

SOUTH BURNETT
CTC
Contributing to

ANNUAL REPORT 2023-24



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Our Strategic Plan

PURPOSE



Working together to break down barriers and make a genuine difference for the people in our communities.

VISION



Communities across the South Burnett where people have equal opportunity to receive support, participate and feel valued in their everyday life.

VALUES



EMPATHY

We are genuinely curious and appreciate the perspectives of others.



INTEGRITY

We are authentic in how we deliver our services and support each other.



COLLABORATION

We can't do this alone and work with others to achieve outcomes and build capacity in our communities.

OUR PEOPLE

We are an employer of choice, attracting and retaining quality staff who share our values.

We provide a culture of collaboration, accountable leadership and work-life-balance.

We invest in our people through training, professional development and support.

We provide pathways for our staff.

OUR SUSTAINABLE ORGANISATION

We ensure robust and effective governance

We invest in assets that support our service delivery.

We re-invest back into our community through social capital.

We foster a culture of inclusivity, diversity and best practice.

OUR COMMUNITIES

We are a place-based organisation that listens to and works with our communities to identify and respond to need

We partner where possible to address gaps in service delivery.

We build capacity within our community, empowering, supporting and connecting people.

We educate, build awareness and advocate for our region at all levels.

OUR SERVICE DELIVERY

We deliver quality services for all that make a genuine difference.

We do what we say we are going to do and do it with passion and empathy.

We acknowledge our strengths and where we are best placed to help.

We refer to our partners where the support needed sits outside of our scope and abilities.

RISK APPETITE STATEMENT

CTC has a high risk appetite for initiatives, programs and services that have established need and make a genuine difference in the lives of those most vulnerable in our community. CTC has a low tolerance for risks that could impact the sustainability and longevity of CTC's service to the community.



Since 1983, South Burnett CTC (CTC) has been Contributing to Community, supporting those in need across the South Burnett region.

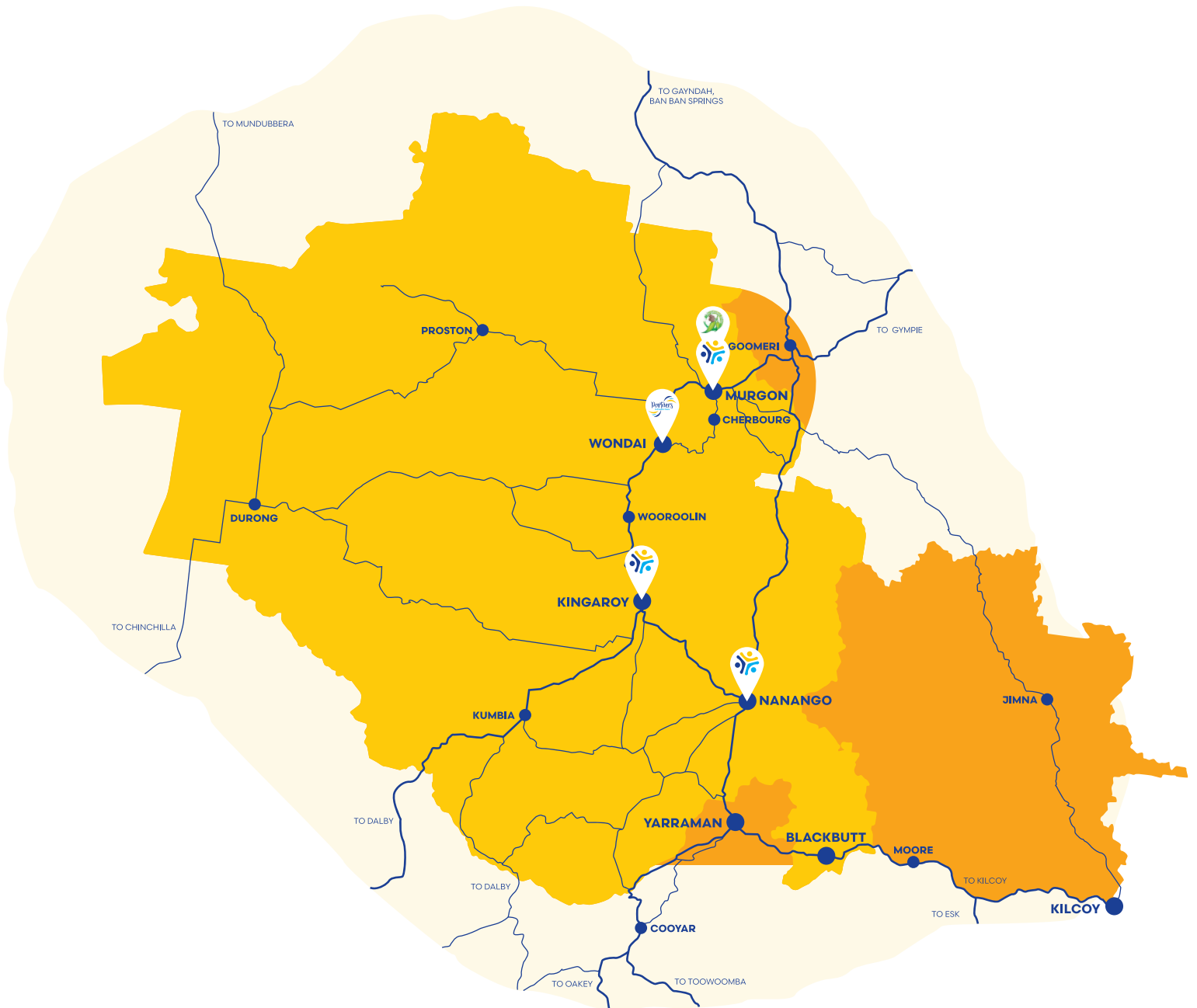
Originally established to address youth unemployment, we've adapted and evolved to address a wide range of needs.

In 2024 we were excited to announce the opening of the Nanango Neighbourhood Centre, a new hub providing members of the Nanango and surrounding communities with local access to our services. This centre will not only offer our existing programs but also provide a space for collaboration and community engagement. We now have offices located across Murgon, Wondai, Nanango and Kingaroy.

Through our various programs and services, we remain committed to making a genuine difference for the people in our communities. We cannot do this alone and firmly believe that by working together, we can create a stronger, more supportive community for everyone.

For those familiar with CTC, we encourage you to read on and see how we have continued to build on our foundations. For those new to CTC, welcome.

Alongside the release of this report we are excited to launch our new **CTC Service Guide**, where you can find information on the full range of services and supports that CTC offer, all in one place! Please ask us for a copy or you can find it on our website.



South Burnett CTC service area

KINGAROY

CTC CORPORATE SERVICES

- ☎ 07 4162 9000
- ✉ admin@sbctc.com.au
- 📍 6 Cornish Street

CTC DISABILITY SERVICES

- ☎ 07 4162 9081
- ✉ disabilityservices@sbctc.com.au
- 📍 Shed 3, 6 Cornish Street

CTC YOUTH & FAMILY SERVICES

- ☎ 07 4162 7788
- ✉ yfs@sbctc.com.au
- 📍 64 Somerset Street

MURGON

CTC CONNECTIONS YOUTH & FAMILY SERVICE

- ☎ 07 4169 5940
- ✉ connections@sbctc.com.au
- 📍 35 Lamb Street

CTC THE GUMNUT PLACE

- ☎ 07 4168 1852
- ☎ 0400 627 721 • 0429 627 788
- ✉ gumnut@sbctc.com.au
- 📍 22 Gore Street

NANANGO

CTC NANANGO NEIGHBOURHOOD CENTRE

- ☎ 07 4162 9084
- ✉ nanango@sbctc.com.au
- 📍 41 Drayton Street

WONDAL

CTC PARTNERS IN FOSTER CARE

- ☎ 07 4169 0587
- ✉ partners@sbctc.com.au
- 📍 20-24 Mackenzie Street



Chairman's Message

Our new CEO, Jason Erbacher, hit the ground running on the retirement of our long serving CEO, Nina Temperton.

One key initiative has been building a sound management team structure to lead the business forward.

