



*Working for our community*

**South Burnett Community Training Centre Inc  
Annual Report 2004/05**

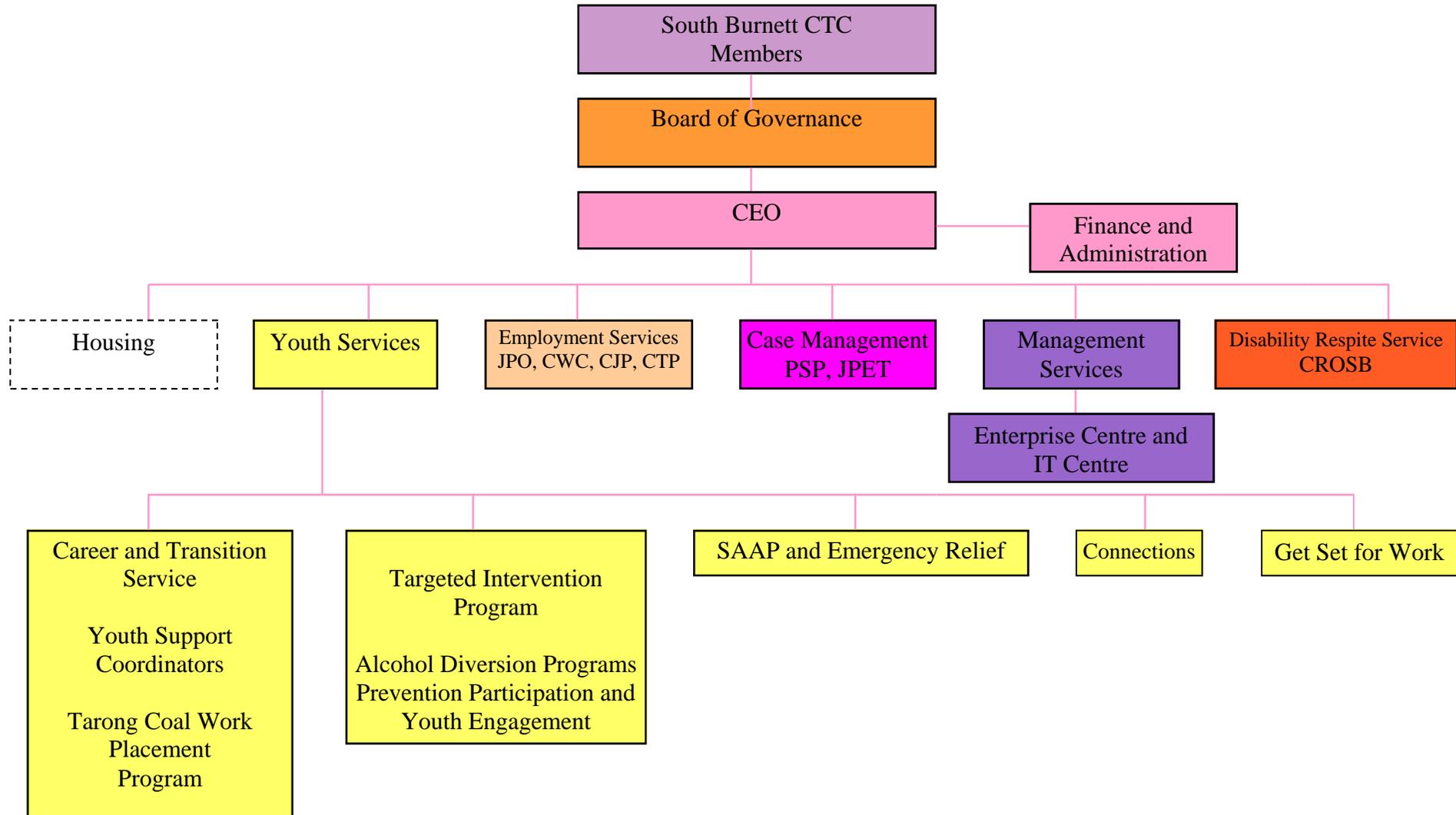
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# Organisational Structure



## South Burnett CTC Inc Members

|                      |                       |
|----------------------|-----------------------|
| 1. Beverly Coutts    | 2. Cynthia Geissler   |
| 3. John Quatermass   | 4. Reg McCallum       |
| 5. Howard Leisemann  | 6. Percy Iszlaub      |
| 7. Ron Oliver        | 8. Michael Carroll    |
| 9. Keith Campbell    | 10. Col Turner        |
| 11. John Saint-Smith | 12. Heather McCallum  |
| 13. John Shaw        | 14. Sandra Greenslade |
| 15. Geoff Hosking    | 16. Glenys Peterson   |
| 17. Peter Ploetz     | 18. John Cross        |
| 19. David Cartmill   | 20. June Robson       |
| 21. Marie Shaw       | 22. Ken Mills         |
| 23. Noel Bray        | 24. Vaughn Prasser    |
| 25. Bev Ruscoe       | 26. Eric Cross        |
| 27. Jenny Walters    | 28. Janet Champney    |
| 29. Dellese Heit     | 30. Kym Williams      |
| 31. Nina Temperton   | 32. Max Lehmann       |
| 33. Judith Bock      | 34. Renita Anderson   |
| 35. Lynelle Hahn     | 36. Genevieve Pacheco |
| 37. Damien Tessmann  |                       |

## Local Management Committee (LMC)

|                  |                           |
|------------------|---------------------------|
| Howard Leisemann | <i>Chairperson</i>        |
| John Quatermass  | <i>Deputy Chairperson</i> |
| John Saint-Smith | <i>Secretary</i>          |
| Max Lehmann      | <i>Treasurer</i>          |
| Reg. McCallum    | <i>Member</i>             |
| Michael Carroll  | <i>Member</i>             |
| Geoff Hosking    | <i>Member</i>             |
| Jenny Walters    | <i>Member</i>             |
| Bev Ruscoe       | <i>Member</i>             |
| Eric Cross       | <i>Member</i>             |

## Chairperson's Report

I am pleased to report on the operations of the South Burnett Community Training Centre (CTC) Inc for the year 2004-05.

CTC is proud to remain a truly South Burnett community owned not-for-profit organization addressing the needs of disadvantaged people throughout the South Burnett and into neighbouring communities.

We remain alert to opportunities where the needs of the Community can be addressed by the use of our resources in partnership with resources from all levels of Government, Industry and our local Community.

### ***During 2004-05 we have been involved in provision of services to all Communities in the South Burnett with some services also being provided to neighboring Communities:***

- Job matching through assisting both Job Seekers and Employers to source and service mutually appropriate employment opportunities and in the provision of selected labor hire.
- Back to work programs including Work for the Dole, Community Jobs Plan, Community Training Project, Training support, and other relevant services.
- Youth and Family Services through a range of remedial and support services including referral, intensive assistance, emergency accommodation, basic skills development, job search, social activities, personal development and support, School to Work transition programs, Substance Abuse education and other relevant services.
- Community support through management of the SB Enterprise Centre and provision of resources and governance to assist other community organizations throughout the South Burnett in establishing and / or providing their services.
- In 2005 we were able to build on the Community Respite Options for the South Burnett (CROSB) service established during 2004 by a group of dedicated carers. This service is now offering respite care and support at home and in a community facility specifically designed to provide short term respite accommodation for people with disabilities from throughout the South Burnett.

Special recognition needs to be given to the support we receive from the Tarong Coal Development Fund. Their support allows our management team to identify and develop new initiatives for the benefit of the South Burnett.

Their support also allows the Tarong Coal School Work Placement program to maximize its benefit to young people interested in pursuing a non tertiary career pathway.

### ***Our Balance Sheet provides a strong foundation for our activities.***

We have been able to accumulate strategic and quality assets:

- Trained, experienced and dedicated staff.
- Reputation with our target audience for providing quality and appropriate services.
- Strong ties and allegiances with Government, Industry and Community
- Proficient administrative and management support with governance and leadership provided by an experienced management committee who have and exhibit a passion for the vision of CTC.

