SOUTH BURNETT CTC

your key to the future

CTC - working for our community

Annual Report 2019-2020

Welcome to South Burnett CTC Inc's (CTC) 2019-2020 Annual Report

CTC is a not for profit, Public Benevolent Institution registered with the Australian Charities and Not-for-profits Commission. We provide support services to a diverse range of people within our community covering the areas of Disability Services, Youth & Family Services, Foster Care Services and Specialist 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 alone or in partnership with other appropriate institutions through:

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

Our Values

Commitment to our Community

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

Commitment to our Staff

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

Commitment to our Organisation

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

Chairman's Message

Another year of highs, lows and ongoing challenges of the ever-changing goal posts for CTC. We are so blessed to have such an outstanding, committed, passionate and resilient Senior Management Team, Team Leaders and wonderful staff to provide the best possible outcomes for our clients and stakeholders. This makes our role as volunteer Board Members such a delight to be able to provide effective governance and to be involved in such an outstanding, award winning not for profit organisation, working for the betterment of our South Burnett Community.

I believe the COVID-19 Pandemic is the largest challenge CTC has faced in many years. Adapting to the many necessary changes to remain compliant was planned and executed in a very professional manner by management and staff. The CTC world as we knew it will never be the same and accepting the changes and restrictions has certainly been a very testing time for all.

COVID-19 caused additional stress to many of the already over stretched workers across all departments. Our staff experienced substantial increases in Family and Domestic Violence and challenging behaviours by clients in all sections of the organisation.

Due to COVID-19 we could only complete one of our regular facilities bus tours. It has been four years since we implemented these tours to provide greater understanding of CTC activities to community leaders. During that time we have been impressed with the ongoing interest the tours have generated. Thank you to all of the community leaders and members who have taken the time to attend the tours, so they have a better understanding of the services CTC provides to the South Burnett and greater community.

Our Board Members were able to attend a variety of educational opportunities and webinars during the year to stay abreast of many changes so we can provide effective governance to the organisation.

Our Board and Management wish to express our sincere appreciation and best wishes to our long serving Board Member Eric Cross and his ever-supportive wonderful wife Carla in his retirement. Eric has been an integral member of our Board, providing effective governance from his many community roles and life experiences and his input will surely be missed by Board Members and the greater CTC family.

As Chairman of a very proactive group of fellow Board of Governance Members, I wish to pass on my sincere appreciation to you and our CEO Nina for the support and assistance you have provided 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

When the going gets tough, the tough get going. It is with immense pride and gratitude that I can confirm that CTC staff are obviously very tough indeed as is the organisational framework we have built over the last 37 years.

In the face of challenges that were of ever increasing numbers and complexities in the first half of the reporting year, we were already stretched to the limit. Across the organisation everyone was working really hard and in many cases put in lots of extra (often unpaid) hours to deliver the best client focused services we could conceive. Particularly in the ever changing and evolving NDIS program where we were concurrently trying to establish new (and untested) operating systems, the patience, skills and energy of all involved were sorely tried. Participants rarely if ever noticed though just how hard the CTC swans paddled under the serene surface. It was the same in Youth and Family and Foster Care services where the focus remained firmly on our clients, no matter how complex their needs and behaviours.

Then the pandemic hit and it was all systems change. Like everyone else we had to reinvent the way we worked while the need for our services remained or increased. Working from home, delivering assistance via phone or internet, communicating via Zoom, reorganising office and meeting spaces, obtaining PPE and arranging transport and accommodation in the face of closures everywhere had to become the new normal very quickly. The willingness and ability to adapt by all our staff was absolutely remarkable with the result that all outcome targets were met and many exceeded substantially – just as though there was nothing unusual happening. We even managed to purchase and refurbish the former Hillsdale School for Residential Services – a feat that under the best conditions is challenging enough.

While everyone deserves praise, the efforts our staff who live in Cherbourg made must be particularly commended. During the lockdown they basically were on duty 24/7 and took on the program delivery for those staff who could not enter Cherbourg on top of their own. Well beyond the call of duty and much appreciated.

Just for the icing on the cake, the financial results for 2019/20 are very satisfying and confirm our sustainability. We acknowledge the additional funding from the Commonwealth COVID measures and especially the assistance we received from Stanwell for Domestic Violence victims. Continuing donations from Lions and Rotary Clubs, the Mayor's Christmas lunch, QCWA and members of the public for Emergency Relief have been received with gratitude and are essential to many clients.

Finally, on behalf of staff and clients I would like to thank the Chairman and Members of the Board of Governance for their skills, dedication and support. They take on very considerable risk without self-interest or remuneration and are unwaveringly devoted to the best interests of all our clients.

I invite you to peruse and enjoy the following pages, ask for clarification if necessary and give honest feedback. We are good but not perfect and welcome new ideas and opportunities to continually improve.

Nina Templerton

CEO

Board of Governance

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 Tempterton.

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.

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 as an active member and Chairman/office bearer. Currently President of the Local Ambulance Committee and Kingaroy Aero Modelers Society, Chairman of Community Radio Station Crow FM, as well as CTC Board of Governance from 2007 and Chairman 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, eg 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
BEd (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, eg P&C, Lions Club, Private Hospital and Aged Care Centre, Chamber of Commerce. Community representative on a number of Local and Regional Economic Development Organisations.

Eric Cross
Board Member - 2004
Retired farmer with extensive experience as a oard member of the Navy Bean Marketing Board and Beangrowers Co-op and as a State Councillor of Qld Graingrowers. State Advisor to the Rural Youth Organisation. Fundraiser and ambassador for the Qld Cancer Council/Relay for Life. Originally joined the CTC Board as a consumer representative in 1994 and is retiring at the AGM in November 2020.