One of CTC's ongoing focuses and attributes has been to fill gaps in our community when it has been identified that support is needed. Following many years of advocacy, we were pleased to see the introduction of 5 newly funded programs across homelessness, residential services and youth services. Getting these programs up and running has certainly stretched our resources to find and train suitable staff all at once, however we are excited for what these programs will bring to our region.

An excellent opportunity was taken to allow Senior Staff and Board Members to go offline for a facilitated 2-day Strategic Planning Workshop in July 2024. Our Purpose, Vision and Values were reviewed and reset, and a strategic plan was set in place for the next 3 years.

Howard Leisemann has advised he will not be seeking re-election at the AGM after 37 years of dedicated altruistic service. We will certainly miss Howard's considered advice and counsel as an inaugural leading member, past Chairman and Treasurer of our Board. We wish Howard and Sue good health and happiness in their retirement.

We continue to be most appreciative of the financial and practical contributions from a range of service clubs and community organisations to our emergency fund, to enable us to support those most in need.

We are very proud of our outstanding, passionate, and resilient staff who regularly go well above and beyond to provide the best possible outcomes for the many clients/participants who CTC supports. As a Board of Governance, it is so rewarding to be able to provide effective governance and to be involved in such an outstanding not-for-profit organisation, working for the betterment of our South Burnett community.

As Chairman of a very proactive volunteer group of Board members, I wish to pass on my sincere appreciation to them and our CEO Jason for their contribution, support and assistance they have provided to me and CTC once again during the last year. I encourage readers to browse through the reports in this document to gain a more in-depth insight into the many achievements that CTC has accomplished in the last year and our goals for the years ahead.

John Box

A SUMMARY OF SOME OF THE ACHIEVEMENTS THE BOARD HAVE BEEN PROUD TO OVERSEE INCLUDE:

- 1 Successful outcomes from the Human Services Quality Standards and NDIS audits.
- 2 Transfer of the ownership of the Enterprise Centre to CTC.
- 3 Implementing the new logo and branding, including the launch of CTC - Contributing to Community.
- 4 Several IT system upgrades that have reduced manual processes and provided improved reporting for better oversight.
- 5 The launch of the Nanango Neighbourhood Centre in partnership with Heritage Nanango Community Funding. The staff wages and operating costs for this project are being funded from reserves by the Board for a 3-year period while we seek ongoing funding.
- 6 Financial stability and sustainability across all sections of the business.





CEO's Report

I am so humbled and privileged to be given the opportunity to lead this organisation and build on the strong foundations that have been built over the past 40 years.

I would like to congratulate my predecessor Nina Temperton, who retired in September 2023 after 31 years of service with the organisation, for her vision, entrepreneurship and dedication that helped build this organisation from the ground up. This passion and service has set CTC up for success as we move forward.

Following a period of review, this last year has been a period of implementation and evolution.

You will also see included in this document, our newly launched Strategic Plan, with an updated Vision, Purpose and Values. This came from feedback from our Team Leaders and a 2-day off-site workshop with our Management Team and Board Members.

I would like to thank our Board of Governance, who volunteer their time and skills, support me in my role and provide effective oversight to the organisation. Without them, we couldn't do what we do. This goes hand in hand with thanking our funders and supporters (listed further in this report). For without their trust and support, we couldn't deliver the services that we do for our local community.

While working hard to meet the day-to-day demands of our organisation and community, we have been continuing to look to the future and how we ensure we are best placed to continue to deliver our programs and supports in an ever-changing world. Our team have faced a large amount of change recently and navigated it with grace and understanding. If there is one thing that we have all learnt, it is that change is the one thing you can count on.

Over the coming 12 months we will be implementing new software to streamline our HR and Payroll functions, planning for the necessary upgrades and expansion of key sites to support demand, and launching a new website.

Alongside this annual report, we are excited to also launch our CTC Service Guide, so our stakeholders, referrers and community members can easily understand what CTC does and access the information they need, when they need it.

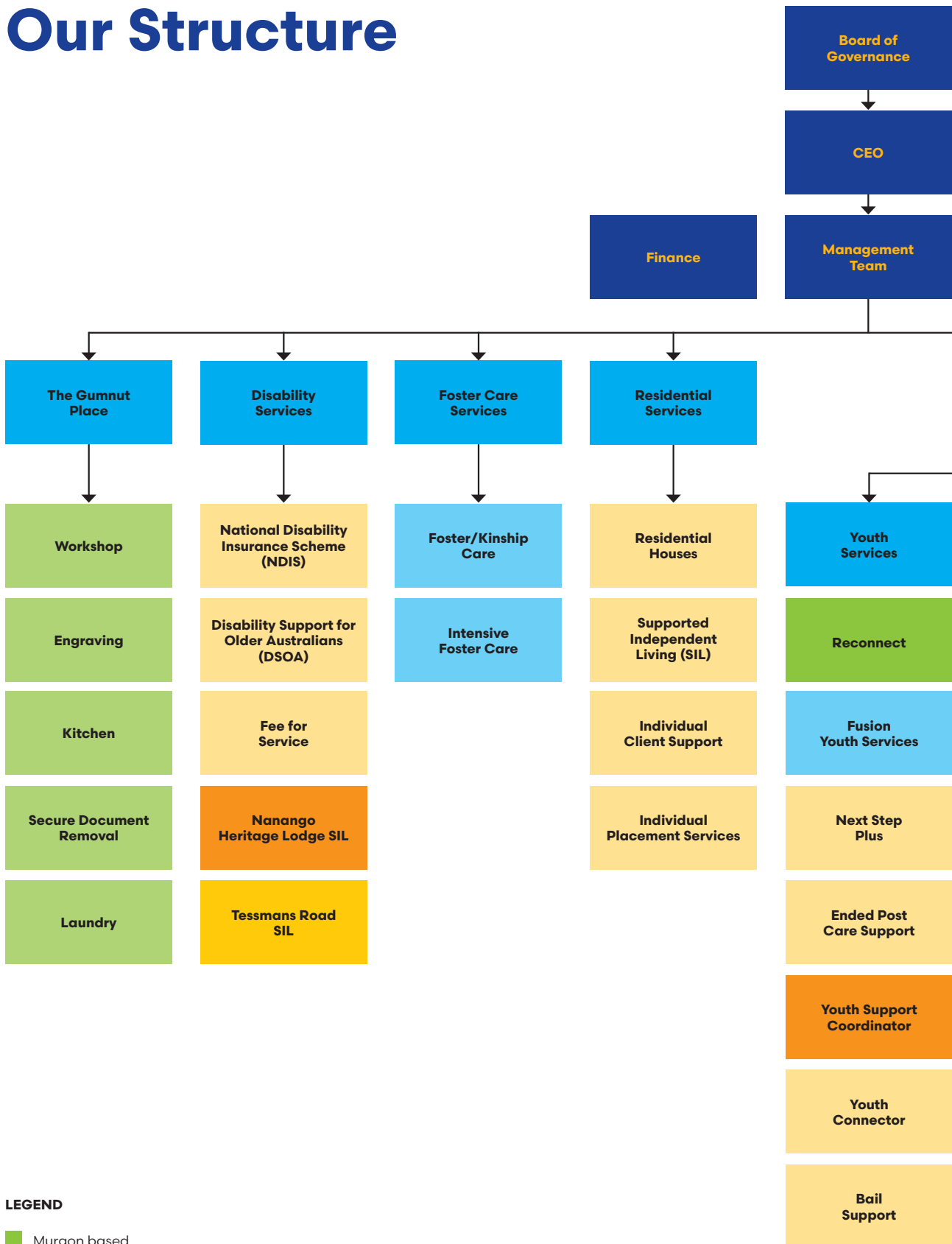
Jason Erbacher



SOME OF THE ACHIEVEMENTS WE WERE PROUD TO LAUNCH OVER THE PAST 12 MONTHS:

