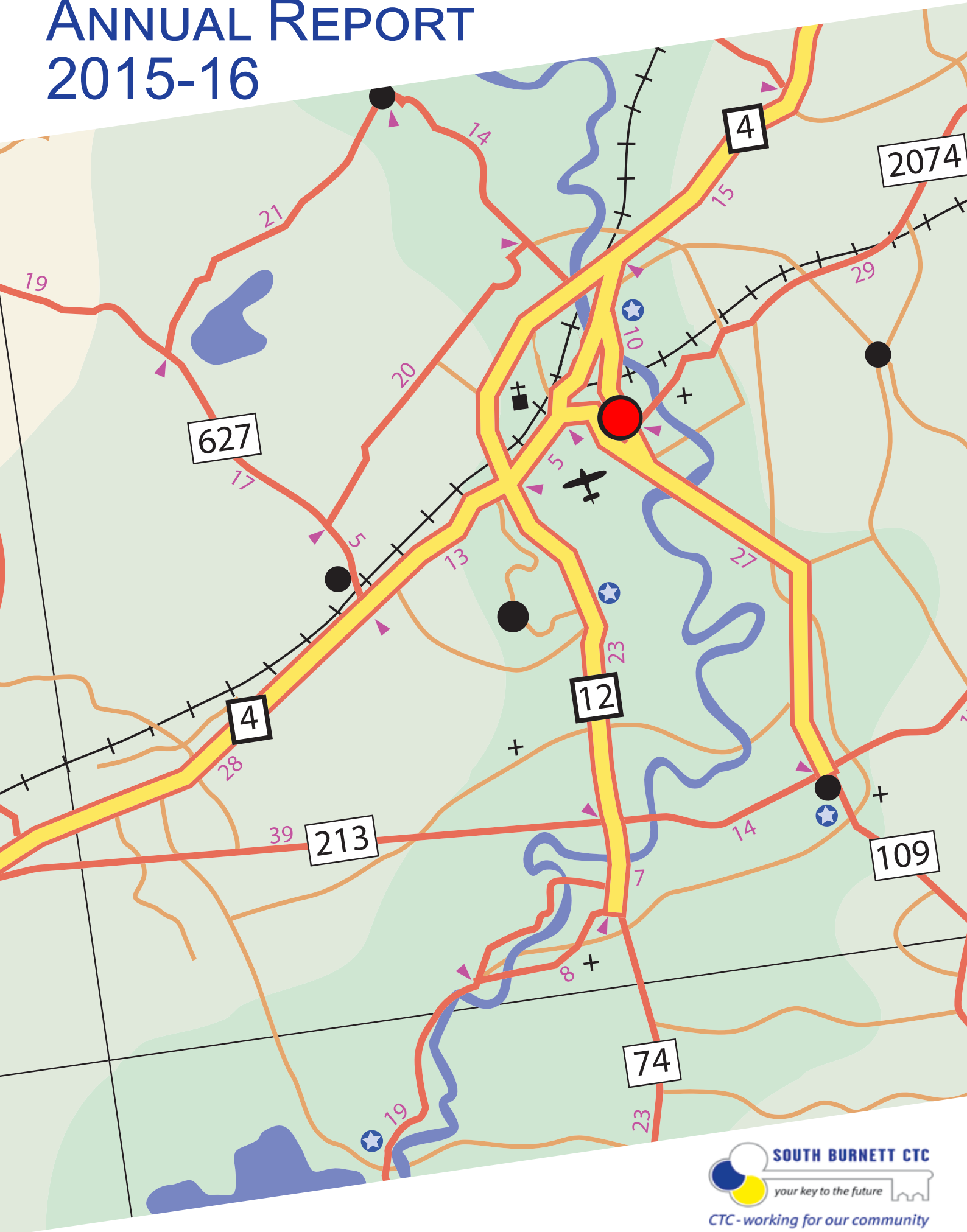


# SOUTH BURNETT CTC Inc

## ANNUAL REPORT

### 2015-16



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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 & Family Services
- » Foster Care Services
- » Disability Services
- » Childcare Services
- » Community Housing Services
- » Residential Services
- » Mental Health Services

## What We Value

### Commitment to our Community

- » Providing a service that is client focused.
- » Building the capacity of our communities 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 and diverse.
- » Encouraging and promoting their health and well-being.
- » Supporting professional and personal development.

### Commitment to our Organisation

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

## Our Year in Review

The saying goes 'many roads lead to Rome'. At CTC, we believe this is true for each and every person's journey towards their goals.

While not everyone takes the most direct route, CTC staff always remain committed to ensuring people are supported no matter the path they choose to take. The commitment and professionalism of our staff who support people on their journeys ensures the organisation continues to uphold our vision and mission.

This year we have:

- » Provide high quality professional development opportunities to staff to ensure continued quality service to clients. Read more on page 14
- » Hosted a number of organisation wide events to promote a culture of inclusiveness and support for colleagues. Read more on page 20.
- » Helped a number of young people seize opportunities, accept their responsibilities and take control of their lives. Read more on page 23.
- » Supported families experiencing or witnessing domestic and family violence to develop strategies to keep their families safe. Read more on page 24.
- » Supported families under stress to connect with the right services at the right time. Read more on page 25.
- » Provided residential care to 16 children and young people with complex needs. Read more on page 27.
- » Supported people recovering from mental illness to achieve their goals. Read more on page 28.
- » Promoted community inclusion for people living with a disability. Read more on page 30.
- » Continued to provide meaningful employment opportunities for people living with a disability. Read more on page 32.
- » Continued to provide training and support to dedicated families in the South Burnett who open their homes to children and young people in need of care. Read more on page 34.
- » Provided a wide range of activities and experiences for children to learn and develop. Read more on page 36.
- » Provided labour hire and recruitment services to selected South Burnett employers. Read more on page 38.
- » Delivered successful Community Work Skills, Get Set for Work and Ready for Work programs under the Skilling Queenslanders for Work initiative. Read more on page 38.
- » Completed the development of the 5 year in the making "Heritage Lodge" project. Read more on page 39.

## 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 or visit the Feedback section of our website if you have any ideas you would like to share or discuss.

### South Burnett CTC Inc

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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 years of service to our community.

# welcome

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.

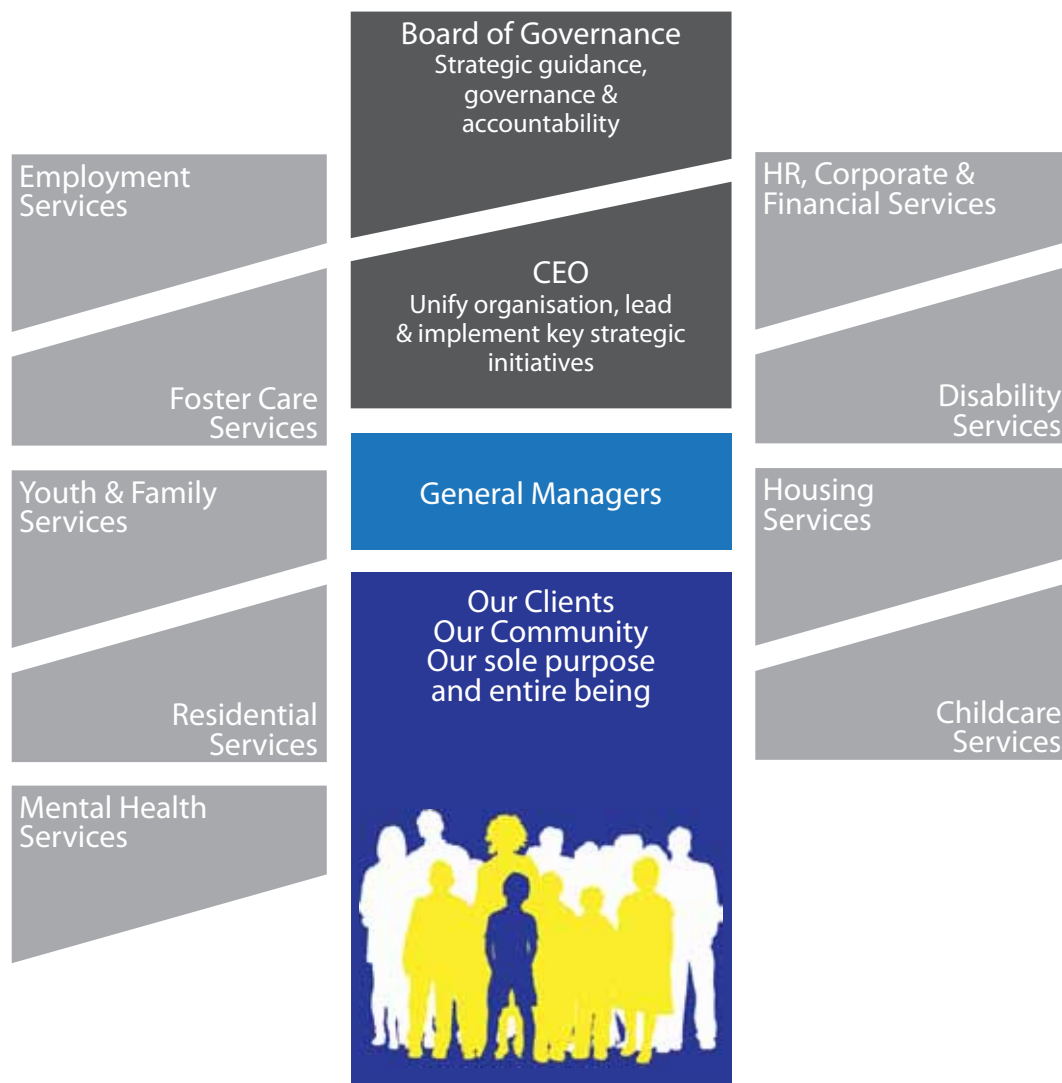
Through listening, understanding and caring we are contributing to building stronger, sustainable and inclusive communities across the areas in which we operate.

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

We believe our success is in our people and with a strong balance sheet of experienced, innovative and highly motivated staff we have the capability and capacity to deliver services that often exceed the expectations of our clients and our community.

Over 160 staff make up the heart and soul of CTC and whilst we provide a number of diverse services, we are a team and our staff continuously work together in an effort to provide the best outcomes for our clients and our community.



## 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 160 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 our 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 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.

# Our Story

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 grants from State Government and additional 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). South Burnett CYSS 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 (Community Training Centre) and commenced delivering the South Burnett SkillShare (a federally funded program for people of all ages) 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 landscaping aged care centres to building toilets in public parks while teaching work and life skills.

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 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 up until then 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.

Throughout 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 in Markwell Street).

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 work 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 fully wheelchair accessible duplex was completed in Kingaroy on land donated by Kingaroy Shire 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. Since this time the size and scope of services provided through Partners in Foster Care has increased dramatically.

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" (LCP), 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 again 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 "Connections" premises 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 wood 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 (now replaced by Downer Mining) and the support of South Burnett Regional Council 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 watch house 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 licenced service since 2010); a residence for four young people who for different reasons did not fit into the foster care system. From this our Residential Services grew, building on CTC's strong partnership with Child Safety and since 2011 supports other youth through Temporary Placement models at a number of sites.

One of the most dramatic growth phases for CTC occurred from 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 in Murgon/Cherbourg were closed as a result of the State Government's funding cuts.

In August 2013 we entered into a consortium agreement with IMPACT Make Your Mark (Bundaberg) and Graham House (Murgon) to deliver the Personal Helper and Mentors Service (PHaMs) across Bundaberg and the North and South Burnett, building on previous collaborations in the youth services field. December 2013 saw a change with Youth Support Coordinators being funded through a cluster of local state high schools who asked us to facilitate an individual staff member's continued employment in this role.

The Youth Connections program was closed in December 2014 due to the program not being refunded nationally.

In June 2015 our Job Services Australia contract was not renewed as a large region needed to be covered and the consortium we formed to tender with was unsuccessful in its application. Since that time we have reinvented our Employment Services, continuing to provide Labour Hire services only to selected local businesses and delivering a number of Skilling Queenslanders For Work programs.

