



SOUTH BURNETT CTC

| **21
22** **ANNUAL
REPORT**

Welcome to South Burnett CTC Inc's (CTC) 2021-2022 Annual Report

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



Our Vision

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

Our Mission

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

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

Our Values

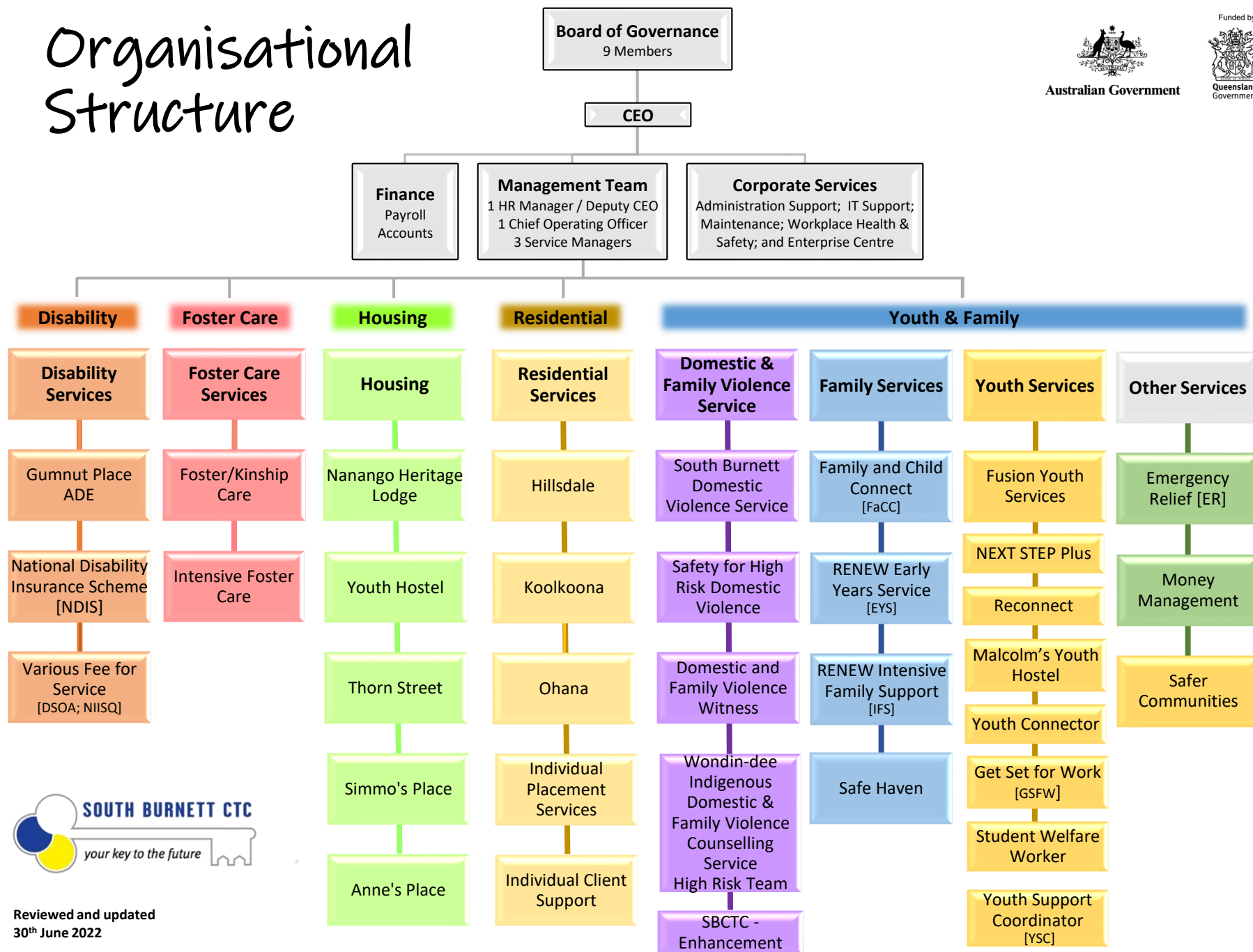
Commitment to our Community	Commitment to our Staff	Commitment to our Organisation
<ul style="list-style-type: none">• Providing services that are client focused• Building the capacity of our community to grow and prosper• Assisting and encouraging the empowerment of others in our community• Collaborating and cooperating with stakeholders• Treating people with respect and dignity• Advocating for those in need	<ul style="list-style-type: none">• Employing people who live in and care for our community• Inclusivity and diversity• Encouraging and promoting the health and well-being of our staff• Supporting the professional and personal development of our staff	<ul style="list-style-type: none">• Fostering an organisation that is democratic, professional, egalitarian and operates with excellence• Managing our business with honesty and transparency• Communicating effectively with internal and external stakeholders• Meeting legislative requirements

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*thank
you*

to all our funding
bodies, supporters and
collaborators during
2021-2022.

Organisational Structure



Our Programs

Disability Services

Service & Program	Funded By	Purpose & Client Group
Disability Services Gumnut Place Supported Independent Living Respite Housing Options	<ul style="list-style-type: none"> NDIS (National Disability Insurance Scheme) 	CTC holds a Certificate of Registration with the NDIS Commission to provide a comprehensive suite of supports under the NDIS, including short term accommodation at CROSB House and permanent supported employment for people living with a disability.
Fee for Service (FFS)	<ul style="list-style-type: none"> NIISQ 	Community access, personal support, learning and life skills, in-home accommodation support, respite and emergency respite for people with a disability.
DSOA (Disability Services for Older Australians)	<ul style="list-style-type: none"> Australian Government Department of Health 	Provision of support including personal care and community access for older persons who are not eligible for the NDIS and are living with a disability.

Foster Care

Foster and Kinship Care	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs 	The recruitment, training, assessment and support of Foster Carers across the South Burnett who have or are seeking Department approval to care for children/young people aged from birth to 17 years who have moderate to high support needs.
Intensive Foster Care	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs 	Support of children/young people aged from birth to 17 years who have complex or extreme support needs and are being cared for by Department approved Foster or Kinship carers within the South Burnett.

Service & Program	Funded By	Purpose & Client Group
Cherbourg ISR Enhancement (COVID-19 Brokerage)	<ul style="list-style-type: none"> Queensland Department of Justice and Attorney General 	Enhancement funds to provide training to organisations and their staff are part of the Integrated Service Response for Domestic and Family Violence.
Safety for High Risk Domestic Violence	<ul style="list-style-type: none"> Queensland Department of Justice and Attorney General 	An immediate safety response for victims of high risk domestic violence.
South Burnett Children's DV Counselling (Cwth NP Enhancement)	<ul style="list-style-type: none"> Queensland Department of Justice and Attorney General 	Counselling for children affected by family and domestic violence
South Burnett Children's DV Counselling (COVID-19 Brokerage)	<ul style="list-style-type: none"> Queensland Department of Justice and Attorney General 	Additional support for counselling for children affected by Domestic Violence.
South Burnett Domestic Violence Service	<ul style="list-style-type: none"> Queensland Department of Justice and Attorney General 	Provides court support to people experiencing or at risk of experiencing domestic and family violence and counselling to women and children who are experiencing domestic and family violence.
SB CTC Enhancement (Qld 2021-22)	<ul style="list-style-type: none"> Queensland Department of Justice and Attorney General 	One off funds utilised to provide an Immediate Safety Response for high-risk women and children affected by Family and Domestic Violence.
Wondin-dee Indigenous Family Violence Counselling Service	<ul style="list-style-type: none"> Queensland Department of Justice and Attorney General 	Counselling and support for victims, child witnesses and perpetrators of domestic and family violence in the Cherbourg Community. Non-government representative on the High Risk Team for the Integrated Service Response to Domestic Violence.

Emergency Relief (ER)	<ul style="list-style-type: none"> Queensland Department of Communities, Housing and Digital Economy 	Assistance for people or families to overcome/stabilise immediate crisis through the provision of basic needs such as food.
Money Management	<ul style="list-style-type: none"> Queensland Department of Communities, Housing and Digital Economy 	Financial counselling and advocacy for people experiencing or likely to experience financial stress. Material assistance for people in financial crisis. Community education and financial literacy.

Service & Program	Funded By	Purpose & Client Group
Family and Child Connect (FaCC)	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs 	An intake and referral service connecting families under stress to the right support at the right time.
RENEW Early Years Service (EYS)	<ul style="list-style-type: none"> Queensland Department of Education 	Supports families with the development of their children from 0-5 years; with the primary goal of developmental readiness and successful transition to the formal schooling environment.
RENEW Intensive Family Support (IFS)	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs 	Working collaboratively with families who have multiple and/or complex needs to develop their resilience and capability to take responsibility for the care of their children.
Safe Haven Safe Haven Community Patrol	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs 	Provides support for children, young people and families connected to Cherbourg who have been affected by family violence through the provision of Family Support, Youth Support, Community Capacity Building and Community Patrols.

Anne's Place	<ul style="list-style-type: none"> CTC 	A long term lease of a property in Kingaroy, used for short to medium term accommodation transitions as well as an alternative supported accommodation option for relevant CTC services where all other options have been exhausted.
Heritage Lodge	<ul style="list-style-type: none"> CTC (initial infrastructure cost supported by Heritage Community Funding Ltd, Queensland Government and South Burnett Regional Council) 	A four duplex purpose built complex in Nanango for people with a disability. Support and property management through a Good Neighbour arrangement to ensure tenants have accommodation that meets their needs.
Simmo's Place	<ul style="list-style-type: none"> CTC and the Simmons Family 	Support and property management for three people with a disability to live independently in Kingaroy.
Thorn Street Duplex	<ul style="list-style-type: none"> CTC 	A duplex property in Kingaroy, used for medium or long term accommodation for people with disability (direct rental or Disability Services).

Service & Program	Funded By	Purpose & Client Group
HILLSDALE	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs 	24 hour/7 day per week residential care and support located in a house in the South Burnett for 4 young people, aged from 12 to 17 years who have complex needs.
OHANA	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs 	24 hour/7 day per week residential care and support located in a house in the South Burnett for 3 young people.
KOOLKOONA	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs 	24 hour/7 day per week residential care and support located in a house in the South Burnett for 3 young people.
Individual Placement Services (IPS)	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs 	Temporary 24 hour/7 day per week residential facilities in locations across the South Burnett to meet additional needs of the Department from time to time to provide residential support for children who have complex needs.
Individual Client Support	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs Foster Care Agencies Schools 	Fee for service program to provide one on one support for children/young people in foster care, at school, in their home or in the community.

South Burnett Enterprise Centre	<ul style="list-style-type: none"> CTC Kingaroy Regional Enterprise Centre Association Inc 	Management of the Centre which offers small business premises and conference facilities.
Labour Hire Service		Provision of Labour Hire Services to select organisations - South Burnett Regional Council and Stanwell Corporation.