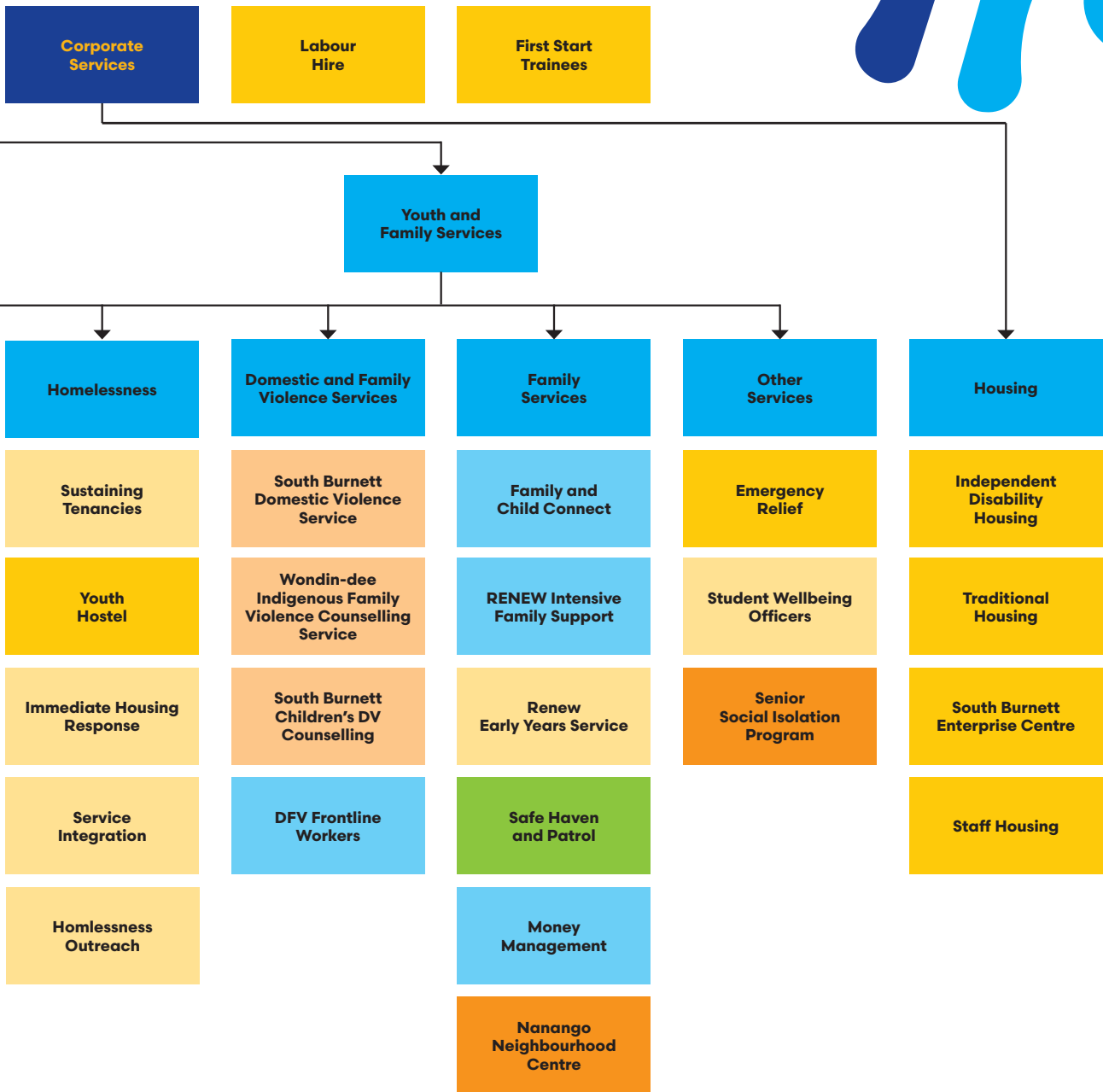
- 1** We launched CTC – Contributing to Community and our new logo, to better represent the work that CTC does in our community.
- 2** We introduced a monthly All Staff Meeting, where everyone can hear news directly from the CEO and can catch up on the recording anytime.
- 3** We endorsed our first Cultural Working Document for working with Aboriginal and Torres Strait Islander people and within the community of Cherbourg. This has started many conversations and helped build reconciliation, knowledge and understanding across the organisation.
- 4** CTC took over the ownership of the Enterprise Centre land at 6 Cornish St from South Burnett Regional Council.
- 5** We introduced the HICAPS system for automated claiming as part of our NDIS services.
- 6** We introduced a new staff intranet, so that every staff member has easy access to the information they need.
- 7** In partnership with Heritage Nanango Community Funding, we launched the Nanango Neighbourhood Centre.
- 8** We supported our Aboriginal and Torres Strait Islander staff to start up their own community-controlled organisation called CTC Connections Aboriginal and Torres Strait Islander Corporation.
- 9** We invested back into our staff, with 17 of our emerging leaders undergoing our internal leadership program.
- 10** We invested back into our service with refurbishments of multiple spaces.

Our Structure



LEGEND

- Murgon based
- Murgon based Outreaches to Cherbourg
- Kingaroy based
- Kingaroy Based Outreaches across the South Burnett
- Wondai based
- Kingaroy and Murgon based
- Nanango based
- Murgon based Outreaches across the South Burnett
- Wondai based Outreaches across the South Burnett





Year in Review

This year, we've continued to grow and strengthen our efforts in the community. Through key initiatives and partnerships, we've made a lasting impact on the lives of individuals and families across the South Burnett region.



CHRISTMAS HAMPER DRIVE

In partnership with our community collaborators, we successfully delivered Christmas cheer to 151 families through the annual Christmas Hamper Drive. This initiative exemplifies our collective effort to bring warmth and joy to those in need during the festive season.



CELEBRATING 40 YEARS OF COMMUNITY SUPPORT

This year marked a significant milestone for our organisation as we celebrated 40 years of dedicated service to the South Burnett community. Our journey over the decades has been guided by a steadfast commitment to making a positive impact on the lives of those we support.



FOSTER CARER RECRUITMENT CAMPAIGN

We launched a targeted Foster Carer Recruitment Campaign, aimed at increasing awareness and engagement in fostering. This campaign seeks to expand our network of dedicated carers, ensuring that more children in need receive the support they deserve.



SOUTH BURNETT TRAINING BUSINESS OF THE YEAR 2024

We are proud to announce that we were honoured with the South Burnett Training Business of the Year 2024 Award. This recognition highlights our commitment to excellence in training and development, contributing to the growth and success of our community.



NEW DUPLEX FOR HOMELESS AND AT-RISK YOUTH COMMENCED

In collaboration with the Property Industry Foundation, we began construction on a new duplex designed to support homeless and at-risk youth. This project represents a significant step forward in providing safe and stable housing solutions for vulnerable young individuals.



FIRST YOUTH WEEK EVENT

Our inaugural Youth Week event was a tremendous success, celebrating the talents and contributions of young people in our region. This event was a testament to our ongoing efforts to empower and uplift the youth within our community.



ENHANCING COMMUNICATIONS

We have placed a strong emphasis on improving both our internal and external communications. By enhancing our strategies and tools, we aim to foster greater transparency, engagement, and efficiency in our operations.

CTC YOUTH & FAMILY SERVICES



SERVICE MANAGERS

Kirsten Firman & Stacey Taylor

Homelessness

MALCOLM'S YOUTH HOSTEL & MOBILE SUPPORT



TEAM LEADER

Nick Krauksts

TEAM

Elise, Rob, Josh, Kiall, Hinemaria, Brittany & Dallas



26 SUPPORTED
20 EXITED

ACCOMMODATION SUPPORT

In the past year, Malcolm's Youth Hostel accommodated 26 young people between the ages of 16 and 25. Of those supported, 60% were young men, and 14 were experiencing chronic homelessness just before entering the hostel. 20 young people exited the hostel this year, with 11 now residing in long-term, safe, and secure housing.



52 SUPPORTED
44 EXITED

MOBILE SUPPORT

Throughout the year, 52 clients received support. 44 clients exited the service, with 31 securing long-term, safe, and secure housing.

Case study

Ash self-referred to Malcolm's Youth Hostel after experiencing a breakdown in his relationship with his mother, leading to him sleeping rough. Ash, lives with a mental health disorder and is a victim of domestic violence, however, doesn't let these barriers define him. He is proactive in setting goals and engaging in his case plan.

This led Ash to obtaining his Medicare Card, accessing the mental health support he needs and passing his driving test.

