



**SOUTH BURNETT CTC**

*your key to the future*

*CTC - working for our community*

**Annual Report 2018-2019**



# Welcome to South Burnett CTC Inc's (CTC) 2018-2019 Annual Report

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



## Our Vision

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

## Our Mission

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

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

## Our Values

### Commitment to our Community

- Providing services that are client focused
- Building the capacity of our community to grow and prosper
- Assisting and encouraging the empowerment of others in our community
- Collaborating and cooperating with all stakeholders
- Treating people with respect and dignity
- Advocating for those in need

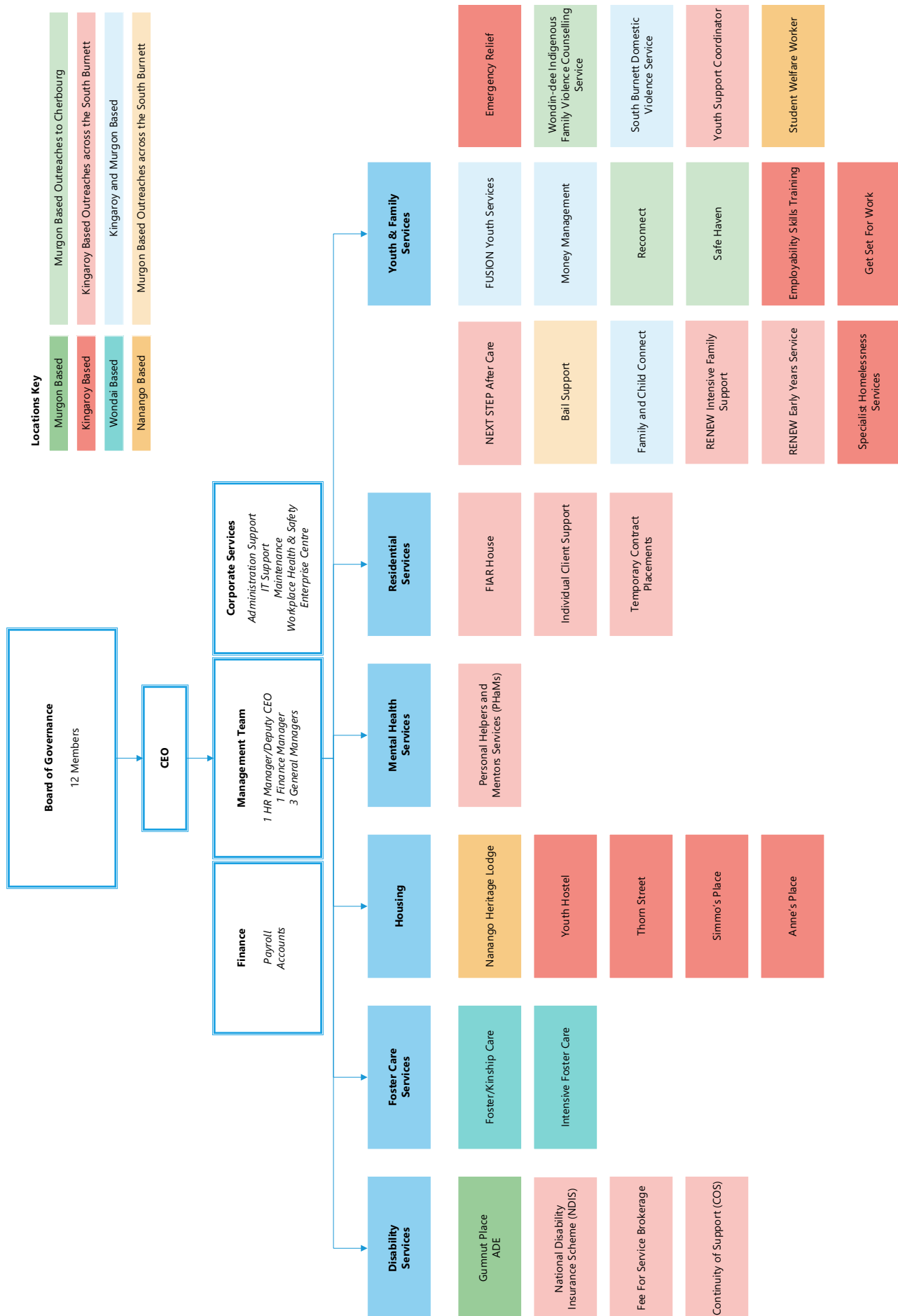
### Commitment to our Staff

- Employing people who live in and care for our community
- Inclusivity and diversity
- Encouraging and promoting the health and well-being of our staff
- Supporting the professional and personal development of our staff

### Commitment to our Organisation

- Fostering an organisation that is democratic, professional, egalitarian and operates with excellence
- Managing our business with honesty and transparency
- Communicating effectively with internal and external stakeholders
- Meeting legislative requirements

# Organisational Chart



# Our Programs

Service & Program	Funded By	Purpose & Client Group
<b>Disability Services</b>		
NDIS (National Disability Insurance Scheme)	Australian Government Department of Social Services	CTC holds a Certificate of Registration with the NDIS Commission to provide a comprehensive suite of supports under the NDIS
CROSB House	Australian Government Department of Social Services NIISQ Australian Government Department of Health	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
Fee for Service	NIISQ	Community access, personal support, learning and life skills, in-home accommodation support, respite and emergency respite for people with a disability
Continuity of Support (CoS)	Australian Government Department of Health	Provision of support including personal care and community access for persons who previously received block funded support through the State Government Disability Service but are not eligible for the NDIS
The Gumnut Place	Australian Government Department of Social Services	A Disability Enterprise based in Murgon (incorporating a wood workshop; commercial kitchen; commercial laundry; trophy, engraving and badge making service and a secure document destruction service) which provides meaningful supported employment for 19 people with a disability. Supported Employees are also assisted to transition into Open Employment
<b>Foster Care Services</b>		
Foster and Kinship Care	Queensland Department of Child Safety, Youth and Women	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	Queensland Department of Child Safety, Youth and Women	Support of six children/young people aged from birth to 17 years who have complex or extreme support needs and are being cared for by Department approved Foster or Kinship carers within the South Burnett
<b>Housing Services</b>		
Simmo's Place	CTC and the Simmons Family	Support and property management for three people with a disability to live independently in Kingaroy
Thorn Street Duplex	CTC	Two purpose built units in Kingaroy for people with a disability. Property management and support to ensure tenants have accommodation that meets their needs
Anne's Place	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 (initial infrastructure cost supported by Heritage Community Funding Ltd, Queensland Government and South Burnett Regional Council)	A four duplex purpose built complex in Nanango for people with a disability. Support and property management through a Good Neighbour arrangement to ensure tenants have accommodation that meets their needs
<b>Residential Services</b>		

FIAR (Fostering Independence and Resilience) House	Queensland Department of Child Safety, Youth and Women	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	Queensland Department of Child Safety, Youth and Women	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 Child Safety, Youth and Women Foster Care Agencies 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>		
Emergency Relief	Australian Government Department of Social Services Queensland Department of Child Safety, Youth and Women Fundraising Donations	Assistance for people or families to overcome/stabilise immediate crisis through the provision of basic needs such as food and transport
Bail Support	Queensland Department of Child Safety, Youth and Women	Provision of immediate response, watch house response and ongoing engagement services for young people who are at high risk of being remanded in custody. Time limited contract
Employability Skills Training	Regional Training Services	Providing Level 1 and Level 2 Employability Skills training for young job seekers
Family and Child Connect	Queensland Department of Child Safety, Youth and Women	An intake and referral service connecting families to the right support at the right time to reduce the risk of being involved in the statutory child protection system
Fusion Youth Services	Queensland Department of Child Safety, Youth and Women	Support to young people of the South Burnett aged from 12 to 18 years through individualised case management
Get Set for Work	Queensland Department of Employment, Small Business and Training	Provide young people 15-19 years of age with accredited training and employability skills through Skilling Queenslanders for Work
Money Management	Department of Communities, Disability Services and Seniors	Financial counselling and advocacy for people experiencing or likely to experience financial stress. Material assistance for people in financial crisis. Community education and financial literacy
NEXT STEP After Care	Queensland Department of Child Safety, Youth and Women	Supports young people aged between 15 and 21 years who are transitioning from the care of the Department to independence
Personal Helpers and Mentors Service (PHaMs)	Australian Government Department of Social Services	Delivered in partnership with IMPACT Community Services, covering Bundaberg and the North and South Burnett. Personal support to people aged 16 years and over to assist in the recovery from 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
RENEW Early Years Service	Department of Education and Training	A consent based case management program in which specialist staff work collaboratively with families to identify and prioritise their presenting needs and provide intensive support interventions and engagement with specialist services
RENEW Intensive Family Support	Queensland Department of Child Safety, Youth and Women	Working collaboratively with families who have multiple and/or complex needs to develop their resilience and capability to take responsibility for the care of their children

Safe Haven	Queensland Department of Child Safety, Youth and Women	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
South Burnett Domestic Violence Service	Queensland Department of Child Safety, Youth and Women	Provides court support to people experiencing or at risk of experiencing domestic and family violence and counselling to women and children who are experiencing domestic and family violence
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
Student Welfare Worker	Department of Education and Training	Delivered in partnership with Nanango State School and Yarraman State School, providing students with individual and group support to positively engage in school
Wondin-dee Indigenous Family Violence Counselling Service	Queensland Department of Child Safety, Youth and Women	Counselling and support for victims, child witnesses and perpetrators of domestic and family violence in the Cherbourg Community. Non-government representative on the High Risk Team for the Integrated Service Response to Domestic Violence
Youth Support Coordinator	Kingaroy and Nanango State High Schools, Yarraman State School	Assistance to high school students to overcome barriers to remaining in and succeeding at school
<b>Other Services</b>		
South Burnett Enterprise Centre	CTC Kingaroy Regional Enterprise Centre Association Inc	Management of the Centre which offers small business, training and conference facilities

Funded by



Funded by the Australian Government Department of Social Services. Visit [www.dss.gov.au](http://www.dss.gov.au) for more information.

