

SOUTH BURNETT CTC INC

ANNUAL REPORT 2016-17



CTC - working for our community

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

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

Our Core Services

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

What We Value

Commitment to our community

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

Commitment to our Staff

- Employing people who live in and care for our community.
- To be inclusive and diverse.
- Encouraging and promoting their health and well-being.
- Supporting professional and personal development.

Commitment to our Organisation

- Fostering an organisation that is professional, democratic and inclusive.
- Managing our business with honesty and transparency.
- Maintaining appropriate registrations, licences and standards.

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CTC - working for our community

Frequently Asked Questions

What Do The Letters 'CTC' Stand For and Why The Key Logo?

The short answer is that for some inexplicable reason our organisation name on our Certificate of Registration of an Incorporated Association is South Burnett CTC Inc.

The long answer is that when our organisation changed its name from South Burnett Community Youth Support Services (CYSS) when that federally funded program was discontinued to make way for the national SkillShare scheme, most organisations that were affected decided that they would incorporate under a more generic name that would not have to be changed every time a program was renamed. Most SkillShare providers, including our organisation, incorporated as XXX Community Training Centre and then operated as XXX SkillShare.

For many years we were only known as South Burnett SkillShare to the public, even though we operated youth and other programs as well and all contracts were in the South Burnett CTC Inc name.

In 1996 the SkillShare program was discontinued by the Howard government. At that time we also expanded our range of youth programs and family programs. In an effort to unify our various activities under one brand, we designed a logo (the key) and a slogan “your key to the future” that would be applicable to any program with the addition of specifics, eg Employment Services or Youth Services. The three rings at one end of the key symbolised the collaboration between us, the funding bodies and the community while the letters CTC formed part of the actual lock part of the key. Underneath all that it said South Burnett Community Training Centre.

Very soon it became apparent that all those words were far too long to say when answering a phone or introducing ourselves so gradually everyone started to use the CTC prefix to a specific service, eg CTC Employment Services, CTC Youth Services etc.

Now “CTC” is just a name on its own, the long version has become inaccurate as a description of what we do. The logo has been modernised and if you look carefully you see that the front part now shows a couple of houses instead of the letters while the circles at the back overlap more. This is in recognition of our housing services and of our commitment to work collaboratively.

It has taken decades but we are known as CTC, by our logo and our colours by all stakeholders and clients and to maintain that recognition would require a massive PR exercise and costly changes to everything from letterheads to number plates and uniforms. And what new name could better cover all the programs and services we provide without requiring explanation? Suggestions welcome!

How Can I Support CTC?

Financial Assistance

South Burnett CTC is an Incorporated Association and holds Public Benevolent (PBI) status. We are registered and monitored by the Australian Charities and Not For Profit Commission which ensures that we comply with all the legislative requirements to maintain our status as a Deductible Gift Recipient (DGR). DGR status means that donations to our activities are tax deductible. We are very fortunate in receiving contributions from philanthropic funds such as the Tarong Community Partnership Fund and Heritage Nanango Community Funding Ltd and also from service clubs, businesses and individuals. In recent years we have been informed that some of our clients' families have made provision for bequests to CTC, particularly our Disability Services.



We welcome such donations/bequests and encourage interested community members to consider assisting us in this way. It is possible to donate to specific activities, eg Emergency Relief or Disability Services or to the organisation in general.

Buying and promoting Gumnut Place products and participating in fundraising events is a delicious and/or fun way to contribute to our financial sustainability.

Volunteering

CTC is also always looking for volunteers for our various services: at Gumnut Place for people to work alongside and support our Supported Employees in the kitchen, the engraving area, laundry and workshop.

At Youth Services we need people to help keep the Drop In Centre open, be mentors to young people and to help out with our Learner Driver Mentor Program.

We would love some regular volunteer drivers to help with transporting clients and helpers to our monthly Group Nights for people with disabilities. This type of support could add a lot to the success of these events while giving the opportunity to have fun.

All our volunteers must pass a fairly rigorous screening process very similar to employees and be able to obtain and maintain the requirements for Blue Cards and Disability Services Cards and meet the requirements of their “position descriptions”. This is as much for the protection of volunteers as for our clients – it sounds more daunting than it is!

Advocacy and PR

CTC needs advocates in the community for our clients and organisation. People who understand the services we provide to address issues that affect day to day lives of so many disadvantaged people who live in the South Burnett but fly under the radar of most other residents. Word of mouth is the best way to raise awareness of what the needs in the community are and what CTC can provide to address such needs.

To spread information and educate the community we offer bus tours of our facilities several times a year where people can see for themselves and meet with our staff to hear first hand what they do. About 50 guests have so far attended and feedback has been overwhelmingly positive – so if you wish to register for such a tour please contact us.

How Do You Recruit New Board Members and How Does The Board Function?

The Board is always on the lookout for people with the skills and experience required to ensure that all facets of excellent governance are covered. The Board undergoes a self assessment process annually and every few years engages external consultants to review the Strategic Plan and the Board. That way we are aware of likely gaps as and when members resign or when a new endeavour requires additional expertise. Very occasionally we are approached by someone who proactively seeks involvement on the Board. We seek Board Members who have governance skills for a multi-faceted not for profit organisation and whose interests are not focussed on one particular section of CTC.

Once identified, the Board asks prospective members to firstly join South Burnett CTC Inc (no fee) and if their application is approved and legislative requirements for Blue Cards etc are met, invites that person to be a non-voting guest at Board meetings for a year or so. It is then up to the guest to nominate, find a proposer and seconder from within CTC membership and stand for election at an AGM of the organisation.

On average over the years we have had 6 - 8 Board Members, though currently there are 12. This is due to the Board's desire to ensure continuity of its culture and knowledge base as a number of longstanding members are looking at retirement. It is anticipated that Board membership will reduce again in the next few years as the newer members take over the batons. Sections of CTC recruit for specific advisory committees to provide input into program development and evaluation and current clients, funders and stakeholders are the members of these committees.

The Board meets on the first Wednesday of every month at 6pm, usually at the HQ Boardroom for approximately 2 hours. On the second and fourth Thursday of every month time is set aside from 5pm in the CEO's office for meetings of Board focus groups to address matters that require small group, in depth discussion. January is a meeting-free month, any urgent business is transacted via email or teleconference.

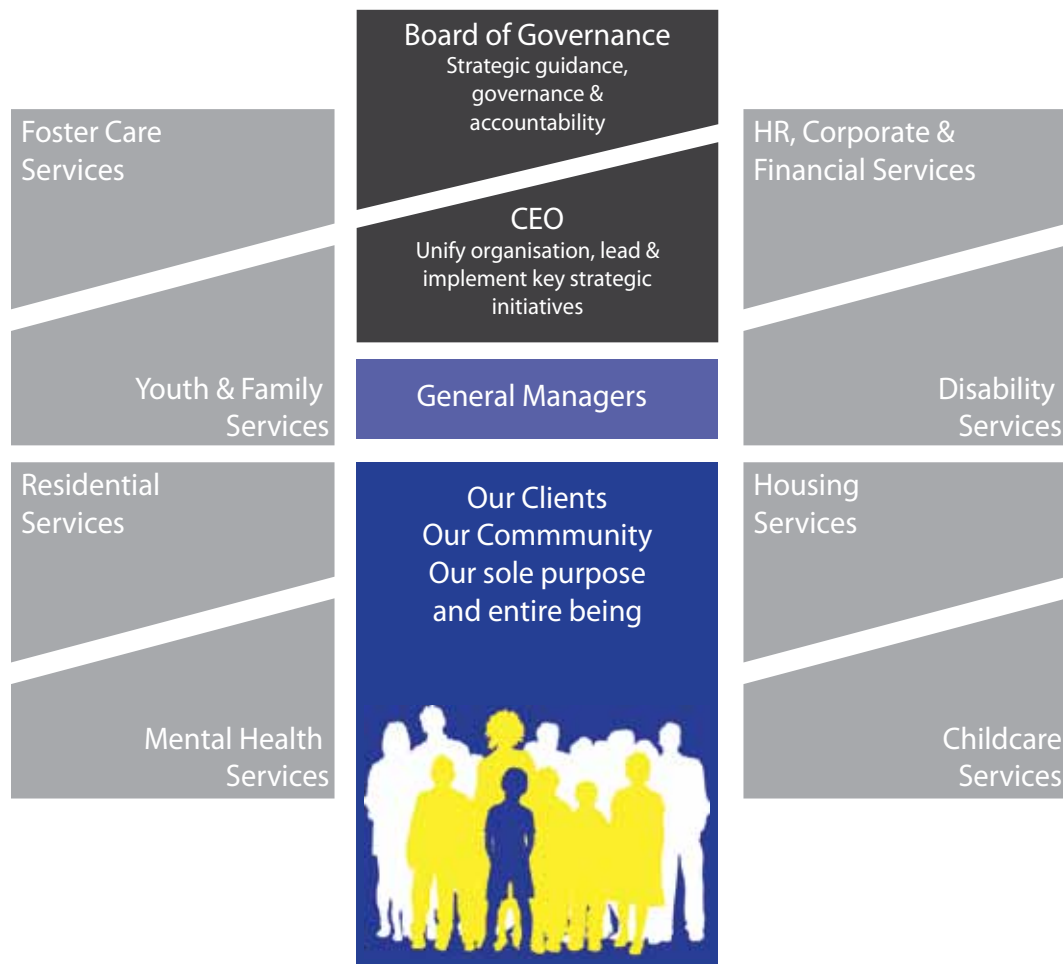
It is expected that Board Members attend the vast majority if not all monthly meetings and that they have read all reports, which they receive on a CTC provided iPad. Members have 24/7 access to all policies, procedures, legislation and contracts and to the staff intranet. The onus is on members to seek explanation or further detail via the CEO from the various Managers, particularly the Finance Manager as required to avoid getting bogged down or side tracked from essential discussions.