- Quality and appropriate infrastructure to support the range of services CTC provide or support.
- Financial strength to ensure all worthwhile pursuits can be adequately resourced.
- Most importantly, a sincere and intense passion for what we do.

These assets are put to use to fulfill a commitment CTC has made to address the needs of disadvantaged people with appropriate services and into communities for which we have been provided Government, Industry or Community financial and / or in-kind assistance.

The Communities we serve are, in a way, equity partners in CTC and will continue to benefit from its presence now and into the future.

***I would like to sincerely thank all members of the Management Committee, Nina and her staff and all volunteers who have supported CTC over the past year. It is their passion to achieve the aims of CTC and their genuine efforts, patience and persistence that has resulted in a productive and rewarding year.***

I wish the incoming Committee well and am sure they will receive they same level of support from Nina and her staff that the current committee have enjoyed.



A handwritten signature in black ink, appearing to be 'HL', written over a horizontal dotted line.

*Howard Leisemann*  
**Chairperson**

## CEO's Report

This year for the first time I have asked the people who actually deliver or coordinate our many programs and activities to report directly and in their own words in this, our 21<sup>st</sup> Annual Report. I hope you enjoy reading the following pages and discover the diversity that characterises CTC.

While we are diverse and spread out over five locations now, we have not lost any of our focus on our objectives: to serve the disadvantaged people in our communities in whatever way we can. Sometimes that means that we engage in community, economic and social development activities that also benefit the well off or those who can help themselves – but we do this to create the platform from which our target groups can be assisted to their fair share of everything that's good in life for all of us. Amongst those things, having access to suitable employment and/or training and the opportunity to participate in the life of and being accepted by the community around us are surely the most important. That is why we do what we do – on many fronts at once and in collaboration with many other individuals, organisations and government agencies. “Yes” and “can do” and “you're welcome” are our favourite words and we use them often. Another way of summarizing our approach is to say “bite off more than you can chew and then chew like mad” – so far this has served us well, even though at times it has been a struggle!

Our diversity is not just in the kinds of services we provide but also in our staff and associates. We are a truly multicultural workplace and have people of all ages and genders in our employ. At times there are some “issues” but they are always overcome in the spirit of mutual respect and a shared commitment to our clients. I like to think of CTC as a fabulous meal with a multitude of ingredients of high quality. Each is good on its own but to be really delicious they need to be combined to add flavour and texture to each other. Sometimes the seasoning needs to be adjusted a little and one ingredient substituted for another – that's what we've got the Board of Governance and a great management team for! I believe that if CTC was a restaurant it would be worth a couple of Michelin stars!

Without wishing to promote one program above another I would like to mention some particularly pleasing results (in no particular order):

The youth crime statistics in Kingaroy and Nanango have reduced dramatically – and our Youth Services have been credited by the Departments of Child Safety and Communities for much of that .

The Connections Service in Murgon/Cherbourg after its first 17 months under CTC has been recommended for straight “A”s in its first review by an independent government commissioned assessor – a practically unheard of result for any service.

Work for the Dole completion rates (a major Key Performance Indicator) currently stand at 109% (don't ask me how it can be better than 100% but it is!) which is almost 29 % above the national average.

The Personal Support Program (PSP) contract has just been renewed in an “Invitation to Treat” because it too outperformed the benchmarks by more than 20%.

The CROSB disability respite service has exceeded all targets by miles, eg the house was to be open for two weekends per month but is almost permanently occupied instead.

The Enterprise Centre is practically fully occupied with a wonderful mix of small businesses and service providers who work well with each other and deliver great outcomes to our clients in all other programs.

The Town Common Hall has been handed over to Kingaroy Shire Council (that's a relief rather than a success maybe?) – but we can be proud of having provided a very valuable resource for our community.

There are many more success stories in the following pages and what's more there are many more projects in the pipeline that will make next year's “brag book” even better:

We will be managing two properties in Kingaroy under the Community Rent Scheme and building a duplex of 2 bedroom units with the Department of Housing to rent to low income earners. A property has been purchased by the Department on our behalf and a new crisis accommodation hostel for young people will be constructed.

We may become providers of a Foster Care program and there are plans afoot to extend the buildings at the Youth Park to accommodate the Kingaroy State High School alternative education program and other community activities. We are also looking at options for bigger and better accommodation for Connections in Murgon. We have just won a tender to provide school work placement and career and transition advice in four clusters from Nanango/Kingaroy to Monto via Gayndah and Murgon. This undoubtedly came from delivering an outstanding Career and Transition (CATS) pilot program and the success of the Tarong Coal School Work Placement Program.

The above has been achieved by the hard work, dedication, commitment and skill of the Local Management Committee and all our staff. I am really proud of the fact that the culture in our organisation continues to bring out the very best in everyone who is associated with CTC. From the newest trainee to the longest serving member of staff and committee, we share a strong commitment to all our "customers", loyalty to each other and to CTC and enthusiasm for tackling the challenges ahead.

Thank you to our many partners in Local, State and Federal Government agencies, community organisations and philanthropic bodies. We look forward to reporting on continued positive outcomes for all stakeholders, but especially our many clients next year.



*Nina Temperton*

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*Nina Temperton*  
**CEO**

## Financial and Administration Report

South Burnett CTC operates a separate financial management team consisting of Esther Ross, Wendy Percival and Girija Rachaputi. This team manages all the accountancy and pay functions of the organisation and along with the external auditor ensure that CTC is fully accountable across all its programs.

In this year this team has become accountable for additional programs and additional staff and has continued to provide a high level of professional service and support. They have implemented a range of processes and functions across the organisation to ensure accountability and enable accurate reporting.

It is this financial team that allow CTC the flexibility to be responsive to community needs and to ensure that programs are able to operate to the best outcome for the client while remaining fully accountable to the funding bodies.

A handwritten signature in black ink that reads "Esther Ross".

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*Esther Ross*  
**Accountant**

## Youth Services Team Leader Report

CTC has auspiced and managed a range of youth services over this 12 month period. Across the whole of the youth programs we provide information, support and assistance to young people aged 10-25 years who live in the South Burnett.

### The highlights of this year have been:

- A focus on the small towns in the South Burnett through building the communities' capacity to plan and respond to youth needs. In this year, we have seen the establishment and operation of successful night clubs in Goomeri, Proston, Wondai and Cherbourg. We have also employed young people in small towns to act as advocates for young people in their town and to plan and enact responses for young people. These young people, called Community Youth Builders, have successfully operated in Yarraman, Kingaroy, Wondai, Proston, Kilkivan and Goomeri.
- We have commenced auspicing a Reconnect service in Murgon and Cherbourg and have built the capacity of this site with other youth programs to provide a targeted service to this community.
- The Youth Support Coordinator Program commenced in April 2005 with the hours allocated split into three positions, each supporting a cluster of schools. These Youth Support Coordinators provide intensive case management to students at risk of not completing the Senior Phase of Learning. This program has been well accepted by the schools who estimate it has assisted over forty young people maintain their enrolment.
- The Get Set for Work program commenced in February 2005 and quickly increased from 15 to 20 allocated places. The program operates from both Murgon and Kingaroy and has had good outcomes, with 60% of young people achieving sustainable employment.
- We have been successful in attracting more emergency relief funding this year. This has helped us to provide assistance to people in crisis through food, accommodation, travel or other items.
- The hostel has undergone major renovation over this year and now has three bathrooms, is freshly painted and has a good kitchen.
- A working group comprising Kingaroy Shire Council, Nanango Shire Council, local environmental groups and CTC worked together to create an application which attracted a second Greencorps project to the South Burnett. This project employs ten young people who complete a range of environmental works while undergoing a Certificate I in Conservation and Land Management.

