



*Celebrating 25 years of
working for our community*



CTC - working for our community

ANNUAL REPORT

2008|09

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Who we are

History

South Burnett CTC Inc (CTC) was established in September 1983. Hence this financial year we celebrate our 25th year of working with our community. We began life as a grass-roots community response to addressing the high levels of youth unemployment that existed in the South Burnett at that time. Over the years we've expanded and diversified our operations considerably.

Today we're a large, community owned not-for-profit organisation that continues to address the needs of disadvantaged people throughout the South Burnett and into our neighbouring communities across a wide range of programs.

We also assist and promote our region's social and economic development activities and continue to support the many individuals and organisations that approach us for help. We are a genuinely local organisation which operates purely for the good of our community.

While diversifying in accordance with CTC's vision and mission, the organisation has maintained a very strong focus on our clients and on our values. We are now a very professional, diverse and large organisation and long past our casual beginnings – but we have never wavered from providing a friendly, open environment in which all stakeholders can feel valued and respected while receiving or delivering effective and efficient services.

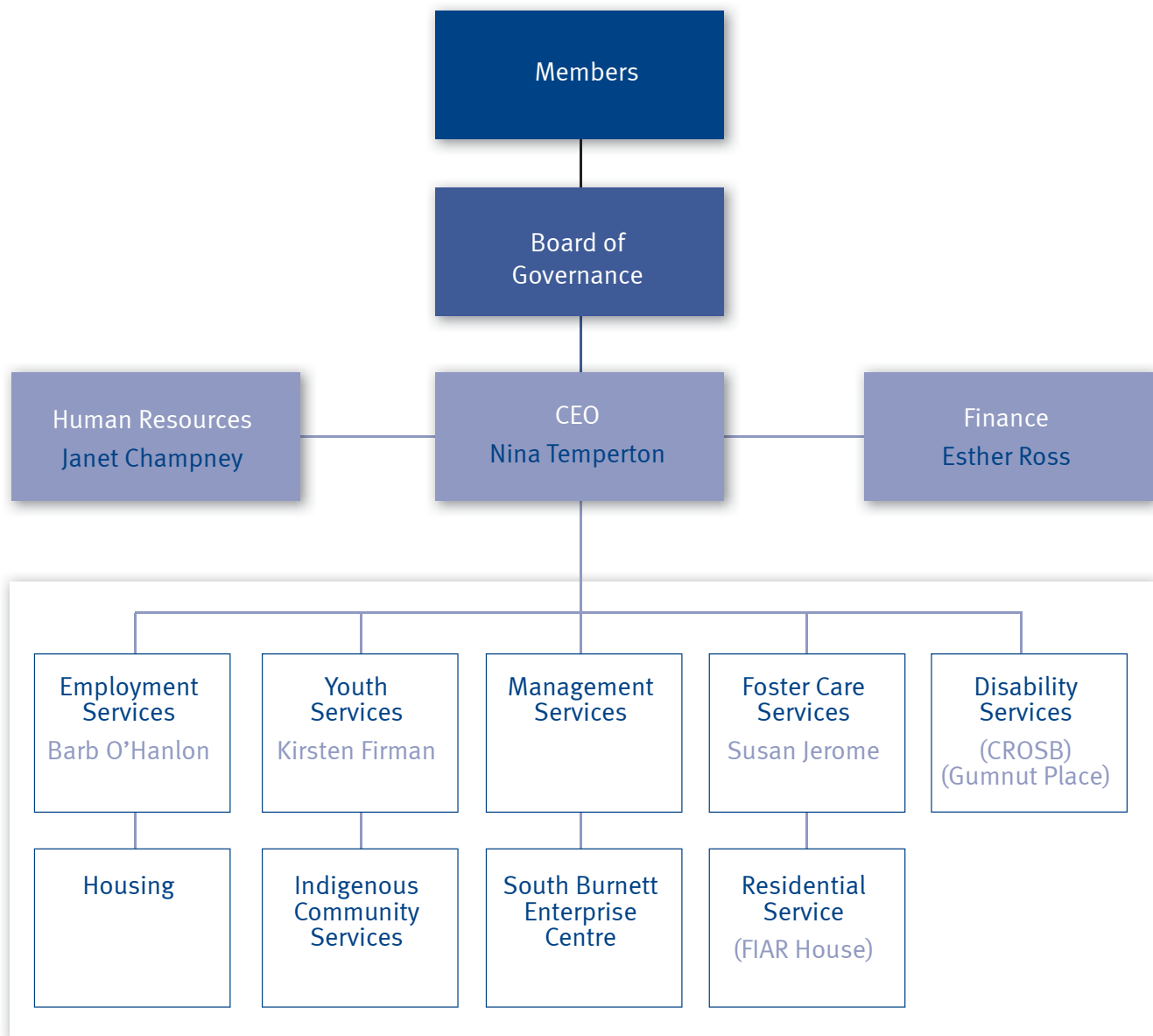
CTC services

South Burnett CTC Inc has six main service areas:

- » Employment Services
- » Youth Services
- » Indigenous Community Services
- » Foster Care Services
- » Disability Services
- » Management Services.



CTC Structure



CTC Strategic Objectives

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 support 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.

Mission

Proactively and reactively, alone or in collaboration with appropriate others:

- » Identify gaps in the access to and quantity and quality of services and supports in our area of operation (e.g. South Burnett or regions designated by funding bodies)
- » Identify means of addressing such gaps
- » Lobby for and/or encourage appropriate government, non-government organisation or corporate service provision
- » Source funding to provide required services
- » Establish and deliver services in accordance with our vision
- » Engage in appropriate business activities to raise revenue to fund worthwhile community activities and provide a sound base for the organisation's future
- » Build community capacity to realise our vision
- » Enter any relevant activities that further our objects in a manner that recognises and respects the rights and responsibilities of all people and the need to address issues on a broad front, while focussing particularly on the needs of disadvantaged and/or marginalised members of our communities.



Board of Governance

The tremendous growth and diversification of CTC has been guided by the Board of Governance (BOG), still affectionately called the LMC (Local Management Committee) as it was known in the SkillShare days – LMC sounds much better than BOG don't you agree! Many of the members of this committee have been with the organisation from the outset or since the very early days.

The stability and strong leadership of the LMC has been appreciated by staff whose numbers have grown to more than 160, mainly permanent employees, many of whom have been with the organisation for years (or as long as their service has operated). This is pleasing evidence of CTC's "employer of choice" status in an industry known usually for very high staff turnover. Undoubtedly the shared commitment to the clients we deal with and services we deliver is the major reason for CTC's continuing growth and success.

Board of Governance Continued

Howard Leisemann – Chairperson

Howard is a qualified accountant and Company Secretary of Kewpie Enterprises in Kingaroy. Howard has extensive community organisation experience having been in the past a member of the High School P & C Association, Neighbourhood Watch, the President of the Kingaroy Bluelight Committee and is a past President of the Rotary Club of Kingaroy (where he was awarded their highest award for service a Paul Harris Fellow). Howard in recognition of his contribution to the local community was awarded the Kingaroy Citizen of the Year.