In July 2015 we commenced delivery of two new funding contracts- Family and Child Connect and RENEW Intensive Family Support. Both of these contracts came about as a result of the recommendations of the Carmody Report and are aimed at prevention and early intervention for families potentially close to becoming involved in the Child Protection system.

From March 2016 we commenced delivery of the South Burnett Domestic Violence Service to provide court support for people experiencing or at risk of experiencing domestic and family violence and counselling to women who are experiencing domestic and family violence.

At the very end of this year we finally completed the construction of Stage 1 of the Heritage Lodge project in Nanango with tenants about to take up residence in the units.

From July 2016 we will begin delivering a 12 month program – Airing Out DV – which provides information and training to early childhood educators to enable them to better support young children affected by domestic and family violence.

Believing in prevention is better than treatment we continue to try to work ourselves out of our jobs!



***I am pleased to present the Annual Report for South Burnett CTC Inc for 2015-16.***

As the newly elected Chairman of the CTC Board of Governance, I sincerely wish to thank Howard Leisemann for passing over the organisation in such an excellent position and agreeing to remain a Board Member to share the knowledge and wisdom he has gained through 25 years of his untiring service.

Since my first attendance at a Board of Governance meeting in 2006, I am continually amazed at the many opportunities and services that this award winning non-Government, not for profit organisation delivers to our South Burnett Community. I feel honoured to be a part of the CTC Team and leader of the Board as we face the opportunities and challenges to realise our Vision and Mission.

CTC does not have a budget for the promotion of our services and activities. For this reason, we initiated CTC Site Tours this year. The focus is to raise the awareness of what CTC is and the many services we provide to the South Burnett Community. During these tours, participants have been able to experience first-hand the passion our staff have in providing high quality services to our many clients. We plan to further expand these tours in the coming year to include more community leaders and representatives of the three tiers of government who rely on us to provide the quality sustainable programs they fund and support.

At our monthly Board of Governance Meetings on the first Wednesday of each month, members are provided with a comprehensive agenda of reports and case studies from every section of the organisation, including a detailed breakdown of the current financial position. Our Finance Focus Group of Deputy Chairman, Treasurer, immediate past Chairman and a member with finance expertise, provide further assurance that this most important governance duty is fully delivered.

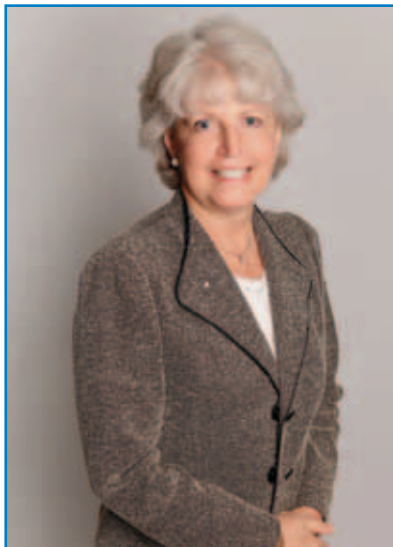
As the Governance Team, we are able to make informed decisions from the advice provided by the CEO and Management Team. These decisions are made possible by reference to the regularly reviewed Vision and Mission and Strategic and Risk Management Plans of the organisation. As a not-for-profit organisation, our goal is to break even in providing quality service through the many programs we facilitate. While aware that some programs we deliver may never achieve this goal, we are happy to subsidise what we see as essential services to our community, provided our reserves permit us to do so and provided there aren't other organisations better equipped to provide them.

We wish to recognise the Federal and State Governments and their many agencies for funding the vast majority of our programs, also the South Burnett Regional Council, Nanango Heritage Community Funding Ltd, Stanwell Corporation and Downer Mining for their generous support of projects that require additional injections of capital to proceed.

As this is my first annual report I have chosen to provide a high level overview of Board of Governance activities and have left the details of the ongoing challenges we have overcome and the goals we have achieved to the reports from our CEO and Management Team. It has been another extremely busy year and I would encourage you to please read the detailed reports contained in this document.

I further wish to extend my gratitude to our CEO Nina Temperton and the Management Team for their ongoing professionalism, support and operational guidance to the Board and our many wonderful staff for the passion they bring to our organisation. Last but not least I wish to express my heartfelt thanks to my fellow Board Members and my number one supporter, my wife Chris, for their support and assistance in my first year in the chair.

***John Box***  
***Chairman***



For this year's theme of the Annual Report we have chosen an old fashioned roadmap indicating a myriad of ways of arriving at a destination – or perhaps a starting point for an exploration of the myriad of directions we could head off in. Rather than the more current SatNav systems with their very clear (and occasionally very wrong) directions given by pre-programmed voice recordings that are oblivious to the driver's state of mind or environment, the old maps symbolise what CTC is all about as an organisation. Our goals are expressed in our Vision and Mission but they are not a fixed point with a single route leading to it. We are forever exploring highways and byways, climbing mountains and obstacles and only rarely travelling in the fast lane. Just occasionally a road peters out altogether or a track turns into a proper road and we can't believe our luck!

Thus 2015/16 had its usual share of twists and turns, changes to programs, the start of long hoped for initiatives (eg Family and Child Connect) and even the arrival at a fixed goal (eg completion of

construction of Heritage Lodge).

For many of our current staff and customers the NDIS (National Disability Insurance Scheme) represents a sketch map of roads that are still being constructed while we are travelling them to a destination that is different for every single traveller and sometimes not clear even to that individual. While scary this can also be an exciting adventure where the journey is almost as beneficial as the destination. For so long people with disabilities have had to "take it or leave it" when they were offered scarce support so just the ability to explore and describe what would really make a positive change in their lives is liberating. We have been working very hard on preparing CTC and our customers for the full roll out of the NDIS in the South Burnett in July 2018 and will retain that focus on what is the most significant change to the operation of Disability Services for a generation. Proof that we are heading in the right direction came with Gumnut Place winning a national award – something the Gumnut Place crew well and truly earned and of which all of CTC is immensely proud!

As in all previous years the accolades for achievements of goals or journeys towards them must go to the CTC staffers who continue to negotiate the bumpy roads towards positive change with our customers with such professionalism and dedication. I am in awe of their resilience and good humour in the face of frequently challenging behaviours or circumstances. Thank you also to our government funding bodies and in particular to those corporate entities who generously and philanthropically fill in the potholes on the road to the completion of projects: Nanango Heritage Community Funding Ltd, Stanwell, Downer Mining and South Burnett Regional Council. We also appreciate the cooperation of and collaboration with many local agencies, service clubs and individuals who volunteer their time and make donations.

The guidance the CTC Board of Governance members provide in the development of strategic and operational terms to me as CEO and subsequently to all staff is truly valuable, essential and much appreciated. Thank you to Howard Leisemann for his leadership of the Board for 25 years and to John Box for stepping willingly and very successfully into the role at the last AGM. The fact that the transition to a new Chairman went without a hitch is testament to the cohesion and strength of the Board and we can look to the future with much confidence while looking back at yet another year of effectively working for our community.

Please peruse the Annual Report and feel free to provide feedback on where you think we succeeded or could do better.

*Nina Temperton*  
**Chief Executive Officer**

Our Board includes eleven 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

## Board of Governance

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

At the AGM in November 2015 our long standing Chairman, Howard Leisemann resigned his position following over 25 years of service and John Box was nominated to be his successor. We would like to recognise and thank Howard for the many years of dedication and hard work he contributed to CTC in his role as Chairman and wish John all the best as he takes on this new role. We are extremely fortunate that Howard will continue to serve as a Board Member, offering his continued support for CTC and vast experience.

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

At different stages throughout their lives, they have each been instrumental to the success of various local businesses and industries ranging from agri-business, retail, 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. 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 33 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 economise 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 South Burnett.

### The CTC Board

#### Chairman

John Box - 2007

#### Deputy Chairman

Marc Reinbott - 2012

#### Secretary & CEO

Nina Temperton - 1992

#### Treasurer

Maxwell Lehmann - 2001

#### Members

Michael Carroll - 1987  
Howard Leisemann - 1987  
Eric Cross - 2004  
Bernadette Upton - 2014  
Kaylene Schilf - 2014  
Maurice Freeman - 2015  
Susan Algate - 2015

Succession planning is an important part of future proofing the strength of our Board of Governance. Board Members are encouraged to always be on the lookout for and seek out potential future Board Members. It is our practice for Board Members to invite people who are interested in being a Board Member to attend as a guest for a period of time prior to nomination on the Board. This allows both sides to ensure the right 'fit'. This year we have had a number of interested community members attending Board Meetings as guests with a view to soon be nominated as Board Members if the fit is right. We are also always happy to hear from anyone who may be interested in becoming a Board Member and invite them to participate initially as a guest.

## 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 activities of CTC and we acknowledge their ongoing dedication to our clients, organisation and community.

Clients and service delivery are at the centre of what we do and the Management Team continually looks for ways and funding opportunities to improve and expand 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.

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 & Corporate Services Manager

Janet Champney- 1990

### General Managers

Barb O'Hanlon- 1998

Kirsten Firman- 2000

Esther Ross- 2000

Susan Jerome- 2007



## Our Team Leaders

Our Team Leaders group continued to meet every three months this year. The group includes Team Leaders from:

- |                          |                           |                           |
|--------------------------|---------------------------|---------------------------|
| » Human Resources        | » Youth & Family Services | » Partners in Foster Care |
| » Corporate Services     | » Residential Services    | » Childcare               |
| » Information Technology | » CROSB                   |                           |
| » Finance                | » Gumnut Place            |                           |

The group was originally formalised by the Management Team: to reflect the information sharing and collegial support that their own group had enjoyed for many years; as a platform for professional development, particularly around common emerging needs such as team leadership and staff management; sharing of resources as well as knowledge and to facilitate an enhanced understanding across the organisation of CTC's Vision, Mission and Strategic Plan.

This year the group worked together to host CTC's End of Year Celebration and CTC Day. The feedback from all staff for both events was extremely positive.

The Management Team form the backbone of CTC.

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

# Our managers

## Our People

CTC employs 169 staff coming into the next financial year – 71 full time; 41 part time; 57 casual. We are also extremely pleased to have 12 volunteers whose contribution is highly valued.

During the year we recruited and inducted over 60 new staff into CTC. Although our selection processes are merit based, with position descriptions requiring different levels of skills/ qualifications/experience and referee reports, the true success of the process is assessed later down the track, on the immeasurable attributes at interview stage – “attitude” for example: the willingness to own up to a mistake so together it can be fixed and learnt from; the show of real team work if the team is struggling (either with each other or with workload); contributing to ensure workplaces/facilities are kept tidy and hygienic; making sure the car fuel tank is topped up if it’s under half full following each trip, etc.

The success of the selection process, of course, is also measured on how each staff member is able to do the core role that they have been selected to do – it does seem, however, if a staff member has the right attitude, they are also very, very good at their role, even if not at the start, they will be eventually with the right mentoring, supervision and training.

During the year 55 staff left the organisation for various reasons and resignation letters and exit interview notes were read by the relevant Service Manager/Team Leader, Human Resources and the CEO. The good thing about resignation letters and exit interviews is the chance to assess whether management’s perception of good staff morale and healthy job satisfaction matches the feedback staff give when they leave. We are pleased to be able to confidently report that feedback matched perception in the vast majority of cases.