Board Members are volunteers. There is no remuneration, although travel and other expenses incurred on approved Board business can be reimbursed. Members are provided with an iPad and CTC email address and limited private use is permitted (within the IP plan). CTC also pays for any governance training or conferences that are deemed necessary and members are treated to a fast food snack at each meeting and once a year to a proper meal in December. A name tag and if desired a uniform shirt complete the tangible “rewards”.

Our Organisational Structure

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

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



Our Vision

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

Our Mission

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.

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 and philanthropic bodies, we are able to:

- Employ a vibrant and professional workforce of over 160 staff.
- Partner with government departments, local community organisations, schools, councils and key stakeholders with strong and effective long-term working relationships.
- Deliver the core services detailed in our organisational structure.
- Make a difference in the social and economic value of our community.

The way in which we operate is supported by:

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

1983

- Cherry Carroll's concern about youth unemployment in the South Burnett led to the convening of a public meeting, which resulted in the establishment of a Youth Unemployment Centre (YUC) which was operated by volunteers.

1987

- After obtaining various grants from State government and additional donations to deliver more professional services, a reorganisation occurred at the committee level and the organisation was first incorporated as South Burnett CYSS Inc (Community Youth Support Services).

1989

- South Burnett CYSS permanently relocated to the Artie Kerr Building after changing premises several times.
- South Burnett CYSS Inc was changed to South Burnett CTC Inc (Community Training Centre) on 23 June 1989.
- The organisation commenced delivering the South Burnett SkillShare (a federally funded program for people of all ages) for the next seven years. SkillShare grew to have a metal and wood training workshop, a computer room and about 500 participants in various courses in a given year plus a multitude of work experience programs from the State and Federal Government.



Progression of CTC business cards over the years from SkillShare to now

1996

- The organisation became a Job Network member and Personal Support Program (PSP) provider for the South Burnett and Community Work Coordinator (CWC) for Work for Dole for the South Burnett and Gympie area after the Federal Government abolished SkillShare. We adopted a new logo (the still current key) and commenced using the name South Burnett CTC, trading as CTC Employment and Training Services.



1998

- CTC started to manage the South Burnett Enterprise Centre on behalf of the Kingaroy Regional Enterprise Centre Association Inc (KRECA) and consequently located CTC's manager and accounts office to KRECA's administration building in Cornish Street.

2001

- CTC took on the auspice of the South Burnett Area Youth Service (SBAYS) and the crisis accommodation hostel at 103 Kingaroy Street.

- CTC purchased several demountable classrooms and established them on a parcel of land that The Peanut Company of Australia had made available to the Kingaroy Shire Council. This site was on Somerset Street and was later transformed into what is now the Youth Park.

2002/03

- CTC started the auspice of CROSB (Community Respite Options South Burnett) at the request of a group of parents of children with disabilities.

2004

- The Murgon Reconnect Service (a Federal program for youth at risk of homelessness) came under CTC's auspice, and as a result, CTC increasingly works with the Indigenous communities in Cherbourg and elsewhere from this base.

2005

- CTC became a provider of long-term Community Housing through a grant to build a duplex in Thorn Street, Kingaroy for people with disabilities.

2006

- CTC 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.
- CTC again purchased several demountable classrooms from St Mary's which were refurbished for the Partners site in Wondai and for the new "HQ" at the Enterprise Centre.

2007

- CTC commenced management of 6 flats in Nanango for the Department of Housing for long-term community housing.
- CTC bought and refurbished the former Christmas Shop in Lamb Street, Murgon with the aid of a capital grant from the Regional Partnerships Program.
- The Gumnut Place, an Australian Disability Enterprise, joined the CTC auspice, providing supported employment for 20 people with disabilities.

2008

- Senator John Hogg formally opened CTC's "Connections" premises, which now accommodates the 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 this area. The official name of this now is CTC Youth and Family Services.

2009

- CTC established a partnership with the Queensland Police Service to operate "Barambah Community Support" to assist incarcerated people in the Murgon watch house.





- Following the Queensland Government's Alcohol Management Plan (AMP) for the Cherbourg community, CTC commenced delivery of a range of Diversionary programs.
- Establishment of Wondin-dee counselling service for children and families affected by domestic violence.
- Establishment of the Safe Haven program.
- CTC began Residential Services with the Fostering Independence and Resilience (FIAR) House, a residence for four young people who, for various reasons, did not fit into the foster care system.
- CTC obtained a 65% share of the Job Services Australia (JSA) program in the Gympie and South Burnett areas. With new sites established in Kingaroy, Murgon, Gympie, Tin Can Bay as well as more support staff commencing at HQ. We finally said good-bye to the Artie Kerr Building after 21 years.
- CTC became an out of school hours childcare service (OSHC) in Nanango, supported by the Department of Communities through provision and refurbishment of the former Nanango preschool. This site also developed a family services hub (which was funded by a grant from Heritage Nanango Community Funding Ltd) and is now known as 'Community Kids'.

2010

- Construction of a fully wheelchair-accessible duplex was completed in Kingaroy on land donated by the Kingaroy Shire Council and funded by a capital grant from the Department of Housing. At the same time, CTC built another duplex in cooperation with the family of a CROSB client, which is now called "Simmo's Place". The "Good Neighbour" concept was born - later to be implemented at Heritage Lodge.

2011

- CTC expanded its Children's Services in Nanango through the purchase of the Nanango Childcare Centre and the development of a Pre-prep Program.

2012

- CTC's Diversionary Services in Murgon/Cherbourg were closed in December as a result of the State Government's funding cuts.

2013

- CTC entered into a consortium agreement with IMPACT Make Your Mark (Bundaberg) and Graham House (Murgon) in August to deliver the Personal Helper and Mentor Service (PHaMS) for people with mental health issues in Bundaberg and North and South Burnett.
- CTC was asked by local state high schools to facilitate an individual staff member's continued employment as a Youth Support Coordinator and, as a result, Youth Support Coordinators began to be funded through a cluster of local state high schools.

2014

- The Youth Connections program was closed in December due to lack of funding for the program nationally after operating for years in the North and South Burnett.

2015

- After a restructure of the Federal Employment Services and the end of our JSA contract, CTC reinvented its Employment Services, continuing to provide Labour Hire services only to selected local businesses and delivering a number of Skilling Queenslanders For Work programs.
- CTC commenced delivery of two new funding contracts in July: Family and Child Connect and RENEW Intensive Family Support, which are aimed at prevention and early intervention for families who are potentially close to becoming involved in the Child Protection system.



2016

- CTC commenced delivery of the South Burnett Domestic Violence Service in March to provide court support for people experiencing or at risk of experiencing domestic and family violence, and counselling to women and children who are escaping domestic and family violence.
- From July CTC began delivering a 12-month program - Airing Out DV - which provides information and training to early childhood educators to enable them to better support young children affected by domestic and family violence.
- CTC finally completed the construction of Stage 1 of the Heritage Lodge project in Nanango with the first tenancy commencing in July. The complex was officially opened in November.
- National Regulatory System for Community Housing (NRSCH) accreditation achieved.



