

South Burnett CTC Inc

2012/13 Annual Report



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South Burnett CTC Inc (CTC) unlocks opportunities through the provision of programs and services that enrich lives and encourage community participation.






We believe that everyone, no matter their circumstances, should have the support they need to achieve and aspire.

Our Core Services





-  Employment Services
-  Youth & Community Services
-  Foster & Residential Care Services
-  Disability Services
-  Children's Services
-  Community Housing Services

What We Value



Commitment to our Community

-  Providing a service that is client focused.
-  Building the capacity of our community to grow and prosper.
-  Assisting the empowerment of others in our community.
-  Collaborating and cooperating with all stakeholders.
-  Treating people with respect and dignity.

Commitment to our Staff

-  Employing people who live in and care for our community.
-  Inclusive in our approach to Management.
-  Encouraging and promoting the health and well-being of our staff.
-  Supporting the professional and personal development of our staff.












Commitment to our Organisation

-  Fostering an organisation that is professional, democratic and egalitarian.
-  Managing our business with honesty and transparency.

Our Year in Review

Like a tree changing with the seasons, we too have had to adapt throughout the year to continue to deliver quality outcomes for our clients and most importantly, our community.

This year we have:

-  Continued to strive for excellence in service delivery by supporting a number of staff members to complete tertiary qualifications in the areas of Community Services, Counselling, Disability Services, Childcare, Youth Work and Child, Youth and Family Intervention (among others). *Read more on page 16.*
-  Helped a number of young people to seize opportunity, accept their responsibilities and take control of their lives. *Read more on page 20.*
-  Coordinated the Mundubberra Youth Mud Army who were instrumental in helping the community clean up after the devastating floods in January. *Read more on page 25.*
-  Launched the BDVFree Campaign, “Family Violence it’s not Love” in Cherbourg during Domestic and Family Violence Month. *Read more on page 30.*
-  Successfully trialled an In-home Intensive Support Program that resulted in positive outcomes for one family living in Cherbourg with plans to introduce this model as a support mechanism as required. *Read more on page 32.*
-  Operated three Temporary Placements providing 24 hour care to young people aged 12 to 17 years seven days a week. *Read more on page 36.*
-  Achieved strong star ratings with all of our Employment Services sites receiving three stars or higher and our Murgon site achieving a five star rating. *Read more on page 38.*
-  Promoted community inclusion for people living with a disability, offering opportunities for people across our region to come together and socialise during monthly group events. *Read more on page 42.*
-  Thanks to the support of the Heritage Nanango Community Funding Ltd who have matched CTC funds of \$330k we now plan to construct six duplexes for people living with a disability in Nanango. We hope to commence construction of Stage 1 in the coming year. *Read more on page 45.*
-  Partners in Foster Care have increased their contractual placements from 90 to 120 children subject to child safety intervention in the South Burnett. *Read more on page 46.*
-  Invested significant resources into improving our childcare facilities in Nanango with the support of the Heritage Nanango Community Fund Pty Ltd. *Read more on page 50.*

com-mu-ni-ty - Sharing, participation, and fellowship.

This year marked three decades of working hand in hand with our community.

Since 1983 CTC has touched the lives of many. As we reflect on our proud past, we move forward, opening doors to new opportunities and possibilities. It is with great pride we present this report and look forward to the future 30 years of service to our community.

welcome

who we are

CTC was built by members of our community from a genuine desire to help.

Although we have grown and diversified our operations, we have not lost sight of who we are and what we are here for - it is all about our clients and our community.

What Makes CTC Different?

CTC is a team committed to achieving the best possible outcomes for our clients despite the hurdles.

Across our services we are able to weave together a vast array of resources, assistance and supports that are responsive to the aspirations of our clients, helping them to lead more fulfilling self-directed lives one step at a time.

Through listening, understanding and caring we are contributing to building stronger, sustainable and inclusive communities across the areas in which we operate.

Our staff live in the communities in which they work. They are passionate about delivering services that meet the needs of their community, making it a better place to live, not only for themselves, their children and their families, but for everyone. This pride and devotion to helping someone else's family with no regard for profit or status is what makes CTC different.

Our Organisational Structure











Our Vision

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





Our Mission

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

-  Establish and deliver services in accordance with our vision.
-  Identify gaps, and the means of addressing such gaps, in the access to and quantity and quality of services and supports in our area of operation (e.g. South Burnett or regions designated by funding bodies).
-  Lobby for and/or encourage appropriate government, non-government organisation or corporate service provision.
-  Source funding to provide required services.
-  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 objects 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 focussing particularly on the needs of disadvantaged and/or marginalised members of our communities.
-  Deliver services and programs that make a genuine difference.

How it Works

We are a Public Benevolent Institution and through significant grants and funding from state and federal government, along with the financial support of key local organisations we are able to:

-  Employ a vibrant and professional workforce of over 220 staff.
-  Partner in strong and effective long-term working relationships with government departments, local community organisations, schools, councils and key stakeholders.
-  Deliver the core services detailed in the adjacent organisational structure.
-  Make a difference in the social and economic value of our community.

The way in which we operate is supported by:

- » The Board of Governance which is made up of experienced business executives and key community members who guide the strategic direction of the organisation through strong, accountable and transparent leadership.
- » The CEO and Senior Management team who unify the organisation and instigate leading initiatives that underpin the direction of our strategic plan.
- » Our surrounding community, key stakeholders and funding bodies.

Where it all began...

In 1983 Cherry Carroll and some of her friends were concerned about youth unemployment in the South Burnett. They called for a public meeting, the outcome of which was the establishment of a Youth Unemployment Centre (YUC).

By 1987 the group had obtained various State Government grants and donations to become ever more 'professional' and deliver more programs. A change of guard occurred at committee level and the organisation was incorporated as South Burnett CYSS Inc (Community Youth Support Services) which changed premises several times before settling in the Artie Kerr Building in Kingaroy Street in 1989.

In the same year we reincorporated under the registered name of South Burnett CTC Inc. and commenced delivering the SkillShare service for the next seven years.

SkillShare grew to have a metal and wood workshop in Pound Street, a Computer Room in Alford Street and about 500 participants in various courses in any year plus a multitude of programs from State and Federal Government. We delivered lots of projects to community organisations, from aged care centres to building toilets in public parks. The crowning glory of these was the Town Common Hall (TCH) in Kingaroy which was constructed under a JobSkills project with funding from our reserves, the Department of Sport and Recreation, Jupiter's Casino Community Benefit Fund, Kingaroy Junior Soccer, Kingaroy Lions, SB Vintage Car Club and Kingaroy Shire Council. CTC used its kitchen and bar for training and managed the hall for other users.

In 1996 the Federal Government abolished SkillShare and we became a Job Network member and Personal Support Program (PSP) provider for the South Burnett and Community Work Coordinator (CWC) for Work for the Dole for the South Burnett and Gympie area. We didn't want to move outside of our traditional 'home' area but had no choice if we wanted to be a Work for the Dole provider. We co-located our office with Gympie Landcare for several years before establishing a separate office in Mary Street.

The only backward step in our continual growth had to be taken in 2000 when despite very good performance we lost Intensive Assistance from our suite of programs in a new tender process. As it turned out this was probably a blessing in disguise as it freed us up to focus on non-employment related needs in the community. We continued recruitment services through Job Matching and later as a Job Placement Organisation.

From the mid 1990s we were involved in the establishment of the South Burnett Enterprise Centre and in 1998 CTC started to manage that Centre on behalf of the Kingaroy Regional Enterprise Centre Association Inc and located our manager and accounts office within its administration building.

Through the rapid expansion of training and recruitment services for long term unemployed people, young people's needs remained as a major focus.

Here too the number of programs expanded, particularly when we were asked to take on the auspice of the South Burnett Area Youth Service (SBAYS) and with it the crisis accommodation hostel in Kingaroy Street in 2001. (A new and custom built hostel was opened in 2008).

Around the same time Kingaroy Shire Council was looking to establish a skate bowl. The Peanut Company of Australia made a parcel of land on Somerset Street available to Council and CTC purchased some demountable classrooms and established them on that site. In lots of community working bees, with Work for the Dole and Community Jobs Plan projects we transformed these buildings and the site into what is now the Youth Park.

Tarong Energy, Rio Tinto and others made generous donations which together with our own resources allowed us to create a facility that is envied by many other towns. While the Youth Park itself is open to everyone, the vast majority of our services are aimed at young people who face multiple and varied barriers to education, employment and full participation in the community. In 2004 the Murgon Connections Youth and Family Service came under our auspice. Increasingly we worked with the Indigenous communities in Cherbourg and elsewhere from this base.

During 2002/03 a group of parents of children with disabilities requested CTC's assistance in establishing a respite service. Community Respite Options South Burnett (CROSB) was born and with it came a respite house in Gladys Street. Again we used various projects to transform an ordinary house into a great facility for people with a disability of all ages and their carers.

During 2005 we started as a provider of long term Community Housing. In 2007 we commenced leasing 6 flats in Nanango from the Department of Housing for long term housing. In 2010 construction of a wheelchair accessible duplex was completed in Kingaroy on land donated by Council and funded by a capital grant from the Department of Housing. At the same time we built another duplex in cooperation with the family of a CROSB client, "Simmo's Place". We acknowledge the generosity of the Simmons family who has made long term commitments to help us provide accommodation and services to people with disabilities.

In 2006 we became a provider of Foster Care Services called Partners in Foster Care based in Wondai. We increased our presence in Gympie through Job Network and a collaboration with Cooloola Youth Services for a JPET youth program.

Through “Local Community Partnerships”, a federally funded career and transitions program for school students we provided services in Monto, Gayndah and Gin Gin as well as Murgon and Nanango. In 2010 LCP was replaced by Youth Connections (YC), still in the North and South Burnett.

During 2006 we were able to purchase some demountable classrooms from St Mary’s which were refurbished for the Partners site in Wondai and for the new HQ at the Enterprise Centre.

In 2007 we bought and refurbished the former Christmas Shop in Lamb Street, Murgon with a major contribution from the Regional Partnerships Program. Our Reconnect youth service for young people at risk of homelessness and an ever increasing number of other programs focused on the needs of indigenous people in the area, are now accommodated in this Murgon Cherbourg Community Services Centre which was formally opened by Senator John Hogg in February 2008.

The Gumnut Place, an Australian Disability Enterprise joined the CTC auspice in December 2007. Massive steps have been taken in turning it into a thriving, supportive and sustainable business where people with disabilities have a real stake in the economy and community of the South Burnett.

The Gumnut Place operates a pallet making workshop, a trophy and engraving section, a commercial kitchen and catering service and since 2010 a laundry service. The latter was established with financial support from Tarong Energy and Thiess. Without the loyalty of our main customers Murgon Leather, IGA and Thiess we could not provide meaningful employment and development opportunities to our 20 supported employees and we are grateful for their ongoing custom as we continue to struggle to achieve “break even” point.

With the Queensland Government’s Alcohol Management Plan (AMP) for the Cherbourg community came a raft of Diversionary programs in 2009.

Just before they commenced we established a partnership with the Queensland Police Service to operate Barambah Community Support to assist incarcerated people in the Murgon watchhouse or at risk of this.

Wondin-dee counselling service for children and families affected by domestic violence and the Safe Haven program also started around this time. These programs required some additions to our Connections premises and the rental of more space at 76 Lamb Street.

Our Residential Services began in 2009 with FIAR (Fostering Independence and Resilience) House; a residence for four young people who for various reasons did not fit into the foster system. From this our Residential Services grew, building on CTC’s strong partnership with Child Safety and in 2011 and 2012 supported other young people through Temporary Placement models. In 2010, FIAR became a licensed service.

One of the most dramatic growth phases for CTC occurred in mid 2009 when we were successful in obtaining a very large share of the Job Services Australia (JSA) program— the latest incarnation of Commonwealth Employment Services – in the Gympie and South Burnett area. With the addition of a raft of Queensland government funded work experience and job search services we had an explosion in our staff and accommodation requirements. New sites were established in Kingaroy, Murgon, Gympie and Tin Can Bay and more support staff commenced at HQ. After 21 years we said good bye to the Artie Kerr Building!

In 2009 we became an out of school hours childcare service in Nanango, supported by the Department of Communities through provision and refurbishment of the former preschool. This site also developed a family services hub (thanks to a grant from Heritage Nanango Community Funding Ltd) and is now known as ‘Community Kids’.

In late 2011 we expanded our Children’s Services in Nanango through the purchase of the Nanango Childcare Centre and the development of a Pre-prep Program.

In December 2012 our Diversionary Services were closed as a result of the State Government’s funding cuts.

Our history has made us what we are today.

From our beginnings in 1983 by a small group of volunteers, to those first few paid staff and donations of valuable learning resources from local organisations. Some of these included a video player and overhead projector, quite exciting and advanced technology for their time.

our story



Chairperson's Message

I am pleased to present CTC's Annual Report for the 2012-13 year. I am very proud to share the highlights of our achievements in this report whilst acknowledging that there is still much to do.

During the year, CTC has continued to provide quality targeted services often under very difficult circumstances.

Overall we have delivered a small improvement in our financial reserves. This has been achieved during a period of a reduction in funded services with increasing demands, funding limitations and constraints in some areas.

The Board and I would like to take this opportunity to acknowledge the discipline and dedication of Nina and her Management Team who have enabled the organisation to chart through these troubled times. They have maintained close and strategic liaison with decision-makers across the community services sector whilst advocating for the needs of our clients, existing and emerging.

This is to our distinct advantage and we would like to express our gratitude to all staff for being able to maintain this momentum.

Achieving our desired levels of targeted support to those in our community who are in the greatest need is always a challenge, and particularly where the views of some in our community are inconsistent with more widely accepted views and contracted delivery standards and codes of practice.

With continued uncertainty flowing on from challenges confronting all levels of Government it is important that the Board and the Senior Management Team continue to focus strongly on identifying and securing effective services for the most disadvantaged in our community.

Reflecting on the past year, we are extremely proud that we have continued to make a difference to the lives of many. In making decisions, we have considered our philosophy of supporting the most disadvantaged in our community, either directly or indirectly.

Our position as a Charity and as a DGR (Deductible Gift Recipient) is important to the level of service we can offer and the quality of staff we can employ.

The Commonwealth Government has established the ACNC (Australian Charity and Not-for-profits Commission) to administer the registration and administration of charities in Australia. Nina and the Board are closely monitoring developments.

There will be more clearly defined and regulated Governance responsibilities for Directors and a change to annual reporting requirements.

We are confident we will meet the ACNC's new requirements and continue to set the benchmark as a successful and responsible charity in Australian society.

With our provision of services spanning across the Wide Bay Burnett, CTC is strategically positioned to continue as a significant provider of much needed targeted social and community services across the region.

We recognise the support of all levels of Government, Local, State and Federal through their Agencies and Representatives, and to the Tarong Community Partnership Fund, Heritage Nanango Community Funding Ltd, and other willing supporters, financial and otherwise, in assisting us in reaching acceptable and sustainable levels of service across all programs we are involved in.

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

The Board of Governance meets on the first Wednesday of every month with Sub Committee meetings on an 'as needs' basis during the month. Board members receive no remuneration and provide their valuable services on a voluntary basis. I sincerely express my gratitude to members of the Board for their professionalism and support over the past year.

Howard Leisemann
Chairperson






Our Strategic Priorities

The following Key Result Areas (KRA) have been developed to reflect our vision, mission and our core values.

KRA1. Focus on Communities

While retaining our traditional focus on the South Burnett, we have continued to deliver services with equal passion, commitment and quality in all communities where we are engaged.






During the year we have:

-  Focused on building community capacity through constant consultation and by delivering targeted programs.
-  Continued to identify gaps in service areas and means to address these through investigating opportunities for improvement and advocating for change wherever possible.
-  Secured community support through various collaborative partnerships and networks.
-  Empowered individuals and our community through involvement, belief and commitment.
-  Invoked the ethos of CTC amongst staff and our community

KRA2. Excellence in Service Delivery

Our primary goal is service- it's our purpose, to deliver beyond the call of duty.





During the year we have:

-  Established and delivered services in accordance with our vision.
-  Developed strategies and programs in line with contracts and service agreements.
-  Worked in partnership with our community to reduce duplication and maximise holistic response.
-  Delivered services that have made a genuine difference.
-  Implemented and enhanced our systems wherever possible.

KRA3. Skilled & Professional Staff

Our staff are exceptional, compassionate, collaborative and committed to our vision and mission.






During the year we have:

-  Demonstrated our commitment to training through offering our staff various professional development opportunities.
-  Valued democracy.
-  Nurtured the leadership talents of our staff through engaging in initiatives such as NELICOP.
-  Promoted collaboration on both an internal and external front.

KRA4. Leadership, Management & Governance

Our leadership, management and governance has enabled the continued development of CTC.


During the year we have:

-  Continued to engage in appropriate business activities to raise revenue that can fund worthwhile community activities.
-  Wherever possible we have sourced funding to ensure the continued delivery of services or the improvement of our facilities that will in turn pay long term dividends to our community.
-  Based our operations on honesty and accountability.
-  Ensured compliance with all contract requirements and guidelines.
-  Been flexible in planning our response to changing conditions.

KRA5. Finance & Resources

We aim for our long term sustainability to be secured by maintaining CTC's financial viability.