Service & Program	Funded By	Purpose & Client Group
Fusion Youth Services	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs 	Support to young people of the South Burnett aged from 12 to 21 years through individualised assistance and case management.
Get Set for Work (GSFW)	<ul style="list-style-type: none"> Queensland Department of Education 	Provide young people 15-19 years of age with accredited training and employability skills through Skilling Queenslanders for Work.
Next Step Plus	<ul style="list-style-type: none"> Queensland Department of Children, Youth Justice and Multicultural Affairs 	Supports young people aged between 15 and 25 years who are transitioning from the care of the Department to independence.
Reconnect	<ul style="list-style-type: none"> Australian Government Department of Social Services 	Intervention program for young people aged 12 to 18 years who are connected to Cherbourg and are homeless or at risk of homelessness, promoting reconnection with family, education and the community.
Safer Communities	<ul style="list-style-type: none"> Australian Government Department of Industry, Science, Energy and Resources 	"The best thing that happened today - changing the internal story". The project aims to reduce the level of youth disengagement, crime and anti-social behaviour in the South Burnett.
Student Welfare Service	<ul style="list-style-type: none"> Queensland Department of Education 	Delivered in partnership with the Nanango, Yarraman, Cherbourg, Goomeri, Taabinga and Kingaroy State Schools and Kingaroy State High School providing students with individual and group support to positively engage in school.
Youth Connector	<ul style="list-style-type: none"> Laurel Place as lead agent Queensland Department of Children, Youth Justice and Multicultural Affairs 	Delivered in partnership with Laurel Place; identifies and links young people with sexually reactive behaviours to counselling and establishes referral pathways. Facilitates early intervention activities to raise awareness of youth sexual violence and abuse.
Youth Support Coordinator	<ul style="list-style-type: none"> Nanango State High School Yarraman State School 	Assistance to high school students to overcome barriers to remaining in and succeeding at school.

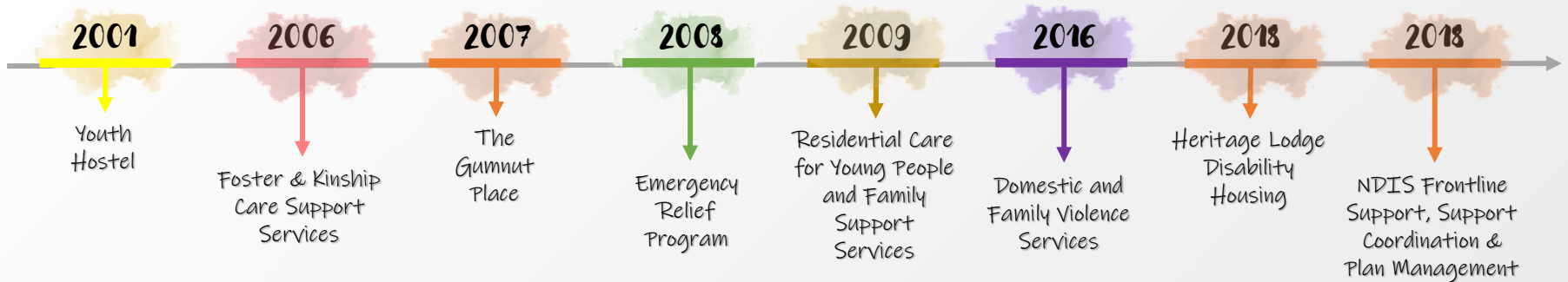
Our Story

CTC's story began in 1983, supporting unemployed youth with job search and life skills training by volunteers. After incorporation as a not-for-profit organisation, we progressed into other Youth Support Services, the SkillShare program and Job Network employment services, while simultaneously developing the broad range of community service supports that we continue to provide today.

 We have been based in a range of locations over time, with headquarters primarily located in the Artie Kerr Building in Kingaroy from 1989 – 1998 before expanding and relocating to South Burnett Enterprise Centre.

At times our service area has included Gympie and the North Burnett, however our core service area has always been the South Burnett and we are determined to stay local. We have had a physical presence in Kingaroy since 1983, Murgon since 2004 and Wondai since 2006.

Our key mission has been and is to identify and advocate to close gaps in service delivery across the South Burnett, which has led our organisation's evolution to include:



We are proud to say that all our growth has been at the explicit request of our clients, community and funding bodies.

Our history is long and in 2023 we celebrate



of service to the South Burnett.



CTC - working for our community

Chairman's Message

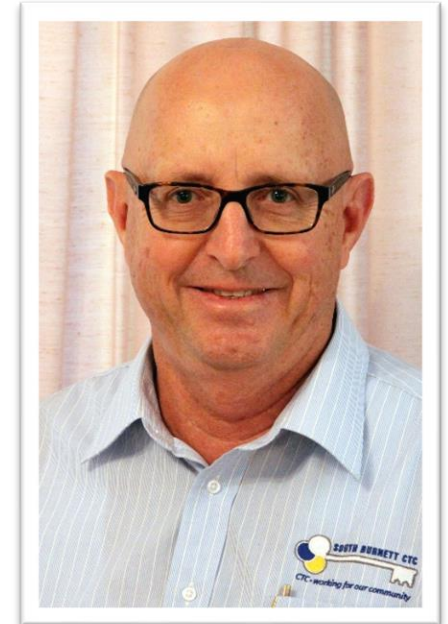
When a Board of Governance has to deal with difficult decisions and circumstances, it is always of benefit to reflect on the vision, mission and values statements of the organisation. There has been an even greater than usual deal of reflection by our Senior Management team and the Board in the last year, due to the upheavals caused by Covid, world and local events and staff movements. Even though there have been some challenges, we have managed to navigate our way through well and to provide many positive outcomes.

With the planned retirement of our highly successful and experienced CEO of 30 years, Nina Temperton, in **September 2023**, strategic and succession planning for the future management has been a major focus for our Board.

We continued our program of purchasing or leasing suitable accommodation for people living with disabilities and young people in residential care or transitioning out of care. After 2.5 years under construction Skyla House, a group home within the Heritage Lodge complex, was finally completed. In the beginning of 2022, we also bought more office space for staff working in the domestic & family violence field.

One innovative solution to address homelessness was the purchase of a “care-a-van”, a caravan that normally provides emergency accommodation for up to two weeks but currently is helping a family whose house burnt down until they can rebuild.

At the Annual CTC Day, staff made attractive and practical packs of toiletries for the homeless.



John

Chairman's Message *cont.*

Partners in Foster Care continues to provide suitcases to all children in our care so that they have something that they own and can take their belongings in as they move placements. With the help of the Angel Knitters and Crocheters Group, we can provide handcrafted blankets, beanies and toys. Such things bring some comfort and dignity and make a real difference because they show that we genuinely care.

We could not run any Community Leaders' Bus Tours this year, so we are looking forward to conducting them again now that the Covid restrictions are lifting. If you are interested in gaining a greater understanding of the many services that CTC provides, please contact the office and we will send you an invitation to a future tour.

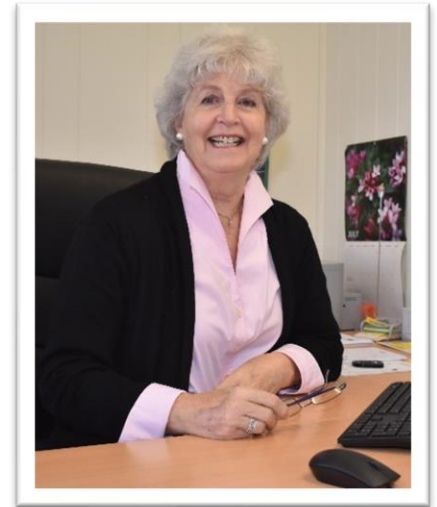
One of the ethics of CTC is that when asked for help, our answer is always 'yes' and then we proceed to empower the appropriate section of CTC to deal with the issue or actively work with the client to link them to the best agency who can. As one of the largest employers in the South Burnett, we are very proud of our outstanding, committed, passionate and resilient staff who regularly go above and beyond to provide the best possible outcomes and care for the many clients 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 Nina for the support and assistance they have provided to me 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 achievements that CTC has accomplished in the last year and our goals for the years ahead.

John Box
Chairman

CEO's Message

What a momentous year it has been – for the world, our country, our community and for CTC. Nothing but nothing *seems* to be the same anymore and yet so much still is! Other than increasing, the needs in the community certainly remain the same and the sun still rises every morning. One of the greatest challenges in these allegedly unprecedented times (*have we really forgotten so much history?*) is to retain a sense of proportion and optimism and to just keep doing our very best. CTC staff do that in the most trying conditions, and they have helped hundreds of locals to improve their lives and circumstances. We have every reason to be proud of the achievements demonstrated in this report and I commend and thank everyone who contributed to them.



Nina

Two of our Managers have retired this year and we are enormously grateful for Janet Champney and Esther Ross' many years (32 and 22 years respectively) of outstanding service. They leave big boots to fill but we are confident that their successors have what it takes to lead their teams to continued success. As part of the generational change in our leadership we are taking the opportunity to have fresh eyes review all our policies, practices and plans to identify opportunities for further improvements (or to confirm that we're as good as we think!). To this end we added the role of Chief Operating Officer (COO) and restructured some teams as well as setting up additional offices. We have also purchased and rented more premises for Residential Services and people living with disabilities and increased the number of staff at all levels.

CEO's Message cont.

Financially, we continue to do well due to meticulous and frugal management of fee for service activities which gives us the freedom to fund programs or infrastructure that we consider essential to support our communities when government at all levels fails to respond adequately to local needs. Unfortunately, this is sometimes the case, particularly regarding Domestic Violence and Emergency Relief where we are reliant on our own resources being supplemented by local businesses and our community's fundraising efforts to fill the gaps in service delivery and provide support when and where it is needed. We thank Stanwell, Heritage Nanango Community Funding and the many local businesses, residents and organisations for their continued generosity.

The members of the Board as always have provided excellent support to me and the management team and ensured that they fulfilled the requirements of their roles with skill and commitment. CTC is very fortunate and grateful to have such good governance.

I hope you find value in this report and thank you for your interest in CTC. We invite and welcome your thoughts and suggestions on how we can further improve in the realisation of our Vision and Mission for the benefit of the people in the South Burnett.

Nina Temperton
CEO

Board of Governance

South Burnett CTC is fortunate to be guided by the strategic leadership and professional expertise of our volunteer Board of Governance, Chairman John Box and CEO Nina Temperton.

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

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

Succession planning is an important part of future proofing the strength of our Board of Governance. Board Members are encouraged to always be on the lookout for and seek out potential future Board Members. It is our practice for Board Members to invite people who are interested in being a Board Member to attend as a guest for a period of time prior to nomination on the Board. This allows both sides to ensure the right 'fit'. We are always happy to hear from anyone who may be interested in becoming a Board Member and invite them to participate initially as a guest.

Board Members

❖ John Box Chairman: - 2007

Retired after 45 years' service to the electricity distribution industry, from qualified trade skills to senior management roles involving human resources, regulatory compliance, strategic development and implementation of risk management and safety procedures. Lifelong volunteer involvement in multiple community organisations (including Local Ambulance Committee, Kingaroy Aero Modelers Society and Community Radio Station CROW FM) as an active member and Chairman/office bearer. Chairman of the CTC Board of Governance since 2015. JP (Qual).

❖ Maurie Freeman Vice Chairman - 2015

Recently retired from Ergon Energy after 40 years in leadership roles with strong focus on safety, teamwork and productivity. Holds a Diploma in Management. Wide ranging volunteer participation in community activities and events preferring work behind the scenes to formal executive roles.

❖ **Howard Leisemann Treasurer - 1987**

B.Comm (UQ). Currently carrying out project work with a local SME after retiring as their CFO and Board attendee, HR Officer, WH&SO and RRTWC. Experience as Director and Secretary of an international business based in Toowoomba and with shareholders and Directors from New Zealand, England and Norway. Several decades of experience as Member, Chairman and/or Treasurer of a number of community organisations including School P&C, Blue Light, Junior Sport, Neighbourhood Watch and Rotary. First joined CTC in 1987 and was Chair for over 25 years until 2015.

❖ **Nina Temperton Secretary - 1992**

B.Ed. (Hons). Worked in adult education and administration of agricultural enterprises before joining CTC as Manager in 1992. Heavily involved in many community organisations in leadership roles including P&C, Lions Club, Private Hospital and Aged Care Centre and Chamber of Commerce. Community representative on a number of Local and Regional Economic Development Organisations.

