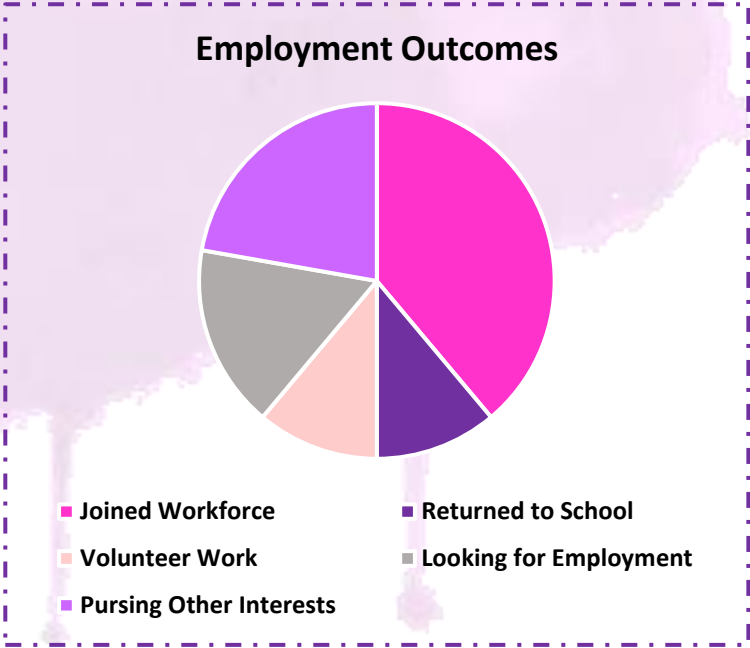


Percentage of total hours achieved this financial year.

While COVID-19 played a part in this the main reason that only 2610 hours were delivered is that a number of participants did not complete the course as they found work or moved out of the area.



Of the 18 participants in the program seven completed the whole course and attained their Certificate II in Retail Services as well as their Responsible Service of Alcohol.



# Youth Hostel

## Supported Accommodation

Accommodation and support in a youth hostel based in Kingaroy for young people aged 16 – 25 years who are experiencing homelessness. Support includes skill development, case management and strategies to transition into safe stable accommodation.

## Mobile Support

Young people who are homeless or at risk of homelessness, not living in the youth hostel supported to have safe and sustainable accommodation.



**Tom**



**Elise**



**Hinemaria**



**Shannon**



**Ben**



**Brittney**



**Chris**

South Burnett CTC provides a specialist homelessness services (SHS) through:

- **Malcolm's Youth Hostel** and
- **Mobile Homelessness Support.**

SHS focuses on supporting, assisting, and advocating for young people aged 16 to 25 years of age who are homeless or at risk of homelessness. The program provides young people with information and assistance, so they become empowered to make informed decisions, understand processes and achieve their goals.

Malcolm's Youth Hostel is funded to provide accommodation for **5** young people but has capacity for **6**. Mobile Support focuses on young people in the community who need help getting or sustaining safe and stable accommodation

**32** Young people accessed supported accommodation with 45 individual stays *(some staying more than once)*

**21** Young people accessed mobile support.

**1561**  
Number of bed nights provided this financial year -> **86% Occupancy.**

**Case Outcomes**

**92%** Support periods closed had case management plans in place.

**48%** Support periods closed had half or more case management goals.

**25%**  
Percentage of clients who identified as Aboriginal and/or Torres Strait Islander.

**YEAR OF CHANGE**

**Malcolm, the volunteer lead tenant who had been with us for 7 years moved overseas.** We worked with the Department of Communities, Housing and Digital Economy. The Department provided additional funding for the hostel which allowed it to move to a fully staffed model. This also changed the hostel from a medium to a high supervision model which enabled us to support young people with a variety of needs and complexities.



# Next Step Plus



Clinton and Tania

Next Step Plus supports young people aged between 15 and 25 years who are transitioning from the care of Child Safety to independence.



