

### SOUTH BURNETT CTC INC







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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 & Residential Care Services
- Disability Services
- Children's Services
- Community Housing Services

### What We Value

### **Commitment to our Community**

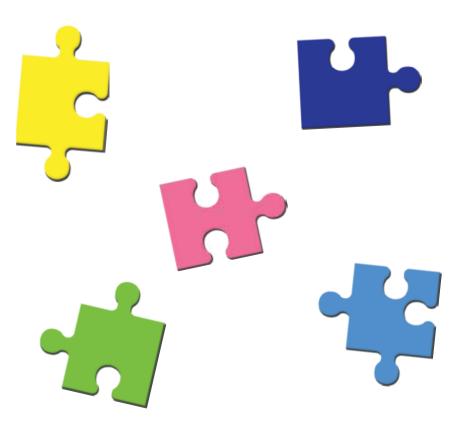
- Providing a service that is client focused.
- Building the capacity of our communities to grow and prosper.
- Assisting the empowerment of others in our community.
- Collaborating and cooperating with all stakeholders.
- Treating people with respect and dignity.

### **Commitment to our Staff**

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

### **Commitment to our Organisation**

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



A jigsaw puzzle requires assembly of individual pieces which interlock to form a complete picture. CTC, like a jigsaw puzzle is composed of interlocking services managed and delivered to meet the needs of the South Burnett and adjacent communities most vulnerable.

While some of these puzzle pieces may change over time due to the uncertainty of external influences, our core values will remain resolute to ensure CTC continues to provide the services needed. The commitment and professionalism of our staff who are all interlocking pieces of the CTC jigsaw puzzle will ensure the ongoing strength of the organisation.

This year we have:

- Continued to strive for excellence in service delivery by supporting a number of staff to complete tertiary qualifications in the areas of Disability Services, Childcare, Child, Youth and Family Intervention, Career Development and Employment Services (among others). Read more on page 16.
- Hosted and participated in a number of community events. Read more on page 20.
- Delivered several successful Work for the Dole Group activities across the Gympie Employment Services region. Read more on page 24.
- Helped a number of young people to seize opportunity, accept their responsibilities and take control of their lives. Read more on page 26.
- Provided support to people who are experiencing a mental illness to develop relationships and identify opportunities to support recovery and connection with the community. Read more on page 28.
- Supported families in the Murgon and Cherbourg areas experiencing or witnessing domestic and family violence to develop strategies to keep their families safe. Read more on page 30.
- Provided residential care to 17 children and young people with complex needs. Read more on page 33.
- Promoted community inclusion for people living with a disability, offering opportunities for people across our region to come together and socialise during monthly group events. Read more on page 34.
- Promoted Gumnut Place's products and services at several community events and continued to produce quality products for wholesale and retail purchase giving 20+ supported employees the opportunity to maintain meaningful employment. Read more on page 35.
- Continued to provide training and support to 70 dedicated families in the South Burnett who open their homes to children and young people in need of care. Read more on page 38.
- Provided a wide range of activities and experiences for children to learn and develop. Read more on page 40.
- Continued the progression of the "Heritage Lodge" project. Read more on page 42.

### **Contact Us**

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

### South Burnett CTC Inc

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Since 1983 CTC has touched the **teamwork** - the combined action of a group 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.

## who we are

### 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 200 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.

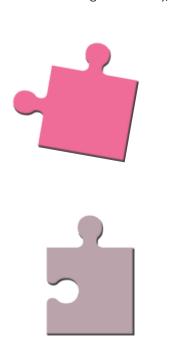
### **How it Works**

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

The way in which we operate is supported by:

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











### **Our Story**

Our history has made us what we are today.

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



### Where it all began ...

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

By 1987 the group had obtained various 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 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 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 "Murgon Cherbourg Community Services Centre" which was formally opened by Senator John Hogg in February 2008.

The Gumnut Place, an Australian Disability Enterprise joined the CTC auspice in December 2007. Massive steps have been taken in turning it into a thriving, supportive and sustainable business where people with disabilities have a real stake in the economy and community of the South Burnett. The Gumnut Place operates a pallet making workshop, a trophy and engraving section, a commercial kitchen and catering service and since 2010 a laundry service. The latter was established with financial support from Tarong Energy and Thiess. Without the loyalty of our main customers Murgon Leather, IGA and Thiess (now replaced by Downer) 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 system. From this our Residential Services grew, building on CTC's strong partnership with Child Safety and since 2011 supported other youth through Temporary Placement models.

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

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

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

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

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. We are submitting a tender for the 'Transition to Work' program which has replaced Youth Connections.

In June 2015 our JSA contract was not renewed. We are currently in the process of reinventing our Employment Services, building on our Labour Hire and work experience provider experience.

From July 2015 we will commence delivery of two new funding contracts- Family and Child Connect and Intensive Family Support. Both of these contracts have come about as a result of the outcomes of the Carmody Report and are aimed at prevention and early intervention for families close to becoming involved in the Child Protection system. Believing in prevention is better than treatment we continue to try to work ourselves out of our jobs!

### Chairperson's Message



### I am pleased to present the Annual Report for South Burnett CTC Inc for 2014-15.

A change in direction by the Commonwealth Government made it difficult for our organisation to successfully tender for an extension of our Employment Services operations at the end of June 2015. Senior management involved in the winding up of those services acted professionally and responsibly and all staff and clients were given the best support possible in the transition to new providers.

The Board maintains a focus on our 'local' community needs as a preferred approach unless it is necessary to broaden our reach in order to best service our own community.

We are fortunate to have a management team and staff who are willing to take on new challenges and, while this is the case, SBCTC will always have a very important and worthwhile role to play in our community.

We continue to keep in mind the philosophy of SBCTC in supporting the most disadvantaged in our community, either directly or indirectly, and this is always paramount in our decision making processes.

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

Nina and her key staff have always maintained close and strategic liaison with decision-makers and a keen understanding of the needs of our clients, existing and emerging. This is to our distinct advantage and SBCTC staff deserve our gratitude in being able to maintain this momentum. Achieving our desired levels of targeted support to those in our community who are in the greatest need is always a challenge.

With a physical presence in all four major towns across the South Burnett Regional Council area SBCTC is strategically positioned to continue to be a significant provider of much needed targeted social and community service delivery across the South Burnett.

We recognise the assistance and support of all levels of government, local, state and federal through their agencies and representatives, and to the Tarong Community Partnership Fund, Heritage Nanango Community Funding Ltd, and other willing supporters, financial and otherwise, in assisting us in reaching acceptable and sustainable levels of service across all programs we are involved in.

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

The SBCTC Board of Governance meets on the first Wednesday of every month with sub-committee meetings on an 'as needs' basis during the month. Board members receive no remuneration and provide their valuable services on a voluntary basis.

I sincerely express my gratitude to members of the Board for their professionalism and support over the past year and wish the incoming Board the very best as they strive to identify and service the gaps in essential care for the disadvantaged in our communities now and into the future.





Howard Leisemann Chairperson

### **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.
- Because the 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:

- Use 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.
- Bensured 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.

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

# our priorities

### CEO's Message



The prediction in the previous Annual Report that 2014/15 would be a difficult year has come true – though to an even greater extent than anticipated.

Once the Federal Government announced its intention to revamp Employment Services for the next 5 years, particularly in terms of much larger geographic areas to be covered and the encouragement of consortia to do so, we knew that we had little hope of winning a tender. We found it very difficult to reconcile our vision and mission with the new service requirements yet felt a strong obligation to our 30 or so JSA staff and even more to our jobseekers and employers to at least try. There have been instances in the past when we were not whole heartedly convinced that a program was 100% beneficial to local needs — but we did it anyway because we could ameliorate the negatives and build on the positives. This time there didn't seem to be many positives but when we were approached to form

a consortium with two like-minded organisations we decided to join them, if only to keep a foot in the door for the inevitable pendulum swing. The stresses and strains of developing the tenders in combination with the requirements to maintain and improve the quality and quantity of current services were almost unbearable, particularly of course on Barb O'Hanlon. Barb worked incredibly hard yet in the end her efforts and the years of quality service provision were in vain – we were unsuccessful. We had to make 30 staff redundant and close 4 sites – and equally importantly had to adjust our self-image, which despite all the growth and diversity achieved in the last decade was still centred on the cornerstone of our organisation being Employment Services.

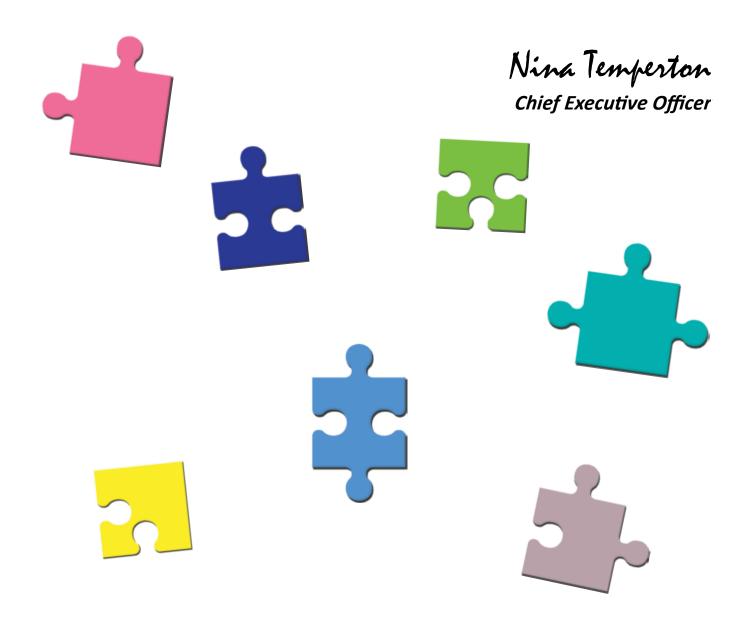
What helped us through this difficult process was the great community support we received and eventually the fact that almost all our redundant staff members were helped to find alternative employment locally. Again this had a lot to do with Barb's input and I would like to pay tribute to her for all her efforts. Barb will continue as a member of the senior team with special responsibility for Gumnut Place and any future social enterprises, for labour hire and for work experience programs as and when they happen again. As we watch from the sidelines what is happening in the field of federal labour market assistance we are increasingly wondering whether in years to come we will be thankful that we missed out on a poisoned chalice. Not winning the tender was a shock – but it also meant that we do not have to compromise our vision, mission and ethos. I would like to thank the many employees, our loyal employers and our associates who contributed to a long and successful period of CTC Employment Services – we couldn't have done it without any of you.

In our kind of organisation the only certainty is that demand will always outstrip capacity to supply and that change is rarely planned in consultation with stakeholders but rather imposed by government ideologies and/or available funds. Change in government invariably leads to uncertainty – particularly if it coincides with pending contract renewals or major reviews. 2014/15 therefore had us hold our breath for much of the time while we tried our hardest to keep providing the best possible service to our clients. Right at the end of the year we were rewarded with the allocation of two services very close to our hearts: Family and Child Connect (FCC) and Intensive Family Support (IFS). Both programs are aimed at early assistance to families to relieve the pressure on the Child Safety system. We have been advocating for prevention and early intervention programs for many years and it is particularly pleasing that we were entrusted with both programs and within just the South Burnett (other regions are much larger and several organisations share the programs). This is the first time in many years that our local area is not just an "add on" but recognized as a distinct region – we hope that this is the beginning of a trend. I really look forward to reporting next year on the successful implementation of these much needed programs.

