

# South Burnett CTC Inc Annual Report 2006-2007



*Employment Services*



*Youth Services*



*Disability Respite*

*Foster Care*



*Housing*



*Enterprise Centre*



Working for our community

SOUTH BURNETT CTC INC  
ANNUAL REPORT  
2006-2007

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[sbctc.com.au](http://sbctc.com.au)

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# South Burnett CTC

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# South Burnett CTC

## Vision

*In CTC's geographical area of operation all residents, regardless of gender, age, background, culture, health or ability have access to the services and support 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.*

## Mission

Proactively and reactively, alone or in collaboration with appropriate others:

- Identify 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)
  - Identify means of addressing such gaps
- Lobby for and/or encourage appropriate government, non government organisation or corporate service provision
  - Source funding to provide required services
  - Establish and deliver services in accordance with our vision
- Engage in appropriate business activities to raise revenue to fund worthwhile community activities and provide a sound base for the organisation's future
  - Build community capacity to realise our vision
  - Enter any relevant activities that further our objectives

in a manner that recognises 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 marginalised members of our communities.



# South Burnett CTC

## South Burnett CTC Members

Beverly Coutts  
Cynthia Geissler  
John Quatermass  
Reg McCallum  
Howard Leisemann  
Percy Iszlaub  
Ron Oliver  
Michael Carroll  
Keith Campbell  
Col Turner  
John Saint-Smith

Heather McCallum  
John Shaw  
Sandra Greenslade  
Geoff Hosking  
Glenys Peterson  
Peter Ploetz  
David Cartmill  
June Robson  
Marie Shaw  
Ken Mills  
Noel Bray

Max Lehmann  
Bev Ruscoe  
Eric Cross  
Jenny Walters  
Janet Champney  
Dellese Heit  
Kym Williams  
Nina Temperton  
Judith Bock  
Renita Anderson  
Lynelle Hahn  
Damien Tessman  
Graham Easterby





# South Burnett CTC

## Board of Governance Members (LMC)

Howard Leisemann—Chairperson (1992)

Joining in 1987, Howard is a qualified accountant and the company secretary of Kewpie in Kingaroy. His community involvement is wide ranging and includes P and C's, Neighbourhood Watch, Past Rotary President, Bluelight Committee Chairperson and a Kingaroy Citizen of the Year Award recipient.



Geoff Hosking—Deputy Chairperson (2007)

Geoff has been a member of the LMC since 1989. Geoff is a 'retired' TAFE teacher and director and also runs his own electronics business. Geoff is the Youth Director of the Rotary Club and has been awarded the Paul Harris Fellowship for his service to the Rotary Club. Geoff volunteers his time at the Kingaroy airport performing repairs and maintenance and is also the secretary of the Historical Motorcycle Club.

John Saint-Smith—Secretary (1998)

A member since 1987, John has been a teacher at Kingaroy State High School since 1987. Currently, John is the Coordinator of the High School's Alternative Education Program. John is also an active member of the South Burnett Musical Comedy Society, the Bjelke-Petersen Memorial Committee and is also a registered Justice of the Peace.



Max Lehmann— Treasurer (2005)

Max became involved with CTC in 2001 and became Treasurer in 2005. Max is Kingaroy's Deputy Mayor and is also Treasurer of five other community groups including the Cancer Council, the Lions Club, the Eisteddfod Committee and the Enterprise Centre. He is also the Kingaroy Shire Council representative for BIEDO.

John Quatermass—Patron (2007)

A founding member of CTC, John has been involved with the organisation since 1983, Chairperson until 1992 and Deputy Chair until 2006. John has contributed extensively to the community chairing many committees including the Lions Rodeo Association, Kingaroy Hospital, District Development Board, the Salvation Army Red Shield Appeal and the Scouts Club. Through his dedication to these clubs, he has instigated Kingaroy's Meals on Wheels service and sourced funding to develop Mount Wooroolin. John was also the Manager/Director of Kingaroy Electrical Pty Ltd for over 50 years.



# South Burnett CTC

## Board of Governance Members (LMC)

Reg McCallum—Committee Member (1987)

Reg is the Mayor of Nanango and a grazier whose family has pioneered the area. He has been involved with just about every local and regional initiative, often as Chairperson or leader, for several decades and with distinction. This was his last full year on the LMC as he is retiring at the AGM. Reg will be greatly missed but leaves with our best wishes for his retirement.



Jenny Walters—Committee Member (1998)

Jenny joined CTC's LMC in 1998. Jenny owns and works at Kingaroy's Argue and Co Realtors and also sits on the Kingaroy Show Society Committee. Jenny is also an Executive of the Kingaroy Chamber of Commerce.

Graham Easterby—Committee Member (2006)

Joining the LMC 12 months ago, Graham is currently employed as the Manager of Occupational Health and Safety for Queensland Health for the South Burnett area. Graham has also been a Federal Agent with the Australian Federal Police, a motel and restaurant owner, Training Provider and a General Manager of a medium sized Hardware Business. He holds a Masters Degree in Justice, as well as the Policing designation of Detective.

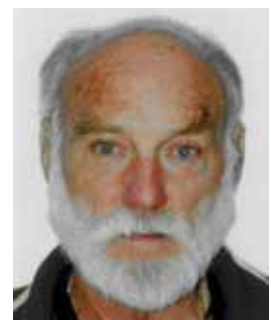


Eric Cross—Committee Member (1994)

Eric became involved in the LMC in 1994. Prior to retiring, Eric was the director of the Navy Bean Marketing Board and Bean Growers Co-op. He served on the State Council of Graingrowers and was the State Advisor, Area and Branch Chairman of the Rural Youth Organisation. Eric is now making the most of his retirement pottering in his shed and travelling with his wife.

Michael Carroll—Committee Member (1987)