# Our Story

<b>Names known as:</b>	1983 Youth Unemployment Centre   1987 South Burnett CYSS Inc (Community Youth Support Services)   1989 South Burnett SkillShare   CTC Employment and Training Services   1989-current South Burnett CTC Inc (Community Training Centre)					
<b>Locations:</b>	Gympie (1996-2015) – Work for the Dole Mary Street, JSA Gympie Central Shopping Centre, Tin Can Bay   Mundubbera (2010-2015)   Kingaroy (1983-current) – Pound Street, Alford Street, Youngman Street, Kingaroy Street (Artie Kerr Building), Youth Park, Cornish Street, CROSB House					
<b>Headquarters</b>	<b>1983-1989</b> Located wherever there was space free	<b>1989-1998</b> Artie Kerr Building	<b>1998-2006</b> Manager and accounts office relocated to South Burnett Enterprise Centre Management of South Burnett Enterprise Centre			
<b>Employment Services</b>	<b>1983-1996</b> Training	<b>1987-1996</b> South Burnett SkillShare – training & personal development Work Experience Projects – Town Common Hall, refurbishment of parks in every town in the South Burnett, garden refurbishment at various aged care facilities etc				
<b>Youth Services</b>	<b>1983-2001</b> Youth Unemployment Centre (YUC) Community Youth Support Services (CYSS)	<b>1992-2003</b> Regional Youth Information Service (RYIS)  <b>1996-current</b> Fusion Youth Services (previously SEDS and YARI)	<b>2001-2002</b> Greencorps  <b>2001-2003</b> Back on Track  <b>2001-2006</b> CATS (Careers and Transition Services)	<b>2001-2010</b> Various mentoring projects  <b>2001-current</b> Auspice of SBAYS (South Burnett Area Youth Service) and Crisis Accommodation Hostel Youth Park development	<b>2002-current</b> Specialist Homelessness Service (SHS)  <b>2004-current</b> Murgon/Cherbourg Reconnect	<b>2005-2007</b> Positive Futures  <b>2005-2010</b> AERF (Alcohol Education Rehabilitation Foundation) various projects
<b>Diversionary Services</b>	<b>2007-2012</b> Barambah Community Support Project		<b>2008-2012</b> Cherbourg Community Hub Cherbourg Diversionary Patrol Volatile Substance Misuse Sobering Up Place			
<b>Family Services</b>	<b>2009-current</b> Wondin-dee Domestic Violence Counselling Service Safe Haven			<b>2013-current</b> PHAMS	<b>2015-current</b> Family and Child Connect RENEW IFS (Intensive Family Support)	
<b>Disability Services</b>	<b>2002-current</b> Respite service for people with a disability <i>At the request of a group of parents</i>			<b>2004-2019</b> Block funded Disability Support Service	<b>2007-current</b> Gumnut Place Australian Disability Enterprise	
<b>Housing</b>	<b>2005-2018</b> Long term Community Housing provider			<b>2007-2018</b> Lease of 6 flats in Nanango from Department of Housing for long term community housing		
<b>Foster Care Services</b>	<b>2006-current</b> Foster and Kinship Care Intensive Foster Care <i>At the request of the Cherbourg Women’s Critical Incident group</i>					
<b>Childcare Services</b>	<b>2009-2019</b> Out of School Hours Childcare Service <i>Upon invitation from the Department to provide this service</i>			<b>2011-2019</b> Nanango Childcare Centre Long Day Care Service Pre-Prep Program		<b>2016-2017</b> Airing out DV

Murgon (2004-current) – Lamb Street, Gore Street | Nanango (2009-2019) – Drayton Street, Henry Street | Wondai (2006-current) – Bramston Lane, Mackenzie Street

#### 2006-current

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

#### 1996-2009

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

#### 1998-2004

JPET (Job  
Placement  
Employment  
Training)

#### 2009-2015

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

#### 2005-current

Youth  
Support  
Coordinator  
(YSC)

#### 2006-2008

Primary  
School Youth  
Worker

#### 2008-2009

HEART  
(Healthy  
Eating Active  
Rural Towns)

#### 2009-current

Residential  
Services - FIAR  
House and  
temporary  
placement  
contracts

#### 2010-2011

Active  
Inclusion  
Program

#### 2012-current

Student  
Welfare  
Worker

#### 2018-current

Employability Skills  
Training

#### 2005-2012

Get Set For  
Work

#### 2006-2009

Local  
Community  
Partnerships

#### 2008-current

Emergency  
Relief

#### 2010-2015

Youth  
Connections

#### 2015-current

Next Step  
After Care

#### New in 2019

Money Management  
Bail Support  
Youth Connector

#### 2016-current

South Burnett  
Domestic Violence  
Service

#### 2018-current

RENEW EYS (Early Years Service)

#### 2013-current

Fee for Service

#### 2018-current

Transition to NDIS

#### 2010-current

Thorn Street

#### 2010-current

Simmo's Place

#### 2016-current

Heritage Lodge

# Chairman's Message

*It is with great pleasure that I present the Annual Report for South Burnett CTC Inc for 2018-19.*

CTC has maintained another year of provision of quality support services under what are often very challenging circumstances. Throughout the year our unbelievably resilient staff have been challenged by a multitude of changes imposed by the introduction of the National Disability Insurance Scheme (NDIS), overwhelming numbers of clients requiring support to deal with domestic and family violence (amongst other concerns) related issues and at times extreme and complex behaviours of young people as they work through previously experienced traumas. However along with the many lows experienced by our staff there are also many rays of sunshine highs in witnessing clients meet the goals they set out to achieve or witnessing an NDIS participant receiving supports they had previously only ever dreamt of.

The Board extends a big Thank You to the CEO, Managers and all staff for their ongoing passion and dedication to providing the best possible care and support for the many facets of community support that CTC provides.

This year our Board Members engaged in a workshop addressing Governance, Risk and Business Continuity. This workshop was extremely valuable for Members to reiterate the role of the Board and gave some useful tips and tools for use by the Board for the future planning. Each of our Board Members have a diverse range of skills and experience that they contribute to maintaining effective governance of CTC. Their willingness to address strategic challenges faced for the best possible outcomes for clients and support of staff who are dealing with ever-changing goalposts at the coalface is appreciated and does not go unnoticed. Most of all Board Members' willingness to volunteer their valuable time to attend and contribute to official audits, webinars and training and the various other events CTC hosts is outstanding.

The Board would like to extend our best wishes to long serving Board Member Michael Carroll as he steps down from his role on the Board this year. Michael has served on the Board for 32 years and during this time provided much appreciated guidance and altruistic governance service to the CTC Board of Governance.

I further wish to extend my gratitude to the various stakeholders and community members who have taken the time to participate in facilities tours and gain a better understanding of CTC and the services we provide in the community.

I encourage you to browse through the Annual Report to gain a more in-depth insight into the services CTC offer and the goals we strive to achieve.

*John Box*  
Chairman

# CEO's Message

For many years now we have used the cover design of annual reports to express or symbolise what we believe to be an important facet of our organisation. Something that we think makes us different from others operating in our sphere. This year's cover with photos of many if not all current CTC staff is an interpretation of our conviction that our staff don't just work for CTC but that they are CTC. Each one is the only one who matters to a client receiving a service at any given time. Our reputation and sustainability depends on how well each worker does their job – it is just as well that we have fabulous staff! Fortunately this opinion is endorsed by clients, auditors and contract managers so I can confidently report on another very successful year of meeting or exceeding outcome targets and quality standards.

This has come at a high cost in terms of levels of mental, emotional and even physical stress and exhaustion as demand by far outstrips funding in many of our services. Our rational selves say that we need to only do as much as contracts require – but who can say no to a victim of violence, abuse or homelessness when there is no alternative available. Not CTC! It is not just the sheer number of people who need assistance it is also the ever increasing complexity of their issues and behaviours that stretch us almost to breaking point.