Geoff Hosking – Deputy Chairperson

Geoff is a retired TAFE Director who has in the past operated his own electronics business. Geoff has also been the Youth Director at the Rotary Club of Kingaroy 3 out of the past 4 years due to his interest in youth development across the region and is a Paul Harris Fellow. Geoff is a volunteer on the Kingaroy Airport User Group being a keen pilot and is secretary of the Kingaroy Historical Motorcycle Club.

Nina Temperton - Secretary

Nina is an active and passionate member of the South Burnett community and is a founding member of the South Burnett Enterprise Centre Association, a Board Member of the Tarong Energy Community Partnership Fund, a member of the Kingaroy Lions Club (including a term as President), a member of the South Burnett Wine Industry Association, a former chair of the private hospital in Kingaroy and up until recently an Executive Member of the Wide Bay Burnett Area Consultative Committee being part of the Australian Government's regional development network.

Maxwell Lehmann - Treasurer

Max spent the majority of his working life with the National Australia Bank working in many parts of Queensland, culminating in a 10 year stint as Branch Manager at Kingaroy. During this time Max got the red dirt of Kingaroy in his blood and upon his retirement from the bank in 1997 was elected

as a councillor on the Kingaroy Shire Council. Max spent 1 term as a councillor and from 2000 to 2008 was Deputy Mayor. Max is a member and tireless worker for numerous community organisations including the Kingaroy Lions Club and can be seen at most community events in the South Burnett cooking a mean sausage sizzle or serving a cold beer. Max with his wife Lyn also operates a successful B & B in Kingaroy and he enjoys sharing his experience and skills wherever they are needed in his community.

John Quatermass – Patron

John is a founding member of CTC and was Chairperson from 1983 to 1992 and Deputy Chairperson from 1992 until 2006. John also owned and operated a very successful electrical business in Kingaroy for over 40 years. John has a lifetime of community service commitment including Chairing roles on the Lions Rodeo Committee, Kingaroy Hospital Board, the District Development Board, the Salvation Army Red Shield Appeal and the Scouts. In recognition of his services to the broader South Burnett community and to CTC, John was elected to be our organisation's Patron in 2006.

John Box – Board Member

John is a more recent member of the CTC Board, joining the organisation in 2007 and comes with a wealth of management experience in the electricity distribution industry. John is currently the Area Services Manager – Wide Bay South with Ergon Energy and is based in Kingaroy. John brings proven people management skills and extensive experience in project management to the organisation along with his strong sense of social justice. John is a life member of the Apex Club in Kingaroy and was recently honoured as Queensland Ambulance Service 'Achiever of the Year' in the North Coast Region Star Care Awards of Excellence for the work he does as President of the Kingaroy Local Ambulance Committee. John has a very strong community focus and is a JP Qualified, one of four community representatives on Tarong Energy Community Reference Group for the Partnership Fund grants and an active member

of several community committees and groups. John enjoys his role as part of the committee organising the largest youth activity in Southern Queensland, the annual Technology Challenge in Maryborough. John with his wife Christine is kept busy enjoying family activities with their 3 children and 10 grandchildren.

Cr Keith Campbell – Board Member

Cr Campbell has over 30 years of executive management experience in agri-business and had 9 years as a councillor with the former Kingaroy Shire Council. Keith was in March 2008 honoured to be elected as the 1st divisional councillor for Division 4 of the new South Burnett Regional Council and is today the Deputy Mayor. Keith also maintains a hands-on role in the local community through his involvement with groups such as Meals on Wheels, St John's Lutheran Primary School and the Kingaroy Chamber of Commerce but to name a few. He is keen to continue improving community assets and developing the South Burnett as a great place to live, work and play.

Michael Carroll – Board Member

Michael is a tax agent for JA Carroll & Son and operates a beef cattle enterprise in partnership with his wife in the Kingaroy district. Michael is involved in a number of local beef cattle organisations and is an active member of the St Vincent de Paul Society.

Eric Cross – Board Member

Eric for much of his life has successfully operated a cattle and table grape farming enterprise in the Inverlaw district of Kingaroy. He has during this time served as a Board member of the Queensland Grain Growers' Association and the Navy Bean Marketing Board. Eric also has experience in the manufacturing industry and holds numerous nationally recognised technical qualifications. Eric is a dedicated family man with a wife and 4 children and is keen to see social justice and employment outcomes improve across the South Burnett.

Graham Easterby – Board Member

Graham is the State Health and Safety Practitioner Coordinator for Queensland Health. Graham is a former Federal Agent with the Australian Federal Police serving in various roles throughout the country for nearly 15 years. After leaving the AFP, Graham became the owner operator of a motel and restaurant business for a period and then owned a training business specialising in driver training. Graham has a Masters Degree in Justice and has had a long association with community service having led a State Emergency Unit and been actively involved with the SES for some 15 years as well as being a First Aid Instructor for Red Cross and Queensland Ambulance. Graham enjoys sharing his knowledge and skills with the CTC Board, Management and Staff.

Jennifer Walters – Board Member

Jenny is a company director and small business owner/operator in Kingaroy. Jenny is a Justice of the Peace (Qualified) and has served in the past as a Board Member of St Aubyn's Hospital, the Kingaroy Chamber of Commerce and is an active member and past of the South Burnett National Show Society. Jenny has now been a valued member of the CTC Board of Governance for nine years.

South Burnett CTC Inc Members

| | |
|-------------------|-----------------------|
| Beverley Coutts | Marie Shaw |
| Cynthia Woltmann | Ken Mills |
| John Quatermass | Eric Cross |
| Reg McCallum | Jenny Walters |
| Howard Leisemann | Janet Champney |
| Percy Iszlaub | Nina Temperton |
| Ron Oliver | Max Lehmann |
| Michael Carroll | Judith Bock |
| Keith Campbell | Renita Andersen |
| Col Turner | Lynelle Hahn |
| Heather McCallum | Damien Tessmann |
| John Shaw | Graham Easterby |
| Sandra Greenslade | Karyn Bjelke-Petersen |
| Geoff Hosking | Susan Kratzmann |
| Glenys Peterson | Jenny Robinson |
| Peter Ploetz | John Box |
| David Cartmill | Bernadette Upton |
| Sally Rinehart | Robert McIntosh |



Chairperson's Report



I am pleased to present the annual report for South Burnett CTC Inc. for the year 2008-09.

As a not-for-profit organisation we recognise the opportunities afforded to us by Government at Local, State and Federal levels which allow us to provide targeted assistance to those in our community who face life challenges they find difficult to effectively confront without professional and caring support.

We also recognise the support we receive from industry, in particular Tarong Energy and Thiess, and from other community not-for-profit organisations.

In recent years, with careful financial oversight, we have also been able to invest in strategies that have allowed us and will continue to allow us to provide suitable infrastructure and support for these activities, achieve better outcomes and maintain a strong platform from which we can continue to deliver worthwhile support activities to the communities we operate in as and when the need arises.

As you browse through this annual report you will recognise the breadth and depth of services offered by CTC. You will also note that CTC is an organisation with roots and governance firmly grounded within the communities it supports.

Nina and her team leaders continue to maintain a close and strategic liaison with key decision makers at all levels of government and industry, with peak industry organisations and with providers of similar or complementary services available to our target client groups. They also maintain a keen understanding of and enthuse a passion for dealing with the needs of our clients, both existing and emerging.

CTC staff deserve our gratitude in being able to maintain this momentum. The ability to reach our desired levels of targeted effective support to those in our community who are in the greatest need is always a challenge.