*“I’d like to personally thank everyone at CTC Youth Services for giving me the opportunity of a lifetime to learn and gain new and exciting experiences. Working for CTC is like being in one big family. The organisation supports you and other workers 100% because they have well sourced their staff to excel in their chosen lines of work.*

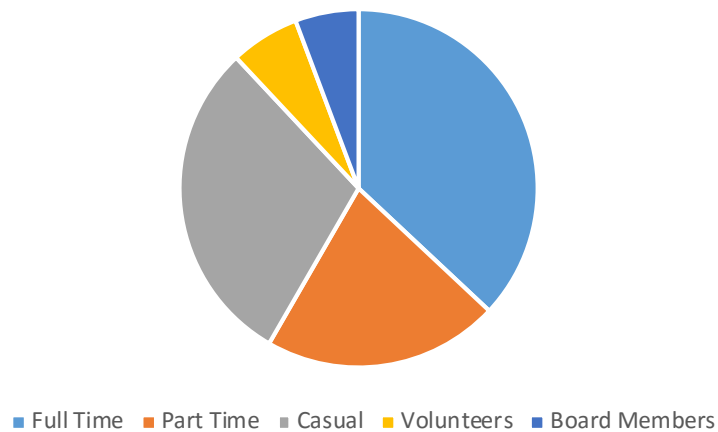
*The demand and need for an organisation like CTC in the community is a must and gives the local area a sense of community and pride. I will firmly stand behind and confidently say working for CTC was the best decision I made and wish everyone there all the best for the future.”*

*“I would like to thank the whole of CTC, firstly for giving me the opportunity of starting a career at a young age. Thanks for the support you have provided. You guys have given me the confidence in myself, the learning and training you have provided has better assisted me personally and professionally. I have met many wonderful staff throughout CTC services. I am grateful for all the years I have spent with CTC. I have grown heaps, so thank you for everything.”*

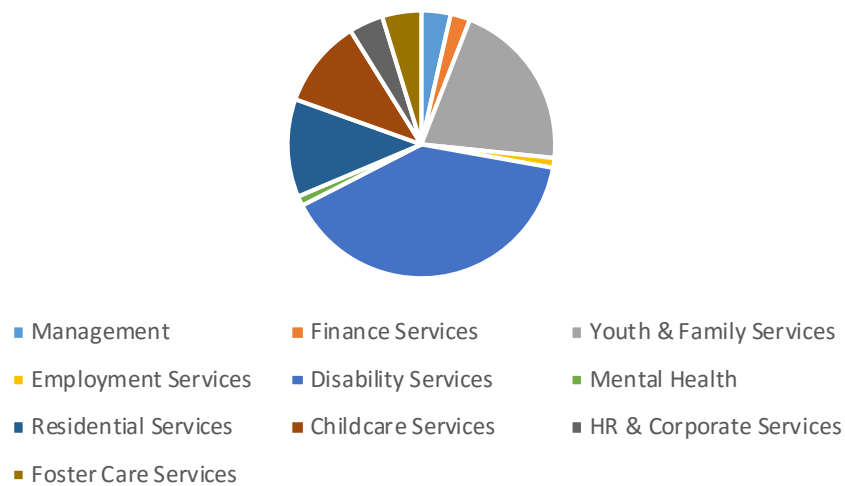
*“I could never explain in words how grateful I am and will always be to you guys for taking me on and letting me become a part of the CTC family, you guys helped me sort my life out and start the career I love. Thank you so much for the opportunity to work with you guys and also for allowing me not only to work as a Trainee Youth Worker but a Residential Support Worker and a Disability Support Worker not to mention all the others! I will miss you guys heaps but will always hold dear to the memories I have of all the years I worked for you guys and don’t worry if all else fails I’ll be running back :) You guys do amazing work and make a difference every day and I’m so happy I got to be a part of that and got to meet a lot of amazing people along the way.*

*Once again thank you, I will forever be grateful and appreciative to you and everyone else.”*

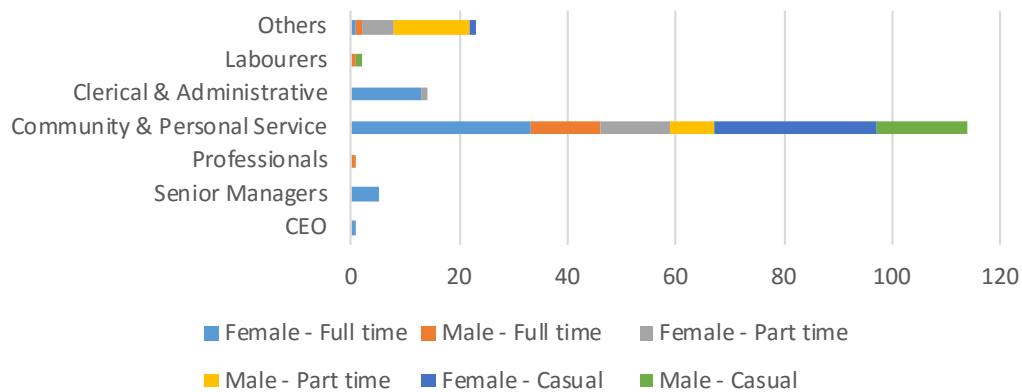
Staff by Employment Type as at 30 June 2016



Staff by Service as at 30 June 2016



Workplace Gender Equality Report as at 31 March 2016



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

## Professional Development

We are committed to providing professional development opportunities for staff that improve our overall capacity to deliver high-quality services whilst motivating and inspiring our teams.

Following is a snapshot of some of the opportunities we supported staff to attend during the year:

- » Cultural Awareness
- » Quarterly Service Provider Forum- NDIS
- » Orientation to the Child Safety Strengthening Families Protecting Children, Framework for Practice
- » 2015 Childcare Conference
- » First Aid and CPR
- » Changes to Family Packages Consultation Forum
- » Documenting Children's Learning
- » Youth Support Client Information System
- » Aboriginal Torres Strait Islander Mental Health First Aid
- » Understanding Epilepsy
- » Understanding the Effects of Trauma
- » Standards of Care and Reunification
- » Transport Development and Solutions Alliance Conference 2015
- » Personal & Professional Boundaries
- » Talking with Families about Safety and Risk
- » Australian Wide Taxation and Payroll
- » Youth Support Client Information System
- » Essential NDIS Briefing
- » Three Pillars of Transforming Care
- » What's New In Payroll 2015
- » Medication
- » Diabetes
- » Human Services Quality Framework Webinar
- » Building Positive Behaviour and Academic Outcomes
- » Teaching Skills to People with Intellectual Disability
- » Mindfulness Workshop
- » SNAICC (Secretariat of National Aboriginal & Islander Child Care) Conference
- » Manual Handling
- » NDIS Client Service Agreement & Enhancing Governance & Viability
- » Education Information
- » Safety Representative Refresher/Awareness Course
- » Cyber Safety Workshop
- » Ask Izzy Q-Shelter Webinar
- » Resilience
- » Provisional Defensive Driving
- » Rock and Water
- » DV (Domestic Violence)-alert Workshop
- » How to Physically Maintain Brand Consistency
- » Online Leadership Conversations that Count
- » South Burnett Community Leadership Program
- » Collaborative Assessment and Planning Framework
- » Royal Life Saving Bronze Medallion
- » Consumed with Clutter
- » Lying and Stealing
- » Autism Aspergers Workshop
- » Functional Assessment and Positive Behaviour Interventions
- » Qik Kids Intensive & Getting the Most out of Qik Kids
- » Job Australia Conference
- » Food Handling
- » Infection Control
- » Foster Care Assessment
- » Personal Protective Series
- » Safe & Together
- » Quality Pathway
- » Demystifying NDIS for Disability Workers
- » Rostering and Ratios
- » Wide Bay-Burnett Regional Housing Forum
- » CDFVR- Centre for Domestic & Family Violence
- » Child Protection Training- Legal and Practical Responses to Child Abuse
- » TCI (Therapeutic Crisis Intervention)
- » You-tube
- » First 5 Forever
- » Quick Snap Shot, One Page Support Plans
- » Early Childhood Nutrition
- » Fire Warden
- » Certificate IV in (Training & Assessment) TAE
- » Brain Fitness for Healthy Bodies Workshop
- » QKFS (Queensland Kindergarten Funding Scheme) Workshop
- » Central Queensland Regional Design Jam
- » TCI Train the Trainer Update
- » First Aid with Asthma and Anaphylaxis
- » Keeping the Quality Improvement Plan Alive
- » Bartender Software Training (Label Printer Software)
- » ARC (Database)
- » Collaborative Case Planning
- » Promote Your Service Like a Boss
- » Common Assessment Tools
- » Fringe Benefits Tax 2016
- » Skills for the Performance Management of Staff
- » Love Your Tender Webinar Series
- » Best Practice Governance & Financial Literacy for NFP Boards
- » Mental Health Issues at Work
- » NDS Qld Conference
- » Anti-discrimination Law Overview
- » Winangay Assessment
- » Tenancy Law and Tenancy Sustainment

- » Understanding the complexities in LGBTQ domestic & family violence
- » Mediation and Conflict Resolution
- » Housing Strategy Regional Sector Consultations
- » Effectively Managing the Heightened Risk Factors of NDIS
- » QLD Foster & Kinship Care Conference 2016
- » Autistic Spectrum Disorder
- » Tips and Tricks for Behaviour Guidance 0-5 years
- » Qld Indigenous Family Violence Prevention Forum
- » Through Young Black Eyes
- » The Australian and New Zealand Addiction Conference
- » Domestic Violence Workshop
- » NDS National Disability at Work Conference
- » Abuse, Neglect and Exploitation
- » Sunsuper Employer Briefing
- » Fun Friends Workshop
- » Reveal the Possibilities Conference- Childcare Conference
- » Financial Supports and Standards of Care
- » Talking about Sexuality Workshop
- » Food Safety
- » No Stone Unturned
- » Brain Development for Babies and Teenagers
- » Youth Justice Legislative Amendments Information Session
- » Youth Support Services Workshop
- » Exposure Therapy for Anxiety
- » What Does Play have to do with Domestic and Family Violence?

### **Red Earth Leadership Foundation (South Burnett Community Leadership Program)**

In 2016 CTC sponsored two staff and a Board Member to participate in the South Burnett Community Leadership Program. In doing this, our aim is not only to develop the leadership skills of our people for the benefit of CTC but also as a community service as by building the skills of our staff we hope to equip them to better contribute to our community as a whole.

### **Staff Training Feedback**

*Mediation and Conflict Resolution Training* - "I will use this training to assist to resolve disputes between clients and parents. To assist clients to be able to deal with conflict more appropriately" ...*Melita*

*DV (Domestic Violence) Alert Training* - "I am the DV Specialist so this training directly relates to my role. I now feel more knowledgeable and useful" ...*Gemma*

*SNAICC (Secretariat of National Aboriginal & Islander Child Care) Conference* - "The plenary presentations by key note speakers were a wealth of knowledge providing evidence based research into overcoming generational trauma, keeping kids safe in culture not care and cultural wounds require cultural medicines. The opening and closing performances were inspirational. Thanks for giving me the opportunity to attend this conference" ...*Tia*

*CTC Bus Tour* - "The most valuable part of the training was the whole part really. The fact Nina spent the time with us and explained CTC's history and all its services. I have learnt that I am part of a big organisation that appears to have good standing in the South Burnett region" ...*Victoria*

*CTC Bus Tour* - "I feel more knowledgeable about how CTC can help people in the community" ...*Tricia*

*Three Pillars of Transforming Care – Train the Trainer* - "I believe the three pillars will give me the tools to look more into the big picture overall on the impact of early life trauma" ...*Elizabeth*