The Youth Service has remained as a dynamic team that works with the whole South Burnett community to identify needs and fill these gaps with programs that make a difference.



A handwritten signature in black ink, appearing to read 'Kirsten Firman'. The signature is stylized and written in a cursive-like font.

*Kirsten Firman*  
**Team Leader**

## CATS (Career and Transition Support)

|                       |  |
|-----------------------|--|
| <b>Funding</b>        | Commonwealth Department of Education, Science and Training.  |
| <b>Key Purpose</b>    | To provide age appropriate, relevant and timely career and transition information, advice and support to young people. |
| <b>Target Clients</b> | Youth aged 13 to 19 years old living within the South Burnett.   |
| <b>Key Staff</b>      | Lloyd Back, Bill Jackson, Wayne Hoggett.   |

2005 has been a year of change for the CAT program. Moira Reilly, program coordinator since its inception, moved to a Youth Support Coordinator role and was replaced by Lloyd Back. Wayne Hoggett increased his time to three days per week. Bill Jackson started in April at one day per week. From the beginning of the year it was anticipated that the CAT program would finish at the end of 2005. This was reflected in our contract deliverables.

One of the main challenges has been to 'roll back' Learning Pathways Plans (LPP) delivery by CAT staff and hand over to schools. Despite initial misgivings, the transition to a facilitator role has been quite successful. The development of a simple Teacher Resource Pack for LPPs has been very helpful, as well as a willingness to co-deliver, if necessary, early in the year.

The new role of CAT advisors ("expert speaker to be used by career advisors, teachers, parents/carers to make presentations to groups of young people" – Deliverable 1 ) has been embraced by most schools. Hence there have been numerous requests from schools to conduct sessions with students.

### Assistance given has included:



- JIIG-CAL (computer assisted career guidance) sessions
- Interview techniques
- Mock interviews
- Job Search training
- Non-OP student support
- Leadership and team building
- Goal setting

Following directives from the CPC (Community Partnership Committee) priority has been given to:

- Facilitation of career information camps and excursions. Six schools have sought CAT participation with these trips, some on more than one occasion. Excursions range from 1-3 days and have included visits to University and TAFE campuses in Brisbane and Toowoomba, Career Expos, various job/industry workplaces from tourism to aviation to town planning, transition/motivational seminars etc.
- Wider educational experiences are also incorporated into these trips. For example, visits to art galleries, Queensland Parliament, the Science Centre, Boggo Rd Jail.
- Schools have expressed tremendous appreciation with the facilitation of these events. Often they would not happen without CAT/CTC support.
- Development of a Transitions website. Requiring much time and effort by Wayne, this is a huge benefit to schools. The website contains lots of career related resources, information and links. Resources which the CAT program has developed can be accessed via the website. For example LPPs, Teacher Resource Pack, 'Moving On' Kits, 'Your Key to Local Employment' DVDs, job search training information etc.

- Development of an electronic web-based LPP linked to QLD Education SETP (Student Education and Training Plans). This is an invaluable resource whereby schools can use the time and thought students devote to their Learning Pathways Plans to produce a Government required SETP. The SETPs are intended to map out the direction the student's Senior Phase of Learning will take.
- The eLPP has been successfully trialed in 3 P-10 schools. Due to the higher student numbers it is not as easily utilised by High Schools.
- Both the Transitions webpage and the eLPP, while functional and accessible, are still being 'fine-tuned' in the hope that they can be valuable resources for schools after CATS has finished.

Teacher training sessions have been held at school staff meetings each term. The goal has been for sessions in every school every term. This has not always been achieved, however schools are increasingly appreciative of the input given on these days. Sessions have focused on general CAT information, LPP delivery, Website demonstrations and the delivery of resources.

All staff have enjoyed delivering the CAT program for this year. Excellent rapport and working relationships has been maintained with the target schools.



*Lloyd Back*  
**CATS Coordinator**

## Youth Support Coordinator Program

|                       |   |
|-----------------------|---|
| <b>Funding</b>        | Queensland Department of Communities.   |
| <b>Key Purpose</b>    | To assist young people who are at risk of disengaging from learning and successfully transitioning into and through the Senior Phase of Learning. |
| <b>Target Clients</b> | Youth aged 13 to 19 years old living within the South Burnett.  |
| <b>Key Staff</b>      | Moira Reilly, Bill Jackson, Stacey Thornbury.   |

Youth Support Coordinators (YSCs) provide services and programs in order to support young people at risk of disengaging prematurely from learning or training. The YSCs work in partnership with education and training providers and other community support agencies to ensure that the holistic welfare and social support needs of individual young people and their families are addressed. YSCs work within all South Burnett schools, years 8 to 12. Commencing in April 2005 and funded by the Department of Communities, CTC Youth Services was successful in obtaining a three year contract to deliver the program across the South Burnett.

### South Burnett YSCs are:

- Stacey Thornbury, based in Murgon covering Proston, Goomeri and Murgon State schools and related Alternative Education Programs with a total student population of 424.
- Moira Reilly, based in Kingaroy covering the South Burnett Catholic College, the Kingaroy State High School and related Alternative Education Programs with a total student population of 1093.
- Bill Jackson based in Kingaroy covering Wondai, Yarraman and Nanango State Schools and related Alternative Education Programs with a total student population of 736.

### Youth support coordinators will provide for the needs of the target group through:

- Individual case management of young people offering information, advice, support, advocacy and referral;
- Working with families to provide support to young people and to stabilize their situation (when necessary);
- Providing a culturally relevant service that meets the needs of indigenous young people and their families.



*Moira Reilly*

Moira Reilly  
Youth Support Coordinator

## Tarong Coal School Work Placement Program

|                       |   |
|-----------------------|---|
| <b>Funding</b>        | Commonwealth Department of Education, Science and Training, Tarong Coal Community Benefit Fund, participating Schools |
| <b>Key Purpose</b>    | Facilitate transitions from school to employment through work experience.   |
| <b>Target Clients</b> | Senior school students.   |
| <b>Key Staff</b>      | May Lax.  |

Funded jointly by the Federal Department of Education, Science and Training (DEST), the participating schools and the Tarong Coal Community Development Fund, this program delivered Structured Workplace Learning for students of Kingaroy and Nanango State High Schools and South Burnett Catholic College.

The program is guided by an advisory committee made up of representatives from the three schools, local business people and CTC board members. May Lax coordinates placements and activities and assists the students in gaining maximum benefit from their direct involvement in "real" work places which support their vocational education subjects at school.

This year, as in all previous years TCSWP has been a resounding success with 127 students placed in a range of industries. Agriculture, hospitality and retail dominated but students also worked in vet nursing, public relations, car audio installations, mechanics, local government, tourism, sports & recreation, school administration and child care.

One excellent indicator of the acceptance of the program by employers is the great attendance at the annual "thank you" party held at Nanango High School and catered for by the hospitality trainees. Another indicator of its value is the continued support of Rio Tinto Coal Australia through the Tarong Mine Community Development Fund. In fact TCSWP is one of the real success stories of the Fund in its aims of creating training opportunities and economic development for the region and it has featured internationally in RTCA reports!

This year TCSWP linked up with the STEP program providing additional assistance to indigenous students who are involved in work placements and school based traineeships.

2004/05 is the last complete year of the program in its current form and the advisory committee is likely to disband in December. We are hoping to continue CTC's involvement in work placement and career and transition services by partnering with other agencies or by applying for the replacement program called Local Community Partnerships (LCP) in our own right. The foundations and networks are in place thanks to the excellent work of the committee, May and our partners in the schools and businesses so we are looking towards the future with confidence.