During the year we have:

-  Carefully managed our finances, being frugal with all expenditure in an effort to ensure the continued provision of programs, facilities and staff.

our priorities



CEO's Message

Hands – as in “helping hands”, “many hands make light work”, “a hand up”, a “hand out” (sometimes), “hands on”, “joining hands”, “hand signals”, “the hand of friendship” and even “hand over” – there are countless expressions that are based on hands as instruments of care, compassion, assistance and positive change.

Therefore it was easy to adopt the suggestion of using “hands” as this year’s metaphor and core design feature for the Annual Report for 2012/13 (made by the editor, Kirstie Schumacher).

“All hands on deck” would certainly describe what it took to get through the year in reasonable shape despite many and often unfavourable changes to policies, programs and funding arrangements under which we work!

We’ve “thrown up our hands” in frustration more often than usual. Undoubtedly we have had one of the hardest years in our 30 year existence – due to the general down turn in the economy and subsequent funding cuts, major political and philosophical changes at all levels of government/funding agencies and what can only be described as a slump in morale in the communities we serve.

Floods and widespread destruction of infrastructure haven’t helped but it is the psychological damage caused by sudden downturns in employment and economic wellbeing that combined with already fragile or stressed personal relationships cause our workload to increase across all our programs. Our jobs have become more complex and emotionally draining at the same time as demand has increased and funding has been cut.

As expected the loss of Skilling Queenslanders for Work (basically paid work experience and training on much needed and valued community infrastructure programs) and the suite of Diversionary Programs (alcohol management) have had a massive impact.

Not only have we had to make a number of staff redundant, we also lost the opportunity to collaborate with many community organisations and the chance to advocate for our clients and much of the freedom that a reasonable financial surplus produces. For the first time in almost a decade our staff numbers and services contracted, not only in the backroom but right at the front line.

While we appreciate that government cannot spend money it doesn’t have we also know that in the long term it will cost a great deal more to deal with the consequences that inevitably arise when early intervention and prevention measures are reduced or cease.

However, of course the year was not all doom and gloom! Our teams continue to achieve wonderful, life changing results for many clients of all ages and across all our programs.

Through continuous training and refining of practices the quality of our services continues to improve. We have managed to remain the best rating employment service in our area, even achieving a 5 star rating at the Murgon site.

CROSB and Gumnut Disability Services are helping record numbers of people to achieve their small and large goals across an increasing range of assistance.

Partners in Foster Care, FIAR House and Residential Services have had to deal with some exceptionally complex cases even by their standards yet have also achieved some truly remarkable results for children, families and carers.

Our Nanango Childcare Services were stabilised and are now showing real growth in quality and quantity of programs and premises.

The Youth and Community Services section, while being badly affected by funding and program changes still manages to provide highly effective crisis intervention and homelessness initiatives as well as participating in successful collaborations and the development of new services.

All these services are backed up by HQ staff who operate as a well oiled machine to provide all the HR, corporate, OHS, payroll and financial services required. Despite all assertions to the contrary, red tape and compliance requirements have certainly not been cut!

Thus we could celebrate CTC's 30th Birthday with satisfaction and joy in April. We did so by inviting an inspirational guest speaker, Robyn Moore, to lead us in reflection of our past achievements and challenges and inspire and motivate us for the future on our annual CTC Day. We laughed and cried together (more laughter than tears, fortunately!) and we were able to invite the public to a second session in the evening as our contribution to mental health flood recovery initiatives. A great day was had by all!

As in previous years we have had wonderful support from Stanwell Corporation, Downer EDI Mining, Heritage Nanango Community Funding Ltd, the National Australia Bank as well as from Local, State and Federal Government.

We were also able to do "our bit" by supporting a number of charities from staff contributions and our JQ bequest and through voluntary work. Our willingness to collaborate, cooperate and support others in pursuit of our and their vision and mission is certainly widely appreciated and a big contributor to our success this year yet again.

The real source of success is our staff from bottom to top, our Board of Governance and our volunteers.

Each and every pair of hands, open heart and generous spirit contributes to CTC's ability to be a force for good in the lives of our clients and communities.

Thank you to every single one of you for your past and present commitment to CTC and our clients – and your willingness to put your hands up to dealing with the challenges and opportunities that 2013/14 has in store for us all.

Nina Temperton
Chief Executive Officer



Above: 30 Birthday Cake cutting during CTC Day Celebrations.



Above: Five Years of Service Award Recipients.



Above: Service Award Recipients.

Because of these programs we have been able to make a difference in the lives of many.

our services

As at 30 June 2013 CTC has delivered over 30 different programs in accordance with various funding guidelines. Each of these programs has been designed with an individual purpose, to target a specified group. We would like to thank and acknowledge the funding bodies that have made these programs possible.

Service & Program	Funded By	Purpose & Client Group
Childcare Services		
Community Kids Pre-Prep Program (Read page 50)	CTC	A licensed Pre-Prep Program providing affordable, quality and creative educational programs 5 days a week from 7:00 am to 6:00 pm for children aged 3 to 5 years in Nanango.
Community Kids Before/After School & Vacation Care (Read page 50)	CTC	A licensed centre-based childcare service providing before/after school and vacation care in Nanango.
Nanango Childcare Centre (Read page 50)	CTC	A fully accredited childcare centre offering long day care to children aged 0 to 5 years in Nanango.
Community Housing Services		
Long Term Community Housing (Read page 53)	DOC	Property management of six long term housing units in Nanango.
Simmo's Place (Read page 53)	Simmons Family CTC	Support and property management for two people with a disability to live independently through a good neighbour arrangement and a partnership between CTC and a local family.
Thorn Street Duplex (Read page 53)	CTC	A two unit duplex purpose built for people living with a disability. Property management and support to ensure tenants have accommodation that meets their needs.
Disability Services		
CROSB (Read page 42)	DOC	Support for people living with a disability and their families within the communities of the South Burnett.
CROSB House (Read page 44)	DOC & Private Clients	A place of respite for people living with a disability and their families to relax and take some supported time out and crisis/emergency respite.
The Gumnut Place (Read page 44)	FaHCSIA	An Australian Disability Enterprise providing meaningful employment for up to 22 people living with a disability in a supportive and dynamic business environment.
Employment Services		
Job Services Australia (Read page 38)	DEEWR	Employment Services in the Gympie ESA for unemployed people referred by Centrelink.
Labour Hire (Read page 39)		Recruitment service for approved host organisations under labour hire arrangements.
Foster Care		
Foster & Kinship Care (Read page 46)	DOC	Recruit, train and support foster carers across the South Burnett.
Specialist Care Service (Read page 46)	DOC	Individualised support to children or young people aged 0 to 17 years who have complex to extreme support needs and are being cared for by Department approved foster or kinship carers.
Residential Services		
FIAR House (Read page 36)	DOC	24/7 Residential care service for up to four children and/or young people aged 12 to 17 years with complex needs.
Temporary Contract Placements (Read page 36)	DOC	Temporary placements for children in a residential setting.

Youth & Community Services

Youth at Risk Initiative (YARI) (Read page 21)	DOC	Case management support to at risk young people aged 10 to 25 years.
Get Set for Work (July- December 2012) (Read page 29)	DEEDI	Support to assist young people aged 15 to 19 years in the South Burnett to gain employment, enter training or return to work.
Emergency Relief (Read page 27)	FaHCSIA/DOC	Emergency assistance (e.g. food/transport) to overcome/stabilise immediate crisis for people in the South Burnett.
Specialist Homelessness Services (Read page 23)	DOC	Short or medium term accommodation and life skills support for young people aged 16 to 21 years who are homeless or at risk of homelessness.
Youth Connections (Read page 24)	DEEWR	Case management support for young people aged 14 to 18 years in the South and North Burnett who have disengaged from education and training.
Youth Support Coordinators (Read page 20)	DOC	Support for young people who are at risk of disengaging from school to successfully complete their senior phase of learning.
Reconnect (Read page 26)	FaHCSIA	Prevention and early intervention initiatives to bring family reconciliation for young people connected to Cherbourg aged 12 to 18 years who are homeless or at risk of homelessness.
First Start	DEEDI	Certificate III Youth Work Traineeships in Murgon for Indigenous job seekers with little or no work experience.
Safe Haven (Read page 30)	DOC	Minimisation of harm experienced by children and/or young people of Cherbourg who witness or experience domestic and family violence.
Volatile Substance Misuse (Read page 27)	DOC	Support for young people aged 10 to 17 years connected to Cherbourg who engage or are at risk of engaging in the misuse of volatile substances.
Wondin-dee Domestic & Family Violence Counselling Program (Read page 33)	DOC	Counselling and support for victims and child witnesses of domestic and family violence in the Cherbourg community.
Cherbourg Community Patrol (July- December 2012) (Read page 35)	DOC	Support to reduce the number of intoxicated adults connected to Cherbourg who are participating in behaviours that could lead to contact with the justice system.
Sober Living Support (July- December 2012) (Read page 35)	DOC	Support and assistance to individuals and families connected to Cherbourg to live sober lives and address the issues that cause problem drinking.
Community Hub (July- December 2012) (Read page 35)	DOC	Coordinates activities and programs that encourage clients connected to Cherbourg to lead a sober life and address the issues that cause problem drinking.
Barambah Community Support (July- December 2012) (Read page 35)	DHA/QPS	Support to reduce incidents of self-harm by incarcerated Indigenous people with an overall aim to reduce the levels of incarceration within the community.

Other Services

South Burnett Enterprise Centre		Cost effective rental premises that encourage and assist small business in the region.
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Funded by



**Queensland
Government**

Funded by the Australian
Government Department of
Education, Employment and
Workplace Relations.

Funded by the Australian
Government Department of Families,
Housing, Community Services and
Indigenous Affairs.

Acronyms:

Australian Government

DEEWR- Department of Education,
Employment and Workplace Relations

FaHCSIA- Department of Families, Housing,
Community Services & Indigenous Affairs

Queensland Government

DOC- Department of Communities,
Child Safety & Disability Services

DEEDI - Former Department of Employment,
Economic Development & Innovation



Above: Howard Leisemann & Nina Temperton with JQ Above & Beyond Award recipient, Bonnie Trevanion.



Above: Howard Leisemann & Nina Temperton with NAB representatives.



Above: Guest speaker, Robyn Moore - the voice of Blinky Bill.

"So inspiring - will apply to my life and my work!" - Sue Lucas, Community Hub Worker

"I enjoyed the opportunity to gather as a service and celebrate the awesome job we do!" - Brenda Brown, PIFC

"I learnt lots and enjoyed the opportunity to network with other service areas" - Renee Dobson, Residential Services

CTC Day Celebrations

CTC Day has been an annual celebration since 2008. It is the one day a year where all staff come together to reflect on each other's achievements and gain a better understanding of each other's work.

On the 19 April we celebrated 30 years of CTC by acknowledging the contributions of those who have made us who we are today. Together we reflected on our proud past and our hopes for the future.

The highlight of the day was guest speaker Robyn Moore's entertaining presentation 'The Power of the Word'. Robyn (the voice of Blinky Bill), is one of Australia's best and most in demand public speakers. Her presentation recharged our batteries with inspiration and provoking thoughts for the future. The entire CTC team were totally captivated by her and we feel extremely grateful for her attendance.

With around 140 CTCers in attendance we marked our 30th Birthday with a cake followed by an awards presentation. Everyone left CTC day feeling inspired, refreshed and enthused.

We would like to thank and acknowledge NAB who presented CTC with a cheque for \$10 000 towards assisting vulnerable people across our region. Your support is greatly appreciated.

We would like to take this opportunity to recognise the contributions of the following staff members:

5 Years Service

- 👏 Jennifer Bramley
- 👏 Ailsa Spiro
- 👏 Damaris Fisher
- 👏 Paul Gray
- 👏 Barbara Sandbach

Howard Leisemann STAR Award

This award is presented to a staff member who has made an outstanding contribution in the area of service, has promoted teamwork and collaboration and has done so with a positive, dedicated and forward thinking attitude.

This year's award recognised Kirsten Firman, Youth and Community Services Manager who has been with CTC since 2000. We recognised and acknowledged her dedication to helping make a difference to the lives of youth and vulnerable families in the region as well as her contributions to shaping CTC into the organisation it is today.

JQ Above & Beyond Award

Bonnie Trevanion, Youth Worker, was recognised for her invaluable contribution to the Mundubbera Mud Army in the wake of the January floods.

Service Awards

A Service Award was presented to an employee from each service area as voted by their colleagues.

This year's awards recognised the following employees:

- 👏 Childcare Services: Megan Kilroy
- 👏 Residential Services: Rick Willett
- 👏 CROSB: Nicole Slater
- 👏 Reconnect Safe Haven: Barbara Stewart
- 👏 Kingaroy Youth Services: Lloyd Back
- 👏 Partners: Katrina Manion
- 👏 Gumnut Place: Annette McCorry
- 👏 Kingaroy Employment Services: Lizz Geppert
- 👏 Gympie Employment Services: Debbie Nicolai
- 👏 HQ: Andrew Overton & Cathe Ferris

Board of Governance

CTC is fortunate to be guided by the strategic leadership and professional expertise of our Board of Governance, Chairperson Howard Leisemann and CEO Nina Temperton.

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

At different stages throughout their lives, they have each been instrumental to the success of various local businesses and industries ranging from agri-business, Council, banking, electricity distribution, education and accounting, to name a few.

We value their commitment to strategic planning and regular review. Due to their varied community connections our operations are carefully aligned to the needs and realistic expectations of our region.

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

We would like to thank and acknowledge the contributions of honorary member Graham Easterby for his assistance in the position of OHS Advisor across all CTC operations.

We are proud to report that CTC has continued to achieve another year of quality targeted services during a time of challenge and change for the Queensland Community Services sector. This is partially due to the invaluable contributions of our board and we would like to take this opportunity to acknowledge their ongoing support and commitment to the success of CTC and the welfare of our community.

Together, they have continued to address the many challenges we have faced with the best interests of our clients and community always their top priority.

Over the past 30 years CTC has overcome numerous obstacles to grow, change and adapt into the organisation it is today.

Under the guidance of our board we have and will continue to economize and operate frugally, avoiding waste and unnecessary expenditure to improve the quality of life and supports available for socially and economically disadvantaged people across the areas in which we operate.

Our Members

Chairperson

Howard Leisemann- 1987

Board Secretary & CEO

Nina Temperton- 1992

Treasurer

Maxwell Lehmann- 2001

Board Members

Michael Carroll- 1987

John Box- 2007

Eric Cross- 2004

Marc Reinbott- 2012

Marie Shaw- 2012

Our Board includes eight members who have lived and worked within the region for many years.

They are highly successful professionals and business leaders who contribute a wealth of knowledge and expertise to the operations of CTC.

our board

Our people

We believe our success is in our people. They are our most valuable asset and we would like to acknowledge their commitment and dedication to our clients, our community and our organisation.

With a strong balance sheet of experienced, innovative and highly motivated employees we have the capability and capacity to deliver services that often exceed the expectations of our clients.

CTC's workforce is made up of approximately 200 dedicated staff who often go above and beyond the call of duty to help a client, support our community and achieve outcomes which may vary from a small smile to a life-changing moment.

Many of the services CTC provides require long hours, commitment and a clear definition of personal and professional boundaries. Every day is different and in supporting our clients and our community, we must offer the same support to our staff. We understand it can at times be difficult for our staff to do the job that they do.

Our healthy organisational culture is a key factor in the continued and on-going success of CTC and the ability for a new staff member to 'fit in' as if they had always been here.

We believe the shared values, beliefs and the genuine desire to make a difference within the communities we live in form the foundations that create a happy working environment, one that promotes team work and encourages our staff to accomplish great things.

Employer of Choice

CTC prides itself on being an employer of choice and providing employment opportunities for staff who enjoy coming to work, feeling a sense of ownership, individual purpose and achievement.

We recognise a number of key synergies between personal goals, workplace challenges and organisational achievement and believe these often result in benefits for CTC and our surrounding community.









We are proud to be one of the largest employment providers in our community.

Professional Development Opportunities

We recognise the value of providing our staff with professional development opportunities that improve our overall capacity to deliver high-quality services whilst motivating and inspiring our teams.

During the year we have supported the attendance of a variety of training programs, workshops and conferences.

Some of the qualifications our staff achieved included:

-  Justice of the Peace
-  Diploma in Community Services Coordination (NELICOP)
-  Diploma in Counselling
-  Diploma in Child, Youth and Family Intervention
-  Diploma in Youth Work
-  Certificate III & Diploma in Childcare
-  Certificate III & IV in Disabilities
-  Certificate IV in Employment Services

Traineeships

Throughout the year, CTC employed eight trainees, including school based, in the areas of Business Administration, Childcare and Youth Work.

Induction Program

Our induction program includes six key stages of induction which are completed over the first six months of employment to ensure staff are prepared and informed.

The program has a particular focus on personal and professional boundaries, code of conduct, workplace health and safety and an overview of CTC's operations and activities.

This process equips our new recruits for the best possible start with CTC from day one.

Recruitment & Selection

CTC is a proactive organisation, continually seeking skilled and committed staff to join our various teams.

We believe it is important to match the right person to the right job and have a number of practices in place to ensure the recruitment of suitable, qualified staff.

Policies & Procedures

The HR department continued to revise a number of standard operating procedures and policies to comply with relevant legislation.

Operator Accreditation

During the year we were advised that we were no longer required to hold Operator Accreditation and undertake Restricted Driver Authorisation (RDA) checks for all staff transporting clients. This has resulted in significant savings for CTC.

Workplace Gender Equality

As per the statutory requirements of the *Workplace Gender Equality Act 2012*. Please see adjacent graphs.