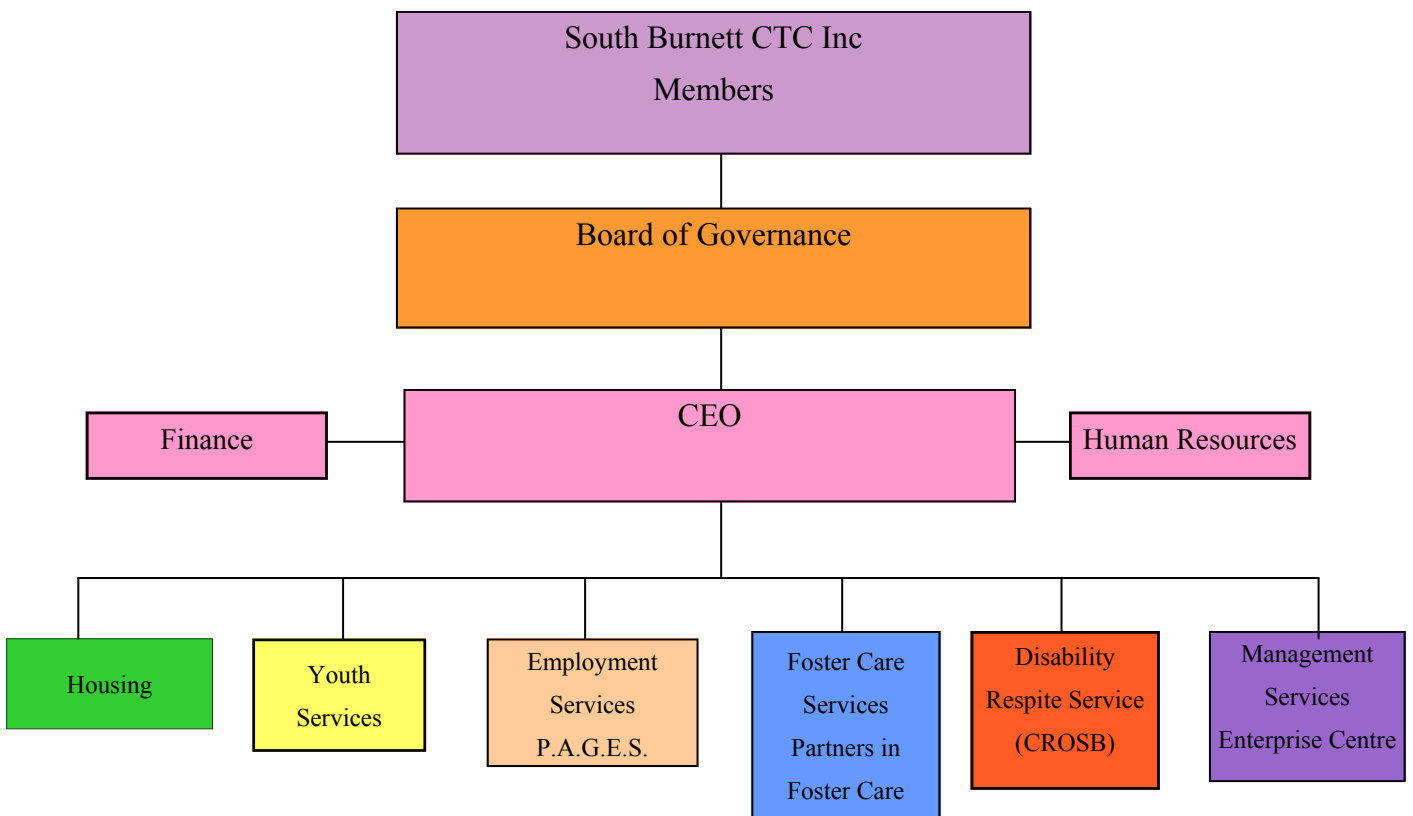
An LMC member since 1987, Michael works as a Tax Agent at J.A. Carroll and Son. Michael is also an active member of Kingaroy's St Vincent De Paul Society and is involved in local grazing industry bodies.





# South Burnett CTC

## South Burnett CTC Inc Organisational Structure







# South Burnett CTC

## Chairman's Report

*In July 2006 the Board of Governance spent a day working through a strategic planning exercise focusing on the future direction of CTC.*

*Several key strategies were developed and these have remained on our meeting agenda and will do so until we again review our future direction or are comfortable that each goal has effectively been achieved.*

- We are working towards long term sustainability by becoming increasingly involved in activities which are not so reliant on Government Grant funding.*
- Some progress has been achieved and the Board does recognise the support and efforts of the CTC Management and their Teams in identifying opportunities and investing time and effort to develop concepts and, where appropriate, putting these into practice.*
- Some progress has been made with suitable activities commenced or in the planning stage, but there is still a way to go.*
- A more challenging goal is to develop a greater opportunity for communication between the Board and CTC staff, particularly as our operations have grown and become more diverse and geographically spread.*
- The Board does very much appreciate the informative staff reports it receives each month on the various programs. These make keeping in touch a lot easier.*
- The Office of Fair Trading undertook a review of the Incorporations Act some 18 months ago and the new legislation takes effect from 15 June 2007. It has little impact on CTC but now we can at least undertake a review of our Constitution to ensure it remains appropriate for the way forward.*

*CTC now has a home to work out of in Kingaroy, Wondai, Murgon and Gympie (leased premises). We recognise the support of all levels of Government and their representatives, the Regional Partnerships program, Tarong Mine Community Development Fund, and various other willing supporters, financial and otherwise, in making it a little easier to set this in place.*

*We have also been able to develop more of a presence in Nanango with the Department of Housing granting us management rights over a block of six flats to be made available for long term community housing for low income clients.*

*Although our primary focus remains with the South Burnett Community, the provision of quality and appropriate services is of paramount importance to us, and the same dedication and commitment applies to all geographic locations and demographic sectors serviced by CTC.*

*The focus on the South Burnett Community allows us to fit in well with the announced Local Government amalgamations. Your Board has made a conscious decision to work with and develop close working relationships with the new Regional Councils in all locations we service and where appropriate. We see exciting challenges and opportunities emerging from these changes.*

*Your Board meets on the first Wednesday of every month with Sub Committee meetings on two Thursdays each month. This provides the opportunity to deal with issues and opportunities in a timely and effective manner.*

*We must also recognise and appreciate the financial support and guidance provided to us by both State and Federal Government Agencies, and by other non Government Agencies and their support staff.*

*The Board offers their sincere gratitude to Nina and her team and to all staff and volunteers, for their dedication and support, past, present and future, in keeping CTC a strong, effective and dedicated community focused "not for profit" organisation.*

*Howard Leisemann*

# South Burnett CTC

## CEO's Report



*The Chinese blessing of “may you live in interesting times” has always been regarded as having the potential for being a curse too. As far as CTC goes the past year has certainly been interesting – both in a positive and negative way.*

*Positive because we have grown in all respects: with additional staff, programs and geographic coverage and greater capacity to meet the needs of more people with continuous improvements in service quality. Negative because with this growth has come the challenge of keeping focused on our vision and mission and of maintaining our culture. “Culture” takes a long time to develop and in the past we have had a stable core of people who have gradually inducted and mentored new staff. There was less need for formal written policies and procedures because we all worked in close proximity and it was comparatively easy to teach and lead by example. New programs and staff were gradually absorbed, causing extra work but few waves.*

*This last year in contrast saw almost an explosion of challenges on top of just the “ordinary” programs: the establishment of JobNetwork services in Kingaroy and Gympie, of Partners in Foster Care based in Wondai, of housing services in Murgon and Kingaroy, accreditation for CROSB, several additional youth programs in Murgon/Cherbourg and the smaller South Burnett communities, the creation of the LCP network and the establishment of our new “head quarters” at the Enterprise Centre. In order to cope we developed a new management structure with service managers for each section supported by an HR Manager and a Financial Manager. New team leaders were appointed to support the managers and additional policies and procedures were developed, reviewed and ratified. For the first time we have a qualified OH&S Officer working exclusively in that role. Our staff now numbers in the 70s and the programs in the 40s. In addition to all that we have worked on, several other projects will come to fruition in the near future.*