Marc Reinbott
Board Member - 2012
B.App.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.

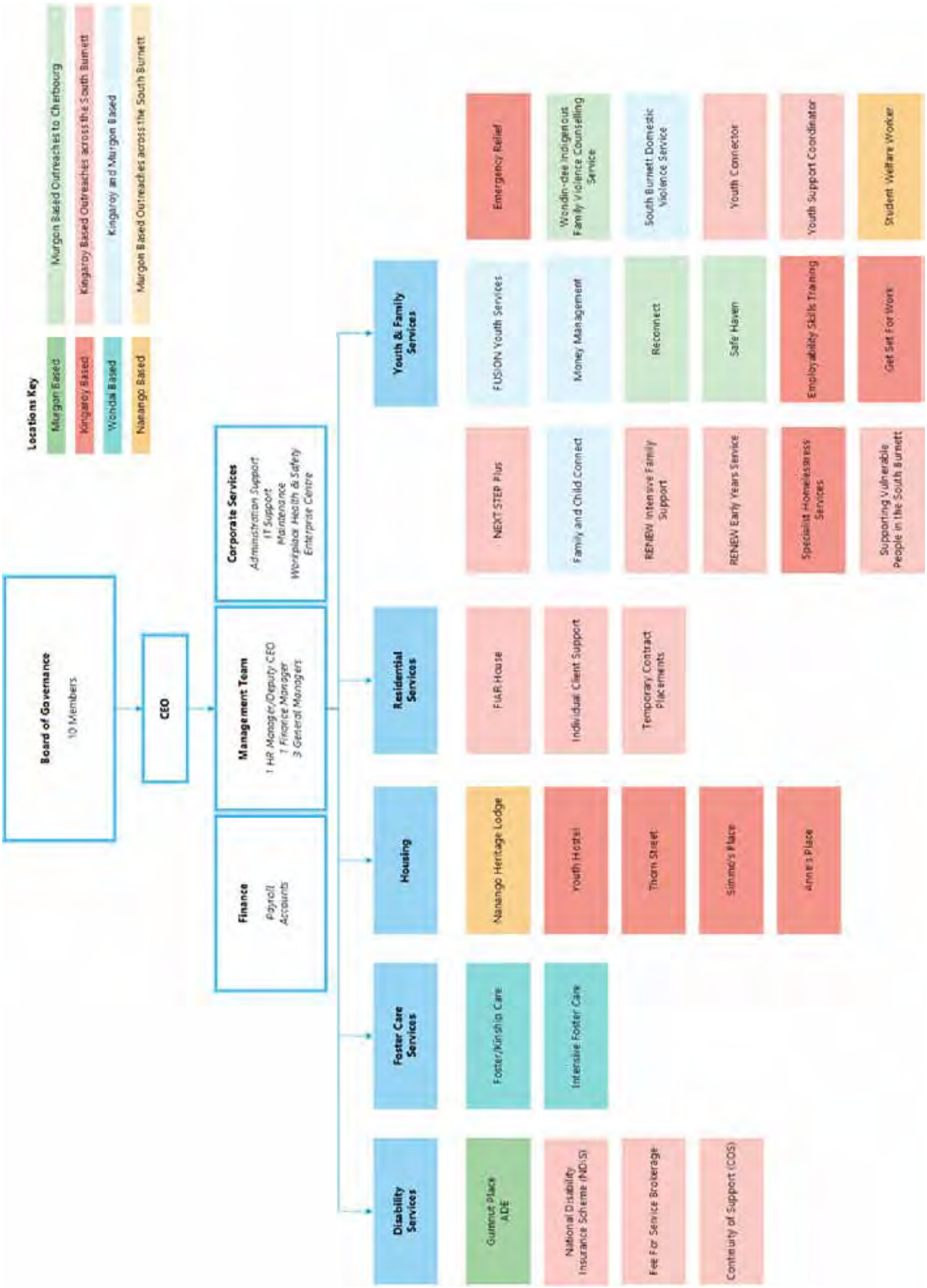
Kaylene Schilf
Board Member - 2014
25 years experience in the banking industry with over 10 of these years spent in management positions, particularly within the Agribusiness field. Experience in working with and implementing risk management systems within the finance industry. President and member of 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 vaious 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.

Board of Governance Members: Front John Box (Chairman), Nina Temperton (Secretary), Howard Leisemann (Treasurer). Back Eric Cross, Bernadette Upton, Jo Gadischke, Marc Reinbott. Absent Maurie Freeman, Kaylene Schilf, David Tierney
Photo courtesy southburnett.com.au

