



South Burnett CTC Inc

Annual Report 2017-2018

Welcome to South Burnett CTC Inc's (CTC) 2017-2018 Annual Report

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



Our Vision

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

Our Mission

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

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

Our Values

Commitment to our Community

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

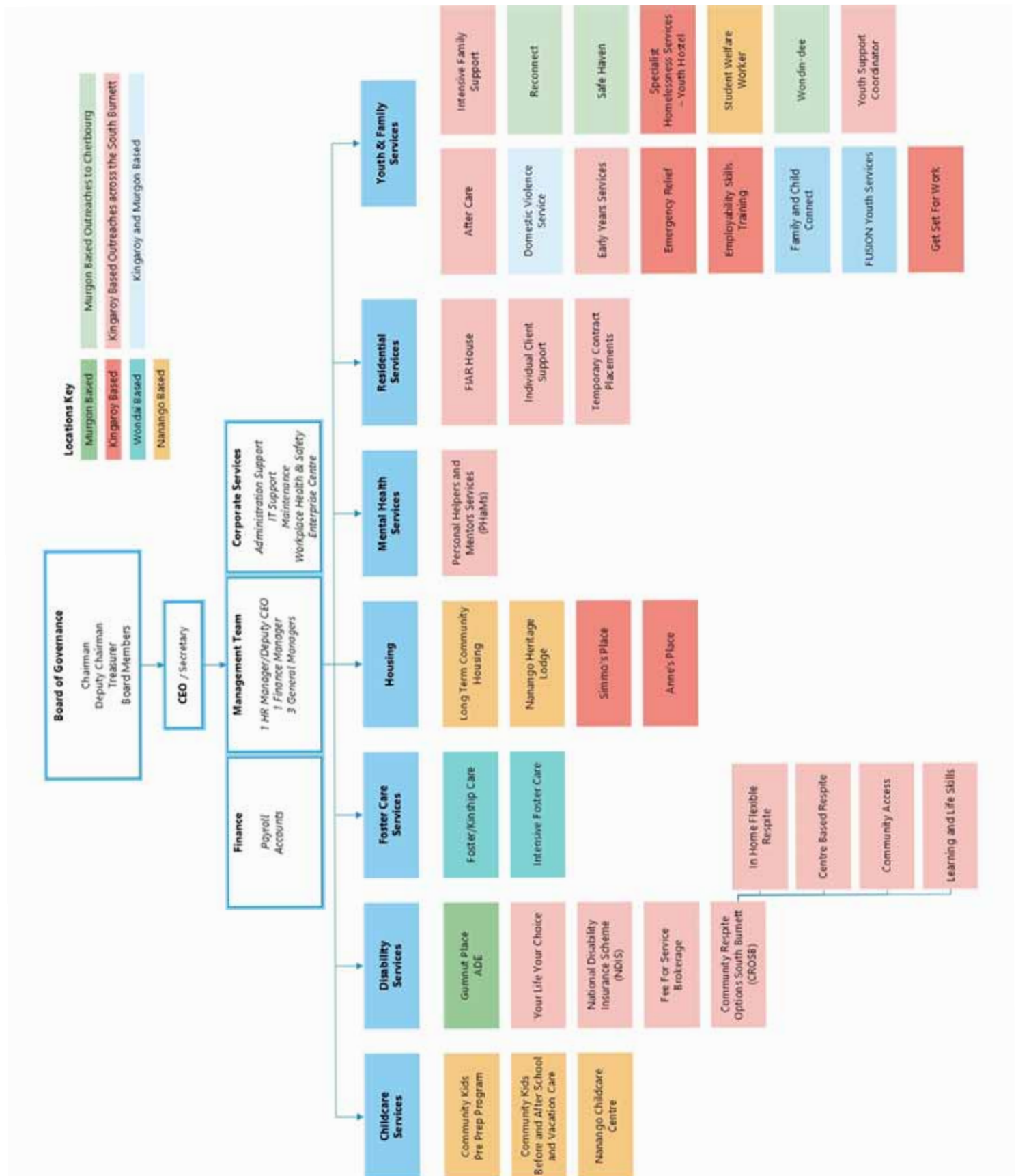
Commitment to our Staff

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

Commitment to our Organisation

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

Organisational Chart



Our Programs

Service & Program	Funded By	Purpose & Client Group
Childcare Services		
Community Kids Pre Prep Program	CTC – Service Approval by Queensland Department of Education and Training	Long Day Care Centre based in Nanango providing a Pre-Prep program delivering a Qld Government Approved Kindergarten Program offering 22 places for ages 3 to 5 years
Community Kids Before and After School and Vacation Care	As above	Before/after school and vacation care in Nanango offering 30 places for ages Prep to 12 years
Nanango Childcare Centre	As above	Long Day Care in Nanango for children aged from 6 weeks to 4 years
Disability Services		
CROSB (Community Respite Options South Burnett)	Queensland Department of Communities, Disability Services and Seniors	In and out of home accommodation support, community access, social engagement, respite accommodation and learning and skills development for people with a disability in the South Burnett, aged from birth to 65 years
CROSB House	As above	A place of respite in Kingaroy for people with a disability to relax and take some supported time out. Provides planned and crisis/emergency respite
Your Life Your Choice	As above	Self-directed support enabling people with a disability and their families to have choice and control over the disability supports and services they purchase to achieve positive outcomes in their lives
Fee for Service	Fraser Coast Family Networks Spinal Injuries Australia Ltd Commonwealth Respite and Carelink Centre 121 Care Inc NIIS	Community access, personal support, learning and life skills, in-home accommodation support, respite and emergency respite for people with a disability
The Gumnut Place	Australian Government Department of Social Services	A Disability Enterprise based in Murgon (incorporating a wood workshop; commercial kitchen; commercial laundry; trophy, engraving and badge making service and a secure document destruction service) which provides meaningful supported employment for 20 people with a disability. Supported Employees are also assisted to transition into Open Employment
NDIS (National Disability Insurance Scheme)	Australian Government Department of Social Services	CTC holds a Certificate of Registration with the National Disability Insurance Agency to provide a comprehensive suite of supports under the NDIS
Foster Care Services		
Foster and Kinship Care	Queensland Department of Child Safety, Youth and Women	The recruitment, training, assessment and support of Foster Carers across the South Burnett who have or are seeking Department approval to care for children/young people aged from birth to 17 years who have moderate to high support needs
Intensive Foster Care	As above	Support of six children/young people aged from birth to 17 years who have complex or extreme support needs and are being cared for by Department approved Foster or Kinship carers within the South Burnett