Without this support, Ash would have faced unstable living conditions, putting him at physical and emotional risk. The hostel provided him with the stability needed to work toward his goals and develop essential life skills.



SUSTAINING TENANCIES

TEAM

Nivek, Leeza & Robyn



113 SUPPORTED
68 EXITED

PROGRAM OVERVIEW

The Sustaining Tenancies program is designed to prevent homelessness by assisting individuals whose tenancies are at risk. Support is tailored to individual needs, ranging from maintaining the property to understanding rental agreements. Financial support can be used as part of a support plan to help clients stay in their homes.

The Sustaining Tenancies program supported 113 clients this year of which 58% were females.

71 clients were closed, with 68 clients (96%) obtaining safe, secure, and sustainable housing upon closure.

Case study

After Jayne (69) was informed that she must vacate her rental property, Jayne, who was una-ware of the rising costs of rental properties, was at risk of becoming homeless. The Sustaining Tenancies team helped her secure a one-bedroom rental in a local retirement village, with support for moving costs and erecting a fence. Jayne now resides in safe, secure housing with her dog, Ralph.

Case study

Having struggled with maintaining a clean and healthy environment, Jack (18) and Jill were supported intensively during their initial move into a rental property. The Sustaining Tenancies team worked with them to establish routines and a budget, providing weekly support to ensure they maintained a clean and financially stable household. Their tenancy has been successful, with ongoing support to ensure continued stability.





IMMEDIATE HOUSING RESPONSE (IHR)

TEAM

Elise & Josh



**17 SUPPORTED
MAY-JUNE**

PROGRAM OVERVIEW

Operating for just two months (May and June), the Immediate Housing Response program supported 20 people through case management, with 17 receiving support with short-term accommodation on one or more occasions.

This program, newly introduced to the South Burnett region, provides immediate short-term accommodation for individuals who are sleeping rough, offering a safe space while long-term housing solutions are pursued.

Case study

John (26), presented seeking homeless support after sleeping on concrete benches for over two weeks. He had no belongings and had experienced multiple family and friendship breakdowns. The Immediate Housing Response Team provided him with three nights' accommodation in a hotel, during which time they worked to secure a more permanent housing solution. After two days of much-needed rest, John was able to work with the team and eventually secured accommodation in another state, supported with transport to his new home.

Youth Services

FUSION YOUTH SERVICES



TEAM LEADER

Prue Black

TEAM

Angela, Nathan & Shannon



**136 SUPPORTED
AGED 12-21**

PROGRAM OVERVIEW

Fusion is a youth-led program supporting individuals aged 12 to 21 through a case management framework. It addresses challenges like homelessness, involvement with Youth Justice or Child Safety services, school disengagement, disabilities, and risks of harm.

Throughout the year 136 young people were supported.

CTC launched the inaugural Youth Festival Foam Party during Youth Week, with over 120 young people participating in a night of foam, food, friends, and fireworks.



**21 SUPPORTED
AGED 8-18**

YOUTH CONNECTOR

The Youth Connector provides support for children and young people who have been victims of sexual assault or who are exhibiting sexually reactive behaviours. 21 children and young people were supported between 8 and 18 years of age.

Case study

Shania, diagnosed with anxiety and depression, received comprehensive support from Fusion to achieve her goals, including obtaining a driving licence, completing a Cert III in Individual Support, and accessing mental health services. Fusion provided tailored support, including financial assistance for driving lessons and facilitating placement opportunities for her course.

NEXT STEP PLUS & EXTENDED POST CARE SUPPORT (EPCS)

TEAM

Tania & Kristian



**53 SUPPORTED
AGED 15-17**



**57 SUPPORTED
AGED 18-25**

PROGRAM OVERVIEW

The Next Step Plus Program works with young people in care, helping them to build their skills for independence at 18. At 18 years of age, as young people exit the state care system, the EPCS program works with these young people to ensure safe and stable housing, fostering connections with community and family and facilitating access to essential support services.

CTC manages additional funding for eligible young people through the EPCS program. This has primarily been used for young people to access and maintain housing post 18 years of age and meet the basic necessities of life. One young person has used these funds to support access to university and another towards buying their first car.



SAFER COMMUNITIES

TEAM

Lacey, Kate & Caillum



**4,446 REACH
AGED 12-24**

PROGRAM OVERVIEW

This program aims to create safe spaces and supportive environments for young people, fostering connection and personal growth.

MAY 2022 - MARCH 2024

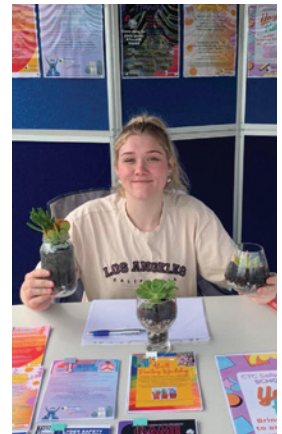
The program exceeded expectations across all initiatives, reaching over 5,953 attendees, with 4,446 within the target 12-24 age group. Testimonials from parents, support workers, and young participants highlighted increased confidence, skill development, and reduced isolation. Recommendations for reducing youth crime include more community activities, safe spaces, and skill-building opportunities.

“ My son’s confidence and self-esteem have grown significantly.”

“ More programs like this are needed to reduce youth crime and provide safe spaces.”

“ It helped me come out of my shell and make new connections.”





Family Services

FAMILY & CHILD CONNECT (FACC)



TEAM LEADER

Lee-Anne Reinbott

TEAM

Brett, Makura & Marisa

Case study

A young couple expecting their first child faced multiple challenges, including homelessness, mental health concerns, and financial instability. Through Family and Child Connect, they were referred to appropriate support programs and educated on the importance of stable accommodation and the impact this has on their parenting. Their journey towards better financial and emotional health was supported by our team.



**623 FAMILIES
SUPPORTED**

OVERVIEW

The Family and Child Connect Team provided support assisting 623 families through referrals and enquiries. Our practitioners were actively involved in numerous community events, ensuring our services were accessible and well-integrated within the South Burnett community.

The team's presence at events such as Family Fun Fest, Under 8s Day, and NAIDOC Week helped build strong community ties, while their involvement in various committees, including the Child Protection Week Committee and the South Burnett Sexual Assault Action Group, emphasised our commitment to broader community engagement.





NANANGO NEIGHBOURHOOD CENTRE

TEAM

Tanya & Simone



**115 CLIENTS
SUPPORTED**

Case study

A young couple expecting their first child faced multiple challenges, including homelessness, mental health concerns, and financial instability. Through Family and Child Connect, they were referred to appropriate support programs and educated on the importance of stable accommodation and the impact this has on their parenting. Their journey towards better financial and emotional health was supported by our team.

OVERVIEW

OPENED TUESDAY, 28 MAY 2024

Since opening, our centre has welcomed 115 people, with 66% identifying as female. A significant portion of our attendees, 30%, are aged 65 and over. Our new location in Nanango offers a wide range of services, including family services, youth services, homelessness support, disa-bility assistance, and domestic and family violence services.

The centre has quickly become a hub for community engagement, hosting events such as Cup-pa and a Chat, where residents can share ideas on what they'd like to see brought to Nanango. During school holidays, we've held activities like pottery painting, candle making, and family game days. Whether you're seeking assistance or simply looking to connect with others, the centre provides a welcoming environment where people can drop in or call to join one of our programs.

MONEY MANAGEMENT

TEAM

Di



**82 CLIENTS
SUPPORTED**

PROGRAM OVERVIEW

This year, our Money Management program provided support to 82 clients. Despite facing financial hardship, 48% of these clients fully achieved their goals, demonstrating the resilience and effectiveness of the assistance provided.

The program primarily supported individuals struggling with financial hardship, debt burden, and the inability to meet basic needs, with some at risk of homelessness. Our Financial Capacity Officer, played a key role in delivering educational workshops on budgeting, post-pay loans, and credit cards. Our flexible approach, working across multiple locations in Nanango, Kingaroy, and Murgon, ensured accessibility for clients facing transport challenges.

In addition to one-on-one support, Money Management engaged with the community through various events, using interactive financial games and promotional items like pens and piggy banks to foster rapport. Our consistent presence at events such as Disability Week, NAIDOC Week, and community barbecues further solidified our outreach, helping raise awareness about the importance of financial literacy.