2017

- Construction of a fourth duplex in collaboration with Heritage Nanango Community Fund Ltd (HNCF).
- Getting ready for the National Disability Insurance Scheme (NDIS).
- Success in gaining an Organisational Level Licence to provide care services.
- Negotiations to divest CTC of Childcare Services begin, with the aim to exit this field while ensuring ongoing provision of services to families and continued employment for all staff.





After my second year as Chairman of the Board of Governance it gives me great pleasure to present the Annual Report for South Burnett CTC Inc for 2016-17.

The new and older members of the Board have guided CTC's managers and staff in another challenging but ultimately successful year of service to the disadvantaged members of the South Burnett community. I thank all directors for their commitment and diligence in executing their duties. While drawing on the many decades of accumulated governance and business expertise, Board members have recognised their own need for continuous improvement and have therefore participated in various professional development activities to be even better equipped to deal with the ever more complex environment we work in. I am particularly pleased to report

that after several years of multiple audits of all our systems, including governance, we have been granted an organisational licence which will streamline future regular quality assurance audits. I would like to thank all contributors to this complex and drawn out process – their skill, persistence and patience is commendable.

The issues our staff face on a daily basis in supporting clients appear to be escalating in complexity, severity and urgency, not to mention quantity. At the same time, funding and/or our ability to generate income from business units is stagnant or reducing. The transition from funded Disability Services to the market driven NDIS has begun well prior to the roll out of the full scheme in July 2018. While we have been advocating for the NDIS for a very long time and strongly support its aims, we have been stretched to the limits in preparing for its implementation. We are greatly concerned for many of our clients in the absence of funded supports to assist them to prepare. We cannot carry all that load though. Our Service Manager and her team are working way beyond the call of duty and external advice is that we are ready for implementation – but the personal and organisational cost of this has been and will continue to be very high.

Our growing involvement in addressing Domestic and Family Violence has broadened our Youth and Family Services and brought with it the unfortunate need to strengthen our security arrangements in Murgon and at the Kingaroy Youth Park. Similarly our Foster Care Service PIFC has encountered ever increasing complexity surrounding the children in care and the requirements of foster carers.

Again, the Managers and their teams excel in supporting their clients in highly individualised and innovative ways, recognising and respecting the worth of each and every person they work with.

None of the frontline services could operate without the backup of HQ based managers and CEO – who deal with the countless HR, financial, administrative and quality assurance requirements of an organisation with upwards of 160 employees under several awards. We have extensively upgraded our IT and payroll systems – another major and costly exercise. In spite of all these expensive “extra” activities, we have managed to achieve a small surplus and ensured that we remain financially very sound.

The Board extends sincere gratitude to the CEO, the Managers and all staff for their continued dedication and hard work in actioning CTC's vision and mission. While gratefully acknowledging our funding bodies and philanthropic supporters, it is our people who make the difference in our clients' lives – thank you!

I hope you enjoy the following pages, crammed with details of our activities for the year 2016/17 and thank you for your interest. Any feedback is most welcome!

John Box
Chairman



Traditionally a patchwork quilt is made for a specific recipient with love and skill by one or more people from bits and pieces that individually are insignificant but together form a functional and beautiful whole. Over the years a quilt will need cleaning, repairs, replacements and even the user may change – but it will still be functional and beautiful. A blanket would do – but it is the skill, love and beauty of a quilt that makes the real difference.

That's how I think of CTC – an organisation made up of many programs and projects that are stitched together by dedicated people to provide practical support to individuals and families with an extra touch of care and love.

In the following pages we explain and describe what exactly we have done in 2016/17 - needless to say we have been busy! The completion of the Heritage Lodge construction and improvements made to the laundry and engraving areas at Gumnut Place were concrete evidence of new patches on our quilt. The addition or expansion of programs to our Youth and Family Services meant an increasing focus on Domestic and Family Violence in the wider South Burnett and Cherbourg. While growing in some areas, we have been working towards exiting from Childcare Services in Nanango without leaving that community lacking in services, a development that will not come to fruition until the next financial year. It has been a hard decision to make and the process has been difficult and time consuming but Board and Managers are certain that it is the right decision.

The transition of our Disability Services CROSB and Gumnut Place to the NDIS has occupied an enormous amount of time and energy and continues to be a major challenge. External audits confirm that we are as ready as can be for the local roll out of the NDIS in July 2018 and we already have some clients from other regions, but we are also very aware of the challenges we are facing in this drastically changed environment. As always our main concern is the wellbeing of our clients – the uncertainty surrounding this commendable development is causing a great deal of anxiety.

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 been successful in winning several tenders and received much positive feedback from our stakeholders and clients. We thank our State and Federal Government funders and our very generous supporters Tarong Community Partnership Fund and Heritage Nanango Community Fund, as well as our many other supporters. Without them we would not have been able to achieve a small financial surplus overall while supporting those areas of our organisation that are highly challenged to break even.

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

Thank you also to the members of the Board of Governance, particularly new Chairman John Box and outgoing Treasurer Max Lehmann who provide invaluable voluntary support and guidance.

Nina Temperton
Chief Executive Officer

CEO'S MESSAGE

Our People

Board of Governance

CTC's operations are guided by the strategic leadership and professional experience of its Board of Governance, Chairman John Box and CEO Nina Temperton.

Our Board Members are all actively involved in the community with many living and raising families in the region for most of their lives. Board Members are extensively involved in numerous not-for-profit organisations, local schools, clubs and groups. At different stages throughout their lives, they have been instrumental to the success of various local businesses and industries ranging from agri-business, retail, banking, electricity distribution, education and accounting, to name a few. They all have intimate knowledge of the community, the underlying issues that disadvantaged families and individuals face and the need to make a difference in the community through CTC's services.

CTC values its Board Members' commitment to strategic planning and regular review. Due to their varied community connections, CTC's operations are carefully aligned to the needs and realistic expectations of our region.

Over the past 34 years CTC has overcome numerous obstacles to grow, change and adapt into the organisation it is today. Under the guidance of our Board we have and will continue to economise and operate frugally, avoiding waste and unnecessary expenditure to improve the quality of life and supports available for socially and economically disadvantaged people across the South Burnett.

Chairman

John Box - 2007

Deputy Chairman

Marc Reinbott - 2012

Secretary & CEO

Nina Temperton - 1992

Treasurer

Maxwell Lehmann – 2001

Members

Michael Carroll – 1987

Howard Leisemann – 1987

Eric Cross – 2004

Bernadette Upton – 2014

Kaylene Schilff – 2014

Maurice Freeman – 2015

Susan Algate – 2015

Johanna Gadischke – 2016

Russell Lebsanft – 2016

Our Management Team

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 Vision and Mission.

Our Management Team is driven to develop strategies and approaches that will deliver effective services that positively impact the lives of vulnerable people and families across the region.

All members of the Management Team are committed to placing 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.

Each member of the Management Team is an experienced industry professional who has progressed through the ranks within the community sector to the position of leadership that they each hold today.

They demonstrate their ongoing dedication to clients, organisation and community by pursuing grass roots projects and managing projects with limited budgets and resources. Clients and service delivery are central to CTC and hence the Management Team is continually looking for ways and funding opportunities to improve and expand CTC's services to fill any gaps in quantity and quality of the necessary supports.

Chief Executive Officer

Nina Temperton – 1992

Deputy CEO, HR & Corporate Services Manager

Janet Champney – 1990

General Managers

Barb O'Hanlon – 1998

Kirsten Firman – 2000

Esther Ross – 2000

Susan Jerome – 2007

Our Team Leaders

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

- | | |
|---------------------------|---------------------------|
| ➤ Human Resources | ➤ Residential Services |
| ➤ Corporate Services | ➤ CROSB |
| ➤ Information Technology | ➤ Gumnut Place |
| ➤ Finance | ➤ Partners in Foster Care |
| ➤ Youth & Family Services | ➤ 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 Day. The feedback from all staff who attended the day was extremely positive.

Our Staff

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

At the end of June 2017, CTC employs 164 staff: 72 full time, 43 part-time, 45 casual and 4 trainees who regularly go above and beyond to deliver quality services to our clients and the community. We are also extremely appreciative of the 10 volunteers who make an invaluable contribution to the success of the organisation through the giving of their time.