Housing Services		
Long Term Housing	Queensland Department of Housing and Public Works	Property management of six long terms housing flats in Nanango
Simmo's Place	CTC and the Simmons Family	Support and property management for two people with a disability to live independently in Kingaroy through a Good Neighbour arrangement
Thorn Street Duplex	CTC (initial infrastructure cost supported by capital grant from Queensland Government and South Burnett Regional Council)	Two purpose built units in Kingaroy for people with a disability. Property management and support to ensure tenants have accommodation that meets their needs
Anne's Place	CTC	A long term lease of a property in Kingaroy, used for short to medium term accommodation transitions as well as an alternative supported accommodation option for relevant CTC services where all other options have been exhausted
Heritage Lodge	CTC (initial infrastructure cost supported by Heritage Community Funding Ltd, Queensland Government and South Burnett Regional Council)	A four duplex purpose built complex in Nanango for people with a disability. Support and property management through a Good Neighbour arrangement to ensure tenants have accommodation that meets their needs
Residential Services		
FIAR (Fostering Independence and Resilience) House	Queensland Department of Child Safety, Youth and Women	24 hour/7 day per week residential care and support located in a house in the South Burnett for up to 4 young people, aged from 12 to 18 years who have complex needs
Temporary Contract Placements	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 Child Safety, Youth and Women Foster Care Agencies Schools	Fee for service program to provide one on one support for children/young people in foster care at school, in their home or in the community
Youth & Family Services		
Emergency Relief	Australian Government Department of Social Services Queensland Department of Child Safety, Youth and Women	Assistance for people or families to overcome/stabilise immediate crisis through the provision of basic needs such as food and transport
Employability Skills Training	Regional Training Services	Providing Level 1 and Level 2 Employability Skills training for young job seekers
Family and Child Connect	Queensland Department of Child Safety, Youth and Women	An intake and referral service connecting families to the right support at the right time to reduce the risk of being involved in the statutory child protection system
Fusion Youth Services	Queensland Department of Child Safety, Youth and Women	Support to young people of the South Burnett aged from 12 to 18 years through individualised case management
Get Set for Work	Queensland Department of Education and Training	Provide young people 15-19 years of age with accredited training and employability skills through Skilling Queenslanders for Work
NEXT STEP After Care	Queensland Department of Child Safety, Youth and Women	Supports young people aged between 15 and 21 years who are transitioning from the care of the Department to independence
Personal Helpers and Mentors Service (PHaMs)	Australian Government Department of Social Services	Delivered in partnership with IMPACT Community Services and Graham House, covering Bundaberg and the North and South Burnett. Personal support to people aged 16 years and over to assist in the recovery from mental illness

Reconnect (Connections)	As above	Early intervention program for young people aged 12 to 18 years who are connected to Cherbourg and are homeless or at risk of homelessness, promoting reconnection with family, education and the community
RENEW Early Years Service	Department of Education and Training	A consent based case management program in which specialist staff work collaboratively with families to identify and prioritise their presenting needs and provide intensive support interventions and engagement with specialist services
RENEW Intensive Family Support	Queensland Department of Child Safety, Youth and Women	Working collaboratively with families who have multiple and/or complex needs to develop their resilience and capability to take responsibility for the care of their children
Safe Haven	As above	Family Support, Youth Support, Community Capacity Building and Community Patrols to minimise harm experienced by children/young people connected to Cherbourg who witness or experience family violence
South Burnett Domestic Violence Service	As above	Provides court support to people experiencing or at risk of experiencing domestic and family violence and counselling to women and children who are experiencing domestic and family violence
Specialist Homelessness Service	Queensland Department of Housing and Public Works	Accommodation and support in a Youth Hostel based in Kingaroy for young people aged from 16 to 25 years who are homeless or at risk of homelessness. Support includes skills development and strategies to transition into stable accommodation. Mobile support for young people at risk of homelessness
Student Welfare Service	Department of Education and Training	Delivered in partnership with the Nanango State School, providing students with individual and group support to positively engage in school
Wondin-dee Indigenous Family Violence Counselling Service	Queensland Department of Child Safety, Youth and Women	Counselling and support for victims, child witnesses and perpetrators of domestic and family violence in the Cherbourg Community. Non-government representative on the High Risk Team for the Integrated Service Response to Domestic Violence
Youth Support Coordinator	Kingaroy and Nanango State High Schools, Yarraman State School	Assistance to high school students to overcome barriers to remaining in and succeeding at school
Other Services		
South Burnett Enterprise Centre	CTC Kingaroy Regional Enterprise Centre Association Inc	Management of the Centre which offers small business, training and conference facilities

Funded by



Funded by the Australian Government Department of Social Services.
Visit www.dss.gov.au for more information.

Chairman & CEO's Message

It is no accident that this year's theme for the Annual Report is a repeat of last year's. There are several reasons for this, the main one being that the concept of a lovingly stitched together quilt of services and supports made for each individual client still reflects exactly what CTC is about. Another reason is that we are trying wherever we can to save time, money and effort on things that are not directly client related – hence the report's design and content has been streamlined and even the “allowance” for the Chairman's and CEO's comments has been reduced!

Quite apart from all of the above, neither the Chairman nor I can come up with new ways of expressing our pride in and gratitude for the commitment, hard work and great outcomes achieved by Board Members, Senior Managers, Team Leaders and Staff. The feedback received from clients, auditors, contract managers and the public is overwhelmingly positive – notwithstanding the fact that we make mistakes and can always improve, not least on communications.

As we said last year, the complexity, severity, urgency and quantity of issues we are trying to help our clients with continues to escalate. Domestic and family violence and suicide is traumatising ever more children and adults and leading to dysfunction that spreads over several generations. Everyone at all levels talks about it – however, no one seems to have any practical solutions. We do try though and rejoice with the clients we have managed to help to get out of a vicious cycle.

In Disability Services our whole world was shaken as we and our clients readied ourselves for the commencement of the NDIS in the South Burnett on 1 July 2018. The transition from funded services to market driven business models has been and continues to be enormously challenging – particularly as it seems that the goalposts are continually shifting while the NDIS is bedded down. We still don't know how we will fare as an organisation in this new environment but we can be 100% certain that our dedicated teams have given their utmost to make the transition as successful as possible for existing and new clients.

Our Board and staff have taken every training and development opportunity to ensure that we can provide the best possible governance and services across the whole of CTC. We have won some tenders and had several contracts renewed. We thank our State and Commonwealth funders and our very generous supporters Tarong Community Partnership Fund, the Heritage Nanango Community Fund and the Kingaroy Lions Club amongst others. Without them we would not have been able to achieve a small financial surplus to ensure that we remain financially as sound as ever.

We are constantly seeking to fine tune and improve everything we do and seek input from all stakeholders and the wider community. The dedication and sheer hard work that our Managers, Team Leaders and Staff bring to our clients is truly outstanding and deserves to be recognised with much gratitude.

Thank you also to the members of the Board of Governance, particularly the Chairman and Treasurer, who all provide invaluable voluntary support and guidance.