*May Lax*  
**Tarong Coal School Work Placement Program Coordinator**

## Alcohol Education and Rehabilitation Foundation (AERF)

|                       |  |
|-----------------------|--|
| <b>Funding</b>        | AER Foundation Ltd.  |
| <b>Key Purpose</b>    | To reduce alcohol and licit substance misuse by young people.  |
| <b>Target Clients</b> | Young people at risk and those less at risk aged 10 to 18 years old living within the South Burnett. |
| <b>Key Staff</b>      | Ros Heit, Wayne Hoggett.   |

In July 2004 Ros Heit (full time) and Wayne Hoggett (part time) were appointed to the AERF program for the second year of the two year program. The focus of the funding was:

- **Educational Programs in schools and for other groups.** 2750 student/ sessions were held on alcohol including standard drinks, date rape and the dangers of binge drinking. Sessions were held with the Grade 12s as preparation for Schoolies week, as part of this drink spike detector kits were distributed to the girls to assist in preventing drink spiking.
- **Youth Groups.** Clubs were started and continue to be supported for geographically isolated communities in Wondai, Proston, Cherbourg, Goomeri, Blackbutt and Yarraman to provide alcohol-free entertainment for young people in these towns where there



are few facilities for young people. Most of these clubs meet fortnightly and have local activities as well as excursions to the cinema, bowling and the like and also school holiday trips to theme parks, shopping and the beach. These groups contribute to young people realising you do not need alcohol to have fun. The Cherbourg Youth Group was nominated for the National Drug and Alcohol awards in light of the startling reduction in juvenile offences since the youth group inception.



two groups of indigenous young people playing in local touch competition. The directory of alcohol detoxification and rehabilitation treatment options for clients was maintained and updated.

- **Early intervention and treatment options.** Early intervention activities were held for at risk groups usually in partnerships with other agencies, including

- **Community Education.** Parent information sessions were held at various events and media 'fact sheets' continue to be published in the South Burnett Times weekly. A successful poster competition attracted over 100 entries from young people throughout the South Burnett illustrating some of the inherent dangers of alcohol. The competition received good coverage and included a display in the Kingaroy Mall as part of Drug and Alcohol week.



The program finished in July 2005 having met all outcomes. We were pleased to be successful in another AERF tender to run a diversionary alcohol program for a further two years.

## Fresh Starts

|                       |   |
|-----------------------|---|
| <b>Funding</b>        | Queensland Department of Education.   |
| <b>Key Purpose</b>    | To provide a range of options for young people in the South Burnett to complete their senior phase of learning. |
| <b>Target Clients</b> | Young people aged 13 to 17 at risk of not completing their senior phase of learning.                            |
| <b>Key Staff</b>      | Ros Heit.   |

The Fresh Starts program is a program funded under the ETRF (Education and Training Reforms for the Future) to provide a range of options to assist young people in the South Burnett complete their Senior Phase of Learning. The program started April 2005 and completes June 2006.

**The program has to date funded the following:**

A resource has been developed identifying the alternative education options available in the South Burnett to young people to complete their education. Mainstream schooling does not necessarily suit every young person and alternatives need to be available.

It was identified that a group of Cherbourg young people find the transition to Murgon High School difficult so an alternative education facility focusing on the development of social skills was started in August 2005.



*Ros Heit*  
**Senior Practitioner**

## Participation (YPF) and Youth Development

|                       |   |
|-----------------------|---|
| <b>Funding</b>        | Queensland Department of Communities.   |
| <b>Key Purpose</b>    | Work with young people so they have a sense of belonging and a stake in the place in which they live; Assist communities to plan, develop and deliver effective responses to the needs of young people. |
| <b>Target Clients</b> | Youth aged 12 to 25 years old living within the South Burnett.  |
| <b>Key Staff</b>      | Lois Gray, Michele Leis (half year), Donald Mackay, Craig Webb (Trainee)  |

### School Holiday Activities

Throughout each school holiday break a variety of trips and activities has been offered to the young people of the South Burnett to provide a range of opportunities and experiences. Trips vary from visits to theme parks to 'learn to surf' lessons. A total of seven trips have been organised, with at least one per school holiday break. Each trip has achieved good levels of participation and gives young people opportunities for social and personal development.

Other school holiday activities include several local programs. LAN Warz, a PC network gaming workshop held on each Monday, Wednesday and Friday from 9am to 1pm, has proved to be one of our most successful programs with a consistent high participation level and excellent feedback. 'Karaoke Rampage' is an annual series of pool parties promoting drug and alcohol awareness hosted at the local swimming pool of each town in the South Burnett. Each year sees a higher turn-out than previous years. Finally, the Kingaroy Skate Park hosts various one-off activities such as the Kingaroy Youth Festival and other assorted workshops and competitions, with each achieving good attendance and program outcomes.



### Youth Councils

Both Kingaroy and Wondai Shire Youth Councils have been established and continue to be supported by CTC Youth Services. The Youth Councils act as a conduit between the general youth of each shire and the local council, informing the councils on how to best provide for young people living in the local area. On the 15<sup>th</sup> of April 2005 the Kingaroy Youth Council assisted in the organisation of the Kingaroy Youth Festival, an event that was well attended. The Wondai Shire Youth Council has assisted in the organisation of several Youth Group events such as discos in 2005 that promote drug and alcohol free entertainment.

### After School Activities

Two after school activity programs have been organised and delivered; a digital photography workshop at Kilkivan State School and a multimedia workshop at Proston State School. Both received high praise from student participants, parents and staff, and gave students the opportunity to develop a range of skills.

### Green Corps

Our Organisation has assisted the Greening Australia 'Green Corps' team both in 2004 and 2005 by providing supervision, leadership and individual support to participants throughout each project on a regular basis.

## Early Intervention/Prevention

|                       |  |
|-----------------------|--|
| <b>Funding</b>        | Queensland Department of Communities.  |
| <b>Key Purpose</b>    | Assist young people to develop social and personal skills for independent and successful living;<br>Assist young people in the transition towards economic independence;<br>Address/reduce the barriers or the impact of barriers, to young people's safety, wellbeing and engagement in family and community living arrangements. |
| <b>Target Clients</b> | Youth aged 12 to 25 years living within the South Burnett.   |
| <b>Key Staff</b>      | Lois Gray, Michele Leis (half year), Donald Mackay, Craig Webb (Trainee)   |

### School Programs

Local primary, private and State High Schools have requested a variety of programs to be delivered to their students including Leadership Skills, Managing Bullying, Self Esteem Building and Anger Management. Six programs have been delivered to four schools within the South Burnett in collaboration with school staff. Each program runs for approximately six weeks, providing the opportunity for Youth Workers to build networks with school staff and in particular, students. Feedback from both principals and student participants has been excellent and we have received requests for other supportive programs.



### '2nd Chance' Alternative Education Program Support

CTC Youth Services has been providing assistance to two alternative education programs in Nanango and Blackbutt titled '2nd Chance'. Five activities have been organised since June 2004, including attending the 'Rumble in the Jungle' camp (as organised by Queensland Department of Health), an end of year camp to Broadwater on the Gold Coast, a bushwalking trip to the Bunya Mountains, and an outdoor adventure camp to the Barambah Environmental Education Centre. The most recent activity was a second end of year 'independence' camp to Brisbane, where the focus was to increase each participant's level of independence, for example by learning how to utilise public transport in a metropolitan area.

### Boys/Girls Only Groups

Both boys and girls activity groups are organised on a regular basis focusing on a range of important youth related issues. The 'Boys Only' group of 2005 saw the group assemble three remote controlled model aeroplanes, whilst teaching the young men independence and leadership skills. Various girls groups have been organised, with the primary focus of each being developing self esteem and communication skills. All participants receive intensive individual support while participating through each program. All participants have given very positive feedback upon completing each workshop and appear to have incorporated new personal life skills into their behaviour.