Case study

A local lady (76), was struggling to make ends meet on an aged care pension, having had to move houses 14 times in the last 4 years due to rental properties going on the market. With support, she regained control of her finances and developed effective money-saving strategies. Additional support was provided to connect her with essential services and provide emotional support, significantly improving her quality of life.

RECONNECT



TEAM LEADER

Damaris Fisher

TEAM

Errol & Shantelle



**132 CLIENTS
SUPPORTED**

PROGRAM OVERVIEW

Reconnect is an early intervention service supporting young people connected to Cherbourg at risk of homelessness. This year, Reconnect supported 132 clients achieving an 87% positive outcome rate.

Reconnect partnered with the Silver Lining School to implement an on-country cultural program for young males aged 12 to 18. The program included traditional activities like Didgeridoo crafting, painting techniques, and yarning circles, enriching the educational journey of students and promoting cultural continuity.



INTENSIVE FAMILY SUPPORT (IFS)



TEAM LEADER

Deb Emery

TEAM

Jana & Gabriella



32 FAMILIES SUPPORTED

PROGRAM OVERVIEW

Intensive Family Support works with families who have multiple, complex needs who, without support are at risk of becoming involved with Child Safety. IFS partners with the family to build networks, link with support and increase parent's capacity to keep their children safe and at home.

This year, our Intensive Family Support (IFS) program provided critical assistance to 32 families, with 88% agreeing to actively engage with our services. Despite the complexities of their situations, 54% of these families successfully achieved most of their goals.



EARLY YEARS SERVICES

TEAM

Mary and Jacqui



27 CHILDREN SUPPORTED

PROGRAM OVERVIEW

The Early Years Service is dedicated to working with children aged 0 to 5 and their caregivers, particularly those with developmental differences or who are at risk of not being ready for school. We develop individual plans tailored to each child, offering parents a variety of play-based learning activities to continue at home, fostering their child's growth and development.

Our Early Years Service provided support to 27 children this year, completing 163 Parents as Teachers sessions and 96 Ages and Stages Questionnaires through 129 home visits.



SAFE HAVEN & PATROL



PATROL TEAM LEADER

Luella Blair

PATROL TEAM

Kenny, Amika, Danielle, Ayana, Willie & Melissa

SAFE HAVEN TEAM

George, Robyn, Maree, Luella & Joel



**207 FAMILIES
SUPPORTED**

PROGRAM OVERVIEW

The Safe Haven program is embedded within the Cherbourg community, focusing on enhancing safety, reducing the impact of domestic violence, and promoting healing through community-led initiatives. The program supports families, women, men, and young people through a combination of individual assistance and group activities.

A crucial component of Safe Haven is the Night Patrol, which provides safety and support to young people, ensuring they reach a safe home after hours. The flexibility of the program allows it to respond effectively to the immediate needs of the community.

MEN'S PROGRAMS

Safe Haven has placed a strong emphasis on supporting men in the community. Programs have included traditional bushcraft activities, father-and-son day events, and individual support, all conducted in collaboration with other services to build community capacity.

TEMPORARY INCREASE IN PATROL SERVICE

In response to a spike in youth-related issues, including car theft and volatile substance misuse, Safe Haven extended patrols to seven nights per week during high-demand periods. This consistent presence noticeably reduced criminal behaviours and increased the number of young people returning home safely.

COMMUNITY ENGAGEMENT

Safe Haven actively collaborates with other organisations in Cherbourg, participating in every major event to provide support and foster community engagement. For example, at the community Christmas carnival, Safe Haven staff prepared and served 400 burgers and 400 sausages, using the opportunity to engage with clients and build rapport in an informal setting.

COMMUNITY-DRIVEN SERVICE ADJUSTMENTS

The program actively seeks feedback from the community to continuously improve service delivery. For instance, after community members raised concerns that providing food to young people was inadvertently encouraging them to stay out late, Patrol adjusted its approach to focus on supporting young people in returning home safely.



Domestic & Family Violence

SOUTH BURNETT DOMESTIC & FAMILY VIOLENCE SPECIALISED SUPPORT SERVICE



TEAM LEADER

Jacqui Grosskopf

TEAM

Ivymay, Rachel & Troy



**125 VICTIM
SURVIVORS
COUNSELLED**

PROGRAM OVERVIEW

The South Burnett Domestic and Family Violence Specialised Support Service provides crucial support to individuals affected by domestic and family violence, including child witness counselling, victims counselling, and court support.

This year, the service delivered over 100 hours of court support across 38 court sessions at Kingaroy and Murgon courts. We supported 82 children through Child Witness Counselling and provided Counselling to 125 victim survivors.

With the opening of the Nanango Neighbourhood Centre, clients can now access counselling services within or near their home community, enhancing their ability to receive support in a safe and familiar environment. The Child Witness Counsellor has been actively engaged in local schools, delivering individual counselling sessions and leading healthy relationship groups at Kingaroy State School, Kingaroy State High School, Proston State School, and Murgon State High School.

Additionally, the Child Witness Counsellor co-facilitated Rhythm to Recovery Sessions at Moffatdale and Durong State Schools. During school holidays, the program offered themed craft activities for Christmas and Easter, along with physical movement challenges designed to support emotional regulation and provide strategies for managing frustration and anger.



WONDIN-DEE & SOUTH BURNETT HIGH RISK TEAM

TEAM

Angie, Gina, James, Kirsty, Melissa, Peta & Thomas



**504 CLIENTS
SUPPORTED**

OVERVIEW

Wondin-dee, meaning “place of hope,” encompasses several key elements:

- **Indigenous Family Violence Counselling Service**
This service is dedicated to supporting Aboriginal and Torres Strait Islander people - women, men, children, and young people, who are at risk of or affected by domestic and family violence. We utilise a strengths-based approach to empower individuals to confront and overcome the challenges associated with domestic violence. Our service also includes perpetrator counselling, focusing on accountability and behaviour change to break the cycle of violence. By promoting safer communities through prevention, early intervention, and community engagement, we address domestic and family violence comprehensively.
- **Immediate Safety Workers**
These professionals provide immediate support to those impacted by domestic and family violence through risk assessment and safety plan development. They take the lead in ensuring that individuals affected by violence receive the necessary support to remain safe.
- **High Risk Team Coordination**
Wondin-dee coordinates a multi-agency that collaborates to provide integrated responses to assess risk and develop safety plans for clients who are at a high risk of serious harm.

SERVICE DELIVERY ACROSS CHERBOURG & SOUTH BURNETT

Victim Counselling	69 clients
Immediate Safety Response	328 clients
Child Witness Counselling	74 clients
Perpetrator Counselling	33 clients



PROGRAMS & INITIATIVES

GRANNIES GROUP

A weekly support group facilitated by the Cherbourg Victims Counsellor, offering therapeutic counselling through creative activities at various locations. Special projects included creating Aboriginal artwork for families impacted by sorry business.

CHILD WITNESS COUNSELLING

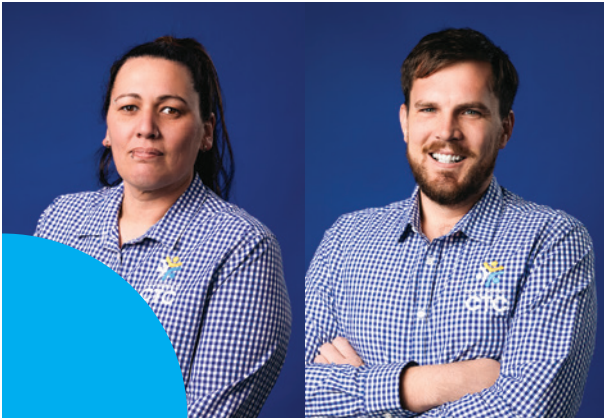
A service providing individual counselling in Cherbourg State School and Murgon State High School. In collaboration with the Men’s Program, out-of-area trips were planned during school holidays.

PERPETRATOR COUNSELLING

This service provided Men’s and Young Men’s Groups, as well as individual counselling, with an emphasis on recognising domestic violence and facilitating behavioural change. This program is dedicated to delivering comprehensive support and fostering a supportive community environment for those impacted by domestic and family violence.