CTC Staff at CTC Day. Photo courtesy of southburnett.com.au

# our programs

Service & Program	Funded By	Purpose & Client Group
<b>Childcare Services</b>		
Community Kids Pre Prep Program	CTC – Service Approval by Queensland Department of Education and Training	Long Day Care Centre based in Nanango providing a Pre-Prep program delivering a Qld Government Approved Kindergarten Program offering 22 places for ages 3 to 5 years
Community Kids Before and After School and Vacation Care	As above	Before/after school and vacation care in Nanango offering 30 places for ages Prep to 12 years
Nanango Childcare Centre	As above	Long Day Care in Nanango for children aged from 6 weeks to 4 years
<b>Housing Services</b>		
Long Term Community Housing	Queensland Department of Housing and Public Works	Property management of six long terms housing units in Nanango
Simmo's Place	CTC The Simmons Family	Support and property management for two people with a disability to live independently in Kingaroy through a good neighbour arrangement
Thorn Street Duplex	CTC (initial infrastructure cost supported by capital grant from Queensland Government and South Burnett Regional Council)	A two unit duplex purpose built in Kingaroy for people with a disability. Property management and support to ensure tenants have accommodation that meets their needs
Toomey Street	CTC	A long term lease of a property in Kingaroy, used for short to medium term accommodation transitions as well as an alternative supported accommodation option for relevant CTC services where all other options have been exhausted
Heritage Lodge	CTC, Nanango Heritage Community Funding Ltd, Queensland Department of Communities, Child Safety and Disability Services and South Burnett Regional Council (SBRC)	A three duplex purpose built complex in Nanango for people with a disability. Support and property management to through a Good Neighbour arrangement to ensure tenants have accommodation that meets their needs
<b>Disability Services</b>		
CROSB (Community Respite Options South Burnett)	Queensland Department of Communities, Child Safety and Disability Services	In and out of home accommodation support, community access, social engagement, respite accommodation and learning and skills development for people with a disability in the South Burnett, aged from birth to 65 years
CROSB House	As above	A place of respite in Kingaroy for people with a disability to relax and take some supported time out. Provides planned and crisis/emergency respite
Your Life Your Choice	As above	Self-directed support enabling people with a disability and their families to have choice and control over the disability supports and services they purchase to achieve positive outcomes in their lives
Fee for Service	Fraser Coast Family Networks Quality Lifestyles Alliance Inc Spinal Injuries Australia Ltd Commonwealth Respite and Carelink Centre Suncare Community Services Inc	Community access, personal support, learning and life skills, in-home accommodation support, respite and emergency respite for people with a disability
<b>Employment Services</b>		
The Gumnut Place	Australian Government Department of Social Services	An Australian Disability Enterprise based in Murgon (incorporating a wood workshop; commercial kitchen; commercial laundry; trophy, engraving and badge making and a secure document destruction service) which provides meaningful supported employment for 20 people with a disability. Supported Employees are also assisted to transition into Open Employment
Skilling Queenslanders for Work	Queensland Department of Education and Training	Community Work Skills- assists disadvantaged Queenslanders to gain nationally recognised skills and qualifications Ready for Work- assists young people aged 15-24 to transition into the workforce by providing 6-8 week courses focused on job search assistance and training Get Set for Work- intensive employment and training assistance over a 12 month period to young, disengaged Queenslanders aged 15-19 years
Labour Hire	CTC	Recruitment service for approved host organisations under labour hire arrangements
<b>Foster Care Services</b>		
Foster and Kinship Care	Queensland Department of Communities, Child Safety and Disability Services	The recruitment, training, assessment and support of Foster Carers across the South Burnett who have or are seeking Department approval to care for children/young people aged from birth to 17 years who have moderate to high support needs

Intensive Foster Care	As above	Support of six children/young people aged from birth to 17 years who have complex to extreme support needs and are being cared for by Department approved Foster or Kinship carers within the South Burnett
<b>Residential Services</b>		
FIAR (Fostering Independence and Resilience) House	Queensland Department of Communities, Child Safety and Disability Services	24 hour/7 day per week residential care and support located in a house in the South Burnett for up to 4 young people, aged from 12 to 18 years who have complex needs
Temporary Contract Placements	As above	Temporary 24 hour/7 day per week residential facilities in locations across the South Burnett to meet additional needs of the Department from time to time to provide residential support for children who have complex needs – the ages of the children may be much younger than in FIAR House
Individual Client Support	Queensland Department of Communities, Child Safety and Disability Services, Foster Care Agencies and Schools	Fee for service program to provide one on one support for children/young people in foster care at school, in their home or in the community
<b>Youth &amp; Family Services</b>		
Youth Support Coordinator	Murgon, Kingaroy and Nanango State High Schools	Assistance to students enrolled in one of a cluster of local state high schools who have been identified as having a range of barriers to successfully completing Years 10 to 12. Includes support in retention and attainment in education and training
Specialist Homelessness Service	Queensland Department of Housing and Public Works	Accommodation and support in a Youth Hostel based in Kingaroy for young people aged from 16 to 25 years who are homeless or at risk of homelessness. Support includes skills development and strategies to transition into stable accommodation. Mobile support for young people at risk of homelessness
<i>FUSION Youth Services</i>	Queensland Department of Communities, Child Safety and Disability Services	Support to young people of the South Burnett aged from 12 to 18 years through individualised case management.
Emergency Relief	Australian Government Department of Social Services Queensland Department of Communities, Child Safety and Disability Services SBRC Mayor's Community Benefit Fund	Assistance for people or families to overcome/stabilise immediate crisis through the provision of basic needs such as food and transport
Drought Relief	Queensland Department of Communities, Child Safety and Disability Services	One off funding to support those affected by drought
Student Welfare Service	National School Chaplaincy and Student Welfare Program	Delivered in partnership with the Nanango State School, providing students with individual and group support to positively engage in school
Personal Helpers and Mentors Service (PHaMS)	Australian Government Department of Social Services	Delivered in partnership with IMPACT Make Your Mark (Bundaberg) and Graham House (Murgon), covering Bundaberg and the North and South Burnett. Personal support to people aged 16 years and over to assist in the recovery of mental illness
Reconnect (Connections)	Australian Government Department of Social Services	Early intervention program for young people aged 12 to 18 years who are connected to Cherbourg and are homeless or at risk of homelessness, promoting reconnection with family, education and the community
Wondin-dee Indigenous Family Violence Counselling Service	Queensland Department of Communities, Child Safety and Disability Services	Counselling and support for victims, child witnesses and perpetrators of domestic and family violence in the Cherbourg Community
Safe Haven	As above	Family Support, Youth Support, Community Capacity Building and Community Patrols to minimise harm experienced by children/young people connected to Cherbourg who witness or experience family violence
NEXT STEP After Care	As above	Supports young people aged between 15 and 21 years who are transitioning from the care of the Department to independence
South Burnett Domestic Violence Service	As above	Provides court support to people experiencing or at risk of experiencing domestic and family violence and counselling to women who are experiencing domestic and family violence
Family and Child Connect	As above	An intake and referral service connecting families to the right support at the right time without being involved in the statutory child protection system
RENEW Intensive Family Support	As above	Working collaboratively with families who have multiple and/or complex needs to develop their resilience capability to take responsibility for the care of their children
<b>Other Services</b>		
South Burnett Enterprise Centre	CTC Kingaroy Regional Enterprise Centre Association	Management of the Centre which offers small business, training and conference facilities

Funded by



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Social Services.  
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information

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

# our priorities

## Our Strategic Priorities

### 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 the South Burnett Leadership Program.
- » 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.

### Workplace Health and Safety

The CTC Workplace Health and Safety (WHS) Committee comprises our Health and Safety Coordinator, Health and Safety Representatives from all services and our trained Safety Advisor.

These last 12 months have seen some positive changes across our organisation. The WHS Committee continues to meet and monitor safe workplaces through regular workplace checks, WHS specific education and training and educating staff through inductions; but they have also worked towards highlighting the message that all staff are responsible for a safe and happy workplace. Our continuous improvement philosophy ensures that we are meeting the regulations set out by the Work Health and Safety Act 2011, as well as our own standards as an organisation.

As a result of our continuous improvement, this year has seen a review at all levels of how we as an organisation monitor and assess risks across all facets of the services that we deliver. From day to day contact with clients and community to the way we provide induction to new staff members and volunteers. We have looked at what we have in place, what is outdated and what we can do better. This is an ongoing focus that will ensure that our organisation continues to provide a safe and productive service for not only our clients accessing our services, but also for our staff working hard to provide the services.

### Information Technology

This year has seen many software upgrades to the CTC private network. Microsoft Server 2012 Release 2 has been implemented to more servers and Windows 10 to desktop and notebook computers.

Microsoft Office 2016 is also continuing to be rolled out to all users. The data centre at the Enterprise Centre is the backbone of CTC's IT infrastructure and has also embraced updates that keep the virtualised backbone of CTC futureproof.

All of these upgrades keep CTC up to date and ensure a clear upgrade path for the future is implemented.

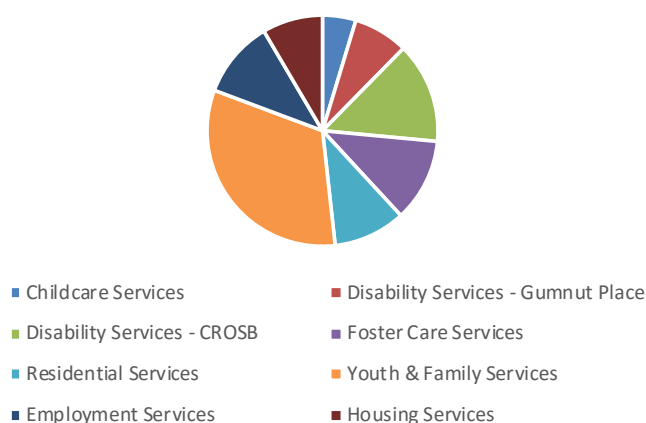
### Finance

Our Finance Service staff have had another busy year working under the guidance of our Finance Manager. Collectively, the five staff in this service have accumulated approximately 50 years' experience working for CTC.

A large volume of purchase orders and invoices from all CTC services were processed and paid on time to meet our creditors' payment terms. Staff processed income and expenditure for all CTC services with a monthly reconciliation of 16 bank accounts, 10 investment accounts, 5 credit cards and 3 debit cards.

Payroll has successfully implemented Superstream for superannuation payments and this is working well and saves time in processing superannuation payments to staff funds. The implementation of staff receiving their payslips by email has also been very successful.

2015/16 Income by Service Type



## Fleet

CTC's fleet provides immeasurable support to the services provided to the community. Throughout the year our 45 vehicles covered incredible distances and we are proud to report that vehicle incidents have been very low. This is testament to our driver training program that has created a culture of safe and responsible driving. As one of the most recognised fleets in the South Burnett, our high level of professionalism is something we can all take pride in. *During the year our vehicles travelled approximately 1.1 million kilometres to support our clients and community!*

## News & Events

### Human Services Quality Framework Audit

In April 2016, Residential Services, Partners in Foster Care, state funded Youth & Family Programs and Gumnut Place successfully participated as a group in one audit process for the Human Services Quality Framework or the Disability Employment and Enterprise Services Framework. CROSB was audited under the HSQF in December 2015 but will join the group for future audits. In the past these services could only access individual audits at different times of any given year, meaning that common areas under the Frameworks such as Governance and Management and Human Resources were part of the process a number of times over. Community Kids and Nanango Childcare Centre also completed their Assessment and Rating visit in February 2016.

### Christmas Hampers

Each year in the lead up to Christmas, CTC collects donations from staff of non-perishable items that are then sorted into a complete gift basket which is given to a family in need. This year a challenge was put out among the services to create a complete gift basket that could be given straight to a family...of course this brought out the competitive streak across our services and a tremendous 28 gift baskets were made and delivered to families in need.



### CTC Site Tours

For a number of years as part of their induction process, CTC staff have participated in a CTC Site Tour. The purpose of the site tour is to give staff an on the ground knowledge of what happens at each service and a brief history of how CTC became involved in that particular area of service.

This year the Board of Governance instigated a number of site tours for interested members of the community...with the same intention – to give community members an on the ground understanding of what happens at each service, the individual challenges each service faces and a brief history of how CTC came to work in that particular area. The first tour was mainly for candidates for forthcoming Council elections while subsequently we have been fortunate to have representatives from South Burnett Regional Council, Tarong Community Partnership Fund, Stanwell, Crow FM, Kingaroy Chamber of Commerce and Industry and National Australia Bank attend. Each of these site tours have been highly successful with many new networks being formed and old networks strengthened.

We would like to thank all members of the community who have attended for their participation.