Organisational Chart as at 30 June 2020



Our Programs

Service & Program	Funded By	Purpose & Client Group
Disability Services		
NDIS (National Disability Insurance Scheme)	Australian Government Department of Social Services	CTC holds a Certificate of Registration with the NDIS Commission to provide a comprehensive suite of supports under the NDIS
CROSB House	Australian Government Department of Social Services NIISQ Australian Government Department of Health	A place of respite in Kingaroy for people with a disability to relax and take some supported time out. Provides planned and crisis/emergency respite
Fee for Service	NIISQ	Community access, personal support, learning and life skills, in-home accommodation support, respite and emergency respite for people with a disability
Continuity of Support (CoS)	Australian Government Department of Health	Provision of support including personal care and community access for persons who previously received block funded support through the State Government Disability Service but are not eligible for the NDIS
The Gumnut Place	Australian Government Department of Social Services	An Australian Disability Enterprise incorporating a wood workshop; commercial kitchen; commercial laundry; trophy, engraving and badge making service; and a secure document destruction service which provides meaningful supported employment for 19 people with a disability. Supported Employees are also assisted to transition into Open Employment
Foster Care Services		
Foster and Kinship Care	Queensland Department of Child Safety, Youth and Women	The recruitment, training, assessment and support of Foster Carers across the South Burnett who have or are seeking Department approval to care for children/young people aged from birth to 17 years who have moderate to high support needs
Intensive Foster Care	Queensland Department of Child Safety, Youth and Women	Support of six children/young people aged from birth to 17 years who have complex or extreme support needs and are being cared for by Department approved Foster or Kinship carers within the South Burnett
Housing Services		
Simmo's Place	CTC and the Simmons Family	Support and property management for three people with a disability to live independently in Kingaroy
Thorn Street Duplex	CTC	Two purpose built units in Kingaroy for people with a disability. Property management and support to ensure tenants have accommodation that meets their needs
Anne's Place	CTC	A long term lease of a property in Kingaroy, used for short to medium term accommodation transitions as well as an alternative supported accommodation option for relevant CTC services where all other options have been exhausted
Heritage Lodge	CTC (initial infrastructure cost supported by Heritage Community Funding Ltd, Queensland Government and South Burnett Regional Council)	A four duplex purpose built complex in Nanango for people with a disability. Support and property management through a Good Neighbour arrangement to ensure tenants have accommodation that meets their needs

Residential Services		
FIAR (Fostering Independence and Resilience) House	Queensland Department of Child Safety, Youth and Women	24 hour/7 day per week residential care and support located in a house in the South Burnett for up to 4 young people, aged from 12 to 18 years who have complex needs
Temporary Contract Placements	Queensland Department of Child Safety, Youth and Women	Temporary 24 hour/7 day per week residential facilities in locations across the South Burnett to meet additional needs of the Department from time to time to provide residential support for children who have complex needs – the ages of the children may be much younger than in FIAR House
Individual Client Support	Queensland Department of Child Safety, Youth and Women Foster Care Agencies Schools	Fee for service program to provide one on one support for children/young people in foster care at school, in their home or in the community
Youth & Family Services		
Bail Support	Queensland Department of Child Safety, Youth and Women	Provision of immediate response, watch house response and ongoing engagement services for young people who are at high risk of being remanded in custody
Emergency Relief	Australian Government Department of Social Services, Queensland Department of Child Safety, Youth and Women	Assistance for people or families to overcome/stabilise immediate crisis through the provision of basic needs such as food and transport
Employability Skills Training	Regional Training Services	Providing Level 1 and Level 2 Employability Skills training for young job seekers
Family and Child Connect	Queensland Department of Child Safety, Youth and Women	An intake and referral service connecting families to the right support at the right time to reduce the risk of being involved in the statutory child protection system
Fusion Youth Services	Queensland Department of Child Safety, Youth and Women	Support to young people of the South Burnett aged from 12 to 21 years through individualised case management
Get Set for Work	Queensland Department of Education and Training	Provide young people 15-19 years of age with accredited training and employability skills through Skilling Queenslanders for Work
Money Management	Queensland Department of Communities, Disability Services and Seniors	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.
Next Step Plus	Queensland Department of Child Safety, Youth and Women	Supports young people aged between 15 and 25 years who are transitioning from the care of the Department to independence
Personal Helpers and Mentors Service (PHaMS)	Australian Government Department of Social Services	Delivered in partnership with IMPACT Community Services, covering Bundaberg and the North and South Burnett. Personal support to people aged 16 years and over to assist in the recovery from mental illness
Reconnect (Connections)	Australian Government Department of Social Services	Early intervention program for young people aged 12 to 18 years who are connected to Cherbourg and are homeless or at risk of homelessness, promoting reconnection with family, education and the community
RENEW Early Years Service	Queensland Department of Education and Training	A consent based case management program in which specialist staff work collaboratively with families to identify and prioritise their presenting needs and provide intensive support interventions and engagement with specialist services
RENEW Intensive Family Support	Queensland Department of Child Safety, Youth and Women	Working collaboratively with families who have multiple and/or complex needs to develop their resilience and capability to take responsibility for the care of their children

Safe Haven	Queensland Department of Child Safety, Youth and Women	Family Support, Youth Support, Community Capacity Building and Community Patrols to minimise harm experienced by children/young people connected to Cherbourg who witness or experience family violence
South Burnett Domestic Violence Service	Queensland Department of Child Safety, Youth and Women	Provides court support to people experiencing or at risk of experiencing domestic and family violence and counselling to women and children who are experiencing domestic and family violence
Specialist Homelessness Service	Queensland Department of Housing and Public Works	Accommodation and support in a Youth Hostel based in Kingaroy for young people aged from 16 to 25 years who are homeless or at risk of homelessness. Support includes skills development and strategies to transition into stable accommodation. Mobile support for young people at risk of homelessness
Student Welfare Service	Queensland Department of Education and Training	Delivered in partnership with the Nanango, Yarraman, Goomeri, Taabinga and Kingaroy State Schools providing students with individual and group support to positively engage in school
Supporting Vulnerable People in the South Burnett	Stanwell Corporate Sponsorship Program	Provision of essential travel to support people experiencing homelessness, domestic violence or financial hardship to access family, friends or emergency accommodation to ensuring their immediate safety during the COVID-19 pandemic
Wondin-dee Indigenous Family Violence Counselling Service	Queensland Department of Child Safety, Youth and Women	Counselling and support for victims, child witnesses and perpetrators of domestic and family violence in the Cherbourg Community. Non-government representative on the High Risk Team for the Integrated Service Response to Domestic Violence
Youth Connector	Laurel Place	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	Kingaroy and Nanango State High Schools, Yarraman State School	Assistance to high school students to overcome barriers to remaining in and succeeding at school
Other Services		
South Burnett Enterprise Centre	CTC Kingaroy Regional Enterprise Centre Association Inc	Management of the Centre which offers small business, premises and conference facilities
Labour Hire Services		Provision of Labour Hire Services to select organisations - South Burnett Regional Council and Stanwell Corporation