# South Burnett CTC

## CEO's Report

*It is a source of great pride to me that we can say that despite this explosion we have succeeded in keeping the spirit of CTC well and truly alive. It has definitely not been easy and has required some exceptionally hard work and considerable heartache, especially from our management team. Not all new staff could cope and some left after a short time. The remaining new colleagues have taken to our culture with enthusiasm, bringing with them their skills and knowledge and often an appreciation of how good a workplace CTC is after less happy experiences elsewhere. We can now say again that "we are one but we are many": one CTC team with many smaller teams within it, sharing our values, vision and mission while delivering a great variety of services. I would like to thank and congratulate each manager and every member of staff for their efforts. There is no doubt that CTC's greatest strength is in the quality of the people who work in the organisation. The results of all the hard work and dedication speak for themselves: we provide excellent services by all measures and we are financially secure.*

*Two of the major factors in our success have been the synergies between our internal programs or projects and our willingness to collaborate and cooperate with other agencies and departments. We have built networks and relationships in all communities and we continue to work well with all levels of government. We are happy to support any initiative that adds value to our communities and clients' lives and remain open to suggestions regarding how we can further improve. We gratefully acknowledge the support we receive from our contract managers, funding and other agencies and our many volunteers.*

*Finally I acknowledge again the dedication and skills of the members of the Board of Governance, especially the Chairman, and the support they provide to me and the management team. As an organisation and as individuals we are really fortunate to have such a stable and amicable yet effective group of people guiding our endeavours.*

*There are many more challenges just around the corner and we will need to muster all our strengths to continue to face them and turn them into successes for the sake of our clients and stakeholders. Before doing so it is appropriate to reflect on, enjoy and celebrate the undoubted achievements of the past year as they are described in the following pages. I hope you enjoy this Annual Report for 2006-07.*

*Nina Temperton*

# South Burnett CTC

## The Enterprise Centre



South Burnett CTC continues to manage the South Burnett Enterprise Centre on behalf of the Kingaroy Regional Enterprise Centre Association Inc; a group of local business people supported by Kingaroy Shire Council.

The aim is to encourage the start-up of small businesses by providing accommodation at a reasonable cost and to create an environment where such businesses can access training and mentoring as well as mutually support each other. This results in higher success rates for small businesses and creates local employment opportunities.

Initial funding for the physical infrastructure came from the Commonwealth Government Department of Employment and Workplace Relations but operational costs have had to be covered from income derived from rent, contributions from members or grants sought from various funding bodies.

The Centre has been most fortunate in receiving grants from the Tarong Mine Community Development Fund and ongoing financial and in-kind support from the Kingaroy Shire Council and CTC. This support has allowed us to refurbish most of the 11 work sheds to meet the growing need for office/retail and high-tech premises.

By lining and air-conditioning sheds we have been able to support tenants in two major focus areas: community training and services and Information Technology and Communication. Our third focal point is the Conference Centre and the associated company Rhapsody's Fine Foods.

The South Burnett Enterprise Centre is one of the very few business incubators that is operating successfully and is doing so without assistance from the government.

Without CTC the Enterprise Centre could not be managed successfully but we gain accommodation for our accounts and administration staff on adjacent property and another opportunity to fulfill our vision and mission. It's what you call a real win-win!

# South Burnett CTC

## Administration



Having just moved from very cramped offices into the palatial (by comparison) "HQ" at the Enterprise Centre, our admin and finance staff are better able to deal with the complex demands of their roles. Led by Esther Ross in Finance and Janet Champney in Human Resources an ever increasing team is needed to make sure all reports are submitted accurately and on time, staff and bills are paid and all legal requirements are met. This year saw the purchase of an OH&S database and the completion of the training of two OH&S officers and a greater emphasis on the development and review of policies and procedures in line with our expansion into new fields and in preparation for licensing or accreditation.



For the first time ever we have the luxury of our very own Board Room, which is also utilised for weekly managers meetings in which all sections of CTC come together to discuss operational and strategic issues. It is an ongoing effort to maximise cohesion and uniformity on the one hand and flexibility and responsiveness on the other in an organisation with so many different sections. Without the outstanding skills and dedication of the HR, finance and admin section the whole edifice could collapse – but as our independent auditor will confirm, there is no danger of that happening anytime soon!

# South Burnett CTC

## Traineeships

CTC is committed to training community members through school based traineeships, work based traineeships, work experience and volunteering. This commitment ensures that the entire community can enjoy the benefits of competent, well trained and qualified staff.

**Francis Burns, Youth Services, Kingaroy**

*Certificate III in Youth Work*

“With 13 TAFE modules to complete I am already halfway through my studies for the year and on track to finish in record time.

I’ve had a really good time in the service so far with a great support network to guide me and have been given many opportunities to utilise my skills and abilities.”



**William Fleming, Youth Services, Kingaroy**

*Certificate II in Information Technology*

“With all the work I do as the IT support trainee, I am completing my modules very quickly. I get to do tasks that one does not even begin to touch when just working at TAFE. I am really enjoying my time here, I learn so many new things each day. Since starting at CTC Youth Services I have improved my abilities and skills and am certain this experience will give me so many opportunities.”

**Raimone French, Youth Services, Murgon**

*Certificate III in Youth Work*

“I have enjoyed working with the young people and staff of Connections Youth Service.

CTC offers me the opportunity to practice my abilities in youth work which I am currently learning through my training. CTC also supports and assists me in completing my TAFE training.

Completing my TAFE training will give me the knowledge and confidence in assisting and supporting young people in reaching their goals.”



# South Burnett CTC

## Information Technology

Striving to lead the community by example, South Burnett CTC is now working towards a more consistent, reliable and cost-effective IT system. Support is provided for staff using IT infrastructure and work is carried out to develop/improve South Burnett CTC IT systems.



Wayne Hoggett—ITC Support



William Fleming- IT Trainee

### Some goals already achieved are:

- **Standard Operating Environment (SOE)** – All CTC offices now operate under a loose SOE. The SOE allows staff members to easily swap between computers and offices at CTC without the need to retrain staff on computer software.
- **Hardware and Software Documentation** – All IT assets and access information has been documented for current and future IT staff and contractors. The IT Support Manual has been improved this year to include additional information for IT contractors.
- **Resource Management System (RMS)** – The RMS is a powerful tool to allow team leaders and coordinators to easily manage staff and resources.
- **Effective Data Protection** – A data backup manual has been developed and has been implemented across South Burnett CTC. Physical and virtual security has been improved on all CTC networks.
- **Faster, more reliable internet connections** – South Burnett CTC now has faster and more reliable internet connections at every CTC office. 1500k Broadband is now standard at all CTC offices and reliability is being pushed above 90%.

### Some future goals are:

- **Information sharing across CTC** – In the future staff will be able to share information as if they all operated from one office. Emails and calendars will be shared across the organisation and VOIP will be embraced to provide free calls between offices.
- **Website content management** – South Burnett CTC websites will be developed by IT staff with content management systems that allow all staff to contribute to the websites. Information will be updated and relevant with a constant improvement to our online image.
- **Faster, more reliable internet connections** – The continual improvement of South Burnett CTC's internet connections should see reliability rise above 99% over the next year. Mission critical connections will be protected by an uptime guarantee.