Helping Others

CTC was born in the spirit of giving and through the commitment of many volunteers. We have continued this legacy through volunteering our staff and resources to:

- 👉 Deliver Meals on Wheels in a CTC vehicle during work time, every month around the Kingaroy area.
- 👉 Spread Christmas cheer through decorating, preparing food and washing countless dishes on Christmas Day during the Salvation Army's Community Christmas Lunch.
- 👉 Transport and supervise CTC's Mobile Entertainment Recreation Vehicle (MERV) at various community events including Relay for Life and the local Christmas Carnivals.
- 👉 We provide flexible work arrangements so staff can assist with coaching and mentoring young people e.g. Netball, Girl Guides, etc.

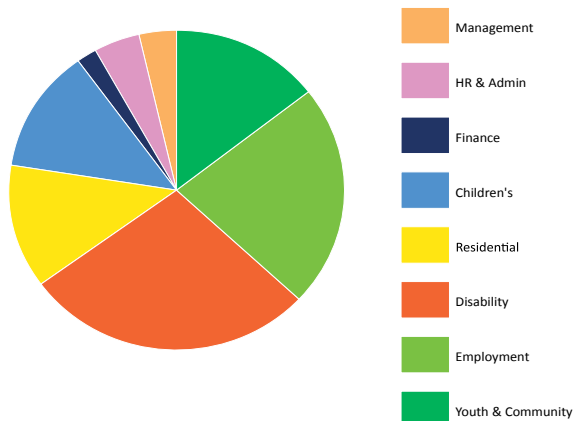
Our staff have continued to support various community organisations and not-for-profit charities through a number of fundraising projects. Every year, our teams participate in special days such as RUOk Day, Jeans for Genes Day and Purple for Epilepsy to name a few.

Gumnut Place has donated a number of hampers and goods to various causes across the region, including raising Autism awareness.

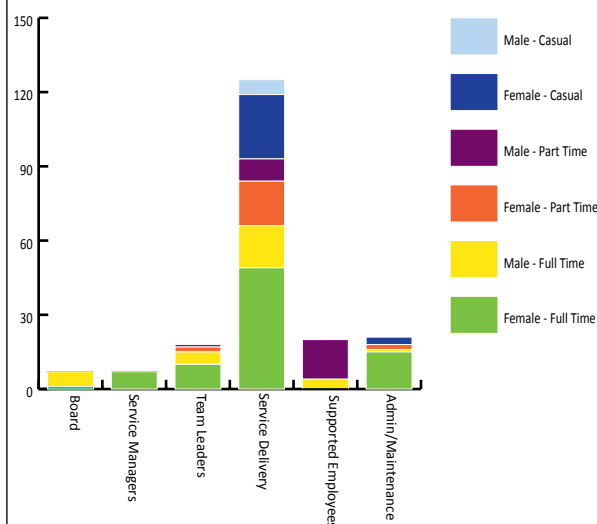


Above: Shaun Bliesner, Tia Poutama and Brenda Brown with their Diploma's and Peta ? with her Certificate IV in Child, Youth and Family Intervention at a Graduation Ceremony in Cherbourg, December 2012.

Employees by Service at 30 June 13



Workplace Gender Equality at 30 June 13



NELICOP New & Emerging Leaders Integrated Community of Practice

CTC enrolled a number of Team Leaders in the NELICOP Program funded under the Community Services Skilling Plan. The program was designed for new and emerging Leaders of Department of Communities, Child Safety and Disability funded non-government Community Services. The program was linked to a Diploma of Community Services Co-ordination and entailed three workshops and two teleconferences.

Program topics included strategic planning, integrated service delivery models, cultural competence, change management, mentoring, succession planning, pathways for career advancement, promotion and recruitment targeting young people, innovation in industry, complexity of service user need, sustainability and social enterprise.

The course was thoroughly enjoyed by all participants.

The team form the backbone of CTC.

We applaud their commitment to their teams, our community and the operations of CTC.

our managers

Our Management Team

Our Management Team recognises the importance of working smarter so that we are optimally positioned to improve services and lives for vulnerable people and families across the region.

Members of the Management Team are all very committed to putting people first and delivering outcomes. Together, the team focuses on providing the right services at the right time in an effort to address the root causes of problems before they become entrenched within our community.

They are all industry professionals in their own right having worked their way through the ranks within the community sector to the positions of leadership that they each hold today.

From grass roots projects, to limited budgets and resources they have each contributed blood, sweat and tears to the successes of CTC and we must acknowledge their ongoing commitment to our organisation and our community.

Clients and service delivery is at the centre of what we do and the Management Team continually look for ways and funding opportunities to expand and improve our services.

The Board holds Executive Meetings with the Management Team to focus on the strategic direction of the organisation, current challenges and developing initiatives. Through their forward thinking approach and 'can do' attitude the team strives to achieve CTC's goals and objectives.



Left to Right: Anne Wendt, Nina Temperton, Esther Ross, Kirsten Firmann & Janet Champney. Absent: Barb O'Hanlon & Susan Jerome.

Although we face a number of very real challenges now and into the future, the Team has and will continue to work together, partnering with our community and harnessing the energy and drive of our people in an effort to deliver the best outcomes for those we support.

We would like to take this opportunity to acknowledge the Team's invaluable contribution to the community. Their continued dedication and commitment is the driving force behind CTC.

Our Managers

Chief Executive Officer

Nina Temperton- 1992

Deputy CEO & HR Manager

Janet Champney- 1990

Employment Services Manager

Barb O'Hanlon- 1998

Youth & Community Services Manager

Kirsten Firman- 2000

Finance Manager

Esther Ross- 2000

Children's Services Manager

Susan Jerome- 2007

Disability Services Manager

Anne Wendt- 2012

Helping hands...



- 1 | Improving the lives of children and young people
- 2 | Reducing domestic and family violence
- 3 | Supporting young people in the local community
- 4 | Engaging jobseekers to participate in the workforce and community life
- 5 | Supporting people living with a disability to realise their potential

- 6 | Fostering hope for the future
- 7 | Giving children a good start to learning and development
- 8 | Providing long term community housing to those in need

Our services are driven by the conviction that, if given the appropriate information and support, every young person has the capacity to make informed choices and steer their lives in the right direction.

Traversing adolescence is a different experience for each young person we meet. Sadly, many face countless obstacles and crave the support and encouragement of a caring family and warm home environment.

The constant influence of broken families or peer pressure often hinders a young person's ability to succeed; resulting in slowed academic performance, problematic relationships and engagement in high-risk behaviours that can impact on the rest of their life. It is during these years that many young people become lost and unsure of who they are or what they need to do.

What we do:

Our role is to assist young people aged 10 to 25 years to manage and overcome existing obstacles and challenges through case management and targeted programs that focus on early intervention and prevention.

Our goal is for all young people to seize opportunity, accept their responsibilities and take control of their lives.

We see first-hand the capabilities of young people today and through providing the right levels of support we ensure every client has access to the information and services they need to:

- ✎ Successfully complete school and transition to further learning or a job they like.
- ✎ Lead healthy, active and culturally diverse lifestyles.
- ✎ Experience healthy and positive relationships with their families and their peers.
- ✎ Live in a secure environment.
- ✎ Choose safe behaviours.
- ✎ Contribute and be a part of their local community.

Our services span the South Burnett region and into areas of the North Burnett. Our main offices are located at the Kingaroy Youth Park and Murgon Connections with a sub-office for Youth Connections in Munduberra.

Most of our work is done in the community or by working one on one with our clients. We often travel and meet with clients at their schools or in their home, a park or other public place.

We are passionate about providing safe, supportive spaces for young people to come and talk honestly to our staff about their needs, desires, hopes and dreams for their futures.

What we achieved:

During the year our Youth Services team has delivered seven funded programs and worked with 1293 young people with a total of 13,793 individual contacts for help.

Although these programs vary in format, structure and intensity of support they are all designed with the same common purpose – to help make a difference in lives of our youth today.

Knowledge is Power

By partnering with our local schools, our two Youth Support Coordinators (YSC) have helped students who are at risk of disengaging from school or who have recently disengaged from school.

Many of our clients struggle with issues such as bullying, fractured family or unstable home environment, poor body image, financial concerns, literacy or numeracy difficulties, alcohol or drug abuse, truancy, lack of interest or sense of direction.

Through individual support we encourage our clients to rediscover the value of learning and overcome the challenges they encounter along the way. Our service plays an integral role in minimising the development of serious long term dysfunctional or anti-social behaviours, offering hope to a young person who may see their situation as hopeless.

By working with our YSCs, students learn to control their relationships, achieve and maintain set goals and develop coping strategies. We believe at this stage of a young person's life the investment of time and resources is crucial to their on-going development into contributing adults.

During the year our YSCs have provided personal support to individual students and targeted group-work programs. These programs, such as Drumbeat and Rock and Water aim to motivate students and encourage self-confidence, resilience, teamwork and respect for themselves and others.

youth



Life-skills programs have focused on practical issues such as budgeting, personal hygiene, health and fitness, employability skills, community service and moving on to independent living.

YSCs have helped facilitate Careers Camps, where students are given the opportunity to explore post-school training, study and work options.

A Step in the Right Direction

The YSC team often work with a client over a number of years. John is 17 and has been with our service since moving out of home at age 14 years.

“CTC provided me with the right resources to get back on track when I needed it most. They helped me achieve my goals in school and education. Without them I would not have had the support and knowledge I needed to get through tough family, school and everyday problems”.

“I was able to make appointments and was always well looked after by Lloyd. I felt as though I was never neglected and someone always showed an interest in my progress. I can definitely say I owe a lot of things to CTC and without them I would be in a much worse place than I am now”- John.

Student Welfare Officer

After being approached by Nanango State School, we entered a partnership agreement with the school to auspice funds to employ a Student Welfare Officer for the next two years.

The officer’s role is to work closely with, and/or as part of the school Wellbeing Committee or team to plan for and deliver student resilience and wellbeing services.

The Student Welfare Officer will work in the school environment to meet the needs of students as identified by the school. In this financial year, the partnership agreement was established and recruitment undertaken. The Officer commences in July 2013.

Informed Choices

The Youth At Risk Initiative (YARI) was introduced in April 2012 by Kingaroy Youth Services to support vulnerable young people aged 10 to 25 years who may be homeless or at risk of homelessness, involved with Youth Justice or Child Safety, unemployed or disengaged from education, living with a disability or disconnected from their family, peers or the community.

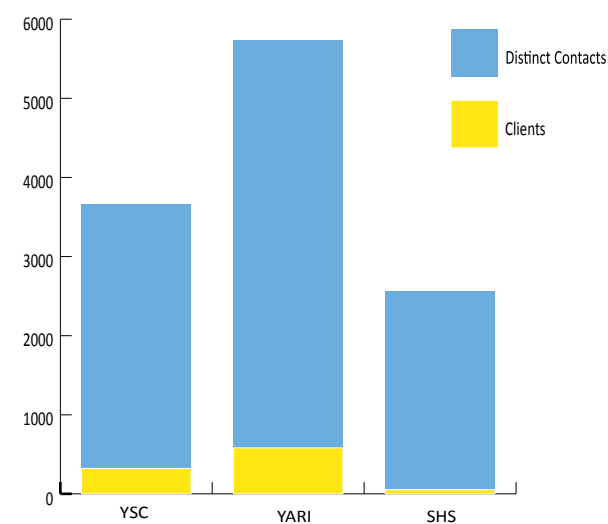
YARI is a personalised support service that has assisted 580 young people in the South Burnett region to make informed decisions and take control of their lives.

Others received immediate assistance, advice, information and referral. The program has a particular focus on achieving sustainable outcomes for our clients. Approximately 80 of these young people received intensive and ongoing support.



Above: Lois Gray, with Strong Young Women Group participants. For many it was their first trip to the beach.

Program Clients & Contacts 2012-13



YARI activities focus on building social and interpersonal skills, developing self-esteem, gaining independence, acceptance and active involvement within our community.

Interestingly the introduction of the YARI program now allows our team to work with young people from the age of 10, previously it was 12. By being able to assist at a younger age we are contributing to an easier transition into their teenage years.

During the year we have facilitated a range of group programs and activities including:

Strong Young Women Group: This group aims to empower young women, encouraging self-respect and independence by giving them a safe forum where they can talk about their experiences and listen to others about theirs.

Throughout the year, our Youth Workers have continued to build relationships with young women and their mothers, aunts or guardians in an effort to develop more open and trusting relationships between each other.



Above: Goomeri State School students supported by our YSC's at USQ Toowoomba Campus, considering options for their futures.



Above: School students on a trip to SkillsTech Australia - a Tafe made for Tradies in Acacia Ridge.



Above: School students on a trip to Oaky Army Base considering the many opportunities with the Defence Force.

Many of the participants have had bad experiences with friendships or boyfriends and have often broken communication and/or relationships with their mothers. Through this group the mothers have a way of being a part of their daughter's life. Both mother and daughter have a safe open forum where they can get to know one another better and be supported by Youth Workers who can provide them with information, ideas and mediation when needed.

The group offers opportunity to talk openly about key issues, such as the effects of social media and how to prevent it from controlling their life and the importance of being respected and making good choices around sexual relationships.

Participants have shared their experiences and understandings of what makes a positive friendship, what they believe makes a good friend, what is considered bullying – being a bully and getting bullied. And as expected there are always discussions about topics such as fashion, makeup, hair, beauty and trends.

We are currently in the process of planning a Mother and Daughter Trip during the next school holidays to see the turtles hatch at Hervey Bay. We hope over the year to come we can continue to provide engaging opportunities for young women and their mothers to build healthy relationships whilst encouraging them to be positive role models for their peers and grow to become strong young women in the future.

Murgon Boys Group: In collaboration with CTC's VSM (Volatile Substance Misuse) Program, the YARI team engage and support youth currently under Youth Justice Orders in the Murgon and Cherbourg area. The purpose of the group was to encourage continual participation in schooling and develop future plans for employment and community involvement.

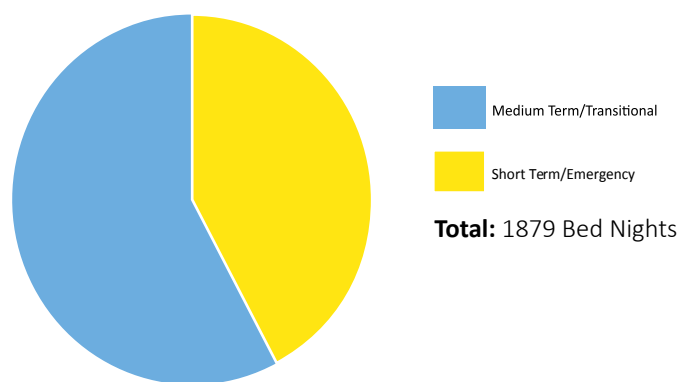
During the year the group met each week for various sporting games and activities that focused on inclusion and team building. Our team was able to engage in casual conversation with the participants and openly discuss their plans and current issues.

This provided a good opportunity for clients to share their experiences, discuss solutions and develop friendships.

Skateboarding and Scooter Group: This program concentrated on encouraging leadership, respectful behaviour and language by offering participants' who demonstrated these qualities the incentive of attending a three day camp that involved visiting every skate park on the Sunshine Coast during the school holidays.

Through this program we were able to tap into our participant's passion for skateboarding or scooter riding and encourage them to treat others at these parks in a respectful way.

Hostel Accommodation Type 2012-13



School Holiday Activities: During the school holidays we facilitated various day trips and camps for youth in our community. A particular highlight was a trip to the Sunshine Coast, which for some of our clients was the first time they had felt the sand between their toes. The participants were able to meet other young people and work as a group supporting each other with beach safety whilst experiencing something new. The trip allowed our Youth Workers to build stronger trusting relationships with their clients and learn more about them as individuals.

Youth Culture Centre: Provided a safe and friendly environment for young people to socialise, access computers, talk to our Youth Workers and participate in an array of activities ranging from a game of pool to a board game. The centre has continued to operate during school holiday periods.

Young Mums Program: Operated in Kingaroy during different times of the year as a mutual support group to help young mothers learn skills associated with parenting their children. All participants thoroughly enjoyed the opportunity to network with other young mothers and share their experiences.

YARI Demographic Report Summary 2012-2013

- ✎ Distinct Persons - 580
- ✎ Recorded Contacts - 5,155
- ✎ Indigenous Status Identified - 133
- ✎ Recorded contact time spent with these persons 3449 hours 20 minutes

Somewhere Safe to Sleep

On any given night in Australia, over 100 000 people are homeless. Nearly half of these people are under the age of 25. To assist manage the on-going social impacts of youth homelessness we operate a Youth Hostel through our Specialist Homelessness Service (SHS). The hostel provides crisis accommodation for up to six months for young people aged 16 to 21 years who are homeless or at risk of homelessness.

Homelessness impacts on a young person's life in a number of different ways. For many reasons our clients have found it difficult to find somewhere safe and secure to live. As a result, they find it even more difficult to stay in school, find work, keep a job or eat well (if at all).

A Hand Up

At the Youth Hostel

Our SHS team assisted two young women who came to the hostel during their pregnancies.

The hostel provided a safe and supported environment for them to address their issues, secure appropriate housing and improve their health and wellbeing.

Both women have since had their babies and secured long term accommodation.



There is no quick fix to the problems our clients face and often it's not as simple as just finding somewhere to live. We are committed to ensuring our clients don't end up leaving our service and go back to the same situation. We understand this process takes time. Throughout the year we have continued to work closely with our clients to resolve crisis, re-establish family links (where appropriate) and strengthen their capacity to live independently.