Funded by

Queensland Government

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

Our Story

Names known as:
1983 Youth Unemployment Centre | 1987 South Burnett CYSS Inc (Community Youth Support Services) | 1989 South Burnett SkillShare | CTC Employment and Training Services | 1989-current South Burnett CTC Inc (Community Training Centre)

Locations:
Gympie (1996-2015) – Work for the Dole Mary Street, JSA Gympie Central Shopping Centre, Tin Can Bay | Mundubbera (2010-2015) | Kingaroy (1983-current) – Pound Street, Alford Street, Youngman Street, Kingaroy Street (Artie Kerr Building), Youth Park, Cornish Street, CROSB House |

Headquarters

1983-1989
Located wherever there was rent free space

1989-1998
Artie Kerr Building

1998-2006
Manager and accounts office relocated to South Burnett Enterprise Centre
Management of South Burnett Enterprise Centre

Employment Services

1983-1996
Training

1987-1996
South Burnett SkillShare – training & personal development
Work Experience Projects – Town Common Hall, refurbishment of parks in every town in the South Burnett, garden refurbishment at various aged care facilities etc

Youth Services

1983-2001
Youth Unemployment Centre (YUC)
Community Youth Support Services (CYSS)

1992-2003
Regional Youth Information Service (RYIS)

1996-current
Fusion Youth Services (previously SEDS and YARI)

2001-2002
Greencorps

2001-2003
Back on Track

2001-2006
CATS (Careers and Transition Services)

2001-2010
Various mentoring projects

2001-current
Youth Services and Crisis Accommodation Hostel
Youth Park development

2002-current
Specialist Homelessness Service (SHS)

2004-current
Murgon/ Cherbourg Reconnect

2005-2007
Positive Futures

2005-2010
AERF (Alcohol Education Rehabilitation Foundation) various projects

Diversionary Services

2007-2012
Barambah Community Support Project

2008-2012
Cherbourg Community Hub
Cherbourg Diversionary Patrol
Volatile Substance Misuse Sobering Up Place

Family Services

2009-current
Wondin-dee Domestic Violence Counselling Service
Safe Haven

2013-2020
PHAMS

2015-current
Family and Child Connect
RENEW IFS (Intensive Family Support)

Disability Services

2002-current
Respite service for people with a disability
At the request of a group of parents

2004-2019
Block funded Disability Support Service

2007-current
Gumnut Place Australian Disability Enterprise

Housing

2005-2018
Long term Community Housing provider

2007-2018
Lease of 6 flats in Nanango from Department of Housing for long term community housing

Foster Care Services

2006-current
Foster and Kinship Care
Intensive Foster Care
At the request of the Cherbourg Women's Critical Incident group

Childcare Services

2009-2019
Out of School Hours Childcare Service
Upon invitation from the Department to provide this service

2011-2019
Nanango Childcare Centre
Long Day Care Service
Pre-Prep Program

2016-2017
Airing out DV

Murgon (2004-current) – Lamb Street, Gore Street | Nanango (2009-2019) – Drayton Street, Henry Street | Wondai (2006-current) – Bramston Lane, Mackenzie Street

2006-current
Headquarters established in a demountable building at South Burnett Enterprise Centre
Continued Management of South Burnett Enterprise Centre

1996-2009
Job Network
Personal Support Program
Community Work Coordinator for Work for the Dole
Job placement continued

1998-2004
JPET (Job Placement & Employment Training)

2009-2015
Job Services Australia (JSA)
QLD Government funded work experience and job search services
Labour Hire

2005-current
Youth Support Coordinator (YSC)

2005-2012
2016-2018
Get Set For Work

2006-2008
Primary School Youth Worker

2006-2009
Local Community Partnerships

2008-2009
HEART (Healthy Eating Active Rural Towns)

2008-current
Emergency Relief

2009-current
Residential Services - FIAR House and temporary placement contracts

2010-2011
Active Inclusion Program

2010-2015
Youth Connections

2012-curren
Student Welfare Worker

2015-2020
Next Step After Care

2019
Bail Support

2019-current
Money Management Youth Connector

New in 2020
Next Step Plus

2016-current
South Burnett Domestic Violence Service

2018-current
RENEW EYS (Early Years Service)