# Partners in Foster Care



## Foster Care Services

*Funded By Department of Child Safety*

CTC's foster care service is committed to the recruitment, training and support of foster carers and support for children in care.

CTC's newest office, Partners in Foster Care, is based in Wondai. Funded by the Department of Child Safety, our objective is to place children in homes that will embrace their culture and assist them in maintaining their social, physical, emotional and spiritual identity.

A big welcome to Susan Jerome who has taken over as Service Manager. Susan is very excited to join the dedicated Partners team. Best of luck to Karen Ball, the previous Service Manager, who got Partners up and running.

Also, since the last annual report we have employed 12 new staff members, engaged in training courses and workshops, started recruitment drives and submitted our initial license application.

We have two services operating from our unit, a Foster and Kinship Care Service and a Specialist Foster Care Service.

Foster carers are recruited, trained, approved and supported to look after any child that comes into care, Kinship carers foster their own kin, that is nieces, nephews, grand-children and the Specialist carers foster high or extreme needs children. These children may have disabilities, self harm risks, sexualised behaviour, anger issues or any other issues that may need more targeted care.

As of June 30, we have 14 carers, however we are well on our way to our recruitment target of 70 carers, providing 55 placements for children, half of which will be for Indigenous children.

A major advertising campaign was launched in June this year with cinema, radio and newspaper advertisements, as well as pamphlet drops and posters around the South Burnett. This advertising campaign aims to increase the number of suitable carers in the South Burnett whilst also bringing Foster Care into a positive light within the community.

We provide the initial training and regular, ongoing training for our carers on a variety of topics that help them to support the children in their care. During scheduled fortnightly visits we are able to share information with carers and access resources that may also support them in their daily lives with children in their care. Our role of support also means we liaise with the Department of Child Safety and attend meetings about children in care.







# Community Respite Options South Burnett

## CROSB Advisory Committee

*Funded By Disability Services Queensland*

Community Respite Options South Burnett provides respite for people with disabilities, and their carers, in home, in CROSB House and through organised, regular activities.

CROSB remains committed to the vision and service delivery model that developed from the original community consultations. To assist to maintain an awareness and responsiveness to the needs of the local community CROSB is supported by the CROSB Advisory Committee (CAC).

The CROSB Advisory Committee consists of family, clients and carers who meet quarterly. The meetings are relaxed and informal with no official positions such as Chairman, President, Treasurer or Secretary to assume, as they are taken care of by South Burnett CTC Inc. Local Management Committee.

The support and feedback offered by the CROSB Advisory Committee adds perspective to service delivery and is vital to the direction and growth of CROSB. The role of the CROSB Advisory Committee includes:

1. Advice and support to the CROSB Service Manager.
2. Supporting the development and growth of CROSB service/s.
3. Development and maintenance of the CROSB Advisory Committee.

## Programs

The **Men's Support Group** continues to grow from strength to strength and now has a membership of 24. The group has participated in a range of activities including movie nights, lawn bowls, dining out, BBQs, ten pin bowling and general social nights.

**CROSB Epilepsy Support Group** facilitated an Epilepsy information and training session during the year. Invitations were sent out to families and other interested persons with Jo Kelly from Epilepsy Queensland conducting the session. All who attended found the information very helpful and informative. CROSB will continue working with Epilepsy Queensland to arrange follow up sessions.

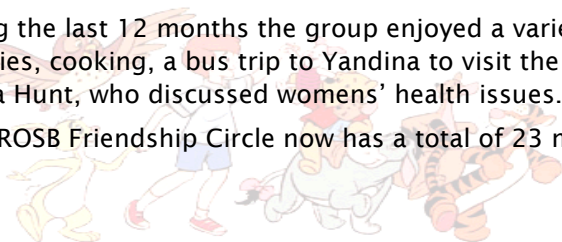
Congratulations to six members of the **CROSB Youth Group** who celebrated the culmination of the Duke of Edinburgh Award Program activities for 2006/2007. A presentation ceremony was held at the CTC Youth Park to celebrate the occasion. Local Member Ms. Dorothy Pratt presented the participants with their Bronze Award Certificates and badges to signify the dedication and time committed to completing the program. The presentation ceremony was followed by afternoon tea with parents, friends and other groups who also completed their awards.



**CROSB Friendship Circle** meeting times were changed during the year from Saturday mornings to Tuesday evenings. These changes were made to ensure the continued availability of staff and to take advantage of discounted activities such as movies, ten pin bowling etc.

During the last 12 months the group enjoyed a variety of activities including social meetings, BBQs, craft activities, cooking, a bus trip to Yandina to visit the Ginger Factory and a visit from Community Health Nurse, Marcia Hunt, who discussed womens' health issues.

The CROSB Friendship Circle now has a total of 23 members who eagerly look forward to each meeting.





# Community Respite Options South Burnett

## CROSB House

The CROSB Open Day and Christmas Party was held on Sunday 17<sup>th</sup> December at CROSB House. The day was well attended by clients, families and staff with about 45 people enjoying a sausage sizzle, good company and great entertainment (with plenty of audience participation) provided by Arthur Nettelfield.

The Duke of Edinburgh participants were presented with a small gift in recognition of their continued efforts and participation in the program.

The celebrations continued with a surprise visit by a super cool 'Surfy Santa' who called in on his (her) way back to the North Pole from a holiday at Surfers Paradise.

To finish off the day, home made Christmas biscuits were served that had been made and decorated by members of the Friendship Circle. All in all a great day was had by everyone who attended.



## Annual Survey Results

Overall the results of our annual survey indicate that the majority of our clients think CROSB is doing a good job. Many families have indicated that they would like to receive more respite hours and we would certainly like the extra funding to be able to cater to these requests. The results of and data collected from the survey, and other methods, will continue to be used in ongoing submissions for funding to DSQ as evidence of the need for increased services in the area.



## Simmo's Place

Keith and Willie Simmons have been researching and considering the options for the future accommodation and support needs of their son David. As a result Keith and Willie have recently purchased the house next door to CROSB House (affectionately dubbed "Simmo's Place").

Whilst the house is 'a renovator's delight' the block is zoned for 3 units. It is the dream - and now becoming a reality - of Keith and Willie to develop the block into supported accommodation units. CTC (and therefore CROSB) propose to support this project via a Trust arrangement. Whilst the finer legal details and small print are still being teased out we want this exciting news to spread - for many reasons, including the knowledge of other potential investors and supporters via sponsorship or donation of goods, building products or time and energy.



# Community Respite Options South Burnett

## Funding

Recurrent annual funding from Disability Services Queensland (DSQ) enables CROSB to provide a range of respite services to clients both in-home, in the community and via CROSB House. Brokerage of CROSB services and individual client funding provide CROSB with the opportunity to continually expand and improve.

Assets Funding: CROSB was successful in an application to DSQ under the Assets Acquisition Initiative. The funds have enabled the purchase of a data base and upgrading of office computers.

CROSB was also successful in obtaining funds through Sun Busters for a shade structure to be erected at CROSB House. The end result looks fantastic and is sure to be a great place for one and all to enjoy while visiting CROSB House.