We often find it difficult to accept that fashion, politics and power plays seem to be drivers for decision makers and that too many of them seem to have very limited understanding of the circumstances of rural, regional people. The South Burnett continues to be at the tail end of just about every service region and while promising new approaches are trialled in the cities, they don't quite filter through to here. The available money seems to go to policy development and promotion or to band aid reactive measures – when it should go into prevention and earliest intervention. Many a family could be saved from ongoing trauma if they could only get a couple of hours a day for a few weeks/months to help them cope. The same applies to mental health services – so much pain could be relieved with timely access to help and yet the waiting times extend to many weeks and months. While trying our best with the band aid solutions we continue to advocate, educate, fund raise and hope for more action from those who make the big decisions.

We have succeeded again in doing a little better than breaking even financially this year. Unfortunately we had to make some hard decisions to achieve ongoing financial stability. We got out of Long Term Community Housing because the cost of the accreditation requirements were simply too high on our small scale involvement. Even more reluctantly we had to finally admit defeat on our Childcare Services in Nanango. After years of unsuccessfully trying to organise an orderly hand over of Community Kids to another government approved provider we couldn't bear the large losses any longer and exited in March. While we could not help in the continuation of the out of school hours program we have ensured long day care and the kindy program is still provided at Nanango Childcare Centre by a private provider in our premises. In the end no jobs were lost and children are still being looked after and a great organisation is managing the flats – without our resources being depleted. Vision and Mission intact!

The remaining challenge to our finances is in Disability Services where the transition to the NDIS has tried us and people with disabilities alike in the first full year of operation. The change from grant/block funding to customer driven services at fixed (low?) fee for service prices has required massive investments in time, systems, technology and emotional capital. It will be a while (if ever) before we see some kind of stability in this new environment but we remain strongly committed to people with disabilities and want to ensure that they reap the greatest possible benefit from the concepts that underpin the NDIS, despite all its teething troubles and flaws.

As always I would like to thank our many funding bodies, supporters and collaborators without whom we simply would not exist. Foremost amongst them are the dedicated members of our Board of Governance who continue selflessly and voluntarily to bear the not inconsiderable risk inherent in our activities and provide the management team and me with strategic guidance, operational expertise and lots of moral support.

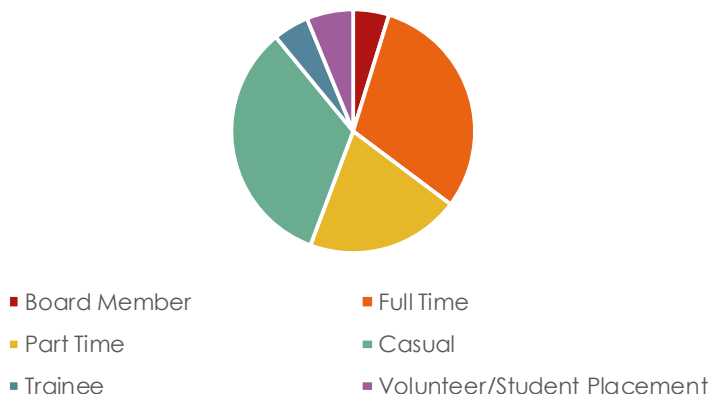
Thank you also to the members of the management team who without exception give so much more than they are being paid for and to every single staff member who is CTC. Together we celebrate another good year and together we'll master the next!

*Nina Temperton*  
CEO

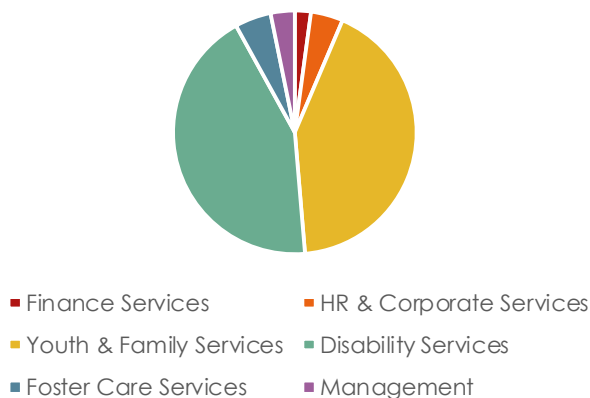
# Human Resources

At the end of June 2019, CTC employed 187 staff: 64 full time, 43 part time, 70 casual and 10 trainees who regularly go above and beyond to deliver quality services to our clients. These staff are often supported by our 13 volunteers/ student placements who make an invaluable contribution to the success of the organisation through the giving of their time.

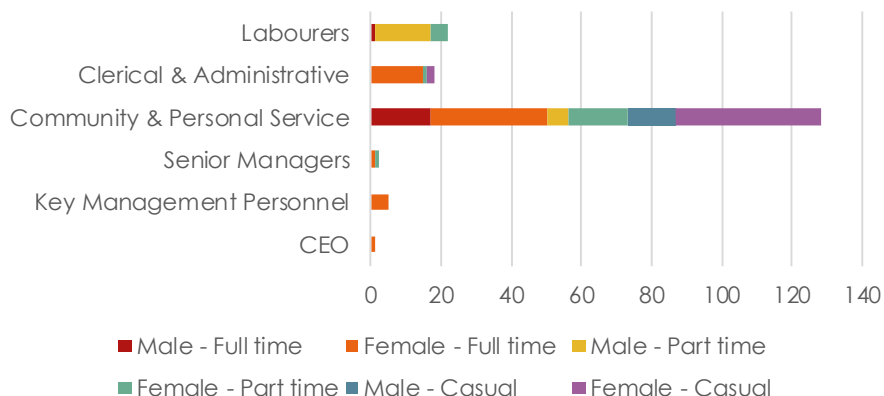
**Staff by Employment Type**  
as at 30 June 2019



**Staff by Service**  
as at 30 June 2019



**Workplace Gender Equality Report**  
as at 31 March 2019



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

# Corporate

## Workplace Health and Safety

Workplace Health and Safety (WHS) is important to the daily running of our organisation and as such all staff are responsible for WHS in all workplaces. Due to the nature of our services in and around our communities, a strong focus on continual improvement of safety policies and procedures at all sites are regularly promoted for the ongoing safety of staff, clients and the wider community.

Over the years we have worked to develop a culture of safety meaning that if a staff member sees something that is unsafe no matter where it is, they report it and if safe to do so remove or minimise the issue. Often building and heavy machinery work sites are identified as being the only places Personal Protective Equipment is required, but this is important at all sites in one form or another. The use of proper shoes, sunscreen, hats and uniforms are subject to WHS practices and continue to be promoted for the ongoing safety of staff.

The CTC Workplace Health and Safety Committee comprises our Health and Safety Coordinator and Health and Safety Representatives from all services. This year the committee continued to meet on a quarterly basis to discuss continual improvement of safety across the organisation. As we enter the new financial year, all members of the Workplace Health and Safety Committee will complete the newly legislated Health and Safety Representatives 5 day training course formalising their current skills to operate in the role of Health and Safety Representative for their service area.

As part of our organisation's ongoing commitment to managing risk we continue to review our risk management processes from an organisational level right down to the individual client level. This financial year saw a complete overhaul of our overarching Risk Management Plan as part of our commitment to continuous improvement.

## Information Technology

Our IT Administrator undertook extensive work to upgrade our server hardware this year. This involved a full hardware refresh and a move to VMWARE virtualisation. Speed, storage, scalability, reliability and fast disaster recovery are some the exciting new features that benefit everyone and improve our overall efficiency as a result of this project.

Much of this year was spent ordering, following up and installing NBN internet connections across all CTC service sites. The need for bandwidth and speed has never been greater with our ever increasing reliance on web based applications and cloud services and the installation of NBN connections has gone a long way to increasing this reliability.

## Fleet

This year our fleet of 50 vehicles travelled over 1 million kilometres to support our clients and community! As one of the most recognised fleets in the South Burnett, we take a proactive approach to providing a quality driver training program to all staff, ensuring we cultivate a safe and responsible driving culture. A very pleasing driving record continues for CTC and it was a great year with only a few minor incidents and zero insurance claims.

This year CTC purchased a second hand wheelchair accessible vehicle to enable us to increase the type of transport services we are able to offer people with a disability to meet their support needs. Although it has been a long process to get this vehicle on the road we look forward to the benefits it will offer our clients as we enter the new financial year.