During the year, our Youth Workers have assisted each client individually based on their needs and situation to ensure they have the skills to maintain a residence before leaving our service.

This process includes teaching clients about healthy meal preparation, budgeting, house cleaning, hygiene, adhering to a tenancy agreement and community living skills; such as how to complete forms, communicate with other services, access support or attend appointments.

We have found family breakdown and domestic and family violence continue to be two of the primary reasons why young people seek support from SHS. For some young people, parental separation and the arrival of a step-parent can cause conflict that makes home life seem untenable. For young people fleeing physical, sexual and emotional abuse, reconciliation with their families may not be possible.

To be eligible for temporary accommodation in the hostel, the young person's details must be confirmed with parents or relevant authorities and a comprehensive risk assessment undertaken. The young person must agree to helping with the everyday chores and daily duties of the hostel as well as abide by our rules which include no alcohol, violence or illegal substances.

During the year we have assisted many young people to get back on their feet and find suitable housing. For the past 3 months the hostel has been at near or full capacity and currently we continue to get regular requests for accommodation that we are not able to meet.

We would like to take this opportunity to thank and acknowledge the Kumbia CWA who kindly donated a number of care packages, containing various personal hygiene products, for young people in the region who are homeless. Your assistance and support is greatly appreciated.

Back to School

Our Youth Connections team work intensively with teenagers who have experienced difficulties coping in mainstream schooling and, as a result, are disengaged from education or training. This service is provided in partnership with the lead agency Bundaberg 'IMPACT Make Your Mark' and Maryborough Hervey Bay 'TESS', spanning across the region. CTC provides this service from our Kingaroy, Murgon and Mundubbera sites which outreach across the whole of the North and South Burnett as needed.

Our core purpose is to identify and engage our target youth through engagement activities and strong referral pathways. We then work to encourage youth back into an educational setting to gain a senior certificate (equivalent) or employment through one on one case management.

During the year we have worked with 150 clients and had contact with 263 clients for help. Although each person who accesses our service is unique, as a service we have developed a good understanding of why a person has become disengaged, how this has manifested and the life experiences that have contributed to it.

This in turn assists each worker to successfully identify and address barriers that the client may be facing. Each worker utilises the existing services and organisations in their area to deliver a tailored pathway plan to each client focusing on addressing barriers which have had a negative effect or placed limitations on the client's ability to successfully engage in the first place, and work with them to address and/or minimise them.

The program was initially scheduled for four years. In June we received the good news that the Youth Connections program would be extended until December 2014.

Since the rollout of this program, we have strived to deliver a quality service through strong partnerships with the contracted program and regional services and organisations. This has been accomplished with regular staff training and continuous reviews of practices.



Above: Mundubbera Youth Mud Army.

Mundubbera Youth Mud Army

Our Youth Connections Worker in Mundubbera, Bonnie Trevanion must be acknowledged for the invaluable role she played in coordinating the Mundubbera Youth Mud Army after the North Burnett community had been devastated by the January floods.

Bonnie had organised a number of activities to try and help distract the youth in the area from the damage the floods had created. After the first day of sports and games she noticed all participants were still distracted and really just wanted to help the community and the individuals impacted. And so, the Mundubbera Youth Mud Army was formed.

The group of 24 met every day for five days and travelled through the flood zone in town visiting home owners and asking if they could assist in any way.

“So many home owners welcomed the help and compassion. They were painstakingly careful not to put anything out on the street without seeking consent and placing items not destroyed by the waters into secure areas chosen by the owners” – Bonnie Trevanion, Youth Worker.

When Bonnie asked the group if they wanted to finish for the day, 14 year old Peli Feki said “I don’t know about all of you, but I came out here to give hope to those who had lost theirs”.

“When this is the attitude of the young people who live in our town we have every reason to be proud. They deserve to be recognised for their selfless work and tireless efforts. There were also so many others not affiliated with our particular group who outreached into the community and helped where they could. We truly are a blessed community” – Bonnie.



Michael Sanford is one of our Youth Workers. He has Epilepsy and on a bad day has had up to 54 seizures, often resulting in hospitalisation.

Although he is currently stable he has vowed to meet and support people with Epilepsy who can’t do the things many of us take for granted. During the year, he has been busy organising a charity bicycle ride for 2014. He plans to peddle his way across the entire South Burnett, a distance of approximately 300 km.

“I am putting my personal fitness, both physically and mentally to the ultimate challenge and with the support of Epilepsy Action Australia I hope to raise awareness and funds for others with Epilepsy in our region.” – Michael.

The entire CTC family have been behind Michael’s fundraising efforts by holding regular ‘Purple’ events such as cupcake morning teas or by making donations or raffling items “I feel inspired, charged and ready to take on this challenge. To all those supporting me, thank you so much- Michael.

We would like to wish Michael the very best of luck with his ride next year.





Above: School holiday trip to the Bunya Mountains for a picnic and bushwalking.

Staying Connected





The South Burnett has a large number of young people experiencing permanent or temporary secondary homelessness. Often these young people don't have a stable residence and instead live across a number of relative's homes or "couch surf" from friend to friend.

Our YARI and SHS services support those across the South Burnett who are in secondary homelessness, whereas the Reconnect service focuses on young people in the areas of Cherbourg, Murgon and Wondai and is based in the Murgon Connections Office.

Our Reconnect Service is one of only two specialist services in Queensland providing support to Aboriginal and/or Torres Strait Islander young people and their families.

Often our Reconnect clients are residing across a number of different places due to overcrowding or their current family situation. Due to the transient nature of our clients it can be difficult to find them a safe place to live. In these circumstances, Reconnect provides individual support to each client through a youth led and family based model. In many cases we work hand in hand with our Safe Haven and Wondin-dee teams to achieve the best possible outcomes for young people in need of assistance.

We have continued to operate weekly group programs that aim to build confidence and communication skills with a particular focus on healthy and active lifestyles. These programs change as the needs of the young people change but included:

-  Girls groups – building confidence, self esteem and self worth
-  Boys groups – healthy relationships and self esteem
-  Cooking programs
-  Cultural activities

During the year the Reconnect team worked in partnership with Murgon State High School to develop a suspension program that focused on increasing social skills, cultural awareness and developing healthy relationships.





This program ensured that suspended young people remained engaged with services, developed social skills which they could model back to the school environment and had a supported re-entry back into school at the end of suspension.

The Reconnect service has continued to partner with various other services to provide an extensive program of school holiday activities which typically include discos, swimming, day trips and local camps.

The benefit of these programs are multiple and include providing diversion for children and young people, building engagement with services and building experiences for participants.

Most activities are local and available to all children in the community. Reconnect also run targeted programs for their clients with specific aims and also run trips away from the community to build experience.

Reconnect Demographic Report Summary 2012-2013

-  Distinct Persons - 202
-  Recorded Contacts -1227
-  Indigenous Status Identified - 202
-  Recorded contact time spent with these persons
1359 hours 43 minutes

A Helping Hand

Our Reconnect service lent a hand to a 16 year old client who had moved from Brisbane to Cherbourg with no clothing, identification, food or financial means. We were able to obtain suitable identification which allowed the client to apply for financial support, find stable accommodation and attend to a number of health concerns.

We were able to support her to develop a positive relationship with her extended family in the area and return to Brisbane to be with her father. She was very thankful to those in the Reconnect Team for their assistance.

Overcoming Addictions

Our team has continued to work hand in hand with other organisations to provide suitable options such as detoxification or treatment for young people with an addiction.

During the year we have designed and delivered strategies and programs that have intervened and in some circumstances prevented such addictions from developing. We have particularly focused on Volatile Substance Misuse (VSM) which may involve sniffing glue, paint or petrol. We have assisted many young people to stop or reduce their abuse of substances.

The VSM program has run a range of programs to provide engagement and experiences for young people at risk of substance abuse. These have included:

- 👉 **Bush camps:** held during every school holiday break, these camps focus around activities such as camping and fishing and incorporating “yarning” opportunities.
- 👉 **Weekly Basketball** (in collaboration with YARI).
- 👉 **Golf:** involved 10 young participants who enjoyed a week of golf with a golf professional and a number of mentors. They started each day with breakfast followed by a full day of lessons and games. Many showed a genuine talent for golf and some have continued with golf as a long term activity.

Lending a Helping Hand

CTC is devoted to helping struggling families and individuals to stay on their feet until their situation improves. Often people just need a kind helping hand to get through a difficult time in their lives. We operate an Emergency Relief service that predominantly provides food packages to those in need. Other supports have included transport, baby needs, personal hygiene items or medical support.

Throughout the year, we have assisted 239 people on 504 occasions with Emergency Relief support. 178 individuals were new clients to the service with the others all being existing clients. 51 individuals identified themselves as Aboriginal or Torres Strait Islander.

Due to the demand we experienced in the year we have overspent our Emergency Relief allocation and as a result, needed to draw funds from other areas. This is particularly because of the impact of the January floods and many local families needing quick assistance to get back on their feet and meet the basic needs of their children.

During these times we sent cleaning products, household items and offered personal and emotional support particularly to the flood affected areas of Gayndah and Mundubbera. We also supported the local community, including farmers who were badly impacted for a second time in the last two years.

During the year we provided quick lunch meals prepared by The Gumnut Place for young people who had not eaten for a day or more and came to our service for help.

We simply cannot turn people away because we don't have funds available in this area, it's purely against our core purpose. Nonetheless, this has reduced our capacity to assist in other areas due to our current financial position and the pressure various funding cuts have placed on our services.

A Healing Hand

ROBY Program

We are proud to report that a number of staff members from our Reconnect program have been approached to be mentors for ROBY (Red Dust Healing Outward Bound Australia Youth Pathways).

This program will be delivered in partnership with Queensland Police and will engage young men 'at risk' in an intense camp environment. So far, we have identified a number of children who are willing to participate.

We would like to take this opportunity to acknowledge the amazing work of the team regardless of the challenges and tight time frames they often have to work with.

Golf Program

Over the past three years our Reconnect Team have worked closely with an Aboriginal client to overcome his challenges around aggression, secondary homelessness, family engagement, volatile substance misuse, involvement with Youth Justice and his ability to access and maintain his attendance at school after being expelled.

Through the development of a strong support plan the team have worked alongside the client to control his aggression, stabilise his current living situation and encourage positive engagement with his family. We supported him to complete the necessary youth justice requirements and encouraged his participation in an alternate education program.

To encourage the client to maintain the requirements of his support plan the team introduced a rewards program that focused on developing the client's golf skills, something he was very interested in.

He went on to participate in a Golf Championship game and was crowned Overall Net Champion. He is now an active member of the local golfing community who have supported the young man by loaning/donating equipment and supporting him with transport to attend other competitions in the area.

Through this network and his demonstrated commitment he is being considered for a traineeship in the field. We are extremely proud of this client's achievements.

Deadly Treadly Program

The program was designed around the concept of operating a mobile bicycle repair workshop that targeted young people at risk of disengaging from education with identified social and personal barriers.

The program was delivered in partnership with Active South Burnett and aimed at engaging young people in physical activity that they were interested in whilst discussing their problems.

Participants were encouraged to bring their bikes along and learn about how to maintain them with some hands on help.



Above: Deadly Treadly Program.

Challenges we faced:

Youth Services have undergone a challenging year with funding cuts and service agreements with significant changes. This has meant that we now have fewer staff who are directed to more specific areas. Many of our previous initiatives where we made programs and activities open to all the youth in the South Burnett are now not possible. Programs have become more focussed on reducing the number of young people who enter the child protection or youth justice system or are homeless or disengaged from school.

This year we saw the cessation of both Get Set for Work (which assisted young people gain and retain work) and First Start (supported traineeships). Other programs received reductions of funding from 1% up to 10%.

Most youth programs have now moved to output funding where we report on the number of contact hours with clients. While we welcome the increased accountability of service provision, travel hours are not counted which can be challenging in such a large geographic area.

Importantly, a young person must want to change and be prepared to tackle the obstacles along the way. They must identify their shortfalls and be willing to do something about it. Sadly, all of the motivation or inspiration in the world won't help someone who isn't willing to try for themselves. Our challenge is to help young people to want to help themselves. We understand this takes time, and through reassurance we aim to assist all young people to have the courage to make a change.

Our Future:

We were successful in our application to provide Personal Helpers and Mentor Services (PHAMS) in partnership with IMPACT Make Your Mark and Graham House to commence in August 2013.

PHAMS is a Mental Health Service that supports participants with a holistic approach during their journey to recovery. The service is a genuine collaboration between all three agencies and is unlike any other that we provide. Although it will be based in Murgon it will be delivered across the areas of the South and North Burnett Region.

CTC is very excited to be a partner in a program which assists people to undertake a recovery plan after an episode of mental illness.

Youth Service Recommissioning

Under State Government all investment is being reviewed through focus areas. The first focus area is Youth and will be followed by Family Support and Domestic Violence and Homelessness. Through the recommissioning process, the Government is reviewing services and demographics and assessing the investment both through target audience and location.

The Department of Communities, Child Safety and Disability Services has committed total investment at the same level. As we look to the future it seems some of our services may cease, some may commence and some may change focus or funding. The review has been extended into 2013/14.



A Helping Hand

A Mother in Need

During May, our team worked in partnership with Uniting Community Care Domestic Violence program to support a mother and her four teenage children.

The mother lost her house in floods earlier in the year and moved in with family in a nearby town. The family were violent towards her and her children. She made the decision to move out alone. She had few possessions and limited income. She accessed her own accommodation and rental/bond loans. Salvation Army assisted with some furniture.

CTC Emergency Relief assisted with some kitchen basics, linen for the beds and initial food. The children needed to move school and had no school uniforms. We were able to refer the children to YSC for ongoing support. The family is now settled in their new house and the children are successfully engaged in school.

Taking the Time to Help a Stranger




During the year our team were contacted by the local Police who had found a 27 year old man with significant disabilities sleeping on the street. After some discussion, it was discovered that he had walked some 90 kms with bare feet and hitch-hiked along the way. We provided the young man with clothes, food and temporary accommodation and linked in with other local services. After intensive support he has sustained accommodation, can manage his finances and is linked in with the health professionals and support services he needs.

Evidently there is a genuine service gap in the region for men over the age of 25. Although this young man was not eligible for our services he needed our help and CTC will never turn away a person in need.

Get Set for Work Ends

Get Set for Work (GSFW) was a program that was funded by the Department of Education, Employment and Workplace Relations until 31 December 2012. The program has been delivered by our Youth Services Team since 2005 to address the concerns of youth unemployment in the South Burnett.

During the last six months of the program we were able to help 11 young people aged 15 to 19 years through individual case management and group work that concentrated on initiating employment, education and training pathways. These young people:

-  had left school without completing their Year 12 certificate or any other form of training or education
-  were currently unemployed or
-  worked less than 25 hours a week and were experiencing difficulty securing full time employment due to skill shortages.

Through the GSFW program we were able to assist young people to develop basic work ready skills ranging from Construction White Cards, to Responsible Service or Alcohol, Responsible Gambling and basic computer skills. The program complemented CTC's various youth and employment services and contributed to a holistic approach to facilitating appropriate referrals to crisis or intervention programs required, as well as access to Job Services Australia.

During this time, GSFW helped a number of young people restore a sense of independence and belonging and encouraged their active involvement in the community.



Domestic and family violence devastates lives.

community



Violent behaviour is often passed onto children who are born into and grow up in violent families. Chances are children who have been traumatised by abuse or violence will carry on the toxic legacy.

What we do:

The safety and wellbeing of Cherbourg families is our primary concern. Together, the Safe Haven and Wondin-dee teams provide counselling and practical support that helps families struggling to deal with the complexities of family life and prevent issues from escalating into violence and long term problems.

Wondin-dee, meaning 'place of hope' is an Indigenous Family Violence Counselling Service that supports local families facing these issues. This service aims to break the endemic generational cycle of violence by assisting the victims or witnesses as well as the perpetrators who have recognised they need to make a change.

Safe Haven is a culturally inclusive program that includes night patrols, youth activities, counselling and capacity building. This program aims to improve the safety and protection of people affected by domestic and family violence in an effort to reduce the exposure of this type of violence to our children.

Both services work together with families teaching them how to form stronger relationships and make positive changes. Together they provide high-quality, culturally appropriate prevention and intervention services that meet the specific needs of Cherbourg and the wider community.

What we achieved:

Safe Haven

The Safe Haven program employs two Family Support Workers, a Youth Worker, Community Capacity Builder, two Patrol Workers and a Coordinator.

Our services are tailored to address the individual needs as identified by the people concerned. Our core focus is to reduce the instances and impacts of domestic and family violence by promoting the development of a safe and supportive family environment.

The safety of our clients is paramount and under no circumstances will we risk it. In delivering our service we are respectful of each individual and the hardships their family may face. Through intensive case management we support our clients to develop plans for their futures that address their immediate needs and their long term aspirations.

To be effective in our service, we must provide meticulous support, particularly in the areas of securing stable accommodation, budgeting and parenting skills. We ensure every clients knows how to get the help they need, whether that be from family, friends or other services.

In this financial year, Safe Haven has had contact with over 180 individuals with 127 of these actively working through their own individualised plan. Safe Haven has recorded 2,333 individual contacts for advice or assistance during this period.

Some parents struggle to move past the complexity of their issues and it is difficult to achieve quality outcomes that improve their overall lifestyle and the wellbeing of their children. In these cases, we have continued to work and support the parents by offering individual counselling and guidance that assists them to meet their family's basic safety needs. We have also delivered joint programs in partnership with other local organisations.