In addition to the shade structure, the Kingaroy branch of QCWA kindly donated the proceeds of their 'Christmas Bowl' funds to CROSB. A huge thank you goes to the ladies from QCWA for the outdoor chairs that were purchased with these funds.

CROSB was able to source additional funding again this year from DSQ to provide school holiday activities during the June - July holidays as well as obtaining a couple of small funding grants throughout the year. One grant for equipment has enabled us to purchase a new hospital bed, 2 new king single beds and a number of specialist eating utensils. Other funding received by CROSB was specifically targeted at 'Ageing Carers' - it provided some increases and/or new opportunities for respite to eligible 'Ageing Carers' within the South Burnett.

A special mention should also be made of the local business and community members such as Greg Evans and his family who have made 'behind the scenes' donations to CROSB that also assist us to provide additional services. These donations are greatly appreciated.

## Statistics

CROSB has a total of eighteen staff including: 1 Service Manager, 1 Office Manager, 1 Client Support Officer and 15 Support Workers and has once again provided in excess of thirteen thousand hours of respite over the last twelve months. A range of respite activities has been provided to many persons of all ages and genders across the South Burnett and as a result it is not surprising that the total distance traveled during this time exceeds twenty six thousand kilometers!

## Accreditation

After many months of hard work, CROSB successfully completed the last phase of the accreditation process in February 2007. CROSB was recommended for certification against the Queensland Disability Service Standards.

Accreditation is compulsory for any organisation receiving funding from Disability Services Queensland and CROSB received theirs through the Institute of Healthy Communities Australia. Accreditation is reviewed every 12 months and on site every 3 years.

The accreditation process is about providing Quality Service and Continuous Improvement. CROSB has now been benchmarked against industry standards and we know we are on the right track. CROSB still has improvements to make and work to do to continue the growth and development of the service and to maintain certification.



# Employment Services



*Kingaroy Employment Services Team*



## Job Network and Job Placement Services

On the 1<sup>st</sup> of July 2006 we commenced our contract for Job Network with the Department of Employment and Workplace Relations. This also included the Job Placement Licence.

Being one of only two new Job Network Agencies throughout Australia has its disadvantages. Being a minority, the transition into Job Network was not always smooth, but was nonetheless eventful!

Our official Open Day in Gympie was held on the 24<sup>th</sup> of July and it was supported by a number of business representatives. We had a monitoring visit at our Gympie office early in 2007. The Department was very supportive and highlighted areas that needed improvement. The first twelve months have not been without challenges, particularly the establishment of processes, as well as staff gaining a strong knowledge base, but we are now over the worst of it and employment placements for our Jobseekers are forever increasing. We have built networks with NEIS providers, Apprenticeship Services, other providers of Australian Government Employment Services and Employers just to mention a few.

We have attended many training programs furthering our skills in delivering better services for clients with barriers, and many conferences such as the NESAs Senior Practitioners Conference which has added to our overall knowledge base.

We are currently delivering outreach services for Job Network in Cherbourg, Tin Can Bay and Rainbow Beach and this has put us in good stead with both Employers and Jobseekers.

All Employment Services staff are excited about the bright future ahead of us, without forgetting how far we have come in such a short time. We are constantly streamlining the systems so our service runs more efficiently and effectively and it is now starting to show the well earned rewards for our efforts.

Our **Job Placement** Service in Kingaroy has managed to hold its ranking as number one of eleven Job Placement Organisations for the past 12 months. This only confirms our long held belief that "we place the right person in the job the first time", whether eligible for a Job Placement fee or not. Both the jobseeker and the employer are happy and the relationship this builds enables us to market some of our Jobseekers that need a little more training. These very same practices are being implemented in Gympie and surrounding areas and with a proactive approach to reverse marketing we have had many successful placements. Breaking into the employer market in Gympie is a bit of a challenge as there are two additional Job Placement Organisations as well as the Job Networks. However we are confident that our high levels of customer service, to both the jobseeker and the employer, will provide the foundations for success.

# Employment Services

Drought has taken a toll on many areas of our Employment Services. We actively supported the Centrelink Drought Bus by encouraging farmers to visit to establish eligibility for assistance. Other effects due to drought conditions included seasonal staffing requirements for the Peanut Company of Australia being well below their expectations, closure of the Murgon Meatworks for the third time and a call for redundancies from Rio Tinto - Meandu Mine. These all had an impact on the numbers of jobseekers we helped and the types of vacancies we listed.

## Labour Hire

CTC this year again provided labour hire services to a number of local companies for a number of reasons -

- First and foremost we assist employers in this way as a goodwill gesture and to build relationships. Almost invariably the employees we place are temporary staff with excellent skills in the relevant field and they would not usually be in our target group nor attract a government placement fee. By putting them forward we prove that we only ever promote the most appropriate jobseekers for any vacancy and consequently employers trust us when we ask them to consider a less obvious contender for a position another time.
- Secondly we believe that all jobseekers should be able to access assistance and that everyone who wants a job should be able to get one. If we help create employment by taking the hassles out of recruitment and payroll for some employers then that is a good thing for everyone.
- Thirdly labour hire is one of the very few, if not only, opportunities where CTC can legitimately and in line with our values and services make a financial surplus. We provide a very professional service at a cost that is at the low end of the commercial scale so the employer gets excellent value for money and we have an independent income that can offset the costs of under-funded or free services we provide to our main target groups.

So while our labour hire business is basically an adjunct to our other employment services, we are very pleased that some of the biggest employers in the area such as Tarong Energy avail themselves of this facility. We are making every effort to provide levels of service that will make them continue to do so and we invite any employer to join their ranks!



Throughout the year our OH&S Officer has been working relentlessly on these processes to ensure we are up to date with all our OH&S requirements.

## Gympie Employment Services Team

# Employment Services

## Work For the Dole

We commenced our third consecutive, three year contract with the Department of Employment and Workplace Relations giving CTC Employment a four star rating. Our Work for the Dole, Community Work Placement and Drought Force programs have also continued to prosper.



**Work  
for the Dole**

AN AUSTRALIAN GOVERNMENT INITIATIVE

Our Work for the Dole activities saw participants take part in a variety of projects, all under the knowledgeable and supportive eye of supervisors.

'Growing Capacity 1 & 2' were the only externally sponsored activities and much thanks is given to Gympie and District Landcare for their continued support.

In order to get volunteers interested and passionate, some special Work for the Dole activities were organised. Building a Hot Rod, supervised by qualified mechanic Steve Lancaster, was one of our most popular activities and participants gained accreditation in three related modules as well as metal prefabrication, spray painting and mechanical experience which were all identified skills in demand.

Bikes to Bytes included the rebuilding of pushbikes for local young people in Gympie and surrounding areas. Graham Singleton was the supervisor for this activity and he kept his crew of bike builders focused on the creation of a high quality product.

We have actively encouraged local farmers to utilise the Drought Force placement program and during the last financial year we had five drought force placements from Widgee through to Durong.

In the first two Performance Periods we met our utilisation requirements each time therefore making us eligible for additional places.