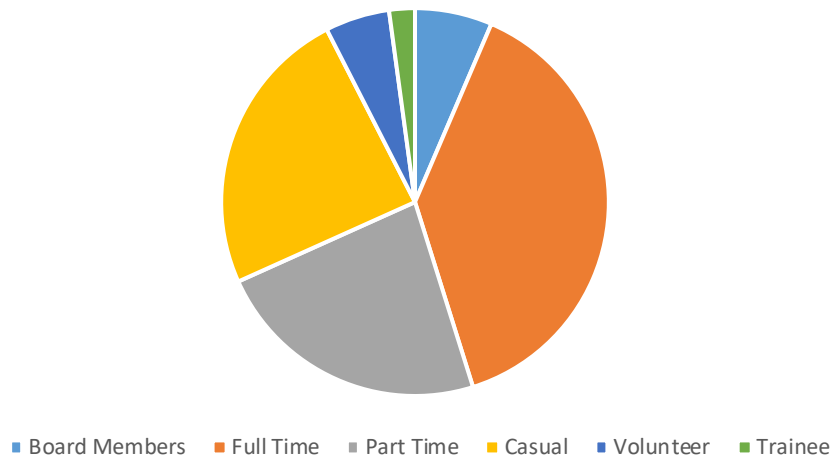
This year we recruited and inducted 36 new staff. Our induction program has seven stages which are completed by new staff and volunteers within the first six months of employment to ensure they are equipped for the best possible start with CTC from day one.

During the year 35 staff left the organisation for various reasons. Resignation letters and exit interview notes were read by the relevant Service Manager, Team Leader, Human Resources Manager and the CEO and pleasingly the vast majority of these reflected our perception that generally staff experience good morale and job satisfaction for the duration of their employment with CTC.

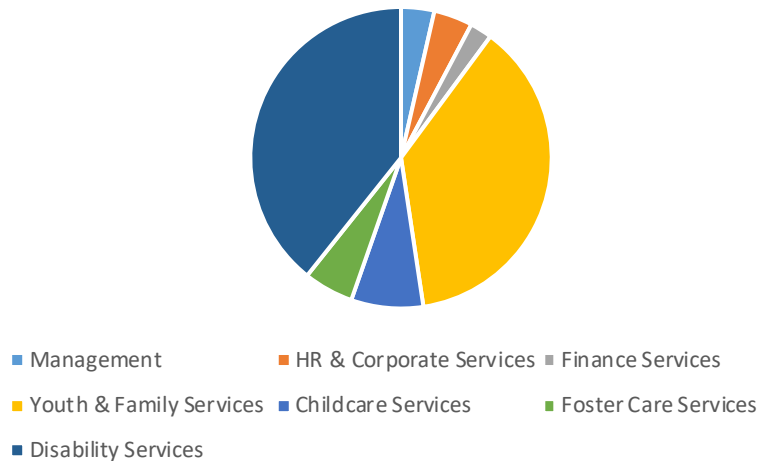
Professional Development

We recognise the value of providing our staff with professional development opportunities that improve our overall capacity to deliver high quality services. During the year we supported staff to attend over 90 different training programs, workshops and conferences.

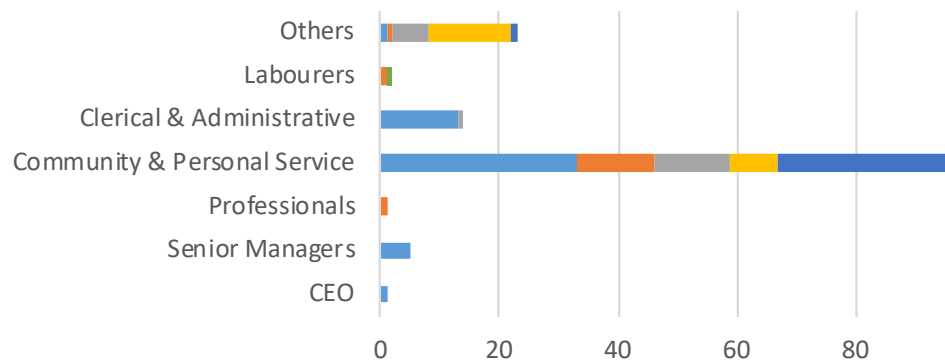
Staff by Employment Type as at 30 June 2017



Staff by Service as at 30 June 2017



Workplace Gender Equality Report as at 31 March 2017



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

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
Airing Out Domestic Violence	Department of Education and Training	Information and training program to arm Early Childhood Educators to support young children affected by domestic and family violence
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, 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	Community access, personal support, learning and life skills, in-home accommodation support, respite and emergency respite for people with a disability
	Commonwealth Respite and Carelink Centre 121 Care Inc Labour Hire	Recruitment service for approved host organisations under labour hire arrangements
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)	National Disability Insurance Agency	CTC holds a Certificate of Registration with the National Disability Insurance Agency to provide a comprehensive suite of supports under the NDIS
Community Work Skills Traineeships	Queensland Department of Education and Training	Assists disadvantaged Queenslanders to gain nationally recognised skills and qualifications
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 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
Toomey Street	CTC	A long term lease of a property in Kingaroy, used for short to medium term accommodation transitions as well as an alternative supported accommodation option for relevant CTC services where all other options have been exhausted
Heritage Lodge	CTC Heritage Community Funding Ltd Queensland Department of Communities, Child Safety and Disability Services 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 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 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		
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
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
Emergency Relief	Australian Government Department of Social Services Queensland Government 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

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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
First Start Trainees	As above	Youth Work and Administration trainees through Skilling Queenslanders for Work
Get Set for Work	As above	Provide young people 15-19 years of age with accredited training and employability skills through Skilling Queenslanders for Work
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 through individualised case management
Drought Relief	As above	One off funding to support those affected by the drought
Wondin-dee Indigenous Family Violence Counselling Service	As above	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
Safe Haven	As above	Family Support, Youth Support, Community Capacity Building and Community Patrols to minimise harm experienced by children/young people connected to Cherbourg who witness or experience family violence
NEXT STEP After Care	As above	Supports young people aged between 15 and 21 years who are transitioning from the care of the Department to independence
South Burnett Domestic Violence Service	As above	Provides court support to people experiencing or at risk of experiencing domestic and family violence and counselling to women and children who are experiencing domestic and family violence
Family and Child Connect	As above	An intake and referral service connecting families to the right support at the right time to reduce the risk of becoming involved in the statutory child protection system
RENEW Intensive Family Support	As above	Working collaboratively with families who have multiple and/or complex needs to develop their resilience and capability to take responsibility for the care of their children
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 of 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
Employability Skills Training	Regional Training Services	Providing Level 1 and Level 2 Employability Skills training for young job seekers
Other Services		
South Burnett Enterprise Centre	CTC Kingaroy Regional Enterprise Centre Association	Management of the Centre which offers small business, training and conference facilities

Workplace Health and Safety

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

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

As a result of continuous improvement, there has been a review of how the organisation monitored and assessed risks across all facets of the services. This included assessing how staff conducted day to day contact with clients and community to the way the organisation provided induction to new staff and volunteers. CTC has looked at what was in place, what was outdated and what areas it could improve on. This is an ongoing focus that will ensure that the organisation continues to provide a safe and productive service for not only our clients, but also for the staff working diligently to provide these services.

Information Technology

During 2017 CTC had a major upgrade with the mail server, moving from Exchange 2010 to Exchange 2016. This upgrade was lengthy and involved migration of all mailboxes and resource calendars to the new server. The benefits of Exchange 2016 are stronger security, improved performance, stronger data loss prevention and improved Outlook web access. Backup is now granular whereby a single email from a backup can be extracted rather than the entire mailbox.

Secondary cloud backups are now implemented. Data is backed up onsite and to the cloud to meet the requirements of our Disaster and Business Continuity Plan.

A rollout of new desktop and notebook computers has commenced with Youth and Family Services. This upgrade process will continue into the new year ensuring our technology is reliable and up to date.

Telstra Vantage Technology Expo

On 21 and 22 September 2016 I was fortunate to attend the annual Telstra Vantage Technology Expo held at the Melbourne Convention Centre. Throughout the two days I was able to meet leading technology vendors face to face and experience the latest technology demonstrations that are focused on streamlining IT operations.

Vendors present included Microsoft, Samsung, Dell, Apple and Citrix - just to name a few. I was also able to attend live information sessions from various industry professionals by building my own event agenda. These speakers were very engaging and used many real world situations to highlight their product.