The Board extends their sincere gratitude to Nina and her team and to all staff and volunteers for their dedication and support, past, present and future, in keeping CTC a strong, vibrant, effective and dedicated community focused “not for profit” organisation.

The CTC Board Members receive no remuneration and provide their services on a totally voluntary basis. Their dedication and expert and timely advice are very much appreciated. I have been very fortunate to work with a professional, focused and passionate team. The Board meets on the first Wednesday of every month with several Sub Committee meetings also programmed during the month. This provides the opportunity to deal with governance matters in a timely and effective manner.

Howard Leisemann

CEO's Report



Success breeds success, they say. If that is true CTC must belong to the rabbit species because we are breeding like mad! During 2008/09 our staff numbers have increased by 37 % to about 110 full time equivalent employees from very diverse backgrounds,

including 22% who identify as Aboriginal. The personnel mix reflects the ever increasing diversity of our programs and it is both this diversity and the rapid growth we continue to experience that posed our greatest challenges this year.

Personally I believe that “breeding” success would be much more fun than the reality: our success is based on sheer hard work, persistence, perseverance, courage, determination, commitment and collaboration. These are the attributes required of soldiers in battle and soldiers need leaders with vision if the war is to be won. Make no mistake; there are times when we feel as though we are fighting one battle after another in our quest to fulfil CTC's vision and mission of creating a better life for all people in our sphere of influence, especially those who are disadvantaged. Fortunately, we have the leaders, the officers and the foot soldiers as well as the vital support of government and communities to help us win more often than not.

There were several major challenges this year, possibly none greater than the pending restructure of employment services nationally. While we wholeheartedly agreed with the proposed new system of holistic services we were worried that small, regional organisations like ours could not compete in the tender. We had to keep our high standards in the old system while putting enormous efforts into the compilation of an unbeatable tender. Barb O'Hanlon led in the delivery of both in a herculean effort over several months and after 6 months of anxious waiting was rewarded in April. CTC won 65% of the employment services “market” in our area. Whether this was a battle worth winning or a pyrrhic victory remains to be seen – the economic environment and labour

market have changed drastically even before we could implement the new system – but while the jury is out on that, we acknowledge Barb's and her collaborators' fantastic achievement.

The Queensland government also set us a challenge with its introduction of alcohol restrictions in the Cherbourg community and the subsequent creation of a number of intervention and diversionary programs. While we have some concerns in regard to the regulations, we believe strongly in the value of the new programs to assist people to break the vicious cycle of addiction, abuse, neglect and unemployment. Kirsten Firman developed the models and subsequent tenders for these programs with great success and she now leads a massively increased youth and diversionary services team. The complexities and sensitivities around these programs are truly enormous and often it is a question of 2 steps forward and 1.5 steps back, but in Kirsten's words “we are getting there”. Particularly pleasing is that Cherbourg elders and organisations now frequently invite CTC to play a role in the community and that the collaboration between the police, government and non government agencies and CTC around youth and indigenous issues is exemplary.

Partners in Foster Care under Susan Jerome's leadership has also expanded to meet ever increasing demand for out of home care for children and young people. Once again it is due to close collaboration between Partners, other CTC services and the Department of Child Safety that in 2008/09 we could open FIAR House to provide 24/7 care to children with very high needs. Both Partners and FIAR House have been licensed and sailed through subsequent audits, due to Susan's superior skills in policy and procedure writing and in training her staff and the carers.

In our Disability Services we have managed to greatly improve the chances that The Gumnut Place will become financially viable in the near future thanks to great efforts by the team in at times very stressful conditions. Tarong Energy and Thiess have been very generous donors and will continue

to collaborate with us in providing employment to people with disabilities, for which we are most grateful. CROSB too has continued to grow and added a new accommodation support program to its services. The CROSB Advisory Committee (CAC) members have again made invaluable voluntary contributions to the service and have our sincere gratitude.

While we all remain focused on excellence in service delivery, the “backroom” is of course vital in keeping the wheels rolling. Janet Champney in HR and Esther Ross in Finance must be congratulated for apparently absorbing ever increasing demands with equanimity and great skill. So often the heroes in an organisation are those who deal with the frontline needs of clients, and rightly so, but without Janet and Esther no one in our organisation could do their jobs.

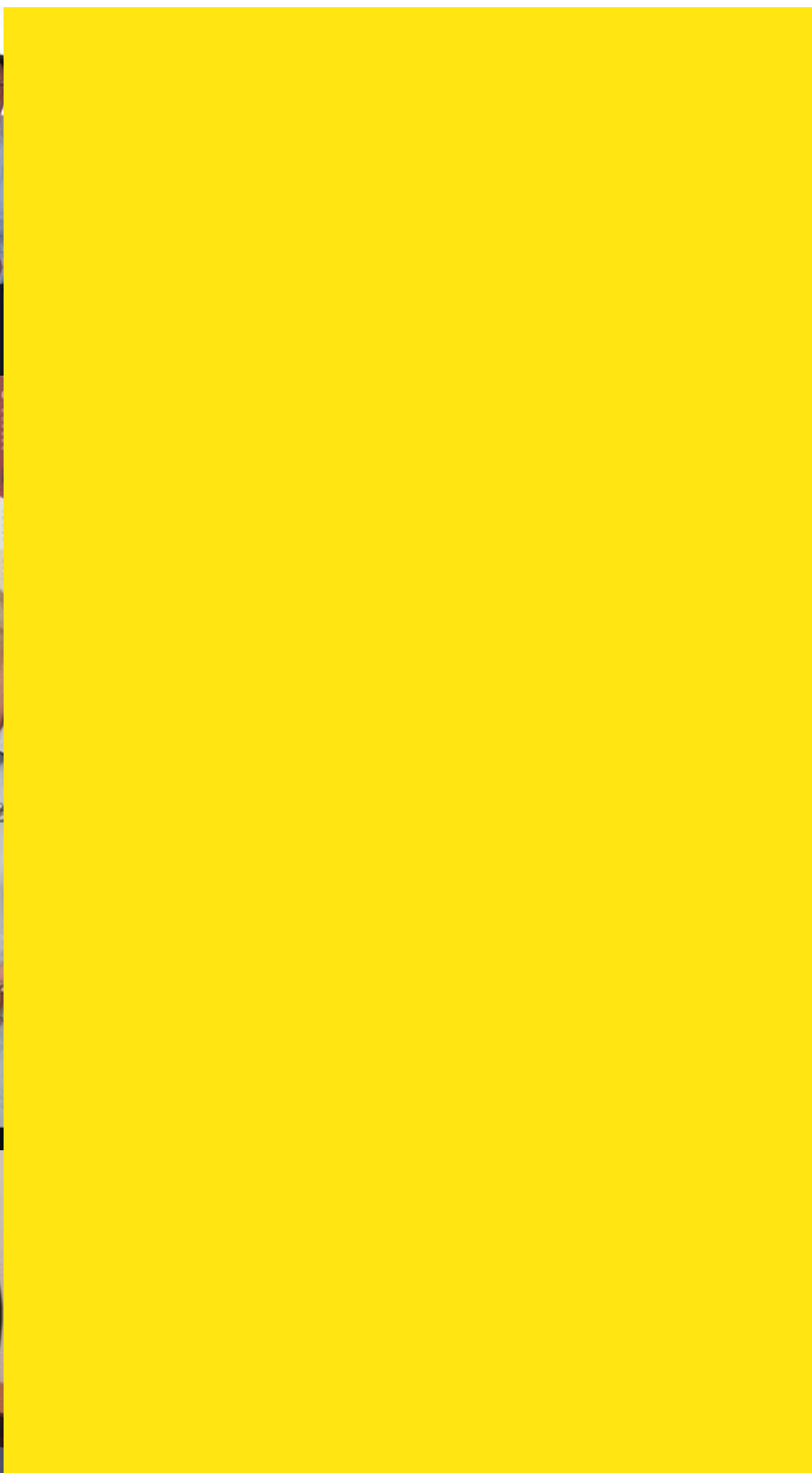
Underpinning all of CTC’s endeavours is the vision and guidance we receive from Howard Leisemann and the members of the Board of Governance. Gone are the days when one monthly meeting was sufficient – the demands on the Board have grown just as much as the organisation as a whole. I cannot thank the members enough for the support, encouragement and practical assistance they give me and the senior management team on a regular basis and with great skill and kindness.