In August 2006 Barb O'Hanlon was nominated to be a part of the Department of Employment and Workplace Relations CWC Working Party. The Party sits with government departments and industry leaders to discuss operational plans and policy regarding employment and training. Barb described this as a worthwhile experience and enjoyed being a part of the decision making process.



# South Burnett CTC

## Community Housing Scheme

*A collaboration between*  
**South Burnett CTC Inc and Cooloola Community Housing Association Inc (CCHA)**  
**Now Also Including**  
**Queensland Government (Dept. of Housing)**  
**Long Term Community Housing Program**

South Burnett CTC's involvement in Community Housing is continuing to evolve into a committed community service dedicated to providing stable accommodation to many disadvantaged and homeless people.

In early 2006, three properties commenced management by SBCTC in collaboration with Cooloola Community Housing (CCHA). Two of these properties were owned by the Department of Housing and offered to CCHA for management under the Community Rent Scheme. The other property is head leased through CCHA from a private property owner.

The properties are sub-managed by SBCTC and all inspections carried out by SBCTC's Housing Officer - Sandra Browne. One property has been tenanted continually by the same tenant since March 2006, the other two properties have been re-tenanted once with a five day turn over between tenants. All properties are maintained at a high level and three monthly inspections carried out on a timely basis. Any breaches are remedied according to the Residential Tenancy Association rules. All rental arrears have been kept to a minimum by constant monitoring.

All tenants have stated they are happy and content with their accommodation.



## Personal Support Program (PSP)

*Funded by Federal Department of Employment and Workplace Relations.*

PSP is designed to help people on income support stay connected to the economic and social life of the community. Clients are identified by Centrelink as having multiple, non-vocational barriers whose complex and difficult circumstances make it hard for them to get jobs or benefit from employment assistance programs. PSP assists these people to bridge the gap between short-term crisis and employment related assistance.

CTC's PSP contract commenced in 2002 with 5 clients and has steadily grown to a caseload of 63 this year.

Sandra Browne is CTC's full time PSP Case Manager. As well as scheduling client appointments at her office at 130 Kingaroy Street, Sandra provides a comprehensive outreach service covering small towns across the South Burnett, regularly meeting clients at Murgon, Cherbourg, Wondai, Nanango, Yarraman and Blackbutt.

PSP is a great program as it gives people of all ages and backgrounds the time, resources and support they need to work through tough challenges that have been holding them back socially and employment wise for years and years.

PSP really makes a difference and fits like a glove with CTC's Vision Statement. We love it!

# Youth Services

## Youth Services Kingaroy and Murgon





# Youth Services

## Active After School Communities (AASC)

*Funded By Australian Sports Commission*

Active After School Communities (AASC) is a Government Initiative with the Australian Sports Commission and aims to improve the physical activity levels of Australian primary school children through a nationally coordinated after-school hours program.

The South Burnett representative of the AASC program, Jay Wehlow, is based at CTC's Enterprise Centre which fortunately for both Jay and CTC, was a stepping stone for this successful partnership.

From April 17<sup>th</sup>, Youth Workers, trained by the AASC Coordinator, have been running AASC at Yarraman State School every Thursday afternoon from 3pm to 4pm with children from grades one to six.

Many of the games played are not sport specific and include tagging games, ball passing games and obstacle courses. At each session the children are given opportunities to take ownership of these games by allowing them to alter rules and play style.

Since the beginning of the program the number of participants has varied with about eight to twelve students participating at any given time. Every staff member attending these sessions has received positive feedback and outcomes each week from the students.



*Funded By Federal Department of Education, Science and Training*

## Local Community Partnerships

A team of one full-time and six part-time staff deliver LCP programs across the North and South Burnett as well as Gin Gin/Biggenden.

The LCP programs include Structured Workplace Learning (SWL), Career and Transition Support (CTS) and Adopt a School (ASP) and are focussed on enhancing the career development of young people as they move through school to further study, training or employment. The majority of our time is spent working in the fourteen secondary schools in our contract region. LCP staff are engaged in a diverse range of activities.

These include organising SWL/work experience opportunities for students, coordinating community/industry visitors to speak to student groups about the world of work, planning and organising Career Expos, delivering Learning Pathways Plans to student groups, assisting with career camps, liaising with and promoting the programs to community groups, supporting teachers with Job Search training sessions for students, networking with and building bridges between schools and local employers etc.

Very good relationships are maintained with all our schools. Our motivated and capable staff all enjoy being accepted as an integral part of school communities.



# Youth Services



## Youth Development and Early Intervention

*Funded By Queensland Department of Communities*

The Youth Development and Early Intervention/Prevention team has undergone quite a few changes in the last twelve months; the team has increased considerably in size with three Youth Development Youth Workers, two Case Workers and one Youth Worker Trainee. However Youth Development priorities such as community engagement, social and personal development and having young people's voices heard remain.

Throughout the last year CTC Youth Services has offered a variety of trips, activities and events catered to all young people living within the South Burnett region. These include trips to nearby attractions, workshops, pool and karaoke parties, discos, an annual Battle of the Bands competition, and of course our Drop-in Centre.

We have continued our successful 'Youth Cabinet' program within the nine schools across the South Burnett.

Youth Cabinet occurs every school term and focuses on identifying young people's key issues and how to approach local council to address these issues. Other school programs this year include the Active After School Communities program, with several trained team members delivering a program to students at Yarraman State School. Two more schools have been confirmed in Semester 2 2007. Youth Councils were also supported in both Kingaroy and Wondai Shires.

The Youth Development Team will endeavour to continue to improve the standard and quality of life for all young people living within the South Burnett.



## Alcohol Education and Rehabilitation Foundation (AERF)

*Funded By Alcohol Education and Rehabilitation Foundation*

2007 saw the continuation of many valuable programs made possible within the AERF funding.

Youth Groups continued to run successfully in Kilkivan, Goomeri, Wondai, Cherbourg and Proston and a new group formed in Kingaroy and the Yarraman/Blackbutt group was revived.

In November, Murgon State High requested a 'Schoolies' presentation, the purpose being to reduce harm during the 2006 'Schoolies' celebrations. Topics covered included safe consumption of alcohol, safe sex, transport and accommodation.

The Duke of Edinburgh program continued to be a success, with young people from the Kingaroy State School Special Education Unit receiving their Bridge awards and a group of young men from CROSB and seven Goomeri P-10 students receiving their Bronze awards.

The South Burnett's Alternative Education Program and Second Chance Program students took part in a number of excursions this year, all with the purpose of encouraging independence and personal development skills.

Kingaroy State High Indigenous students travelled to Stradbroke Island for a culturally focused camp, where they painted masks, hiked and learnt about the importance of their culture.

The Mobile Entertainment and Recreation Vehicle, affectionately known as MERV, has continued to be a well-utilised resource, targeting young people at community events like the annual Peanut Festival. It has also been invaluable at Youth Group discos and pool parties as well as part of school holiday programs.

It is with much regret that the AERF funding finished this year. After four years of effective programs with solid, visible outcomes, there will be a noticeable loss in local communities without this funding.