*Donald Mackay*  
**Youth Development Worker**

## Supported Accommodation Assistance Program (SAAP)

|                       |  |
|-----------------------|--|
| <b>Funding</b>        | Queensland Department of Communities.  |
| <b>Key Purpose</b>    | Clients are living independently in safe and secure accommodation;<br>Clients have enhanced capacity to achieve the maximum possible degree of self reliance and independence. |
| <b>Target Clients</b> | Youth aged 12 to 25 years living within the South Burnett.   |
| <b>Key Staff</b>      | Karen Eggleton.  |

2004-2005 has been a big year for the SAAP service. The main change in the delivery of the program has been the change from one worker to two workers.

This allows for more organisation, streamlining and program facilitation.

As in past years, staff and volunteers have been offered a range of training options. SAAP is an ever evolving program and is constantly being evaluated to see where it can be streamlined or expanded depending on need.

The hostel has also gone through some major changes. So far, it has been painted inside, the floors stripped and varnished, the back yard fenced, and the kitchen updated. It has progressed from one share bathroom to three ensuite sized bathrooms and the final fire safety upgrade has been completed. Beside the plumbing and electrical work, all the renovations were done by 'Work for the Dole' participants under the supervision of Robert Fairbrother.



*The Kingaroy Youth Hostel.*

There have been four volunteer lead tenants and one relief lead tenant in the past year. Recruitment of these volunteers continues to be a problem. We have strengthened the supports that we put in place last year and on average the lead tenants are staying in the hostel longer. Ongoing training and self-development programs are essential as they show the lead tenants that they are appreciated and are important members of the Youth Services team.

Staff have also been involved in a number of training workshops. They covered areas such as Suicide Intervention, Cultural Awareness, Risk Management, Sexual Abuse Counseling, Mediation, Case Management Conferencing and Professional and Personal Boundaries.

All clients are individually case managed by one of the youth workers. These case managers are allocated depending on the needs of the clients. Independent living skills programs are an integral part of the SAAP program and cover areas such as hygiene, accommodation, the law and cooking.

### Statistics for this year as follows:

- 64 clients placed in hostel accommodation.
- 135 clients case managed.

### Of these clients:

- 18% were indigenous

- 56% were male
- 44% were female
- 16% 10 - 14 year olds
- 54% 15 - 19 year olds
- 30% 20 - 25 year olds
- 32% no income
- 42% Centrelink benefits

The main reasons for seeking support were financial difficulty, family breakdown and recent arrival to the area with no means of support.

We rent the Youth Hostel from the Kingaroy Country Womens Association (CWA) who are most supportive of our aims and objectives.



A handwritten signature in black ink that reads "K Eggleton". The signature is written in a cursive, flowing style.

---

*Karen Eggleton*  
**SAAP Coordinator**

## Connections Youth Service

|                       |  |
|-----------------------|--|
| <b>Funding</b>        | Commonwealth Department of Family and Community Services.  |
| <b>Key Purpose</b>    | To assist and help young people and families to stay together; to support young people in education; to help communities to build strong ties with each other and the wider community; to assist young people to acquire skills to participate in jobs and life. |
| <b>Target Clients</b> | Youth aged 10 to 18 years living within the South Burnett.   |
| <b>Key Staff</b>      | Cheryl Dobson, Stacey Thornbury, Bernard Hopkins, Joylene Seckold.   |

### Programs Completed

- Two girls groups – building self esteem, social skills and knowledge around health issues;
- Boys group – Building social skills, self esteem and social acceptance;
- School Transition Support program – Getting young people from their homes for breakfast, games, driving them to school, school support and home work;
- Girls Group – focus on art and craft and self care.
- Trip to the surf school at Maroochydore, holiday program.
- Educational school trip to the Boonah Outdoor Education Facility. This trip was a partnership between Murgon High, Connections and Youth Support Coordinator.



### Current Programs

- Alternative Education program – three days a week 12 young people attend school with 2 staff and a teacher from Murgon High.
- Touch Football – young people from Murgon and Cherbourg and from across the community play together in the Kingaroy competition and other competitions across the state. This is aimed at giving them equal access to sport, social skills and opportunities to excel.
- Get Set For Work – A program for 15-17 year olds to prepare them for employment. This program runs four days per week, assisting young people with résumés, job seeking skills, identification, work experience and personal support.
- YSC- to support young people to maintain and complete their senior years at school. Young people are assisted on a one on one basis to deal with all things that impact on their ability to complete year 12. This also involves working with families to support their children's education.
- Family Work – working with individual families to help them achieve the best quality of life, address and assist with family issues and encourage staying together wherever possible.
- Cherbourg Athletics – Similar to little athletics with a reduced amount of activities, this program is for the all the community aiming for increased community participation and support from parents for their children.
- Emergency Relief – Support for young people and families who are in need in the form of financial assistance and food.

- Holiday activities – these programs are provided during the school holidays to minimize young people getting into trouble and for rewards for young people who have been working hard all year.

**Outcomes**



This year Connections Youth Service has re-engaged and enrolled 23 young people into school who were not going or not enrolled in school.

We have positive relationships with the Cherbourg Community.

Young people are able to participate in activities outside their local community and be accepted.

We have had a significant decrease in students in the Alternative Education Program who are involved in crime.

We have families from Cherbourg and Murgon visit the office and request assistance.

We have employed community members and are training them in Youth Work, thus increasing the community awareness of the importance of young people and the positives they provide for future communities.

We are showcasing the multiple talents of the Cherbourg community to the wider South Burnett and Queensland communities.



*Cheryl Dabson*  
**Connections Youth Service Coordinator**

## Get Set for Work (GSFW)

|                       |  |
|-----------------------|--|
| <b>Funding</b>        | Queensland Department of Employment and Training.  |
| <b>Key Purpose</b>    | Provide support for unemployed young people and assist them achieve sustainable transition into employment, training or further education.                             |
| <b>Target Clients</b> | Young people who are disconnected or severely at risk of disconnecting from education/training/employment aged 15 to 17 years who are living within the South Burnett. |
| <b>Key Staff</b>      | Rachel Moore, Lois Gray, Craig Webb, Brian Reilly, Joylene Seckold.  |

This program commenced in February 2005 and was originally funded for 15 places. This quickly increased to 20 places in April 2005. Young people who are 15-17 years old, not enrolled in education or training and unemployed are eligible for this program. The program operates from both Murgon and Kingaroy offices and students attend three day per week.

The program focus is on developing skills for work as well as building communication and team work skills. One day focuses on skill development – for example, participants built the bird boxes placed around the Youth Park, one day on community involvement and one day on personal and career development.

This program has had initial success with approximately 60% of participants leaving the program accessing sustainable work or training.



*Get Set for Work participants at the Workshop.*



*Tables made by Get Set for Work crew – one placed in Nanango Skate Park and one at Connections, Murgon.*



*Brian Reilly*

**Brian Reilly**  
**Get Set For Work Coordinator**

## Job Placement Service (JPO)

|                       |   |
|-----------------------|---|
| <b>Funding</b>        | Commonwealth Department of Employment and Workplace Relations.  |
| <b>Key Purpose</b>    | To coordinate job placements with employers and jobseekers to address all employment needs of both parties. |
| <b>Target Clients</b> | Any Jobseekers and Employers.   |
| <b>Key Staff</b>      | Amanda Davis, Christine Cochrane, Sharon Edwards, Trisha Tonkins, Lorraine Heit and Janelle Andrews.        |

### *What is a Job Placement Service?*

Job Placement, through the use of the Australian Job Search system, is focused primarily on meeting the recruitment needs of employers to ensure an increasing and diverse range of employment opportunities is available to all job seekers.

All job seekers can be assisted through this process. They can be registered, not registered, long term unemployed or people looking to change their current employment status, with or without active job seeker id numbers. Only jobseekers with Centrelink ID numbers attract a government fee.

### *Placements and Eligibility of Jobseekers: 31 Jul 04 – 30 Jun 05*

There were a total of 351 jobseekers placed in CTC Employment Services vacancies from the 31 July 04 – 30 June 05. 161 of these Job Seekers had eligible Job Seeker ID Numbers and 190 Job Seekers did not, meaning that we could not submit a claim for those placements.