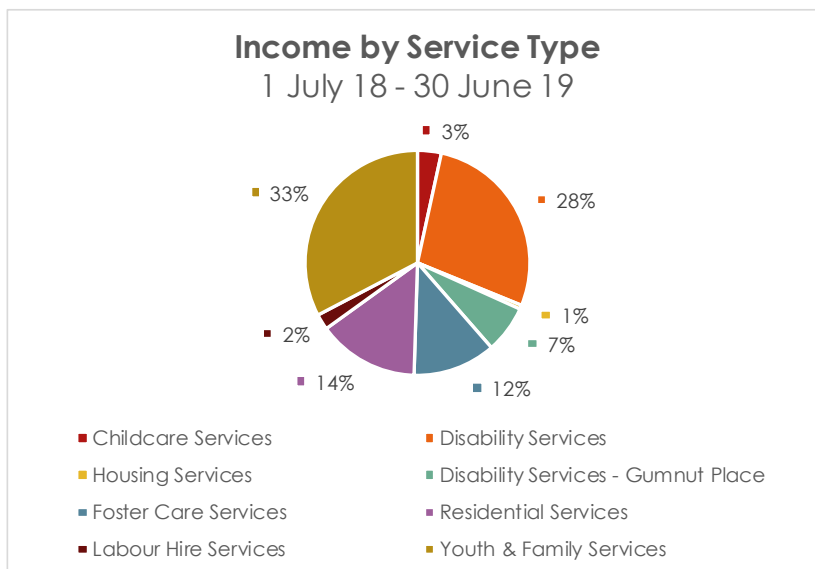
## Housing

At the end of the last financial year, we made the decision to relinquish our Department of Housing and Public Works owned properties. Since this time we have continued the property management of a small amount of disability specific housing and continued to work with Regional Housing Limited to ensure our previous tenants are supported in their tenancies.

## Finance

Each year our Finance team process and pay a large volume of purchase orders and invoices from all CTC services on time to meet our creditors' payment terms. This year the volume of purchase orders and invoices processed by the Finance team tripled with the introduction of the NDIS.

The team has continued to process income and expenditure including monthly reconciliation of 16 bank accounts, four credit cards and three debit cards.



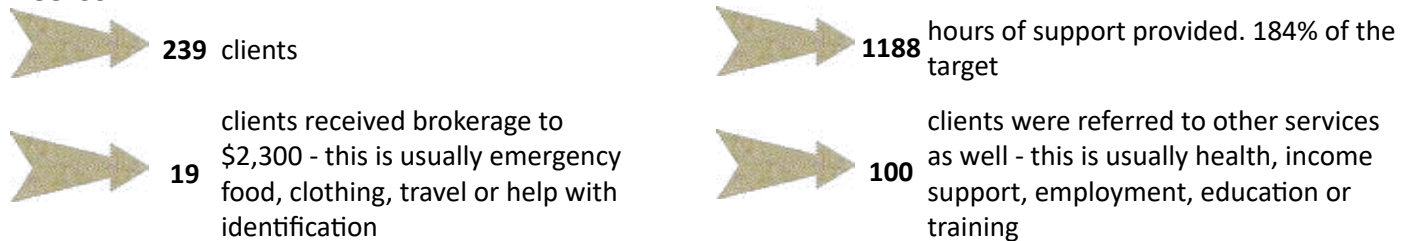
# Youth & Family Services

## FUSION Youth Service provides two types of service delivery:

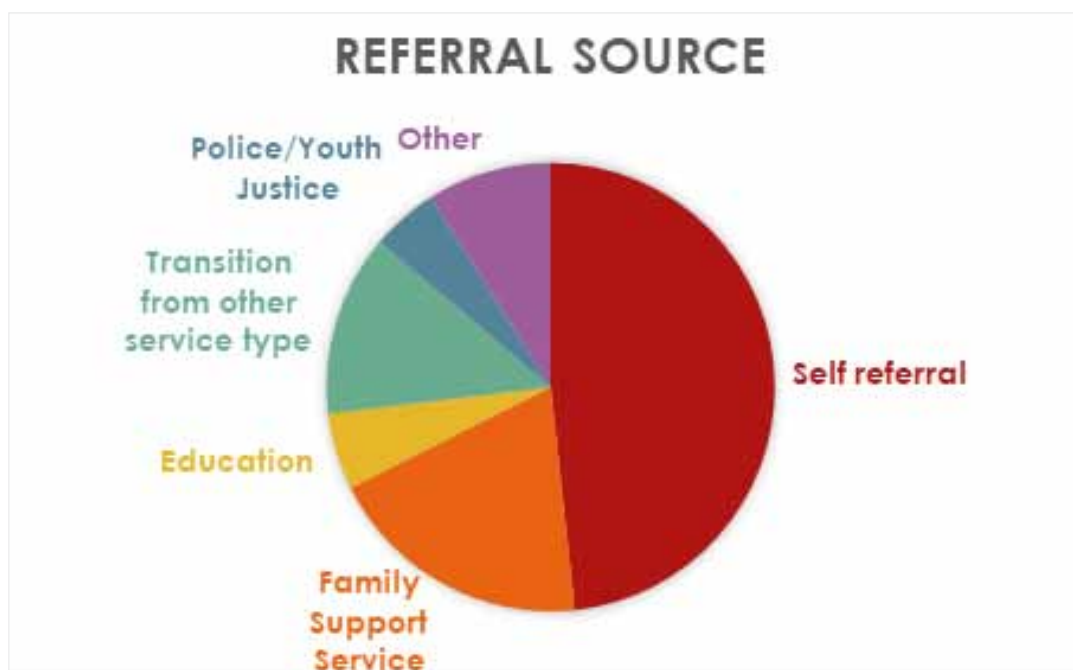
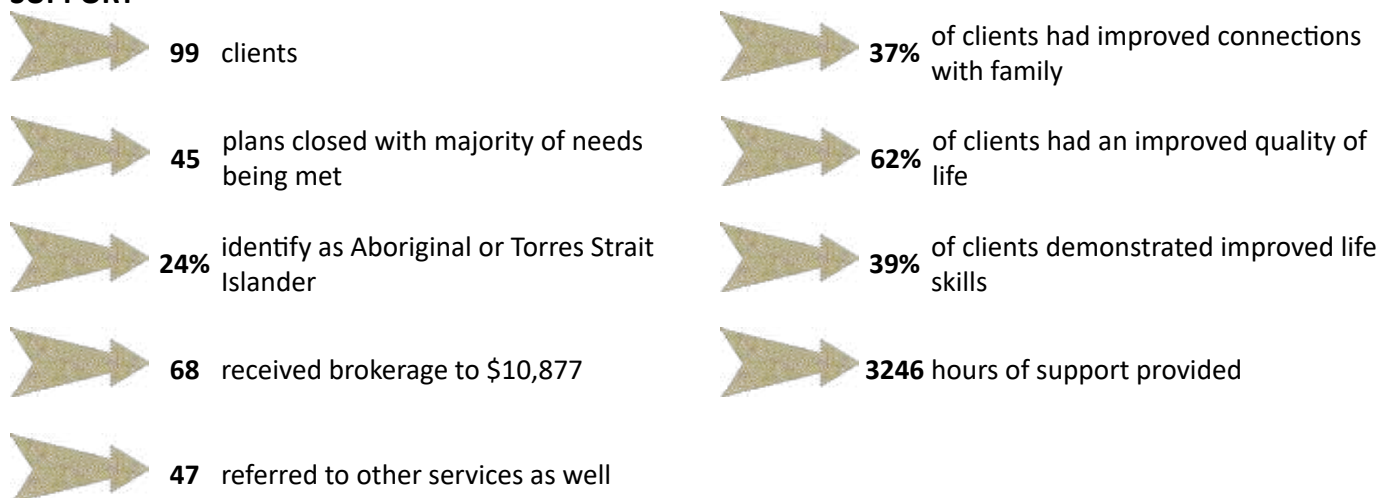
ACCESS - episodic or one off support through either opening a case or recording an enquiry

SUPPORT - case management, support over a period of time with a case plan and a number of goals

### ACCESS



### SUPPORT



# DOMESTIC VIOLENCE SERVICE PROGRAM SNAPSHOT



## Program Purpose

The South Burnett Domestic Violence Service provides counselling for victims and child witnesses of family and domestic violence, as well as court support at Kingaroy, Murgon and Nanango courts.



**105**

number of clients (people who are victims of domestic violence)



**73**

number of child clients (who witnessed/experienced domestic violence)



**706**

number of clients (who required court support)



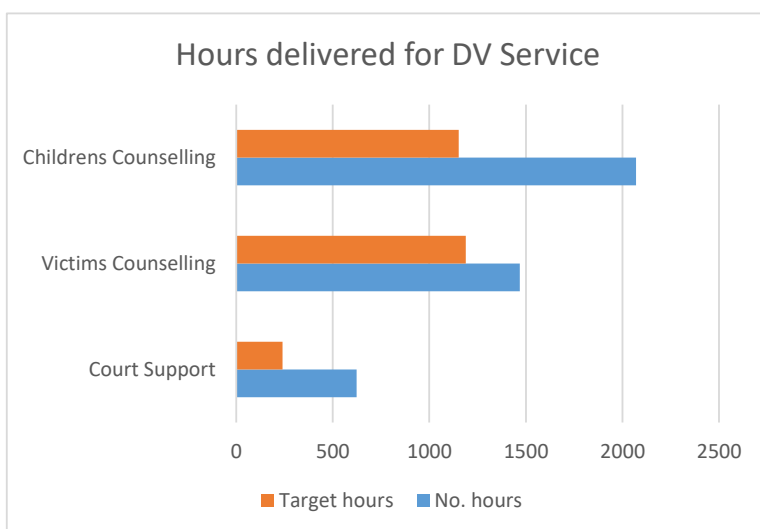
**76**

percent of cases were closed with most client needs met



**77**

percent of clients had improved safety following support from the DV Service



**70**

courts attended

**551**

people supported at court

### Future Priorities

CTC is consistently delivering above target outputs in all areas of DV work. Counselling is not always happening due to emergent safety needs. Work on strategies to cope with high demand for services.