2013-current
Fee for Service

2018-current
NDIS

2010-current
Thorn Street

2010-current
Simmo's Place

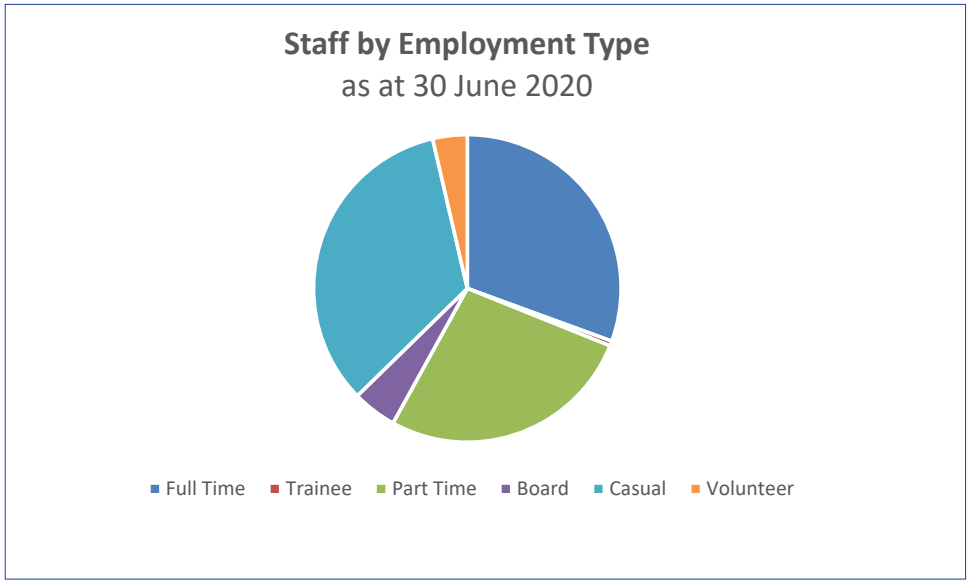
2013-current
Anne's Place

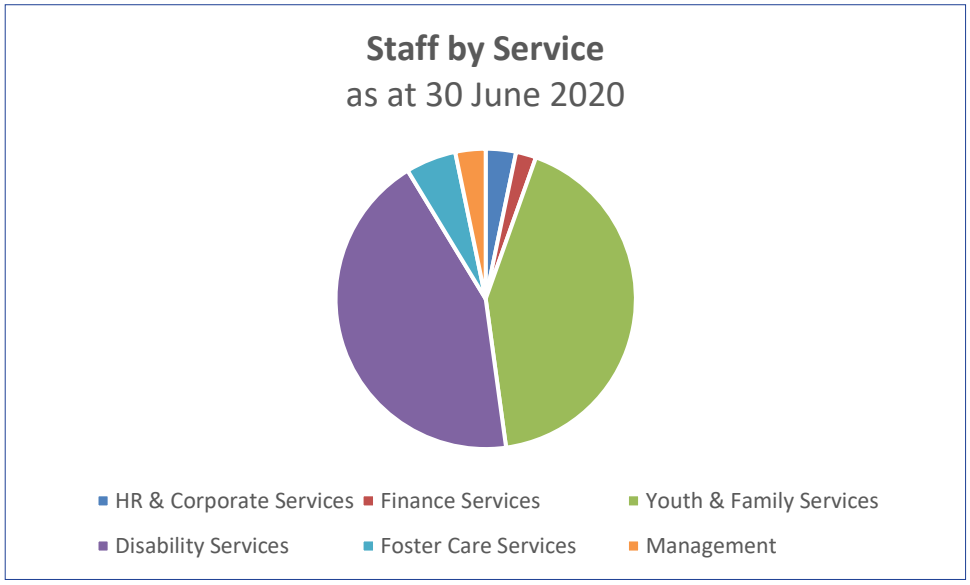
2016-current
Heritage Lodge

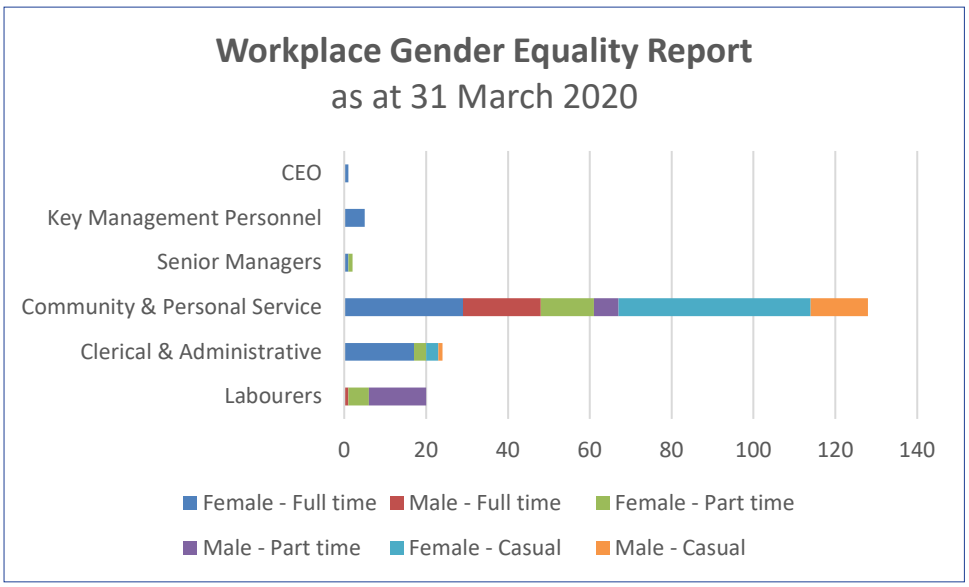
BURNETT SEC
to the future
our community

Human Resources

At the end of June 2020, CTC employed 177 staff: 59 full time, 52 part time, 65 casual and 1 trainee who regularly go above and beyond to deliver quality services to our clients. These staff are often supported by our 7 volunteers/student placements who make an invaluable contribution to the success of the organisation through the giving of their time.







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

Corporate

Workplace Health and Safety

In the last 12 months we have seen an increased focus on Workplace Health and Safety in our organisation as a result of the worldwide impacts of COVID-19. These challenges posed a unique opportunity for CTC to review several Workplace Health and Safety practices in an increasingly digital workspace.

The restrictions and advice handed down from the Federal and State Governments triggered a rethink in our existing Business Continuation plans and while they were underpinned by CTC's duty of care to ensure staff, clients accessing our services and the whole of the community were safe both physically and mentally, were based on known natural disasters.

This included reviewing:

- how we work from home safely
- how we work at our work sites safely
- how we ensure increased and appropriate hygiene practices
- how we adapt to digital platforms to carry out our normal duties in a safe environment for our staff and our clients
- how we address high risk staff members and clients and best support them
- how we all look after each other in the face of separation and increased isolation

At the end of 2019 CTC's Workplace Healthy and Safety Representatives attended a 5 day Workplace Health and Safety Course that outlined their roles within the organisation and duty of care as well as the powers they are endowed with in their elected position. The WHS Representatives were provided with instruction on how to research and find the applicable legislation and regulations that guide safe work practices and how to apply them in their workplace.