Residential Services



TEAM LEADER

Debbe Philips & Hayden Mashford

TEAM

Crete, Jamie, Renae, Katie, Sarah & Letitia



60 YOUTH SUPPORTED

KEY PRINCIPLES

- Child and Youth Voice**
 We ensure that the voices of children and young people are heard, and their views are considered in all decisions.
- Cultural Connection**
 We support Aboriginal and Torres Strait Islander children in connecting with their culture, family, and country.
- Collaboration**
 We believe in genuine collaboration with a multi-disciplinary team to achieve the best outcomes, working with Child Safety, Evolve, NDIS providers, health professionals, schools, community organisations, and families.
- Sibling Support**
 We support siblings to stay together whenever possible.
- Family Contact**
 We prioritise family contact as outlined in the case plan to support reunification and positive family relationships.

We understand that residential care is not a natural environment for children and young people. Therefore, we invest in training our workforce, designing our properties, and conducting activities to ensure it is a place where young people can thrive.

PROGRAM OVERVIEW

This year, CTC was funded to provide 13 residential placements across four houses at any given time. To address the growing local need, we supported additional placements in extra houses.

In June 2024, we transitioned the Supported Independent Living (SIL) contract, previously managed by Mercy Family Services, to CTC, adding four SIL placements to our support services. Additionally, Beemar Yumba Residential in Cherbourg came under CTC's management in June.

In total, CTC supported 29 children and young people in contracted residential placements, 16 in additional placements, and provided support to 15 more to help maintain their family-based placements.

All residential houses are staffed 24/7 by trained professionals. SIL houses offer tailored support specific to the needs of each young person.

The number of children in residential care has doubled over the past three years in Queensland, prompting a significant government review. In February 2024, the Queensland government released "A Roadmap for Residential Care in Queensland," which includes several recommendations supported by CTC. We are committed to delivering residential care in a way that helps children and young people manage their emotions and live their best lives.

EXITS FROM RESIDENTIAL CARE

Transitioned back to their families full-time	2
Returned to family	1
Reunified with family	2
From full-time residential care into SIL care	5
Transitioned into independent living	1
Other young people exited in an unplanned manner	

PARTNERS IN FOSTER CARE



SERVICE MANAGER

Brenda Brown



Partners in Foster Care



TEAM LEADER

Angie Dingle

TEAM

Kelly, Melita, Tori, Anne, Sharon, Steph, Hazel, Lachlan, Emma, Jade & Brittany

OVERVIEW

As a foster care agency, we provide essential training, assessment, and support for our carers. Our goal is to empower them to create nurturing environments, ensuring children in care receive the stability and love they need.

RECRUITMENT CAMPAIGN

In November, we launched the Partners Foster Care Recruitment Campaign with a morning tea event. Community members, Council representatives, and local service providers attended to view impactful videos featuring foster and kinship carers sharing their experiences. A young person spoke about her foster care journey, highlighting that “being in foster care doesn’t define who you are.” The campaign also introduced our book, *The Story of Foster Caring*, which prompts readers to consider if they have “room at their table.” We continue to seek new carers to ensure young people remain connected to their communities and families.

IMPACT OF CARER SHORTAGES

In May 2024, a six-year-old’s primary placement broke down, leading to a series of challenging placements before a residential care setting was found. This situation underscored the critical need for family-based placements. Through targeted recruitment and collaboration with Child Safety and CTC Residential Services, we successfully secured a family-based placement for this young child. While

this placement is new and requires ongoing support, we remain hopeful for its success and the child’s wellbeing.

FLEXIBLE FUNDING UTILISATION

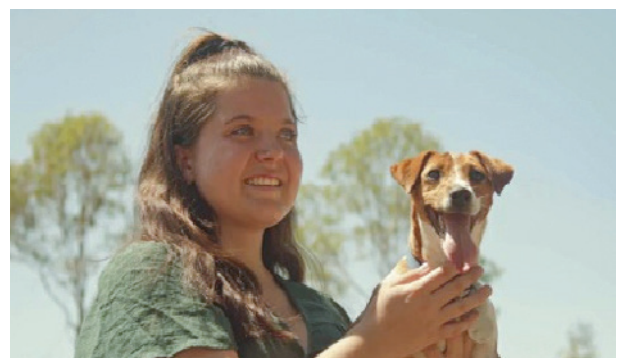
Flexible funding from Child Safety has enabled us to support carers and young people in meaningful ways. This funding has facilitated respite placements, provided vouchers for essential needs, and supported families during crises. It has also been used for practical support, such as mowing lawns, and equipping new placements with necessary items. The flexibility of this funding allows us to respond to both joyful and challenging situations effectively.

TEAM GROWTH & DEVELOPMENT

The past year saw the creation of new roles within the Partners team: Senior Foster and Kinship Care Practitioner and Foster and Kinship Support Officer. We are also recruiting for a Family and Youth Mentor to support families, provide transportation, and assist in-home care. These roles are part of our commitment to continuous improvement and service delivery.

CHALLENGES FACED

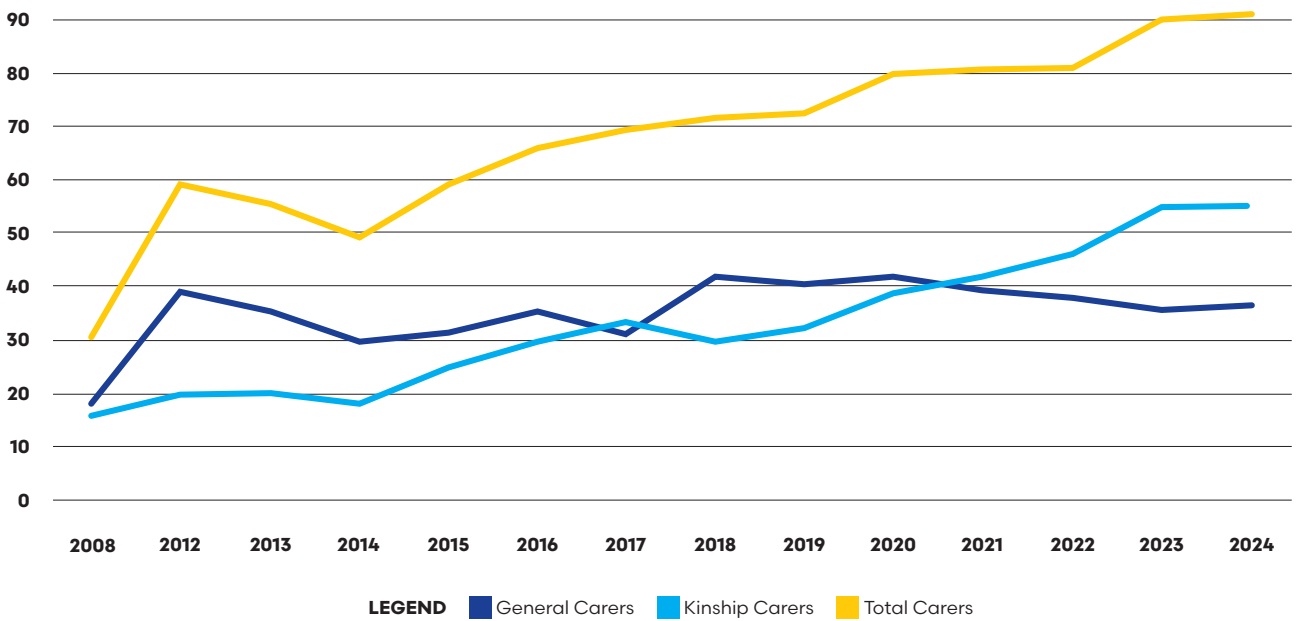
A major challenge has been the increase in Provisional Assessments, which allow for immediate family placements while full initial assessments are completed. This process helps alleviate pressure on general foster carers but highlights the need for more carers. The ongoing strain on our general approved foster carers is compounded by the high demand for placements. In July alone, we received referrals for eight young people, including two newborns, which underscores the growing need for foster care. We are actively exploring strategies to recruit more carers and expand our capacity to meet this urgent need.