I have mentioned individuals who have made outstanding contributions this financial year but they would be the first to acknowledge that their success is based on cooperation with each other and the commitment, hard work and skills of their team members. My heartfelt thanks go to all staff for their commitment and contributions in a challenging and exciting year.

We have celebrated 25 years of working for our community in September 2008. Yes, it has been a series of battles however we are extremely proud of what we have achieved for the people we serve and confident that in collaboration with all our stakeholders we are able to continue to fight the good fight and win!

Nina Temperton





Employment Services

The End of an Employment Services Era!

This year has seen the closure and restructure of many employment services programs contracted through the Department Education, Employment & Workplace Relations (DEEWR). Contracts for Community Work Coordinator, Job Network, Personal Support Program, Job Placement, Education and Training and the Job Placement license have been a part of CTC's service delivery for over 10 years and many of these programs we were actively involved with from their pilot stage. We have seen these programs adapt and evolve along with labour market and client needs and now we are very excited about the opportunity to deliver the new holistic "Job Services Australia" (JSA) into the future.

The year's focus for our Employment Services Team in Gympie and Kingaroy was on sustaining a high service standard across all programs in the midst of uncertainty as we commenced the lengthy task of the "Request for Tender for Employment Services 2009-12". As a small community organisation we did not have the luxury of a "Tender Team" to write and research the many pages of information required to collate a successful submission and despite these challenges and in competition with national and international tenderers we were notified in April 2009, after almost 6 months of waiting, that we had been successful in gaining 65% of the business allocation in the Gympie Employment Services Area. The relief and

excitement surrounding our success was surreal... we were one of only two providers who would commence Job Services Australia from 1 July 2009 in our region, an area that spans from Rainbow Beach to Yarraman.

The rest of the year was consumed with the preparations required to ensure successful commencement of the new contract. This included setting up 4 new office sites in Kingaroy, Gympie, Murgon and Tin Can Bay, operational processes, additional staff recruitment and maintaining an escalating transitional workload, all within the remaining 12 weeks.

On 22 June 2009 we commenced 19 new staff across our sites, with the appointment of Barbara Sandbach as Team Leader in Kingaroy and Derek Whitney as Site Manager in Gympie.

Of the 34 staff in Employment Services, we have two trainees, Tacye Pittard & Jayde Stolzenberg, completing Certificate III in Business Administration.

We also continued to provide assistance through funding from the Queensland Government, 'Skilling Queenslanders for Work' initiative for those clients who are not gaining assistance through the Australian Government programs.

Labour hire services have continued to expand over the year and our community housing service is also growing.

Barb O'Hanlon – Employment Services Manager



"This is my 11th year with CTC Employment Services and never before have our contractual requirements been so aligned with our CTC service philosophy for jobseekers and employers. Years of providing the 'right job seeker for the right job' have ensured an outstanding recruitment service, which has now been recognised. Our success to date is due to the dedication and community spirit of each staff member and their commitment to provide assistance to all in need!"

As our Job Network moved into the final 12 months of our contract we continued to provide an exceptionally high level of customer service in uncertain times. We continued to address the recruitment needs of our employers and to work closely with our internal and external networks to gain the knowledge base for all staff to ensure efficiency and effectiveness.

We utilised the ‘Skilling Queenslanders’ program – Skilling Solutions to enable our staff to gain qualifications in Certificate IV in Employment Services.

Our trainee Kirsten Douglas successfully completed her Certificate III in Business Administration traineeship in September 2008 and moved on to explore further employment opportunities. In October we welcomed a new business administration trainee, Tayce Maree Pittard.

The Job Placement Team continued to hold the number 1 rating nationally, right up until the completion of the Job Placement Licence on 30 June 2009. A steady increase in new employers, especially in the Gympie area, continued as our reputation of providing the “right person for the right job” filtered through to the local business community.

One of the busiest times for the Job Placement Team during the year was the recruitment for the Peanut Company of Australia seasonal work. Over 160 applications were assessed. CTC has held a licence to provide Job Placement Services since July 1998. This component of our employment service, with some variations, is now part of the Job Services Australia contract which commenced on 1 July 2009.

Lizz Geppert, Amanda Davis and Prue Bauer make up the Job Placement Team in Kingaroy. George Kimmince, Stephanie Grindall and Samantha Greenham are our Job Placement crew in Gympie.

Although there are now a few new faces in the Job Placement service the teams will continue to provide the recruitment service in Gympie and Kingaroy that we are renowned for.

Good news story

A long term unemployed jobseeker, who had a number of non vocational barriers had been referred to the Personal Support Program. We assisted to address the identified barriers and the jobseeker began to actively look for work with the Job Network program.

With his case manager, this jobseekers worked out his preferred employment pathways. The jobseeker had an interest in, and aptitude for, auto mechanics but due to medical restrictions was unable to do heavy lifting. However, the jobseeker did want to work with motorbikes.

The jobseeker and the case manager undertook a barrier assessment and determined what his barriers to gaining this type of employment might be.

We then assisted the jobseeker to undertake a QRide course to obtain his motorbike licence.

The case manager contacted a local motorbike dealership and discussed the jobseeker’s abilities and offered wage subsidy should a vacancy become available.

The jobseeker then met the business owner and was placed on a trial period. We also assisted with financial assistance for work boots.

The jobseeker is now enjoying his work and reports a distinct improvement in his self esteem.

Ongoing support has been given to the jobseeker, including the monitoring of employment security and investigating whether further qualifications are needed.

The Community Work Coordinator contract, which CTC piloted 11 years earlier, will draw to an end on 30 December 2009. This program has included Work for the Dole, Drought Force and Community Work which partnered with 55 non profit organisations. This program has provided work experience and given a sense of community belonging to many of our unemployed jobseekers. It has enabled us to assist many struggling local non profit organisations facing a depleted number of volunteers and materials to further improve their services. Over the 12 months the CWC team have coordinated 9 activities. These activities included host placements where work such as grounds maintenance, administration, data entry, historical archiving, hospitality, meal preparation, retail, nursery work, plant propagation and revegetation, mechanics and construction were all undertaken to further the skill base of those participating.