Throughout the year, we have witnessed a number of individual success stories, with many of our clients turning their lives around and making safer choices for themselves and their families.

Be Domestic Violence Free

Domestic and Family Violence Prevention Month is held during May each year to raise community awareness and promote a clear message that domestic and family violence will not be tolerated in our community.

On 24 May, Safe Haven and Wondin-dee combined forces to launch the 'Be Domestic Violence Free' Campaign with a family fun afternoon in Cherbourg followed by the annual Domestic Violence Awareness activities held at Cherbourg State School.

The BDVFREE campaign was launched with the slogan **'Family Violence – It's not love'**. Our core focus was to encourage everyone to participate as a family and spend a quality fun day together.

Supportive Hands

Safe Haven Family Workers provided intense support to a single mother from Cherbourg who currently cares for four young children whilst her partner has been incarcerated for domestic violence offences.

This client was homeless. Safe Haven staff have provided the ongoing support she needed and has now returned to her own home. We have continued to assist her with a referral to Emergency Relief providers to access furniture and other necessities. We will continue to work with this client over the next year to help her sustain a safe and stable environment for her children.

The event was well attended with over 200 people participating in a variety of activities including mechanical bull rides, the rock climbing wall, jumping castles and family games. We provided a free barbeque and handed out a number of prizes to encourage ongoing positive family activities, such as family fishing packs. We also offered families the opportunity to have their family photo taken as a treasured keepsake.

To promote our shared message we handed out over 200 BDVFREE stickers. Each month we have given out family fishing packs to those displaying the stickers on their cars or property. This has contributed to the increased awareness of domestic and family violence with the aim of reducing the tolerance of domestic and family violence within the Cherbourg Community.

The BDVFREE campaign will continue to be a focus of the Safe Haven team throughout the next twelve months through the provision of family activities.

Community Capacity Building

The core role of CTC's Community Capacity Officer is to build social infrastructure that encourages everyone to actively participate in an effort to create a happier and healthier future for all. The officer promotes programs and activities that create momentum and instigate plans for a community free from domestic and family violence.

Safe Haven is currently providing support to the Cherbourg Indigenous Corporation Empowerment Men's Group through the provision of skills, knowledge and resources. The group was established to create a support network directly intertwined within the local community. This network offers individual men from all walks of life an opportunity to meet others and share their stories. The group is highly respected in the community with a number of Elders taking part offering members guidance and direction to lead their families in a positive and appropriate manner.

The group aims to improve opportunities for the people of Cherbourg by reducing the instances of violence and shunning those who inflict these kinds of behaviours.



Above: Members of the Cherbourg Community released purple balloons for the victims of domestic violence during the 'Be Domestic Violence Free' Launch in May.

The group contribute to reducing domestic and family violence by:

- ✎ Instilling pride for their people, their culture and their community through strong leadership.
- ✎ Fostering a sense of identity through the continuation of Aboriginal traditions.
- ✎ Recognising members of the group as positive male role models who are well respected in the local community.
- ✎ Offering a culturally appropriate support network for all men to seek help if and when needed.
- ✎ Adopting positive practical skills that will in turn strengthen family relationships.

With the support of the Men's Group and the Cherbourg Aboriginal Shire Council, we have negotiated the use of the Wondai Forestry as a camping and trail site with access for the community. Many of these camp sites are a short walking distance from Cherbourg offering families an opportunity to regularly spend time together camping and participating in the same cultural activities that their ancestors once would have done. CTC provided nine men with training to obtain their certificates in the safe operation of a chainsaw. To date, they have cleared one site with others in progress.

The Community Capacity Building Officer has focused on strengthening family relationships by partnering with different sectors to facilitate programs and workshops that are culturally appropriate and promote community participation. These have included:

- ✎ Fortnightly family barbeques that have encouraged people to come together and share a meal whilst engaging with others in an alcohol and drug free environment. These events have highlighted the importance of spending quality time together as a family and encouraged everyone to be proud of who they are and their achievements.
- ✎ Family camps have been designed to give families from the Cherbourg Community access to isolated camp sites where they can focus on positively engaging with their children, developing cultural skills and teaching these to their children. The families always sit together around the camp fire and have a yarn, passing their stories onto their children.



Above: Fishing Trip.

Youth Work

Safe Haven's Youth Worker provides intensive individual support to young people affected by domestic and family violence in an effort to find them a safe place free from harm. They work with them to secure stable housing, build self-esteem and encourage them to return to some form of learning or education.

Too often, our clients become involved in minor crimes to meet their immediate needs or as a result of peer pressure. Due to our working relationship with the local Police and reputation within the community, clients are more likely to approach us for help rather than committing a crime.

CTC prides itself on never turning a person away. Some of our clients have experienced long term abuse and as a result feel like there's no point or that they deserve it or it's too hard to resolve. We help these young people to meet their immediate needs of feeling safe, having shelter, clothing and food.

When a young person feels safe and secure, they learn to trust other people and it is only at this point can we help them to make a change and work with their families to resolve their issues.

Sadly, there is no quick fix to the challenges many of our clients face. Our role is to support them and let them know that they aren't alone. With youth suicide and bullying on the rise, this service is more important than ever. Often, all it takes is for someone to listen and to care. That's where we come in. We do not condone inappropriate behaviour and will work with the Police and other agencies whenever necessary.

During the year we developed two afternoon programs that took place each week and focused on increasing self-esteem and awareness of healthy relationships. These programs offered participants an opportunity to enjoy an activity, often having something to eat and if they wanted to, share their experiences with others.

These groups tend to work as a support network, with participants looking out for one another after they have left our service.

The school holiday periods are always our busiest time of year, with many young people looking for things to do that will keep them out of trouble and occupied over the break. We facilitated a number of programs and activities often with other services or local groups.

We have strived to create positive experiences and memories for the young people who use our service as well as opportunities to learn more about their culture and their connection with the land and the community.

We often work with the Elders of Cherbourg to provide opportunities for them to pass on their traditions and instil a sense of self-worth and pride for their people and their community.

Trips out of the Cherbourg community often open our client's eyes to opportunities beyond their day to day lives. We feel extremely fortunate to have experienced the first time a number of our clients have felt the sand between their toes, enjoyed the thrill of an amusement park or the simple pleasures of a camp fire at night.

Some of the trips we have coordinated throughout the year have included a girl's camps at the Sunshine Coast and Bunya Mountains, trips to Rugby League games in Brisbane and the Gold Coast along with local activities such as excursions to the pool, pizza and bon fire nights, arts and crafts and fishing.

In collaboration with the Reconnect service, we took 30 young people to Skilled Park on the Gold Coast as a reward for attending school and engaging in our programs throughout Term 2. They were all star struck when they met the Melbourne Storm players who were there training. The players signed their shirts and encouraged them to continue with school and our programs.

Hands on Support

During the year our Safe Haven team trialled an In-home Intensive Support Program as a pilot project for one family living in Cherbourg. The primary goal of the program was to deliver positive health, development, learning, safety and wellbeing outcomes for the children and their parents.

This family had experienced extreme hardship and were finding it difficult to get back on track after their home had been repeatedly vandalised while they were away.

We assisted the family by providing intensive personal and practical support twice daily for two weeks with the goal of achieving a healthy and happy household environment that they could sustain in the long term. This support included everything from repairs, work in the yard, household cleaning, budgeting assistance, positive parenting advice and guidance with the day to day family routine.

The program was delivered based on the following key factors:

- 👤 A dedicated Support Worker committed to the needs of the family.
- 👤 Practical 'hands on' support and assistance.
- 👤 A persistent, assertive and challenging approach.
- 👤 Taking into consideration not only the needs of each individual, but the entire family.
- 👤 A common purpose achieved through an agreed course of action.

As a result, the program was a great success. In the months after the family have managed to maintain their household and we have seen many positive outcomes for the children and their parents.

As the family could see first-hand the benefits of adopting the practices discussed during the period of support, we found they were more likely to continue implementing these long after the Support Worker had left. We believe this success is partially due to the family's willingness to participate and adopt these practices.

We plan to introduce this model where needed in the future as we have found that intense short term client support under the right circumstances can be better maintained by our clients in the long term.

Safe Haven Patrol

In this financial year, we have operated 187 patrols with 3229 occasions of providing support and/or transport to children.

Safe Haven Patrols operate from 4:30 pm to 1:00 am, patrolling the streets of Cherbourg four nights a week. There are a number of ongoing issues associated with children and young people being out late at night. Through the year, the patrols have continued to assist young people at risk of either causing or becoming victims of harm in an effort to break the cycle of violence and crime in the community.

Our patrol staff are well respected residents of Cherbourg who play a critical role in improving community safety, protecting children and reducing individuals' contact with the criminal justice system. If a crime is suspected, the patrol staff will contact the police. The patrols provide a safe means for ensuring children and young people return to a 'safe' environment whether that is their home, a relative's house or a recognised safe house.

Wondin-dee

Wondin-dee has had contact with 116 individuals and conducted over 2085 counselling sessions through either an individual or group counselling framework.

Through early intervention, we have continued to instigate better ways to stop problems escalating to such an extent that they have life long and perhaps even inter-generational effects on families and the community. Through early intervention and prevention we apply a life cycle approach to supporting people when they need it most and in a location in which they feel most comfortable.

Wondin-dee plays a key role in assisting people to break free by recognising that their situation is abusive and establishing pathways to rebuild broken relationships.

Hand in Hand

During the year, our Safe Haven Youth Worker provided intensive individual case management to one young mother who had exited the child protection system and relocated to Murgon to build relationships with her family. While growing up, she had very limited contact with her family during her time in care.

After relocating she soon exhausted all accommodation options with family and friends. Our Youth Worker met with her daily to organise accommodation, gather identification, complete applications for housing through the Department of Housing (which could not be accepted without identification) and negotiate with local real estate agents.

Within two weeks and after an extensive amount of paperwork the client was approved for a small flat. Our Youth Worker supported her to apply for a bond loan, rental grant and submit a successful YHARS application to obtain some furniture, cooking appliances and linen. The Youth Worker continues to support this client with budgeting skills and personal support.

Family Trips & Camps

Client families participated in a number of local overnight camps and family trips to locations such as Hervey Bay Water Park, Nanango camping grounds and Australia Zoo. These trips were provided as rewards for positive changes, time out from home to relax, build relationships and talk about common issues. Safe Haven provides these experiences weekly during each school holiday period.

These activities provide clients with the opportunity to reconnect as a family without the impact of other family, friends, community members and without the influence of drugs and alcohol. They are often the first step in a family working more positively together.

Keeping in Touch

On the 4 May, Wondin-dee held a school holiday trip to the Bunya Mountains for existing and potential clients to promote engagement and strengthen rapport. Together they walked the Koondai Circuit, shared a picnic lunch and talked about the significance of the area to the Wakka Wakka people.



Above: Wondin-Dee fishing trip to Gordonbrook Dam.



Above: Yarning Circle with Girls Group.

Teaching Our Children

We believe all children have the right to live in communities that are safe and free from violence and the ability to learn about their history and share in cultural beliefs and practices. During the year we've partnered with both Murgon and Cherbourg State Schools to deliver a number of group programs and individual sessions. These sessions use a variety of media types to help children explore and identify their emotions and feelings and to find better ways to move through childhood and into adulthood.

We delivered a 30 week program 'Safety for Me' to young people referred by the school. The focus of the program was understanding emotions and responses and developing safe behaviours and safety plans. A range of tools including Yarning Circles, Ipads and video presentations were utilised. Cherbourg State School purchased 24 Ipads to support the counselling framework.

Both schools verbally reported excellent feedback on the program and the staff have noticed that some children are talking about their feelings for the first time.

Grannies Group

Over the past year, Safe Haven and Wondin-dee have supported a number of grandparents who have taken on the primary role of caring for their grandchildren, whilst trying to keep their family together and providing a safe and nurturing home environment often because of the impacts of family violence.

Grandparents who have been provided assistance through our Emergency Care Package are referred to the group as well as those who approach our service for help.

These grandparents must be acknowledged for their tireless work in raising their grandchildren and putting the children's needs before their own. They are truly remarkable people and we have found many of them are caring for large sibling groups in small homes or with limited resources or funds, whilst coping with the many challenges growing children and adolescents face every day.

To assist we established a 'Grannies Group' as a support network with a core purpose of offering a forum for listening, sharing and openly discussing their concerns or issues, as well as accessing the support of our Counsellors and Support Workers. We have found that many grandmothers experience similar challenges in caring for their grandchildren and although these vary, depending on the families circumstances, they are all brought together for many of the same reasons. Through supporting each other, a little can go a long way.

Emergency Care Package

CTC received some one off funding to provide non-monetary assistance to relative carers who care and meet the immediate safety needs of children and young people in the region. This support was offered to families and individuals who were authorised as relative carers (had to be in writing by the child's family) through our Safe Haven service.

Women's Group Counselling

During the year, Wondin-dee Counsellors have worked individually with women who are victims of family violence and in a group setting.

We are committed to ensuring our counselling service responds to the diverse contexts of our clients' lives and is relevant to their immediate situation. Our approach is mindful of societal ideas about family, genders, age, class and cultural background and how these significantly influence people's experiences and their ability to respond to the needs of their family.

Group sessions have been held in collaboration with Mudjimba Women's Shelter and other Community Service organisations in the community. "Yarning" and "Tree of Life" frameworks have been incorporated into these sessions to help people share and understand their story and the effects this has had on their lives and their families.

Perpetrator Program

The Wondin-dee program includes the capacity to work with people who perpetrate family violence. This part of the program focused on individuals who are referred through Probation and Parole, the Police or are self-referred.

The program has seen a combination of individual and group work. A ten week program was introduced. We soon found that this program was difficult in a group context with different participants for each group as it did not provide the consistency required to effectively deliver the program.

After a review, we moved to an individual model with similar content supported by four camps a year. The individual work assisted people identify and understand their behaviours and the effects on those they care about. Many individuals, through support, adopted change and addressed their individual issues. The camps strengthened mutual support networks and provided a safe forum for people to “yarn” about their own experiences and realise they are not alone.

A particular highlight of the year was a trip to Paintball Skirmish in Maryborough. All participants thoroughly enjoyed the day, with lots of laughter and a chance to share their stories and experiences whilst openly discussing aggression and violence. Yarning was an important component of the day, taking place before, during and after.

The benefits of trips such as these are long term, encouraging participants to make positive changes in their lives.

Challenges we faced:

Working with families with multiple and complex needs requires a sensitive and holistic approach and demands consideration of a range of emotional, cultural and social issues affecting families.

Many families face tough times and tough circumstances and the emotional demands on the families and those who support them are high. This is partially overcome by a supportive team who help each other and the clients of the service.

Key staff are also essential to successful operation of these services. The staff need to have good relationships within the community and work within the family and cultural context of the community. Such staff are an asset to the organisation.

Recruiting suitable staff can be challenging at times of staff turnover. We have however had a reasonably stable staff with only two leaving the organisation from this team in the last financial year.

Our Future:

The Safe Haven and Wondin-dee Services are services which work in the background with individuals and families. The staff work through an intervention, strength based model to assist people make changes in their life.

Much of this work is unnoticed by the broader community but creates genuine change for individuals and family. We will continue to work through these models to help people create a difference in their own lives and those that they care about.

Diversions Services End

During 2009, the State Government introduced the Alcohol Management Plan (AMP) in Cherbourg. In line with the AMP, the government funded CTC Diversionary Services to deliver programs and support systems to reduce the social issues associated with problem drinking. This service was funded until 31 December 2012.

In this time we have seen a number of problem drinkers, self-refer to detox programs or significantly limit their alcohol intake. We worked with and influenced many young mums and families, some of whom were even homeless, ex-prisoners and alcoholics to overcome their individual barriers and achieve a healthier and happier outlook for the future.

Our Patrol Service ensured people didn't roam the streets late at night intoxicated with the potential to cause trouble or harm.

In most instances, we were the first port of call for people in the area and we can take satisfaction in knowing many clients have turned their lives around as a result of the support received through our service.

We would like to take this opportunity to acknowledge the fantastic staff who made it all possible. With the end of this funding, many staff were made redundant. In some cases, staff moved to other positions in CTC but due to the budget cuts across the whole service spectrum, such moves were limited. The organisation was saddened about the loss of such extraordinary people. Without their commitment and dedication to helping others we feel Cherbourg and Murgon would be a very different place today.

A message from the Diversionary Team Leader Lillian Grey, fondly known as Auntie Lil -

“I highly value the loyalty and compassion of CTC, their understanding of the indigenous culture and our local community. I am saddened that my employment has come to an end but I am thankful that I will take with me lifelong friendships, experiences and will look back with fond memories. You had given to me that wonderful employment opportunity I consider myself so fortunate to have, of being able to work with, and in, my community.”

“Keep up the great work CTC as you continue to grow, strive and make a big difference in people's lives” - Auntie Lil.

All children and young people have the right to a caring, supportive and safe home environment.

residential



What we do:

Children and young people are placed in Residential Services through direct referral from the Department of Communities, Child Safety and Disability Services. In these circumstances, the Department has assessed that Residential Services with specialised 24 hour care is the best model to support these children who have complex behaviours.

Often our clients are completely disengaged from their family, their school and the community when they first come to us. Through intensive support our goal is to help them to overcome the trauma and barriers they may have faced in the past, manage their associated behavioural issues and build resilience and independence. Where possible, we work with the Department to reunite the client with their family or to another family based placement.