# South Burnett CTC

## Youth Support Coordinator (YSC)

*Funded By Queensland Department of Communities*

The Youth Support Coordinator initiative continues to be a valuable and much used program throughout the South Burnett.

Three Youth Support Coordinators work in four High Schools and four P-10 schools including Kingaroy, Nanango and Murgon State High Schools, the South Burnett Catholic College and Goomeri, Proston and Wondai P-10 schools.

The Youth Support Coordinators work directly with individual young people and their families, providing needs assessment, case management, advocacy, referral, counselling, court support, information provision and skills development. Referrals come from Guidance Officers, Principals, Heads Of Departments, Special Education Units, Teachers, School Nurses and parents.

This year our YSCs have expanded client support to further develop those students in Alternative Education Programs through individual teaching support and behavioural management programs.

A large component of our work this year has been family support and mediation between young people and their parents.

In many instances, helping young people stay engaged with their school has involved providing financial assistance, creating individual work experience opportunities, TAFE placements and involvement with sporting clubs and groups.

## Duke of Edinburgh

*Funded By Queensland Department of Communities*

The Duke of Edinburgh program was successful again in 2006/2007 with programs being run across the South Burnett.

In the Murgon and Cherbourg communities:

- Ten young people are enrolled and currently engaged in the Bridge Level One award and seven young people are enrolled and currently engaged in the Bronze Award.
- These groups participated in a variety of activities including woodworking, tennis and volunteering at the Cherbourg child care facility and an Aged Care facility.

Under funding from the AER Foundation:

- Nineteen Year 7 students from Kingaroy State School Special Education Unit completed their Bridge Level 1 Award with activities including recycling, ten pin bowling and bushwalking at the Bunya Mountains.
- Seven Year 10 students from Goomeri State School registered to complete their Bronze Duke of Edinburgh Award in June 2006. Five of these completed and have received their awards. Activities completed include tennis, bowling, community service, woodworking and squash as well as camps to A-Flat and Stradbroke Island.
- Eleven boys registered to complete their Bronze Duke of Edinburgh Award as part of a joint partnership with CROSB. Six of these boys completed and have received their awards. Activities they were involved in were building computers, recycling, ten pin bowling and a day trip to Australia Zoo.

This program culminated in a presentation ceremony on March 29 when thirty young people received recognition for their completion of a Duke of Edinburgh Award.



# South Burnett CTC

## Be Real, Be In Control

*Funded By Rio Tinto Tarong Coal Aboriginal Community Interest Consultative Committee*

In 2006/2007 South Burnett CTC has received two grants funded by the Aboriginal Community Interest Consultative Committee (ACICC).

The first project called "Be Real, Be in Control" has:

- supported touch football initiatives where three teams – two from Cherbourg and one from Wondai were supported into the Kingaroy Monday night competition in 2006 and supported to attend Regional Carnivals. In 2007 this support continued through the Positive Futures program.
- supported the Wednesday afternoon games at Cherbourg State School.
- promoted sport as an engagement tool within the Cherbourg, Murgon and Wondai communities

The second project called "Still Deadly" has:

- worked in partnership with YACCA and Cherbourg and Murgon police to design and deliver a comprehensive school holiday program for teenagers in Murgon and Cherbourg. The programs included activities in Cherbourg, Murgon and Kingaroy, trips, discos and sporting events.

Feedback from this project has been extremely positive. A letter from Senior Sergeant Lance Guteridge says, "Overall there has been a reduction in the juvenile offences involving wilful damage, stealing and unlawful use of motor vehicles. I directly contribute this reduction to the diversionary activities which are run in partnership with CTC. "

## Get Set For Work (GSFW)

*Funded By Queensland Department of Employment and Industrial Relations*

The Get Set For Work program is targeted at 15 –17 year olds who have disengaged from education/training and are not in the workforce. It is designed to assist young people gain skills in various areas to enable them to move on to further education and/or training.

GSFW has proven to be a vital program for the South Burnett Region, being one of only two Centrelink approved programs.

GSFW saw a total of 117 participants this financial year. These participants engaged in a variety of activities, delivered in both Murgon and Kingaroy, including life skills, job seeking, drama, music, computer skills, obtaining licenses, site safety blue cards, work experience, industry talks, sport, exploring of our region and camps just to name a few. One-on-one case management is also provided to assist young people with individual issues such as Centrelink payments, stabilisation of accommodation, court support and obtaining Identification.

GSFW has seen some great outcomes, one in particular being a young person who was assisted in gaining work experience and as a result of this, was able to gain an apprenticeship. Although exited from the program, this young person still receives support and has managed to sustain employment, in turn dramatically stabilising his home life and immediate family relationships.

Other participants have gained casual work, undertaken full time study at TAFE and gained traineeships. Get Set For Work has enjoyed much success this year and truly has a positive effect on its participants. We all look forward to the continuation of this success in the coming year.



# South Burnett CTC



YOUTH MENTORING NETWORK

## Queensland Community Mentoring Program

*Funded By Job Futures, Education Queensland*

QCMP was a twelve month trial to introduce formal mentoring opportunities for young people in schools. Our trial schools included Yarraman, Wondai, Goomeri and Kingaroy Alternative Education Program. Volunteer community members were recruited, trained and supported to spend about one to two hours per week with a young person identified by school staff as potentially benefiting from such an experience. The program was activity based. Mentors and students spent their time in a number of activities including art, craft and card making, computers (one student taught her mentor how to send emails), cooking, repairing and painting pushbikes, playing pool, woodwork and carpentry.

Reports from schools were very positive. Mentors generally enjoyed the challenge and in most cases the students looked forward to the weekly contact with their mentor. We are hoping to secure further funding to continue and expand the program in the future.

## Structured Training and Employment Project (STEP)

*Funded By Department of Education and Workplace Relations*

The STEP program is aimed at supporting Indigenous students in Nanango State High School, Kingaroy State High School and South Burnett Catholic College.

These schools/students have been supported in a number of ways, primarily in the area of promoting and supporting students to complete School-based Apprenticeships and Traineeships (SATS). A significant number of these students face various barriers to successfully completing their SAT opportunities.

Mentoring, transport support and additional tutoring are some of the practical ways students have been assisted. Tutoring has enabled students to complete the theory/book component of the SAT, while transport assistance has enabled others to attend on-the-job training with employers.

Reports from each school regarding the participants has been positive. Three hospitality students supported through STEP were short listed for Trainee of the Year, one of which made it through to the top five.



# South Burnett CTC

## Job Placement Employment and Training (JPET)

*Funded By Federal Department of Employment and Workplace Relations*

The JPET program provides support and assistance for young people aged 15-21 struggling with personal and social difficulties. JPET gives young people support and advice around accommodation, finances and relationships, helping them overcome barriers standing in the way of further education, training or employment.

The target group is young people who are homeless or at risk of homelessness and the program is delivered through one-on-one intensive case management. Clients come to the Youth Services directly and are also referred by Centrelink.

South Burnett CTC is uniquely positioned to assist JPET clients because of the many services and programs the organisation provides. SAAP, Emergency Relief Assistance, Get Set for Work, Youth Support Coordinators, Connections and CTC Employment Services all provide invaluable, accessible support to JPET clients.