Next Step Plus is a Queensland initiative that provides a support system for young people aged 15-25 who are transitioning from or have already left care; CTC provides support for clients within the South Burnett region. In **2020-21**, CTC supported **62** young people through **1004** individual contacts.

2

Number of phases of care.

Transition Phase

For young people who are in State care.

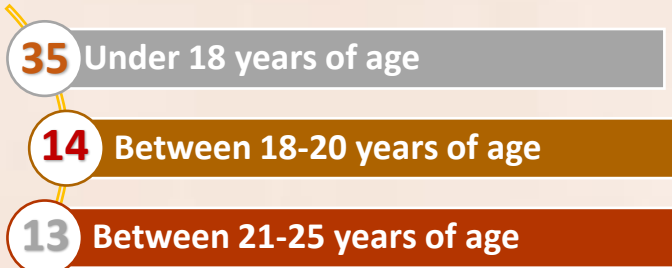
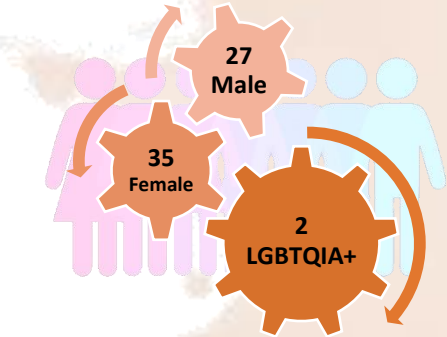
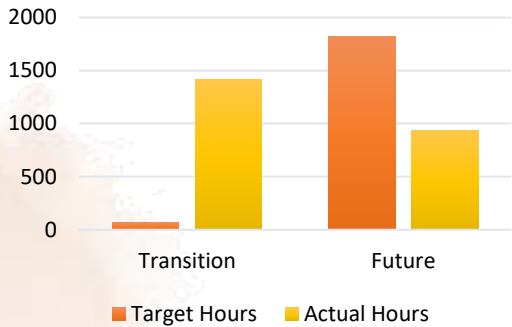
Future Phase

For young people who have left State care.

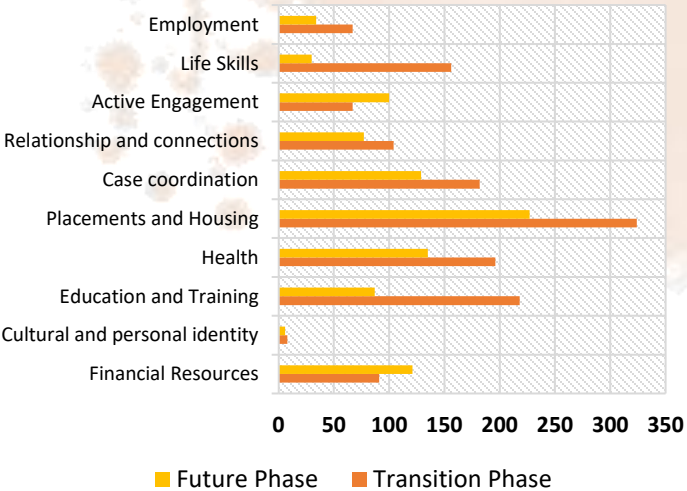
33 young people were in this phase.

29 young people were in this phase.

Target vs Actual Hours



Total Time by Worker Contact



Many transition clients need high levels of support, particularly if they were self-placed or started their transition to independence prior to turning 18. CTC has provided significantly more Transition hours than specified in the contract. In the South Burnett (as in many rural communities) many young people leave the community for bigger centers once they are over 18. They leave to access housing, education or employment. This is reflected in the lower support hours provided in the future phase when compared with the contracted hours.