Improve data capture to explore how many are supported with immediate safety needs, how many supported to complete applications, variations, affidavits.

## Youth Support Coordinator

Supports delivered include:

- Rock and Water conflict resolution training delivered to every Nanango State High School (NSHS) class
- Transport and supervision support for the NSHS Roadcraft camp giving Year 10 and 11 special needs students the opportunity to participate in a two day defensive driving course in Gympie. For some it is the first time they have had any driving experience
- Attendance for part of Yarraman State School's Year 7 camp at Stanley River Environmental Education Centre
- NSHS Flexi School excursions to Boggo Road Gaol and the TAFE Kingaroy Careers Market
- NSHS Groundforce end of term reward day to Bribie Island
- Transport for Kingaroy State High School indigenous students to attend NAIDOC activities at NSHS
- Inclusion in school/parent meetings dealing with a variety of issues including re-entry after suspension and transition to a new school

Comments such as ***"there's not many people I can trust but I can trust you"*** reflect the typical role and impact YSCs play in schools and have on young people

## RENEW Intensive Family Support



**5829** hours of support delivered



**59** service users with improved life skills



**70** identify as Aboriginal or Torres Strait Islander



**35** service users with improvements in safety

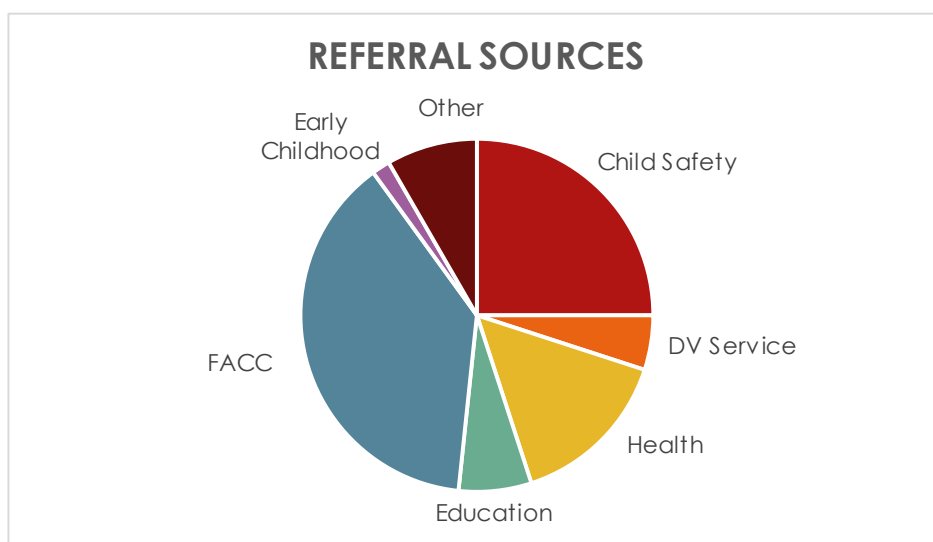


**65** cases closed with majority of needs met



**181**

average days of support provided however average days is 289 for those closed with all or most needs met



## RENEW Early Years Service



**100** children supported



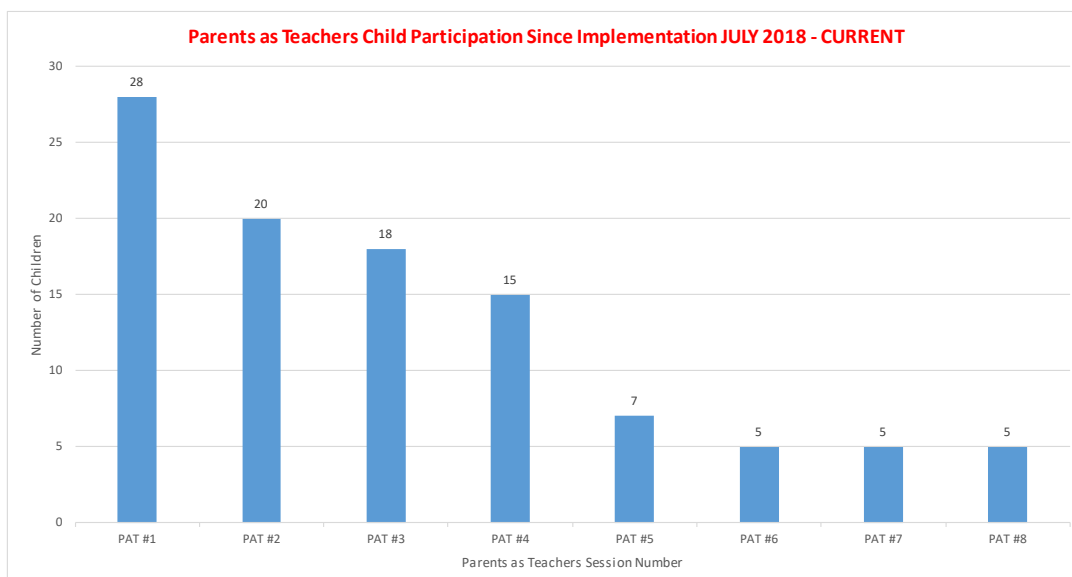
**51** families received intensive support



**28** children identify as Aboriginal or Torres Strait Islander

The Ages and Stages Questionnaires have been used with 36 families since implemented at the start of January 2019. The questionnaires are used with families to assess a child's development and assist with referral to identified specialists.

**Mums and Bubs Group:** The group had a combined total of 550 attendances by mums and their bubs in the last financial year. The group averaged 14 participants each group. The group included community engagement events that involved the Police, Fire Brigade and Dental Solutions.



# SPECIALIST HOMELESSNESS SERVICE PROGRAM SNAPSHOT



## Program Purpose

The aim of the Specialist Homelessness Service (SHS) is to assist young people 16 to 25 years of age gain and sustain secure accommodation. Short to medium term accommodation is offered through the Youth Hostel and young people are also supported within the community.

## SHS Overview

Data tracking indicates that demand for services provided by SHS are on the rise, particularly within the Youth Hostel itself.



**1298**

bed nights recorded at the Youth Hostel



**35**

additional clients supported in the community to access/ sustain secure accommodation



**307**

recorded Specialist Homelessness Service staff contact hours recorded

## Support Plans



**74**

of clients had an individual support plan created



**52**

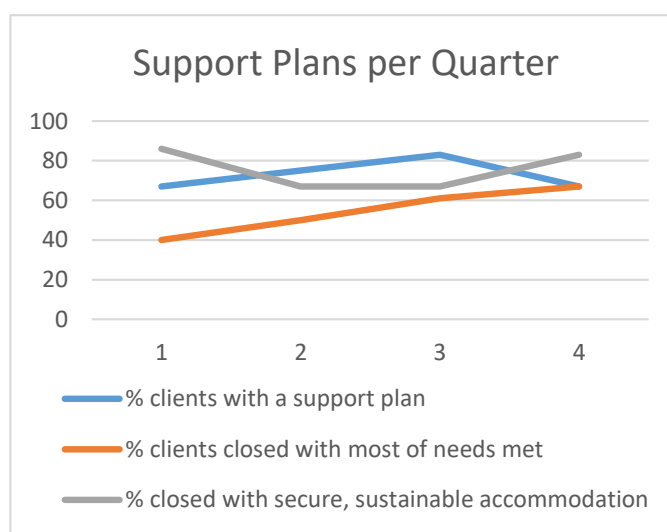
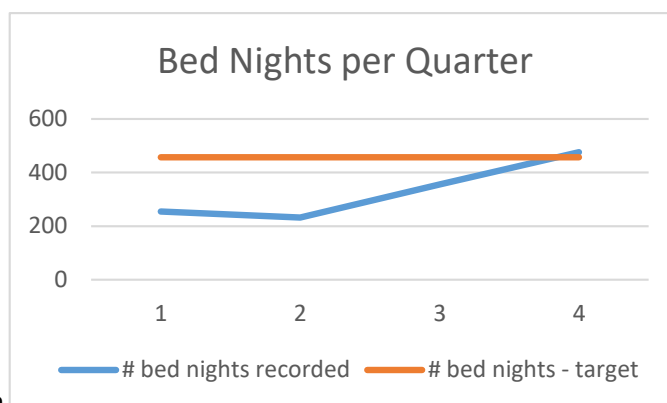
client cases closed with most needs met



**74**

client cases closed with secure, sustainable accommodation

Young people accessing the Specialist Homelessness Service are assisted through individual support plans that focus on: Providing temporary accommodation (Youth Hostel) if required | securing sustainable long term accommodation | developing life skills