Various motivational speakers were also present on the main stage and included Andre Agassi for part of the closing keynote address which was brilliant.

The overall experience was excellent and I have gained valuable information that can be implemented within the CTC IT infrastructure. I look forward to my invitation from Telstra for the 2017 Telstra Vantage! – Andrew

Finance

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

A large volume of purchase orders and invoices from all CTC services was processed and paid on time to meet our creditors' payment terms. Staff processed income and expenditure with monthly reconciliation of 4 credit cards, 3 debit cards, 16 bank accounts and 10 investment accounts.

Amazingly this year over 350 Group Certificates/Payment Summaries were ready for signature on 29 June – immediately after the completion of the last pay run for the year. A new record and testament to the efficiency and hard work of this team!

Fleet

CTC's fleet provides immeasurable support to the services provided to the community. Throughout the year our 45 vehicles covered incredible distances - ***in the past year our vehicles travelled over 1.2 million kilometres to support our clients and community!*** We are proud to report that vehicle incidents have again been very low. This is a testament to our driver training program that has created a culture of safe and responsible driving. As one of the most recognised and able fleets in the South Burnett, its high level of professionalism is something that CTC takes pride in.

We thank Bill Hull Car Centre for making a Mazda 2 available to us for helping learner drivers to amass their 100 hours' experience before getting their provisional licence. We would love some more volunteer mentor drivers for this program.

News & Events

CTC Site Tours

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

In 2016/17 the Board of Governance continued to run a number of site tours for interested members of the community. CTC has subsequently welcomed representatives from local, state and federal government members and departments, businesses, service clubs and many others to these site tours. Due to time pressures Federal MP, David Littleproud was given an individual tour and impressed our staff with his interest in their activities. Subsequently David saw fit to mention CTC in Parliament which was a great morale booster. Each of these site tours has been highly successful as many new networks were formed and existing networks were strengthened.



Christmas Hampers

Each year in the lead-up to Christmas, CTC collects donations of non-perishable items from staff that are then sorted into complete gift baskets which are given to families in need. In 2016 we delivered an amazing 22 gift baskets to families in need.

STAR Award

In 2016 CTC sponsored the inaugural round of STAR Awards at Kingaroy, Murgon and Nanango State High School awards nights for students who demonstrated STAR attributes 'Sustained Effort, Teamwork, Attitude and Reliability' but were not commonly recognised through 'normal' school awards.

At Kingaroy State High School the award was presented to two students from the Special Education Unit who were chosen by their teachers because of their positive attitude, their hard work, reliability and their social skills, thus fitting the STAR attributes. They were Daniel Brookes and Bree-Anne Bishell-Turner. ...Tracey Reinbott, Kingaroy State High School

At Nanango State High School, the STAR Award was presented to a SEP (Special Education Program) student who we felt had displayed the 'STAR' attributes. This year the STAR Award was presented to a Year 8 student, Hayden Jones. Hayden consistently worked well and always tried his best. He is a very polite, considerate and well-behaved student. He willingly engages in all class activities and he always has a pleasant attitude. Hayden was a worthy recipient of this award. ...Shana Flood, Nanango State High School

Immunisation Program

Since 2014 CTC has offered all staff the opportunity to access free seasonal flu vaccinations in an effort to encourage staff to look after their own health and wellbeing as well as lower the incidence of staff absence due to illness. Twenty-six staff members took up this offer and attended a special vaccination program at Bunya Pines Family Practice. Staff were also given the opportunity to bring family members along to receive low cost vaccinations or to make arrangements with doctors in their own towns.

South Burnett Careers Market

CTC again had a stall at the Annual South Burnett Careers Market held at the TAFE in Kingaroy. It was the perfect opportunity to talk to young people about the work that we do in the community and it was wonderful to hear that some are already thinking of working in youth or disability services when they leave school. We also received some interest from prospective foster carers - all in all, it was a very successful day.

Coats for Those in Need

As we approached the traditionally cold time of year in the South Burnett the Partners in Foster Care team came up with an innovative way of providing access to warm clothes for those in need. Outside the Partners in Foster Care office is a rack of coats and scarves with a sign 'Are you cold? Take one. Do you want to help? Leave one.' Many of these clothing items were donated by CTC staff.



Community Christmas Lunch

The annual Community Christmas Lunch is designed to provide an opportunity for 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 continue 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

CROSB had a team in the 2016 Relay for Life called CROSB Crew. Our team had six official members, who all did a great job of fundraising! The team raised over \$2300 – special mention goes to Carmen Burnett for raising over \$850 selling raffle tickets where the prize was a number of beautiful mosaic pots she had made. Our fundraising efforts were helped significantly by SupaIGA Kingaroy who donated \$500 to the cause. On the day of the event, everybody did a great job setting up our camp site and everyone made an effort to get dressed up. CROSB even won a prize for the best fundraising idea for our selfie station.



Share the Dignity

Our Youth and Family Service received a generous donation of many “Share the Dignity” bags from Jason Vella, who is associated with the Western Downs Outreach Project. The bags are full of toiletries, sanitary items and trinkets for women in need – who often have to make the impossible choice between sanitary items for themselves or food for their children. Reactions from those who received the bags included tears of appreciation and disbelief at being given something that made them feel special and cared about. The beauty of these bags is that every one is individual – it really adds to the magic.



Since receiving this generous donation CTC has become a Share the Dignity collection point, meaning we can collect and distribute items to women in need.

We are extremely appreciative of the generosity of the Kingaroy Lions Club who made a donation of \$1000 to CTC for the purpose of supporting the Share the Dignity campaign.



Stanwell Bowls Day

Stanwell continues to be a most generous supporter of CTC through the Tarong Community Partnership Fund and direct sponsorship. This year Gumnut Place was the chosen beneficiary of their Charity Bowls Day in Brisbane. At this annual event, Stanwell suppliers and associates pay to participate in a fun bowls competition, various raffles and a BBQ organised by Stanwell staff. Our Chairman and CEO were invited to promote Gumnut Place and as well as receiving a warm response were able to thank the participants for what became a total donation of almost \$24,000.



Bunya Pines Family Practice Donation

In November 2016 Bunya Pines Family Practice staff very generously made a donation to our Emergency Relief fund for the purpose of supporting families in need over Christmas.

CTC Day

On 15 June 2017 CTC staff came together at the Wooroolin Hall to embrace an opportunity to network, meet staff from other services within CTC and participate in a professional development workshop. This year Hayley Foster, from Griffith University's MATE Violence Prevention Program, delivered a condensed version of Bystander Training: leading the cultural change required to prevent violence in our community and become effective bystanders with the skills to confront, interrupt or prevent violence in all its forms.

CTC staff enjoyed a feast of gourmet burgers put together by the Team Leaders group with the assistance of the Kingaroy Rotary Club who supported by cooking the meat and hot chips for everyone.

Following lunch and a group photo, individual staff were recognised for their efforts through various awards including length of service and annual awards.

Congratulations to:

Annual Awards

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

- HR, Corporate Services & Finance - Matthew Kenny
- Gumnut Place - Brendon Evans
- Partners in Foster Care - Brenda Brown
- Youth & Family Services Kingaroy - Yanina Mollenhauer
- Youth & Family Services Murgon - Kerry Cotter
- CROSB - Bill Davison
- Residential Services - Graham Newson
- Childcare Services - Natalie Oxenbridge

5 Years of Service

- Annette Eadie
- Phillip Marten
- Johnny Magro
- Angie Dingle
- Dave Little
- Angie Fisher
- Mary-Anne Knoll
- Rick Willett
- Brendan Evans
- Simon Linnane
- Bernie Horne

10 Years of Service

- Matthew Kenny
- Cathe Ferris
- Susan Jerome



Congratulations to **Susan Jerome** who was awarded the **Howard Leisemann STAR Award**. This award recognises **Service, Teamwork, Attitude and Reliability**. The award is presented to a staff member who has made an outstanding contribution in the area of service, has promoted teamwork and collaboration and has done so with a positive, dedicated and forward-thinking attitude over a sustained period, which is over and above expectation.



We also have a **John Quatermass (JQ) “Above and Beyond” Award** for any exceptional “deed” in a given year by any staff member. While recognising that great work is being done all the time, this award is not necessarily given each year yet could in some years be earned by more than one person. This year **Malcom Simmons** was the recipient recognising his ongoing commitment and dedication to young people in the South Burnett through his voluntary position as Lead Tenant of the Youth Hostel.