Other projects that finally got out of the starting blocks late in the year are the Nanango Heritage Lodge duplexes for people with disabilities (4 years in the making with a completion date set for 28 February 2016) and the refurbishment of Communications House in Wondai to accommodate our growing Foster Care Service (completion date set for late September 2015).

While the year has been one of much worry and considerable pain, it has also as always seen many achievements, not least the fact that we managed once again not to make a financial loss! Every day I have cause to admire the skill and dedication of our staff in whatever guise that comes. From the front line client support workers to the back room administrators, via the senior team and the members of the Board, everyone is aware that we are here to make a positive difference to the lives and circumstances of individuals and our communities, especially those facing hardship. While we can hold on to that attitude and the values expressed in our vision we can weather any storms and come out triumphant! Thank you from the bottom of my heart to them all and to the many supporters we have in Local, State and Federal Government agencies, local businesses and philanthropic bodies.

Enjoy the description of our many services and achievements in the following pages and feel free to provide comments and suggestions so we can continue to improve and meet emerging needs in our community. Our doors are always open and if your input happens to be congratulatory it will boost morale- if not it'll help us to fix a problem!



Our Board includes nine 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, Chairperson Howard Leisemann and CEO Nina Temperton.

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

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

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

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

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

We are proud to report that CTC has continued to achieve another year of quality targeted services during a time of challenge and change for the Queensland Community Services sector.

This is partially due to the invaluable contributions of our Board and we would like to take this opportunity to acknowledge their ongoing support and commitment to the success of CTC and the welfare of our community.

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

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

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

### **Our Members**

### Chairperson

Howard Leisemann - 1987

### **Board Secretary & CEO**

Nina Temperton - 1992

### Treasurer

Maxwell Lehmann - 2001

### **Board Members**

Michael Carroll - 1987 Eric Cross - 2004 John Box - 2007 Marc Reinbott - 2012 Bernadette Upton - 2014 Kaylene Schilf - 2014







### Our Management Team

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

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

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

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

Clients and service delivery 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 Janet Champney - 1990

### **Senior 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/Coordinators from:

- » Human Resources
- » Corporate Services
- » Information Technology
- » Finance

- » Employment Services
- » Youth & Family Services »
- » Residential Services
- » CROSB
- » Gumnut Place
- » Partners in Foster Care
- Childcare

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 Christmas Party which took the form of a Trivia Afternoon. The feedback from all staff who attended was extremely positive. Following the success of this event the Team Leaders group has committed to organising the End of Year celebration for 2015....watch this space.

As part of CTC's ongoing commitment to training staff, the Team Leaders group participated in an Emotional Intelligence workshop in June. Feedback received from this workshop was positive with all Team Leaders identifying immediate application of the training when leading their team.



The Management team form the backbone of CTC.

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

# our manac

### 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.

## our people

### **Our People**

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 various skills/qualifications/experience and referee reports, the true success of the process is assessed later down the track, on the unmeasurable attribute 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.

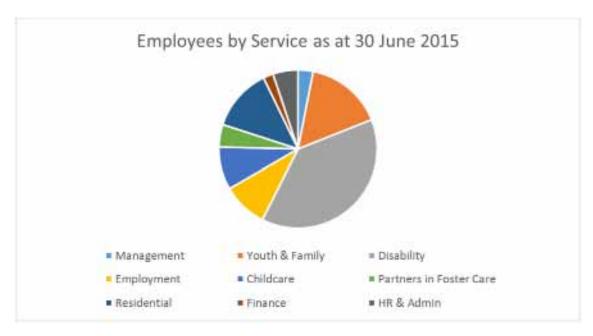
"I am fine and enjoying my time here in Gympie. I just would like to thank you and staff for being part of my growing process. Without my experience working with CTC, I would not be here where I am in this field I have come a long way since working at CTC. I reflected back on my past experiences as a staff member and I shook my head at a lot of things I did and went through, which on most occasions (I think) brought upon myself due to my personal and professional barriers and issues I encountered. I realised that all in all, I was just growing into the person I am today. I thank you all for actually being part of my growing process. I appreciate and value all that CTC has done for me because honestly without my skills and knowledge working for a good organisation (CTC), I would not be a strong, outspoken and supportive individual, I am today. I no longer hide myself away from being a part of a team and engage myself as a team player and as an individual. I now attend lots of community and integrated meetings and I view my opinions (if need be) and I give positive ideas and suggestions. I have a voice now, a voice I never knew existed and I have the ability to utilize this voice of mine and that is because of my past experiences working with CTC. I am still the same person... always still going above and beyond my duties (within my scope of practice of course) and that will never change. I will always help out if my team needs me.. Some things may never change in that respect."

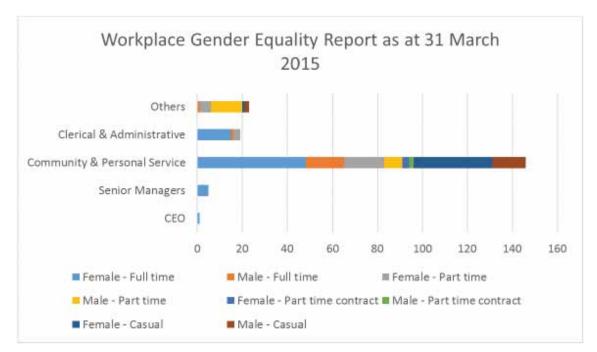
During the year 80 staff left CTC – approximately 30 valued Employment Services staff positions became redundant as our contract with the Federal Government to deliver the Job Services Australia program expired on 30 June and CTC was not contracted to deliver the new jobactive employment services model which was introduced on 1 July 2015. Fortunately (because of their skill set and right attitude), the vast majority of staff leaving CTC Employment Services secured sustainable work with other organisations.

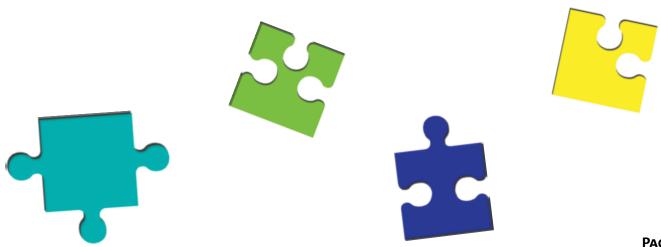
"Hi Barb - It is with great sadness that I write this letter of resignation. I would like to sincerely thank, you and CTC for the immense support and opportunities you have given me over the past 4 years. I have enjoyed assisting CTC in delivering employment services and have worn my name badge with great pride. I consider myself very fortunate to have had the opportunity to be a part of such an amazing team that continually strives to overcome challenges and find opportunities to assist those in our community, and it is thanks to you and your leadership that we have been able to do this so well. You have taught me so much over the past 4 years that has enabled me to grow not only professionally but also personally, and for that I will always be immensely grateful."

Other staff left the organisation for various reasons and resignation letters and exit interviews 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 would like to take this opportunity to say thank you to CTC Youth Services and all of the wonderful staff. CTC is a fantastic company and look after their clients and staff so well. I am very grateful for my employment and training opportunities with CTC in Youth Work and I am sorry to be leaving but Canada is calling...:)" CTC employs 169 staff coming into the next financial year – 70 full time; 53 casual; 43 part time; 3 temporary. We are extremely pleased to count 11 volunteers also coming into the next financial year – they are all extremely valued, and our thanks in particular goes to a number of them who have been with CTC for a while and are very much appreciated at Gumnut Place, the Youth Park and the Youth Hostel.







### **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:

- » Apply First Aid
- » Choosing the Best Legal Structure for Your NFP
- » Jobs Australia CEO Forum
- » Sexualised Behaviours
- » Professional Boundaries Training
- » South Burnett Community Leadership Program
- » Therapeutic Crisis Intervention
- » Assessing Your Business
- » Q Shelter Conference
- » Writing Funding Submissions
- » Youth Support Orientation Workshop
- » Foster & Kinship Care Conference
- » Three Pillars of Transforming Care Train the Trainer
- » FBT 2015
- » Industrial Relations Essentials for Community Sector Employees
- » Regional Housing Workshop
- » Autism Workshop
- » Wide Bay Burnett "How Are the Children Faring" Symposium
- » Manual Handling
- » Teaching Skills to People with Intellectual Disability
- » Bronze Medallion
- » Proactive Business Development Workshop
- » ASIST (Applied Suicide Intervention Skills) Training
- » NDS Conference
- » Key Concepts Communicating with Sign Workshop
- » QHIP Training
- » Out of the Box Wide Bay Burnett Mental Health Conference
- » Mental Health First Aid
- » Cultural Awareness Training
- » Chainsaw Training
- » Qld Indigenous Family Violence Prevention Forum
- » Three Pillars of Transforming Care
- » Facebook for Business
- » Sunsuper Employer Briefing Series 2015
- » Practice Framework Foundation Training for NGOs
- » Supporting Foster Carers Training
- » Trauma-Informed Therapeutic Framework

- » Working with Clients with Complex Barriers
- » Understanding the Effects of Attachment
- » Volunteer Community Adult Literacy Tutoring
- » Member Meeting Toowoomba Families Package
- » Asset Management Workshop
- » Emotional Intelligence
- » Legal Skills for Community Services
- » Behaviour Management
- » Driver Awareness Training
- » LLN Module Address Adult Literacy & Numeracy Skills
- » Food Safety
- » Infection Control
- » Food and Behaviour Workshop
- » 2014 Childcare Conference
- » Personal Protective Series
- » NFSA Conference
- » Sandplay Therapy and Symbol Workshop
- » Diabetes Training
- » Lieing and Stealing
- » NDS Disability at Work Conference 2014
- » Cherbourg Council Cultural Awareness
- » Jobs Australia National Conference
- » Understanding Epilepsy
- » Who's Chatting to your Kids?
- » Direct Safety Workshop
- » Rock and Water Program
- » Child Protection Professional Development
- » Person Centred Thinking
- » NDIS Briefing
- » Winangay Assessment Training
- » Workplace Mental Health Program
- » Accidental Counsellor Training Course 2
- » QCOSS 2014 State Conference
- » Therapeutic Crisis Intervention Train the Trainer
- » No Stone Unturned
- » Medication Training
- » CQ Region Child & Family Reform Update and Implementation Session
- » Resilience Training
- » Test & Tag Training







### **Community Housing and Corporate Services**



After seven years working with CTC Youth Services, I transitioned to backfill the Corporate Services Support Officer position based at HQ. What started as a change of pace and a peek behind the curtain was soon extended with the news that the Youth Connections program, the service that I was fortunate enough to be a part of for so long, was to cease at the end of 2014.

Soon the dipping of my toe into uncharted waters was parlayed into a whole new adventure while still sailing under the CTC banner.