Des Crowley, Sam Murray Sr and Graham Singleton, our Work for the Dole Supervisors played a crucial role in mentoring the participants on their activities in Kingaroy, Wondai, Cherbourg, Murgon and Gympie while Dana Rogerson, Emma Bramley, Joanne Thorp and Paul Dodd all played a part in ensuring quality activities were available at all times. This high level of service was reflected in the 3.5 star rating given by the Department of Education, Employment and Workplace Relations.

We provided numerous Drought Force activities throughout the South Burnett and Gympie areas to ensure support was given to our struggling farming industry through the drought.

Good news story

Jo Thorp – Work for the Dole Coordinator, recalls this good news story in relation to our Drought Force activity.

A young man who had just completed his Agricultural Studies was keen to assist his parents to keep the farm going through the drought. Through discussions with the Department the participant was accepted onto our Drought Force Activity even though he was not in receipt of a payment from Centrelink. This farming family has utilised the assistance on offer through the Drought Force program and the participant has gained training credits to further his education.





Personal Support Programme (PSP) offers support, advocacy and referrals for clients to address non vocational barriers through in house support, community services or private and professional practitioner referrals. The geographical area covered includes Proston to Blackbutt and Murgon, Cherbourg and Goomeri.

At close of contract on 30 June 2009, we transitioned 61 clients across to Job Services Australia from the two sites – Kingaroy & Murgon.

Personal Support Programme transition provided greater accessibility to funds to assist our clients to address non vocational barriers, which we have lobbied hard for over many years. The transition into the new service will also enable those clients on the waiting list for Personal Support Programme to access an immediate service.

Flexibility in contractual requirements will also assist and support clients requiring crisis assistance.



The JPET program provides support and assistance to 15-21 year olds who have non vocational barriers which need to be resolved before moving into employment and training, including homelessness and the risk of homelessness. CTC is the consortium leader in partnership with Cooloola Youth Services to provide JPET services in the Gympie area as well as the South Burnett.

Paul Gray and Melanie Warren provided support and mentoring for these young clients over the past year. Again this program will be absorbed by the new Job Services Australia giving clients more access to funds to assist with non vocational barriers to address crisis issues as they arise.

Our targeted numbers for this financial year were 57, but with the transition numbers rolling in we commenced 85 clients by the close of contract on 30 June 2009.

35- 40% of clients were assisted and supported into employment over the 12 months.

Good news story

Sandra Brown shares another success story. A lady of 47 years of age with multiple non vocational barriers, one being her geographical location, was assisted to relocate to a more accessible area. We initiated and organised counselling to address some of the issues this client was facing. We also assisted with family relationship counselling and reconnection. We starting working with the client to commence and complete a Tertiary Preparation Program (USQ) including assistance with University entrance and subject selection. The client is now in stable accommodation, family relationships with her children now amicable and working towards reconciliation. She is undertaking a Bachelor of Arts, majoring in Journalism at USQ and has passed all her 1st year exams with credits and continuing to 2nd year. CTC also assisted with access to a computer and printer.

Good news story

Paul Gray tells of a situation where CTC was able to make a difference. A female jobseeker had relocated from North Queensland where she had partially completed an apprenticeship in engineering. It was evident that the jobseeker wanted to be employed in a field that is predominantly male. Through her commencement in JPET, CTC was able to assist this jobseeker with developing an appropriate resume, referral to a CTC Job Placement Officer and then referral to a Group Training organisation where she was reverse marketed to a local business and commenced a Traineeship as a Spare Parts interpreter. Through the JPET brokerage the jobseeker was then assisted with shoes and clothing in order to commence employment.

The jobseeker was further supported in transition through fortnightly contact and she has now completed the Traineeship and continues to work on a full time basis at the machinery centre.

‘Skilling Queenslanders for Work’ – Gaps & Choices Programs

The Gaps and Choices programs are fully funded by the Queensland Government through the Department of Employment and Industrial Relations (DEIR). In August 2008 CTC was successfully refunded (for the 2nd year) in Kingaroy and Gympie to deliver the “Filling the Gaps for Jobseekers” Program (fondly referred to as “Gaps”). This program provides 80 places for people who are not eligible to receive any assistance through the Job Network with Job Preparation and Job Placement assistance. We actively use complementary programs such as “Skilling Solutions Qld” as a pathway for participants of the program.

“Choices” was a 15 week paid work placement program conducted at Choice Support Services, 30 Lady Mary Terrace in Gympie. 10 long term unemployed had the opportunity to learn basic construction skills including painting, decking, grounds maintenance, dry walling and grounds beautification.

A celebration of the program’s success was held on 5 December 2008, with a television news story being taped and screened in March 2009.

Also commenced during the financial year was the Nanango Show Grounds Work Placement project. This project gave 14 long term unemployed participants an opportunity to learn new skills and gain much needed experience while working at the Nanango Show Grounds or the Cherbourg Historical Museum precinct thanks to State Government funding.

Ten people worked on upgrading the Nanango Showgrounds to prepare for capacity crowds and major events still to come on the year’s calendar including the Nanango Arts Festival, the Nanango Country Music Muster and the week-long Pioneer Festival. Another four people undertook administrative duties or learnt basic construction and landscaping skills at the Cherbourg Museum.

The State Government’s Work Placement Projects have an outstanding reputation for assisting over 70% of participants into employment.

Labour Hire

CTC has continued to provide a convenient and affordable labour hire service to complement our Employment Services contract. There has been a significant increase in the number of employers utilising this service. Key staff in this section include Jennie Juler and the financial team.

Good news story

Job satisfaction was at its highest when one of our major Labour Hire employers put in place arrangements for the employment of a person with a disability in an administrative support role with their company. CTC worked closely with the local disability employment network to ensure all support and mentoring services were utilised to ensure a successful placement. The employment period was initially for 3 months, however due to the success achieved by the employee, the placement period continued for 8 months.



Youth Services



South Burnett CTC runs a number of youth programs across the South Burnett. These programs have specific focus ages, clients and outcomes. As a general principle, the youth services support young people between the ages of 10 and 25 years of age through crisis, homelessness and to move towards successful engagement in education, employment and their community.

The Youth Services operate two offices in Kingaroy at the Youth Park and Connections in Lamb St. The Kingaroy office support young people across the whole South Burnett including Blackbutt, Yarraman, Nanango, Kingaroy, Proston, Wondai and Goomeri. The Connections office has a specific focus on the community of Cherbourg and Murgon. Both offices of the Youth Services deliver a range of programs including work readiness programs, school holiday programs, life skills and community engagement.

In this financial year, we have seen a growth in the area of Indigenous community services. These services include supporting Indigenous people who are incarcerated in the watch house, domestic and family violence counselling services and alcohol diversionary services. These services have created a new team which has been reported separately.