Childcare Services

Pre-Graduation and Children's Christmas Party

In December the children in the Pre-Prep room celebrated their graduation, followed by a family BBQ, which was enjoyed by all. We also held the Children's Christmas Party which proved to be a big success again this year. Thank you to Santa and to all who helped make the night a success.



Under-Eights' Day 2016

On Friday 21 October 2016, 13 Pre-Prep children attended Under 8's Day at Nanango State School. Each community organisation participating was asked to organise and supervise an activity for all children to participate in. CTC Children's Service chose threading using brightly coloured penne pasta and wool. This activity was chosen as it was also an educational learning process for the children to be involved in. The activity included experimenting with mixing colours, counting, colour recognition and making patterns. Other activities that the children enjoyed participating in were playing with gym balls on the tennis court, face painting, hair spraying, kite making, fruit loop bracelets, painting, goop, shaving cream and fishing for plastic fish. The Queensland Police Service and Queensland Fire and Rescue Service were also holding a display of their vehicles allowing the children to climb in and explore. Then we found out the sirens are very loud! The Fire Service also allowed the children to have a turn at holding and operating the fire hose. Even though we had only been at Under 8's Day for two hours, the children were becoming very tired as they had been so busy making, creating and being physically active. The walk across the road back to the centre seemed to take a very long time! We all had a very enjoyable morning.



Nanango Show Display

The Nanango Show has been and gone for another year. We were so proud of the work the children did towards the display. See the "Year of the Rooster" photo below for those of you who missed out on seeing the display.



Disability Services

Disability Services Bus Tour

Our very first Disability Services Bus Tour was a huge success! We had 15 people on the bus who received an information-packed day on the numerous sites and services that our Disability division covers. Our first stop was the CROSB Office, then morning tea was provided by Gumnut Place at CROSB House. We had a number of Support Workers at the house to explain what their job involved as a Support Worker. We then had a leisurely drive to Heritage Lodge in Nanango where we were able to view a vacant unit and hear details from CTC's CEO about the journey to get this Modern Disability Accommodation Facility to the point of almost full occupancy. We then moved on to Gumnut Place in Murgon for a delicious lunch and grand tour before heading home. We received many compliments along the way. Sophie said, "She would not be where she is today without Gumnut Place," and Daniel said, "The chicken was better than KFC's." We were also complimented on the quality, efficiency and content of the tour. The passengers learnt a lot!



Gumnut Place's Commercial Laundry has grown from strength to strength through the continued support from local businesses such as Downer Mining and Stanwell Corporation (through the support of their Tarong Community Partnership Fund), South Burnett Regional Council, local wineries as well as local residents. This year we washed a high volume of work wear for Downer Mining at the Meandu Mine. In fact, up to December 2016 we washed 10,657 items of work wear for the power station.



Our machines are industrial washing machines, so this allows for bigger loads. Our machines can hold up to 32 kg of washing which is ideal for doing doonas and blankets when the winter chill finally departs. Along with washing we also do ironing for our clients' convenience. One of our customers said, "Gumnut provides a highly professional ironing service that is reasonably priced with quick turn around and it makes my workload that little bit lighter when I am working full time".

Guns N' Roses Concert

I had the privilege to support a client fulfilling a long-time goal to go to the Guns N' Roses concert. The client, with help from his mum, organised tickets, accommodation and a CTC car for travel. The excitement started as we travelled to Brisbane. We listened to lots of the band's music and talked about what songs we thought they would play. Wearing our Guns N' Roses shirts we caught a bus to the venue. It was full of fans. It was great to see the client so pumped. We sang many of the songs and were in awe of how good they sounded. As it was an outside concert there were fireworks but they could not beat the awesome music and atmosphere. The client loved seeing Slash playing guitar as the band just got back together and may not come back to Brisbane again. On our way home many people asked if we were at the concert as we both had new Guns N' Roses tour shirts on. The client relayed how good it was to everyone.

YOUR CONTRIBUTION TO OUR SOCIAL AND ECONOMIC IMPACT



Your business with us contributes to meaningful employment for

20

PEOPLE WITH DISABILITY



Our partnership contributed to us generating

\$466,277

OF DIRECT ECONOMIC BENEFIT TO AUSTRALIA

This calculation is based on income tax paid by supported employees, Disability Support Pension and disability support savings and self-funded capital investment, less our funding received to provide on-the-job support.



Last year we generated

\$716,774

IN REVENUE FROM OUR 223 CUSTOMERS

We ensure each job we do meets the highest possible standard. To assist with this we have achieved the following accreditation:

JAS-ANZ



EMPLOYEE SATISFACTION



In 2016 Gumnut Place won the "Australian Disability Enterprise Excellence Award". To win this national award, Gumnut Place demonstrated its ability to provide a work environment with innovative training practices, high quality employment conditions for people with disabilities and a focus on continuous improvement when it comes to service delivery moving towards to the National Disability Insurance Scheme.

FORMAL TRAINING



Gumnut Place provides a variety of training opportunities for our Supported Employees to gain further skills while in the workplace. We are currently supporting two employees as they work towards acquiring a forklift license. There have been many success stories over past months including two of our kitchen employees, Angela and Brendon achieving a Certificate III in Hospitality.

The Gumnut Place, a business service for people with disabilities, joined the CTC auspice in December 2007.

Partners in Foster Care

Child Protection Week 2016

This year Partners In Foster Care (PIFC) hosted a stall in the Kingaroy Shopping Mall to promote Child Protection Week 2016. The aim was to raise awareness about the needs of children within our community. The stall ran from Monday 5 September through to Friday 9 September. Various child related organisations within the South Burnett area supported the event by spending time manning the stall and talking to members of our community. Throughout the event we raised awareness around the needs of protecting children and ways in which the community can assist.

Through the wide diversity of teams manning the stall and the available resources that each individual organisation brought with them we were able to refer various community members who approached us asking for help or advice to the appropriate organisation.

Our tally of adults who attended the stall throughout the week reached 320. Many children attended and it was a wonderful opportunity to be able to talk to parents and provide them with resources such as “The Hand of Safety” which they were able to either complete at the stall or take home with a set of colouring pencils to complete at home.

PIFC received two expressions of interest from the event and many more took leaflets about the role of foster carers. During the week we were approached by three kinship carers residing in our area who were not currently receiving support. These kinship carers have now been transferred to PIFC and are now receiving support to assist with the children in their placement.

The feedback from those who supported the event was that it was a great opportunity to reach out and engage with members of our community and talk about the different programmes and supports that are available to families. Many also said that it was great to see the collaboration within the organisations, with staff from different agencies interacting and getting to know each other and what services they offer.

Everyone who attended the stall was given a free raffle ticket. We had two prizes: the first being a family games pack and the second a Cinema pass, donated by the Kingaroy Satellite Cinema, for a family of four.



Winner of the family games pack, Lenise, with her prize

Child Protection Week Dinner

My first Child Protection Week Dinner was probably different to the first dinner of others as I was in the strange circumstance of not having much experience in the sector as yet. I had not even started working in the Partners in Foster Care (PIFC) team. I had, however, worked with Child Safety supporting various young individuals over the years. I was a little apprehensive as to where I would be sitting but this was quickly sorted out as I was ushered to a seat with my new work colleagues and welcomed with open arms. It was good to see everyone in the room celebrating the achievements of their work mates in what can sometimes be a thankless job.

The Rookie of the Year Award went to Rosie Van De Ween. The Joy Kite Award went to Fiona Meredith from Evolve and the Leadership Award went to Jacqui Tapau. The awards were followed by an exciting art auction that saw a lot of competition and excitement in the room with our CEO and The Mayor bidding enthusiastically.

...Rob Fairbrother

Foster and Kinship Carer Week

Foster and Kinship Carer Week this year was held on 24-30 April 2017. The week offers an opportunity to highlight the selfless work of foster and kinship carers, thank them for their efforts and raise the profile of foster and kinship caring in the community. To celebrate the work, dedication and commitment of foster and kinship carers within our community, Partners in Foster Care hosted a morning tea on Thursday 27 April at the Enterprise Centre in Kingaroy.

The morning tea was attended by staff from Partners in Foster Care, the Department of Child Safety and Foster and Kinship carers throughout the South Burnett. All joined together to socialise and discuss the challenges and successes they had experienced throughout the year and share some of their stories with each other.