The first part of my new role was to grasp the Community Housing portfolio. Across our region CTC manages and owns a collection of houses and units that are dedicated to both disability and long term housing. The housing feeds into the CTC core ethos to support the wider community at an essential level, while retaining the organisation's focus on supporting and connecting people in need.

My intermediate knowledge around the Community Housing section was soon pressed with the National Regulatory System for Community Housing being rolled out across the state, as part of the changes to the Social and Community sector as a whole. The registration process sent us back to the foundations of the service that we deliver and made us review the path that we wanted our community housing to take.

This was an awesome time to be a part of the HR/Corporate Services team as the size and timeline of the project meant that through a supported front I got to expand my boundaries with the team that I had joined exponentially in a very short amount of time. I came out of this experience with a new understanding around the previously boring "processes and procedures" and a direction that I thought I lacked as a "youth worker hanging out in the administration office".

My first year with Corporate Services has given me a confidence and clarity that I hope will continually lead me on to good things as part of CTC. *Matthew Kenny* 

### **South Burnett Community Leadership Program 2015**

What is leadership? Leadership is a relationship between those who aspire to lead and those who chose to follow.

Kevin Gill, Shelley Grambower and I were given the great opportunity to participate in the 2015 Leadership program. The program was delivered in two sessions of 2 ½ days in February and March. All participants stayed at the beautiful Bunya Mountains and met up daily for training and meals.

There were 21 participants in this year's program from the South Burnett and a couple from out West. The program was run by locals and sponsored by local business including CTC. The main presenter was Pam McAllister from McAllister Leadership. Pam was a great presenter and is very passionate about supporting rural communities to achieve their potential and be prosperous. Pam was also joined by Heather Ellis from Vision 21. Heather was raised locally but now works within Domestic Violence sector in Brisbane. We were also very lucky to have presentations and input from the local rural leader's committee members.



South Burnett Community Leadership Program 2015 Participants

Throughout the program we did many activities that not only helped us to build the skills to be good leaders but to learn about ourselves. All participants gained the knowledge to build their confidence and capabilities. It was also a great opportunity to get to know a group of people from different backgrounds but with similar goals while building new local networks.

Some of the key things that I feel I have gained from this program was not only more confidence but an improved knowledge about myself. I learnt about my personal strengths, my leadership style and my personality. I also feel I learnt a lot about change, how to implement change and an awareness of how chosen and unchosen change affects others in the workplace. There were also some great benefits to the group's discussion around life balance, team work and community development.

There was so much learnt from participating in the program that it is hard to put it on paper. I am sure the other CTC staff that attended are in agreeance with me when I say how privileged I feel to have been given this opportunity and encourage anyone else who gets this opportunity in 2016 to go for it. *Shaun Bliesner* 

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

Each of these programs has been designed with an individual purpose, to target a specified group. We would like to thank and acknowledge the funding bodies that have made these

### programs

Service &	Funded By	Purpose & Client Group		
Program				
Childcare Services				
Community Kids Pre Prep Program	CTC – Service Approval by Queensland Department of Education, Training & Employment	Long Day Care Centre based in Nanango providing a Pre-Prep program delivering a Qld Government Approved Kindergarten Program offering 26 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 26 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		
Community Housing	g Services			
Long Term 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	СТС	A two unit duplex purpose built in Kingaroy for people with disability. Property management and support to ensure ter have accommodation that meets their needs		
Toomey Street	стс	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		
Disability Services				
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, planned and crisis/emergency respite accommodation and learning and skills developme 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 Service</b>	es			
The Gumnut Place	Australian Government Department of Social Services	An Australian Disability Enterprise based in Murgon (which incorporates: 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		
Job Services Australia	Australian Government Department of Employment	Employment Services based in Tin Can Bay, Gympie, Murgon and Kingaroy for unemployed people who are referred by Centrelink		
Labour Hire	СТС	Recruitment service for approved host organisations under labour hire arrangements		
Foster Care Services				
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		

Residential Services		
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
Youth & Community	Services	
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
FUSION Youth Services	Queensland Department of Communities, Child Safety and Disability Services	Support to young people of the South Burnett aged from 12 to 18 years who are in, or at risk of entering the Youth Justice or Child Protection System
Youth Connections	Australian Government Department of Education	Support to young people in the North and South Burnett aged 14 to 18 years to re-engage in education and training
Emergency Relief	Australian Government Department of Social Services, Queensland Department of Communities, Child Safety and Disability Services	Assistance for people or families to overcome/stabilise immediate crisis through the provision of basic needs such as food and transport
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	Queensland Department of Communities, Child Safety and Disability Services	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	Queensland Department of Communities, Child Safety and Disability Services	Supports young people aged between 15 and 21 years who are transitioning from the care of the Department to independence
Care for Carers	On Track Community Programs	A sub-contract to support Aboriginal and/or Torres Strait young people who care for a person with a mental illness
Other Services		
South Burnett Enterprise Centre		Management of the Centre which offers small business, training and conference facilities







### Funded by



Funded by the Australian Government Department of

Social Services

Government

Funded by the Australian Government Department of Employment

Funded by the Australian Government Department of Education





### corporate

### Workplace Health and Safety

The CTC Workplace Health and Safety Committee, which comprises our Health and Safety Coordinator, Health and Safety Representatives from all services and our trained Safety Advisor, continued to meet and monitor safe workplace practices during the year. Our Health and Safety Representatives conducted regular workplace checks and educated staff in workplace health and safety requirements at induction and regularly throughout the year. A number of Workplace Health & Safety documentation reviews saw the team working together as part of our continuous improvement process. A number of staff completed Health and Safety Representative training and relevant workshops.

### Information Technology

During the year we worked with staff and service providers to ensure the most cost effective and efficient use of mobile and computer access. We reviewed our needs as an organisation for the present and future, assessing the way computers and mobile communications increasingly impact on how we operate.

As we move forward we are looking how we can better utilise these resources and continue to meet the growing multimedia trends of our community.

This year our IT Administrator again refurbished a number of CTC computers that were no longer in use and donated them to the Aid for the Blind Computer Club.

### Fleet

The vehicles of CTC have continued to be a huge and valuable resource for our staff in the day to day workings of providing support services to our clients and community over the large geographical area that we cover. All vehicles are well recognised by their CTC personalised plates and hopefully a high standard of driving skills are on display.

### **Finance**

It was another busy year for CTC Financial Services. A large volume of purchase orders and invoices were processed and paid on time to meet our creditor's payment terms. It was a particularly busy time from April to July with the finalising of our Employment Services operations in Kingarov, Murgon, Gympie and Tin Can Bay.

Staff processed income and expenditure for all CTC services with a monthly reconciliation of 15 bank accounts, 10 investments, 5 credit cards and 3 debit cards.

Changes in superannuation compliance brought in the introduction of Superstream.

CTC are compliant for Superstream and we are now in the process of implementing on-line payments paid direct from our payroll system to the clearing house. This process will make payment of super faster and more efficient.

Payroll will also be changing how employees receive their payslips. We are in the process of setting up the payroll system to send payslips direct to staff private email addresses. We hope to have this implemented by the middle of October 2015.

### **Community Events**

### **Child Protection Week 2014**

The 2014 Child Protection Week event commenced with Breakfast BBQs at Proston and Wooroolin State Schools on 9 and 11 September. Proston school had 105 children in attendance and Wooroolin school had 55. Each child was provided with breakfast and a "show bag" including water bottle, frisbee, wally walker, colouring in sheets, pencils, popper and fruit.

The Annual South Burnett Child Protection Week dinner was held at Dusty Hill Winery on 10 September. There were 70 people from the local sector at the dinner and local awards given out. Local guitarist and CTC staff member Lloyd Back volunteered his musical expertise.

Award winners from the evening were:

Leadership: Matthew Armstrong

Joy Kite: Amy Bromley Rookie: Tim Hilton

Chris Boyle held a professional development workshop open to the sector on 11 September on Early Intervention.

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### My First Child Protection Week

5.30am Tuesday, I startle awake to the sound of my alarm. I take some time to remind myself of why I am awake at this absurd hour - "Child Protection is Everyone's Business"- my mood instantly changes to excitement. It's the beginning of Child Protection Week and we're about to kick it off with a morning breakfast barbeque out at Proston State School. Up bright and early and to no surprise it's another gorgeous day in the South Burnett. Shaking off the remaining effects of sleep I eagerly prepare for what should be an entertaining morning to say the least.

As I arrive at work I am greeted by members of our Team, bright eyes and wide smiles bustling about readying the final preparations for the task ahead. We quickly load the van and all pile in discussing a plan of attack around how best to pacify the 100+ hungry mouths and excited little people we are about to face. As we take off down the road I can't help but have the batman theme song run through my mind and feel a sense of pride that I am a part of such a fun-loving and dedicated team.

After a few pit stops, numerous jokes and chatter amongst the team to make up for the silenced radio in the van we finally arrive at Proston State School. Met by members of the South Burnett Child Safety Service Centre, we unload the van with what seems to be a mountain of food and a million goodie bags. Finally, I get my first look at Proston State School. Thriving veggie patches and well-kept gardens are the back drop for our morning, we are greeted by the grounds man who has kindly set up our barbeque and prepared our work stations.

As we set to work buttering loaf after loaf of bread, the enticing smell of sausages start to waft over. I look around to see every member of staff busily ensuring the set-up is perfect and ready to go for when "the hordes arrive". We are warmly greeted by Proston's Principal who makes us feel welcome right before we notice a few curious little eyes starting to peer over brick walls. Then it begins...

Bright happy faces with wide grins and sparkling eyes begin to make their way over to us in small packs that begin to grow in numbers. The children begin to line up in single file to receive their fruit, sausage and sauce and I am once again pleasantly surprised by the beautiful manners that I am greeted with. It's not long before the children discover they also receive a goodie bag that can be decorated with a cartoon drawing of their choice by Matthew Armstrong and another wave of excitement hits.

As the bell rings, the school Principal asks all of the children to sit down in their classes in the parade area. We are met once again with a warm welcome and thank you from the students. The attention is then given to Christelle Withers-Mayne who explains to the children why we are here. After a farewell and a round of applause, the 100+ well fed, happy children who now can identify five safe people in their life, leave for class. We get to work cleaning up and as we depart from Proston State School I again look around and think "job well done team".

It's Wednesday and an air of excitement is humming through the office, we are all preparing for the Child Protection Week Dinner that is being held at Dusty Hill tonight. As the work day winds up we all head off to prepare for the evening, a chance to dress up, relax and celebrate the excellent work that is being done around Child Protection in the South Burnett.

As we arrive at Dusty Hill we are met with gorgeous scenery and a relaxed atmosphere. We enter the room as a team and I am overwhelmed at the vast amount of people inside. I realise then that we are only a small part of who makes up the team that assist with Child Protection in the South Burnett and I once again feel a sense of respect and pride to be a part of such an incredible group.

Dinner and drinks are shared amongst teams and friends as we celebrate the talent, dedication and effort of each and every member that makes up Child Protection in the South Burnett. Laughter and applause echoes throughout the room as the answers to the trivia questionnaire are revealed and the lucky door prizes are drawn before the business of awards and nominations is commenced.