❖ **Marc Reinbott Board Member - 2012**

B.A.Sc. (Business Management) and numerous less formal training courses aligned with executive and management skills. National Sales and Marketing roles in two companies and currently owns and manages two small businesses with approximately 25 employees. Experience and expertise in financial analysis, business/strategic planning, compliance and quality control.

❖ **Bernadette Upton Board Member - 2014**

Retired teacher with experience in schools, early childhood education and TAFE, teaching the children's services courses. Holds a commerce degree and experience in small business as the part owner of a veterinary practice. Personal experience in fostering, youth work and care of people with disabilities.

❖ **Kaylene Schilf Board Member - 2014**

25 years experience in the banking industry with over 10 of these years spent in management positions, particularly within the Agribusiness field. Experience in working with and implementing risk management systems within the finance industry. President and member of a private school Parent Executive Association for over 8 years and held various roles in many sporting organisations.

❖ **Jo Gadischke Board Member - 2015**

Applied Diploma of Social Sciences, experience in youth work and active partner in rapidly growing SME. Experience in marketing/PR, risk management, HR and business/strategic planning and implementation.

❖ **David Tierney Board Member - 2019**

Senior Sergeant with over 37 years of service. Currently Officer in Charge of Kingaroy Police Station. As Officer in Charge of Kingaroy Police Station is involved with various government and community organisations providing support to people at risk in the community. Training and experience in disaster and risk management and mentoring trainee police.

Corporate Services Team



Kerry, Amanda, Lateesha, Nina, Wendy, Melinda.
Jason, Matt, Andrew and Shaun.



4162 9000



6 Cornish Street,
Kingaroy



PO Box 490, Kingaroy
info@sbctc.com.au



www.sbctc.com.au



@SouthBurnett+CTCInc



@southburnett_ctc

Corporate Services Team [HQ]



Administration

The Human Resources/Corporate Services team is supported by Amanda and Kerry who provide invaluable administration support to keep the various reporting and compliance requirements of the organisation in check.



Chief Operating Officer

Jason's role is to support the service delivery of the organisation by working to ensure appropriate resources, development opportunities and equipment are available for staff and working with teams to identify and overcome barriers they are facing. The role is a key conduit in ensuring the organisation's vision, mission and values and the Board's directives are reflected in the services delivered and that Managers, Team Leaders and Officers are supported in their work.



Human Resources [HR]

Melinda and Wendy support CTC staff and services by recruiting, inducting and providing ongoing employee and compliance support across the organisation.



IT and Fleet Management

Andrew ensures CTC staff have access to the right technology at the right time; Andrew is also responsible for managing all CTC vehicles.



Maintenance and Workplace Health and Safety

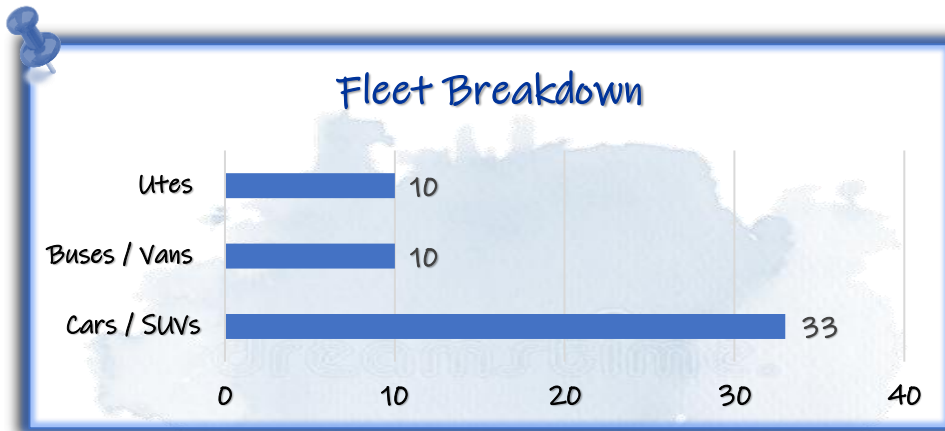
Matt and Shaun work to holistically support all CTC services and sites through their respective specialties in Workplace Health and Safety and Grounds & Building Maintenance.

107

Number of Microsoft Office users.

57

Number of cars in the CTC Fleet.

**610,000km**

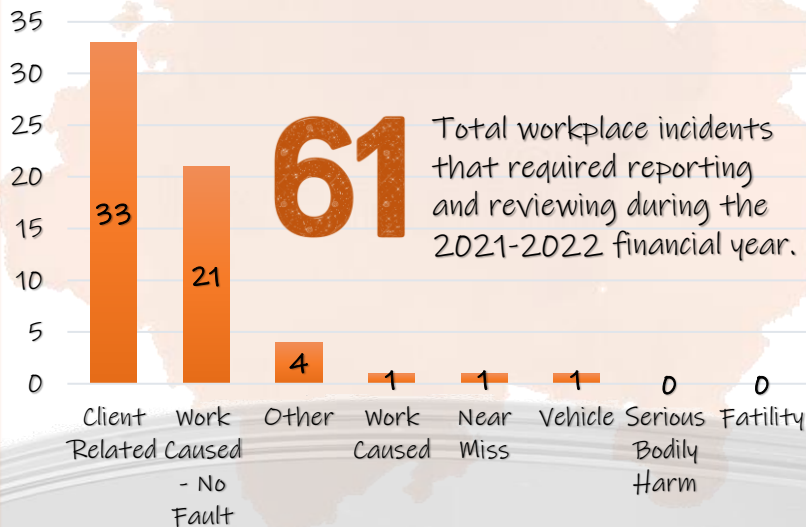
Total kilometres travelled to support our clients and community within this reporting period.

221

Number of IT profiles.

86 mobile phones allocated to employees in 2021-2022.

Workplace Injury and Incident Breakdown

**13**

Total number of staff supported through the WorkCover process to make a claim and return to normal duties.

Our WorkCover premium rate was reduced by **39%** for this period due to our number of claims being better than the industry standards.



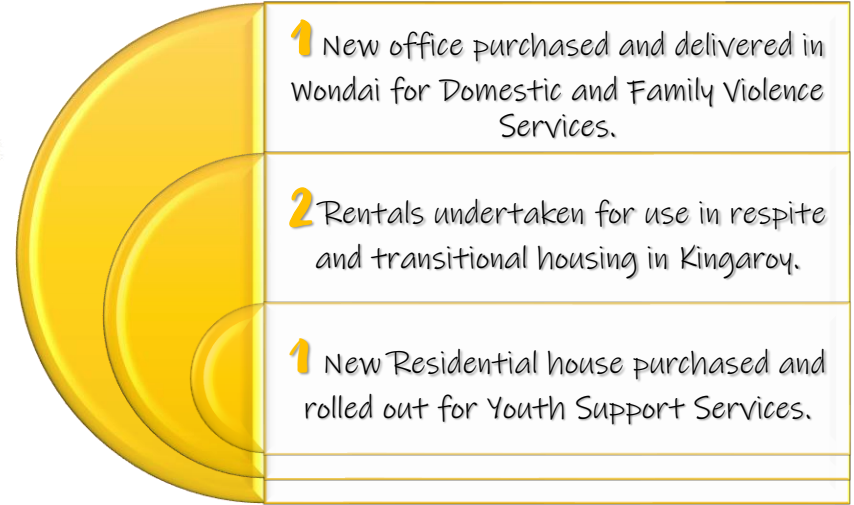
3 new Workplace Health and Safety Representatives (WHS Reps) were elected during 2021-2022.

This period of growth has seen a mixed bag of projects that CTC has delivered for the benefit of our community and services.



In 2021-2022 the new online request and maintenance app -> **Ticked Off** was rolled out.

Property Management

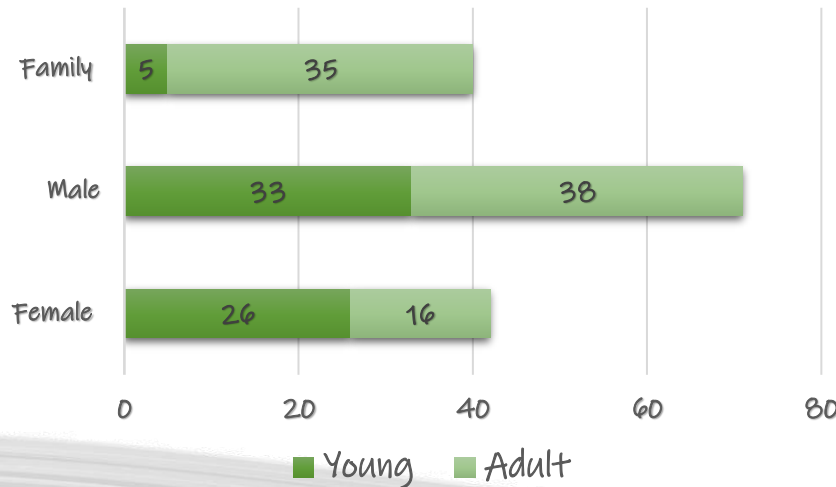


174

Total number of QHIP applications completed through CTC programs and services including Emergency Relief.

78 people identified that they needed immediate supported accommodation.

Breakdown of QHIP Applicants



12 People identified as Aboriginal and/or Torres Strait Islander.

Finance Team



Pearly, ,Leanne K, Wendy P, Jason and Paz.

The Finance Team looks after all aspects of the CTC accounts and payroll processes – they ensure the CTC employees are paid.

292



Total number of staff paid this financial year.



\$11.6 million

Total amount paid in staff wages.

70

Total number of staff who salary packaged as at 30 June 2022.



222

Total number of CTC employees on 30th June 2022.

Staff by Service Area



5 MILLION



Over \$2 Million spent locally within the South Burnett.

Total 2021-2022 operating costs.



\$17 million in government funding was returned to the South Burnett through CTC funded programs and services.



Partners in Foster Care [PIFC]



Brenda



Angie D



Trish



Kelly



Tori



Vanessa



Callum



Anne



Julie



Kristy

Families Helping Families -

That's What Fostering is All About



4169 0587



20-24 Mackenzie
Street, Wondai



PO Box 290, Wondai
partners@sbctc.com.au



www.sbctc.com.au



@SouthBurnett+CTCInc

Recruitment Assessment Training Support

Funded by



1054

Total number of **Home Visits** this Financial Year.