### Howard Resigns as Chairperson of the Board

Howard Leisemann resigned from his position of Chairman of the Board of Governance in November 2015. As a token of our appreciation for the many hours of work he has put into supporting CTC, Howard was presented with an electric lawn mower at the 2015 AGM. We look forward to Howard continuing to serve as a Member of the Board.



Photo courtesy of southburnett.com.au

## End of Year Celebration

In 2015 the Team Leaders group worked together to plan and host an End of Year Celebration to recognise the hard work done by staff throughout the year.

Out of over 160 staff we managed to have almost 100 staff attend. Attendees participated in a variety of team building activities which brought out a competitive streak in some. We can safely say the highlight of the day was lunch- a Tiffin Curry with each element prepared by a different CTC team.

Having a large majority of staff together in one place, we took the opportunity to recognise long serving staff, Annual Award (chosen by their team) recipients and the Howard Leisemann STAR Award recipient.

The End of Year Celebration was a fantastic opportunity for CTC staff to network and relax with some of their colleagues they don't always have the opportunity to see.

Congratulations to our Award Recipients:

### **Annual Awards**

HR, Corporate Services & Finance – Erica Pukallus  
Gumnut Place – Angie Ellwood  
Partners in Foster Care – Amanda Tainton  
Youth & Family Services Kingaroy – Leanna Thompson  
Youth & Family Services Murgon – Julie Blundell  
CROSB – Sandra Kent  
Residential Services – Marcus Stone  
Childcare Services – Sheryl Zelinski  
Howard Leisemann STAR Award – Kirsten Firman

### **5 Years of Service**

» Eri Carey  
» Jane Bador  
» Sarah Herbohn  
» Barbara Stewart  
» Michael Sanford

### **10 Years of Service**

» Lloyd Back  
» Melinda Bradford



*Photo courtesy of southburnett.com.au*

*Annual Award recipients are nominated by members of each CTC service to recognise exceptional team work, shows extra support of colleagues, regularly does that little bit extra for clients and is community minded whilst sharing in the values of CTC.*

*The Howard Leisemann STAR Award recognises Service, Teamwork, Attitude and Reliability. The 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 over a sustained period which is over and above expectation.*

*We also have a John Quatermass (JQ) Award for any exceptional “deed” in a given year by any staff member. While recognising that great work is being done all the time, this award is not necessarily given each year yet could in some years be earned by more than one person. This year was one of those without a recipient.*

## CTC Day

On 1 June 2016 the Team Leaders group again banded together to host CTC Day. CTC Day commenced as an annual event on the CTC calendar as an opportunity for staff to get to network, meet their colleagues from other services and most importantly work on a project that gives something back to the community...what CTC is all about. Unfortunately for a couple of years CTC Day had not been possible but 2016 was the year of its return and no one was disappointed!

Staff were treated to a half day presentation from Dr Adam Fraser on the importance of work-life balance – creating a Third Space.

Lunch was prepared by the Team Leaders group with a mammoth spread of salads, cold meats and soups to fill up the tank. As with all events of this nature, lunch was an opportune time for staff to network and share stories of challenges and triumphs they face day to day; but most importantly to reflect on the presentation by Dr Fraser and how they will apply it to everyday life.

The highlight of the day was the presentation to Gumnut Place staff of the National Australian Disability Enterprise Excellence Award...needless to say the team received a standing ovation from their colleagues!

We again took the opportunity to recognise long serving staff; Annual Award (chosen by their team) recipients and the Howard Leisemann STAR Award Recipient.

Congratulations to our Award Recipients:

### Annual Awards

HR, Corporate Services & Finance – Wendy Percival  
Gumnut Place – Phillip Marten  
Partners in Foster Care – Kirsty Cauley  
Youth & Family Services Kingaroy – Michael Sanford  
Youth & Family Services Murgon – Luella Watson  
CROSB – Kim Brackin  
Residential Services – Hayden Mashford  
Childcare Services – Jaimee-Leigh Gibbs

Howard Leisemann STAR Award – Esther Ross

### 5 Years of Service

» Brenda Brown  
» Sandra Kent  
» Kim Brackin  
» Tia Poutama  
» Rose Baylis  
» Kyle West  
» Shaun Bliesner  
» Tristan Miller

### 10 Years of Service

» Les Stewart  
» Paz Remalante



Esther Ross, Howard Leisemann STAR Award Recipient. Photo courtesy of southburnett.com.au

In keeping with previous years' intention of giving something back to the community, staff were invited to make a donation of linen to Friends with Dignity. Friends with Dignity does amazing work locally setting up homes for families escaping family and domestic violence. We are pleased to report that as a result of this activity, many staff when doing spring cleaning at home now donate to Friends with Dignity rather than send items for recycling!



Annual Award recipients.  
Photo courtesy of southburnett.com.au



Thank you gift presented to Dr Adam Fraser with CTC staff and artists Les Stewart and Barbie Stewart Photo courtesy of southburnett.com.au



10 Years of Service Award recipients.  
Photo courtesy of southburnett.com.au



5 Years of Service Award recipients.  
Photo courtesy of southburnett.com.au

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

# youth & family

## CTC delivers a broad range of services for young people and families across the South Burnett.

The **Youth Support Coordinator Program (YSC)** is an early intervention program funded by and based within a cluster of local state high schools (Murgon, Kingaroy and Nanango). YSC provides support to students and their families where students have been identified as having a range of issues which may impact on their ability to successfully complete Years 10 to 12. By providing social/emotional support and mentoring to students on either an individual basis or by being available at school events, the YSC staff member assists them with their personal challenges so that they can maximise their ability to remain in school and attain their Queensland Certificate of Education. This year YSC worked with 160 students across the three schools. Some of the highlights included:-

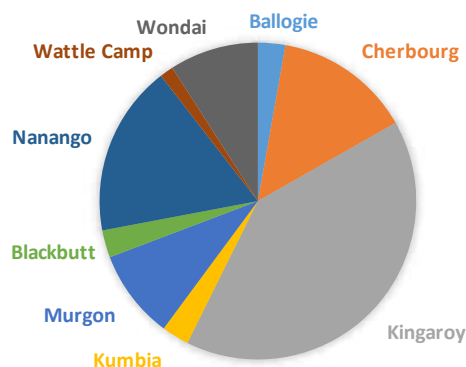
- » Seeing students who the program has worked with over a number of years becoming the first person in their family to complete Year 12 and graduate with a Queensland Certificate of Education
- » Supporting a student to reconnect with her father – a once volatile relationship is now healthy and supportive
- » Supporting students to engage in Vocational Certificate programs
- » Riding with students on one leg of the Bunya to Bay event



**Next Step After Care** is a service designed by young people who have already left care, FOR young people who are about to leave care. This year Next Step supported 45 young people who were leaving or had recently left State care. These young people required a myriad of supports with each story being as individual as the person themselves. Some young people were helped with accessing and furnishing their own house, others with parenting their own children, some with being independent and all the challenges this brings including the emotional roller coaster of relationships. Next Step supported young people build positive relationships and broaden their horizons both through individual support and group camps.

**FUSION Youth Services** With three youth workers across the South Burnett, FUSION Youth Services supports young people who are 12 to 18 years to address and overcome barriers they are facing so they can work through these difficult years to be adults who are safe and secure with the skills to be a valued member of the community. 159 young people from all over the South Burnett received support this year and were assisted to find safe, stable accommodation; to reduce their dangerous and/or illegal behaviours; to attend and participate in school; to have healthy relationships; and to find and keep work.

### Geographical Location of FUSION Clients



The **Specialist Homelessness Service (SHS)** assists young people who are homeless or at risk of becoming homeless, by either providing them with temporary accommodation in the CTC Youth Hostel (young people aged from 16 to 21 years) or assisting them to source/stabilise their own accommodation (young people aged from 16 to 25 years). Hostel tenants are required to follow house rules which are outlined in a very tight accommodation agreement – participation in chores, no alcohol or drugs and strict curfews. The day to day running of the Hostel is provided by a live-in volunteer who is supported by a Youth Worker who assists tenants by providing opportunities for skills development and strategies and assistance to move into alternative, stable accommodation. Most young people move into their own place, move in with friends or return to the family home and after their experience in the Hostel are better equipped to maintain their own boundaries and have the skills to sustain their own accommodation. During the year 52 young people accessed the Hostel, with most staying between 2 and 14 weeks. 37 of these young people are now successfully maintaining their own accommodation. We are extremely appreciative of the work and dedication of our live-in volunteer, Malcolm, who has been an instrumental part of the Hostel since 2013.

**Wondin-dee Indigenous Family Violence Counselling Service** provides counselling for child witnesses, victims and perpetrators of family violence. This service is for Aboriginal and Torres Strait Islander people connected to Cherbourg. Counselling is provided through group and individual sessions. In April the Wondin-dee team hosted a community BBQ, giving staff a chance to talk to members of the community about the Domestic Violence counselling service they provide to victims, child witnesses and perpetrators of domestic violence. Staff were pleased with the response and were able to engage in some good conversations with people.

### Good News Story

A mid-thirties young man who had spent many years in prison for domestic violence offences engaged with the Wondin-dee service – he and his partner have several children and at the time he was heavily into drug and alcohol use and was a known drug dealer. He presented with little respect for authority and thought going to prison was just part of his life.

Almost 2 years on and he now allows his partner to work full time and he does most of the children's activities each day, such as taking them to school and picking them up. He is always waiting with the children to give their mother a ride home from work and he has meals and the house prepared for everyone.

He still drinks and has an occasional smoke, but it is once in a while. They have upgraded their family vehicle and do a lot of family activities now. He took ownership of his issues and said he could see how his actions made his children feel. He could relate to their feelings as he went through the same type of processes growing up. He also said that he now sees where their money is going and feels good to be working and providing things legally for his family.

The Wondin-dee team used reflective counselling processes to provide the triggers to enable this young man to accept the problem and design a strategy that then allowed him to map out the direction he wanted to travel and how he wanted his family to be part of his journey to recovering for a better lifestyle, for them all.

**Drought Relief** funding has been used in many unique ways over the year. In one instance we were able to purchase some round bales of hay to help out some very appreciative local farmers. One of the farmers provided feedback that just the day before the hay delivery they had used the last square bale of hay they had to feed their sheep. Thanks to Mark Wall the Community Chaplain who linked these farmers to us and then Communities who provided the funding, their stock will have feed for a little longer.



CTC receives small amounts of **Emergency Relief** funding to assist individuals and families in crisis. Funding comes through a number of sources; this year through the Department of Communities, Child Safety and Disability Services, the Department of Social Services and the South Burnett Regional Council Mayor's Community Benefit Fund.

Emergency Relief is available through the Youth Park and includes food, food vouchers, hygiene packs, linen packs, kitchen start up packs and baby products. The staff work alongside the person requiring assistance to identify what is happening, provide emergency help and link in longer term support as required. Through Emergency Relief funds, individuals and families make contact with us and can move from crisis to long term sustainability. This year we have seen an increase in the number of families seeking help who are living in tents or cars and need not only some immediate assistance but some help to access and sustain housing. Working alongside the families, we have often helped them to find and move to housing either locally or out of area.

CTC provides Emergency Relief 52 weeks of the year on all business days. We work in partnership with other providers and gratefully accept donations of products from businesses or individuals to assist people in crisis.

*We would like to extend a massive 'thank you' Pam Lee who made a donation of crocheted beanies, lap rugs, scarves and mittens for women, children and families who may benefit from her incredible handy work.*



**Family and Child Connect** is a local Community Based Intake and Referral Service connecting families to the right support at the right time.

Family and Child Connect forms part of a service system that together with Child Safety supports the achievement of the following system-wide outcomes:-

- » More efficient child and family support services – reduction in unnecessary referrals to Child Safety
- » Reduction in children at risk and in care – increased use of referral services by clients; and increase in services matched to needs of high risk families
- » Improved outcomes for at risk families and children – reduction in children harmed; and increase in referrals to secondary support services

### **iDecide School Tour**

30 April 2016 saw the Family and Child Connect Service partner with iSEE Care Brisbane to bring hip hop artist, Blake Young and international youth communicator, Reggie Dabbs to the Junior Rugby League contest between Cherbourg and Murgon.