It is now time to recognise industry award nominations for "Rookie of the Year", "Leadership Award", "Joy Kite Award for Exceptional Practice with Families" and the "Recognition Awards" before the winner is announced. An eruption of applause and cheer is met for each nomination and winner as they accept their certificate and award, a proof of the gratitude and respect shared amongst teams and industry members alike. As I leave I reflect on the joyous atmosphere of the evening that can often be so absent when working in an industry such as ours and am grateful for the opportunity to share this moment with colleagues.

Thursday morning, 6.00am, my alarm sounds. With the effects of an early morning, late night and now another early morning I am reminded that no, I am not a morning person. Still, I jump out of bed and prepare myself for another mass of hungry mouths.

Once again I am greeted by my team preparing for the morning ahead. Albeit a little slower this morning we manage to pack up the van and head off to Wooroolin State School. We are met by smiling, chirpy members of the Department and instantly our moods are lifted. We set to work preparing the barbeque and once again buttering copious amounts of bread.

As little faces and big grins start to enter the school grounds our work begins. I find myself handing out sausages and reminding little hands to hold on tight so their sausage doesn't slip where once again I am met with an abundance of "please and thank you". After a few games of handball, rescuing some rogue sticky wall-walkers, plenty of laughs and ink stained hands from drawing I am once more admiring the efforts of teachers. Their ability to efficiently quieten a mass of excited little people still leaves me in awe.

As the final event of Child Protection Week winds down, the students of Wooroolin State School show off their impeccable behaviour with a warm welcome. Jodi Fisher takes centre stage and explains to the children the importance of child protection and identifying five safe adults in the community. She rounded up her speech with a question and answer forum which led to "how do I get my sticky wall-walker down from the roof?" This was the cue that it was time for the kids to head back to class. As happy little kids excitedly skipped off to class, we began to pack up and one more time I thought "job well done team" and so ended my first Child Protection Week. Bring on next year. *Letitia Little* 

1 corporate

### **Out of Home Care Christmas Party**

The out of home care Christmas Party held on 10 December 2014 was a fabulous night. As always at our Christmas party rain threatened but didn't eventuate. As the children and carers started to arrive around 4pm there were activities a plenty and included Karla's Carnival offering opportunities to practice circus tricks, a jumping castle, Drumbeat (a group who provided ten drums and did small group sessions teaching children basic techniques), didgeridoo and dance troop (again offering small group sessions teaching Aboriginal dance techniques) and a game of footy on the oval.

The activities kept all the children engaged while the Kingaroy Lions cooked up a storm and the Mr Whippy Van provided everyone with a cool treat. Dinner was served with absolute precision! The dance troop had taught a group of about ten children some dances. In front of about 200 people the adults and children performed six dances in traditional dress, this was a crowd stopper and left everyone cheering. The cheers continued as Santa arrived in a vintage car with gifts for everyone. As Santa got to share some time and photos with the younger children the footy game kicked off again.

Sadly Santa had to leave but the Nanango singing group lifted the mood immediately finishing off our night with Christmas carols, which led to some younger children showing off their dance skills and others join in the singing.

An awesome night was had by all, I can honestly say I didn't see one injury or tears all night which is outstanding with 130 children in one space for 4.5 hours. Go Partners what a team! *Susan Jerome* 

### **CTC Staff Christmas Party**

CTC held its annual staff Christmas party at the Murgon PCYC Hall. The party was organised by the CTC Team Leaders and was held from 1pm to 4pm. The afternoon kicked off with welcome to country and then the handing out of festive gifts/costumes to the Managers. After a well shared laugh Nina and Janet announced the years of service awards followed by the service STAR awards. Lloyd Back received the Howard Leisemann award.

Connections staff decorated the hall, this ensured that everyone was in the festive spirit as soon as they entered. Soon after being seated staff were asked to take a bauble off the Christmas tree and find the number on it and then go to the table with the corresponding number. This was a little game to get everyone talking and mingling with different CTC sevices.

The main event for the day was the trivia competition and with the food organised by staff at Headquarters, which included delicious treats from the Gumnut Place as well as food platters that they prepared themselves, the afternoon was very enjoyable.

Staff from Community Kids and Nanango Childcare Centre organised a "match the baby picture to the Manager" and "guess how many lollies are in the jar". The games were a success with one winner for the lolly jar guess and several very perceptive staff members able to pick the managers baby pictures all receiving prizes too. *Matthew Kenny* 



Fun and frivolity at the CTC Staff Christmas Party
Tia Poutama, Barb O'Hanlon, Nina Temperton, Janet Champney, Kirsten Firman and Esther Ross

### **Get Some Style**

"Get Some Style" was held on 26 September and what a turn out!

This was the third year an event of this kind has been held; it has gone by other names such as 'Frock Up' (2012) and 'Frock Up & Tie Down' (2013) and with each year the event grows both in numbers of young men and women attending as well as support from the care team and the community.

This year the Partners In Foster Care team were very excited to take on the job of organising the event for those young people aged 15 years and above, and the team was thrilled with the overwhelming positive feedback received.

Four young men and seven young women attended the event and it was great to see them share a lot of laughs, be respectful to one another, give all the different activities a go and to see them all get 'styled up.'

Throughout the day the young people rotated through:

- Hair styling with Alicia Pidgeon and Tori from Alicia's Spa and Hair Worx in Murgon
- Make-up with Tara Piper
- Nails with Melita Ross from Beauty Finesse in Kingaroy
- Professional photos taken by Amy Bromley from the Department

In between all of the above they created a vision board, played card games, listened to music and played charades!

It was a big day. The team would like to thank all of the individuals who volunteered their time and services on the day as the event would not have been possible without their help. *Katrina Manion* 

### **Community Christmas Lunch**

The annual Community Christmas Lunch is designed to provide a way to help people who might be lonely on Christmas Day – for whatever reason – to come together and enjoy some of the spirit of the season. CTC was instrumental in initiating the first Community Christmas Lunch and it has become CTC's tradition to support the small organising committee and to join the many other volunteers who contribute their time on Christmas Eve and Christmas Day to decorate tables, cook the meals, welcome the guests, wait on tables and clean up afterwards.



### **Relay for Life**

Saturday 11 October 3pm it all began for the team of two to walk for the next 18 hours until Sunday 12 October 9am when they completed the last lap. (Of course they did have breaks). This year was not a big team however it was a big team ...at heart, during the period they had CROSB supporters visit to keep them motivated. For 2015 CROSB Crew has an Ambassador Sophie Baker. We welcome any participants for October 2015 or in assisting with the fundraising. *Leanne Sainsbury* 

### Meals on Wheels

CTC staff have been volunteering as drivers and deliverers of meals for the Kingaroy & District Meals on Wheels Services for many years. CTC is rostered once a month on a Friday to deliver meals and we also fill in for other volunteers who are unable to assist on their allocated day. Two staff members from our various services undertake the duties of collecting and delivering the meals from the Meals on Wheels kitchen with a list of client names and a map of where they live. For the next few hours we drive around town and deliver the prepared meals, chat with the clients, collect money and write out receipts for those who pay in cash. CTC is pleased to be able to volunteer our assistance to Meals on Wheels and it is a very rewarding and humbling experience to go into the homes of and meet the appreciative clients who rely on this vital service....Wendy

### **Lorraine Lea Linen Donation**

In November 2014 Lorraine Lea Linen Consultant Ruth Vicary made a donation of 13 pillows to CTC. The pillows were distributed by CTC to those who need and appreciate them most including young people staying at the Youth Hostel and people staying at CROSB House. Thank you Ruth for your generosity.

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

## employment

### Employment Services ....Our history and our future?

June 30, 2015 is not just the end of another busy year for CTC Employment Services but the end of a service as the community has known it.

17 years ago South Burnett CTC were allocated a contract to deliver the all new Job Network following significant changes to the Commonwealth Employment Service (CES). There were public servant job losses throughout CES offices as 3 year Job Network contracts were allocated to hundreds of providers throughout Australia.

From May 1998 to June 2015 we have witnessed the roll out of 6 employment service contracts providing recruitment assistance to thousands of jobseekers and local employers.





We have been successful in keeping a customer first, community focus even though we have had to stretch our service beyond our home base. Each contract has seen various name, logo, service delivery area and guideline changes but CTC Employment Services has been consistent in providing "the right person for the right job" and going the extra mile to assist no matter what the jobseekers' eligibility status.

In 2014/2015 we submitted our tenders for the Job Active and Work for the Dole Coordinator contracts, however we were not successful. This resulted in the closure of 4 CTC offices in Kingaroy, Gympie, Murgon and Tin Can Bay and 30 positions made redundant. The support our community, jobseekers, employers, not for profit organisations and industry colleagues exhibited during this difficult time was amazing! CTC assisted all the employees whose jobs were made redundant with career transition options and assistance to acquire qualifications through recognition of prior learning.

All the CTC Employment Service staff over the past 17 years were passionate about helping others and giving something back to their community and we all hope their experience with our service has been positive and their chosen career path is as rewarding as ours has been.

During the year we provided 4 very successful Work for the Dole Group activities until their closure the week before contract completion.



Community Action Group assisted drought stricken farmers in the Murgon/Byee areas, Tin Can Bay Garden Project – assisting in the preparation of a garden and outdoor classroom for year 3 & 4 students at Tin Can Bay State School and Rainbow Beach State School as well as the South Burnett Work for the Dole Project assisting not for profits such as the Netball Association and the South Burnett Enterprise Centre maintain and beautify their club house, buildings and grounds. We even received a visit from the ABC Gardening Guru, Costa Georgiadis. These projects would not have been as successful without the dedication and commitment of the supervisors.



Letter of Support from Callie Sparling, Acting Principal Tin Can Bay State School says — "With the support of CTC Employment Services, the Work for the Dole participants have played an integral part in developing the Kitchen Garden through their enthusiasm when working with the students and also through the physical labour of constructing the learning space. It is not unusual to see some of the participants dedicating their time on weekends to maintain the Kitchen Garden — they have literally poured their heart and souls into this initiative.

The future of CTC Employment Services for now consists of the continuing expansion of our labour hire services. Our partnership with South Burnett Regional Council and the Peanut Company of Australia to deliver sole recruitment services is continuing to provide employment opportunities for many local jobseekers not receiving assistance through other government

services. During 2014/15 we also made numerous applications to the State Government's Skilling Queenslanders for Work Initiative with success and in 2015/16 we will deliver contracts in Ready for Work, Get Set for Work and Community Skills Traineeships.







We have continued to have a focus on open employment opportunities for people with disabilities and have found the employment service linkages between Labour Hire and our Australian Disability Enterprise The Gumnut Place to be most advantageous to jobseekers wanting to test their capacity and move towards unsupported employment opportunities.











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.