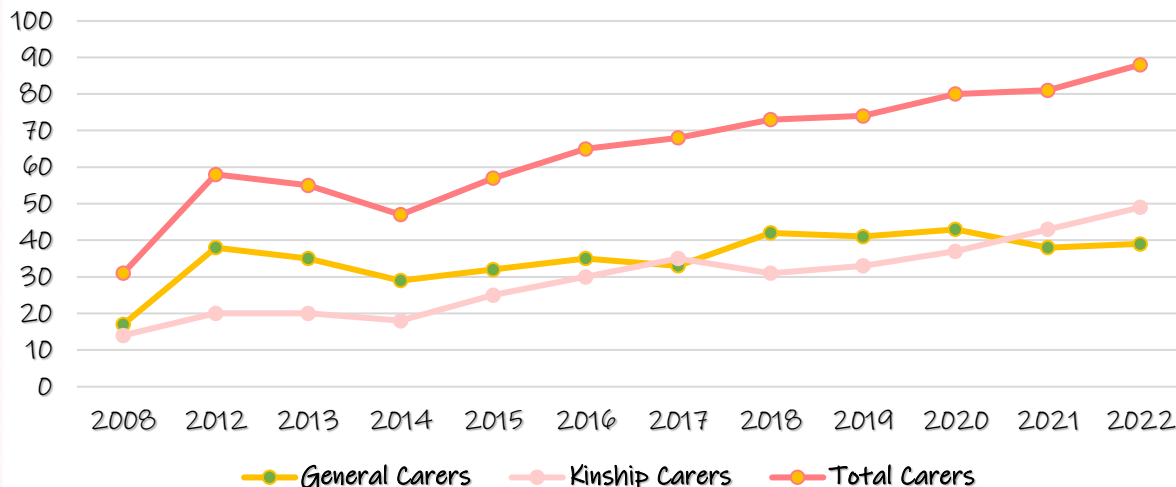
Assessments completed in 2021-2022

7
Provisional

17
Initial

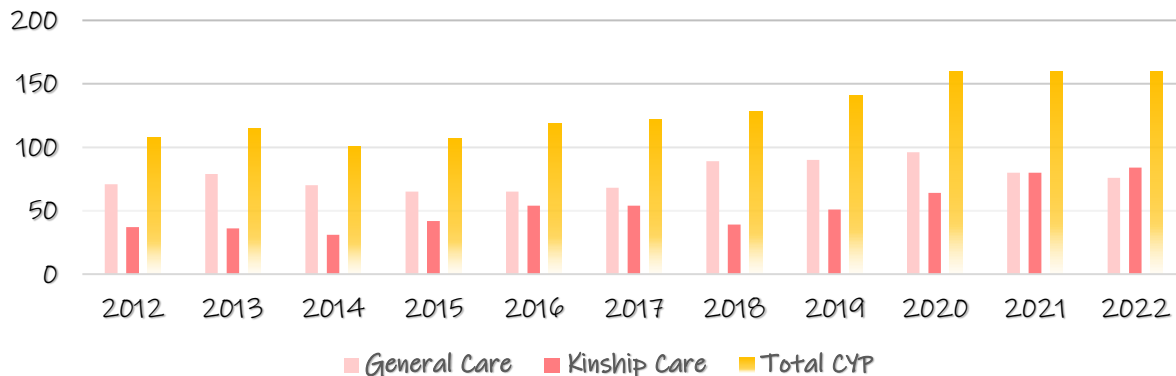
51
Renewal

Carers 2008-2022



Partners in Foster Care's 2021-2022 success was the development of **Hope House** which will enable us to provide an extra layer of support to our carers and young people.

CHILD PLACEMENTS 2012-2022



EVENTS

8

Holiday activities and events were organised during 2021-2022.

Disability Services



REGISTERED
NDIS
PROVIDER



Kendall, Shea, Barb O, Amy and Jen V.
Barb W, Jane and Emma.



4162 9081



Shed 3, 6 Cornish Street,
Kingaroy



PO Box 490, Kingaroy
crosba@sbctc.com.au



www.sbctc.com.au



@SouthBurnett+CTCInc



@southburnett_ctc

Our registered services include **Plan Management, Support Coordination** and a variety of Frontline Services such as group activities, household tasks, community participation, skills development, shared living, personal assistance activities and assist access & maintain employment.





7025

Total number of Plan Managed Invoices claimed.

CTC Disability Services provide a variety of supports and activities to individuals, their families, and carers. Services include a range of in-home and community-based supports that are tailored to the preferences and needs of the person living with a disability. Plan Management, which assists in the management of the financial and contractual aspects of participants' NDIS plan. Support Coordination which assists participants to utilise their NDIS Plan to its maximum potential.

Supported Independent Living providing participants 24/7 care to live as independently and possible while being supported in a home environment. Short term accommodation is offered at CROSB House, a home away from home, to assist participants in creating friendships and independence through shared or individual accommodation. In addition, throughout the year, CTC Disability Services coordinate a variety of events, outings, and activities to maximize community involvement and ensure our participants have a network of friends and experiences.



Disability services day trip to **Kings Beach**, Saturday 11th December 2021. Participants enjoyed swimming in the ocean pool, a walk along the beach and a subway platter lunch on the beach front.



June group night 2022, saw participants enjoy an educational and fun tour of the **Kingaroy Police station**.

The tour included experiencing some of the equipment the police use to keep the community safe.

Disability Services



Amy J



Amy K



Ian



Julie



Leigh



Priscilla



Registered NDIS Provider



Alison



Amanda R



Aamira



Carl



Chloe



Christian



Chris



Deb Y



Debbie M



Debbie N



Delia



Disability Services



Denise



Ellie



Emmilly



Gemma H



Gladys



Greg



Helen



Helena



Jade



Jeremy



Jodie



Joseph



Julie H



Julie S



Karen



Karla



Kelli



Kerry H



Disability Services

68

Total number of support workers, employed to support NDIS clients during this financial year.



Kirsty



Kristen



Laura C



Laura P



Leonie



Mariah



Marie



Michael



Michelle



Michelle M



Mikaylah



Nathan



Nicole



Olivia



Petra



Prancee



Rebecca B



Disability Services



Rebecca



Reece



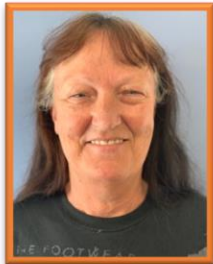
Renee



Richard



Robyn



Roslyn



Sandra T



Sarah



Scott



Sigrid



Sue



Terry F



Terry L



Troy



The Gumnut Place



Josh and Lizz



Barb



Brendon and
Jackson



Bernie and Jodie



Brittney



4168 1852



22 Gore Street,
Murgon



PO Box 490, Kingaroy
gumnut@sbctc.com.au



www.sbctc.com.au



@SouthBurnett+CTCInc



@southburnett_ctc

The Gumnut Place is an Australian Disability Enterprise employing people living with a disability on a permanent part time basis. The Gumnut Place is funded by the Australian Government's National Disability Insurance Scheme.



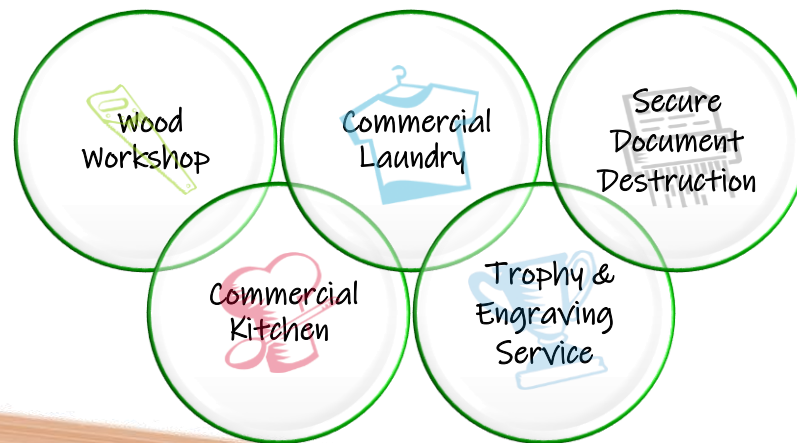
The Gumnut Place - Employees



- 16 Supported Employees
- 6 Support Staff
- 2 Trainees
- 2 Volunteers



The Gumnut Place runs 5 Business Units



Gumnut's achievements and successes in the 2021-2022 reporting period.

After losing our great friend and work mate Bill Wessling last year Jackson Ponder has stepped into his very big shoes with great confidence which is testament to the great training Bill provided to Jackson.

In November we were fortunate enough to be awarded a Community Social Enterprise Grant to assist with the purchase of a laser engraver. The team could see great business opportunities for Gumnut by adding this machine to the workplace. Since its installation, the team has produced some amazing products on wood, glass, metal and acrylic. We are hoping in the not-too-distant future to have an on-line store which will bring in more orders for the department and get the Gumnut name out into the wider community.

An example of what can be achieved through social media and on-line advertising is a customer who ordered an engraved can caddy with his football team logo on it, he then shared it on Snapchat, and this brought in a further 8 orders for us within 3 minutes. Two weeks later another order for 60 can caddies was received from a football club in the Gladstone region.



Completed in the
2021-2022
reporting period

15,781
Pallets
Made

517
Shredding
Bins Collected

2,682
Sandwiches
Made

796
Cakes
Baked



Stanwell and Meandu Mine continue to support The Gumnut Place laundry and workshop with **9,692** overalls, **8,403** pants and **9,741** shirts being washed, dried and packaged in the laundry. The workshop has also supplied **22,510** blast pegs and **2,000** survey pegs to Meandu.



Teys in Margon also continue to support Gumnut Place through the purchase of over **15,000** pallets for this financial year. They have also recently engaged our laundry services to process their clothing which is used in the production of their new petfood line.

Heritage Lodge Nanango

Heritage Lodge is an all access complex for people with disabilities who are able to live independently.

It is composed of **4** duplexes that are each 2-bedroom modern units and is supported by our Good Neighbour model. There is a tenant who lives in the complex to provide basic support in line with being a "Good Neighbour".



stage
3



4 NDIS Participants now reside at
No. **8** Heritage Lodge

In partnership with the Nanango Heritage Community Funding Inc. we delivered the **3rd** stage of our Disability Specific housing complex Heritage Lodge.

This stage was the culmination of ongoing consultation with the Nanango Shire community to deliver a supported housing option to both support ageing families and provide sustainable, independent accommodation.



Kenneth, Kerry, Alan and Chris and their parents on move in day.



Domestic and Family Violence Services



Angie F, Yolande, Les,
Maree, Melita and Deb.

Wondin-Dee provides counselling and support for people affected by domestic and family violence in the Cherbourg Community.

The **SB Specialised Domestic & Family Violence Counselling Service** provides counselling, court support and immediate safety responses to women and children experiencing domestic and family violence.

Funded by



In case of emergency and after hours, please contact: Police - Phone: 000 and/or DV Connect - Phone: 1800 811 811



In late December 2021 and early January 2022 the service experienced an increase in demand for immediate safety responses in Cherbourg and across the South Burnett; this coincided with positive COVID cases within our community. The service was able to temporarily use the Partner's in Foster Care Training Room to allow the Wondin-Dee and South Burnett Domestic Violence Support Service to co-locate and continue to provide an in person response to the immediate safety of women and children experiencing high risk domestic and family violence. The benefits of this temporary co-location were immediately evident and made the many challenges easier to navigate throughout this period.

In April 2022 CTC purchased a building in Wondai which allowed for permanent co-location of the two services. This has allowed the service to continue to grow as a team and specialise in our response to domestic and family violence across our community. The building was officially opened on 30th May 2022.



Wondin-Dee provided
2723
Hours of support.

375
Total number of referrals received from Queensland Police Service for Domestic and Family Violence intervention and support, during the 2021-2022 financial year.

SB DFV Counselling Service Hours of Support [Breakdown]

1573
DFV Victims
Counselling

1235
DFV Child
Witness

260
DFV Court
Support

244
Child Witness
[Started Jan 2022]

Community Engagement

NAIDOC
Day
Celebrations



DV Month
Stakeholders
Dinner



DV
Candlelight
Ceremony



DV
Awareness
March

DFV practitioners attended several community events representing both **Wondin-Dee** and **SB DFV Counselling Service** during the 2021-2022 financial year.