Future planning with the current Lead Tenant planning to leave in 2020



Increase the percent of clients with support plans and who successfully complete plans

## Residential Services



Supported 16 young people in Residential accommodation

- **11** in FIAR House (funded residential)
- **3** in 103 House (CRC PAS funded)
- **2** in Moonyah NW (CRC PAS funded)
- **2** in Supported Independent Living Program (CRC PAS funded)



**4** young people have been supported to get their licence and complete driving hours



**5** young people have been supported to gain Centrelink income support



**3** young people have gained casual or part time work



**14** young people went to some form of school



**9** young people were in full time school, **1** at TAFE

This year most placements have been stable with the shortest being 2 months and the longest 32 months. Young people left for the following reasons:

- Self-placed with friends at 16 years old
- Self-placed with family
- Moved to other Residential due to poor compatibility with other residents
- Returned to boarding school
- Moved placement at the young person's request

## Emergency Relief

Individual Client

**388**

Attendances

**449**

Sessions

**449**

Cases

**388**

Average Clients per Case

**1.0**

Group Clients excluded

Average Attendance per Session

**1.0**

Average Sessions per Client

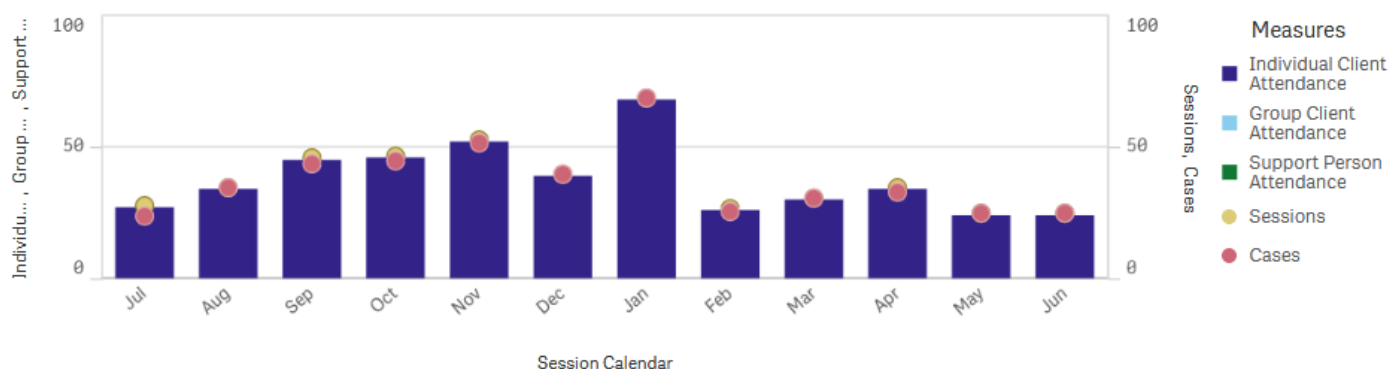
**1.2**

Group Clients excluded

Average Sessions per Case

**1.2**

Attendances per month





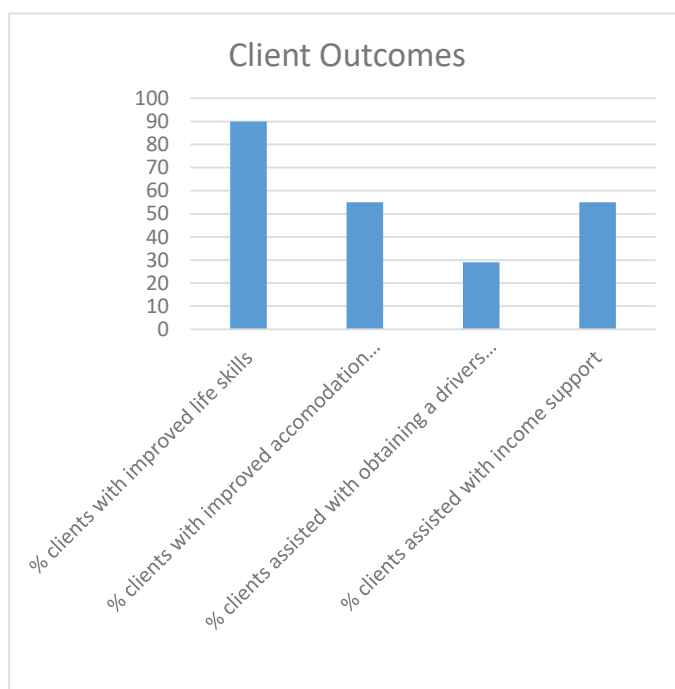


## PROGRAM SNAPSHOT

### Program Purpose

Next Step After Care supports young people between the ages of 15 and 25 who have been in foster care or other out of home care in being independent. This support is individual for each person and could include accessing housing, income or getting a job; physical, mental and sexual health or any of the other challenges facing young people moving into the world on their own.

	<b>42</b>	total number of clients supported through the After Care program
<b>%</b>	<b>62</b>	clients identify as being Aboriginal or Torres Strait Islander
<b>%</b>	<b>29</b>	clients have children themselves
	<b>1393</b>	recorded staff contact hours
<b>%</b>	<b>71</b>	support plans closed with the majority of identified needs met







### Future Priorities

**!** Next Step After Care now supports young people up to 25 years of age. In 2018, 8 of the 40 clients were 21 or over

**!** Accommodation instability and early parenting are strong themes within this program. Young people are actively seeking a secure base - this leads to housing and relationship insecurity and transience. How do we help these young people find security and stability?

### Safe Haven

	<b>167</b>	individuals or families from or connected to Cherbourg supported
	<b>58%</b>	referrals from families themselves

	<b>68</b>	cases closed, 47% having met all or most of their goals
	<b>208</b>	night time patrols = 1664 hours of patrol

# FAMILY AND CHILD CONNECT PROGRAM SNAPSHOT



## Program Purpose

Family and Child Connect (FACC) is a free local Community Based Intake and Referral service that supports families under stress. Family and Child Connect provides referral pathways that enable families to access the right supports at the right time, building on their own strengths. Families can self-refer, be referred from other services with consent, or be referred from prescribed entities.



**915** Enquiries received by FACC



**5147** Staffing hours



**32** Percent of enquiries who identify as Aboriginal and or Torres Strait Islander



**492** Case summaries created



**65** Average number of days case summary open



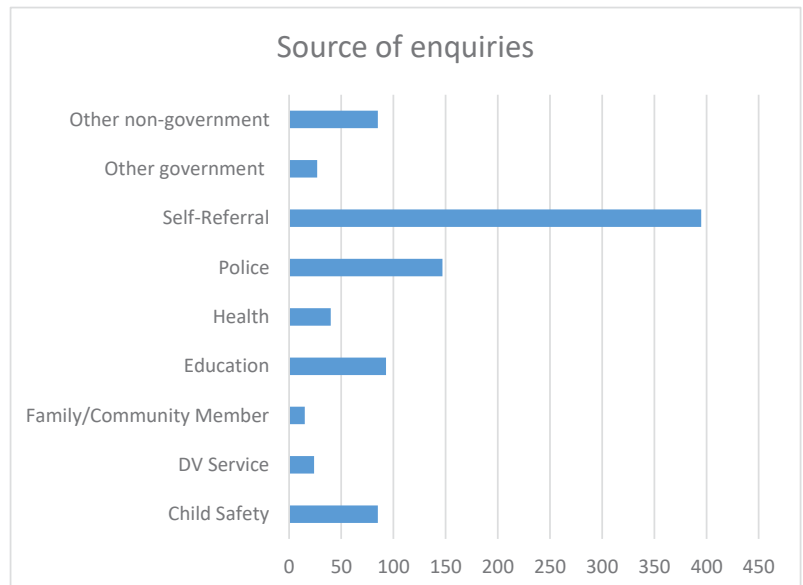
**224** Case summaries closed with a referral to another service



**76** Closed with needs met by FACC



**90** Percent of appropriate referrals where the person engaged and gave consent



## Employability Skills Training

In 2018-19 we ran 10 Employability Skills Training courses - 7 Block 1 courses and 3 Block 2 courses

91% completion rate of courses with 94 people commencing and 86 completed

## Student Welfare Worker

687 hours of support were delivered to students attending Nanango State School and Yarraman State School  
Social and Emotional Supports delivered:

- Respectful Relationships program covering emotions, safety, respect, character strengths, friendships and changing situations
- 1:1 support for students to work on social skills and targeted behaviour
- Zones of Regulation program
- 1:1 check in support for children in care
- Kids Club

## Get Set For Work



37

young people aged 15-19 years, disadvantaged and/or disengaged from employment/ education/training were enrolled between 12 February and 21 December 2018



84

of young people enrolled in a Certificate II recorded an outcome



14

young people gained employment (including 1 apprenticeship)