# Wouth & family

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

Youth Support Coordinator (YSC) is funded by and based within a cluster of local state high schools (Murgon, Kingaroy and Nanango) to support students who have a range of barriers to successfully completing Years 10 to 12. With an emphasis on retention and attainment in education and training, the Youth Support Coordinator provides intensive support to students through case management; support to attend industry based camps and delivers activity based programs such as Drumbeat (which promotes teamwork and active listening skills) and Rock and Water (a conflict resolution program). In the 12 months of this report period, Youth Support Coordinator, Lloyd Back supported 189 students across the region.

FUSION Youth Services is funded by the Department of Communities, Child Safety and Disability Services to provide support to young people aged from 12 to 18 years old who need assistance to maintain positive relationships, stop criminal, aggressive or dangerous behaviours or have other barriers to participating in the community.

There are three types of support through FUSION. ACCESS where young people can have short episodes of information, advice, advocacy and referral; SUPPORT and CASE MANAGEMENT where young people participate in a plan and INTEGRATED SUPPORT where a number of different services work with the young person and their family on a plan forward.



The FUSION team has supported:

- » 111 young people through ACCESS
- » 47 young people through SUPPORT and CASE MANAGEMENT
- » 14 young people through INTEGRATED SUPPORT

A number of young people changed their lives being able to access the support they need, where it is quite simplistic, such as accessing employment/schooling/health options or more complicated, setting up a home, building support networks, setting routines to be a successful young mother.

Emergency Relief (ER) is funded through the Federal Department of Social Services and the State Department of Communities, Child Safety and Disability Services. The program provides assistance to people or families to overcome/stabilise immediate crisis through the provision of basic support such as food and transport. Clients include people who are homeless, facing significant poverty or just having a tough period. Over the year we provided emergency relief to 207 people on 389 occasions.

Emergency Relief (ER) is a regular "first contact" service where individuals and families often make contact in times of crisis – either episodic or long term. Through this first contact role, staff provide information, advice and supported referrals to assist individuals/families move from crisis to sustainability through accessing the assistance and support they need. ER has proven to be a valuable first point of contact for people requiring complex support. Often the provision of immediate assistance that leads to the sharing of the individual story can result in longer term and sustainable solutions. In one case, a lady coming for food and telling her story of her and her 3 children living in one room, through the right information, support and advice, left with sustainable housing. In other circumstances, an initial ER contact can lead to supported referrals to domestic violence, drug and alcohol or mental health counsellors. Time and time again, the provision of ER with active listening by staff has led to supports that genuinely make an impact on moving a family from crisis to self-sufficiency. Many families maintain their contact with service providers to whom they are referred and move to a safe, sustainable place as a family in part of a community.

Student Welfare Worker CTC works in partnership with the Nanango State School to deliver a Student Welfare Service funded by the National School Chaplaincy and Student Welfare Program.

Our staff member works at the school every week, providing students with individual and group support to positively engage in school. The Welfare Worker works with individual students to help them succeed in the school environment as well as small groups of students who need support in common areas (often socialisation).

The Youth Connections (YC) program finished nationally on 31 December 2014. Youth Connections provided a valuable and important service working with young people aged 14 to 18 years old to re-engage in education and training. CTC provided support across the South and North Burnett to young people and their families. Many young people received the support they needed to overcome a difficult period and to re-engage with training and education to work towards lifetime goals.

### Reflections on Youth Connections from North Burnett worker Bonnie Trevanion

Youth Connections — CTC Youth Connections North Burnett commenced in February 2010 and I was so fortunate to have landed that position. It has been both a privilege and an honour to have served the North Burnett district on behalf of South Burnett CTC Inc in the manner that I have been able to ever since. My entire 4 years of working the Youth Connections program being employed by South Burnett CTC Inc can be summed up in one statement that happened to have been made by a young man of high school age; a participant in the Mundubbera Youth Mud Army whom I worked alongside during floods that came upon us Australia Day January 2013 and devastated our entire region. Using his words "I don't know about the rest of you but I came out here to give hope back to those that have lost theirs. Who is with me?"

With the support of CTC in this region, we did just that in being able to meet the needs of young people who were experiencing some form of identified disadvantage or barrier to achieving education, life skills or training goals. We were able to do this through training courses, formal education support, meeting financial costs associated with education, health or social or geographic isolation and transportation. We were also able to run regional activities and projects, individual or group sessions associated with self-esteem, personal development or social or community inclusion.

Working from Biggenden to Bancroft and everywhere in between I rest in the knowledge that I truly believe we did what we could with what we were given and we did it well with the support of the strong local and regional partnerships which were formed. I am sad it is now over with the national closure of the Youth Connections Program but I am proud of what we did achieve and to see the remarkable results and outcomes for the approximately 160 young people in the North Burnett, their families and the community that we were able to give a helping hand to along the way. I would like to thank the North Burnett district for embracing this program and what it was able to offer, as it did in conjunction with North Burnett Regional Council, the schools, Government and non-government organisations and all their staff.

I leave in the knowledge that the young people and their families in our community are remarkable, resourceful and astoundingly resilient and I am incredibly humbled and proud to have been a youth and community worker in our region.

The Specialist Homelessness Service (SHS) is funded by the Department of Housing and Public Works to operate a Youth Hostel for young people aged from 16 to 25 years. Youth Hostel clients receive intensive support delivered by Youth Workers while "Lead Tenants" are volunteers who live at the hostel and provide care and supervision. During the year we supported 49 young people and provided 1651 bed nights of accommodation. Staff also provided mobile support to clients to help them maintain their current accommodation or sustain independent accommodation.





Most clients faced complex and multiple barriers (justice, mental health, drug and alcohol addictions etc.) and the majority achieved positive outcomes including securing stable accommodation and long term independence, reunification with children (previously removed) and sustained family relationships. Each story is different; here are two that represent the year:

- » A client was a long term resident of the hostel having two periods of residency. She first came into the hostel as a heavy drug user with significant mental health issues. Over a period of time, with many ups and downs, this young lady stopped using drugs, made more positive friendships, stabilised her mental health and gained and is still maintaining her own accommodation.
- » A young male came into the hostel after significant family breakdown. The family situation could not be mended despite attempts by staff. He was supported to obtain Centrelink payments, attend school and participate in the hostel chores. His physical health was poor and he was supported to doctor appointments. He made positive connections and is now living independently in another region.

### PHaMs (Personal Helpers and Mentors Service)

PHaMs is funded by the Federal Department of Social Services and is delivered in Bundaberg and the North and South Burnett through a consortium of CTC, IMPACT Make Your Mark (Bundaberg) and Graham House. The program provides personal support to clients from 16 years of age who are experiencing mental illness. Support Workers help them to develop relationships and identify opportunities which will assist in building confidence, supporting recovery and reconnecting with the community. Individual Recovery Plans are developed that identify each client's strengths, goals and aspirations, areas where support is needed and any planned activities they wish to undertake (including when and how they are to occur and who is responsible for arranging them). A crisis/care plan is also put in place and referrals and links to other services/agencies are arranged and supported as required.

In the period of this Annual Report, PHaMS supported 66 clients. Of the 66 clients supported this year 37 participants completed their recovery plan, gained employment, re-integrated actively in the community, continued their training and made other great pathways forward.

### Good News Story - Rose

Rose suffers from severe depression and anxiety and was referred to PHaMs in August 2014 by her psychologist. Rose had been a victim of domestic violence ten years previously and had not been able to overcome the mental scars from this violent relationship. Our first meeting with Rose was at her house where she disclosed she had not been able to leave her house for over ten years without suffering from an anxiety attack which led to her returning to the safety of her home as quickly as possible. She further stated 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 and relied on her daughter to do this for her. Rose identified her main goals were to be able to go to a coffee shop and sit and have a cup of coffee and spending time with her grandchildren in their home without suffering an anxiety attack.

The Support Worker started building a positive rapport with Rose 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 Rose revealed she felt that she and her daughter had a very unhealthy relationship, with the daughter inheriting the dominating traits of her father. Rose stated she would like to be able to have a healthy, positive relationship with her daughter and be able to have the strength to stand up for herself. As Rose grew more comfortable with her Support Worker she agreed to go out and look for a coffee shop to meet at next visit. She identified a place where she would feel comfortable and the meetings progressed to the Support Worker collecting Rose and going with her to a quiet coffee shop and sitting and having a coffee.

Each outing saw Rose's confidence grow and her anxiety decrease to the point where she was strong enough to go out by herself and was even able to go shopping alone to purchase a gift for her grandchild. Since the start of Rose's recovery she has wanted to engage with others in the local community and has been regularly attending community cooking classes and has been making many new friends. Rose has been working with her daughter to put in healthy boundaries which has improved her relationship with her daughter and grandchildren.

In October 2014, Rose talked to her Support Worker about attending her son's wedding. She was very apprehensive for fear of having an anxiety attack and also the greater fear of attending the same event as her previous partner. The Support Worker sourced specialist domestic counselling for Rose and attended weekly sessions with her right up until the last week before her son's wedding. Rose not only attended her son's wedding, she was involved in the preliminary arrangements and was included in having her hair and makeup done with the bride and bridesmaids. She was very animated and happy when she returned to tell her Support Worker about the wedding and was proud of her ability to attend until the formalities at the reception were completed. When asked about her ex-partner's presence at the wedding, Rose smiled and stated although there were some periods where she suffered mild anxiety, she was able to cope by using the strategies she learnt at counselling and prided herself in her ability to fully participate and enjoy the wedding.

Rose continues to proactively focus on her recovery journey and is now volunteering at Lifeline, attending cooking classes regularly and undertaking a women's development program. It is at these group activities that Rose relishes her progress and provides inspiration to others by sharing her experiences to show others with similar experiences that recovery is possible.

Next Step In February 2015, CTC was one of five providers across Queensland to receive a contract for After Care Services, now branded "Next Step". We were the only provider to receive funding for a local area, all other providers had one or more regions. We are therefore in a unique position where we can provide support to young people leaving care who we usually know and have an established relationship. It was through this local knowledge that we were the first service to commence with clients.

The Next Step After Care service supports young people after they have left the guardianship of Child Safety. Staff provide support that meets the young person's needs; sometimes it is intensive support to overcome significant barriers such as breaches of the law, homelessness or conflict; sometimes it is around moving forward such as getting work or getting through a hurdle that life has thrown their way; and sometimes it is more "check in" support just to talk about challenges or successes with



someone. As young people are going through a difficult time in their lives where they are setting up homes, getting work, going in and out of relationships, the After Care Service is there to help and support them.

Over the five months of this contract staff have supported 29 young people who have left care.

"Sometimes people who have left care still need a little care".

Young people who have left care can get help a number of ways. They can look at the website http://nextstepaftercare.com.au/, call or text 1800NEXTSTEP or just walk into one of our offices.

Reconnect is an early intervention program for young people aged 12 to 18 years who are connected to the Cherbourg community and are homeless or at risk of homelessness. The program promotes reconnection with family, education and the community. Support includes individual case management and the coordination of activities which promote the development of life and social skills, increase self-esteem and include cultural practices.

Activities this year have included weekly boys' and girls' group programs, a young mothers program, camps, holiday programs and other learning opportunities through experiences that normally would not be readily available to our clients. Clients have also been supported to address individual barriers, including the misuse of volatile substances. Volatile substances include paint, petrol, glue or any other substance that produces a vapour which can be "sniffed" or inhaled.