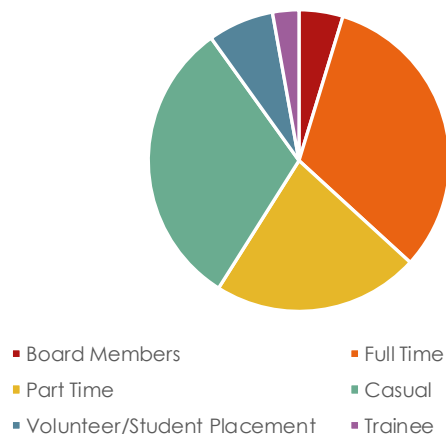
Please peruse and enjoy the following pages and feel welcome to make any comments and suggestions.

Nina Temperton
CEO

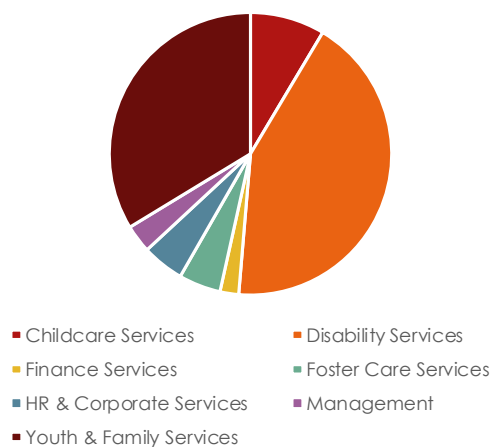
Human Resources

At the end of June 2018, CTC employed 187 staff: 68 full time, 47 part time, 66 casual and 6 trainees who regularly go above and beyond to deliver quality services to our clients. These staff are often supported by our 15 volunteers/student placements who make an invaluable contribution to the success of the organisation through the giving of their time.

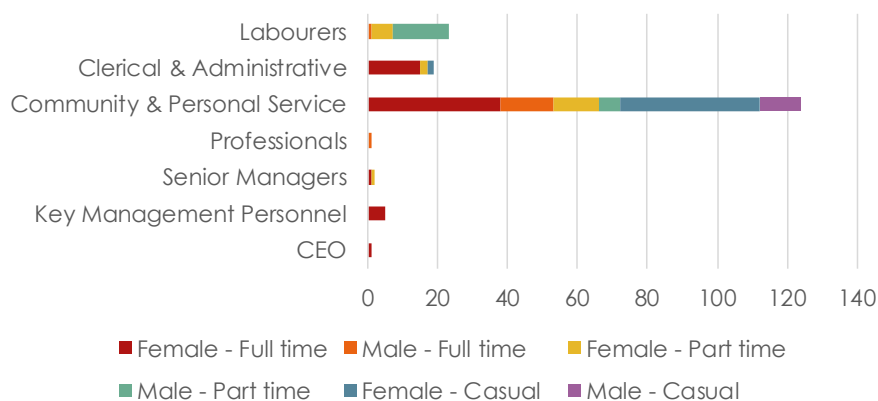
Staff by Employment Type
as at 30 June 2018



Staff by Service
as at 30 June 2018



Workplace Gender Equality Report
as at 31 March 2018



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

Workplace Health and Safety

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

The CTC Workplace Health and Safety Committee comprises our Health and Safety Coordinator and Health and Safety Representatives from all services. This year the committee continued to meet on a quarterly basis to discuss continual improvement of safety across the organisation as well as participate in Health & Safety Representative and Fire Warden training.

As we enter the new financial year, the Workplace Health and Safety Committee will also begin to review trends of workplace incidents in an effort to identify gaps in safety measures and actively work towards further enhancing the safety of our workplaces for all staff. Our Health and Safety Representatives continue to complete, record, file and submit site checks for various safety related topics.

As part of our organisation's ongoing commitment to managing risk we continue to review our risk management processes from an organisational level right down to the individual client level. As we enter the new financial year we are in the process of reviewing, under continuous improvement, our overarching Risk Management Plan.

Information Technology

Many new desktop and notebook computers were replaced across all services. In most cases desktop computers are now an all-in-one unit or a micro tower.

Our IT Administrator undertook extensive planning, research and pricing to compile a proposal for the upgrade of our server hardware. This is a full hardware refresh and a move to VMWARE virtualisation. This project is ongoing and production will be complete by December 2018. Speed, storage, scalability, reliability and fast disaster recovery are some the exciting new features that will benefit everyone and will improve our overall efficiency.

We also commenced the early planning stages for the move to NBN, with the next financial year to involve the upgrade of all connections and our connection to fibre services. The need for bandwidth and speed has never been greater with our ever increasing reliance of web based applications and cloud services. The next 12 months will also be an exciting change with great benefits in this area.

Did you know?

120 desktop and notebook computers

13 servers plus a backup NAS server

100 mobile devices, includes smartphones and tablets

Our servers and critical data use approximately **20-25TB** of data

Email generally flows at **1 email every 2-3 seconds** during work hours

Fleet

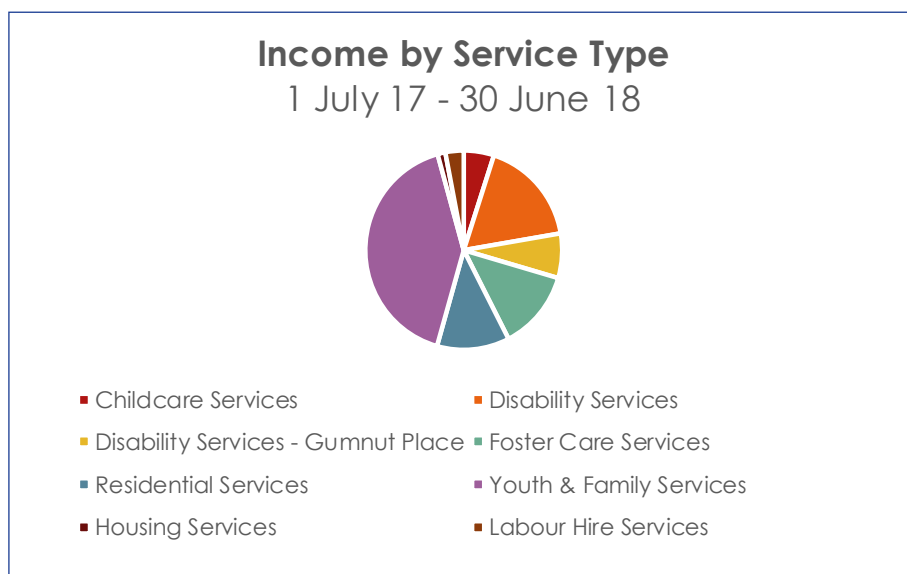
This year our 46 vehicles travelled over 1.2 million kilometres to support our clients and community! As one of the most recognised fleets in the South Burnett, we take a proactive approach to providing a quality driver training program to all staff, ensuring we cultivate a safe and responsible driving culture. A very pleasing driving record continues for CTC and it was a great year with only a few minor incidents and zero insurance claims.