Our Group Sessions

- ❖ Rhythm to Recovery – DrumBeat
- ❖ Grannies Group
- ❖ In-school Children's Counselling Support
- ❖ DYAD Parent/Adolescent Counselling

Murgon Youth and Family Services [Connections]



Sandy N and Stacey



4169 5940



35 Lamb Street,
Murgon



PO Box 490, Kingaroy
connections@sbctc.com.au



www.sbctc.com.au

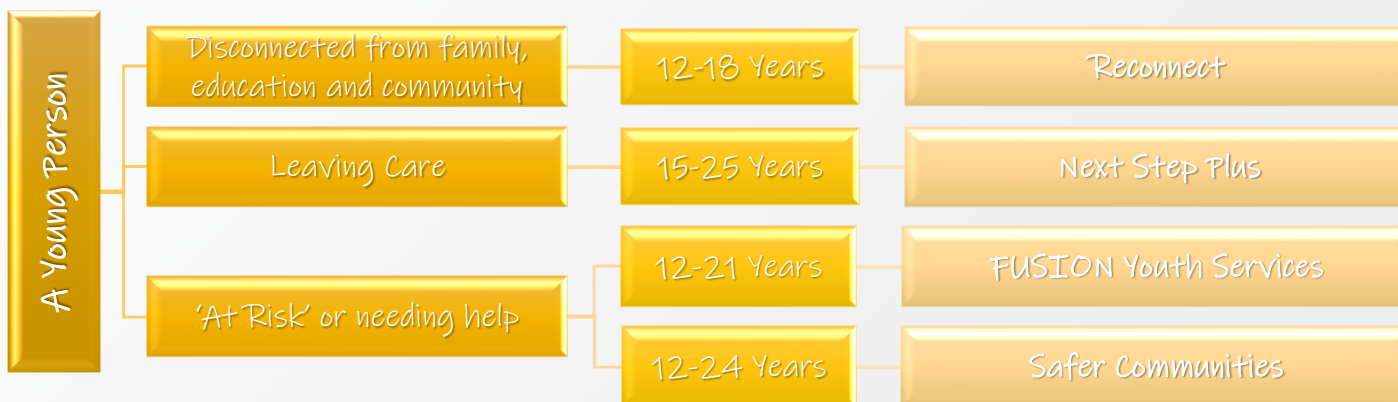
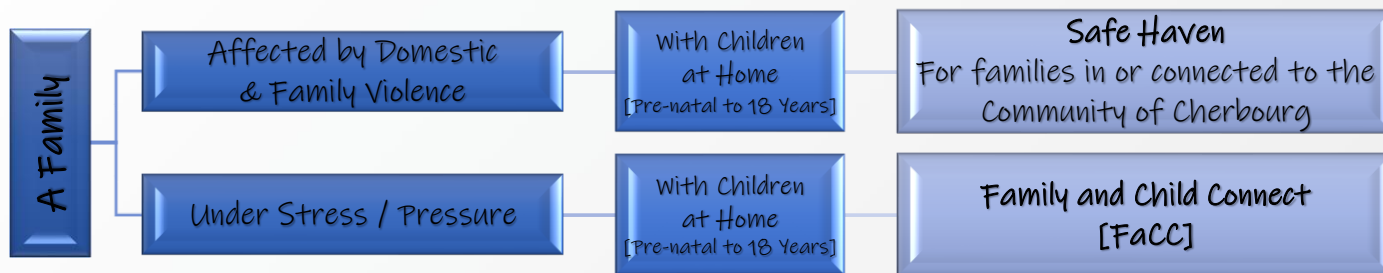
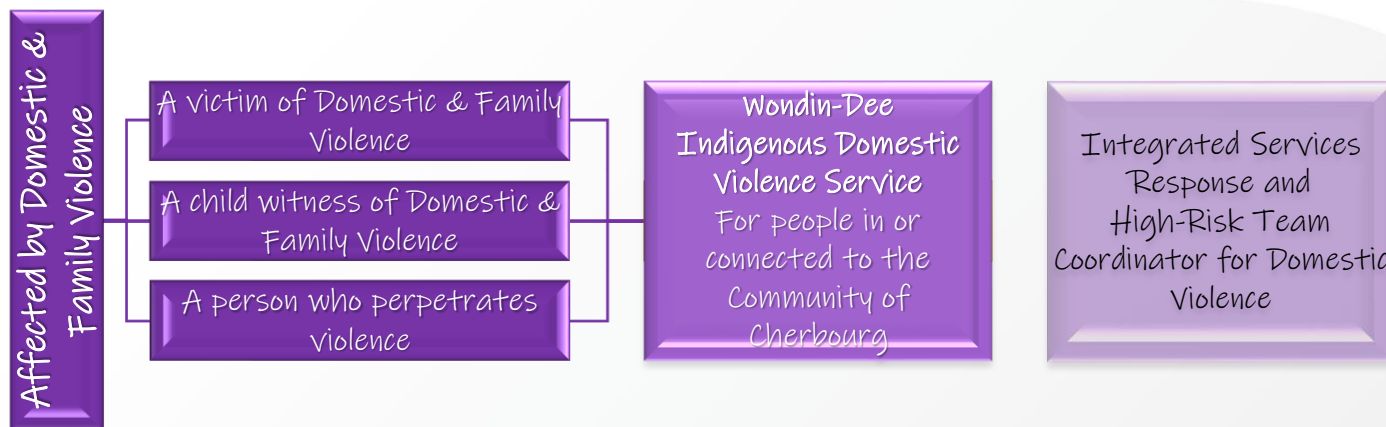


@SouthBurnettCTCInc
@CTCYouthServices



@southburnett_ctc

If you need a hand, give us a call or come into the office and if we can't help, we will find someone who can.



Kingaroy Youth and Family Services [YFS]



Kirsten and Leanna



4162 7788



Lot 2 Somerset Street,
Kingaroy



PO Box 490, Kingaroy
youth@sbctc.com.au



www.sbctc.com.au

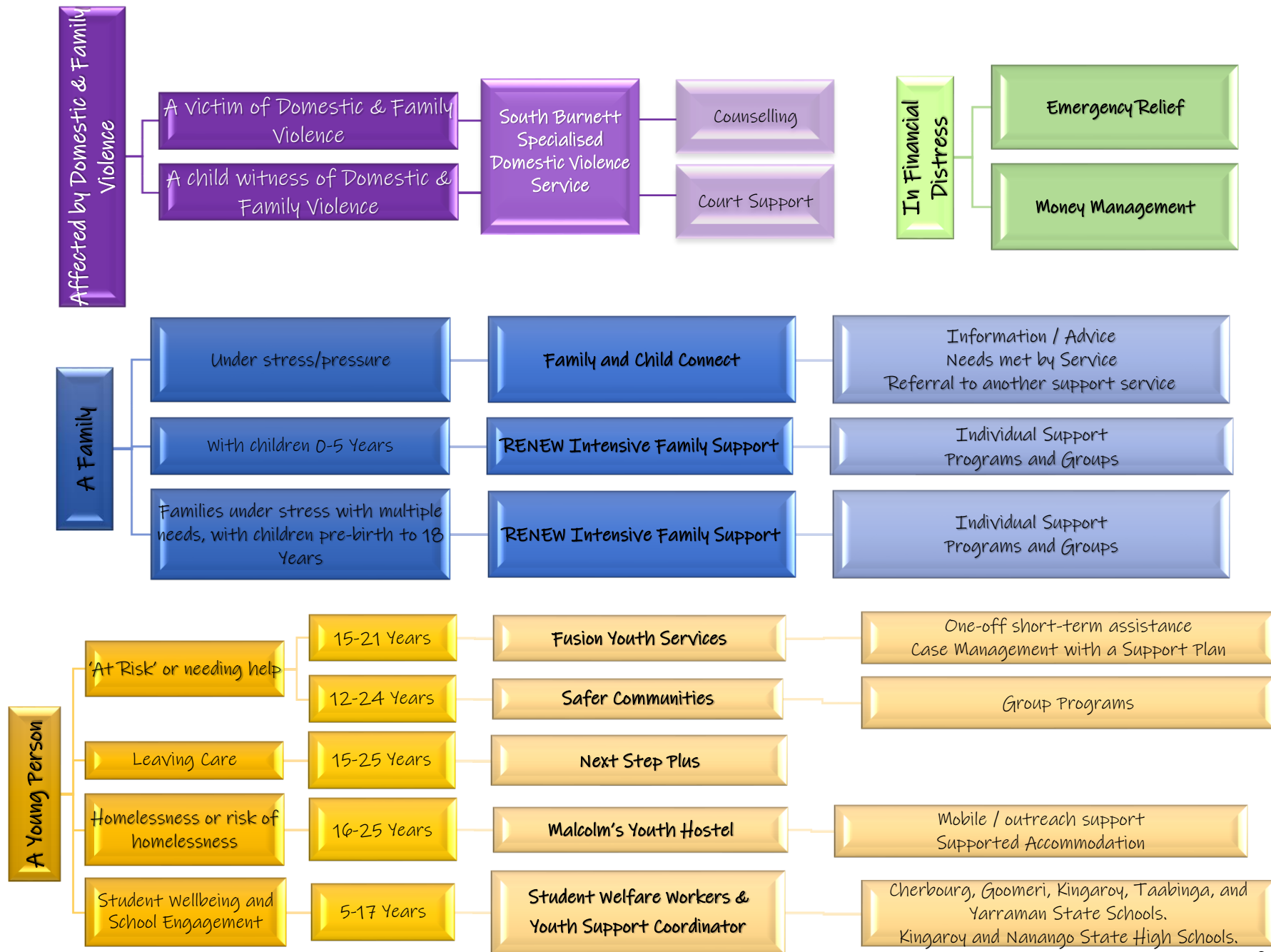


@SouthBurnettCTCInc
@CTCYouthServices



@southburnett_ctc

If you need a hand, give us a call or come into the office and if we can't help, we will find someone who can.



Emergency Relief [ER]

The **Emergency Relief** program aids and provides support for people or families to overcome and stabilise immediate financial crisis through the provision of basic needs such as food, homelessness packs and support.

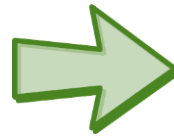


Funded by



186

Individuals who were supported through Emergency Relief to access **273** provisions in the 2021-2022 reporting period.



\$13,601 was spent on Emergency Relief support, CTC received **\$6632** in Government Funding.

These figures are outside of any ER provided through program brokerage, donated items and products or through homelessness initiatives.



Donated items allowed for the creation of **101** Christmas Hampers for clients of CTC programs; 15 hampers of these were delivered to Eva's Place in December 2021.

Client #1 - accessed ER 5 times with total funding = **\$487.50**

Client #2 - accessed **\$400** through 10 dry and frozen food packs.

Providing Emergency Relief to a community where many are experiencing poverty, is only possible through the generous donations from our South Burnett community. For this financial year we recognise the financial and donated items from:

THANK YOU!

- ✿ Angel Knitters & Crocheting Group
- ✿ Bill Hull Car Centre
- ✿ Bunnings
- ✿ Chair Yoga & Mediation Group
- ✿ Cherbourg Containers for Change
- ✿ Community Members
- ✿ Country Women's Association [CWA]
- ✿ Friends with Dignity
- ✿ Ken Mills Toyota
- ✿ Kingaroy Lions Club
- ✿ Martoo Review
- ✿ Queensland Police Service
- ✿ Rotary Club
- ✿ Share the Dignity
- ✿ South Burnett Knitting Group
- ✿ Stanwell
- ✿ Sunshine Mitre 10



Money Management



Kylie

Money Management provides financial counselling and advocacy for:

- People experiencing or likely to experience financial stress,
- Material assistance for people in financial crisis, and
- Community education and financial literacy.

Money Management is a financial counselling / resilience service but the relationship between lack of housing and financial stress has become more and more evident over the last 12 months.

Money Management staff have needed to become very knowledgeable around housing due to the lack of other services/ supports in the area. This financial year, Money Management has assisted **24** clients with housing assistance. This has included research, advocacy, support, rent connect considerations for tenancy assistance, rental security subsidy and head leases. The program has also assisted clients to apply for social housing, followed up with community housing, has provided short term financial support in food and vouchers to assist clients to move into premises, or address rent arrears.



Money Management spent a total of **132.9** hours on housing support allocated to client contact, case coordination, research and case notes, and travel **2.25** hours.