### **Reconnect Case Study**

A young man self-referred to our service at 12 years of age, initially with issues relating to homelessness and disengagement from education. He was living with his father at the time who had just been sent to prison for nine months leaving him and his brother and sisters homeless. His mother at that stage was unwilling and unable to care for her children due to ongoing alcohol abuse which had also led to homelessness. Reconnect staff supported him to maintain accommodation with his sister who had just turned 18 and recently become a new mother.

The focus then switched to supporting him to maintain school attendance. Attendance at school was sporadic often relating to issues at home which included ongoing domestic violence, drug/alcohol abuse, babysitting duties and the limited availability of clean clothes and food to take to school. These issues soon led to him becoming homeless again. He began living with his grandmother in Cherbourg and again staff supported him to maintain stable accommodation and attendance at school. During the following four years this cycle of homelessness continued and he also began to use drugs and alcohol and get into trouble with the police. Reconnect staff continued to support him to maintain stable accommodation and attend school whilst also providing financial support for clothes, school uniforms, toiletries and food. Staff continued to engage him in positive activities including cultural camps, touch football competitions and school holiday activities.

At 15 years of age he found stable accommodation with his girlfriend's family and was supported to obtain and manage his own Centrelink payments. This brought about other issues such as his family and friends abusing him for money. During this time he also began to commit acts of domestic violence against his 14 year old girlfriend. Staff continued to work with him around maintaining stable accommodation, maintaining school attendance, budgeting and healthy relationships.

In 2014 he moved to a property out of town with a friend's family. At this stage his accommodation was very stable and he was attending school every day. He was able to budget his money and little financial support was provided. He then enrolled in an agriculture program and continued to attend. He stopped drinking alcohol and using drugs, was no longer in trouble with the police and had developed an understanding of domestic violence and healthy relationships. He attended the Reconnect Service on a daily basis and began planning for his future.

His main goal was to get away from Cherbourg. He wanted to move anywhere and desperately wanted to obtain employment in the agricultural industry. He would come in on a daily basis and support staff with anything that needed to be done. This ranged from cleaning vehicles, cooking BBQs or mowing the lawn.

In 2015 during the Christmas holidays his accommodation broke down and he returned to family in Cherbourg. During the next few weeks staff noticed a decrease in his attendance at the Connections office. Staff also became aware that he had started to drink and use drugs again. Staff continued to engage with him and reinforce his set goals and explain that his current behaviour would not assist him to reach these goals.

In January 2015 staff supported him to attend a group interview for a training program in North QLD. He was accepted into the program and stopped drinking or using drugs immediately. During the following two weeks staff supported him to prepare for his upcoming training/employment program.

On 14 February 2015 he was transported to the Brisbane airport to catch his first plane ride to Cairns. He is currently attending a five week training program in a Certificate 2 in Beef Production. Following this program he will be sent to paid employment on mustering camps throughout North QLD and the Northern Territory.

Safe Haven provides support and assistance to families who witness or experience domestic and family violence to develop skills and knowledge to care for their children, increase their capacity to manage and resolve complex issues and provide information regarding parenting issues. Safe Haven consists of two family support workers, a youth worker, a community capacity builder and community patrol workers.

This year, Safe Haven had contact with over 170 clients and recorded over 2200 individual contacts for advice or assistance.

The Safe Haven Patrol has operated on 209 occasions and has made contact with or transported over 4000 young people. The Safe Haven Patrol continues to operate four nights per week from 4:30pm to 1:00am. Patrol staff address issues relating to the safety and well-being of children on the streets of Cherbourg at night. Patrol staff transport children to a safe place when necessary and provide follow-up support where required.



The Safe Haven Community Capacity Builder works in collaboration and partnership with other networks and organisations to build and improve their capacity to provide prevention and intervention activities to children, young people and families who witness or experience domestic and family violence. This has been achieved through regular community workshops and cultural activities. Ongoing support is provided to the Cherbourg Indigenous Corporation Empowerment Men's Group through the provision of skills, knowledge and resources and a partnership has been established with the Department of Corrective Services who have provided 10 community service workers on a weekly basis to develop and maintain significant cultural camps throughout the Wondai Forestry for families to utilise.







Barbara and Les Stewart painted the MERV this year as part of its upgrade

### **Family Programs**

During the Christmas school holiday period Safe Haven in conjunction with Reconnect, Wondin-dee and South Burnett PCYC delivered weekly Family Pool nights to increase positive family engagement and to promote the Safe Haven Service. These evenings were well attended with over 100 clients and their families attending each evening. Pool nights were held at Wondai pool due to the Murgon pool being closed this season. Daily pool activities were also delivered for young people in Cherbourg to reduce the number of young people engaging in volatile substance misuse whilst also encouraging young people not to swim in the river.





### Wondin-dee Indigenous Family Violence Counselling

Service provides counselling and support to develop the strengths of individuals and the community to overcome violence and break the cycle of violence for future generations. Wondin-dee staff work with young people who have witnessed family violence, people affected by violence and people who have committed acts of family violence. Services are delivered utilising a strengths based approach that respectfully empowers individuals, groups and families to identify the positive resources and abilities they possess to assist them deal with their own challenges.

This year Wondin-dee had contact with 122 individuals and has recorded over 1200 individual contacts. Wondin-dee has delivered group activities on a weekly basis to students in Year 2 and 7 at Cherbourg State School focusing on the development of healthy relationships and domestic and family violence awareness. The Grannies Program continued focusing on building a support network for Grandmothers from Cherbourg who have experienced domestic violence in the past and are now trying to support their children and grandchildren who are victims and witnesses of domestic violence. Community activities have also been held in Cherbourg for White Ribbon Day and Domestic and Family Violence Awareness Month.

### Wondin-dee Case Sudy

Julie Blundell started with Wondin-dee as the Counsellor for Child Witnesses of domestic and family violence this year. On Julie's first day at the office she was introduced to a 6 year old boy. As we arrived at his house he was attempting to break a window with a shanghai. A community member came over and removed the shanghai from him, he then started screaming and throwing rocks at his mother. After several minutes we calmed him down and he came for a drive in the car. He started crying stating that his Dad is currently in jail because he hits his Mum and he really missed his father despite witnessing this violence on a regular basis. He continued to explain that his Dad hits his Mum with a hammer and that he tries to stop his Dad however his Dad won't listen to him.

Upon further investigation we found out that this child had not been to school for 4 months and that he was constantly suspended from his previous school in Brisbane because of his aggressive behaviour in the classroom.

Julie started to work with this him on a daily basis. Picking him up at 9am and bringing him back to Connections. Julie supported him to do school work, slightly challenging his behaviour more and more every day teaching him to regulate his own behaviour when he is upset or frustrated. This continued over the next four weeks as Julie supported his mother to enrol him in a local school.

Julie then supported him to attend school starting for an hour a day and building on the amount of time he spent in the classroom. He is now completing full days at school and has learnt to regulate his behaviour with no major incidents.

His mother came into Connections this week to tell staff how much Julie has done for her son and her family stating that her son is now a completely different boy. She stated that she used to be scared of her son because of his aggressive behaviour and that she has not witnessed this behaviour since Julie has been involved, referring to Julie as being better than the Super Nanny.

### Into the Deep End: My First Six Weeks

With a background as a country wife /mother living on a sheep and cattle property and a part time driving instructor my life took a most unexpected turn.

Seven years on, I am now minus a husband... but the proud holder of a degree in counselling, two years' experience in mental health support for Lifeline Darling Downs and one year as team leader in in a community recovery program in the North Burnett.

My new role as a children's counsellor with the Wondin-Dee team started with much enthusiasm but also with trepidation and significant concern that as a white woman I had no right to be going into an Aboriginal community hoping to make positive changes to people lives, no matter how well intentioned.

Luckily my first week started by a flight to Mackay to attend the Queensland Indigenous Family Violence Prevention Forum and two days of training with the Secretariat of National Aboriginal and Islander Child Care (SNAICC). This provided me a great opportunity to get to know my team members and also to meet other workers from across the regions. What a marvellous event this was. However, after day one I once again felt riddled with self-doubt and very concerned by my lack of experience in the field and by the other conference attendees' knowledge of theory and practice.

Day two I relaxed and had a wonderful time learning, listening and sharing experiences. I was still way out of my comfort zone; but I reasoned that it is the best way to learn. By the end of the four days I came away having met some very inspiring people and feeling hopeful that I would be a positive contributor to the team. I remembered some words of wisdom I had received from an inspirational workshop held by David Epston (co-developer with Michael White of Narrative Therapy); "when you want to hear a person's story, go slowly and always be 'respectfully curious'.

So that is what I have done, or tried my best to always do. I am finding my new role hugely enjoyable. I have heard some desperately sad stories but am constantly in awe of the resilience of the adults and children I have met, and to top it all off, I am aware of how fortunate I am to be part of a very supportive team at CTC Murgon Youth Services. *Julie Blundell* 

### **Team Leader Reflections**

I have the very challenging but rewarding role of being the Connections Office Manager and Team Leader of the Safe Haven Program. I get great satisfaction from being a leader and helping people in need. In my Office Manager role I keep the finances, paperwork and assets in line so that the Support Workers have more time to service our clients to a high standard. My role as the Safe Haven Team Leader also gives me the same great fulfilment. I get the great job of leading, mentoring and supporting the team of Support Workers to deliver a quality service to our clients and also get regular opportunities to get out into the community when the need arises. I love my job and the support of the CTC Management team. I believe I will be with CTC for a long time. My heart is with CTC and I plan to not only grow with the organisation but grow old with CTC. Some days I feel like I am growing old quicker than I should be but wouldn't have it any other way. *Shaun Bliesner* 

CTC builds the capacity of the local community through the ongoing support and development of staff who will be the future leaders of our community. *Stacey Taylor* 

I had a client, who was aged in his early thirties. He was an offender of Domestic Violence and had spent many years in various prisons, because of many illegal activities. But most of his imprisonment was because of the violence towards his partners and families.

This young man was referred to me because of these incidents and it was court ordered and part of his probation and parole requirements. It took me three or four visits to make contact with this person and when I did, he said he didn't want to talk to me. But I returned and he did work with me.

This young man now has self- employed himself with a friend and are selling art that they both create. He spends as much time with his partner's children, as he can. Helping to coach them in various sporting activities and is also participating in sport to keep himself occupied.

His partner has stated that he has become a wonderful and caring man that is taking on the fatherly responsibilities of a loving family. She said that she had her doubts, and had some fearful incidents. That rang alarm bells, as she had several previous violent relationships. This she thought would just be another.

But through the CTC Wondin-dee program, this young man has made some direct and lasting acknowledgement and changes to his old behaviour patterns. With this he has earned the respect of a family that loves him and will support him without fear.

His last words that he spoke to me in front of his partner was- "It is so good to be treated as a strong man and not as a feared man".