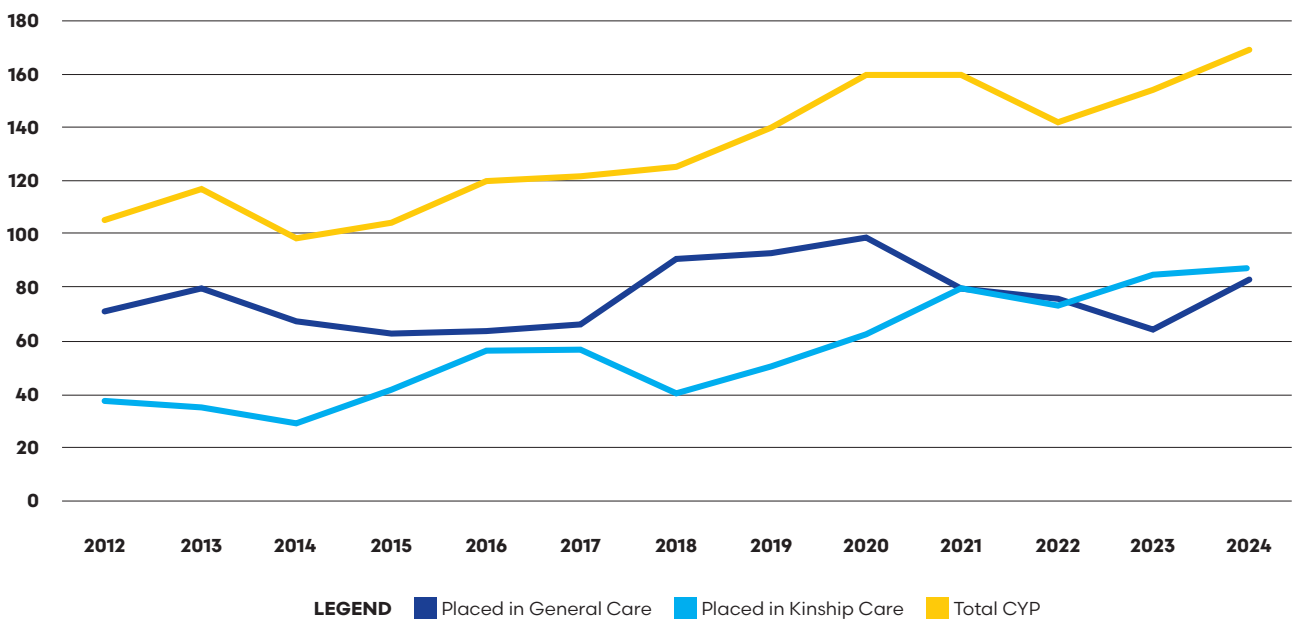
CARE & SUPPORT SNAPSHOT

The two graphs below show the steady growth in both carer numbers and the number of children placed in care over time. The first graph highlights an increase in general and kinship carers, while the second graph tracks the rise in children placed in general and kinship care. These trends reflect the growing need for care and support within the community across the years.

CARERS



CHILDREN





“ Being in Foster Care doesn't define who you are ”

DISABILITY SERVICES



SERVICE MANAGER

Shea O'Reilly

Disability Services



TEAM LEADER

Evalyn Thompson

TEAM

Ian, Kendall, Priscilla, Jane, Courtney, Chris, Tahlia, Shannon, Jenny, Julie, Barb, Avril & Support Workers



217 SUPPORTED PARTICIPANTS

FRONTLINE SUPPORT

Over the past 12 months our rostering team have overseen the rostering of 65 Support Workers to meet the needs of 106 participants rostering on average 240 hours per day of active supports. Our Client Contact Officers work with our participants to develop support plans, assess risk and conduct a stringent matching process to ensure our Support Workers provide suitable, goal orientated supports for our participants. To meet the common goal of relationship building, monthly group activities are organised providing two options. Group nights are held in Kingaroy and day trips travel out of region to give participants access to activities they generally do not experience.

PROGRAM OVERVIEW

Disability service delivery support in the areas of Plan Management, Support Coordination and Frontline to 217 participants. Our team actively assist with the utilisation of a participants plan by linking them with the supports and services they need. Our person centre of approach allows us to support our clients in exercising their choice and control to actively engage in their everyday life.

PLAN MANAGEMENT

Over the past 12 months 179 participants have received assistance with managing their funding. Assistance is provided in the form of payment of invoices for direct supports, consumables and other equipment specifically related to their disability.

SUPPORT COORDINATION

Over the past 12 months we have provided services to 57 participants. Support Coordination engages supports and services to meet specific needs of the individual. Support services include, but are not limited to, allied health professionals, disability service providers, house and yard maintenance even trades persons if home modifications are required.

Case study

The family of a 59-year-old male reached out to CTC Disability Services prior to his release from hospital. This gentleman had received his first NDIS plan and Disability Services were engaged to provide Plan Management, Support Coordination and Frontline support. On advisement of his release date, we had less than a week to engage this client, build a roster of support, conduct a risk assessment, medication support and generate a roster providing 2 shifts per day 7 days per week support. This has enabled this gentleman to more easily adjust to his new normal by receive assistance with maintaining his home environment, cooking meals, accessing the community, and attending follow up medical appointments. In his words "things are going good".

THE GUMNUT PLACE



South Burnett CTC



BUSINESS MANAGER

Lizz Geppert



The Gumnut Place



TEAM LEADER

Rainer Marschall & Josh Brown

TEAM

Jackson, Jodie, Christian, Mark, Kristen & Brittany



17 SUPPORTED EMPLOYEES

SUPPORTED EMPLOYEES

Jacob	Daniel
Jesse	Angie
Alan	Christopher E
Jennifer	Kye
Debbie	Josh
Ryan	Graham
Chrispin	Cameron
Christopher T	Brook
Andrew	Michael

LOOKING AHEAD

The Gumnut Place continues to evolve and adapt, focusing on improving operational efficiency, enhancing training, and reducing environmental impact. The team remains committed to delivering high-quality services while fostering a sustainable and supportive work environment.

ACHIEVEMENTS

- 1 SIGNAGE ENHANCEMENT**
Thanks to the funding from the South Burnett Region Façade Improvement Grant Program, we painted our external fence and had new signage installed, improving our street appeal.
- 2 TRAINING AND DEVELOPMENT**
Increased training opportunities with three supported employees and two support staff undertaking forklift training.

Aim to enhance the workshop team's capabilities and improve employability for those pursuing open employment.

SUSTAINABILITY INITIATIVES

- 1 RECYCLING**
All shredded paper is now sent to the Cherbourg Recycling Centre.
- 2 ENERGY EFFICIENCY**
Installation of a 38kw solar system to offset power usage.
- 3 ECO-FRIENDLY PRACTICES**
Utilisation of recyclable/ compostable packaging in the kitchen.

Use of FSC (Forest Stewardship Council) responsibly sourced timber in the workshop.

CORPORATE SERVICES



Human Resources



TEAM LEADER

Melinda Bradford

TEAM

Bernie, Amanda, Kerry & Lateesha



**242 STAFF
CONTRIBUTING
TO COMMUNITY**

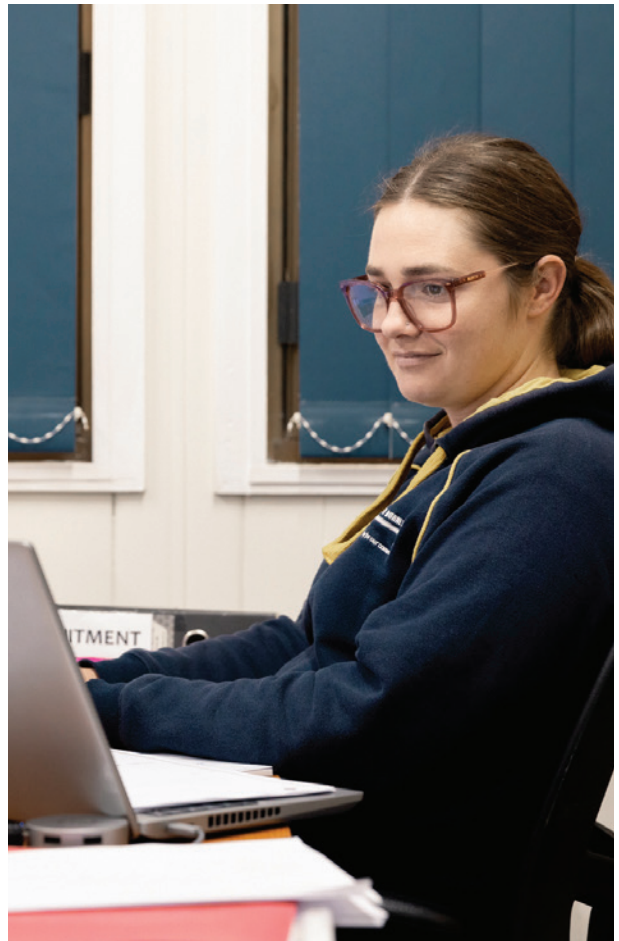
OVERVIEW

As at 30 June 2024, our total staff comprised of 242 individuals, including 164 females, 77 males, and 2 non-binary staff members. This rose to over 250 staff by the end of August 2024.