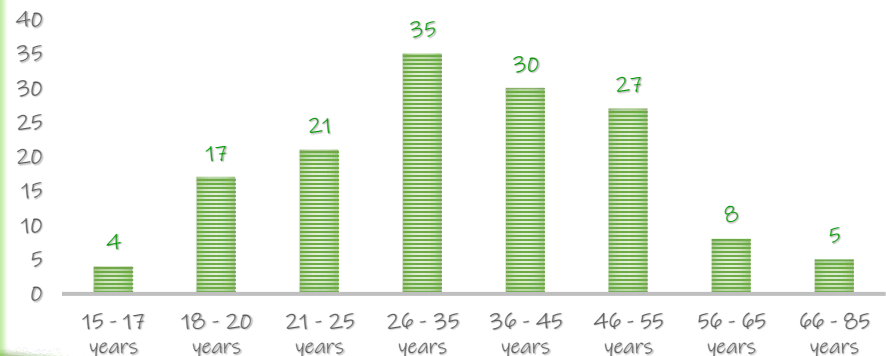
1272

Total number hours spent supporting **177** clients during the 2021-2022 financial year.

Clients engaged with Money Management after identifying one or more of the below issues:

Financial Hardship	24
Debt burden	18
Can not meet basic needs (food, rent etc.)	27
At risk of homelessness/eviction	10
Unable to pay bills	46
Emergent need due to unforeseen event	12
Other	67

AGE DISTRIBUTION FOR CLIENTS



Family and Child Connect



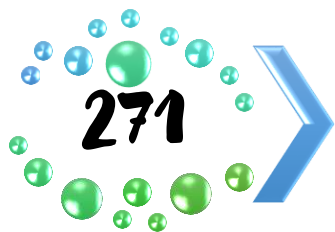
Lee-Anne, Chiedza, Sandy H, Peta and Brett

Family and Child Connect provides advice, information and referrals to families with children prenatal to 18 years and links families with the right supports at the right time.

Funded by



REFERRALS



Active Referrals

Client Engagement rate during this reporting period.



64 did not consent.
13 unable to make contact.

3470

Total number of hours of support during the 2021-2022 financial year.

Total number of Enquiries.
288 advice / information &
419 families referred.

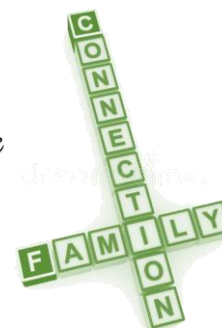
26%

Percentage of clients referred who identified as Aboriginal and/or Torres Strait Islander.

708

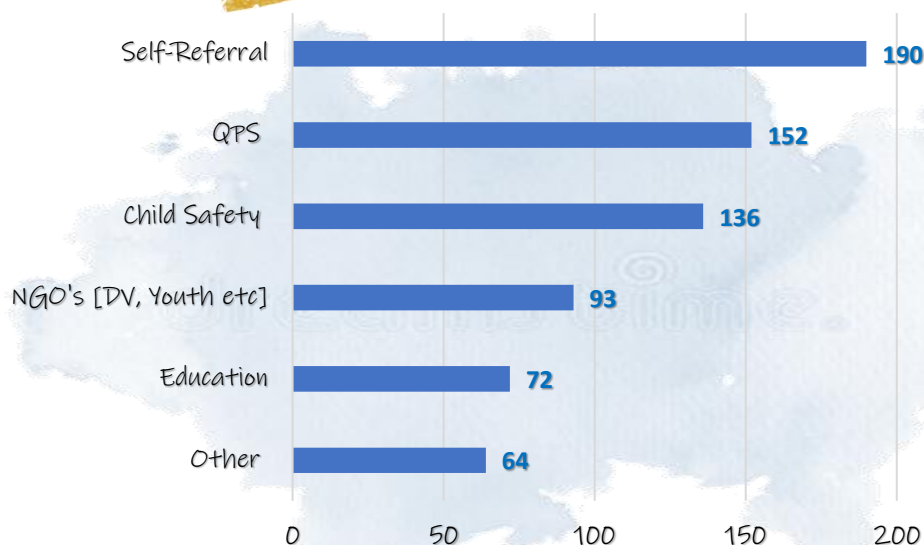
138 referrals were completed for families to access further support through the below services.

- 8 ATSI Family Wellbeing
- 12 Counselling – Family / Relationships, Financial
- 26 DFV Support Service
- 19 Health Services
- 4 Housing & Homelessness Service
- 24 Intensive Family Support
- 33 Other Family Support Services
- 12 Youth Services



TOP 5

Referral Source



Local Level Alliance & Professional Community Engagement

Staff/Management attended a total of 76 – > networking meetings, agency visits, service presentations, events & activities and community development.



supporting families changing futures

RENEW Early Years Service



Jacqui



Mary

The RENEW **Early Years Service** supports families with children aged birth to 5 years to achieve development milestones so they can successfully transition to school.

Funded by



CTC RENEW Early Years' Service received a referral for a family from the South Burnett Child Safety Service Centre in January 2022. The family was in the reunification phase of their child protection order with the order due to expire in September 2022. When EYS became involved, the mother felt very little clarity around the reunification process and anxiety regarding becoming a full-time parent for the first time. EYS helped the mother communicate with Child Safety and to produce a solid reunification plan that everyone understood. This progressed very well, and the daughter started living with her mother and partner from April 2022. The stress of being fulltime parents lead to a relationship breakdown between the mother and partner. This was also compounded by the daughter's significant disability and frequent therapeutic appointments. As the partner was the main source of transport to work and medical and health appointments, this left the family without access. The mother reached out to her support network and EYS for help. She made the decision to leave her job so that she could take her daughter to her appointments with the support of her family and EYS. The mother is only 10 hours away from being able to take her driving test. In the meantime, EYS is assisting the mother with transporting the child to ECEC twice a week. The mother is also engaging well in Parents As Teachers sessions with the focus on improving her confidence and their attachment, and actively supporting her child to attend all health and medical appointments.

107

Total number of developmental assessments completed, using Ages and Stages Questionnaires.

41

Total number of parents and/or carers who accessed the EYS for support and completed the Outcomes Survey.

Number of children the Early Years Service supported during the 2021-2022 reporting period.

72

20 Children identify as Aboriginal or Torres Strait Islander.



6 Children have a formally diagnosed disability

40

- Reported an improvement in their parenting practice.

41

- Reported their child/children made progress towards achieving their agreed goals.

35

- Reported that the EYS assisted them in accessing the support services they need.

38

- Reported an improvement in their relationship with their children.

40

- Reported an improvement in their knowledge of childhood development.



PARENT SURVEY



The EYS planned and provided activities to strengthen parent-child interaction at the Easter Social Inclusion event for RENEW EYS and IFS clients at Apex Park in April 2022.



RENEW Intensive Family Support



The RENEW **Intensive Family Support** team collaboratively works with families with children (prenatal-18years) who have multiple and/or complex needs to develop their resilience and capability to take responsibility for the care of their children.



Gemma, Phoebe and Cassie

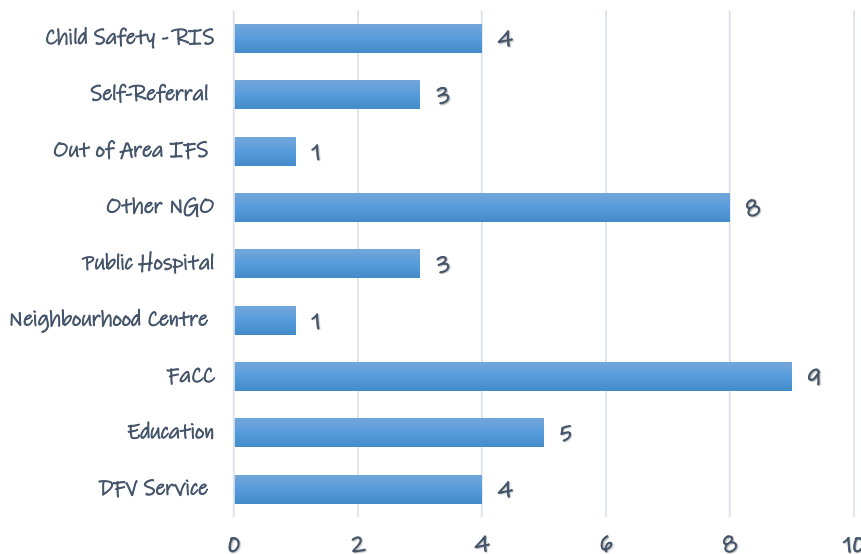
Funded by



CTC **RENEW** Intensive Family Support received a referral for a family in January 2022. The family were experiencing stress with a recent death in the family and had recently lost everything in a natural disaster. We were able to assist the family to access counseling, prenatal care, and support for the new baby. An unexpected situation in April meant that it was no longer safe for the children to be in one place together. Through immediate safety planning with the parents, we were able to safely find family for the children to stay with short and long term which resulted in the children not being taken into the care of child safety.



REFERRAL SOURCE



47

The total number of Intensive Family Support referrals received and exited during the 2021 / 2022 reporting period.

43%

Percentage of Clients who identified as Aboriginal / Torres Strait Islander.



Average number of days to engage.

346

Average days of support where the Case is closed with all case plan goals achieved. ✓

23

Number of cases closed with case plan achieved.

3

Number of families that could not be contacted.

3

Number of families closed with referral to a more suitable service.

3

Number of families that moved onto a child safety intervention.

5

Number of families closed as moved out of area.

3

Number of families who disengaged from service.

2

Number of families who did not consent to service.

Safe Haven



Luella, James and Robyn

Safe Haven provides support to families and young people who are or have experienced Family and Domestic Violence in the community.

Our program supports families with individual goals such as housing support, Centrelink support, parenting, Domestic Violence Orders, Victims Assist QLD applications etc.

Funded by



Total hours of support provided to clients engaged with **Safe Haven** during the 2021-2022 financial year.

3 4 6 9

Safe Haven were activity involved in a range of community events and activities during the last year, as both lead agency and committee members of event organisations.

Cherbourg NAIDOC Celebrations and Baby Welcome to Country



Community Easter Egg Hunt



Domestic & Family Violence Candlelight Ceremony



Murgon Cherbourg Youth Hub Expo



DFV Awareness March



RU OK? Cherbourg Community Event



Safe Haven supported clients through several client focused groups.



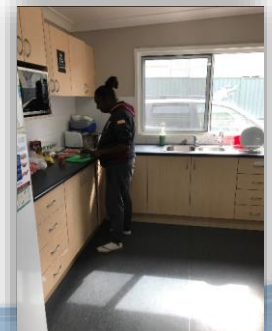
The "Good Man, Family Man" program aims to use a group setting to assist in young men perpetrating domestic and family abuse to change their behaviour.



GIRLS PROGRAM

This program focuses on the flexible engagement of young girls in the Cherbourg community who are not attending any educational programs; supporting them to remain positively engaged in activities and continue to build relationships with service providers.

Clients participate in weekly cooking programs at Connections. This enables clients to gather socially whilst also sharing recipes and learning new skills regarding cooking and budgeting. Clients have the opportunity to meet individually with the Money Management Counsellor if they require additional individual support.



Fusion



Nick, Tania, Annie, Elise and Ben

Fusion provides support to young people of the South Burnett aged from 12 to 21 years through individualised case management.

Referral Pathway – present at Youth Park, Kingaroy.

Funded by

255 young people were supported by Fusion Youth Services through:

Access -> **44**
Support -> **86**
Enquiry -> **125**

Total hours of support provided in the 2021/2022 reporting period.

3 3 2 5

260 hours were spent driving to get clients from within and outside of the South Burnett.