This is why I work for CTC and I do what I do. Because I have seen women and children die because they could not access the appropriate services, and if I can make a difference in somebody's life, I'll do it all over again without hesitation. *Les Stewart* 



### CTC Residential Services deliver programs under contract with the Department of Communities, Child Safety and Disability Services (Child Safety):

- » A contract to provide a 24 hour/7 day per week residential facility for up to 4 young people, 12 to 18 years of age with complex needs FIAR (Fostering Independence and Resilience) House
- » Temporary 24/7 residential facilities which are negotiated as required and where the ages of the children may be much younger
- » Fee for service funding for children in care with one on one support at school, in their home or in the community Individual Client Support

FIAR House is a constantly changing environment. Staff work to make this a home environment for four young people who are in the house for a short to medium term. Clients are supported to be as any young person in the community, attending school, playing sport and pursuing their interests. There are times that this can be difficult for these young people; they have moved home, often moved community, met new people and have their individual story which has led to their placement in FIAR. This can mean that what is often a normal and exciting time for young people can be more challenging with young people from FIAR trying to fit in, learn the rules of their new environment while overcoming their own challenges. Clients are supported actively by staff who help them in every aspect of their daily life whether cooking, cleaning, watching their sport game, picking them up, meeting their friends and helping them move forward.

The service works actively with Child Safety, with family and all other stakeholders to enable pathways for the clients. These pathways are actively pursued to ensure that clients can return to a family member or a family type home or if they are older, successfully move onto independent living. As part of this work on pathways, we adopt a trauma informed model and commit significant resources to staff training and development. Staff are well trained in understanding trauma and helping young people through crisis but also teach the practical skills such as cooking, cleaning and working as a team. Clients who are 16 or older are helped get their driver's license and supported to gain their driving hours.

This year 12 young people were in FIAR at different periods. Nine left- four returned home, two moved to independent living, two had a change of placement and one self-placed.

Buckingham House has capacity for four children and operates as a normal family house as much as possible, giving children who have been exposed to trauma the chance to experience the world in a normal way. Children are supported to attend school, play sports, build healthy relationships, resolve issues, play with friends and visit family. They get to go on day trips and camps to explore and experience their world. Children are supported to manage their emotions and to make choices and show behaviours that are expected in the wider community. We have provided safety and support to seven children throughout this year. These have been younger children requiring a lot of emotional support. Staff support these children to connect with their family and this has even involved three visits to North Queensland as one child was getting to know his family towards moving back with them. Two children left Buckingham for a family placement, two others are likely to within 2015.

### **Farm**

We worked with a local landholder and the Department of Communities, Child Safety and Disability Services this year to support one client through a solo placement on a farm. This young man had the opportunity to develop his skills whilst removing temptations readily available in town and often leading to poor choices. Through this period he developed as a very competent horseman and stockman. He has since returned home.

### **Individual Client Support**

From time to time, Residential Services are requested to deliver individual one on one support to children/young people. These referrals come from Child Safety, Partners in Foster Care or schools. This work is diverse and can range from in-school support to providing activities for children who have limited opportunities.

Residential Services can be a difficult job with high expectations on what we hope to achieve. Staff can encounter difficult community relations when children do not always behave appropriately in the community while in their care. Staff work on a rotating roster supported by Team Leaders who work on a week on, week off rotation. We provide support every hour of every day of the year.

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

### disability

### Community Respite Options South Burnett (CROSB)

Community Respite Options South Burnett (CROSB) has been operating since 2002, starting from a group of people advocating for a local service to support the needs of a family member living with a disability. Over this time, the service has grown significantly, currently supporting 76 clients.

CROSB is a support service working with each client and their families to plan for the future and to set and achieve their goals. CROSB works as flexibly as possible with each person so that they can receive the support that they genuinely need and want within the limitations of funding.

Funding is provided by the Department of Communities, Child Safety and Disability Services with other sources of funding accessed from time to time. Services can also be purchased privately. Our clients are aged from birth to 65 years and responding to their diverse needs has created the broad range of services we provide including in home accommodation support, community access, social engagement, planned and emergency respite accommodation either in home or at CROSB House and learning and skills development. The list of day to day activities that staff support our clients to do is unlimited but includes shopping, cooking, attending social events, assisting with medical issues or daily care tasks- we do whatever is needed- large or small – to support our clients to enhance their lives and become the best and strongest person they can and want to be.

### **Group night**

CROSB combined group nights run once a month for both CROSB clients and the broader community. This group gets together every January and plans the social activities for the year. Planning night is a great time of ideas and identifying ways that that participants can be supportive to each other as a group. In the last few years we have seen this group grow and become not only a fun and social night out, but a group of great friends and people who want to help each other out and build lasting relationships.

The group currently is expanding at such a rapid rate that we are going to have to start looking at how we are going to keep running with so many people. The last meeting was so well attended that we could barely fit into the Enterprise Centre. This shows how important it is that community members with disabilities have access to ongoing social opportunities, especially for young people. At the moment there are very few activities happening across the community that give our younger members the opportunity to meet on a regular basis.

Group night also allows our staff and volunteers to join with our clients in an environment of celebration, friendship and sometimes competition. Unfortunately, some of the staff members are still feeling the sting of embarrassment from when some of our group members trounced them in a bowling competition- even with a fair amount of cheating from the staff...!!!

CROSB is proud to be associated with our clients. Without exception, our clients are amazing people who do amazing things often unseen. Here is one of their stories:



I started building the garden at CTC Youth Park in January 2015 and I was not sure how long it would take with the planning and how much sweat I would have to endure.

I put my support workers to work nothing being too much trouble for them and we had it done in record time – seven months to be exact.

I hope the community enjoys the time and effort I have put into this project and thank you for this opportunity – Jacob

### Why working at CROSB disability services is important to me...

As the Service Coordinator I often feel privileged to be part of the lives of many CROSB families- not only during the hard times but also being part of the most rewarding times people experience too. Only a few days ago I had a parent call to say thanks for the ongoing support and commitment of CROSB and its Support Workers in being a guide in their son's development into being the responsible young man he is today. A young person called to let us know that they don't need support on shopping days any longer as they feel confident to do it on they own now. Another young person has struck out alone, into his own accommodation, after years of believing that it just wasn't possible. It's these life events that we get to share. These experiences reiterate the commitment and dedication that CROSB Support Workers bring to their roles. Staff ensure that the people they support are not only reaching but exceeding their goals, developing the confidence to live independently and being part of their community. CROSB staff are always looking at creative and innovative ways to better support their clients and families and are continually seeking additional training to ensure they do the best they can. It is these wonderful Support Workers who are the face of CROSB and they do incredible jobs every day.

A large part of my job is to help people develop plans from their dreams and goals- to envisage how they would like their life to look like and how we can we support them to achieve that life. This is a powerful process, looking with them at the big picture of 'what could my life look like?' and 'how can it be more than it is now?' From these plans real change and inspiration emerges as individuals embrace life changes and new experiences. This has been a real influence in both the way I approach my own life and work. *Tracie Armstrong* 

### **Gumnut Place**

### Local people with the ability to produce quality products

Our year commenced with the completion of the Heat Treatment Plant after many months of construction.

The new Heat Treatment Plant came all the way from Germany. The plant was partially funded by Tarong Community Development Fund and has been used to prepare our pallets for export. The process or charge as it is known, takes 5 hours from start to finish. A full load treats 880 pallets and we conduct this process every fortnight.

The Gumnut Place team's focus this year was to promote each business division's ability to produce quality products for local customers, while expanding the employment and training opportunities of our Supported Employees. Getting our name out there has been crucial and as a result our year has been crammed packed with events and amazing achievements. We even gave Gumnut Place a bit of a face lift, with a new fence and some new gardens.





### 13 September 2014 - Orana Market Day



Gumnut Place had a stall filled with cakes, slices and biscuits. The weather was brilliant and most of the stock was sold by 9.30am. Brochures were handed out and patrons learnt of the benefits that Gumnut Place brings to the community.

18 September 2014 – Disability Action Week Celebration

As a celebration of Disability Action Week and in recognition of the tremendous efforts that our Supported Employees put in on a daily basis, a lunch time BBQ for staff, family and carers was held at Gumnut Place. There were over 40 people in attendance.

### 25 October 2014 - Garage Sale Trail

Gumnut Place hosted the Garage Sale Trail and we raised over \$700!



### 27 November 2014 - Stanwell Community Information Meeting

Over 50 guests including Stanwell Dignitaries, South Burnett Employers, Not for Profit Groups and Gumnut Place Staff attended the Stanwell Community Information meeting held at 8.45am on 27 November 2014. Gumnut Place provided morning tea and Stanwell Corporation briefed all in attendance on the updated status of the Power Station. Kevin Gill the Gumnut Place Team Leader then gave everyone a guided tour of the Australian Disability Enterprise, including extensive information about the workings of their new Heat Treatment Plant, pictured in the background.



Back L-R: Robert Spicer, Supported Employee; Phillip Marten, Supported Employee; Kevin Gill, Gumnut Place Team Leader; Lee Powell, Supported Employee. Front L-R Dennis Franklin, Site Manager – Tarong Power Station; Rob Woodall, Operations Manager – Tarong Power Station; Barb O'Hanlon, Employment Services Manager; Nina Temperton, CEO; Phil David, Acting Executive General Manager Production Operations; Keith Somerfield, Supported Employee.

### 6 December 2014 - Disability Art Show

Sophie was voted the winner of the "People's Choice" Award at the 7th Annual Disability Art Show on 6 December 2014 at the Kingaroy Art Gallery. The launch of the Art Show was officiated by the Member for Nanango, Deb Frecklington and the South Burnett Regional Council Mayor, Wayne Kratzmann. There were lots of compliments on the quality and the variety of local art.







### 11 December 2014 - End of Year Fun Day

To celebrate the end of another successful calendar year we had a "Fun Day" at Gumnut Place with no work allowed! The day included board games, movies, patty cake decorating competition, "Best Of" Awards and an amazing lunch with Supported Employees' families.

### 14 March 2015 - Wine and Food in the Park

The Gumnut Place had a huge day at the Wine & Food Festival selling our Asian Pork Balls with Dipping Sauce made from local pork mince supplied by Ryans Butchery Wondai. We sold 1200 pork balls from 11am- 7.00pm and made \$1369.00. We had many compliments on a great product and exceptional presentation.

### 31 May 2015 - Goomeri Pumpkin Festival

\$800 worth of product sold on the day.

**To cap off a sensational** 2014 / 2015, Gumnut Place received an invitation to apply for funding for the Australian Disability Enterprises – Disability Employment Assistance Program for the next 3 years. This was received with much excitement! The end of the year also saw the preparation for the next scheduled accreditation audit on 1 July 2015 after the previous successful audit in August 2014.

There is an amazing amount of change sweeping through the Disability Services Sector with the scheduled roll out of the NDIS in 2016. Everyone at Gumnut Place is working towards gaining as much knowledge as possible about these changes so we can be the ADE of choice as we move towards the new world.

A special thank you to our hard working volunteers – Les, Jennifer, Gary, Jodene and Grant!



More than just good business





families, providing a safe and caring place to call home.