Programs operating in this financial year include:

| PROGRAM | FUNDED BY | PURPOSE & CLIENT GROUP |
|---|---|---|
| Youth Development | Queensland Dept of Communities | Young people having a stake in the place they live |
| Supported Accommodation Assistance Program – SAAP | Queensland Dept of Communities | Short term emergency accommodation and support |
| Crisis Accommodation Program – CAP | Queensland Dept of Housing | Rent assistance for emergency accommodation premises |
| Emergency Relief | Queensland Dept of Communities FaHCSIA (Australian Govt) | Emergency relief |
| Reconnect | FaHCSIA (Australian Govt) | Reconnecting young people with families, communities, education and employment |
| Get Set for Work – GSFW | Queensland Dept Employment and Industrial Relations | Targeted work readiness program for young people |
| Structured Training and Employment Project – STEP | DEEWR (Australian Govt) | Assisting and supporting Indigenous young people into school based apprenticeships and traineeships |
| Youth Support Coordinators – YSC | Queensland Dept of Communities | Assistance for young people at risk of not completing their senior phase of learning |
| Positive Futures Sport Programs | ACICC | Supporting sport initiatives and holiday activities for Indigenous young people |
| Local Community Partnerships – LCP | DEST (Australian Govt) | Career and transition services for all 13-19 year olds in the South and North Burnett |
| Young Mothers Program | MSHS/Queensland Dept of Education and the Arts | Providing support for young mothers (15-18 years old) to pursue their education and/or training goals |
| Alcohol and Other Substances Demand Reduction Program | Queensland Dept of Communities | Support for the Cherbourg youth project in partnership with Murgon and Cherbourg police |
| Primary School Youth Worker Program | Queensland Dept of Education and the Arts | Providing case management to referred primary school students |
| Skills for the Future | Tarong Mine Community Development Fund | Provide accredited training to young people who are not able to get or retain work |
| Engaging Youth People | ACICC | Holiday activities, activities for young mothers in Cherbourg |
| Cherbourg Transition Support Program | The Smith Family | Providing effective transitions for school students in Cherbourg through mentoring |

Highlights

Reconnect Program

The past twelve months have been very demanding, but also rewarding. The program has kept many of our previous clients and picked up a few new young people which happens often because of the transient nature of our indigenous clients who regularly travel from family to family.

The number of Indigenous family groups has risen recently in the small towns surrounding Cherbourg. Wondai and Murgon seem to be the places that ex-Cherbourg people prefer to live because of the long waiting list for homes that the Cherbourg Shire has at this time.

A recent example of our work included the bringing together of a family who had members spread all over South East QLD. This was probably the first time that everyone from this particular family had been together for almost four years and with our aid and support we were able to get them back together as a family. The father now works in Wondai supporting his family and his daughters attend school regularly with their younger siblings and every time I see them they thank me and our organization for what we managed to achieve, just through giving support in the right area at the right time.

Young Mothers

The young mothers program started this year with immense enthusiasm and persistence as we saw 11 girls sign on with our program and 2 two more in the following months.

This year the young mothers program enrolled with Murgon State High which included participating and completing a Cert II in Hospitality. The participation rates have been excellent. The girls have shown great perseverance and their determination towards finishing the course has been immense.

The program has been recognised as being successful by the community with positive feedback from several different organisations, which lead to the request for the young mothers

group being a part of the Cherbourg child health and safety calendar which was launched in July this year. The calendar showcased the girls and their infants whilst doing the program.

We now have a rewards system which is aimed to encourage participation and self improvement.

This year the girls have done a pampering day, a DFO trip and are in process of planning a trip to Dream World and Harbour Town on the Gold Coast.

Holiday Programs for Young People

The holiday programs are always highly successful based on feedback from participants who come from the Cherbourg, Wondai and Murgon communities. The numbers that attended the activities were again high this year. The activities set this year were directed to appeal to the children that have behaviour problems and the young people we were targeting as potential youth leaders from our highlighted communities. The age groups varied from twelve to eighteen years of age and programs were designed to accommodate these children.

We also built strong partnerships whilst delivering these programs with the Murgon/Cherbourg Police in an effort to reduce the escalation of youth crime caused by the lack of activities for the children to do and the onset of boredom which can then lead to mischievous behavior. The holiday format this year has given us greater insight into our indigenous communities in the three towns mentioned and we have been asked to again involve them in our next holiday program. The Schools have again given great support in promoting our activities before the holidays and the families importantly had all the required paper work in before any programs started.

Some of the activities CTC staged this year are listed below.

1. Monday night Disco's
2. Yabbing – open days
3. Movies – fun day in the park
4. Laser Skirmish
5. Bunya Mountain Cultural and fun day
6. Ten pin bowling

Get Set for Work (GSFW)

The GSFW program continues to deliver a variety of activities which help build participants' self esteem, confidence and better understanding life skills. These activities and training can include: Budgeting, Job Search Skills, Work Experience opportunities, Personal Development & Hygiene, Communication & Sport to name a few.

Participants have also enjoyed other activities such as Health & Well Being (cooking) and Wood Work and Ceramics.

Participants have been concentrating on individual plans and are assisted and encouraged to work towards their goals through group activities and one on one case management.

The GSFW Program is successfully helping our young participants overcome their individual challenges and move forward into work experience, employment, returning to school or studying at TAFE.

Local Community Partnerships (LCP)

Organising Structured Workplace Learning (SWL) keeps many of our staff very busy and provides excellent opportunities for students to explore occupations and career pathways. Similar to 'work experience', students are given a taste of the world of work. This can give young people real direction for their futures and quite often leads to further employment and training. For example, Michael from Kingaroy SHS was unsure where he was heading during school in 2008. He eventually commenced working at South Burnett Wood Worx one day per week. This lead to a formal cabinetmaking apprenticeship commencing in 2009. Michael said that, even though the work experience was not paid work, "it was really good and helped me so much. I'm so far ahead of where I would have been if I had not participated in the LCP program". His employers also report that Michael is "going awesome".

LCP has also played a big role in organising Careers Camps and excursions for a number of schools. We continually receive positive feedback about how beneficial it is for young people to see for themselves some of the options that are available to them for the future. We often have students, teachers or parents say "it really gave us some ideas to think about" ... "I've got some things to work towards now" ... "I didn't realise you could do that ...".

LCP staff have invested a lot of time and resources into these opportunities and believe they have been a highlight of our LCP program delivery.

Primary School Youth Work

A combination of individual and group work is making a difference for boys who are at risk of disengaging from school at a young age.

The first client introduced to the program is progressing exceptionally well. He was originally on managed attendance (two hours per day) and has now been on full attendance all year and rarely in trouble.

Another boy who has been in the program for one term has progressed from managed attendance of two hours per day to three full days plus two half days per week. He has consistently received very good daily behaviour reports.

The Rock and Water program has also been very popular with groups of six to ten boys. It teaches them, in a fun way, about safety, respect for self and others, self control, anger management and self defence.



Highlights

The Indigenous Community (Diversionary) Programs held an Open Day on Monday 6th July 09 with some 90-100 people present. In attendance were Drug and Alcohol services from Murgon, Cherbourg, Wondai and Kingaroy, the Murgon Police, Queensland Ambulance Service, Queensland Health and representatives from the Queensland Department of Communities. These agencies combined with CTC staff were a great representation of family support programs in the region and demonstrated the strong community support for our CTC Indigenous Community Programs.



Indigenous Community Services

These programs commenced in April 2009 and provide trained staff to ensure appropriate support and case management of families is occurring. This support is required to address complex issues arising in families and ensures that appropriate referrals are made to other supporting government agencies.

Patrol

This service ensures the safety of people who are intoxicated and assists in their transportation home. Four support workers are on Patrol between Wed-Sat 8pm-4am and then a Sunday shift between 2pm-10pm.