Moving forward CTC will monitor the ever-changing landscape and ensure we are abreast of changes and best practices as everyone seeks to navigate our learnings and newfound understandings.

Information Technology

Our dependence on IT hardware, software and connectivity for all our services reached new heights this year. We are fortunate in that we started from a high base as far as both infrastructure and user skills are concerned but the below list of Andrew Overton's work in recent months clearly show just how busy he was:

- Migration to Microsoft Business Premium 365. This has moved CTC to cloud based services including Teams, Skype for Business and OneDrive cloud drives. If we all have to work off site for whatever reason in the future we have the ability to do so and we can Zoom to our hearts' content
- Upgrade of wireless access to CTC HQ. A full enterprise system with multi-tier access/speeds
- Migration from Trend Micro Worry Free Business to Trend Micro Apex One cloud security. Next level security in and outside the CTC private network and high level malware/ransomware protection
- Rollout of new Dell laptops and all-in-one desktop computers with Youth and Family Services Kingaroy and Murgon, HQ and Partners in Foster Care receiving life cycle upgrades
- Review of mobile phone plans and ongoing agreement. More savings from total costs were a great outcome. A minimum $2k/month reduction in mobile costs
- Integrated cloud backup implemented. This solution works seamlessly with the server infrastructure, backs up the entire organisation in one process and has a 7 day retention period. Internal backup processes (twice daily) have been reviewed and improved, now a minimum 8 month retention period
- 2020 updates to MYOB (including cloud data) and also Sage Micropay payroll software
- Working on means of obtaining a more powerful generator for the Enterprise Centre so that unexpected power cuts out of business hours do not result in major disruption to our servers.

Fleet

Andrew also looks after our fleet of about 50 vehicles, including purchases and maintenance and quite a number of repairs!

Replacement vehicles across the fleet this year included 2 x Toyota Hiace Commuter buses, 2 x Hyundai iMax vans, 2 x Subaru Foresters. Local suppliers are always included in the quotation process and have a % advantage over non locals. We are particularly grateful for the support we receive from Bill Hull Car Centre who invariably give us the best price but also make us the frequent recipient of their "customer's choice of charity" donations. BHCC also sponsor our Learner Driver Program vehicle.

Sale of used vehicles at auction have returned a great values. Up to 25% has been recovered against the cost of new vehicles.

GPS tracking units are being rolled out to selected CTC vehicles. This allows real time tracking and log of activity.

Housing

CTC has continued to grow our Disability Housing at Nanango, with the announcement and commencement of the final stage of construction of Heritage Lodge. A review of the needs in the community triggered a rethink of the initial building design prompting alterations. Unfortunately, the changes brought about some unforeseen hurdles and some learnings around the implementation of building codes, which have since been resolved. This project once again is strongly supported by Heritage Nanango Community Fund (HNCF) who are donating up to $250,000 for the construction.

While the completion date is set for early 2021, there is still a lot of work to be done but as we have learnt with the previous stages, the effort pales in comparison to the benefit that the projects brings to the South Burnett.

Finance

The Finance team, very ably led by Esther Ross, has been under even greater pressure than usual this year. The paying and recording of our countless daily financial transactions, payroll for 180 staff and most importantly the monthly, quarterly and annual reporting and acquittal processes ensure that the team is constantly busy at the best of times. Add to that baseline the introduction of new software for Disability Services which also involved setting up a new MYOB system and the workload and stress levels rose to new heights. The diligence and commitment of all involved cannot be praised enough and is reflected in the fact that once again our various external and internal auditors were able to give us excellent reports.

To relieve some of the pressure on the Finance team we have engaged a Management Accountant to work in our Disability Services to assist in dealing with the complexities of the NDIS and our ADE Gumnut Place. Both are now fundamentally sizeable fee for service business activities which need the constant monitoring and number crunching of a full time qualified accountant.

CTC's finances are in good hands and our sustainability is ensured with another surplus achieved that allows us to continue to support projects and activities that don't necessarily attract government funding. People always come before profit at CTC but we will also continue to maintain the highest standards of financial professionalism and accountability to back up our front line service delivery.