We offer our clients long term stability through a structured, nurturing and safe home environment that supports growth and prepares them for the next step in their life, whether that may be living with family, living with foster carers or moving to independence. Our team are committed to working through the behaviours and individual barriers to build inner self-worth, encourage self-esteem and develop community belonging.

We strive to maintain a 'normal' home environment with a similar routine to that of their family home. This includes daily chores, pocket money, homework, bedtime stories, back yard cricket and help with the day to day operations of the house. We provide opportunities for our clients to gather life experiences, create positive childhood memories and stimulate interest in activities or hobbies such as sport, arts or craft.

What we achieved:

Throughout the year, we have continued to operate FIAR House (Fostering Independence And Resilience), providing a home away from home for four clients aged 12 to 17 years.

In addition, we have operated three Temporary Placements (TPs). These sites are temporarily established in a residential setting to meet a particular need.

They are reviewed on a regular basis and our service works closely with the Department and other key stakeholders to support these clients and successfully move them onto the next stage of their life.

We have continued to work in partnership with the Department, therapists, schools and other key stakeholders to provide inclusive therapeutic support and encourage active engagement in education, social and recreational activities.

Just as in any household, the clients have continued to pursue their interests whether it is soccer, swimming or guitar and have day trips to the park, museum, cinema or the Bunya Mountains for picnics.

During the year we had one Temporary Placement close with all clients successfully returning home. Another Temporary Placement moved location to provide greater space both inside and out for the group of clients in their home environment.

A significant success for the year was the development of a TP for four young boys on a local farm. The service was established on the model of 'containment without walls'.

Through the use of space and activity we have reduced access to substances, made it more difficult for the clients to abscond and join in negative peer or family influences and ensured fewer opportunities for criminal activity.

Together the clients have taken on various activities including building a chicken pen, a cubby house, a golf driving range and a bike track. We hope to introduce other livestock over time which will encourage the clients to build healthy relationships and work together as a team.

They have all been actively participating in home schooling, various educational programs and local sports.

We have successfully introduced a token system to support behaviour management and found it is working well with a notable improvement in educational participation and behaviour.

During the year, we have continued to provide individual client support to encourage young people in foster care to continue with school.

Levels of support vary depending on the client's needs and may include daily in-school behavioural support, fortnightly family contact or respite care. As a result, we have recognised significant success with many of our clients.

We have planned and executed a number of trips and camps for all clients in care during the school holiday periods. Each holiday period, we coordinate a one week camp where clients fish, swim and participate in camp activities. For many clients, this is a new experience and these trips are eagerly anticipated.

Challenges we faced:

In order to deliver Temporary Placements we need to find appropriate housing. This can be a difficult task when we are trying to place a large sibling group as we are often unsure of the timeframe that they may need care.

Throughout the year we have developed strong business ties with local real estate agents to lease suitable properties.

At times our clients may be louder than usual. Due to the confidentiality of these situations it is difficult to ask our neighbours for their understanding. As a result many people remain sceptical or unsure about the service we provide. We have found overcoming misconception and prejudice within our community is a constant challenge.

During the year, a number of our clients were making unsafe decisions including staying out late, not coming home, substance abuse and aggressive behaviours. Our team have been working closely with the Department and the local Police to develop some boundaries for these clients. As a result, we have seen an improvement in behaviour and choice.

Our team face daily challenges and must be commended for their good work, calm demeanour and genuine passion for good outcomes for every client.

Our Future:

Residential Services operate in a constantly changing environment. We always have a number of strategies being enacted which focus on the best interests of the clients. In the next period, we expect to see some clients return home, some to transition to independence and many make positive choices as young teenagers.



Above: Shaun Bliesner, Residential Services Team Leader.



Above: Sarah Herbohn, Residential Services Office Manager.

Sustainable employment can make a real difference to someone's outlook on life and their ability to participate within their community.

employment

We provide an individualised and diverse employment service that stimulates self-esteem, encourages learning and development and helps local jobseekers discover pathways to employment.

CTC Employment Services has been assisting people to pursue careers, obtain jobs and maintain employment since 1983. We became a Job Services Australia (JSA) provider in 2009 and have provided a quality service based on each person's individual employment needs for the past 5 years.

What we do:

Our main offices are situated in Kingaroy and Gympie with outreach services in Murgon and Tin Can Bay. Our outreach locations add considerable strength to our service delivery model enabling staff to meet jobseekers and workers in locations that suit their individual needs.

For Jobseekers: We are committed to serving our clients' needs as promptly and efficiently as we can with courtesy and respect. We understand searching for employment can be difficult and we are dedicated to assisting our clients to progress from initial interview to independent employment by:

- ✎ Establishing obtainable goals and identifying realistic job options
- ✎ Developing a high quality resume and assisting to prepare applications
- ✎ Preparing an individual employment pathway plan
- ✎ Assisting with Centrelink and accessing other agencies
- ✎ Undertaking intensive job searching
- ✎ Support for job interviews
- ✎ Accessing various Government initiatives
- ✎ Providing training, support and advice
- ✎ Instigating referrals to other community services or programs as required

For Employers: We provide a range of free services tailored to meet the needs of employers. We are committed to assisting local business save time and money by ensuring the right person gets the right job. Through ongoing consultation our team of employment experts will:

- ✎ Advertise vacancies confidentially to ensure employers aren't deluged by applicants
- ✎ Assess and shortlist applicants
- ✎ Undertake reference checks

- ✎ Assist in the interviews and final selection (optional)
- ✎ Provide ongoing support until the new employee has settled in

How does it work?

Job Services Australia is an Australian Government funded program gained through a rigorous tender process. Contracts are three years in duration and at the end of the three year contract – if the government decides to continue the service – we re-tender or based on our performance we may receive a rollover contract as was the case in July 2012.

Any income generated through Employment Services is carefully invested back into other CTC community programs and services at the discretion of our Board and Senior Management in line with our organisation's vision and mission.

What we achieved:

2012–2013 has been an extraordinarily busy year for our Employment Services team. Our achievements have been vast from both strategic and operational perspectives.

We achieved strong star ratings with all of our sites receiving three stars or higher and our Murgon site achieving a five star rating. JSA star ratings are issued from the Department of Education, Employment and Workplace Relations (DEEWR) who assess the time it takes our service to find a person work, the number of people placed in jobs and whether they maintained their positions in the long-term.

Our performance was rewarded in July when contracts at all our sites were extended until 2015.

In 2012-13 our JSA services:

- ✎ Assisted over 3500 jobseekers
- ✎ Placed over 1800 people into a job.
- ✎ Supported 1105 people to maintain employment (that is, over 13 weeks).
- ✎ Assisted hundreds of jobseekers to up skill through further education opportunities.

Sourcing Jobs

Our team includes 22 Employment Coordinators who assist jobseekers to locate and negotiate sustainable employment opportunities. We provide an individualised service that addresses the vocational and non-vocational needs that hinder our jobseekers finding sustainable employment.

Labour Hire Services

Since 2003, we have provided local businesses with Labour Hire Services designed to save the owner time and money when employing new staff. Through a Labour Hire arrangement with us we will:

- ✎ Pay wages and PAYE tax for staff in accordance with the correct industry award or EA
- ✎ Process superannuation, workers compensation, annual leave entitlements and group certificates
- ✎ Negotiate administrative fees for these services.

Hand in Hand

Tailor came to CTC in 2010 as a very shy teenager. She had dropped out of high school with no formal qualifications and a very limited employment history. Her Case Manager worked with her, hand in hand, to address her non-vocational barriers, with a focus on building confidence and self esteem. CTC arranged for Tailor to attend a number of counselling sessions and when she was ready coordinated and supported her enrolment in a training course that motivated Tailor to set achievable goals for her future.

Although it took time, her Case Manager noted an improvement in Tailor's confidence, she was motivated and with support obtained her learner's licence, performed driving lessons and eventually gained her provisional driver's licence, a big step forward in terms of gaining employment in an area with limited public transport. We helped Tailor to complete a Certificate II in Hairdressing and encouraged her to follow her goals of obtaining a hairdressing apprenticeship. She partook in Job Search Training where she learnt skills to canvass local employers for an apprenticeship. Unfortunately, regardless of our Employment Liaison Officer's efforts and after extensive work to further enhance Tailor's opportunities we found the local labour market to be unresponsive.

Tailor, using the knowledge she had gained from Job Search Training made a decision to focus her job searching efforts on an industry that was currently more in demand. She completed an ACCESS course for a Certificate II in Hospitality and has since become a very employable, confident and able jobseeker with her own means of transport and a quality resume.

Tailor was successful in obtaining a traineeship with a local café who have been so pleased with her performance that they altered the original traineeship from front of house hospitality to kitchen operations which is where Tailor has identified personal strengths and set her ultimate goal to work in the food sector.

Tailor has worked with CTC for a total of 106 weeks and with ongoing support has maintained the requirements of her traineeship and is heading in the right direction.



Above: Gympie Employment Services Team.



Above: Tin Can Bay Employment Services Team.



Above: Members of the Kingaroy Employment Services Team at CTC's Family Christmas Party.



Above: Gympie Employment Services and Partners in Foster Care teams worked together to support a "Salvation Army Adopt a Family" for Christmas 2013. The family was at risk of not being sponsored because of the large number of family members which included two adults and eight children. Partners in Foster Care provided a blanket for each child and numerous knitted toys which were handmade by the South Burnett Knitters' Club, whilst Gympie Employment Services staff members donated gifts and festive foods.

Community Action Group Project

The financial and emotional impacts of the January floods on our local farmers, particularly in the areas of Brooklands and Byee, were immeasurable. After not long recovering from the devastation of the January 2011 floods, local farmers were once again heavily affected with creeks and water supplies rising to great heights on Australia Day 2013. Many had lost crops, stock, machinery and equipment with precious top soil and fences being washed away leaving nothing but debris and heartache.

In partnership with the Australian Government, South Burnett Regional Council and the National Australia Bank we established a Community Action Group (CAG) under our Job Services Australia Program. Our goal was to speed up recovery, lend a hand and build momentum for a more resilient community who faced many difficult times and challenges ahead.

Clean up operations commenced on 11 March in the areas of Brooklands and Byee with a workforce of 45 volunteers who provided the hands on labour needed to remove the volumes of debris from fences, paddocks and cultivation, reconstruct fences and remove and stack irrigation pipe. Over 20 farmers were overwhelmed and greatly appreciative of their assistance as they got on with the job at hand and didn't interfere with the day to day operations of the farm. The crew worked four days a week, with lots of encouragement from their supervisor Sandra Davies and provided a self-sufficient workforce that helped everyone involved to bounce back and recover.

Biodiversity Project

CTC has played a part in the planning and delivering an ongoing Biodiversity Project coordinated by South Burnett Regional Council. The project will continue to grow in momentum over the next six years with a focus on strengthening our surrounding environment and improving the quality of life and access to environmental facilities for our community.

We aim to assist by offering our jobseekers the opportunity to participate in the program by planting trees, undertaking fire management activities and controlling weed eradication in the region.

In return jobseekers will gain skills and accredited training whilst participating in a real work environment and having the satisfaction of knowing they are making a difference to our local environment that will have long term benefits for their families and their community.

Industry Participation & Development

CTC personnel have actively participated in driving change within the sector on both a local and national level. We are members of:

- ✎ 2015 Jobs Australia Committee
- ✎ Building Australia's Future Workforce Advisory Committee
- ✎ Gympie Regional Youth Forum
- ✎ Indigenous Employment Program Panel Member
- ✎ Gympie Homelessness Forum

Through these forums we add commentary, information and data aimed at improving employment related services for the Southern Wide Bay Burnett, which is recognised as one of 20 priority employment areas.

We keep informed about local businesses across the Gympie Employment Services Area (ESA) through participation in Chamber of Commerce Meetings in Kingaroy, Murgon and Gympie.

During the year we attended the Strategic Partnerships for Stronger Employment Services conference in Melbourne and the Jobs Australia conference in Sydney, among others.

Challenges we faced:

In response to changes to our funding and quantitative contract requirements we completed a comprehensive assessment of our current operating environment. We have found there are significantly higher numbers of people unemployed due to state government redundancies and cutbacks. This in turn, has created a flood of highly skilled unemployed people within our ESA. As an immediate response to assist those people who had been made redundant through State Government cutbacks we were a presenter of 'Professional Recruitment Advice' representing Jobs Services Australia and the Australia Government.

We have been proactive in facilitating monthly Industry Workshops which provide a platform for employers, jobseekers, RTO's and other industry relevant stakeholders to get together and share openly information about specific industries, recruitment processes and training opportunities. These workshops have further assisted to promote the advantages of using your local Job Services Australia provider.

The demise of the Skilling Queenslanders for Work program in December led to a number of real impacts on our ability to provide valuable work experience opportunities to the unemployed. It also reduced our capacity to complete valuable projects within our local community.

The significant difference between this program and JSA is that jobseekers were able to earn a wage whilst participating and giving back to their local area. This program encouraged jobseekers to develop new skills, work ethic and self-confidence in a supportive working environment.

For many participants this was the first paid employment they had enjoyed for quite some time and often resulted in them acquiring some form of sustainable employment.

Recruitment activity around labour hire contracts remains subdued, again due to cutbacks in the workforce in the mining sector.

During the year we have noted a number of positions which have been difficult to fill due to the lack of qualified and experienced jobseekers, particularly in trade qualified areas including panel beaters, fitters, boilermakers or mechanics.

Our Future:

We strive to grow our core business ensuring that in this pursuit we don't compromise service delivery; easing tensions between our service delivery methodology and the performance framework we operate under; and endeavouring to meet the DEEWR quantitative requirements. It is through the dedication and the intuitive values of our team we are able to balance both requirements.

Consultation with providers through discussion papers and comparisons with National Employment Services have been the foundation of many of ideas as the industry moves toward Employment Services in 2015. As an employment services provider we are keen to value add to our service transparency and accountability, while providing a measurable service with qualified staff. We are supportive of the department's progressive approach towards accreditation and a structured quality framework.

In 2011/12 we were selected to participate as a panel member in the Indigenous Employment Program. Unfortunately due to limited funding we did not facilitate a project however we are negotiating potential projects for July 2013. The objective of this program is to increase Indigenous Australians' employment opportunities through supporting a range of activities responsive to the needs of employers, Indigenous and non-Indigenous Australians. We look forward to being a part of innovative projects in the next year.

Did you know?

Higher Unemployment Rate:

Southern Wide Bay-Burnett has remained consistently above the Queensland unemployment rate since December 2008. In December 2012, the unemployment rate was 7.7%, an increase of 0.9% since December 2010. Despite the variances between regions, all unemployment rates increased between December 2010 to December 2012, and remained above the state and national rates.

Higher Rates of Income Support:

Close to half (44%) of the working age population in Murgon were in receipt of a Centrelink benefit, the highest across the region. Murgon also has the highest proportion of its working age population in receipt of an unemployment benefit (17%).

Teenage 15-19 Years Unemployment:

The teenage full-time unemployment rate for the Wide Bay-Burnett LFR was 29.9%, an increase of almost 2% over the preceding 12 months. The teenage full-time unemployment rate in the Labour Force Region (LFR) was higher compared with Queensland (25.2%) and Australia (24.2%).

Long-term Unemployment (52 weeks or more):

The proportion of unemployed persons who were long term unemployed in the Wide-Bay Burnett LFR was 25% compared with 18% in Queensland and 19% across Australia.

Weaker Labour Market Outcomes for Indigenous Working Age Population:

At the time of the 2011 Census, the Cherbourg SLA had 98% Indigenous population with 35.4% unemployment rate. In the Southern Wide Bay-Burnett, the unemployment rate for Indigenous residents was 26.2%, over three times the unemployment rate for non-Indigenous residents (8%).

Jobless Families:

Jobless families with children under 15 years of age where no parent is employed accounted for 27% of families in the Southern Wide Bay-Burnett PEA, much higher than 14% for Queensland and Australia.

Educational Attainment:

At the time of the 2011 census, the proportion of 25 – 34 year olds in the Southern Wide Bay-Burnett PEA who had completed year 12 or equivalent was 54 %, considerably lower than 74% for Queensland and 75% for Australia.

*SOURCE: Southern Wide Bay-Burnett Priority Employment Area Presentation, Ivan Neville – Branch Manager, Labour Market Research and Analysis Branch.

We value and support each person living with a disability as an individual, empowering them to live the life they choose.

disability






Our services are aligned to our 'think big' approach and our commitment to making a difference in the lives of people living with a disability. We are about promoting social inclusion, encouraging participation and providing opportunity for choice.

What we do:

Community Respite Options South Burnett, commonly known as CROSB was established by an active group of families of people living with a disability in 2002.

CROSB provides a range of in-home and community based services that are tailored to the preferences and needs of the person living with a disability and their family. We offer individualised support and meaningful engagement in socially valued activities for people aged 0 to 65 years.

Levels of support vary depending on the needs of the person or their family and may include:

-  **Accommodation Support:** Around the clock support for people living with a disability in permanent accommodation, including assistance with personal care and lifestyle needs.
-  **Community Access:** Assisting young people and adults living with a disability to identify their personal goals and develop achievable plans that encourage them to reach their full potential and live the life they want. This service includes a range of recreational and social activities, as well as support in developing living skills and integrating in the community.
-  **Respite Accommodation:** Centre-based and in-home respite services for over 67 families throughout the South Burnett region. This includes weekend respite which may involve group activities relevant to gender and age.
-  **Emergency Respite:** Available at any time. Families are encouraged to seek external funding options (fee for service).
-  **Learning and Life Programs:** Focusing on skills development; these activities aim to assist with daily tasks and community access.