The crowd was treated to a fun, inspiring and engaging music performance between football matches. Reggie and Blake spoke with unique humour and sincerity to the local crowd about their experiences as young people growing up in the USA. They both faced significant challenges in childhood, yet they shared with the crowd how key people in their lives helped them. The pair encouraged the parents, coaches, teachers, youth workers and other members of the community to continue to care for the young people in our community.



### **Proston 'Say No To Domestic Violence' Morning Tea**

CTC Family and Child Connect were invited as guest speakers to share information on Domestic Violence and how it impacts on our community and children.

The Proston community came together as one voice to 'Say No to Domestic Violence' in their community. The day saw many share their testimonies, from guest speakers to one on one with individuals over morning tea. It was a great opportunity for the community to encourage each other and find out about supports available in their area.



### **Reconnect**

Aboriginal and Torres Strait Islander young people who are homeless or living between different places are supported under this program to reconnect with their family, with their community and with school, training or work. Reconnect provide both individual and group support to young people to help them improve their level of engagement with family, work, education, training and their local community

**RENEW Intensive Family Support** works with families under stress who have a child under 18 living with them through practical help, linking with specialist services and supporting families to get the help they need

### Depressed Cake Stall



The RENEW Intensive Family Support team participated in the Depressed Cake Stall at Murgon on 7 October 2015 in recognition of Mental Health Awareness Week. The stall was a huge success with many locals turning out to taste one of the deliciously gloomy cakes while taking information about mental health with them. The stall was held in conjunction with the South Burnett Suicide Prevention Group, Graham House, Impact and Centacare. The day was a huge success and made possible by the help of CTC, other stakeholders and the community.



### Family & Child Connect and RENEW Intensive Family Support Launch

The Kingaroy launch of the new Family and Child Connect and RENEW Intensive Family Support programs was held in conjunction with the Kingaroy Police Community Consultative Committee 25 Year Anniversary Celebration in September 2015. Both teams were successful in creating a fun time for the children at the anniversary and providing community members with information on the new services available.



### Beach Trip

RENEW Intensive Family Support took forty young people and adults from 8 families to Hervey Bay on 14 December 2015 as a rapport building trip for families under stress. The day went extremely well and all families reported that the beach trip was a great end of year celebration and much fun. Some of the younger children attending had never been to the beach! On the day we played sport, swam, had a BBQ lunch & shared encouraging stories with each other.

### National Families Week BBQ

The aim of National Families Week is to celebrate the vital role that families play in Australian society. The 2016 theme was 'Stronger families, stronger communities'. This year's theme highlighted the important role families play as the central building block of our communities and that community wellbeing is enhanced by family wellbeing.

National Families Week is a time to celebrate with your family, make contact with your extended family and friends, and share in the enjoyment of family activities within the wider community. It is a time to celebrate the meaning of family and to make the most of family life.

To celebrate National Families Week, the RENEW Intensive Family Support and Family and Child Connect teams hosted a community BBQ.

### Australia Zoo Trip

In April 2016 RENEW Intensive Family Support organised a trip to Australia Zoo for families. Feedback received from a parent: "The trip to Australia Zoo organised and run by CTC RENEW Intensive Family Support was well organised and fun. It was great as without this trip my kids would not have gotten to go anywhere or do anything for the holidays. It was really nice to have family time away. It was special as it was my youngest child's first visit to a zoo. She loved it! The lunch was nice and it was great to return home on time".



## Karate For Kids

Over the past year RENEW Intensive Family Support has supported a number of children to participate in Karate 4 Kids lessons as part of the overall support plan for the family. In conjunction with behaviour management techniques, Karate 4 Kids has helped mould children through the use of positive discipline, challenging negative behaviours and giving children routine and structure. Reports from schools have been positive stating that over time the child's behaviour has changed to be more positive and constructive. Karate 4 Kids has also helped the children develop problem solving skills.

## Safe Haven

Through Family Workers, Youth Workers and a Community Patrol, Safe Haven provides culturally appropriate integrated services to respond to the safety needs of children, young people and their families experiencing or witnessing family and domestic violence in Cherbourg. The Safe Haven patrol operates in Cherbourg four nights per week from 5pm to 1am working with the community to keep children and young people safe. Family Workers work intensely with families to provide support which assists the family to be safe and resilient over the long term. Youth Workers support young people who are affected by family violence towards improved safety and resilience.

## Good News Story

The Safe Haven team supported a family to move from Nanango to Toowoomba so they could be closer to medical facilities for their young son who was experiencing unexplained medical concerns. The service supported the family with making a plan for the move and partially funded elements of the move.

Approximately 4 weeks after the move, the family contacted the service with an update on how they were going – their oldest daughter had commenced school; their son was keeping well and commencing daycare; and they had linked with and were receiving support from agencies which they were referred to through the Family and Child Connect service. The family were extremely grateful for the support they had received from CTC.

## Residential Services

### *Team Leader Reflection*

This year marks the sixth year of operation of CTC's Residential Service and it can be marked as a year of change. CTC as an organisation is known to evolve, change and adapt to the community's needs. Residential Services has seen its share of this over the past 12 months. The culture that once formed Residential Service began to see movement with some key staff transitioning to other CTC services or other opportunities. With a growing need for support in the community and the addition of 2 temporary houses it made for an interesting year.

Some of the stands out in my opinion for this year would have to boil down to a few things:

- 1). A strong, caring, consistent CEO and HR team who are ready to jump into action at a moment's notice!
- 2). The assistance that other CTC services are willing to provide, when another is in need and without a lot of questions asked!
- 3). A Service Manager who is capable of absorbing an exorbitant work load and still offer patience while maintaining focus and expectations!
- 4). A strong Team Leader and Administration base that is able to overcome sometimes extreme adversity in order to tackle tasks that are sometimes beyond comprehension, and more often than not words do not suffice for the situations that are encountered to keep the ship sailing forwards!
- 5). The real heroes in my mind are the ones not commonly mentioned but are at the coalface of Residential Services – the staff who have sustained their role for over 2 years – they aren't always mentioned but know who they are.

The other highlight of the year would have to be best described as the year of the rookies!

Over the past 12 months we have offered positions to increasingly young members of the community. This has come about following much discussion between Team Leaders and HR. Often we talk about the risks this can pose. The problem with this is we could never have estimated how mature, wise and eager to care our younger staff are, they left us no choice but to hire them! ...And we haven't regretted this group for a moment, they haven't given us reason to! Time and time again they continue to prove themselves as very valued members of the CTC team.

Residential Services has seen many positive outcomes for the majority of our 16 clients this year. They have all been affected positively in some way. Some of the standouts are:

A child who was reunified with family after grand and tireless efforts from staff to sustain consistent schooling, sporting achievements and relationship building. This included advocacy on behalf of the young man with the Department. Staff assisted the Department by providing continual confidence that he could do the right thing and sustain his placements, and he has!

Another child who has been attending full time schooling, who 18 months ago could not sustain a single hour without being suspended.

Another child who was unable to sustain mainstream schooling 18 months ago is now attending school 5 days a week and is involved in many work experience programs in the community.

Another who could barely leave his house due to his antisocial behaviour, causing the majority of the youth in town gathering in hordes out to get him. He has a great work ethic and this was tapped into by staff. By focusing on and encouraging his strengths he is now able to form new relationships, and sustain his current employment opportunities.

...the list goes on. In essence, none of this was accomplished without great perseverance and resilience by staff. So to all of those who have been with us the past 12 months you should be very proud of your efforts!

Again I'd like to say thank you to all of the services that have helped out Residential Services in the past year, we could not have done it without you.

All of the services mentioned have one common goal – the client – and that is why it works! Somehow, no matter what we face on a daily basis as Support Workers, we still somehow manage to offer our clients empathy and understanding of their situation. Despite the challenges we face, we see this person's need more so...

It's the understanding that others don't always have somebody to be strong for them and to guide them and that's where CTC comes in. Essentially after all the audits, finances and masses of paperwork are done with, what you are left with is somebody who has been cared for that would have normally been neglected. I think understanding this is what has kept me here for so long. ...*Tim Hilton*

### Welfare Worker

In partnership with the Nanango State School, CTC employs a part time Student Welfare Worker who is based at the school and works under the direction of the School Guidance Officer. The Welfare Worker is a qualified worker operating within the school to provide support to students both individually and in groups. From time to time, the school will identify an individual student who would benefit from some individual support due to a difficult time in their life. The Welfare Worker also supports small groups of students to help them better cope and understand their own emotions and the behaviours of others around them. Topics this year have included "Thoughts + Feelings = Our Behaviours" and "Ways to Cope with Emotions".

### PHaMs

The Personal Helpers and Mentors Service is delivered through a consortium of CTC, Graham House and Impact Make Your Mark. The team of five staff cover the North and South Burnett, walking alongside clients to enact a recovery plan to stabilise mental health. Staff support and mentor small numbers of clients and work with them intensively to help them achieve their own goals.

### Good News Story

Mary suffers from severe depression, PTSD and anxiety. She was referred to PHAMS in September 2013 by her local community centre. Our first meeting with Mary, a 58-year-old indigenous woman was at her house where she disclosed she had not been able to leave her house for over five years without suffering from an anxiety attack and returning to the safety of her home as quickly as possible. She further stated, that her fear and anxiety was so severe she was unable to go out in public to perform basic tasks such as food shopping and attending medical appointments. Mary did these chores when it was a necessity, if she could not get a friend or family member to do so, and would only go late in the evening or first thing of a morning, to avoid contact with the community.

Mary identified her main goal was to be able to go out in public without fear and spending time with her grandchildren in their home.

The Support Worker started building a positive rapport with Mary in her home over a cup of coffee and listening to her concerns and fears about going out in public. At these first few meetings Mary revealed that she felt that she had limited supports and her family had very unhealthy relationships. Mary stated that she would like to be able to have a healthy, positive relationship with her family along with going out publicly without suffering from panic or anxiety attacks. After each contact Mary's confidence grew and her anxiety decreased to the point where she was strong enough to go out by herself and was even able to attend cooking and craft groups, creating community connections and making gifts for her family. Shopping alone became no problem at all for Mary, she also began volunteering again with a community group. Mary has now relocated and is proactively focussing on her recovery journey. She is currently volunteering with a local community group assisting people with mental health where she provides inspiration to others by sharing her story to show others with similar experiences that recovery is possible.

## South Burnett Domestic Violence Service

In March 2016, CTC was notified that we were the successful tenderer for the South Burnett Domestic Violence Service. This service has both a counselling and court support component. The service provides domestic violence counselling to women who are victims of or at risk of domestic violence, private application assistance, in court support and pre and post court counselling. CTC provides support at Kingaroy, Nanango and Murgon court and provides counselling either in one of our offices or at a more convenient venue for the client. The service had a full case load after the first three months of the commencement of the program.

## Other Activities

### Ration Shed Fun Run

Staff from five different CTC teams enthusiastically supported the 2016 Ration Shed's Reconciliation Fun Run. Six staff plus some local helpers cooked a BBQ for over 400 registered runners/walkers PLUS all the community members, stall holders and visitors present on the day....a mammoth effort! Another four staff participated in the 7km event and supported 15 young people from Kingaroy, Murgon and Cherbourg to participate by coaxing them out of their warm beds at 6:30am. We put the 'fun' into the Fun Run with coloured hairspray, face paint and music for the course. Other CTC staff were also present enjoying the festivities of the day with their families and helping in the success of the event. A great time was had by all who participated.



### National Youth Week Event

As part of National Youth Week celebrations CTC partnered with South Burnett PCYC and the South Burnett Regional Council to hold a Learn to Skateboard Workshop at the Murgon skate park.

### Stand Up Speak Out

One of our big projects for the year with contribution from many of our services was the development and promotion of the Stand Up Speak Out video, a video released on White Ribbon Day in 2015. This video worked with the community to increase the understanding of and reduce the tolerance for domestic violence in the community.