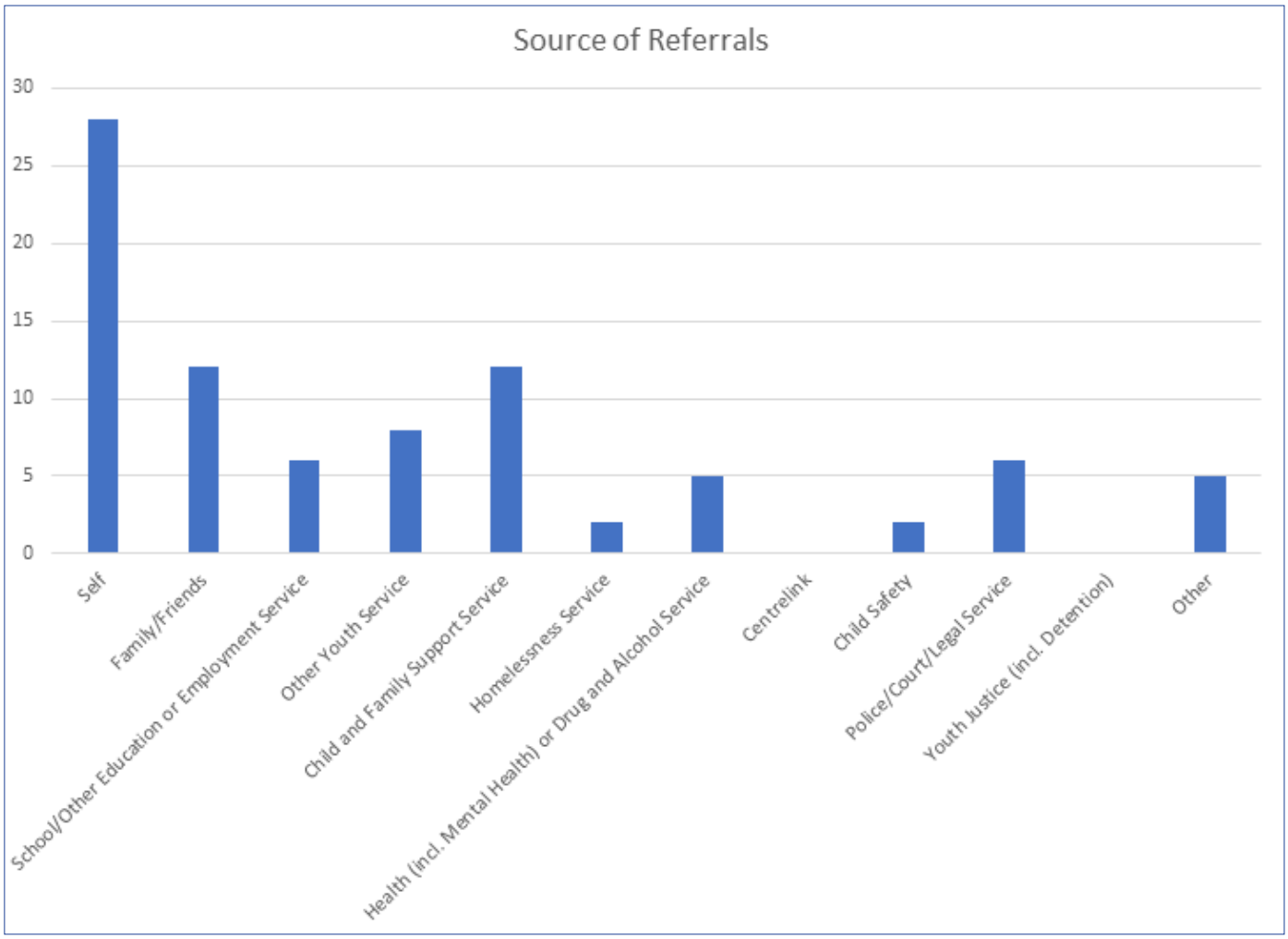
Our annual CTC Day was cancelled in 2020 due to COVID-19 restrictions. To honour the day we asked staff to take a selfie on 11 June (what would have been CTC Day) showing what they were doing on CTC Day.

Youth & Family Services

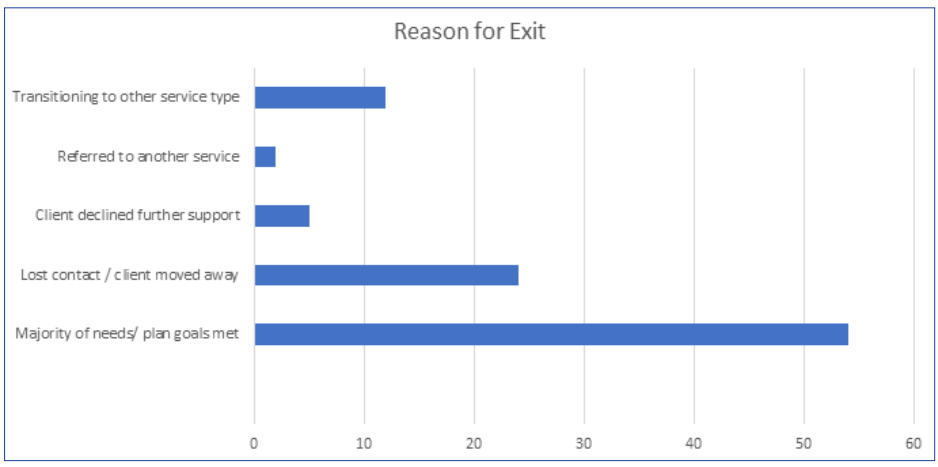
FUSION Youth Services

In the last financial year, FUSION Youth Services supported 284 young people; 184 young people received one off or short term support around a particular identified issue and another 100 young people received intensive support through a case plan. Young people were supported through a myriad of issues including interpersonal and family conflict, homelessness, drug and alcohol addictions, justice issues, mental health, education, training, employment etc.

Most referrals were from the young people themselves knowing about our service or their family or friends bringing them to the service. Other referrals were from Family Services, from schools or from police or health.



Young people are extremely transient and while in most cases clients were only exited after their case goals were achieved, some were closed as they moved away and the service lost contact.



During COVID-19 restrictions, Youth Workers worked closely with young people to ensure that they had access to technology and could contact help if they needed it (that is they had a phone and data) and where required provided young people with data (and in a couple of cases phones). Young people were open to the use of virtual technology where they had an established relationship with the Youth Worker and were able to continue to receive supports.

Many young people suddenly had access to additional funds as Youth Allowance recipients also received the coronavirus supplement. Each young person has been assisted to plan and use this bonus wisely and to understand that it is only for the short term. Accessing employment and training for these young people has been very difficult and is likely to be for a while.

Specialist Homelessness Service

The Youth Hostel accommodated 22 young people in this financial year averaging 5 young people per night. An additional 26 young people were supported to access or sustain safe and secure accommodation outside of the Hostel. The highlight of the year has been that 73% of young people who left the Hostel exited to safe, secure and sustainable accommodation.