Based in Murgon, The Gumnut Place known simply as Gumnut, is an Australian Disability Enterprise (ADE) that complements our suite of Disability Support Services. Gumnut provides supported employment opportunities for 20 people living with a disability.

We operate a commercial kitchen, wood workshop, engraving service, secure document destruction and commercial laundry service.

What we achieved:

Supporting people living with a disability

This year, our CROSB Services team of 28 Support Workers have provided **32,306 hours of direct support to 83 clients across the South Burnett region.**

Our services are about supporting the individual to make their own decisions for their future and put the necessary supports in place that ensure their desires come to fruition. In doing so, we have continued to provide comprehensive Individual Support Planning that has considered the specific needs of our clients, including those with culturally and linguistically diverse backgrounds, their individual abilities and opinions, as well as sought input from their families or carers.

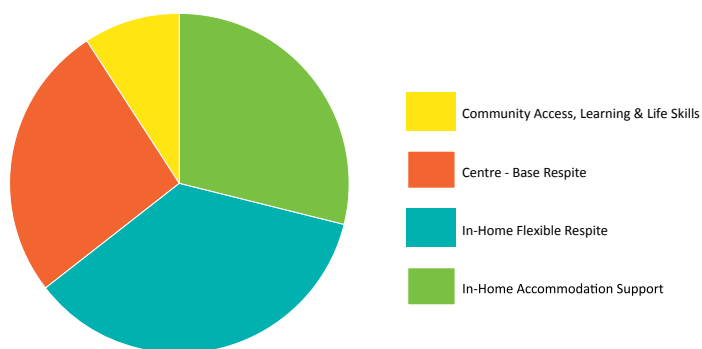
The last year has seen many of our clients achieve positive milestones for their futures as a result of our Support Workers assistance and the support planning process. We have been privileged to be part of seeing a young person get their learners permit and be on their way to getting a licence, as well as other clients being supported to take a family holiday and even start planning an overseas vacation. We have seen a number of individuals be able to move out of the family home and maintain their own independent living or participate in community activities.

Promoting Community Inclusion

We recognise the diverse abilities, experiences, needs and aspirations of people living with a disability and aim to provide opportunities that encourage everyone to participate in their community, meet other people and develop their own support networks.

This year we have continued to offer all clients and members of the community over the age of 18 the opportunity to come together and socialise during monthly group events. Our objective is to provide an enjoyable evening for everyone to connect with others, experience something new and enjoy getting involved in an activity.

CROSB Services 2012-13



We have a social program that is prepared in advance with an invitation extended to all clients, their families and friends. We regularly ask for client feedback and strive to encourage more and more people to attend.

We can proudly report that because of our events we have helped a number of people in the community living with a disability to connect with others and develop real friendships and in some cases, even relationships. We have found many participants can often relate to each other's stories whilst enjoying a new experience together.

In the past, we have held different activities and split our client base into a group for men and a separate group for women. We have found by combining the groups we are able to offer better organised activities as we aren't stretching our resources to meet the needs of both groups. Evidently, this has also resulted in almost double the number of participants taking part.

Everyone has responded well to the changes and are always excited about the new and fun activities we continue to introduce.

The last year has seen leather work, craft projects, a group dinner followed by bowling at the local alley and hip hop dancing to name a few. We also held an end of year breakup at the Uniting Church Hal which was attended by over 45 people who all enjoyed spreading some Christmas cheer.

A particular highlight of the year was a bongo drumming class known as 'Find Your Inner Beat' which was held in May. This class was thoroughly enjoyed by all who took part by drumming each of the 30 drums to a simple beat. **"To see everyone smiling and connected was very powerful"** – Tracie Armstrong, Service Coordinator.

On average we have over 30 clients attending each of our events. Planning for next year's activities has already commenced with the goal of breaking down the barriers and encouraging all members of our community to come along and enjoy themselves.

Driving Change

Our service has been at the forefront of change and actively involved in all forums and activities that have been held regarding the National Disability Insurance Scheme (NDIS) and now, DisabilityCare Australia scheduled to be introduced across Queensland from 2016.



Above: Nicole Slater, CROSB Administration Support Officer.



Above: CROSB House.

We value the cultural shift in attitude towards people living with a disability from passive sympathy and understanding, to actively encouraging and championing a better quality of life.

On the 6 September, the Disability Services Manager attended the NDIS Employment Forum, 'Signposting the Future' in Perth. The forum highlighted a number of significant influences that are set to shape the disability sector into the future. Key topics discussed included person-centred thinking, workforce development and assistive technology. Guest speakers included Helen Morton MLC, Minister for Disability Services, Sue Ellery MLC, Shadow Minister for Disability Services and Senator Jan McLucas MP, Parliamentary Secretary for Disabilities and Carers.

We have recently tendered and been approved to be a host provider for 'Your Life Your Choice' (YLYC) which is a Queensland Government initiative in preparation for DisabilityCare Australia. YLYC is a self-directed support approach that enables people living with a disability and their families to have greater choice and control over the services they receive. We hope to be a part of this process and look forward to the freedoms, choices and control people living with a disability and their families will have as a result of the self-directed support and the new funding approach.



Above: Gumnut's newly revamped logo.



Above: Nina and Anne presenting Lindsay with an award for 5 years of service at a special presentation held at Gumnut Place.

We have continued to host monthly Disability Services Network meetings with other local providers, government agencies and not-for-profit organisations in an effort to support one another and stay informed about industry changes as they arise. By working together in this forum we are finding solutions to service gaps in our community.







Committed to Quality Service Delivery

Our Support Workers are continuously praised for their versatility, consistency and caring ways. During the year a number of CROSB Support Workers have completed their Certificate III in Disabilities. The Nationally Accredited course focuses on developing the knowledge, understanding and practical skills required to provide care and support to our clients, as well as assisting them to develop greater levels of independence and community participation. We can proudly report that over 90% of our Support Workers have achieved this qualification.

We have provided three of our Administration staff with comprehensive training of our TRACCS database. This training has resulted in improvements to our rostering system and ensured we are using all aspects of the database correctly.

Human Service Quality Service Standards

CROSB is the first CTC service to be accredited under the following new Human Service Quality Standards:

-  Governance and management
-  Service access
-  Responding to individual need
-  Safety, well-being and rights
-  Feedback, complaints and appeals
-  Human resources.

Our accreditation demonstrates our commitment to efficient and effective business operations that have resulted in quality outcomes for our clients.

Respite Care

CROSB House is a beautifully restored three bedroom home, complete with landscaped gardens, games room and timber deck, offering a home away from home for clients with support needs.

During the year we have continued to offer 24 hour care to 29 clients. During the time of their stay, the family or carer have enjoyed a weekend of respite, knowing that the person they care for is taking part in meaningful social and leisure activities. CROSB House offers our clients alike a relaxing often self-directed break away. Often they don't want to leave.

Supported Employment Opportunities

Gumnut is essentially a business just like any other, but with the addition of enhancing the lives of people through offering valued and supported employment opportunities for 20 people living with a disability.

Over the past year, we have concentrated on building Gumnut's operations to create a sustainable business that will continue to thrive and eventually generate sufficient income to fund its day to day operations. In the meantime, our Board has committed to investing funds into ensuring Gumnut's doors stay open.

We are pleased to report some growth in our operations as a result of extensive business planning, the review of all policies and procedures and a comprehensive assessment of our products.

Together, we identified the need to adapt some of our current practices to ensure long term financial viability and overall improvement. We also undertook a group project to re-establish our logo into a more modern version that can be easily marketed across all of our key business areas.

Our team have continued to create quality handmade products and services, ranging from fresh home style cooking, to professional laundering, hardwood timber pallets, elaborate trophies and confidential document destruction whilst enjoying the satisfaction of being employed, connecting with others and earning a wage.

After meeting with an expert from the commercial laundry industry we hope to focus on establishing more accurate costings for our linen services and with these approach other motels across the region. We also hope to expand our engraving services to include plaques for funeral services and are currently considering a shop front website to sell our kitchen products with a monthly special and party catering a possible option.

CTC is committed to securing Gumnut's future and ensuring we can continue to offer employment for people living with a disability in the region.

Heritage Lodge

During the year we have continued to work very hard to get our 'Heritage Lodge' project off the ground. Heritage Nanango Community Funding Ltd has kindly allocated \$330k to match CTC funds to construct up to six duplexes (in stages) purpose built for people living with a disability in Nanango.

We are currently awaiting the finalisation of the purchase of a suitable block of land by South Burnett Regional Council who will lease the land to CTC for a minimal fee. We are also hoping to obtain additional grant funding from the Queensland Government.

There is an urgent need for such housing. We are frustrated with the time it is taking to make things happen and do hope we can commence construction during 2013/14.

Challenges we faced:

In the lead up to the changes in the Disability Services sector over the coming years we have identified the need to concentrate more resources on marketing our service and selling ourselves to potential clients.

Our Future:

We look forward to the changes DisabilityCare Australia will bring over the year to come and working with our clients and our community to continuously improve our services for the benefit of people living with a disability and their families. We are currently considering using social media as a tool to attract new clients, as well as a variety of other print and online resources.

We hope through the 'Your Life Your Choice' initiative of the Queensland Government we can offer our clients more choice in selecting the services and supports they would like to receive.

We will continue to work with our clients and our community to ensure everyone is aware of industry changes as they arise and assist wherever possible.

Comments from clients and families after their stay at CROSB House:

- 👏 "We were very impressed with the systems you have in place and the overall organisation, cleanliness and set up of CROSB house. It's a fantastic facility".
- 👏 "My Support Worker is very client focused and making our time together a valuable experience".
- 👏 "The Support Workers are very kind and caring".
- 👏 "I had an excellent stay at CROSB House; I want to live there forever".



Foster and kinship carers welcome foster children into their families, providing a safe and caring place to call home.

foster care

What we do:

Partners in Foster Care (PIFC) are contracted by the Department of Communities, Child Safety and Disability Services to recruit, train, assess and support foster carers across the South Burnett region. Although our main office is situated in Wondai most of our work is conducted in the field.

For Carers:

We understand that becoming a foster carer can be one of the most difficult yet rewarding things a person may do within their lifetime. Our role is to work alongside each carer and their family to ensure positive outcomes for not only the child or young person, but the carers and their family too.

We complete the initial training and assessment process with the carer. This information is then forwarded to the Department of Communities, Child Safety and Disability Services for approval.

Once a carer is approved, we provide 24 hour on call support, additional training opportunities, respite (as required) and financial assistance.

We also conduct regular home visits to ensure all foster families receive the ongoing support and reassurance they need to meet the changing needs of each child or young person whilst maintaining a safe, stable and nurturing environment.

For foster children or young people:

Our team is committed to matching each child or young person with a carer and family that will best support their needs and wherever possible, cause the least amount of disruption to their life. We provide the foundations for a brighter future, promoting stability and long term relationships.

What we achieved:

In the past twelve months the service has had an increase in contractual placements from 90 to 120 children subject to child safety intervention in the South Burnett. This in turn has created the opportunity to employ extra staff and led to significant growth in the service.

By employing more staff we have been able to spread the caseload to a manageable 15 carers per Support Worker. This has allowed our Support Workers more time to support each carer based on their needs and demands of the children in care.

Supporting Success

We can proudly report that children in out of home care across the South Burnett have shown great leadership and sporting prowess throughout the year.

Although we cannot reveal the identities of those in care we can proudly report that one young person was presented with the St Marys Catholic School's Benedictine Award, another child is travelling overseas to represent Australia in Karate, several young people are representing their sport on a state level and a number of budding young artists have displayed works in local art exhibitions.

Matthew Armstrong Senior Practitioner, South Burnett Child Safety says **"Once again, South Burnett children and young people in care are proportionately over-represented in school and sporting achievements and leadership."**

Team Building

During the year we have continued to encourage collaboration, innovation and capacity building amongst our team. With the introduction of new staff we felt it beneficial to review our service values and objectives. This exercise allowed our staff to work together and define what we valued as a team and service provider, revisiting the importance of the work we do and what it means for carers and foster children in the region.

Together we celebrated fellow colleague Ali Doherty who received the local 'Rookie of the Year' Award at the Child Protection Week dinner in September 2012. Our newest team member, Kat Manion, was voted by her colleagues for PIFC's Service Award presented on CTC Day in March 2013.

Recruiting New Carers

Recruitment of new foster carers has become more difficult as time goes on. The hardships that families face in current times has made it near on impossible to consider taking another child into their homes.

During the year we finalised our Recruitment Roadshow that visited every township in the South Burnett promoting foster care and providing information about becoming a carer.

We have found that although we had limited success in recruiting a lot of new carers we did meet a number of people in the region who showed a genuine interest however were unable to commit at this current time in their life.

Interestingly, research states that many potential carers often come back in the following years and commence the process of becoming an approved carer. Often, it's a matter of planting the seed and allowing time for careful consideration before a person will commit to becoming a carer. We feel that in many ways the Recruitment Roadshow was a success as it highlighted the important role foster carers play in our region and the need for more. Most importantly we hope to see in the years to come, people who first approached us come back and apply.

We have found one of our most significant challenges is to attract the right people who have the physical, emotional and physiological capacity to be a foster carer. We believe anyone who wants to be a carer must want to do it for the right reasons not for their own personal gain but for the wellbeing of the child and understand that caring is about supporting a child in their growth and development whether that be for the short or long term and regardless of their barriers or family history.

Our comprehensive screening process has found that some who have indicated interest in becoming a carer fail to understand the commitment involved and the vital role they will play in the lives of foster children in the region.

During the year we have noticed many more kinship carers who are caring for family members rather than them being put with a foster family. As per the Department's guidelines, we will always make every effort to contact a child's kin before considering foster care as often, a child will feel more relaxed with less interruption to their lives if they are placed with kin. We feel the significant increase in kinship carers is partly due to the strain on system as we recruit less general approved carers. We have found that by placing children with kin we can free up placements with foster carers which in turn, at times can make it easier for us to place other children who are in need of care.

Whilst recruitment for the year has been slow, we have focused on providing essential training to those carers currently approved, ensuring they are equipped with up to date information relevant to providing care to traumatised children and young people.

To encourage more people in the region to consider becoming a foster carer we are currently planning an advertising drive to occur over the next year. We hope to involve advertisements at the local cinema, on the radio and in print or online media wherever possible.



Above: PIFC Team. Back Row: Brenda, Kat, Kellie & Tia. Front Row: Ali & Kate.



Above: PIFC Team spreading some cheer and lending a hand at the Children's Christmas Party.

Supporting our Carers

PIFC is committed to providing training courses and learning materials that are accessible and relevant to the challenges and obstacles foster carers face. We aim to assist carers to expand their knowledge, refine their skills and acquire a greater understanding of child development and trauma in an effort to prevent placement breakdown and retain foster carers.

During the year Partners have provided over 30 different training sessions including, but not limited to: Cultural Awareness, Transitions from Care, Transforming Care, Therapeutic Crisis Intervention, Loss and Grief, Financial Support, Health Passports, Family Contact, Foetal Alcohol Syndrome, Understanding the Effects of Trauma and Understanding the Effects of Attachment.

Training is often delivered amongst a group, allowing carers to share and reflect upon their experiences whilst developing support networks amongst each other. We often provide baby-sitting to allow all carers the opportunity to attend however we have found, for some a full day of training is still difficult to manage with the day to day duties of the household. Nonetheless, when they do make it to a session they can't believe how great it really is.



Above: Foster Carers Alf and Yvonne Pawlik who were recognised with one of eight Regional Awards for Carer Excellence.



Above: Ali Doherty, Rookie of the Year Award at the Child Protection Services dinner in September.



Above: PIFC Team at the Child Protection Services dinner in September.

Cultural Working Party Committee

During the year we have actively participated in the local Cultural Working Party Committee and attended various meetings and events, including morning tea at the Ration Shed in Cherbourg and arts and crafts days.

The purpose of the committee is to allow Indigenous children with non-Indigenous carers ample opportunities to get back in touch with their country and their cultural heritage. These events have been thoroughly enjoyed by all foster children and their carers.

All carers have commented on how beneficial they have found the events and enjoyed watching the children share their stories, dance, paint and meet elders from the community. Most of the time, family events are well attended with over 50 kids and 20 adults participating.

Significant Events

Child Protection Week in September saw the PIFC and Department teams join forces to prepare breakfast at Benarkin and Taabinga schools to share their message- **"Child Protection is Everybody's Business"**.

The Partners team supported the South Burnett Transitions from Care program of events developed by the Department. During October we supported a number of young women to enjoy a glamour session and photo shoot which included a portfolio of photographs.

In June 2013, the event was held again to include both young women and men in care from 15 years of age and older. The event offered the opportunity to enjoy glamorous activities including makeup, nail art, hair styles and pampering in preparation to dress up in formal wear and have individual photographs taken. "This was an outstanding day, although relaxing and enjoyable it was mostly a huge confidence boost for the young people present" – Susan Jerome, Service Manager.

Partners in Foster Care were heavily involved in the organisation of the Children's Christmas Party in collaboration with the Department. The Partners team was directly responsible for organising a buffet style dinner and through combined efforts everyone enjoyed ice blocks, the arrival of Santa with chocolates and gifts followed by a disco with over 120 children/young people and their carers. "It wasn't fine dining but certainly was lots of fun" - Susan Jerome, Service Manager.