#### 'Stand Up, Speak Out' Lyrics

Men and women are equal – we all deserve respect  
When we show each other love we'll feel the effect  
If you were a bird your home would be a nest  
You'd have to build and protect  
To see your family progress  
It starts with you - you must love yourself  
Get enough sleep and take care of your health  
When you're feeling good you can aim for the sky  
Spread your wings and fly, fly!  
Go higher and higher right to the top  
And bring that happiness right back home to your flock  
Hear the babies chirping in each note of their laughter  
With love in the home you've got Happily Ever After  
The real life version of a fairy tale  
Where everyone matters – female and male  
And we're never made to feel unworthy within  
(Say it with me now) "I'm a Queen. I'm a King."

Here I am, do you see me standing right here?  
(Stand Up)  
It's time we talk, don't be shame sister/ brother  
(Speak Out)

If you're in a situation that isn't ideal  
Don't compare yourself to others – yes, your issue is real  
No matter how small or big it seems to your friends  
If you feel unsafe and scared it has to end  
And if you feel witness violence from one of your mates  
Pull him straight up because it's not okay!  
You might save a person's life if you Break The Silence  
One woman is killed per week from Domestic Violence  
And that's just over a 12-month average in Australia  
Death and disability from partners is top scale brah  
For women aged 15 to 44  
We've got to make it stop – no more, no more!  
And you may not want to hear it but here's some truth  
Expose your kids to violence? It's called Child Abuse.

Break The Cycle and try to hear the voice within  
That reminds you, "I'm a Queen. I'm a King."

Here I am, do you see me standing right here?  
(Stand Up)  
It's time we talk, don't be shame father/ mother  
(Speak Out)

[Children saying affirmations]

I am a Queen  
I am a King  
My voice matters  
I look up to you  
I am worthy  
Break the silence  
I am strong  
I am important

Here I am, do you see me standing right here?  
(Stand Up)  
It's time we talk, don't be shame sister/ brother  
(Speak Out)

Here I am, do you see me standing right here?  
(Stand Up)  
It's time we talk, don't be shame father/ mother  
(Speak Out)



## Community Respite Options South Burnett (CROSB)

### CROSB Open Day

CROSB held their Open Day on 12 November 2015 with a guest speaker – Ken Leigh – who talked to those in attendance about the NDIS (National Disability Insurance Scheme).



Feedback from CROSB Client, Carmen:

“Thanks CROSB for inviting me to have a display at your Open Day. I had a great time. Mum, Gordon and I learnt heaps about the NDIS from your excellent guest speaker.

It was really exciting to hear that Heritage Lodge in Nanango is almost to lockup stage. CTC and the Heritage Bank should be very proud.

The drumming was awesome fun and I had a delicious steak burger for lunch thanks to the great cooks from the Lions Club.

To make it a perfect day I got to use my new communication device to make some pot sales. Tracie Armstrong couldn't help herself at the CROSB Open Day and bought another of my beautiful pots for her collection.”

### All Walks and Wheels Disability Awareness

On Monday 14 September 2015, CTC was fortunate to be involved in the inaugural “All Walks and Wheels Disability Awareness Event” which was held in the Kingaroy Town Hall Forecourt. The event included a variety of stalls and activities which aimed to raise awareness of the challenges and achievements of people with varying abilities. CROSB and Gumnut Place both had stalls promoting available services.

Jodi Elkington-Jones (2014 Commonwealth Gold Medallist for long jump) made an inspiring speech about the passion that has guided her through the challenges of living with Cerebral Palsy and pushed her to achieve her very best in the sporting arena.

Gumnut Place had samples for tasting and the CROSB Crew Relay For Life Team sausage sizzle and hamburger stand raised a respectable \$195 for Cancer Research.

There were cooking demonstrations and entertaining games aimed at breaking down stigma and barriers while giving the wider community a better understanding of those with a disability. Overall the day was a resounding success.



## Man of Action

CROSB client, Kenny likes working on his car and camper trailer and is self-motivated when it comes to learning new skills.

Kenny frequently attends the Kingaroy Men's Shed and one of the projects he has been working on is to repair an industrial sewing machine, so that he can then sew an awning for his camper trailer. As when fixing things, it doesn't always go to plan, so Kenny decided that he had to call in a professional to help fix the problem.

Kenny and his Support Worker made contact with Greg from "Sew Help Me", a mobile sewing machine mechanic and the following afternoon Greg arrived at the Men's Shed to fix the problem. While working on the sewing machine Greg commented about the adjustments already made, both red faced, Kenny and his Support Worker had to reply that they were the culprits. Greg then happily educated Kenny and his Support Worker on how to set up the sewing machine and so that Kenny could then go ahead and make his awning.



*CROSB Group Night – Flower Power Themed Disco*



*PATH Planning for Future Group Nights*



*CROSB provides in-home support to Jacob to live independently*



*CROSB House*

## Gumnut Place

### Australian Disability Enterprise (ADE) Excellence Award

On 30 May 2016 CEO, Nina Temperton and Disability Service Manager, Barb O'Hanlon on behalf of Gumnut Place were honoured to be presented with the Australian Disability Enterprise Excellence Award, a national award which celebrates Australian Disability Enterprises that have made a significant contribution in ensuring people living with a disability are encouraged to participate to their full potential in employment. We are extremely humbled to be the recipient of such a prestigious award.



*left to right: Dr Joan McKenna-Kerr, NDS President; The Hon Jane Prentice, Assistant Minister for Disability Services; Mrs Nina Temperton, South Burnett CTC CEO; and Mrs Barb O'Hanlon, South Burnett CTC Disability Services Manager*



*Gumnut Place staff together at CTC Day.  
Photo courtesy southburnett.com.au*



### Daniel's Story...

Daniel started with Gumnut Place on 1 January 2005 as a Supported Employee in the Gumnut Place workshop. Over the years Daniel has taken on responsibilities and extensive training to become a nail gun and forklift operator.

In the past few years he has eagerly taken up the opportunity to be mentored into the role of Support Worker. This year Daniel transitioned permanently from a Supported Employee position to a full time Support Worker position in the wood workshop.

He is looked up to by his work colleagues for his dedication to achieving his career goals and his ability as a competent and approachable Support Worker for people living with a disability.

### Wine & Food in the Park

Gumnut Place held a stall at the 2016 South Burnett Wine and Food in the Park Festival at Memorial Park in Kingaroy on 12 March 2016. This was the second consecutive year we sold our Asian Pork Balls with dipping sauce. This year we also sold Italian Turkey Balls with Tomato Herb Sauce. Although sales were down from the previous year, collectively we sold 750 meat balls during the day. This event helps put Gumnut on the map of local food and catering service providers and promotes inclusion of people with disabilities in community events.



## Pallet Record

280 pallets – that's a record! In just one work day (with lunch and smoko breaks) the Workshop Team at Gumnut Place manufactured a whopping 280 hardwood pallets. A fantastic effort considering these pallets were assembled by hand by 2 crews of 3 Supported Employees. Well done all!!!



*Gumnut Place Workshop Team.*

*Photo courtesy Ross Kay - ABC Wide Bay*



*Photo courtesy Ross Kay - ABC Wide Bay*



## Dog Beds

This year Gumnut Place added a new item to our range of timber products...pallet dog beds! Suitable for dogs of all shapes and sizes.



*Disability Services Manager, Barb O'Hanlon.*

*Photo courtesy Ross Kay - ABC Wide Bay*



*Gumnut Place Laundry Team.*

*Photo courtesy Ross Kay - ABC Wide Bay*



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

# foster care

## Partners in Foster Care (PIFC)

Business as usual...the phrase never the same day twice applies to Partners in Foster Care staff. We spend our days writing case notes, attending meetings, advocating for carers, assessing new carers, training carers but most importantly working towards keeping the children in our community safe. Our "business as usual" is never dull!

### New Office

To say that since Partners in Foster Care first commenced service delivery 10 years ago the service has grown would be an understatement. In 2006 when the service began there were a total of 6 staff, now 10 years down the track and the service has expanded meaning more staff – 11 in total. Of course this means that the office which was originally perfect for a team of 6 became too small for a team of 11 so began the process of sourcing a new building.

After months of negotiations Communication House in Wondai was the answer – thank you then Mayor Wayne Kratzman and South Burnett Regional Council for giving us a long term lease in return for renovating this Wondai land mark. This was then followed by massive renovations to make the building office worthy. Then in October 2015 the Partners in Foster Care team finally had a new office with more space than ever. A massive thank you to everyone who contributed time and effort to this project. The end result is amazing.

### Partners in Foster Care 10 Year Celebration

On Wednesday 16 March Partners in Foster Care celebrated 10 years of service. We also took the opportunity to officially open the new office. An early start was made to the day with team members pitching in to help with the set up. Blue and yellow balloons, streamers and bunting adorned the building.

Guests included CTC Board Members, Managers and staff; current Councillors; Council candidates; Foster Carers; Child Safety staff and various contract managers. Our guests were treated to a tour of the new office before indulging in a lovely lunch prepared by Gumnut Place.

A display of Partners in Foster Care's history and what we do was available to be viewed by guests.



The day was a fantastic opportunity for networking, showing off our new building and thanking Council for their assistance in the acquisition and development of the new office.

The new office was officially opened by Mayor Wayne Kratzmann, as his last official engagement as Mayor.

### Child Protection Week 2015

This year Partners in Foster Care once again participated in Child Protection Week which ran from 6 to 12 September 2015.

During this week Partners in Foster Care staff and Child Safety staff hosted BBQs at Moffatdale State School and Crawford State School to celebrate Child Protection Week and increase awareness within the schools regarding child safety. After the BBQ staff ran an activity with the children asking them to identify 5 Safe Adults in their lives. Acting Child Safety Senior Practitioner Christelle Withers-Maine gave an informative talk on the role of Child Safety followed by a question and answer session with the children.

On the Wednesday evening the Child Protection Dinner was held to celebrate the hard work that is done by many people to assist keeping children safe. Congratulations to this year's major award recipients- Kate Curtain received the Joy Kite Award for Exceptional Practice with Families; The South Burnett Cultural Working Party received the Leadership Award; and our very own Kirsty Cauley received the Rookie of the Year Award. Many recognition awards

were given to those whose efforts within the Child Protection sector went above and beyond. Once again the support within our sector was overwhelming and a great night was had by all who attended.

### **Foster and Kinship Week Morning Tea**

The day was themed in red and white and the tables were full of Gumnut Place goodies for our dedicated and hardworking foster carers. Partners in Foster Care and the Department of Child Safety were at the Kingaroy Town Common Hall to celebrate our carers for Foster and Kinship Week 2016. A morning tea doesn't quite seem enough to show how much we admire and value the incredible people who make up the Foster Care community in the South Burnett, however, fun was had by all. It was the thought that counts right? If we could, we would give all our carers a week off in Fiji, lying by the pool, sipping cocktails or mocktails, having massages and eating the finest food.... We would! But alas our budget isn't big enough.



*Tia Poutama, Robin Milne (carer) and Melissa Venn (Acting Manager CSSC)*

Helen and Ray Beasley were acknowledged for their 34 years of fostering with a beautifully engraved silver plate. Due to the humility of Helen it came as a big surprise and brought a tear to her eyes. It's a reminder that it's the little things in life such as an acknowledgement that can mean the most to people. Robyn and Tim Crawford were also acknowledged for their 30 years of service in fostering and Tim accepted the silver plate with appreciation and surprise in his eyes. These two reactions are testament to the real reasons people foster. It's not for the acknowledgement but for the love of children and wanting to provide a safe and nurturing home for children who are in need of this.