### **Peanut Company of Australia (PCA)**

CTC Employment Services is the preferred Employment Service for one of our major employers, PCA. There were 54 total placements with PCA from 31 July 04 – 30 June 05. Of these placements there were 40 males, 4 of these being mature aged, and 14 females, 7 of these being mature aged. PCA is an Equal Opportunity Employer and is not discriminatory when it comes to filling their vacancies.

### **Swickers**

We offer our services to Swickers in Kingaroy by following up on advertised positions and sending through completed application forms.

Swickers had 52 total placements from 31 July 04 – 30 June 05. There were 6 females none of whom were mature aged. There are not many openings for jobs for females at Swickers because they are mostly started as packers and are promoted from there. Also once people are employed in those sections they tend to continue. There were 46 males placed in employment from 31 July 04 – 30 June 05 and 4 of those were mature aged.

CTC Employment Services is set to continue working closely with PCA, Swickers and many other employers to list vacancies, and find suitable Job Seekers to fill their vacancies.

### **Labour Hire Services**

CTC Employment Services offers Labour Hire to employers listing vacancies. Employers have the option when starting a new employee to put them on CTC's payroll by using our Labour Hire services. This involves the drawing up of contracts, weekly/fortnightly pays, payment of superannuation and workers compensation and sending out group certificates. Employers pay a fee to CTC for this service to be carried out efficiently and effectively.

This financial year we have had many people pass through our payroll on Labour Hire from companies such as: Tarong Energy, Unimin, QBuild and various Grape Growers etc. This involves

CTC working closely with the employers to ensure all pay details are correct and all pay periods run smoothly. This has proved to be a very successful exercise which saves employers time and the hassle of processing employee pays.

## 2005

For the first half of 2005 the JPO area had a major staff turn over. The employment market to date has been very unpredictable, with the following points of interest that reflect on the figures:

- PCA has had a very poor season, due to world prices and the drought.
- Unimin will be closing their doors later in the year.
- Avocado growers were hit with world market prices.
- Swickers tough medical standards and a change in HR Management over the last few months.
- We are only able to lodge claims for Job Seekers who have active Job Seeker ID Numbers.

The focus for the latter part of 2005 will be to amalgamate JPO, Work for the Dole, and TIC (CJP – Community Jobs Plan). This will enable us to have a stronger focus in assisting long term unemployed people and finding sustainable employment which will give us a larger ratio of claims if placed into positions we have listed.

On an average we have 45 to 50 positions listed at a time, and average 6 to 10 new listings per week. Approximately 30% of these positions require trade qualified people and are very difficult to fill due to the lack of job seekers with relevant skills in the area.



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*Chris Cochrane*  
**Employment Consultant**

## Community Work Coordinator (CWC) Work For The Dole and Community Work

|                       |  |
|-----------------------|--|
| <b>Funding</b>        | Commonwealth Department of Employment and Workplace Relations.   |
| <b>Key Purpose</b>    | To provide valuable work experience to the unemployed while providing non profit organizations with assistance through value for money activities. |
| <b>Target Clients</b> | Participants who are 18 - < 50 years on a Centrelink payment.  |
| <b>Key Staff</b>      | Barb O'Hanlon, Patrice Vale, Edna Larsen and Ros Croucher.   |

As at the 1st of July 2002 South Burnett CTC commenced their second contract with the Department of Employment and Workplace Relations to implement the Work for the Dole Program.

The Work for the Dole / Community Work program is set up to provide work experience and good work habits to unemployed people whilst providing communities with activities which are of value to them and are value for money for the government.

Since 1st July 2004 South Burnett CTC was the Community Work Coordinator for a total of 17 Work for the Dole activities. They included five activities which were sponsored by CTC. These sponsored activities included hosts such as the RSPCA, St Vincent de Paul, South Burnett Visitor Information Centre, Red Cross and Nanango Race Club to name a few. The other 12 activities were sponsored by such organizations as Mission Australia, Yarraman Historical Society, Gympie and District Landcare Group Inc, Salvation Army, Cooloola Aboriginal Services Inc, Burnett War Museum and the Gympie Australian Football Club.

These activities achieved a number of objectives including an Indigenous Magazine, an Ecotourism study as well as maintenance and grounds improvement and staffing at a number of community sites.

We had such a demand for placements that we brought forward numbers from the final milestone enabling us to have a BIGGER variety of activities across the South Burnett and Gympie areas. This in turn increased our numbers from 479 places by an additional top up of 138 places.

Our Key Performance Indicators are at a very desirable level with a current star rating of 4 being given; this reflects our drive to attain a high level of service.

We are concentrating on increasing training credit use as only 25% of participants who are eligible are utilizing them. Those participants who have completed the required number of hours have access to up to \$800 and are able to use these credits to further their education to enhance their employment prospects.

We have achieved many community projects through the relentless hard work of Robert Fairbrother and his construction site activities including painting the South Burnett Community Hospital rooms, refurbishing the bathrooms at the Youth Hostel, completing the puppy pen and painting the RSPCA and constructing a toilet / shower facility at Googa Recreation Centre. (please see attached photos).

The year also included a trip to Canberra for the Work for the Dole Achievement Awards and a trip to Melbourne for the Jobs Australia Conference. Both conferences were very informative. Early in the financial year we were lucky enough to have Edna Larsen back from maternity leave. We also employed another person, Ros Croucher to ensure 5 day coverage at the Gympie site.

We decided to move from the Gympie and District Landcare Office in late 2004 to down town Gympie. This gave us a better identity and access to Job Networks and Centrelink. We have been very happy with the move to 2 Mary Street Gympie and so have the participants who have given feedback.

The close of the financial year brought about sad news of Patrice Vale leaving CTC and moving back to the coast. I would like to take this opportunity to thank all staff for their dedication as the workload at times has been extraordinary with our increase in numbers.



*Work at the Youth Hostel*



Paint job at the RSPCA



*Paint work at SB Community Hospital*



*Bathroom Refurbishment at the Youth Hostel*



*Barb O'Hanlon*

*Barb O'Hanlon*  
**CWC Coordinator**

## Community Jobs Plan (CJP)

|                       |   |
|-----------------------|---|
| <b>Funding</b>        | Queensland Department of Employment and Training.   |
| <b>Key Purpose</b>    | Paid work experience on projects which must be of benefit to the broader community and which increase the skills and ability of clients to gain sustainable employment. |
| <b>Target Clients</b> | Long Term Unemployed.   |
| <b>Key Staff</b>      | Janet Champney.   |

### About the Community Jobs Plan Program

Community Jobs Plan (or CJP) is funded by the State Government's Breaking the Unemployment Cycle Initiative. CJP contracts eligible organisations to provide full-time employment for 3 to 6 months, for long-term unemployed people and at risk groups (eg. Women Returning to the Workforce, Matured Aged, ATSI) on projects that are of benefit to the local community. This work-based program enables employees to get back into a cycle of going to work, restore self-esteem and practice new skills in a work environment in order to maximise employment opportunities upon completion.