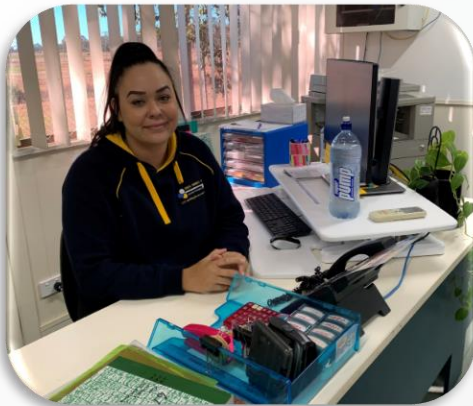
Placements and Housing are the greatest need identified this year for both Transition and Future clients. Health, Education and Life Skills (with some transition clients moving out alone for the first time) are the other major areas where Transition clients have needed support. Future clients have required support in Health, Financial resources, Life Skills, Education and Training and Relationships and Connections.



# Residential Services [Resi]

FIAR House - 24 hour/7 day per week residential care and support in the South Burnett for up to 4 young people, aged from 12 to 18 years who have complex needs.

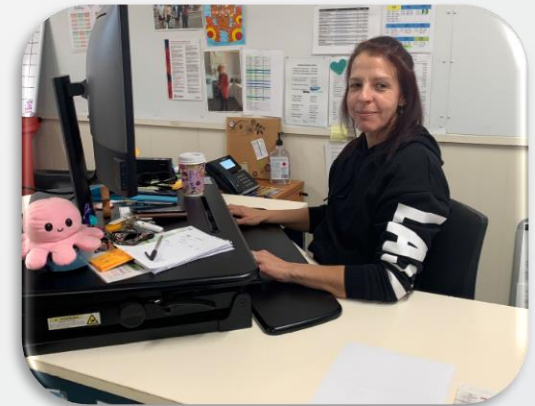
Temporary Contract Placements – Temporary 24 hour/7 day per week residential facilities across the South Burnett to meet additional needs of Child Safety from time to time to provide residential support for children who have complex needs.



Letitia



Hayden, Debbe and Crete



Sarah

Funded by



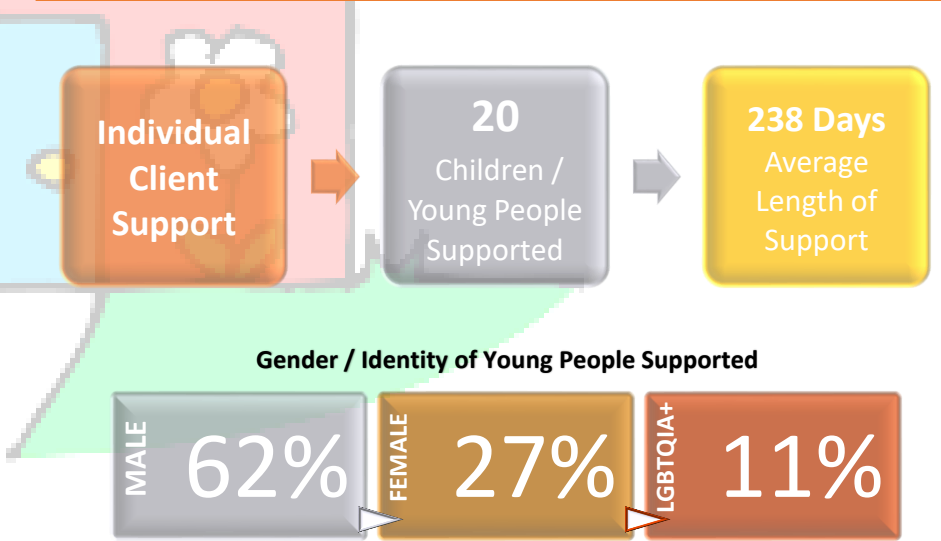
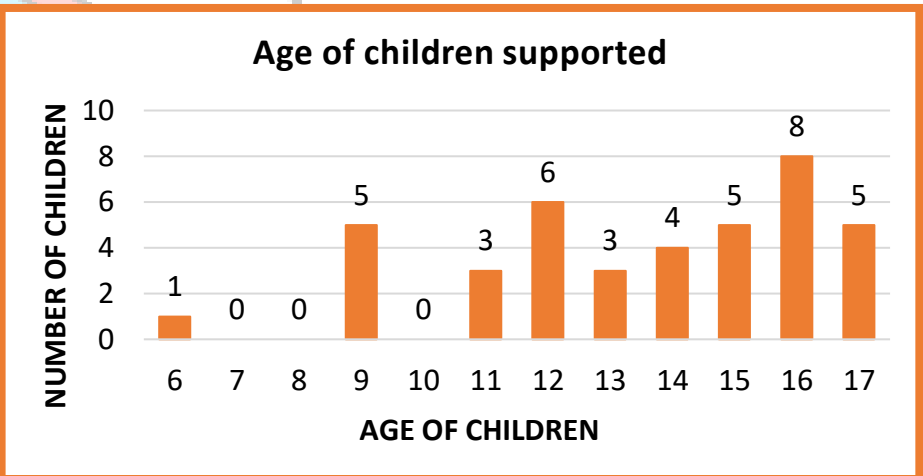