On the day the team at Partners in Foster Care came together to set up the room to make it an enjoyable experience for all attending.....from the feedback I think we did our job. Go Partners! Maybe we should set up our own events company? Just kidding...we would miss our carers too much. ...*Rochelle Adam*

### **Out of Home Care Children's Christmas Party Reflection**

So Christmas time is upon us once again and as in previous years there is lots to do! But I want to reflect on one event that Partners in Foster Care is proud to be a part of – that is the Annual Out of Home Care Children's Christmas Party. Together with Child Safety we begin to organise an event for the kids and carers to celebrate the completion of another year and look forward to the next year.

In 2015 the event was held at Kingaroy Red Ants Football Grounds on Wednesday 9 December. This is a great venue as there is so much room outdoors and a hall with functional kitchen. We set about discussing activities, what to eat, who is cooking and serving, presents to give to the kids, who is going to set up, who is going to clean up, booking the venue, inviting the Carolers, what time does everyone arrive, sending out invites to carers, staff, other services, children and of course Santa. There seems to be so much to do and with the busy lives we all have, it seems the date is drawing closer with jobs still to be followed up. I ask myself, why do we do this, there is not enough time and too much to do?

But as usual the great team at Partners in Foster Care and Child Safety get it done!

The Lions Club Team arrive and are ready to cook a feast of sausages and steak burgers; Santa is set to arrive in a Big Red Fire Truck; children will receive a little bag of lollies; the Carolers are warming their voices to sing by the candlelight; the jumping castle is filling with air; the bubble machine is ready to go; Carla's Carnival is juggling and spinning; the ice-cream truck is parked and ready to be inundated by people wanting a cool treat; the MERV (Mobile Entertainment & Recreational Vehicle) is powered up with controllers in hand; the aqua obstacle course with slip and slide is wet down; decorations line the room; balls litter the field waiting to be kicked and played with; and Santa's chair is waiting for the Man. Wow....so much going on, it's a frenzy of activity as carers, kids, parents, staff and helpers arrive to enjoy the evening – over 200 people in total!

I stand back and take a moment to look at the scene before me...I watch babies being goosed at; young people catching up and laughing with each other; kids getting wet as they slide down the plastic; bubbles flying around some amazed little toddlers; shoes being thrown off so jumping on the castle can begin; balls being juggled; hula hoops being twirled; adults talking and mingling; and food filling tummies. I know it will soon be time for singing carols and waiting for the Big Man in Red to arrive.

The moment over as another flurry of activity begins as children crowd around to greet this once a year visitor, camera's poised and ready, capturing the smiling faces of the children (and some adults!).

Then before we know it, the evening is coming to an end, people start leaving taking their loved ones home and we continue to clean up and say goodbyes.

Again I find myself having a moment to look around but this time, with sore feet and sweat on my brow. I share a little smile to myself, knowing that for this evening, we have created memories! This is what Christmas is about: smiling, laughing, caring and giving!

I do believe in Christmas and the spirit lives on! ...*Brenda Brown*

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

# child care

## CTC Childcare Services

### February 2016 Assessment and Rating Visit

The Department of Education and Training commenced an assessment and rating cycle at Nanango Childcare and Community Kids during in February 2016.

The purpose of the assessment and rating visit is to determine what rating level each centre meets according to the National Quality Standards and requirements of the Education and Care Services National Regulations.

During the visit seven quality areas were reported on:

- » Quality area one: Educational program and practice
- » Quality area two: Children's health and safety
- » Quality area three: Physical environment
- » Quality area four: Staffing arrangements
- » Quality area five: Relationships with children
- » Quality area six: Collaborative partnerships with families and communities
- » Quality area seven: Leadership and service management

At the end of the visit the Authorised Officer conducted a closing meeting to give feedback. Overall the visit to both services was positive particularly in relation to programming, critical reflection and evaluations and relationships with children – extending conversations.

The final outcome of the Assessment and Rating visit was that Community Kids is now meeting all requirements and Nanango Childcare is working toward some of the requirements.

### Nanango Childcare 0-2 Years Yard Renovation

September 2015 saw the start of the transformation of the 0-2 years babies' yard at Nanango Childcare Centre. This project was put into action to provide an outdoor area that was accessible to the babies year round. The yard underwent a complete over haul- the yard was stripped; synthetic turf laid and a new sand pit created. The project was finished off with the addition of new resources including a combi van and trailer climbing A-frame and wooden bridge.



*Before and After of 0-2 Years Outdoor Area Renovation*

### Police Officer Visit

Community Kids Pre-Prep children and Nanango Childcare Tigers Room (2-4 years) received a visit from Police Officer Constable Wilson and Senior Constable Bartholomeusz. During the visit the Police Officers spoke to the children about what Police do, how they help within the community and stranger awareness.



### Blazer The Fire Safety Koala

During Vacation Care on 21 January 2016 Community Kids received a visit from the Rural Fire Brigade along with their well-known mascot Blazer the fire safety koala.

Tracey from the Rural Fire Brigade held an information session with the children discussing the importance of fire safety; stop, drop and roll; children knowing the emergency services' number 000; and their own home address.

The children then enjoyed some time with Blazer as members of the Rural Fire Brigade demonstrated how they use the powerful fire hoses and other equipment on their fire trucks.



### Childcare Christmas Party

Thursday 3 December was CTC Childcare Services' Children's Christmas Party. We had a fantastic turn out with lots of positive feedback. This was an enjoyable evening for the children, families and staff.

We would like to say a big thank you to SANTA Rob Fairbrother from CTC Youth Services who did an amazing job. Also a big Thank You to Susan Jerome and Amanda Tainton from Partners in Foster Care- your help was very much appreciated.



#### *Childcare Christmas Party - Children's Services Manager Reflection*

Every year at the Childcare Christmas party there is a flurry of activity with staff preparing food, spaces to sit, spaces to serve food, Santa's chair, wrapping gifts, setting up activities like ball games or face painting...it's the kind of event that suitable attire for staff working is jeans and shirt, right?

As usual that's what I wore, however this year I had a different job- I was monitoring the gate the children went through to get an ice-cream from the Mr Whippy truck. My only job was to ensure they had an adult with them and this year I saw a different side of the Christmas party.



I got to talk to every child and every parent because let's face it who doesn't want ice-cream??

I had the opportunity to see the children dressed up in everything from princess dresses and Santa suits to babies in cute little Christmas hats. The girls often giving me a spin to show off their sparkly dresses and boys in their Christmas t-shirts all claimed how good they had been this year. Parents had put so much time and effort into helping their children pick outfits and dress up for this special event, there were no worries about getting sausage grease on their dresses or face paint on their shirts- it was about having fun, delighting in laughter, watching kids play, parents mingling and as always Santa's arrival flooded the playground with excitement.

Sometimes we forget to sit back and watch the hard work pay off and see the smiles. A night of joyful sounds that reminded me just why I work with children. ...Susan Jerome

### Jeff the Music Man

Jeff the music man came to visit Community Kids and Nanango Childcare Centre. Jeff brought with him congas, African djembes, drums and guitars.

This was an interactive music experience where the children were educated on what each of the musical instruments were made from and how each of them sound.

The children were able to explore and experiment with the musical instruments.



*Stanwell donated recyclable packing boxes that the children have used in many creative ways including making gardens, dinosaur lands, a boat and other imaginative play.*

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

# employment

## Labour Hire and Recruitment Service

This year CTC Employment Services has continued to provide Labour Hire services to South Burnett Regional Council and over the 12 month period we have placed almost 70 labour hire employees. Our Employment Services division provides recruitment services for the Peanut Company of Australia (PCA). During the year we have hosted a number of information sessions for jobseekers interested in working for PCA and as a result have placed 21 staff in a range of positions with the company. At any given time during the year we have maintained a database of over 250 jobseekers available to contact any time a vacancy comes up.

## Skilling Queenslanders for Work

This year CTC Employment Services successfully delivered a **Community Work Skills Traineeship** program and commenced delivery of a second program. The focus of both Community Work Skills Traineeship programs was on development of the Kingaroy-Murgon Rail Trail. Trainees worked towards and completed a Certificate 1 in Construction and a range of other short courses related to the work they were doing. The program has been extremely successful with 60% of participants from the first round entering the workforce immediately following the completing of their traineeship.



**Get Set for Work** supports young people to gain foundational qualifications to improve their employment prospects. The program is targeted at young people aged 15 to 19 years who have not completed Year 12. This year we offered Certificate II in Retail, Certificate III in Hospitality, White Care and RSA courses as well as assistance with resume writing, applying for jobs and going for interviews.

Fifteen young people participated in Get Set for Work. Five completed the Certificate II in Retail and seven the Certificate III in Hospitality. Some participants were not able to complete their courses due to commencing full time work. By the end of the program, six participants had commenced work or increased their hours in their current position. Many more participants submitted job applications and went to interviews. For many participants this was their first experience of looking for work.



*Get Set For Work Participants: Rebekah Grob, Matthew Wallace, Sarah Higgs, Daniel Dewey, Brandon Rider and Colleen Preston*

**Ready for Work** supports job ready young people make that essential first step into employment. The program targets young people aged 15 to 24 years, many of whom were already engaged in some part time or casual work experience. Participants were assisted with looking for work, helped with their resumes, shown how to submit really good quality job applications and do really well at interviews.

Ready for Work was offered in two groups, one commencing in late 2015 and one half way through 2016. Twelve young people participated in Ready for Work all together. Six participants are now working, some for major employers in the region. The remaining participants are continuing to look for work and have had some success with interviews.

Secure housing is one of the most basic human needs.

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

# housing

## Heritage Lodge

This year saw the construction of the first three duplexes which will form Nanango Heritage Lodge, a project that has been 5 years in the making. We would like to acknowledge and thank Nanango Heritage Community Funding Ltd, State Government's Elderly Parent Carer Innovation Trial and South Burnett Regional Council for their financial contribution as well as Clint Andrewartha from Hotondo Homes for his generosity in the construction of the complex. Proteco Gold (Josh and Jo Gadischke) donated the centrepiece gazebo to complete the shared space. We were excited to finally have our first tenants and Good Neighbour move into the complex at the beginning of June. Well done to everyone who has been involved in the planning and implementation of this project. We look forward to many years of sustainable independent living for people with a disability in our community...and the construction of a further three duplexes in the coming years as finances allow.



## Long Term Community Housing

We continued to manage six long term community housing units in Nanango on behalf of the Department of Housing and Public Works.

Our two purpose built units in Kingaroy that we rent in accordance with Community Housing Guidelines for people living with a disability, continued to provide accommodation supported by regular visits from our CROSB Support Workers to assist tenants to live independently.

During the year we supported long term housing tenants to ensure they have access to appropriate information, support and referrals to address any issues that may impact on their ability to sustain their accommodation. We continued to conduct quarterly inspections and maintain regular contact with households experiencing difficulty.

Recent changes brought about by the National Regulatory System for Community Housing framework, coupled with an internal audit have seen a renewed focus on proactive tenant and property management for our housing service.

## CTC Initiatives

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 rented the second unit to a volunteer who lends a friendly hand to the young men through our 'Good Neighbour' program. As in previous years, CTC acknowledged the tenant's community spirit by subsidising rent.

We also continued with a long term lease of a property in Kingaroy. The property is used for short to medium term accommodation transitions as well as an alternative supported accommodation option for relevant CTC services where all other options have been exhausted. In particular this year the property was used as emergency accommodation when we experienced flooding at one of our Residential Services' homes.

## South Burnett Enterprise Centre

CTC has supported the establishment and management of the South Burnett Enterprise Centre on behalf of the Kingaroy Regional Enterprise Centre Association Inc (KRECA) since the mid 1990s. Designed initially as a business incubator and providing basic sheds and offices for start-up businesses, the centre has gradually metamorphosed into a thriving hub of community and training services, IT businesses, counsellors and housing South Burnett Online (electronic news service) amongst other things.

The Conference Room is the venue for many meetings, workshops and functions for local and regional businesses, government departments and training providers.

The Enterprise Centre also accommodates CTC Headquarters, Rotary and Lions Clubs and the Musical Comedy Society and is one of very few business incubation sites from the 1990s that still functions in some sort of cohesive and productive fashion while paying its way without government subsidies.

On behalf of the Board, 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.