CTC has been applying for and delivering CJP programs since their inception in 1999. As we have not coordinated a project falling into the 2004/05 financial year, for this AGM report we have elected to celebrate all of our past projects and our most recent which graduated on 25 November 2005. Below shows a brief history of projects undertaken across the South Burnett: -

| Community Jobs Plan Project Name                       | Year  | Number of Participants | Outcomes at project completion | Into Training | Outcomes 3 months after project |
|--|-------|------------------------|--------------------------------|---------------|---------------------------------|
| Wondai Beautification                                  | 1999  | 3                      | 67%                            | 0             | 67%                             |
| Burrandowan-Chahpingah Community Grounds               | 2000  | 11                     | 30%                            | 0             | 36%                             |
| Kingaroy Community Development                         | 2000  | 10                     | 30%                            | 0             | 40%                             |
| Wooroolin Memorial Hall Restoration                    | 2000  | 10                     | 0%                             | 0             | 10%                             |
| South Burnett - Tarong Links (x3)                      | 2000  | 72                     | 78%                            | 0             | 63%                             |
| Kingaroy Shire Council Works Depot (x 3)               | 01/02 | 30                     | 63%                            | 1             | 63%                             |
| Murgon Employment Skills                               | 2001  | 6                      | 33%                            | 1             | 0%                              |
| South Burnett Youth Park                               | 2002  | 10                     | 40%                            | 0             | 40%                             |
| Nanango – Celebrating the Past and Securing the Future | 2003  | 11                     | 20%                            | 0             | 55%                             |
| Youth Park Completion                                  | 2003  | 14                     | 67%                            | 0             | 50%                             |
| CROSB House Disability Respite Service                 | 2004  | 11                     | 60%                            | 3             | 18%                             |
| Nanango Show Grounds Buildaloo and Buildumseats        | 2005  | 10                     | 50%                            | 1             | Tba                             |
| <b>Total</b>   |       | <b>198</b>             |                                |               |                                 |

CTC over the years has seen lots of labour market programs come and go with pleasing results and at various costs to the public purse. We are particularly fond of the “value for money” Community Jobs Plan program for what it has contributed to our community and clients during the past 6 years. We think our participants would agree that this is a program which always makes a difference, with outcomes for everyone - not always straight into employment but as a significant stepping stone to achieving their employment goals.

### **Community Training Partnership (CTP)**

|                       |  |
|-----------------------|--|
| <b>Funding</b>        | Queensland Department of Employment and Training.  |
| <b>Key Purpose</b>    | Coordination of industry based accredited training.  |
| <b>Target Clients</b> | Long term unemployed, existing workers, people who are currently employed but with reduced prospects for sustainable employment. |
| <b>Key Staff</b>      | Janet Champney.  |

#### **About the Community Training Partnership Program**

*Community Training Partnerships* (CTP) is funded by the State Government’s ‘Breaking the Unemployment Cycle’ Initiative, our “Bright Futures” project identified and coordinated industry based training for long term unemployed people or those at risk (eg. Women Returning to the Workforce), existing workers and people currently employed but not in sustainable employment.

Our CTP contract with DET this financial year required us to coordinate training locally for 140 people with a training budget of \$120,000. By working closely with TAFE’s Toowoomba based Sales Coordinator, Wendy Young, CTC exceeded the contractual targets and delivered training for 238 people (42 who did more than one course giving a total of 280 enrolments) at a cost of \$113,500!

| <b>Courses</b>                    | <b>Enrolments</b> | <b>Comments</b>   |
|-----------------------------------|-------------------|---|
| 2 x Meat Industry Familiarisation | 20                | Targeted Long Term Unemployed and ATSI groups with work experience at Swickers and SB Beef    |
| 2 x Front Line Management         | 23                | Targeted existing/low hour workers for Swickers, PCA, Environsphere and South Burnett CTC     |
| 3 x Food Processing               | 47                | Targeted existing/low hour workers for Swickers, PCA, BGA and Hans Small Goods                |
| 3 x Hospitality related           | 21                | Targeted Women Returning to the Workforce with work experience at various hospitality outlets |
| 5 x Test and Tag                  | 42                | Targeted existing/low hour workers and long term unemployed people                            |
| 2 x Disability Induction          | 29                | Targeted existing/low hour workers from CROSB and SB Senior Citiz and long term unemployed    |
| 3 x Cultural Awareness            | 46                | Targeted all members of the community   |
| 1 x Retail Operations             | 17                | Targeted Women Returning to the Workforce with work experience at various retail outlets      |
| 1 x Training in Job Skills        | 10                | Targeted long term unemployed people  |
| 2 x Spreadsheets                  | 8                 | Targeted existing workers at SB Beef  |

| <b>Individual Enrolments</b>   |            |  |
|--------------------------------|------------|--|
| Cert IV in Education Support   | 1          | Existing Worker  |
| Cert IV in Workplace Training  | 7          | Existing Workers   |
| Animal Care                    | 1          | Existing Worker  |
| Cert III in Community Service  | 1          | Long Term Unemployed Woman Returning to the Workforce                  |
| Cert III in Business Education | 1          | Long Term Unemployed Woman Returning to the Workforce                  |
| REIQ Sales Personnel           | 6          | Long Term Unemployed Women Returning to the Workforce/low hour workers |
| <b>TOTAL</b>                   | <b>280</b> |  |

### **Personal Support Program (PSP)**

|                       |   |
|-----------------------|---|
| <b>Funding</b>        | Commonwealth Department of Employment and Workplace Relations.  |
| <b>Key Purpose</b>    | To bridge the gap between short-term crisis assistance and employment-related assistance enabling participants to achieve outcomes which are relevant and meaningful to them. |
| <b>Target Clients</b> | People identified by Centrelink as having multiple, non-vocational barriers that prevent them from successfully participating in employment-related programs or activities.   |
| <b>Key Staff</b>      | Janet Champney Sandra Browne Dudley Dobson.   |

#### **About the Personal Support Program**

PSP is designed to help people on income support stay connected to the economic and social life of the community. Some people in complex and difficult circumstances find it hard to get a job or benefit from employment assistance programs. PSP assists these people.

People accessing the program require individual attention and may be facing one or many of the following: homelessness; drug/alcohol problems; severe psychological conditions or mental illness; anger management issues; depression; agoraphobia; panic attacks; gambling problems; domestic violence; financial management problems; social alienation etc.

#### **Snapshot of the Year**

The financial year saw enhancements to the payment structure of PSP, demonstrating the success of the program nationally (we've never known a department to increase funding during a contract period before!). The fee for commencing a client was doubled (and backdated to 1 July 2004) and a 13 week outcome payment introduced (previously we didn't get an outcome payment unless a client

had been working for 26 consecutive weeks). On the downside, even with the changes, PSP is still a very under-funded program with no provision for direct expenditure on clients (although CTC still finds a way to directly fund things for clients when we know it is going to make a significant difference in assisting them to meet their goals).

The administration responsibility for the program shifted from the Department of Families and Community Services to the Department of Employment and Workplace Relations. Contracts were extended by a year to June 2006 and the government developed a High Performance Indicator Framework and our statistics continually blitzed the local, regional and national percentages.

Our contract grew from 30 to 46 places and upon our request, we negotiated an additional site to specifically service the needs of Murgon/Cherbourg clients – enter Dudley Dobson who is doing a terrific job in engaging and meeting the needs of our 10 clients attached to this site.

PSP is a great program which has again this year enabled CTC to support some of the most disadvantaged people to meet incredible personal and work related goals. For those who are still struggling, the vast majority have made at least small steps towards their goals and have developed a fantastic network of agencies/people to assist keep the momentum going.

PSP clients tend to be quiet achievers and are appreciative of the confidential service Janet, Sandra and Dudley provide. Rather than go into specifics of some of their stories, below touches on the types of successes recorded and how our services can be linked:

*Having lived in social isolation and being unemployed for more than 10 years while living with symptoms of post traumatic stress disorder - now living in town (with electricity!) and working full time.*

*Early school leaver, never been in sustainable employment, heavy pot smoker, unmotivated, police troubles, episode of drug induced schizophrenia – recently re-entered the workforce, motivated, wanting to get training courses under the belt and keen to get grade 10 certification.*

*Young lady moves to the South Burnett from the city and through referral to our PSP program enrolls in our CTP funded REIQ and Cultural Awareness courses, BIEDO CTP funded Cert II in Business and Cert III in Business Administration courses, engages in CTC Work for the Dole placement, commences full time employment in CTC/DET First Start Cert III in Customer Contact Traineeship – welcome aboard Martina!*



Janet Champney  
**Coordinator**

## Job Placement, Education and Training (JPET)

|                       |  |
|-----------------------|--|
| <b>Funding</b>        | Commonwealth Department of Employment and Workplace Relations.   |
| <b>Key Purpose</b>    | To assist clients to overcome their barriers and achieve greater economic and social participation.  |
| <b>Target Clients</b> | Young people aged between 15 and 21 years who are homeless or at risk of homelessness and/or have multiple non-vocational barriers to employment |
| <b>Key Staff</b>      | Sandra Browne, Janet Champney.   |

2004/2005 has seen JPET evolve from pupa to chrysalis to a juvenile butterfly stretching its wings and tasting pollen from many flowers. This has led to trans-pollination from one flower to another and in some cases starting flowers and plants in new areas.