All carers enjoyed an array of delicious baked goodies from Gumnut Place before being presented with a certificate of appreciation and a beautiful handmade basket full of treats to enjoy over a cuppa. After the presentations, Melissa Venn (Manager of South Burnett CSSC) and Nina Temperton (CTC CEO) spoke on behalf of the staff from the Department and Partners in Foster Care to express their gratitude of the selfless commitment each carer has provided to children in the South Burnett by giving them a safe, loving stable home.

The group then came together to watch a video from youth advocate Josh Shipp entitled “Every kid is one caring adult away from being a success”. Josh provided a valuable insight into what it was like to be a child in care and how important it was to have an adult who was able to see through his challenging behaviours and believed in him. Each of the carers found the stories shared by Josh inspirational and were able to relate them to their own experiences. Overall the morning was a wonderful time to come together to reflect and look forward to what the future may bring.

Child Protection Stats

In Queensland, there are 9103 children in care. 8024 of these children are in Foster Care, 647 are in Residential Care and 432 are in other institutions, like hospitals or detention centres. 15% of these children are in the Central Queensland district of which the South Burnett is a part, which is 1327 in total. Partners in Foster Care currently supports 70 foster carer families with 145 children.

Pizza Night

Partners in Foster Care are always looking at ways of getting people to come to training. We have some of the most knowledgeable trainers in understanding trauma. It is great to be able to share this knowledge with foster carers. We have found that Pizza Nights are the way to a Foster Carer's heart. Every school holiday we have a Pizza Night where we invite carers to bring their children to have pizza for dinner, then one of our staff takes the carers aside for some training and the others look after the children. The September 2016 Pizza Night attracted more than 20 carers and over 50 children. This meant we needed 30 pizzas, 10 garlic breads, 60 poppers, 60 water bottles and this created a whole lot of noise!

The PIFC Service Manager delivered some training around Brain Development using Nathan Wallis' DVD. The Partners team along with Chris and Vic from Connections looked after all the children, providing activities including basketball, other ball games, craft and DVDs. Special thanks to those who worked with the children. There is no way we would get that sort of turnout on a night event without support with the children; it is much appreciated.

Heritage Lodge Opening

Our new community duplex housing in Nanango, Heritage Lodge, was officially opened on 17 November 2016. The day saw a strong turnout and support from the CTC Board and Management team, Nanango Heritage Community Funding Ltd Board, South Burnett Regional Council Mayor and Councillors, our district Member of Parliament, Queensland Government representatives and members of the community.

The tenants of the complex were very hospitable and made sure that the grounds were in beautiful condition for the day and Gumnut Place went above and beyond to provide fantastic catering for the morning to all the attendees.

Heritage Lodge is the result of a successful partnership which saw CTC and the Nanango Heritage Community Funding Ltd committing funds, utilising land donated by the South Burnett Regional Council and through funding from the Department of Communities, Child Safety and Disabilities as part of its Elderly Parent Carer Innovation Initiative.

The aim of the complex is to deliver safe, affordable and accessible housing for adult persons with disabilities who were previously in the care of their parents or guardians who due to age may no longer be able to provide the required level of care or are just looking for a quality accommodation option for their children.

Heritage Lodge is built on CTC's 'Good Neighbour' model where we seek a community-minded person to live in the complex and provide basic support to the other tenants in the same capacity as a good neighbour would. In return we negotiate a reduced rent.



Heritage Lodge Feedback

In its first 12 months of providing tenancy, Nanango Heritage Lodge has had great success in building community spirit within the complex. The Good Neighbour's role, in particular, has had a positive and lasting impact on all tenants, including feedback we received from an external agency highlighting a tenant whose transition into the complex was made all the easier by the 'thoughtfulness of the Good Neighbour's actions, how he particularly tailored his approach to the tenant's needs and how he had followed up with me and really went over and above my expectations of what his role entailed'.



Community Housing – NRSCH

After 2 years of working towards applying for registration through the Queensland Registrar's Office, CTC was officially notified in November 2016 of our success in gaining registration under the National Regulatory System for Community Housing (NRSCH).

The application process allowed us to review and update our service and the feedback from the Registrar's Office will further assist us in our continuous endeavours to provide the best possible service. This has had a huge impact on the way we approach our housing portfolio, from the asset management of our buildings, both short and long term, to the referral pathways we implement in supporting tenants to attain sustainable accommodation and engage successfully in the community.

This registration will be subject to annual compliance audits which will allow us to work with the Department of Housing and Public Works and the Registrar's Office in our ongoing commitment to providing another quality accessible service in our community.

Our community housing sites have had smooth sailing for the last 12 months which has afforded us the opportunity to review the premises and the work with not only the Department of Housing and Public Works but also the tenants, to highlight needs and emerging issues.

Wondin-dee

Cherbourg State School Community Breakfast

On 12 June 2017 the Wondin-dee team hosted a BBQ Breakfast for the Cherbourg State School community. The morning was a great success, Wondin-dee staff were



able to engage with the school kids and staff. The kids enjoyed a great bacon and egg sandwich, prepared by the Wondin-dee team. A great time was had by all.

Maryborough Correctional Centre Group Counselling Program

Wondin-dee staff regularly attend the Maryborough Correctional Centre to facilitate a group counselling program with a focus on domestic violence. This program has received positive feedback with staff working at the prison stating that they have had a record number of attendees, engagement and participation from inmates. This program focuses on understanding factors that lead to domestic violence and the effect domestic violence has on victims and children whilst also ensuring that men remain connected to their community and can access support immediately upon their release from prison through Wondin-dee.

Case Study

When I started working in Wondin-dee in July 2016, one of my first clients was a 13-year-old boy who was experiencing some difficulties at school. He'd been suspended for a month owing to his behaviour, he'd been lashing out at other kids in his grade and had to be physically restrained by his teachers. When I first met him he was withdrawn, not willing to engage and hostile towards any form of intervention. I took the time to get to know him. I asked him to tell me his story, as I was struck by the sadness and the hopelessness he was feeling. His older brother had recently passed, he was in his mid-teens and my client was close to him. After the death of his brother, my client and his siblings were taken into care by an older male relative, which meant moving from their home in New South Wales to the South Burnett. As a child, my client had witnessed a great deal of domestic and family violence. His upbringing was dysfunctional: he had been used by his family to run drugs and commit petty crime in his home town. Combining his past hurt and trauma with his present situation, meant that he was not coping with the stresses he was dealing with. His male relative was a bachelor and not used to having a house full of kids. He only wanted the best for the young person and his siblings. However, his best meant that boundaries had to be put in place, which meant more stress for the young person. In order to fit into his new school environment, he attempted to cope by using his modelled behaviours of power and intimidation, leading to minor suspensions and issues with school discipline, culminating in a 3-month suspension. It was during this suspension that I started working with him. From July 2016 we worked together so that he could return to school. The young person wanted change and was prepared to work to achieve it. We worked on a behavioural contract, where he acknowledged the hurt he had caused and what he could do to turn his behaviour around. We met with the Principal and Deputy of the school, where he had the opportunity to discuss what he needed to do going forward. He presented his contract and was able to negotiate his re-entry with the

school to restart classes. A major turning point for him was the restorative conference he had with a classmate most affected by his behaviour. From this meeting the young person was able to see the effects of his behaviour and the restorative power of acknowledging his wrong doing and seeking to right the wrongs. The end result was that he was able to return to school, with the support of CTC, for the rest of 2016. He had his issues, but to his credit, he was able to work through them proactively, not reactively as he had done in the past. It was a privilege to attend his graduation at the end of the year and celebrate the results of his hard work with him. It was a great result for all involved. ...Peter

Safe Haven

Young Fathers Program

Safe Haven has started a Young Fathers program to engage young men under 25 years. This program has focused on engagement through activities such as going to the gym, golfing and fishing. Yarning circles are held each week focusing on healthy relationships and the challenges men face in Cherbourg as fathers. Attendance has been high with an average of 9 men attending on a weekly basis. This has led to the young fathers requesting further individual support from staff.



Family Activities

Family activities are held on a regular basis to enable families to spend quality time together enjoying activities that they would not always have access to. Activities have included movie nights, beach trips, day outings to the Bjelke-Petersen Dam and stew and damper nights.



Next Step After Care

In recognition of the work that CTC and other Next Step After Care providers across the State did in developing the program with young people's involvement, the group was awarded the Youth Participation Award during Child Protection Week.