Foster and Kinship Carer Week in March celebrated Foster Carers Alf and Yvonne Pawlik who were recognised with one of eight Regional Awards for Carer Excellence. Invitations were extended to all South Burnett foster and kinship carers to attend a luncheon at Moffatdale Ridge Winery in recognition of the dedication and commitment of those who provide safe homes and nurturing to children and young people requiring out of home care across the region.

Approximately 60 people were present including carers, departmental and agency staff. The event was opened with a moving speech from a young person in care. She spoke about her experiences, dreams and hopes for the future. Followed by the lingering vocals of another child in care who sang 'Someone Like You'. The Regional Director for Child Safety in central Queensland, Bernadette Harvey, then presented the prestigious award to Alf and Yvonne Pawlik.

A media statement released on 6 March by the Minister of Child Safety, Tracy Davis, said "the couple was an example of the dedicated services of all Central Queensland foster and kinship carers, in caring for children from around the state who need help. I have no doubt that the overwhelming kindness of this region's foster and kinship carers has allowed children and young people to enjoy a quality of life that otherwise might not have been possible".

Challenges we faced:

Often our staff share a special bond with carers and foster children over the years of support provided through our service. It is always challenging for new staff members to build working relationships with the carers and foster children we support.

Recruiting new carers continues to be a significant challenge with many people showing interest and either not finishing the process for all different reasons or not being suitable.

We have found some carers find it difficult to attend training sessions due to the day to day needs of the household and time limitations. As a result, we have introduced baby-sitting at more than half of our sessions which has seen an increase in the number of carers who attend.

Our Future:

We plan to place a particular focus on enhancing our recruitment strategy in the year to come, with further local advertising and a targeted approach to capture the interests of local families.

We are currently planning a number of activities as part of the Cultural Working Party to take place over the next year.



We would like to take this opportunity to thank and acknowledge the South Burnett Knitters Club who are a group of wonderful people who volunteer their time and resources to knit blankets, baby and children's garments and warm winter wear for the children and young people in care for the past three years.

The group is aware of the confidentiality of children and young people who do receive the donations and they respect this and continue to give. Every 'child in care' has received a handmade blanket.

Each piece of knitting is made with love and patience and the PIFC team would like to acknowledge and thank the South Burnett Knitters Club for their kind contributions.



The first five years of a child's life are fundamental to their successful development and wellbeing.

childcare

We believe what we invest in quality care will pay long term social and economic dividends for our community. Clearly, nurturing relationships, good health, nutrition and exercise prepare our children for a vibrant and sustainable future.

Research shows that disadvantaged and at-risk children currently participate the least yet benefit the most from quality early learning. Our primary goal is to actively work towards ensuring equal access to early learning opportunities for all children, irrespective of their life circumstance, and particularly those most vulnerable.

What we do:

CTC Childcare Services offer early childhood education and care for children aged from six weeks to 12 years of age.

Our services include:

-  Pre-Prep Program: Staffed by a registered Early Learning Teacher we offer a Queensland Government Approved Kindergarten Program for 26 placements aged 3 to 5 years.
-  Nanango Childcare Centre: A long day care service for 10 infants and 24 placements aged 2 to 4 years.
-  Outside of School Hours Care: Conveniently located opposite Nanango State School we provide fun and creative outside of school hours care and school holiday programs for up to 26 placements.

What we have achieved:

In 2012/13 we continued to provide exciting learning opportunities to the children of more than 120 local families participating in one of our three centres.

Our team of 15 qualified and experienced early childhood professionals have continued to provide structured programs that concentrate on building confidence, extending their skills and discovering new experiences in preparation for their years ahead.

Centre Improvements

Heritage Nanango Community Funding Ltd kindly provided a grant of \$25k that enabled the construction of a new sandpit and fence as well as landscaping and a new shade sail at the Childcare Centre.

We would like to acknowledge their kind generosity and commitment to improving facilities for our local community.

We were also successful in receiving a grant for \$65k under the Kindergarten Transport Solutions Initiative through the Department of Education, Training and Employment to purchase a new vehicle. We hope that we can increase the number of enrolments in our approved kindergarten program by being able to offer parents a pick up and drop off service tailored to suit the needs of those who have limited transport options.

We hope that this service will particularly encourage parents from a low-socio economic environment or those who live out of town with limited means of transport to enrol their children and take advantage of the many developmental benefits.

We have been fortunate to secure various other smaller grants that have enabled the purchase of new learning materials and resources. With these various improvements we can now confidently offer families in the area access to a range of modern facilities that are enjoyed daily by all children who attend our services.

Early Years Learning Framework

We have experienced a year of transformation with a significant shift from the traditional 'childcare' systems to focus on 'early learning'.

The introduction of the Early Years Learning Framework has meant intensive staff training and involved a collaborative approach to implement concepts based on the importance of communication and language (including early literacy and numeracy) and social and emotional development. The aim of the framework has been to extend and enrich children's learning from birth to five years and through the transition to school.

Although this has been a challenging process that has seen various changes to the way in

which we deliver our service we do feel it is a genuine extension on our existing values and philosophies. We are and will continue to be committed to providing a safe, happy and healthy environment that acknowledges the individual needs and talents of each child and encourages them to grow in various ways.

Community Awareness

During the year we have concentrated on promoting our services in an effort to raise community awareness of who we are and what we stand for. This has contributed to increased enrolments and a better understanding as to why CTC has invested in Childcare Services in the Nanango area.

Sustainable Service

One of our most important tasks for the year was to achieve financial stability. In order to do so we have continued to focus on improving operational efficiencies across the service in an effort to generate a surplus that can be reinvested into quality early learning programs.

To achieve this, we have introduced changes in staffing and rosters. We have also experienced an increase in enrolments as families in the community learn about our services.

CTC is not an organisation about making money or huge profits. We have continued to deliberately offer our childcare services at some of the lowest rates in the South Burnett predominantly to encourage families from low socio-economic environments to enrol their children so that they can have an opportunity to participate regardless of the weekly household income.

By offering our services at substantially lower rates we have increased our enrolments during the year. However, this has meant that at times, CTC has had to invest additional funds from other areas to account for any financial shortfalls. We do hope as our service and enrolment base continues to grow we can sustain our services without having to contribute additional funds or increase fees. Although this will not make us rich it will ensure these services are available to everyone in Nanango and most importantly improve learning and development opportunities for children in the area.

Commitment to Qualified Staff

During the year, a number of staff participated in professional development opportunities including attendance at the annual Childcare Conference. We believe to continue to provide a leading service we must offer suitable training opportunities to our staff. We are proud to report the efforts and commitment to learning by our staff has seen many graduate during the year with the following qualifications:

- 👉 Bridging Diploma from Primary School Teaching to Early Childhood
- 👉 Diploma Children's Services
- 👉 Certificate III Children Services Trainee



Above: Graham Archdall representative from Heritage Nanango Community Fund Ltd with CTC staff in the newly improved sandpit at Nanango Childcare Centre.
(Photograph compliments www.southburnett.com.au)



Above: Blazer, the QFRS Fire Safety Koala at the Community Kids Kindy teaching everyone about fire and how to keep everyone safe.



Above: Pre-prep students enjoying afternoon 'Show and Tell'.



Above: Lunch time at Community Kids.

All staff have had access to various professional development in South Burnett that have concentrated on challenging behaviours, behaviour management, parent participation and programming. We have also ensured all staff have completed and maintained their qualifications in first aid, anaphylaxis training and asthma training.

We have offered the same level of training to our Administration Officer who is currently completing her Certificate III in Children's Services that will enable her to provide support in the rooms, should she be available or we experience shortfalls in our rosters.

Special Events

Regular activities in our centres have included painting, craft, cooking, construction or sport with stimulating guest presentations from health professionals, the local Fire Brigade and the Police to name a few, as well as celebrations to mark special occasions. We often invite parents to come and be a part of our events or activities as this provides an opportunity to discuss their child's development and involvement in our service as well as ask us questions or find out more about what we have been doing in the centres. Our staff are always available and more than willing to chat to parents at any time.

A significant highlight of the year was our involvement in Bugfest. This was an ongoing community project that aimed at increasing and encouraging reading opportunities for young children in the area. The project started with a large egg that visited every school, including our centres.

Every day the children would nurture and care for the egg by reading to it hoping that soon it would hatch and reveal something beautiful. After visiting every site the egg hatched at the local Nanango Markets and out came a beautiful bug. The bug costume is now available for every community group or service to borrow from the Nanango Library.

We held a Family Christmas Party on 12 December with over 100 adults and children participating and enjoying the festivities in the spirit of the season. There was a family barbeque and a special visit from Santa who presented each child with a book. It was a fantastic opportunity to meet with parents and discuss their child's progress for the year, whilst spending some time with each family.

Challenges we faced:

Our most difficult challenge is ensuring we have the right number of staff rostered on each day to meet the ratio demands of each room and age group. We have found often our enrolment numbers vary from day to day, particularly during the winter months when families and staff are more likely to become ill. We are continually working on improving our roster system to ensure we have enough full time staff across each centre. A number of our staff are employed on a casual or part time basis and may only want to work certain hours each week.

This can at times make it difficult to maintain consistency across our service however by up skilling more staff and maintaining a pool of qualified casual relief staff we always seem to meet the ratio and licensing requirements, fulfil our roster and offer our teams flexibility.

Our before school care enrolments are always considerably lower than after school care which operates daily at capacity. We believe this is due to many parents being able to drop their children at school before they go to work. Despite the number of enrolments in before school care we are committed to continuing to provide this service to those parents who do need it.

Our Future:

The next 12 months will see us continuing to build awareness of the importance of the first five years of a child's life and our commitment to quality early learning. We want to take families on this journey and work with the sector to ensure all local children have the best possible start in life.

We hope the introduction of the bus service will continue to increase enrolments in our Kindergarten Program until we reach capacity. This will ensure more children are getting the benefits of kindergarten, whilst encouraging them to feel a part of something, build relationships with others they may potentially go to school with and for those who don't get to play with other children often ensure they don't feel isolated. We see this service as an opportunity to meet our communities' needs of better transport networks.

Individuals and families forced to move home regularly or live in substandard accommodation enjoy fewer opportunities than others. They are less able to find and keep a job, their children have a poor start in life, and the cycle of disadvantage continues.

What we do:

Community Housing

We manage six long term community housing units in Nanango on behalf of the Department of Housing and Public Works as per the *Housing Act 2003* and our funding agreement.





For People Living with a Disability

CTC owns two purpose built units that we rent in accordance with community housing guidelines for people living with a disability. Daily visits from our CROSB Support Workers assist these tenants to live independently.

In partnership with a local family, CTC owns a duplex in Kingaroy which has been built to support two young men with intellectual disabilities to live independently. CTC rents the second unit to one of our CROSB Support Workers and her husband who lend a friendly hand to the young men through our 'Good Neighbour' program. In return, CTC acknowledges the tenants community spirit by subsidising the rent.

What we achieved:

Across all CTC services we have continued to help a diverse range of clients with their housing needs by:

-  assisting with applications for community housing
-  undertaking regular rent reviews to ensure the rent amount is affordable and correct as per the Department's guidelines.
-  ensuring all units are maintained accordingly and undertaking regular maintenance at the property.
-  implementing continual improvements as budget permits.

Community Housing

During the year we have concentrated on teaching our tenants the value of the opportunity they have been presented in an effort to reduce property damage and disruptions. We have noted a significant reduction in complaints received about concerning disturbances and damage.

We have maintained regular contact and responded to any issues raised with the appropriate action as dictated by the Rental Tenancy Authorities guidelines within the specified timeframes.

We have also conducted regular Tenant Satisfaction Surveys and have found the feedback we received to be very positive. We have taken all suggestions for improvement into consideration as we continually look at ways we could improve our service.

Overall, we have found all tenants feel they can contact CTC for assistance and are happy in their home environment.

We have continued to conduct quarterly inspections and maintain regular contact with households experiencing difficulty. We regularly contacted tenants who were not meeting their rental payments and in most cases were able to negotiate payment plans to suit their circumstances

Challenges we faced:

Over the years we have identified the need for more community housing in the area. Being that we only offer long term housing, should a vacancy become available it is normally taken by someone who has been on the Department's waiting list for quite some time. In many cases, across all of our services we encounter clients who could benefit from housing but due to demand and limitations on our resources we often have to link them in with other agencies in the region in an effort to find something suitable.

We are fortunate to refer some of our clients between the ages of 16 to 21 years to CTC's Youth Hostel, however this is only a temporary solution. It also leaves a gap in service for those over 21 years. Although we exhaust all possible options and link in with other agencies in the region finding some of our clients sustainable housing is a constant challenge.

During the year we investigated the feasibility of renovating a former convent in Kingaroy to meet the needs of people who are homeless or at risk of homelessness and over the age of 21 years. Unfortunately, we found we did not have sufficient funding or resources to follow through with the project at this time. Nonetheless, we have assisted in forming a new incorporated association and are pleased to report that 11 previously homeless men have found a home at the Kingaroy Lodge.

Secure housing is one of the most basic of human needs.

We offer a flexible service that recognises the different needs of people of the course of their lives.

housing

On behalf of the Board, Senior Management Team, staff, volunteers and our very many clients we would like to take this opportunity to thank and acknowledge the generosity of our funding bodies, supporters and collaborators.

We'd also like to thank the many private citizens, businesses and agencies who are always willing to help and support our cause.

thank you

- ✎ Australian Government Department of Education Employment and Workplace Relations (DEEWR)
- ✎ Australian Government Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA)
- ✎ Australian Government Department of Health and Ageing
- ✎ Aboriginal Community Interest Consultative Committee (ACICC)
- ✎ Bill Hull Car Centre Kingaroy
- ✎ Cherbourg Aboriginal Shire Council
- ✎ Community Connections Inc
- ✎ Community Resource Unit Inc (CRU)
- ✎ Cornett's IGA Murgon
- ✎ Crow FM
- ✎ Cyonic
- ✎ Downer EDI
- ✎ Ergon Energy
- ✎ Goomeri State School
- ✎ Graham House
- ✎ Heritage Nanango Community Funding Ltd
- ✎ IMPACT Make Your Mark
- ✎ John Quartermass' Family
- ✎ Kelly & Frecklington Solicitors
- ✎ Kingaroy Lions Club
- ✎ Kingaroy QCWA
- ✎ Kingaroy Regional Enterprise Centre Association Inc
- ✎ Kingaroy State High School
- ✎ Men of Cherbourg Indigenous Empowerment Corporation
- ✎ Mortimer & Co.
- ✎ Murgon State High School
- ✎ Nanango State High School
- ✎ Nanango State School
- ✎ National Australia Bank
- ✎ North Burnett Regional Council
- ✎ Proston State School
- ✎ Queensland Department of Communities, Child Safety and Disability Services (DOC)
- ✎ Queensland Department of Education, Training and Employment (DETA)
- ✎ Queensland Department of Education and Training (DETA)
- ✎ TESS
- ✎ Tey's Australia Murgon Pty Ltd
- ✎ Murgon State High School
- ✎ Queensland Parents for People with a Disability Inc (QPPD)
- ✎ Queensland Police Service
- ✎ southburnett.com.au
- ✎ Simmons Family
- ✎ South Burnett Knitters Club
- ✎ South Burnett Online
- ✎ South Burnett Regional Council
- ✎ Stanwell Corporation Limited & Stanwell Community Partnership Fund
- ✎ St Mary's Catholic College
- ✎ Taabinga State School
- ✎ Thiess
- ✎ Yarraman State P-10 School

Funded by





Contact Us

We are optimistic about the potential for many more opportunities and activities that will contribute to the furthering of our vision and mission in the coming years. All suggestions are most welcome please feel free to contact our CEO if you have any ideas you would like to share or discuss.

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Our Services

CHILDCARE SERVICES

Community Kids

42 Drayton Street, Nanango
Ph: (07) 4171 0033

Nanango Childcare Centre

21 Drayton Street, Nanango
Ph: (07) 4163 1279

DISABILITY SERVICES

CROSB

Shed 3/6 Cornish Street, Kingaroy
Ph: (07) 4162 9081
Fax: (07) 4162 9030

The Gumnut Place

22 Gore Street, Murgon
Ph: (07) 4168 1852

EMPLOYMENT SERVICES

Free Call 1800 626 461

Kingaroy

101 Youngman Street
Ph: (07) 4162 2566
Fax: (07) 4162 5319

Gympie

Shop 14 Cullinan Centre, 104 Mary Street
Ph: (07) 5481 1488
Fax: (07) 5481 1755

Murgon

76B Lamb Street
Ph: (07) 4168 2155
Fax: (07) 4168 2899

Tin Can Bay

11 Dolphin Avenue
Ph: (07) 5486 2739
Fax: (07) 5486 2247

FOSTER CARE SERVICES

Partners in Foster Care

7 Bramston Lane, Wondai
Ph: (07) 4169 0587
Fax: (07) 4169 0188

RESIDENTIAL SERVICES

Youth Park, Lot 2 Somerset Street
Ph: (07) 4163 6182
Fax: (07) 4162 2783

YOUTH SERVICES

Kingaroy

Youth Park, Lot 2 Somerset Street
Ph: (07) 4162 7788
Fax: (07) 4162 2783

Murgon Connections

35 Lamb Street
Ph: (07) 4169 5940
Fax: (07) 4169 5962

Community, Family & Domestic Violence Services

35 Lamb Street, Murgon
Ph: (07) 4169 5940