The staffing structure has been adjusted to accommodate new funding and contracts, leading to a slight increase in the number of full-time equivalent positions despite the overall staff numbers remaining stable. The gender distribution continues to be diverse, and a strategic approach has been taken to manage staffing changes and optimising resources. We aim to be an employer of choice for people seeking employment in the South Burnett.

STAFF BREAKDOWN BY SERVICE

Board of Governance	9
Gumnut Place	20
Disability Services	74
Corporate Services	11
Residential Services	51
Youth & Family Services	72
Foster Care Services	14
Volunteers	8



Assets & Maintenance



TEAM LEADERS

Shaun Bliesner & Matthew Kenny

TEAM

Casey



17 OWNED PROPERTIES

OVERVIEW

CTC currently operates 17 owned properties, with 9 leased properties utilised for client and staff housing. This year, we invested \$494,084 in improvements and repairs, supporting our commitment to maintaining safe and functional spaces across our services.

We were also excited to announce a new partnership with the Property Industry Foundation to build a duplex that will provide housing for young people transitioning to independent living.

“This year, we invested \$494,084 in improvements and repairs.”

Communication

TEAM

Camille



SOCIAL MEDIA ENGAGEMENT

▲ 144%

OVERVIEW

Over the past year, Communications has become a key part of the organisation’s outreach and advocacy. We have achieved significant milestones, including successful campaigns, an engaging Crow FM chat series, rollout of a new logo and style guide, along with an updated social media strategy. Regular media releases have kept the community informed and reinforced the new brand identity. Looking ahead, the focus will be on deepening community connections and refining strategies to ensure continued positive impact.

In the past financial year, our social media presence saw a remarkable boost, with Facebook reach increasing by 161.5%, resulting in a total of 134,105 unique users engaging with our content.

Our audience is more engaged than ever, as evidenced by a 144.4% rise in content interactions, bringing us to 14,100 engagements. Engagement refers to actions users take in response to our posts, such as likes, comments, shares, and clicks.

These results highlight the growing impact of our online efforts and our ability to connect with the community in meaningful ways.





IT & Fleet



TEAM LEADER
Andrew Overton

TEAM
Dave & Alex

HELPDESK TICKETS

Over the last financial year, 980 helpdesk tickets were completed over 261 working days, reflecting our commitment to delivering timely support internally across the organisation.

INTRANET & TEAMS CALLING

This year, we successfully launched our new intranet and Teams Calling systems, streamlining communication and collaboration across the organisation. These upgrades have significantly enhanced productivity and connectivity, aligning with our mission to improve operational efficiency.

FLEET

Our fleet of 64 vehicles collectively covers an impressive 1.2 million kilometres per year, averaging 100,000 kilometres per month. As part of our rebranding, we are excited to gradually release our updated CTC-branded number plates.



980 HELPDESK TICKETS COMPLETED

Finance



TEAM LEADERS

Kellie Schulz & Barb Weller

TEAM

Wendy, Paz, Pearly, Leanne, Avril, Jenny, Jane & Julie



OVERVIEW

CTC is continuing to operate in a strong and sustainable financial position, investing in assets that support the sustainability of our service delivery into the future.

This year net assets grew by 1 million, up 8% on last year.

The team have worked hard to support our service delivery teams with timely financial data to assist in reporting and management of the programs.

We engaged 23 local contractors, ensuring that our projects benefit the community.



**323 TOTAL
STAFF PAID**



**\$16.3M
TOTAL WAGES**



**\$20.5M
GOVERNMENT
FUNDING**



**\$8.9M
OPERATING
EXPENSES**



Funders Acknowledgement

PROGRAM FUNDERS

Australian Government Department of Health and Aged Care

Australian Government Department of Social Services

Australian Government Department of Industry, Science,
Energy and Resources

Queensland Department of Child Safety, Seniors and Disability
Services

Queensland Department of Treaty, Aboriginal and Torres Strait
Islander Partnerships, Communities and the Arts

Queensland Department of Justice and Attorney-General

Queensland Department of Housing, Local Government,
Planning and Public Works

Queensland Department of Education

PROJECT PARTNERS

Property Industry Foundation

Heritage Nanango Community Funding

QShelter

Darling Downs and West Moreton PHN

LOCAL DONORS

Lions Club of Kingaroy

Lions Club of Nanango

Bill Hull Car Centre

BEGA Staff

Kingaroy Anglican Parish

South Burnett Western Performance Club

Those that donate their Containers for Change refunds

Our Team

BOARD OF GOVERNANCE

Our Board of Governance plays a vital role by guiding our organisation with their expertise and dedication. Their voluntary commitment ensures we remain accountable and focused on delivering essential services to our local community.



BOARD MEMBER
John Box • 2008



BOARD MEMBER
Howard Leisemann • 1987



BOARD MEMBER
Marc Reinbott • 2012



BOARD MEMBER
Kaylene Schilf • 2014



BOARD MEMBER
Bernadette Upton • 2015



BOARD MEMBER
Maurice Freeman • 2017



BOARD MEMBER
Andrew Hobbs • 2022



BOARD MEMBER
Katharine Butcher • 2023



BOARD MEMBER
Amanda Kefford • 2023



BOARD MEMBER
Jason Erbacher • 2023

ELECTED BOARD MEMBERS OF CTC SINCE INCEPTION

Cherry Carroll	1983	1986
Beverly Coutts	1983	1986
John Quatermass	1985	2006
Cynthia Geissler	1986	1994
Reg McCallum	1987	2007
Michael Carroll	1987	2018
John Saint Smith	1987	2006
Sandra Greenslade	1989	1993
Geoff Hosking	1989	2012
Michael Read	1989	1999
John Lang	1992	2004
Roger Seccombe	1996	2001
Noel Bray	1994	2003
Bev Ruscoe	1997	2006
Jenny Walters	1998	2011
Max Lehmann	2001	2016
Eric Cross	2004	2019
Genevieve Pacheco	2005	2006
Damien Tessman	2005	2007
Graham Easterby	2006	2011
Sally Ireland	2008	2010
Nina Temperton	2008	2023
Keith Campbell	2008	2011
Michael Hammond	2010	2012
Susan Algate	2015	2017
Russell Lebsanft	2016	2018
Jo Gadischke	2017	2023
David Tierney	2018	2022

CTC CORPORATE SERVICES

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- ✉ admin@sbctc.com.au
- 📍 6 Cornish Street • Kingaroy QLD 4610

CTC PARTNERS IN FOSTER CARE

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CTC DISABILITY SERVICES

- ☎ 07 4168 1852
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THE GUMNUT PLACE

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CTC CONNECTIONS

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CTC YOUTH & FAMILY SERVICES

- ☎ 07 4162 7788
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- 📍 66-76 Somerset Street • Kingaroy QLD 4610

CTC NANANGO NEIGHBOURHOOD CENTRE

- ☎ 07 4162 9084
- ✉ nanango@sbctc.com.au
- 📍 41 Drayton Street • Nanango QLD 4615

CONNECT WITH US

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- 🖱 sbctc.com.au