This was a year of growth for Residential Services, with many children and young people needing a place to call home. Within the year, CTC operated 6 Residential houses, 2 of which were subsequently closed. We also provided support to Foster Carers, schools and child safety through individual client support

37

CTC supported 37 individual children and young people either within houses or through individual support. Many outcomes were achieved including children and young people successfully transitioning to independence, returning to family or moving to a family-based placement.

House	Number of Children / Young People Supported	Average Length of Stay (Days)
FIAR	15	162
103	11	95
Hillsdale	8	184
Koolkoona <i>(Opened Feb 2021)</i>	3	55
Moonyah <i>(Closed August 2020)</i>	1	81
Alford <i>(Closed July 2020)</i>	1	78





# Residential Services [Resi]



**Ray**



**Matt**



**Jake**



**Maud**



**Jasmine**



**Nivek**



**Elwyn**



**Katie**



**Cameron**



**Ashleigh**



**Josh**



**Michelle**



**Joe**



**Payton**



**James**



**Elle**



**Jason**



**Johnny**

Funded by



# Residential Services [Resi]



**Kalchiri**



**Decklin**



**Buddy**



**Elyon**



**Ben**



**Kahlia**



**Johanna**



**Kaleb**



**Ashza**



**Chris**



**Joel**



**Jamie**



**Simmo**



**Kaleb**

**Thank You**  
to all our  
supporters and  
Collaborators  
during 2020-2021.



## Contact Us

We are always optimistic about the potential for many more opportunities and activities that will contribute to the furthering of our Vision and Mission in the coming years. All suggestions are most welcome. Please feel free to contact our CEO or visit the Feedback section of our website if you have any ideas you would like to share or discuss.

### South Burnett CTC HQ

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PO Box 490, Kingaroy QLD 4610  
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### CTC Youth & Family Services Kingaroy

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QLD 4610  
PO Box 490, Kingaroy QLD 4610  
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### Connections Youth & Family Service Murgon

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PO Box 490, Kingaroy QLD 4610  
Phone: (07) 4169 5940  
Email: [connections@sbctc.com.au](mailto:connections@sbctc.com.au)

### Partners in Foster Care

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PO Box 290, Wondai QLD 4606  
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Email: [partners@sbctc.com.au](mailto:partners@sbctc.com.au)

### The Gumnut Place

22 Gore Street, Murgon QLD 4605  
PO Box 490, Kingaroy QLD 4610  
Phone: (07) 4168 1852  
Mobile: 0400 627 721 OR 0429 627 788  
Email: [gumnut@sbctc.com.au](mailto:gumnut@sbctc.com.au)

### CTC Disability Services

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South Burnett CTC Inc



<https://sbctc.com.au/>



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*CTC - working for our community*