Volatile Substance Misuse Program (VSM)

The Volatile Substance Misuse Program where a young Indigenous person is employed to ensure education, prevention and the safety of clients around Cherbourg is happening, providing support to our substance misuse users and creating a holistic approach to their individual stories.

Barambah Community Support Program

This program is a collaborative effort with the Queensland Police Service to support Indigenous people who are placed in the Murgon Watch House.

Wondin-dee

Wondin-dee is a pilot Indigenous domestic and family violence counselling service. This program commenced this financial year and is providing individual services to victims and witnesses of domestic and family violence from or connected to Cherbourg.

While this is a new program, as Coordinator of the Diversionary Program, it has been rewarding to witness our people extend support through a service and it's empowering to see individuals, families and the communities benefit from this support.

Programs that commenced their planning and implementation in this financial year include:

| | | |
|------------------------------------|--|--|
| Wondin-dee | Queensland Dept of Communities | Counselling services for victims and child witnesses of domestic and family violence |
| Sobering Up Place | Queensland Dept of Communities | Providing a safe, supervised environment for intoxicated people to sober up before returning home |
| Cherbourg Community Patrol | Queensland Dept of Communities | Providing a patrol to enable intoxicated people to access a safe place |
| Cherbourg Community Hub | Queensland Dept of Communities | Assist people in Cherbourg to live a more sober life |
| Volatile Substance Misuse Program | Queensland Dept of Communities | Reduce the abuse of VSM in young people in Cherbourg |
| Barambah Community Support Project | Queensland Police/Dept of Health and Aging (Australian Govt) | Aim is to minimise the number of people being incarcerated and supporting those who are incarcerated |

Foster Care Services



Partners in Foster Care

Partners in Foster Care has been up and running for three years now and has been granted another three year contract from January 2009.

Two services operate under Partners in Foster Care, our Relative and Kinship service caters for 72 children under child protection orders and the Specialist care service has four children under child protection orders who have extreme and/or complex needs and all are placed with carers within the South Burnett.

Both the Foster & Kinship Service and the Specialist Care Service have been operating at capacity, with Foster & Kinship being granted more placements in the last funding round. Our funding is through the Department of Communities (Child Safety) to recruit, train and assess carers, then provide support to those carers as they care for the children we place with them.

The increase in placements has meant an increase in carers and staff. Therefore this year has been a hive of activity with training, assessment and induction of new carers.

Each year we participate in Foster and Kinship Care week and Child Protection week celebrations.

Foster and Kinship Care week was in March this year and to celebrate our carers and give them a special treat we organized a mystery bus tour. Starting with pick up points at Kingaroy and Wondai 2 buses headed for Cherbourg to the Bertie Button Lookout for morning tea. After morning tea we went to the Ration Shed where Auntie Ada Simpson met us for a chat and guided tour. She shared experiences and history of Cherbourg, and carers were able to ask questions and view the photos displayed at the Ration Shed. Vicki and Libby, our wonderful bus drivers, then did a tour of places to see in Cherbourg, before the race to the Belltower for lunch began. Arriving at the Belltower we were greeted in style by the Management Team of the local Child Safety Service Centre, who dressed in wigs and moustaches, escorted us to our tables. The key speeches from Susan Jerome and Tricia Smith highlighted that carers serve the community everyday by volunteering their time, homes and lives to spend with children in care and that today was an opportunity for us to serve them. It was a lovely day out and enjoyed by all involved, it has certainly set the bar high for next year's Foster and Kinship Carer week.



FIAR House (Fostering Independence and Resilience)

FIAR House is a new CTC service and is a residential care service for children and young people with extreme and complex needs who are under Child Protection orders. It operates from Kingaroy, 24 hours a day and can cater for up to 4 young people at a time. The only way a child or young person will come into FIAR House care is through the Department of Communities (Child Safety) referral process.

FIAR House has had many successes since commencing, including involving all the children in some form of education i.e. school or TAFE and the senior resident of FIAR House won this year's 'Rookie of the Year' Award in Child Protection week celebrations. The most amazing thing achieved is a roster system that works. For the first few months our Service Manager decided that FIAR stood for Forever Inventing Alternate Rosters, so we are glad we are now back to Fostering Independence And Resilience.



Disability Services

Community Respite Options South Burnett (CROSB)

CROSB has experienced a steady rate of growth with many new families moving to the area and more people becoming aware of the services offered through SBCTC.

Over the past year, CROSB has provided 14,928 hours of support to 104 clients. Services are provided via in-home respite, CROSB House, community access, and support group activities.

Services are provided throughout the whole of the South Burnett including Blackbutt, Goomeri, Tansey and Proston. CROSB currently has a waiting list of 32 clients.



CROSB continues to provide a flexible and responsive respite service to people of the South Burnett through recurrent annual funding from Department of Communities (Disability Services) and is fast becoming a service of choice for individually funded clients and brokerage services alike. It continues to receive an increasing number of requests for services from individuals and referrals from organisations such as CCRC, Centacare and the South Burnett Senior Citizens Association.

CROSB continues to apply for funding to provide for the unmet demand and has recently been granted additional recurrent funding from the Department of Communities (Disability Services) to provide In-Home Accommodation Services. This funding will allow us to assist individuals to live independently in their own homes and to provide respite to families with school-age children during the January school holidays.

The School Holiday Program activities were many and varied to accommodate the diverse needs of these groups. Activities included craft, cooking and ball games at CROSB House, trips to the cinema, tenpin bowling, mini putt-putt golf and a trip to the Maidenwell Observatory and the CTC Sumo Challenge.



CROSB offers support groups to both men & women. Due to the increasing numbers attending the Men's group CROSB is providing two groups to the men; a younger group and a mature age group.

All groups are well attended, accessing venues in the Kingaroy area. Over the past year, CROSB groups have enjoyed a number of activities including lawn bowls, barbecues, cinema trips, jewellery making, and dinner and movie nights at CROSB House.

Due to the continued growth of CROSB, we have outgrown our current office space. Currently we are in the process of joining Shed 3 & 4 together at the South Burnett Enterprise Centre. This will allow us to provide on site training and meetings facilities for the community and improved working conditions for staff.

The Gumnut Place

The Gumnut Place has had a change this financial year with the Australian Government's Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) launching the Australian Disability Enterprises brand.

Gumnut Place is now a registered Australian Disability Enterprise and provides meaningful supported employment opportunities for up to 20 people with disabilities in the South Burnett.

Australian Disability Enterprises receive limited funding and support from FaHCSIA to recognise their additional operating costs such as employing staff to support their employees with a disability however it should be known that Gumnut Place must generate sufficient income from its enterprises to remain viable.



The Gumnut Place has 4 main enterprises including:

1. Wood Workshop - which manufactures a range of products including fumigated hardwood timber pallets suitable for export purposes under contract to the local tannery and blasting and survey pegs to the local coal mine. Also indoor and outdoor timber furniture is made to order.
2. Commercial Kitchen - which supplies local businesses, schools and day care facilities with a large selection of cakes, slices and biscuits and is also supplying several non government facilities with hot food and meals made to order. Our kitchen also caters for functions and special events such as training sessions and works closely with the local Cherbourg Community providing catering.
3. Trophy and Engraving service – which supplies a varied list of customers from businesses, sporting organisations, voluntary groups and provides an extensive range of medallions, shields and trophies. We also offer personalised engraving services.
4. Industrial Laundry – this is a relatively new service and is done in partnership with Thiess. We are contracted to launder the uniforms for the Thiess staff and would like to acknowledge the very generous donation from the Tarong Energy Community Partnership Fund towards the procurement and installation of the equipment required to commence this service.