The Volunteer Learner Driver Mentor Program continues in assisting young drivers gain valuable driving hours.

Finance

Each year our Finance team process and pay a large volume of purchase orders and invoices from all CTC services on time to meet our creditor's payment terms. Staff processed income and expenditure including monthly reconciliation of 16 bank accounts, four credit cards and three debit cards.

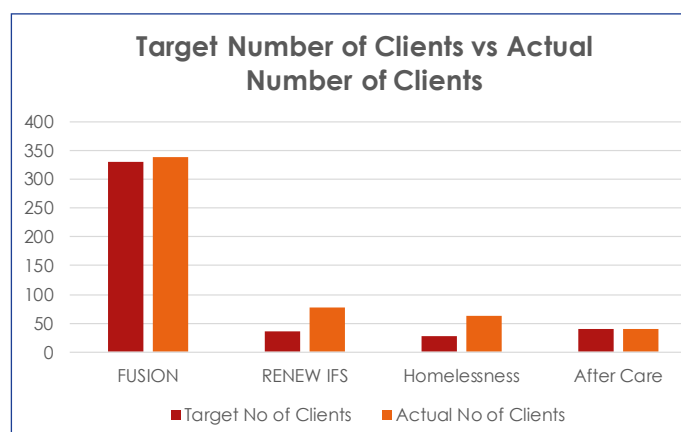
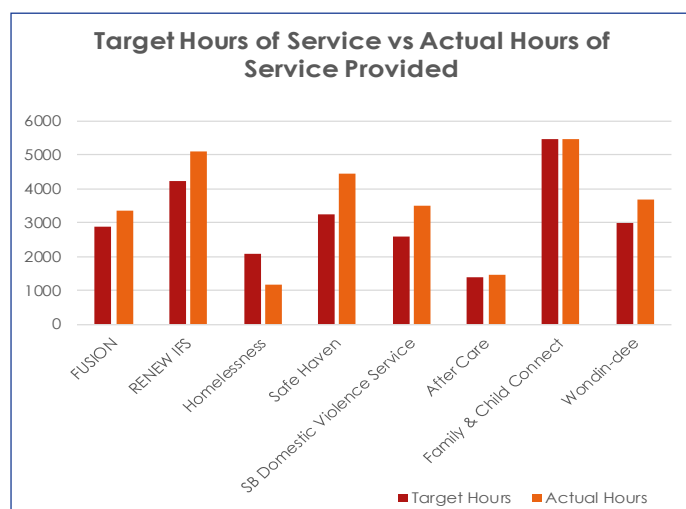
This year as a result of a review of our WorkCover policy our premium for this insurance more than doubled.



Youth & Family Services

All of the funding CTC receives is measured by some form of data outputs. In the 2017-18 financial year all Youth & Family Services programs with the exception of the Specialist Homelessness Service achieved or exceeded their contractual targets. The lower output of service hours for this program is attributed to the successful mobile support provided to young people to sustain other accommodation options or return to family. The below graphs show a visual representation of this data.

As we enter the next financial year we are introducing formal measures on the quality of service being provided asking questions like 'How well do we deliver services?' and 'Is anyone better off?' We are looking forward to reviewing this new data at the end of the next financial year.



Reconnect

Service Delivery Data 1 July 17 - 30 June 18

Clients and Support Persons

282

Average Clients per Case

2.1

Group Clients excluded

Attendances

3,330

Average Attendance per Sessi...

1.9

Sessions

1,787

Average Sessions per Client

16.9

Group Clients excluded

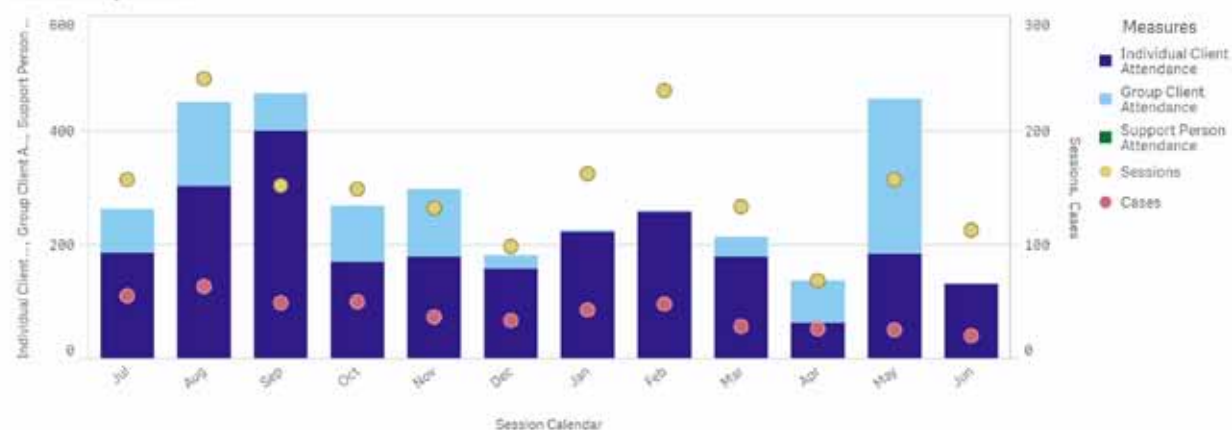
Cases

149

Average Sessions per Case

12.0

Attendances per month



Emergency Relief

Service Delivery Data 1 July 17 - 30 June 18

Clients and Support Persons

298

Attendances

448

Sessions

448

Cases

298

Average Clients per Case

1.0

Average Attendance per Sessi...