In real terms 2004/2005 has seen the focus of JPET shift from planned team projects for disadvantaged youth to intensive case management of clients who face many and varied barriers to employment, education, training and life in general.

It has been identified in the South Burnett that there are a significant number of young people aged 15 years to 21 years who would greatly benefit from the assistance the new look JPET can offer. One on one case management, advocacy and using simple language to break down the barriers to industry jargon and associated bureaucratic paperwork has seen time and time again clients' faith and trust restored in government departments such as Centrelink, Community Health, Child Support Agency and many others. These young people have gone on to be capable of advocating for themselves and actually turn up for scheduled appointments!

Court support and referral to youth legal services has also been a strong avenue of assistance for JPET clients. This has been especially relevant when working with young mums and advising them of their parental rights. This in turn then assists them to seek correct legal advice for residence, child support and access (the old custody and maintenance). Many of these young women are oblivious to the fact that they have any rights. Lack of knowledge has resulted in some of these young women choosing to stay in a domestic violence or unsafe situation due to fear of losing their child or children.

JPET workers have managed to build solid, effective networks with all key stakeholders such as Centrelink, Department of Child Safety, D.V. Services and local solicitors to support the needs of these young people.

Links between the Department of Juvenile Justice and JPET workers have also seen a continuum of care for young people caught up in the system. Support has been given when the young person on probation or as part of conferencing guidelines is looking for work and an entry back into mainstream society. This has shown to be successful by the drop in juvenile justice retention rates in this area.

Included below is a case history to illustrate how the new JPET case management system works.

### Presenting Scenario

- Young man aged 16 yrs (telephone call, very distressed).
- Geographically isolated for the past 2 years (62 kms from town).
- Mainstream schooling to Grade 7 (learning difficulties assessed then), home schooled on a very casual basis since Grade 8.
- Lives with extended family.
- Does not socialise with any same age peers. Does not socialise in town at all.
- Issues around sexuality.
- Extremely unmotivated, angry, self-centred, can be violent towards extended family.

## Case Management

- Weekly, hourly sessions with case manager (build trusting relationship, support).
- Client referred to Community Health and private counselling.
- Client referred and accompanied to appointments at local High School.
- Family mediation offered and installed.
- Family referred to appropriate services to help with client's sexuality battle, resources offered and taken.
- Arrangements made to have client listed for review of learning disabilities.
- Advocacy with Centrelink and High School regarding client benefit.
- Hostel accommodation offered if client needed to stay in town for any reason.
- Kids Helpline number and CTC Youth Services oncall number given.

## Case to Date

- Client embarking on long term local work experience, could lead to traineeship or apprenticeship in agriculture.
- Appointments with Community Health and private counselling progressing well, client now attends without case management support.
- Family mediation still available when required.
- Family dynamics have improved with resources and mediation.
- Violence subsided with counselling.
- Currently enrolled in High School.
- Weekly visits continuing, relationship solid and trusting, have introduced client to other youth workers in case of absences.
- Situation stable and progressing.

The scope of assistance JPET can offer is just emerging. Networks are strengthening daily, intra and inter state contact with other JPET providers is embraced and referrals taken and transferred. Referrals from Centrelink are also on the increase as the realisation that the focus of JPET has changed and successful outcomes for young people are being achieved.

JPET can only grow from here. Our networks are growing and strengthening enabling us to take a collaborative approach to offering young people a holistic system of support and show them strategies to overcome their barriers to employment, training or education.



A handwritten signature in black ink, appearing to read 'Sandra Browne'. The signature is fluid and cursive, with a long horizontal stroke at the end.

*Sandra Browne*  
**JPET Coordinator**

## Community Respite Options South Burnett (CROSB)

|                       |   |
|-----------------------|---|
| <b>Funding</b>        | Disability Services Queensland.   |
| <b>Key Purpose</b>    | To service the respite and family support needs of people with disabilities living in the South Burnett; Geographical Boundaries - within the shires of Kilkivan, Kingaroy, Murgon, Wondai, Nanango and the township of Yarraman. |
| <b>Target Clients</b> | People with a disability as defined by the Disability Service Act 1992 from birth to 65 years.  |
| <b>Key Staff</b>      | Chris Nettlefield, Jane Sims.   |

Let's stop for just a minute and catch our breath to reflect on the year that was for CROSB. And what a year it has been!

CROSB started the early part of the year with our first birthday celebrations on the 17<sup>th</sup> July, 2004. Soon after, CROSB House was officially opened on 26<sup>th</sup> August by Disability Services Queensland Regional Manager Ms Carol Weekes. Achieving the official opening of CROSB House was an enormous feat for all involved. As perhaps only a dedicated home renovator can appreciate, the challenge was to present CROSB House as not only a comfortable respite home for people with a disability, but also a suitable workplace with council approval, which needless to say required much planning, demolition and rebuilding of the original site. The official opening was a culmination of hard work and the commitment of many individuals coupled with the generous support of local community and business.



*Official Opening of CROSB House*

Disability Services Queensland annual funding of \$243,000.00 enables CROSB to provide a range of respite services to clients both in-home, in the community and via CROSB House. From funding approval in early 2003 and the employment of a Service Manager in July 2003 CROSB has certainly emerged as a viable and much needed service. Other funding sources including clients in receipt of individual funding and brokerage of CROSB service provide additional opportunities for the service to continually expand and improve.

During the year CROSB provided over 9,600 hours of respite to an average of 30 clients per month. With our client base extending from Goomeri to Yarraman our staff numbers accordingly increased to 12 persons. On the 21<sup>st</sup> of March we moved to larger office premises in Shed 4 of the Enterprise Centre to accommodate the growing paper chase.

CROSB has been active in establishing client programs including a school holiday program and both a men's and women's support group. Both the men's and women's group meet independently on a monthly basis to discuss issues, develop life skills and increase socialisation. On the 14<sup>th</sup> February 2005 the South Burnett held its inaugural Epilepsy Support Group Meeting. CROSB continues to actively encourage the growth and development of this group and coordinates bi-monthly meetings with support staff attending.

As an integral part of CROSB's recruitment and induction program negotiations were held with SQIT to offer an accredited "Short Course for Disability Support Workers". The original three day course was funded with the assistance of SQIT and Community Training Partnerships Program funding and commenced at SQIT on 26<sup>th</sup> April, 2005. Subsequent courses have and will be regularly available through SQIT.

Most recently CROSB jumped into the Disability Sector Quality System and started work towards accreditation. Achieving accreditation is one of our challenges over the next twelve months, as is consolidating the efforts of this year and continuing to identify areas of growth and development for

both the service and our members. With ongoing support from the community and in particular the Work for the Dole program works at CROSB House including the rear ramps and garden area will also be completed.



A handwritten signature in black ink, appearing to read "C Nettelfield". The signature is written in a cursive, flowing style.

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*Chris Nettelfield*  
**Service Manager**



Working for our community

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#### **CTC Youth Services**

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#### **CROSB**

#### **Community Respite Options South Burnett**

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#### **Gympie Work for the Dole Office**

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