4

young people received their Construction White Card



6

young people returned to school



20

young people received their RSA and RSG



1

young person enrolled in University



11

young people received their First Aid Certificate



2

young people enrolled in Certificate III



9

young people completed Soldering and Small Engines Maintenance course

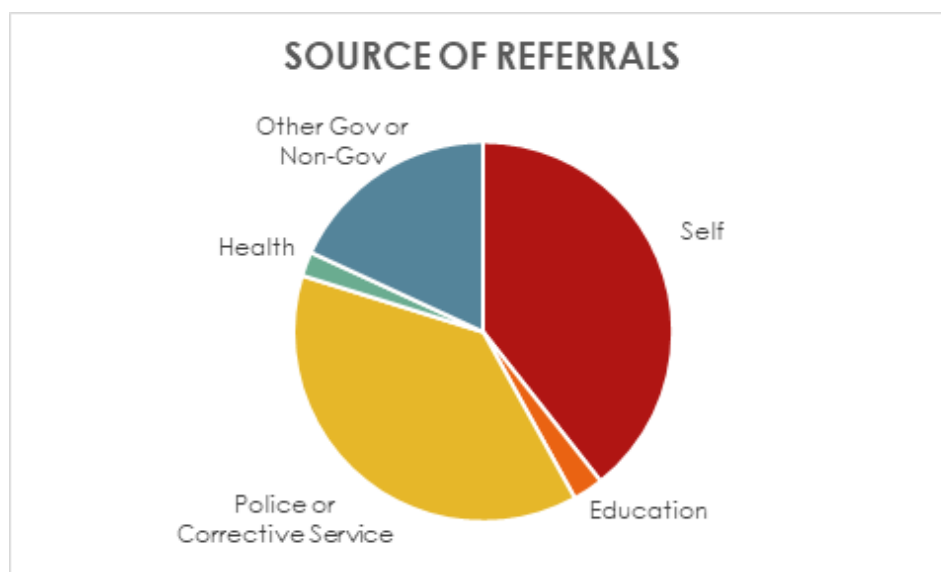
# Wondin-dee Indigenous Family Violence Counselling Service



245 people received counselling support



55 plans were closed with all or most goals met



## Reconnect

Group Client, Individual Client

407

Attendances

3,360

Sessions

1,516

Cases

131

Average Clients per Case

2.4

Average Attendance per Session

2.2

Average Sessions per Client

20.3

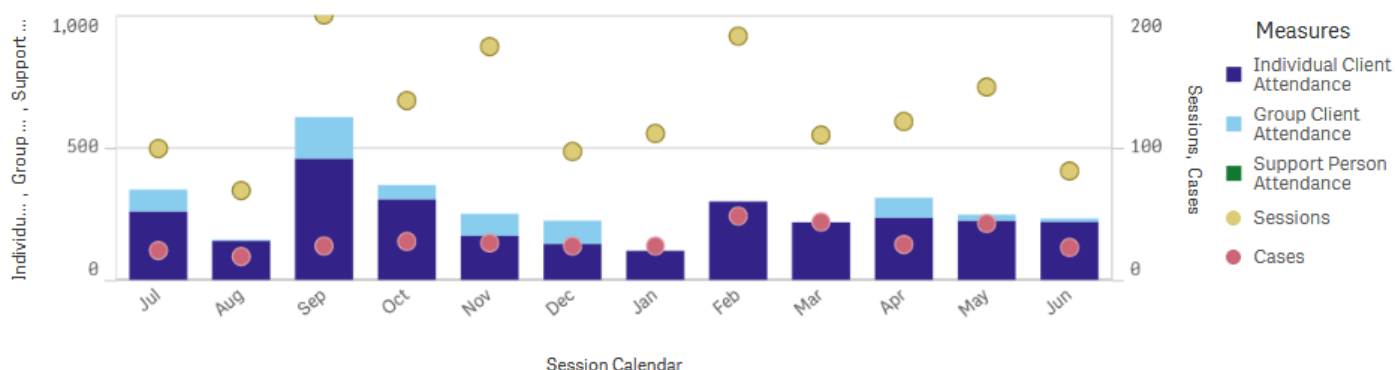
Average Sessions per Case

11.6

Group Clients excluded

Group Clients excluded

### Attendances per month



# Foster Care Services

## NUMBER OF CLIENTS PER FUNDING TYPE










145 

*Foster and Kinship Care*

6 

*Intensive Foster Care*

Partners in Foster Care provide support to around 70 carer households in the South Burnett in any way we can imagine might help including:

-  Referral and cost of counselling
-  Home visits
-  Advocating
-  Support in meetings with the Department, schools, therapists etc
-  Respite
-  Transport
-  On call – emergency service
-  Assessments and renewals
-  Training (Therapeutic Crisis Intervention, Three Pillars, vicarious trauma just to name a few)

Partners in Foster Care receive between 40 and 50 referrals a month from Child Safety to place children who are at risk in safe carer households.

Partners in Foster Care recruit new carers providing training, information sessions and assessments for new carers four times a year.

Most of all we are a team of ten who genuinely care about the children and carers we work with and know that we are a team that can “make it happen” when a child is in need.



# Disability Services



On the 3rd Saturday of each month CTC Disability Services have a "BIG DAY OUT". In March 2019 we visited the Maleny Botanic Garden and Bird World.



**100%**

Increase in the number of people living with a disability receiving our support services.



**54,835**

Hours of direct frontline support have been provided by our Support Workers to our Participants.



**3,640**

Additional hours were volunteered by staff to ensure administration requirements were achieved.



**35%**

Of our Participants have never received supports previously.



**369**

Participants enjoyed the Over 18 Group Nights on the 3rd Tuesday each month.

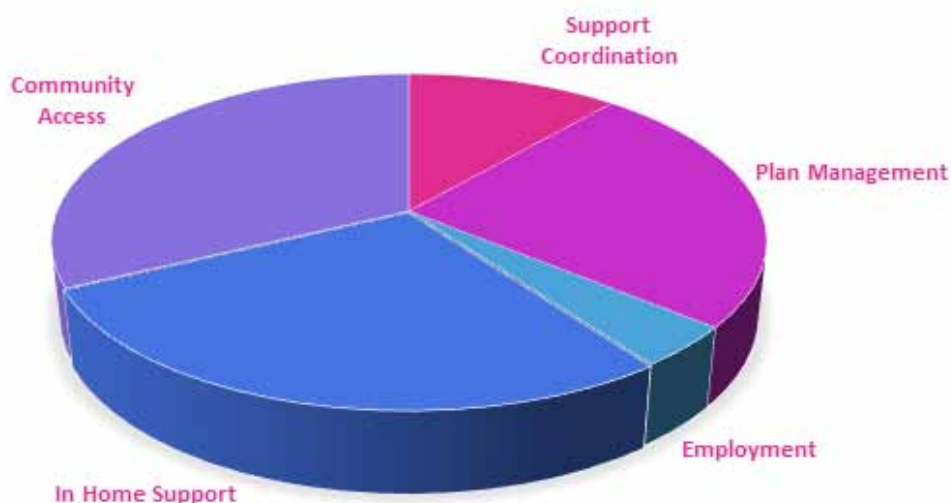
## We are here to help!

South Burnett CTC is a registered NDIS Provider for the purpose of planning, managing and providing supports under the National Disability Insurance Scheme (NDIS). The NDIS aims to support independence and social and economic participation of people with a disability, while enabling people to exercise choice and control in the pursuit of their goals.

## Did you know?

Plan utilisation across the nation averages at 68%. The longer people spend in the scheme, the more of their plan they use. On average, participants who are on their first plan only spend 47% of their funding, but people on their fifth plan generally use 75% of their funds.

## NDIS SUPPORT SERVICE USAGE





## THE GUMNUT PLACE



Our commercial activity contributes to meaningful employment for

**19**

PEOPLE WITH DISABILITY



AVERAGE HOURS  
WORKED PER WEEK

**14.88**

AVERAGE  
HOURLY WAGE

**\$11.21**

AVERAGE  
WEEKLY WAGE

**\$166.88**

+

PENSION AND  
BENEFITS

**\$412.14**

=

TOTAL WEEKLY  
INCOME

**\$579.02**

### FORMAL TRAINING



Gumnut Place provides a variety of training opportunities for Supported Employees to gain further skills. Ian was given opportunity to learn how to operate a forklift in 2018.

Gumnut Place consists of 6 business units: a wood workshop, commercial kitchen and laundry, an engraving and trophy making division and secure document destruction unit.



Last year we generated

**\$1,022,172**

IN REVENUE FROM  
OUR 370 CUSTOMERS



On the 9th July 2018 Christopher Thompson, our longest employed Supported Employee gave guidance on how to iron to perfection to two well know local identities, Llew O'Brien MP and Member for Nanango, Deb Frecklington. Other guests on the day included SBRC Senior Economic Development Officer Craig Tunley and RDA Wide Bay Burnett, Scott Rowe and Kirsty Frahm from BIEDO.