1.0

Average Sessions per Client

1.5

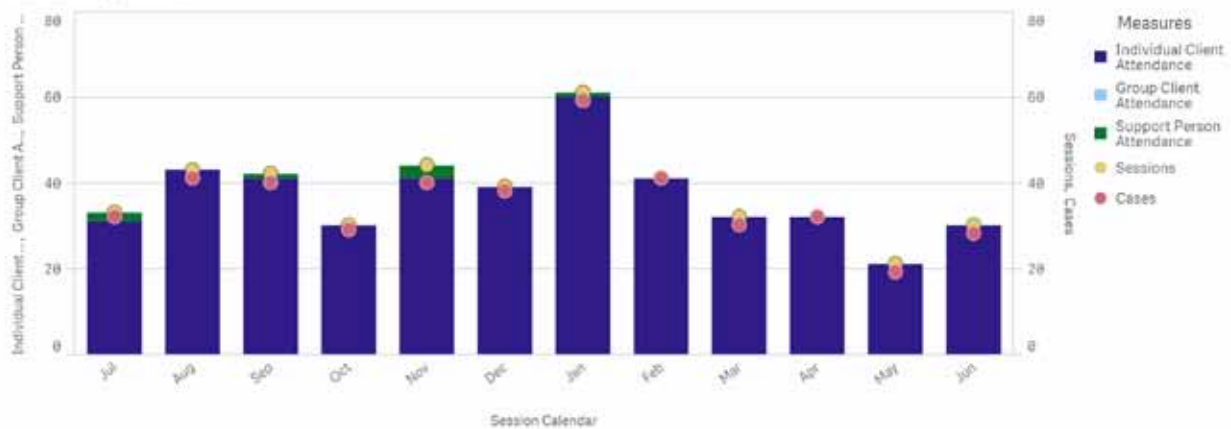
Average Sessions per Case

1.5

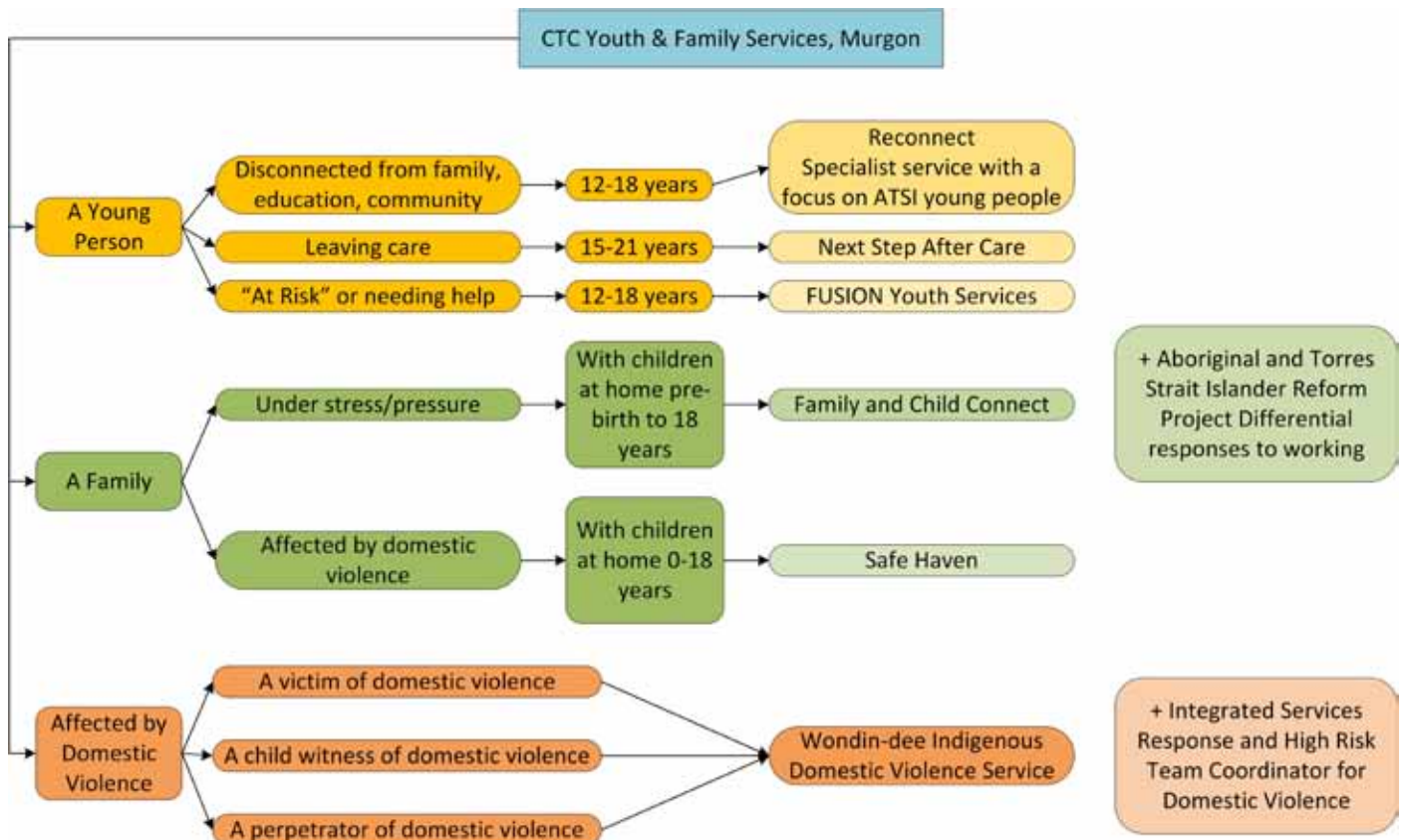
Group Clients excluded

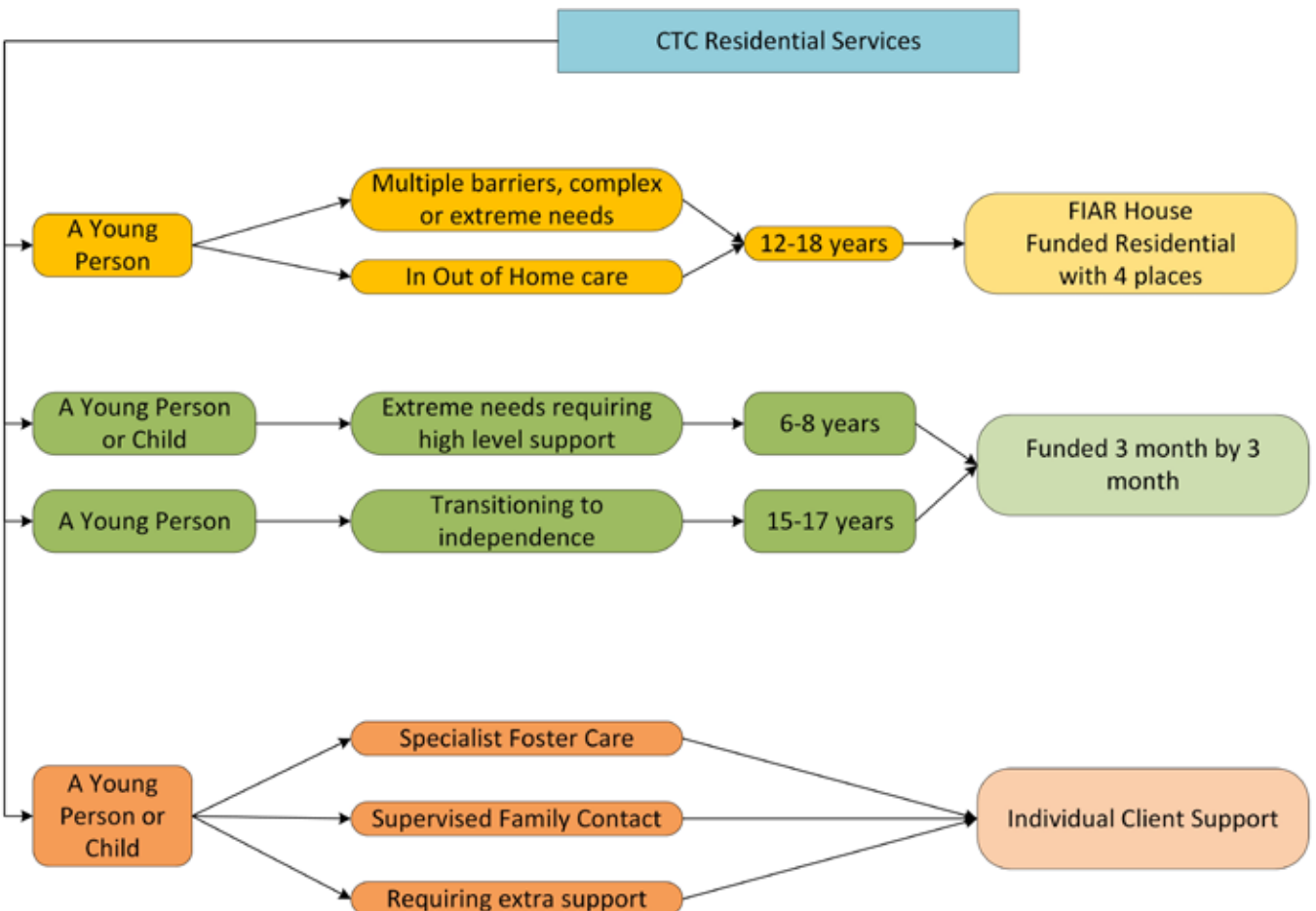
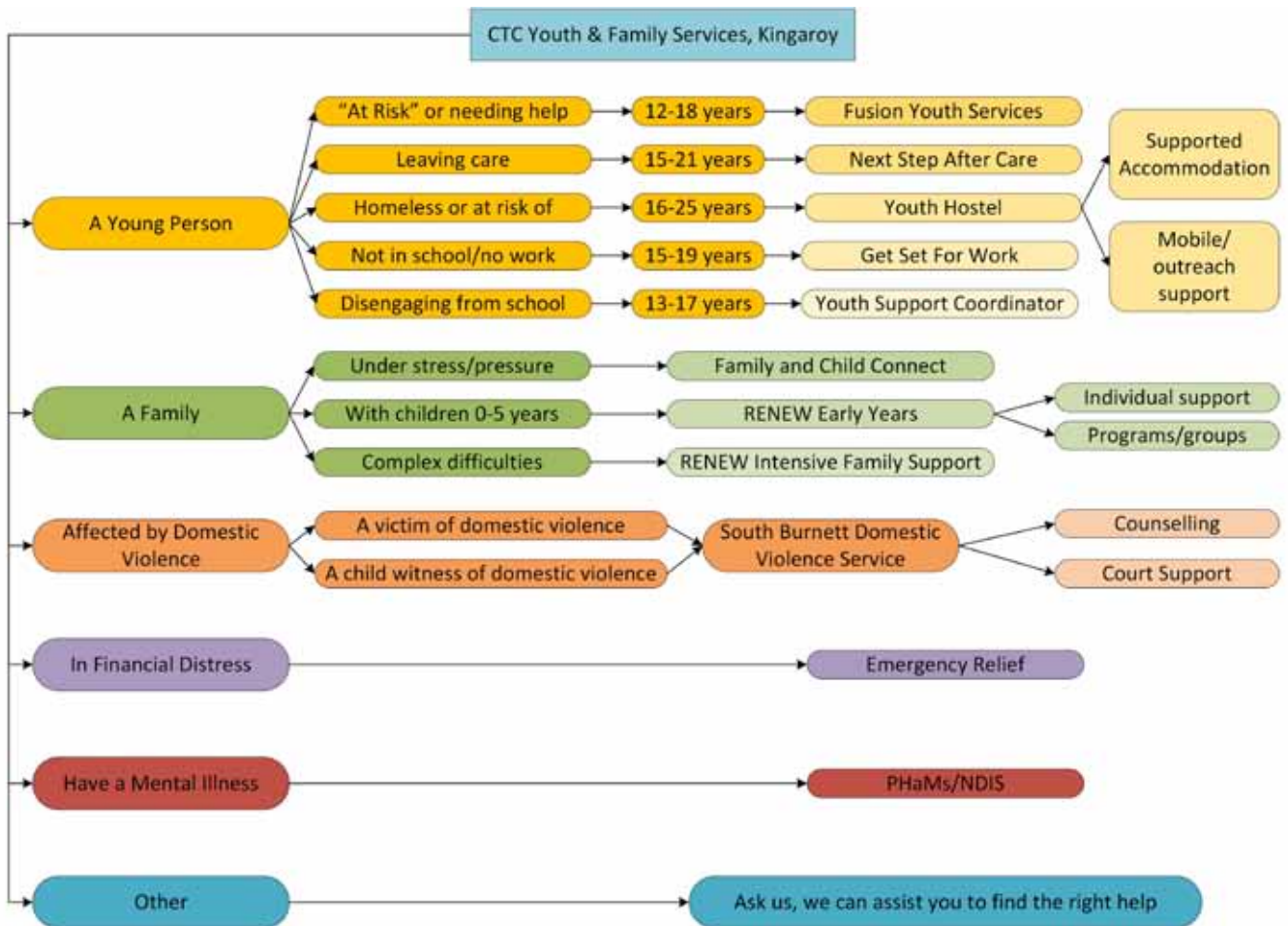
Group Clients excluded

Attendances per month



CTC delivers a broad range of services for young people and families across the South Burnett. The below flow charts provide a 'where to find support' guide for people in need of support.