54

Referrals made to Internal [CTC] Programs



158

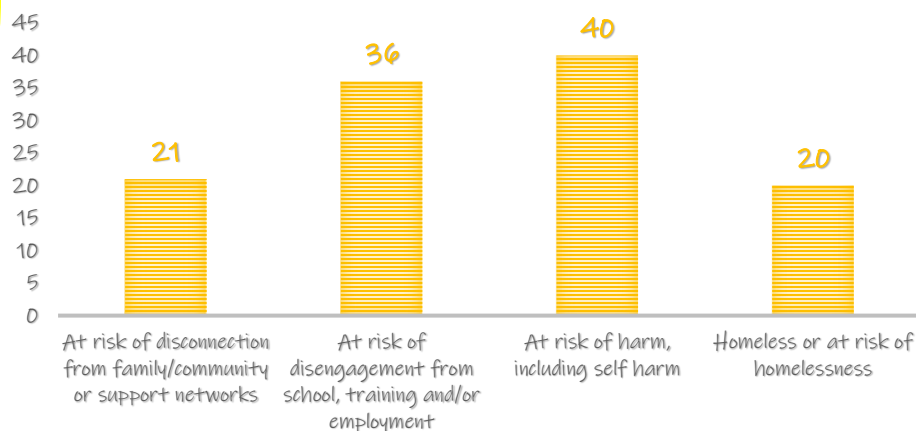
Referrals made to external programs and services

1/3 of clients who engaged with Fusion, originally presented for support with Mental Health.



Fright Night client event, Halloween 2021

IDENTIFIED RISKS AT INTAKE



Client Feedback



78%

Clients had an increased ability to access Services.

97%

Clients had improved a Key metric in their life.

Get Set for Work [GSW]

The **Get Set for Work** program provides young people aged 15 – 19 years who are disengaged from education and employment, with support, accredited training and employability skills through Skilling Queenslanders for Work.



Shannon

Youth Connector

The **Youth Connector** works alongside Laurel Place, a sexual assault service. The Youth Connector connects children and young people to counseling through: building a relationship; building trust and enabling access to a counsellor by supporting the counsellor with the young person and their journey through counseling.

Funded by

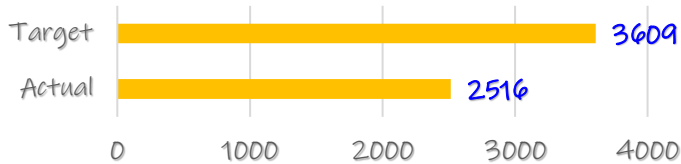




GSFW supported **18** clients through one program this year. COVID interrupted the program after Christmas and some young people continued independent learning while others received virtual or one on one support. The program fully re-commenced in April 2022 and **9** students completed the full course, quite an achievement in such a disrupted year.

Get Set for Work

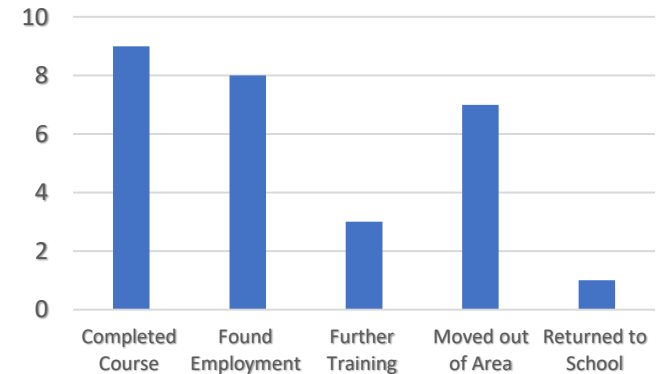
Target vs Actual Hours



100%
18 out of 18 participants enrolled in GSFW this reporting period.

9 Number of students who completed the course; & number of students completed over **1/3** of modules.

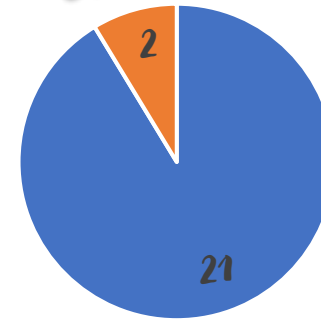
Completion Outcomes



We would like to acknowledge Rosemary who was with Get Set for Work for two years. Her first program with CTC was in February 2020 in a related program, and ceased due to the first COVID restrictions. Courses over the next two years were affected by government restrictions, COVID related illness, and ripple effects including reduced transport and options. Rosemary worked flexibly and creatively over this period to provide young people (many isolated and disconnected) education and support.



Counselling Engagement



91%
Youth Connector clients engaged in Counselling.

■ Engaged ■ Not Engaged

Youth Connector

23

Number of Children and Young People who accessed the program.
9 of these children & young people were in the care of Child Safety.

Referrals

Referrals are from multiple sources and due to the young person having barriers to access counselling; physical barriers such as transport, or social barriers such as trust or community perceptions of counselling.

Client Gender

16
Female

7
Male

Next Step Plus



Tania and Clinton

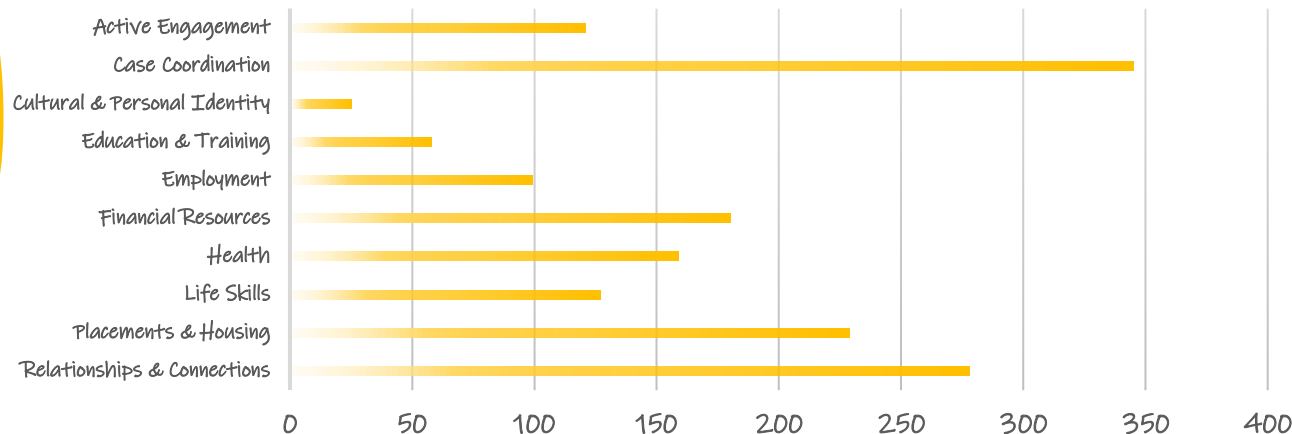
Next Step Plus supports young people aged between 15 and 25 years who are transitioning from the care of Child Safety to independence.



Funded by



SUPPORTS PROVIDED 2021-2022



10

Number of areas of support.

26%

Young people who identified as Aboriginal and/or Torres Strait Islander.

Next Step Plus is a Queensland initiative that provides a support system for young people aged 15-25 who are transitioning from or have already left care; CTC provides support for clients within the South Burnett region.

Next Step Plus has **2** phases of Care

Number of Individual Clients

Total Hours of Support

35
Female

41
Male

1
LGBTQ
IA+

Transition
Phase

- Young people who are in State Care.

40

1420

Future
Phase

- Young people who have left State Care.

35

948

2368

Total number of hours in this reporting period.

Reconnect



Clinton and Damaris

Murgon/Cherbourg **Reconnect** is a community based early intervention program for young people 12 to 18 years who are connected to Cherbourg.

Reconnect provides individual case management as well as program support to prevent homelessness by intervening early with families and young people to stabilise and improve their housing situation and improve their level of engagement with family, education, training, employment and their local community.



Reconnect supported

122

young people in the 2021-2022 reporting period. Many of these sessions are individual with some group activities being held.

68 young people engaged in youth led family focused support experienced secondary homelessness. (87%) of clients remained positively connected with their family or kin throughout this process.

In some cases, there was limited contact with biological parents however a strong kin network was developed with grandparents, uncles and aunties.



86 young people were supported to stay positively connected to their community through individualised case management and engagement in community activities and programs. All young people linked with Reconnect are supported through an individual support plan.

Community Connections

1682

Number of individual client support sessions provided.



Average of 17.6 sessions per client.



Participants of the 'Father and Son Mentorship program' attended a Paintball trip in this financial year. The goal of this mentorship program is to encourage other young adults over the age of 18 or fathers/uncles to work with young people amongst their family and be a voice to Say 'Enough is Enough, Violence is not in our culture'.

"Role models to lead the way to a better tomorrow"

Programs, events and activities continued to be delivered in line with COVID restrictions in this reporting period.

Touch Football

Cherbourg Family Fun Day

School Holiday Activities

Domestic Violence Awareness Colour Run

Father & Son Mentorship Program

First Start

The **First Start** Program gives trainees the opportunity to train while on the job.



Faith

Certificate III Community Services
Youth & Family Services



John and Ayana

Certificate III Community Services
Youth & Family Services - Connections



Lateesha

Certificate III Business Admin
Corporate Services

"The Certificate III in Business Administration Traineeship has given me the opportunity to further develop my skills and knowledge in the administration field" - Lateesha

This year units were swapped to include Provide First Aid and Work with people experiencing or at risk of homelessness; this change supported contact with young people experiencing homelessness. Trainees completed training in TCI and Three Pillars; the tools learnt will assist them in their interactions with vulnerable young people and can be transferred in the Youth Work / Residential fields.

Safer Communities



Courtney and Kate

Safer Communities aims to reduce youth disengagement, crime, and anti-social behaviour in the South Burnett. A dedicated Program Officer and Youth Worker organise, promote and engage community partners to deliver targeted courses, activities and outreach services to at risk young people aged between 12 and 24 years of age.

We aim for young people to deepen their connection to the community and be able to change their story from their best memories revolving around offending or antisocial behaviour, to the time they found their new passion or interest at a Safer Communities event.

Funding for this program commenced in April 2022, staff commenced in June 2022.



Safe Haven Community Patrol

Safe Haven Community Patrol delivers a nighttime patrol that keeps children and young people wandering the streets in Cherbourg safe at night.

The Safe Haven patrol operates each week from Wednesday to Saturday nights.



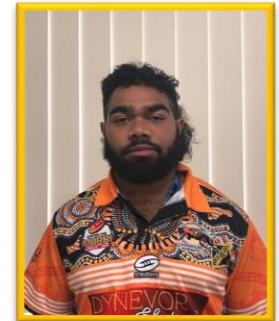
Kenny & Luella



Amika



Chaz



Elwyn



Melissa



Willie

Funded by

WHAT WE DO?

Safe Haven Community Patrol provides a prevention and intervention service addressing the safety and wellbeing of young people found walking the streets of Cherbourg at night.

Community Events

The patrol team provided transport and attended various events ran by Aboriginal Controlled Organisations to support young people and families in the Cherbourg Community.

- Family Movie Night.
- Cherbourg Country Community Gospel Concert.
- Coordinated and provided Emergency Relief items to families in isolation with COVID-19.



Information, advice and referrals were provided on **675** occasions during the 2021-2022 financial year.



Safe Haven Community Patrol supported **306** children through transport to return to their residences.

Patrol operates 4 days a week.



Wednesdays and Thursdays
4.30pm to 1am.



Fridays and Saturdays
5.30pm to 2am.

1664

Total number of support hours completed by Patrol this financial year.

Student Welfare Workers

Student Welfare Workers provide students with social and emotional support by engaging students in school activities. The student welfare workers run the school breakfast club ensuring children have the best start to their day and no one starts the day without breakfast.



Deb T

Cherbourg State
School



Allison

Goomeri State
School



Laura P

Kingaroy State
School



Sue B

Nanango State
School



Tanisha

Taabinga State
School

Funded by

Student Welfare Workers support students through programs or direct contribution within the formal **SCHOOL** setting across 6 South Burnett Schools. A total of **2386** hours of support was provided in the 2021-2022 financial year.