Reconnect (Connections) is an 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

Case Study

Cherbourg Police referred a 13-year-old boy to the service who was homeless and left in Cherbourg by his grandmother. The young person had not had any contact with the police prior to coming to Cherbourg. During his short stay in Cherbourg, he became known to police for a number of minor offenses. Reconnect staff picked this young person up and called his grandmother in Brisbane so that we could transport him back to her. His grandmother explained to staff that he was not able to go and live with her or any other family members. This young person's mother was unable to care for him due to mental health issues and his father had passed away when he was younger. Child Safety was called as there were no adults willing and able to care for this young person. Staff worked with Child Safety to arrange for this young person to stay in Cherbourg for the night and provided enough food for the evening. Staff supported this young person to meet with Child Safety and investigate further options for accommodation through extended family members. Child Safety were able to make contact with an extended family member in Brisbane who was able to support this young person. Reconnect staff assisted this young person to relocate to Brisbane.

Lazer Skirmish

The Connections Youth Team supported 35 children from Cherbourg and Murgon to enjoy 2 hours of lazer skirmish on the first day of the September school holidays, which was put on by Murgon PCYC. They were split into 2 opposing groups as the idea of the game was to lazer tag as many of the opposition as possible. There was pandemonium and fun all-round with some kids being “snipers in waiting”, waiting to catch their opponents out. The young people had loads of fun and learnt a lot about teamwork.



RENEW Intensive Family Support (IFS)

Noosa Beach Fun Day

RENEW Intensive Family Support held a beach and surf fun day at Noosa for families involved in the program. The day was a great success with 52 young people and adults attending. Families were able to spend quality time together in a fun environment. RENEW was able to offer the children the opportunity to have a surfing lesson. Many young people took up this opportunity and they all thoroughly enjoyed it. One young girl was able to achieve her dream goal of managing to stand on a surf board on the waves. Many new encouraging and supportive friendships were made.



123Magic and Emotion Coaching

Over the last year RENEW IFS has held group and one-on-one sessions for parents in 123Magic and Emotion Coaching. The program has been extremely well received and parents have commented on their increased ability to understand their children’s behaviours, set limits and boundaries and to help their children gain emotional and behavioural self-control.



Sea Life Trip

RENEW Intensive Family Support took 40 people to Sea Life (Underwater World) on the Sunshine Coast. This number was made up of 10 families including parents and children. The day was a great success with families being able to spend quality time together in a fun and safe environment without stressing about transport, food and money. Many children started to develop new friendships with the other children who attended. One family who had been unable to attend other social inclusion activities due to health problems was able to attend this event and had a great time.



Case Study

RENEW worked with one particular family from the inception of the program for 21 months. This family was at significant risk of entering the Child Safety system due to:

- The parent’s significant mental health problems relating to past traumatic events which resulted in numerous suicide attempts and neglect of the children
- The parents’ past involvement with drugs, alcohol and crime
- The family’s lack of routine
- The prep-aged child was at risk of expulsion from school due to attendance and behaviour issues

- Conflict in the house between the teenage child and mother
- School behaviour issues with the teenage child.

Through working with the family RENEW was able to implement the following changes:

- Case coordination with the school resulted in the school having an understanding of how best to work with the child. Due to this the child was not expelled and is now a happy and successful Year 2 student.
- Case coordination with relevant services resulted in the mother receiving intensive therapy. The mother is now in control of her mental illnesses.
- The teenage child attended multiple Youth Insearch camps and is now on his way to successfully completing Year 12. He has also completed a Certificate II in Hospitality. He was selected for leadership with Youth Insearch but made the decision to delay it to focus on Year 12. He just got his learner license.
- The mother now has part-time work.
- RENEW worked with the family on their morning routine which now runs smoothly.
- Mediation between the mother and teenage daughter resulted in increased open communication and understanding.

This family is now resilient and have successfully departed from the RENEW IFS program. The chart below of the initial and closing wellbeing domains highlights the improvements the family made in their time working with RENEW IFS.



Residential Services provides 24/7 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

Feedback

I just wanted to say how incredibly impressed I am with the way FIAR House is operated, and with the individual staff who work there. I'm consistently impressed with the patience of the staff, their professionalism, and the carers' astute abilities to manage the behaviours of young people who have copped far more than their fair share of trauma. I also really appreciate Sarah's administrative support. I really feel that you're all doing a truly fantastic job, and it's been a pleasure to work with you. ...*Courtney, Child Safety Officer*

Specialist Homelessness Service

In the first quarter of the 2016/17 year CTC's Youth Hostel exceeded our mobile support numbers by 10 hours and provided beds on 636 nights, when the target was 456. That meant we housed an average of 7 young people per night, every night, for the quarter. Altogether 16 young people were accommodated and similar numbers applied for the whole year.

Family and Child Connect is an intake and referral service connecting families to the right support at the right time to reduce the risk of becoming involved in the statutory child protection system

Case Study

I had been working with a young girl, 15 years old, who was not attending school, inflicting self-harm, had a broken relationship with her mother and had attempted suicide on a few occasions. Her parents had both spoken to me on many occasions about not knowing what supports can be put in place as they had run out of ideas to assist their daughter. I worked with this young girl initially to try to get her into a school. However, we were unable to complete this goal as the school stated that she did not need to return. I had been working with this girl for a month, supporting her emotional well-being in general until a referral to another service could be made. Yesterday I ran into her father who was very happy to announce that he thought that his daughter was "going back to normal". He thanked me for seeing her during such a rough time and said she was getting some ambition back. He also said that she wanted to repeat Year 10 and become a nurse. He said she appeared happier around the house and wasn't arguing as much with her mother. The father thanked me for working with her and said he was excited to see where it all heads from now on.

Family Fun Day

T'was the day before the Family Fun Day and the weather appeared sweet. Although Wednesday was forecast to rain, we knew the weather was something we could beat.

At 4 am, the rain began to fall and wet the ground, and soon our phones began to ring and sound.

It was wet, the day must not progress. "It certainly will," we stated. We wanted nothing less.

By 9am the rain began to calm and slow. Fantastic, the Family Fun Day will be a go!

The setup soon progressed to start, with workers from Community Services working hard, ensuring that the Family Fun Day would go ahead, working the long yard.

Families and children entered the park soon after, and the park was filled with sounds of joy and laughter.

A great day was certainly had by all. So a great big thanks to all those who helped and stood by their stall.

Poem by Michael Sanford



Staff Profile: Tareek Hopkins, Certificate III Community Services Trainee (in his own words)

My name is Tareek Hopkins, I am from Cherbourg. My experiences as a teenager growing up

- I had a difficult childhood and always followed the wrong crowd
- I have been in juvenile detention 6 times and hated it
- Been through child safety care and it was pretty hard

I only made it to year 10 in high school which was in Murgon

- Because my education was lacking and I didn't have any interest in finishing school
- I was never in the same area more than a year or two always been moved because of my dramas with trouble

Later down the track wanted to make differences in my life and turn things around

- I started work experience doing agriculture, I was working on a farm doing all sorts of work as in fencing mustering yard works learning how to drive trucks from there I got my cert 2 in agriculture so from there I got offered to go up north to a station for ringing same thing as in mustering, for 6 months
- I finished up and came back to Cherbourg then I didn't know where I was at this point of my life meaning I didn't know what to do with myself
- I was job searching for a long time I was very in need of a job I asked around a lot and eventually got an offer to work on a dairy farm. So I took it and then I was there for two months then decided to leave and I looked for another job.
- So I hung around still searching for differences and the more work I got the more skills I got out of them which is good
- So then I got offered to apply for a traineeship at CTC Murgon then after my job interview I got a phone call a week later saying I got the job I was so happy but yeah it's good I am really happy and impressed with myself from who I was to where I am now and still learning more skills every day that goes on.



Learner Driver Mentor Program

In partnership with Bill Hull Care Centre, CTC commenced a Learner Driver Mentor Program to give young people a helping hand to notch up their logbook hours. The program would not have been possible without Bill Hull Care Centre generously making a Mazda 2 sedan available. The Learner Driver Mentor Program provides an opportunity for learner drivers who either don't have access to a vehicle for training purposes or don't have anyone to supervise them to gain the 100 hours of supervised on-road driving required.



Photo courtesy of southburnett.com.au



Contact Us

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

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



CTC - working for our community