CTC Youth Services, Kingaroy is the lead agency for service delivery in partnership with Cooloola Youth Service Inc, Gympie.

This year's clients have given very positive feedback about their experience with the JPET program and many are moving forward to positive outcomes.

Perhaps the highlight of the year was a group trip to Dreamworld in which our clients true colours shined. All participants listened intently during an employment discussion with Dreamworld staff, and were grateful for the opportunity to take part in this day.



## Emergency Relief

*Funded By Queensland Department of Communities*

South Burnett CTC receives small amounts of Emergency Relief funds from the Commonwealth Department of Families, Community Services and Indigenous Affairs and the State Department of Communities.

This Emergency Relief is provided to assist people to deal with immediate crisis situations in a way that maintains dignity and encourages self-reliance.

Emergency Relief funds are expended on items such as food, clothing and hygiene products and assists people with short term crisis accommodation and travel to access their family or emergency services.

Since July 2006, South Burnett CTC Youth Services has made 175 individual assistances with emergency relief. On average those requesting assistance have been aged between 18 and 21 years with slightly more males seeking aid (56%) than females. Less than half of all individuals who accessed emergency relief in the period sought future assistance.

# South Burnett CTC

## Young Mothers

*Funded By Queensland Department of Education, Training and the Arts*

The Young Mothers group was established in 2006 with its primary focus being the engagement of young mothers (aged 15-17) and the delivery of purpose specific programs to meet their real and perceived needs. The group meets every week in Murgon and Cherbourg and includes young mothers from Kingaroy, Murgon and Cherbourg.

Programs have been delivered around healthy relationships, baby care and nutrition. Participants have also been involved in the Healing Day, participated in the Walk Against Domestic Violence, completed initial education and participated in career preparation training.

A major focus of the program has been recruiting participants and forming relationships with them. In many cases, the immediate support needs of the participants have been met to enable them to access the program (such as access to child care, access to suitable accommodation or baby care materials).

Strong partnerships have been formed between CTC, Community Health, Murgon State High School and Jundah Domestic Violence Shelter all working towards long term engagement of mothers.



## Youth Crime Prevention

*Funded By Queensland Department of Communities*

Two programs, 'Transitions' and 'Girls and Boys Groups', were run in Cherbourg/Murgon communities this year, with the purpose of reducing youth crime rates.

The transition program supported Year 8 students who were not ready to make a full transition to mainstream high school due to poor social, literacy and numeracy skills. A program was designed and implemented which operated four days a week and incorporated lessons in Math, English, Science and SOSE at Murgon SHS and social skill development at Connections in Murgon.

Bernard Hopkins worked with the students daily helping with their education and social skill development.

Students participating in the Transitions program also commenced the "Bridge Award" through the Duke of Edinburgh program.

From July 2006 to December 2006, Connections Youth Service staff organised boys and girls groups aimed at engaging young people at risk of disengaging from school in Year 7. The young people actively participated in a variety of programs including life skills, self esteem, communication, positive relationships, goals, anger management. Young people also participated in a variety of engaging activities including cooking, sports and arts and crafts.

Ongoing funding has been sourced for both these programs and they will continue to make a noticeable difference in the Indigenous community.

# South Burnett CTC

## Supported Accommodation Assistance Program (SAAP)

Another financial year has yielded both positive outcomes and new youth workers in the SAAP program.

Celeste Meyer took over the reins from Karen Eggleton in October, while Lois Gray moved within the department to take up a position at Murgon within the Connections office.

We welcomed the arrival of two great new lead tenants for the youth hostel in January in the form of Brett Regan and Merlee Simpson. Matthew Kenny joined the team at the end of January and together with Celeste, Kirsten Firman (Team Leader) and the new lead tenants, they have endeavoured with much success to revise and update the policies, procedures and general social ambience of the youth hostel, to suit the ever changing climate of today's youth in need.

Staff and volunteers alike have engaged in training workshops that include first aid, personal and professional boundaries, case management and working with clients with alcohol and drug dependencies. In an effort to deliver reliable and effective services the team will continue to expand their skills and horizon.

All the clients in the SAAP program are individually case managed by the youth workers in accordance with their needs. Engaging and maintaining clients living skills remains a great focus for the team and an essential part of the hostel function after crisis care. The hostel administers a daily routine with a view to empowering our clients through everyday tasks such as , washing the clothes and the preparing and cooking of meals. Hygiene, diet requirements and social etiquette also remain an integral part of addressing the client's wellbeing.

For the financial period of 2006-2007 the statistics are as follows:

- We provided support to a total of 70 clients
- Accommodation periods accounted for 44.3% or 31 clients
- 30 clients were female and 40 clients male





# South Burnett CTC

## The Future

### Star Gazing....

Despite the great expansion of services and projects we are involved in, there always seems to be another gap to be filled or another hand to be lent! Thanks to our sound financial position and to the passion for our communities and clients shared by our board and staff we are able to respond to approaches from funding bodies, community organisations and individuals.

At the end of this financial year we are looking at:

- Expansion of our housing portfolio through leasing 6 flats in Nanango from the Department of Housing for Long Term Community Housing
- Construction of a duplex in Kingaroy with funding from the Department of Housing
- Progress being made with the building of a new crisis accommodation hostel for young people
- Forming a unit trust to build three units for independent living for people with disabilities in a private initiative between two families and CTC
- Exploring possibilities for a supported employment project
- Exploring the creation of an early intervention/family support hub through the provision of child care services

as well as continually nurturing, developing and growing our existing programs and services.

Our biggest obstacles are finding additional staff, covering an ever increasing geographical area in the absence of public transport and an unwillingness or inability by funding bodies to provide or finance such transport. The ever increasing demand of "more for less", legislated OH&S and of ever more complex systems of administration and financial reporting are creating stress. Our overheads are growing while income remains comparatively static and as we are turning our cash reserves into much needed capital assets such as buildings and vehicles we need to watch the bottom line. Remaining true to our values, vision and mission needs to be balanced with some economic rationalism. Our search for a business that could provide an independent source of ongoing income while providing a service to the community continues.

Life wasn't meant to be easy - but we try to turn challenges into opportunities. With the help of our funding bodies and supporters we look forward with confidence to another year of excellent and expanding service to the community.

# South Burnett CTC

## Thank you to our Sponsors and Funding Bodies



### Australian Government

### Australian Government

*Department of Employment and Workplace Relations (DEWR)*  
*Department of Education, Science, and Training (DEST)*  
*Department of Families, Communities and Indigenous Affairs (FaCSIA)*  
*Alcohol Education and Rehabilitation Foundation (AERF)*  
*Regional Partnerships (DOTARS and WBBACC)*



### Queensland Government

*Department of Employment and Industrial Relations (DEIR)*  
*Department of Education, Training and the Arts (DETA)*  
*Department of Child Safety*  
*Department of Communities*  
*Department of Housing*

### Rio Tinto Coal Australia

*Tarong Mine Community Development Fund*  
*Aboriginal Community Interest Consultative Committee*