Our commercial activity contributed to us  
generating

**\$480,115**

OF DIRECT ECONOMIC  
BENEFIT TO AUSTRALIA

The net economic benefit calculation is derived from our revenue, DSP recovered, day support savings and workforce participation of employee carers, less our operating costs, capital costs and supported employee wages.

### SUPPORTED EMPLOYEE GENDER

Male	14	74%
Female	5	26%



# BUYABILITY IMPACT TOOL

## MAY 2019 REPORT

### INITIAL DATA ANALYSIS – ECONOMIC AND SOCIAL IMPACT

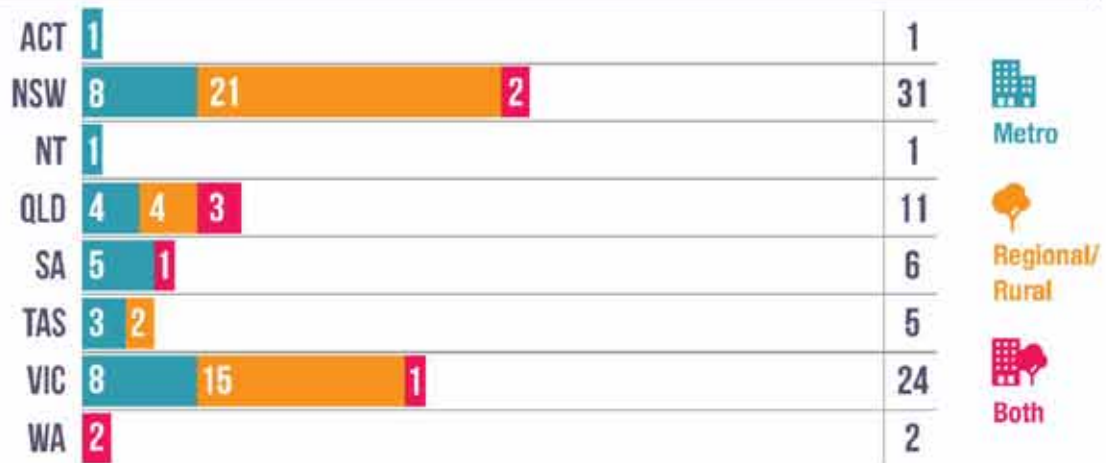
As of 31 May 2019 the economic impact for 31 BuyAbility campaign members has been aggregated based on data provided for the 2017-18 financial year.



Unfunded Capital purchases made by BuyAbility Members	Tax paid by supported employees	DSP recovered from supported employees
\$896,562	\$133,119	\$5,873,689
Non-vocational day support cost savings	Support Funding	Net economic benefit
\$86,747,680	\$47,397,806	\$114.16 million

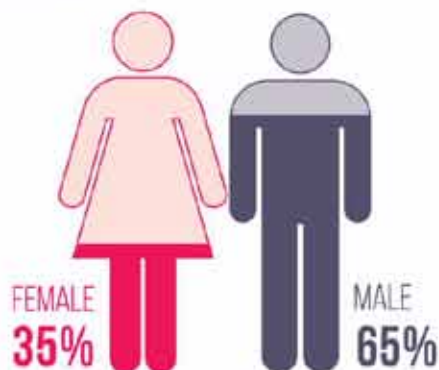
Currently, the 81 BuyAbility campaign members provide supported employment for over 11,600 people with disability in 282 business sites nationally. Based on recent financial surveys of supported employment providers, these organisations would generate income in the vicinity of \$306.6 million pa and provide \$298.3 million pa in direct economic benefit to Australia. The net return on every dollar of government funding is \$2.41.

## LOCATION OF ORGANISATIONS

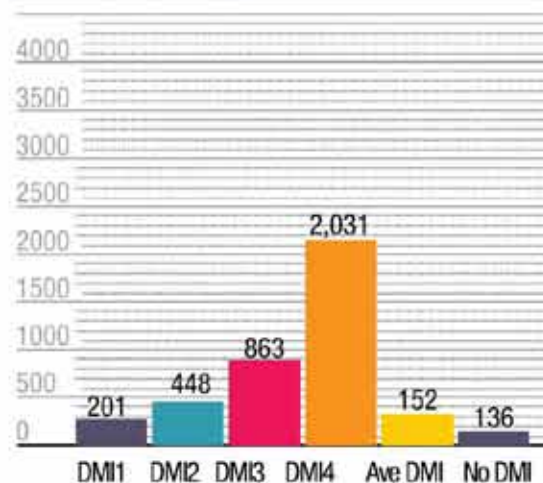


## EMPLOYEE GENDER

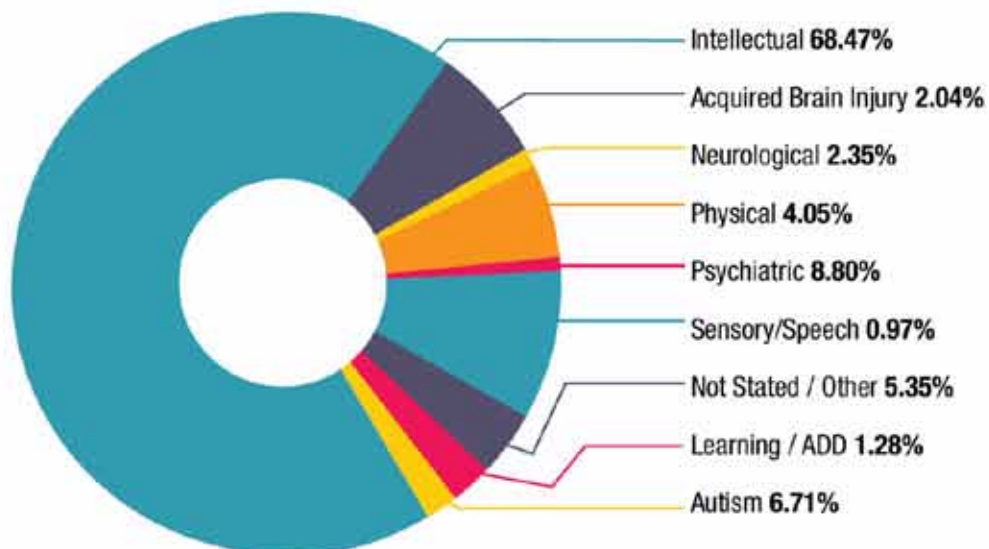
Female 1,348      Support workers 1,104  
Male 2,483



## FUNDING LEVEL



## DISABILITY TYPE



## SUPPORTED EMPLOYEE SATISFACTION SURVEY RESULTS

Score is an average out of a maximum of six

I get on well with my workmates	5.32	
I have made new friends at work	5.15	
My income from work means I can buy more things I need or want	5.16	
I like where I work	5.18	
I like what I make or do at work	5.2	
I can try new jobs and learn new things	5.16	

## WAGE TOOLS USED BY 67 BUYABILITY MEMBERS

Award Wage  
Bedford  
Caloola  
Civic

Elouera  
Endeavour  
FWS WAT (3)  
Greenacres (20)

Koomarri  
Mai-Wel (3)  
Merriwa (2)  
Skillsmaster (14)

Sunnyfield  
SWS (14)  
Valmar  
Yumaro (2)

## BUYABILITY MEMBERS OPERATE IN THE FOLLOWING INDUSTRY CATEGORIES

Most organisations engage in multiple business activities.



[illegible]

## Contact Us

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

**South Burnett CTC Inc**  
 ABN: 85 399 349 965  
 6 Cornish Street, Kingaroy QLD 4610  
 PO Box 490, Kingaroy QLD 4610  
 info@sbctc.com.au  
 Ph: (07) 4162 9000  
 www.sbctc.com.au

6 Cornish Street, Kingaroy QLD 4610

info@sbctc.com.au

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

## Disability Services

Ph: (07) 4162 9081

## The Gumnut Place

Ph: (07) 4168 1852

## Partners in Foster Care

Ph: (07) 4169 0587

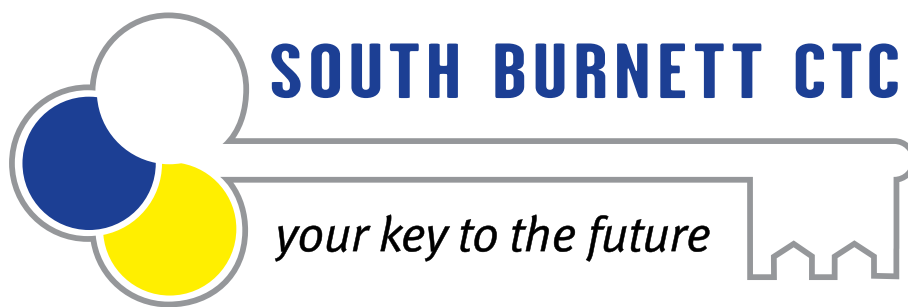
## Youth & Family Services Kingaroy

Ph: (07) 4162 7788

## Connections Youth & Family Services

Ph: (07) 4169 5940

**Thank You**  
to all our supporters  
and collaborators



*CTC - working for our community*