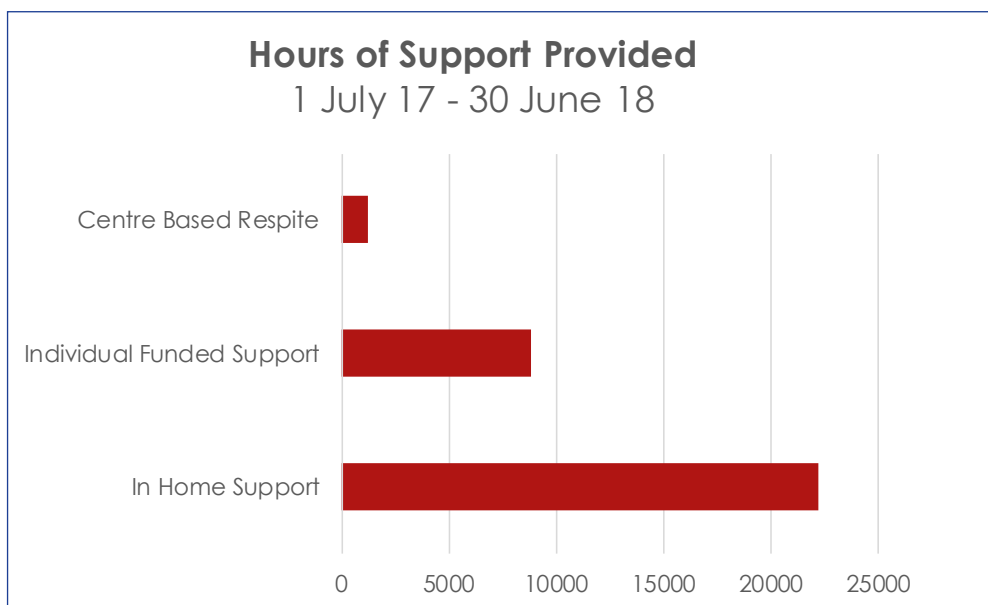




Disability Services

This financial year Disability Services worked tirelessly on education and preparation for the National Disability Insurance Scheme (NDIS). While the NDIS did not officially roll out in the South Burnett region until 1 July 2018, our Disability Services had quite a few clients from outside the South Burnett region receive their NDIS Plans and choose CTC Disability Services as their provider of choice. The next financial year will be one of transition as the NDIS officially rolls out in our region and we anticipate an increase in the number of clients choosing our service as their provider.

The below chart gives a snapshot of the number of hours of support we provided this financial year.



Supported Employee to Support Worker

Phillip Marten commenced with Gumnut Place on 16 May 2012 as a Supported Employee in the Workshop. Phillip showed great promise and soon became an integral member of the team producing pallets - primarily in nail gun operation.

Since commencing, he has gained a Forklift Licence, Construction White Card, First Aid Certificate and Driver's Licence.

With support and encouragement from staff, he was successful in applying for two temporary contracts of open employment outside of Gumnut Place. One of these was with the South Burnett Regional Council (in the Parks & Gardens Team, planting trees along the Rail Trail) and the other with Teys. On both occasions Phillip's position at Gumnut Place was left open for his return.

Another achievement was developing the skills to backfill when the Support Worker in the Workshop was on leave. Phillip's working relationship and the respect of his peers made these temporary transition periods work extremely well for everybody.

In August this year, we restructured the Workshop and Phillip has now permanently transitioned from Supported Employee to fill the position created for a second Support Worker.

Congratulations Phillip on your transition to full time open employment with Gumnut Place!





COMMUNITY IMPACT REPORT

Gumnut Place has been providing a quality workplace for people living with a disability for over 30 years.



Our commercial activity contributes to meaningful employment for

20

PEOPLE WITH DISABILITY



Last year we generated

\$868,102

IN REVENUE FROM
OUR 650 CUSTOMERS

FORMAL TRAINING



Gumnut Place provides a supportive training environment for Supported Employees to develop their skills and increase their employment opportunities. Ian has been working on obtaining his forklift ticket with the help of his Support Worker. Assistance has been provided for both the theory and practical components of this training.

SUPPORTED EMPLOYEE GENDER

Male	15	75%
Female	5	25%



Our commercial activity contributed to us generating

\$312,155

OF DIRECT ECONOMIC
BENEFIT TO AUSTRALIA

SUPPORTED EMPLOYEE SATISFACTION SURVEY RESULTS

SCORE IS THE AVERAGE OF RESPONSES EXPRESSED AS A PERCENTAGE

I get on well with my workmates	79.2%
I have made new friends at work	80.0%
My Income from work means i can buy more things i need or want	83.3%
I like where I work	82.5%
I like what I make or do at work	82.5%
I can try new jobs and learn new things	82.5%



Phillip Marten has utilised the ADE's on going support and training to transition from a Supported Employee to a Support Worker. He is now mentoring other Supported Employees to reach their goals and full potential.

WE ARE MAKING A DIFFERENCE!

Foster Care Services

Partners in Foster Care is contracted by the Department of Child Safety, Youth and Women to recruit, train, assess and support foster carers across the South Burnett region. Our staff spend their days visiting carers to provide support, writing case notes, attending meetings, advocating for carers, recruiting new carers, assessing new carers, training carers and most importantly working towards keeping children in our community safe.

Each year the Partners in Foster Care team puts a great deal of time and effort into recruiting carers and acknowledging the amazing work done by our current carers by hosting a number of events. The below reports recap these always successful events.

Foster & Kinship Carer Week

The day had finally arrived to celebrate Foster and Kinship Carer Week. There was overwhelming excitement to let our amazing carers know that they are the backbone of the child protection sector and that we appreciate the compassionate work that they do for the children in the South Burnett.

The theme we chose for the day was 'mint' so of course there were green balloons, green napkins, green center prices and of course mint flavoured food. The mint theme represented the **InvestMint**, **CommitMint**, **InvolveMint** and **EncourageMint** that all our carers hold within their hearts and for the children.

Throughout the morning, carers and staff participated in a number of fun games including 'Junk in Your Trunk' and 'Paper, Scissors, Rock' that had everyone laughing and working as a team.

At the conclusion of the morning each carer was presented with a certificate of appreciation and a jar of mints with a personalised message from their Support Worker thanking them for their **InvestMint**, **CommitMint**, **InvolveMint** and **EncourageMint**. Five carers were also presented with certificates signed by Di Farmer, Minister for Child Safety, Youth and Women recognising their 20 years of foster caring. There are not enough words or hugs to thank our carers who have done this tremendous work for so long.

Overall it was an awesome day celebrating our carers for the work that they do for the children, opening their hearts and their homes.



Partners in Foster Care provides support to 145 children in care however we have only half this number of foster carers! This year we provided 1942 nights of respite for children in care.

Child Protection Week 2017

In 2017 Child Protection Week ran from 3-9 September with the theme of 'Stronger Communities, Safer Children'. As with previous years, Partners in Foster Care along with a variety of other agencies including various CTC programs, Child Safety, child care providers, Centacare Community Connections, QLD Health, PHaMs, Youth Alcohol and Drug Counselling, Disability Services QLD and UnitingCare QLD, hosted a stall in the Kingaroy Shopping Mall to promote the event. We had over 250 people approach the stall and speak with our team of volunteers about child protection. Free balloons were a hit again and proved a valuable aid in attracting people to the stall. Each person who spoke to our team at the stall was given entry into a free raffle with opportunity to win board games, RSL vouchers, a Kingaroy Ten Pin bowling pass, a Karate 4 Kids family pass, a McDonald's gift pack or a cook book and Centacare Community Kitchen lesson.