The Gumnut Place also offers other services including domestic ironing and secure document destruction service.

There are over 600 Australian Disability Enterprises Australia-wide, providing real work for more than 20,000 people with disability in a supported environment. Employees of Australian Disability Enterprises enjoy the same working conditions as those in the general workforce. SBCTC strongly supports the ethos that purchasing from an Australian Disability Enterprise is more than just good business and would encourage everybody who can utilise any of the above-listed services to contact Gumnut Place.



**Australian
Disability
Enterprises**
More than just good business



Management Services



Enterprise Centre

South Burnett CTC continues to manage the South Burnett Enterprise Centre on behalf of the Kingaroy Regional Enterprise Centre Association Inc (KRECA) as we share a similar mission to encourage employment creation and community capacity building.

The Association has strong support from the South Burnett Regional Council, who owns the land on which the facility stands and who have entered into a long-term lease agreement.

The objective of the Enterprise Centre is to encourage and assist small businesses through the provision of cost effective accommodation and the provision of advice, mentoring, training and administrative support. Funding for the physical infrastructure came from the Australian Government while operational expenses are covered by rent and contributions by members and grants.

The Centre is able to provide office spaces, small work-sheds and training rooms for tenants. Also on site is a conference room and caterer which are utilised by the wider community on a regular basis.

The South Burnett Enterprise Centre is one of the few business incubators across the country that is still operating successfully and is doing so without government assistance. It has however changed its focus from pure business incubation to the creation of a hub for community and high-tech services.

SBCTC in partnership with KRECA; is proud to manage the Enterprise Centre on behalf of the wider South Burnett community and enjoy the fact that our Headquarters are co-located on this site.

If anybody would like to establish their small business (offices and work sheds available) at the Enterprise Centre and/or use the conference room please contact SBCTC on 4162 9000.

Housing Services

CTC holds a Memorandum of Understanding with the Cooloola Community Housing Association (CCHA) to manage 2 properties in the Kingaroy area. These properties are 3 bedroom homes providing transition housing. Inspections and maintenance are managed jointly by CCHA & CTC staff with major maintenance carried out by QBuild.

We also manage 6 units in Nanango for the Department of Housing's Long Term Community Housing Scheme.

Tenancies in all properties are usually immediate and over the past year we have taken many general enquiries for emergency housing, further highlighting the need for more housing options.

Good news story

Sandra Browne - Often we receive crisis calls from other agencies or people requiring immediate assistance. In nearly all the cases we use our network linkages to cut through red tape to ensure the disadvantaged in our community are assisted.

For instance a young mum with 2 young boys was referred to us for assistance after being evicted from her home. She was living in their car in the middle of winter as all other agencies had exhausted all emergency accommodation options. Through one of our services we were able to assist with a temporary housing option while organising a social worker and further assessment with the help of numerous Federal Government Departments. Our linkages to the appropriate State Government Departments helped in gaining permanent housing for this local family. Words of affirmation from other welfare agencies that were involved in this case were received – “Just wanted to pass on that one of our clients said you were really helpful in getting her a house and how great you were...”

Healthy Eating Active Rural Towns – HEART

The HEART program began with a conversation between CTC staff on the need for a project to promote and facilitate healthy lifestyles in our community. Recently the Queensland Health Department identified the top two priorities to reduce preventable morbidity as: obesity and physical inactivity. Community gardens are the perfect vehicle for intervention and thus began the search for funding. Fortuitously, the Federal Department of Health and Ageing had funding available for just such a project and CTC successfully lodged a funding application.

The community gardens directly target these preventable morbidity factors both in short term strategies such as increasing physical activity and healthy eating but also long term strategies in improving life style through skill development and capacity.

HEART is about the gardeners who give their time, energy, joy and passion to creating a community asset that is sustainable beyond the life of this funding and so we include some of their thoughts, in their own words and with their permission.

“I used to love my garden but I’m not well enough to keep it up anymore. Now I can go down to the community garden when I can and just potter about. I feel better, gets me out of the house, I meet nice people and have a bit of a chat and a laugh.”

Pound St Gardener

“Wife won’t let me do anymore building at home so I like to build things in the garden. It makes me feel useful.”

Pound St Volunteer

“Enjoying a healthy life style, eating healthy chemical free fruit and veg and exercising your body with gardening and keeping your mind active with knowledge gained from your fellow gardeners and vice versa.”

Blackbutt gardener



Active South Burnett

CTC provides auspicing for the Active South Burnett program. This project is managed by a committee representing a number of organisations including RHealth, PCYC, Dept of Sport and Recreation, South Burnett Regional Council and South Burnett CTC. The aim of the program is to promote and implement relevant, local physical activity in the South Burnett. These activities were developed following analysis of local demographic and health data and identification of local needs.

Some of the activities involved in the program include:

- » Launching “Active South Burnett”
- » Local physical activity website
- » South Burnett Year 5 Fun Day
- » Cycle and Pathway Strategy
- » Active Parks Strategy.



A Bright Future

Undoubtedly there will be many more opportunities for projects and activities that further CTC's vision and mission. Some of them we haven't even dreamed of yet, others are in the pipeline and some are imminent.

Community Kids

The State Government has leased CTC the newly refurbished former Nanango Preschool for the provision of an out-of-school hours and vacation child care service and to develop a family services hub in Nanango. We are currently recruiting for a Centre Coordinator and the Centre will be open very soon.

Housing

The construction of a duplex in Thorn Street is proceeding well and will provide addition housing for our local people with a disability early next year.

We are working closely with the Queensland Department of Housing and are pursuing all avenues to increase the availability of housing for our clients.

The search for business activities that meet our vision, mission and values while producing a financial surplus continues. Any suggestions are most welcome as we need to improve our long-term sustainability and reduce our reliance on government and/or other grants. Please feel free to contact our CEO if you have any ideas you would like to share.



Acknowledgements and Thank You

South Burnett CTC provides a range of services to the community and gratefully acknowledges our supporters, partners and suppliers. CTC would in particular like to acknowledge and thank our funding bodies.

The list includes, but is not limited to:

- » Aboriginal Community Interest Consultative Committee (ACICC)
- » Alcohol Education and Rehabilitation Foundation
- » Queensland Department of Child Safety
- » Queensland Department of Communities
- » Queensland Department of Education and the Arts
- » Queensland Department of Employment and Industrial Relations
- » Queensland Department of Local Government, Planning and Sport
- » Queensland Department of Communities (Disability Services)
- » Queensland Department of Education
- » Queensland Department of Housing
- » Queensland Police Service (Crime Prevention and PCYC)
- » Australian Government's Department of Education, Employment and Workplace Relations
- » Australian Government's Department of Education, Science and Training
- » Australian Government's Department of Families, Housing, Community Services and Indigenous Affairs
- » Australian Government's Department of Health and Ageing
- » Tarong Energy Community Partnership Fund
- » Thiess Pty Ltd
- » The Smith Family

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CTC - working for our community