Hours of Support at Each School



Overview of In-School Programs

[Goomeri State School]

- ❖ **Breaky Matters** -> Monday, Wednesday and Friday mornings. In addition, fruit cups are made and handed out during break times.



- ❖ **Lunchtime Activities** have focused on:

- Australia Day
- Cooking
- Harmony Day
- Anzac Day
- Parent's Day
- Dolly's Day
- NAIDOC Week
- Halloween and
- Christmas.



[Kingaroy State School]

- ❖ **ZONES of Regulation** -> Support students to learn skills to regulate their emotions and actions, with a goal of increased control and problem-solving abilities.
- ❖ **Body Bright** -> Strength-based program that promotes healthy body attitudes and behaviours.
- ❖ **Highway Heroes** -> Curriculum based tool for self-management & building resilience at home, in the classroom & playground.
- ❖ **Lunch Time Program** -> Calm space for activities and games at 1st and 2nd break.



[Nanango State School]

- ❖ **Respectful Relationships** -> Small group work with Prep-Year 6 Students. The program focuses on emotional regulation, friendships, accepting differences and conflict resolution.
- ❖ **Kids Club** -> Programs run during 1st and 2nd break.
- ❖ **Resilience Program** -> Individualised support for Year 5 and 6 Students. If additional support is required students are referred onto the school Guidance Officer.



What can in-class student support look like? In-class support that is Teacher directed may include:

- ❑ Assisting students with educational engagement via the provision of learning support and relational strategies.
- ❑ Deliver an individual or small group socio-emotional learning curriculum using resources from the Zones of Regulation, Highway Heroes & Body Bright programs.
- ❑ Provide student supports as needed, such as emotional regulation or mediation.

Youth Support Coordinator



Lloyd

The **Youth Support Coordinator** offers support to high school students to overcome barriers in order to remain in and succeed in the school environment.

Kingaroy
State
High
School

Nanango
State
High
School

Yarraman
State
School

Lloyd provided support to

183

young people through the YSC and Student Welfare programs in 3 South Burnett Schools the 2021-2022 Financial Year.

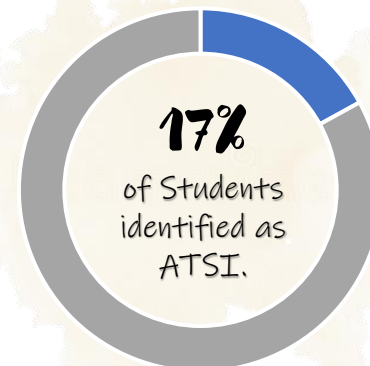
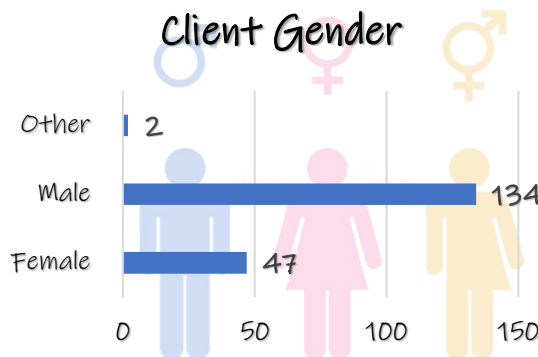
Youth Support Coordinator	Youth Support Coordinator	Student Welfare Program
Kingaroy State High School	Nanango State High School	Yarraman State School
391 Hours	780 Hours	392 Hours



**YOUTH
ENGAGEMENT**

Lloyd's role is to provide one-on-one support to students dealing with a range of issues, including conflict with peers, conflict with teachers, anger management, family conflict, relationships/social skills, financial difficulties, suspension; cancellation; exclusion issues, high non-attendance, transition support, mental health and high behaviour referrals.

Client Gender



The **Rock and Water Program** was delivered to Year 7 students at Nanango and Yarraman, and some assistance provided in supporting various school excursions.

Student Feedback



The following comments from a Year 11 student, supported for the past 18 months captures the significant impact the **YSC** presence can have in a school; "Lloyd is a very supportive and kind person, that is a great help to me. He has consistently been there when assistance is needed, whether it is simple necessities needed for school or mental health support. Lloyd always checks up on me and I feel I can talk without judgment. I strongly feel he is an important member of this school." - Student

Malcolm's Youth Hostel

Supported Accommodation in a youth hostel based in Kingaroy for young people aged 16 – 25 years who are experiencing homelessness. Supports include skill development, case management and strategies to transition into safe stable accommodation.

Mobile Support is for young people who are homeless or at risk of homelessness, not living in the youth hostel supported to have safe and sustainable accommodation.



Chris



Hinemaria



Josh



Robert



Tom

Funded by





Malcolm's Youth Hostel is funded to provide accommodation for **5** young people but has capacity for **6**.



Mobile Support focuses on young people in the community who need help getting or sustaining safe and stable accommodation

Program Engagement

72% of clients engaged in 1 support period.



32% of clients engaged in 2 support periods.



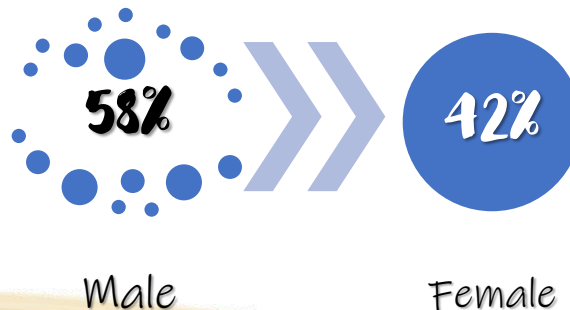
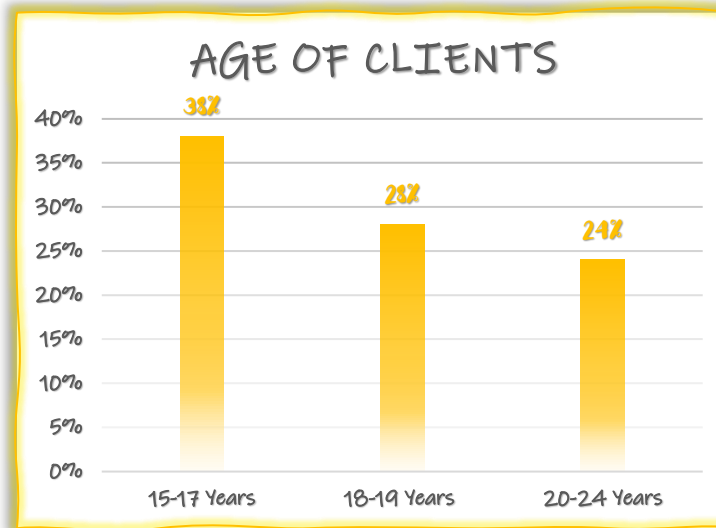
6% of clients engaged in 3 support periods.



Total number of support periods.

Number of Accommodation supports.

Number of mobile supports.



2031

Total number of accommodation days provided, with an average of **5.56** clients in beds per night.



Average length of stay **66** days.



10% of clients accessed the Hostel more than once during the 2021-2022 financial year.

Residential Services [Resi]

FIAR House 24 hour/7 day per week residential care and support in the South Burnett for up to 3-4 young people, aged from 12 to 18 years who have complex needs. Younger children will be considered after consultation with Child Safety and Foster Care agencies to be sure all avenues have been exhausted.

Temporary Contract Placements Temporary 24 hour/7 days per week residential facilities across the South Burnett to meet the additional needs of Child Safety and from time to time to provide residential support for children who have complex needs.



Letitia and Sarah

Funded by

CTC Residential Services has had a year of consolidation having supported 5 houses throughout this reporting period. A number of these houses have been purchased by CTC as an investment in the service to continue to support local young people. Residential services continued to provide support to Foster Carers, Schools and Child Safety through **Short Term Respite, Individual Client Support [ICS]** and supporting **Family Contact**.



Individual goals achieved by young people in this reporting period:

- ✓ Employment
- ✓ Volunteering
- ✓ Sport Participation
- ✓ Learner Driver Licence
- ✓ Improved Education Goals
- ✓ Transitioning into independent living
- ✓ Other young people were also able to return to family or family-based placements.



11  **49**

Total number of families supported through Family Contact.

Total number of young people who were supported through residential houses and individual client support.

Residential Services [Resi]



Hayden, Jamie, Deb P and Crete

44

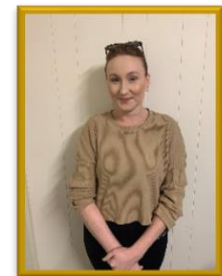
Total number of staff
employed in Residential
Services on 30th June
2022.



Abbey



Angela



Ashleigh



Ashza



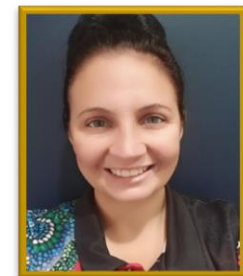
Cameron



Charlie



Chris



Elle

Residential Services [Resi]



Elwyn



Elyon



Gavin



Holly



Isaac



Jake



James



Jasmine



Jason



Joe



Joel



Johanna



Johnny



Kahlia



Kalchiri

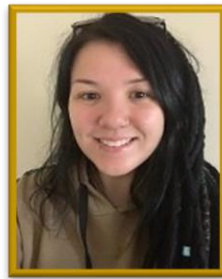
Residential Services [Resi]



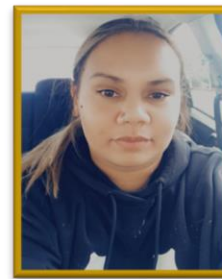
Kaleb



Kiall



Lori



Maud



Michelle



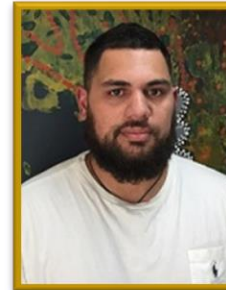
Nicola



Nivek



Payton



Ray



Sarah H-C



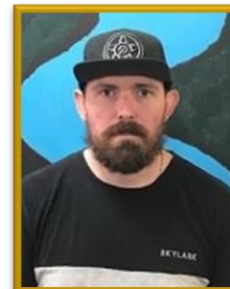
Simmo



Tamara



Thomas



Tye



Xiana



Contact Us

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

Connections Youth & Family Service Murgon

35 Lamb St, Murgon QLD 4605
PO Box 490, Kingaroy QLD 4610
Phone: (07) 4169 5940
Email: connections@sbctc.com.au

Corporate Services

6 Cornish Street, Kingaroy QLD 4610
PO Box 490, Kingaroy QLD 4610
Phone: (07) 4162 9000
Email: info@sbctc.com.au

Partners in Foster Care

20-24 Mackenzie Street, Wondai QLD 4606
PO Box 290, Wondai QLD 4606
Phone: (07) 4169 0587
Email: partners@sbctc.com.au

Disability Services

Shed 3, 6 Cornish Street, Kingaroy QLD 4610
PO Box 490, Kingaroy QLD 4610
Phone: (07) 4162 9081
Email: crosb@sbctc.com.au

The Gumnut Place

22 Gore Street, Murgon QLD 4605
PO Box 490, Kingaroy QLD 4610
Phone: (07) 4168 1852
Mobile: 0400 627 721 or 0429 627 788
Email: gumnut@sbctc.com.au

Youth & Family Services Kingaroy

Kingaroy Youth/Skate Park
Somerset Street, Kingaroy QLD 4610
PO Box 490, Kingaroy QLD 4610
Phone: (07) 4162 7788
Email: youth@sbctc.com.au



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