Each year as part of Child Protection Week a professional development opportunity is offered. This year 18 people from the South Burnett community sector participated in a workshop titled 'South Burnett Agencies and Services Banding Together for the Best Outcomes of Families & Kids'. The workshop focused on working collaboratively across the many agencies in the community sector.

Child Protection Week concluded with a networking event held at Kingsley Grove Winery with attendees encouraged to build on the professional development topic and further strengthen relationships. The highlight of the event was an art auction where over 40 pieces of artwork were sold. Many of these artworks were hotly contested with the highest sale price being \$450. The artworks were offered by children in care and family members of staff in the child protection sector, proceeds of the auction are returned in full to the artists. The networking event also gives an opportunity to acknowledge the great work of staff in the sector through the presentation of annual awards. Awards are presented for Rookie of the Year, Leadership Award and Joy Kite Memorial Award.



Children in Care End of Year Break Up

Wednesday 13th December saw Partners in Foster Care (PIFC) and the Department of Child Safety, Youth & Women come together to host the annual Children in Care Christmas Party. With approximately 230 carers and children in attendance the Kingaroy Red Ants Football grounds provided an ideal space for everyone to spread out and enjoy themselves. A fantastic evening was had by all, as the party gave carers a chance to catch up with each other and there were plenty of smiles across the children's faces from all of the fun activities available.

Activities included a Rugby League development coaching session (with balls, bags and sticker giveaways for participants), temporary tattoos, children's craft table which included playdough, Christmas stocking decorating and colouring in, water play, bubbles, a jumping castle, football game and the MERV (Mobile Entertainment Recreational Vehicle).

A huge thank you to all CTC and Departmental staff who attended and assisted on the evening, I think the smiles said it all! A highlight for me was a performance by local Indigenous children, which included a welcome dance, an animal and a goodbye dance. Everyone eagerly took a seat and stopped what they were doing, waiting for the performance to start. The dancing was captivating and truly amazing to witness. Thank you to Jodi from the Department for organising the dancers.

Everyone was well fed with thanks to the Kingaroy Lions Club who cooked the meat, with PIFC staff kept busy assembling and serving sausage and steak burgers, followed by ice blocks for everyone to cool down with. Santa arrived later in the evening to everyone's excitement! The children lined up ready to chat with Santa about their Christmas wishes and received a lovely gift.

I thoroughly enjoyed my first Children in Care Christmas Party, as it was a great opportunity to share the Christmas spirit!
~ Kimberley McCullagh



Childcare Services

For our Childcare Services, 2017-18 has been a really unstable year, with the Community Kids building being tendered at our own request in April 2017 then handed back in December 2017, to be retendered April 2018 and we still await the tender winner to actually take over business. The staff in particular have been amazingly patient during this time of uncertainty and CTC as an organisation is grateful for their commitment.

It has been business as usual for the kids with exciting activities offered in both centres which develop fine and gross motor skills, literacy and science skills but the most exciting by far is building friendships.

Our programs challenge and extend children at their current level of development to reach the next. Our excursions to Karinya Aged Care for example: walking there, crossing roads safely, on arrival caring for others (awareness of others), being gentle (care and empathy), playing with others (socialisation). Some of our children don't have grandparents so this experience is so valuable for connection and understanding. Most of all the joy to share time together and the happiness it gives both the children and the residents outweighs everything else.

The Book Week celebrations both at the library and the school provided excursions that built on social and safety skills as well as literacy skills. We took the Premier's Reading Challenge in two of our rooms to see which class could read the most books in a week - 18 books that's more than three a day - what champions!

As the year flowed on we took part in lots of other activities such as visiting the New Beginnings Art Gallery, making a display for the Nanango Show, participating in Play Smart Playgroup (this was just for the Pre Preps transitioning to school next year) where they get to go and check out some part of the school activities each Friday. We celebrate Christmas with our joint centre party and we hold a graduation ceremony to send our Pre Preps off to big school.

But mostly we have fun, painting, drawing, climbing, running, moulding, building and making friends.

Playing to learn – Learning to Play.



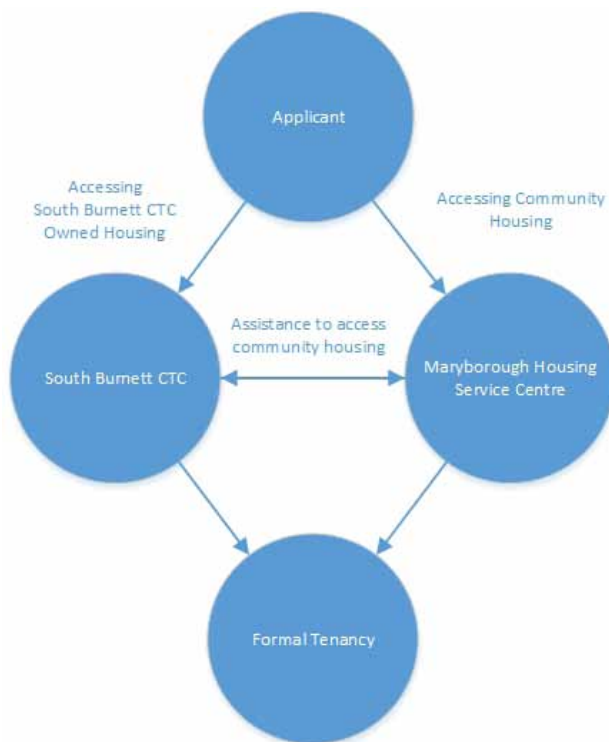
Housing

This year we continued to provide a small amount of housing to the South Burnett community including long term disability specific housing, community housing and general long term housing.

At the end of last financial year we completed the construction of a fourth duplex in the Heritage Lodge complex. This financial year we were fortunate to receive a grants from the Tarong Community Partnership Fund and Heritage Nanango Community Fund Ltd to furnish the two new units to enable our Disability Services to provide respite accommodation to clients. We are extremely thankful for one of our Heritage Lodge residents who volunteered his time and managed to put together all of the flat pack furniture in record time!

After lengthy consideration we made the decision to withdraw our registration with the National Regulatory System for Community Housing and relinquished our Department of Housing and Public Works owned properties. Fortunately, due to a pre-existing relationship with Regional Housing Limited (RHL) who are based in Bundaberg but outreach to the Wide Bay Burnett, we were able to work with the Department to come to an agreement where the properties were transferred to RHL. This ensured that the tenants would continue to receive a quality service and their accommodation would not be negatively impacted by our decision. We continue to work closely with RHL to ensure our previous tenants are supported in their tenancies. Our portfolio for housing now comprises three units, four duplexes and one house.

The below flowchart outlines the referral pathways supported by CTC for people to gain accommodation tenancies.



Contact Us

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

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