Foster and kinship

children into their

carers welcome foster

toster care

Through two contracts with the Department of Communities, Child Safety and Disability Services (the Department), Partners in Foster Care (PIFC) recruits, trains, assesses and supports foster carers across the South Burnett.

### We are licensed to provide 145 placements for children/young people under protection orders, with a further 6 places for vulnerable children with extreme and complex needs.

The PIFC Foster and Kinship program supports Department approved carers of children/young people aged from birth to 17 years who have moderate to high support needs.

The Intensive Foster Care Program supports 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.

The training and support provided to carers by PIFC is specifically implemented to assist each carer to meet the individual needs of each child/young person in their care.

### There are 70 dedicated, loving families in the South Burnett who open their homes to children/young people in need of care.

I am in my fifth year with Partners in Foster Care and during this time I am inspired by the commitment of volunteer carer families in the South Burnett who open their hearts, their families and homes to provide love, care and safety for children and young people who have experienced abuse, neglect or family dysfunction. Carers are on standby when children are removed from their family (by other authorised agencies) and brought to their homes. Not only do they give the practical care needs for children i.e. a warm bath, clean clothes, a hearty meal and a cosy bed, just as importantly it is their emotional warmth and kindness when a new child arrives, their ability to listen without judgement, validate the child's feelings and provide reassurance and guidance when they are feeling out of control that is so important for the child. Carers love children like their own, support children to navigate their relationships with family and if it doesn't work out, provide a home for them for as long as they need this. They assist children to heal their trauma even at times when this becomes very difficult to understand or cope with. They celebrate the child's achievements and mourn their losses; they assist to plan for their futures not knowing how long they will have the child in their care. Carers grieve the loss of a child returning home, hoping and praying that they will be alright. I hear many sad stories about children's experiences however my heart lights up when I hear of selfless acts of love and kindness that carers daily show children in their care. It is their care and children's healing that fires the passion in me to keep children safe....Tia





Foster and Kinship Carer Week was celebrated in the first week of March with a luncheon at Dusty Hill Winery. It was excellent to see the number of carers present to share a meal, soak up the atmosphere and receive acknowledgements of their ongoing dedication and commitment to so many vulnerable children and young people in our community. The messages of gratitude and appreciation were extended to all Foster and Kinship Carers in the South Burnett, thanking them for opening their hearts, lives and homes to children and young people and their patience and the warm relationships built that will help to shape a better future for children in care.

Our praises went out to Lashonda Watcho who opened the event with a beautiful and articulate speech about her experiences of coming into care, the strength and dedication of her grandmother Ida in bringing her siblings together as a family again and the recognition to all the wonderful carers in the South Burnett who provide care to kids who for many reasons come into care.

Guests from the Central Queensland office in Rockhampton, Leanne Black- Acting Regional Director and Maureen Ervine - Aboriginal and Torres Strait Island Practice Leader and Matthew Armstrong in his new role of Central Queensland Region Senior Practice Leader joined to honour and celebrate carers in this region. They were impressed with the qualities and strengths they heard about each and every carer in the South Burnett acknowledged on the day. Leanne and Maureen assisted to hand out Certificates of Acknowledgement of the dedication and commitment of all Foster and Kinship Carers.

Departmental and Partners staff nominated carers under three categories. The winners were:

- W Keeping Connections Award Martin and Bev Swift
- 🖔 Extra Mile Award Naomi Beresford
- Through Thick and Thin Award Robin and Monique Milne

Every carer deserved to be recognised for what they have done throughout the year. The awards presented were not to say that any carer is better than others but is simply a way of saying we have noticed your special effort and challenges this year and we want you to have your time in the sunlight, you deserve it.

Two couples who had been a significant part of the South Burnett Foster Care Community were farewelled at the luncheon. Tricia Smith read out acknowledgements to Lorraine and Luigi Alizzi and Robyn and Jim Brownlee.



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

Child care

### CTC Childcare Services offer early childhood education and care for children aged from six weeks up to and including school age through two premises based in Nanango.

We initially became involved in Childcare by opening Community Kids in response to a suggestion from a government agency as a means to improve and increase access to quality early learning opportunities for children and early intervention/prevention of family "issues" in the Nanango area.

Through the later purchase of the Nanango Childcare Centre we effectively doubled the number of places available for parents at a time when unexpected changes in the labour market, increased wage costs and big changes to the Early Childhood Learning Framework regulations affected all providers.

These changes plus the need to extensively modernise and refurbish the Nanango Childcare Centre put a lot of pressure on us financially and posed many challenges for staff and management alike. Of course we faced and met those challenges with our usual determination and commitment.

### **Community Kids**

A Long Day Care Centre which provides a Pre-Prep program delivering a Queensland Government Approved Kindergarten Program for 26 placements aged from 3 to 5 years. Our Before and After School and Vacation Care Program is also delivered from Community Kids with 26 placements from Prep to 12 years.

### Nanango Childcare Centre

Provides Long Day Care for children aged from 6 weeks to 4 years. With qualified experienced staff this service is licensed to care for 34 children.

### **Cancer Council Sun Smart grant**

In April we were approved for a part grant of \$2998 from the Cancer Council Sun Smart grant scheme to erect a 12.5 meter by 6 meter shade sail at Community Kids. This has been a great addition to the centre, providing much needed shade.



### Say G'day to Jay, Kindy concert

In May 2015, Kingaroy was one of the venues selected to be part of the "Kindy Counts Road Show." This was a massive win for the South Burnett Community. Jay Laga'aia an ambassador for Kindy Counts, performed a free Kindy concert offering 1000 tickets. It gave families, childcare centres, kindergartens etc the opportunity to attend the concert which campaigned the important message that "Kindy does count." Twenty-seven children and 13 staff/adult volunteers travelled from Community Kids, to the Kingaroy Town Hall for the event. Once there the children were involved with pre-concert activities and were then entertained by Jay Laga'aia for an hour of singing, dancing and storytelling.

### Graduation

On 2 December 2014 the Pre Prep program run from Community Kids had their second group of children graduate prepared to start "big" school in 2015. The Pre Prep program has run for two full years now with some of this group starting the program last year. The kindy approved program is implemented by a qualified teacher who works to prepare children to start school, holistically planning for their development and educational needs. The program includes both individual and group activities that scaffold children's learning in physical, social, emotional and cognitive development.

Our young graduates had parents, grandparents, aunts and uncles attend to watch them show off their singing talents then receive their certificates of graduation, presented by Miss Rhonda. Families share stories over morning tea after the ceremony, many parents sad knowing it was the end of the childcare stage whilst the children are excited about the future of their new world at school.

### **Christmas Party**

The Childcare Christmas Party was held on 5 December 2014. The storms were brewing and the staff nervous about the hovering rain clouds but the show must go on. The evening began with a BBQ dinner, Karla's Carnival provided opportunity for the children to practise circus tricks whilst the parents relaxed and mingled. As a special treat for dessert a Mr Whippy van parked right in our playground giving out "free" ice cream cones yum!

Then who should arrive but Santa with the jingle of bells and the squeals of delight at the gifts he had for one and all, everyone ended the night tired, content and very happy. The storm hit half hour after the party finished.. Now that's planning!

### **Nanango Show**

CTC Childcare Services were given the opportunity to be part of the educational sector at the Nanango Show. The show's theme this year was "Celebrating 100 years of ANZAC." Across the centres the children created pieces of art work that represented the ANZACs. Being part of this event gave the children a sense of community and exposure to what ANZAC day is truly about.



### Nanango Child Care Centre QIP Audit

On 8 and 9 December 2014 Nanango Childcare Centre went through a quality assurance audit visit. This was a planned visit by the Department of Education and Training which gives us the opportunity to review policies, procedures and practice. The auditor spent two days at the service observing routines, reading policies and interviewing staff. During the first day we had a blackout during a thunder storm and the second day brought a hail storm so not really ideal conditions to show off our outdoor programs. Whilst there was feedback of improvements that could be made and these are being taken on board, the most significant comment the auditor made was "you can see immediately that the relationships between staff and children are solid and trusting". As an adult who cares for children regularly in many different circumstances I couldn't be more proud of that comment. I believe relationships are the foundation to everything we do and knowing we have strong bonds with these children means the opportunities for learning are endless.





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.

### **SINO**

### Long Term Housing

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

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. We contacted tenants who were not meeting their rental payments and in most cases were able to negotiate plans to suit their individual circumstances.

Changes to the Queensland Community Housing system will impact on the way we operate. During the year we submitted our application for the registration process to the Queensland Registrar for the National Regulatory System for Community Housing (NRSCH). The aim of the NRSCH is to ensure housing providers meet an acceptable level of service, one that benefits tenants accessing housing and lays foundation assurances for any further expansion in the housing organisation's portfolio. This process will continue into the 20115 / 2016 financial year.

The process for registration includes an internal audit of our policies and procedures that impact or govern our quality of service and continuous improvement in community housing.

### **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 continued to rent the second unit this year to one of our staff and her husband who lend a friendly hand to the young men through our 'Good Neighbour' program. As in previous years, CTC acknowledged the tenants' 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.



For a number of years we have been working with Heritage Nanango Community Funding Ltd (HNCF) to progress "Heritage Lodge", ie construct up to 6 accessible duplexes in Nanango to replicate our successful "Good Neighbours" initiative "Simmo's Place".

This project also relies on the support of South Burnett Regional Council for essential infrastructure and road access. The project has continued with a stage one completion date stated for February 2016 and expressions of interest for Good Neighbours and tenants have been forwarded to the community, with a focus on the old Nanango Shire region as a focus as per the agreement with HNCF.

### 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 early 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.

We are fortunate in being able to access Work for the Dole projects for some of the bigger maintenance and gardening jobs while CTC's staff look after the regular mowing and upkeep.

### **FEEDBACK FORM**



We value your feedback as we continuously aim to better meet the expectations of our readers, key stakeholders and most importantly, our community.

Full Name:				
Organisation:				
Contact Telephone:				
Email:				
How do you rate CTC's overall performance for the year?	☐ Excellent	Good	☐ Okay	☐ Not a lot
Please rate the following elements of our report:				
Has our annual report increased your understanding of our services and our performance throughout the year?	☐ Greatly	☐ Somewhat	☐ A Little	☐ Not a lot
Quality/Interest of information provided:	$\square$ Excellent	$\square$ Good	Okay	$\square$ Not a lot
Layout, presentation and design:	☐ Excellent	Good	Okay	☐ Not a lot
How do you think we could improve our report?				
Your comments:				

Please mail this form to: South Burnett CTC Inc

**Attention: Corporate Services** 

PO Box 490 Kingaroy Q 4610

or **email** your comments to: enquiries@sbctc.com.au or **fax** your comments to: (07) 4162 9097

We thank you for your feedback.













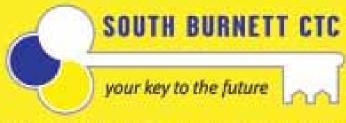












On behalf of the Board, Senior Management Team, staff, volunteers and our very many clients we would like to take this opportunity to thank and acknowledge the generosity of our funding bodies, supporters and collaborators.

CTC-working for our community