Due to low levels of funding, the Hostel operates with a full time Youth Worker and a live in volunteer. Malcolm has now been with us for 7 years as a volunteer Lead Tenant. He leaves in September 2020, having recently married and moving to live with his wife in the United States. Malcolm has made a huge impact in the Hostel. He supports the young people while maintaining strong boundaries. He supports them to complete cooking, cleaning and washing tasks and other skills essential to a successful tenancy. Malcolm is the consummate bargain hunter and provides gourmet and abundant food options for clients whilst staying within a tight budget. He will be missed by all and we thank him and wish him all the best.

This was also our last year with Harry who was the full time Youth Worker associated with the hostel for 4 years and a very important part of many young people's lives.

Combined Youth Services trip to Dreamworld

Adult Mental Health

This financial year saw the end of CTC's involvement in adult mental health services through our long term partnership with IMPACT Make Your Mark (Bundaberg) in the delivery of Personal Helpers and Mentor Services (PHAMS). With the introduction of NDIS some PHAMS clients were able to access long term support from the NDIS instead while the PHAMS program was re-branded as the National Psychosocial Program for those who had not yet received NDIS support and Continuity of Support for those not eligible. This program ended in June 2020. We would like to thank our PHAMS staff and IMPACT for a really beneficial partnership and wish them well.

Next Step Plus

In 2015, the now Department of Child Safety, Youth and Women started a new state wide program to support young people who were leaving state care. This program was called Next Step After Care. The program aimed to provide the post care support for these very vulnerable young people. CTC was the only organisation that was successful in this program for a discrete area rather than a region and we started delivering services across the South Burnett. We commenced service in 2015 and supported approximately 50 young people every year who had left care. CTC was part of the evaluation of the existing program with the improved program "Next Step Plus" going to tender and commencing in March 2020. CTC was again successful in this tender and continues to provide support to young people in the South Burnett who are or about to leave care.

The statistics for young people leaving care are very poor:

- Fewer than half of young people in care complete Year 12
- About 63% of homeless youth have a state care history
- Around 16% of young people who were in care will themselves have a child go into care
- There is evidence that they are also more likely to be a young parent, abuse alcohol and drugs and be part of the justice system

This is not acceptable and CTC along with other key people in each young person's life works hard to ensure that our young people do not contribute to these statistics. Supporting young people who are in or have left care through the challenges of becoming an adult is extremely important. Our single staff member supports each young person through:

- Planning
- Budgeting and gaining income support
- Gathering identification
- Starting the journey on learning to drive
- Finding safe and secure housing
- Being a parent
- Getting work or accessing training
- Being part of a community

Each person's journey is different and each plan is too. Wherever possible, we try and link young people leaving care with a key person or mentor who will be with them throughout the years and just help them along the way.

Money Management

CTC started the Money Management program with funding from the Department of Communities, Disability Services and Seniors in July 2019. After advertising twice, Kylie joined the program in August 2019 and over the financial year supported 130 individuals to improve the management of their finances, whether through managing debts, accessing bill assistance, budgeting or managing expenses. This program generally supports the most vulnerable people, many of whom are on income support and have complex and multiple issues with financial difficulties being only one part. The Money Manager therefore works alongside other support people wherever possible, whether Disability Support Workers, Domestic Violence Counsellors, Family or Youth Workers to deal with the complex issues they are facing. The Money Manager also developed programs delivered to long term unemployed people.

The Money Manager took a crucial role when COVID-19 resulted in more people leaving work and experiencing uncertainty. Kylie took a lead in researching and interpreting the rapidly changing situation around financial implications for people losing their job, unable to work or facing an increased debt burden. These were released regularly and forwarded to support workers across the region to help support their clients.

Every story and every support is different. In some cases people have been helped to work out debts and a budget so they live within their means, sometimes they have been helped to understand their debts and to negotiate repayments and in other instances they have been helped to access help services with their creditors or with other support agencies.

Get Set for Work

It has been a difficult year for Get Set for Work (GSFW). GSFW delivery was affected by COVID-19 as programs were delivered in groups of up to 15 young people. These programs were ceased when restrictions came in. Young people were supported individually as much as possible but due to the nature of these young people and their lack of motivation and capacity to use information technology, this was only partially successful. Programs recommenced with small groups of 2-3 young people from June. Two participants successfully continued their study online. Finish dates for this project were extended and the start of the next program delayed.

Despite these limitations, Get Set for Work enrolled 30 participants (target 35), achieved 85% of targeted accredited training hours and 6 participants gained employment and 5 returned to school.

There have been many successes from this program: young people who had never achieved or passed courses at school were supported to gain their Certificate II in Retail and the involvement of Toastmasters who worked with the participants through a youth leadership course culminated in them speaking to their peers and guests at a special event. Young people attended camps to incorporate experiential learning as well as learning to understand other aspects of growing up such as reliability, appropriate behaviour and language and budgeting.

Employability Skills Training

In this financial year, South Burnett CTC partnered with Regional Training Services providing Employability Skills training courses for young people from 16-24 years of age who were affected by long term unemployment. Courses were held in Kingaroy and in Murgon.

Over the 12 months, 11 courses were held, each three weeks in duration. There were two blocks of courses with Block 1 focusing on basic employability skills while Block 2 focused more on how to gain employment. Some participants completed Block 1 and Block 2 courses or six weeks of training.

Overall, 111 young people participated, with 65 young people fully completing their three-week block. The last two courses in March were affected by COVID-19 with only 2 of 16 young people completing after restrictions came in and mutual obligation ceased. There have been no face to face courses since March 2020.

Bail Support

CTC received funding to provide additional support to young people who had committed an offence and were at high risk of being remanded in custody or other young people who were at risk of engaging in an activity or behavior that may lead to offending.

CTC provided support to 21 individual young people during this period which included providing individual support whilst young people were in the watch house, engagement activities and transport where required to attend court.

CTC staff supported young people in the watch house through identifying possible bail addresses and ensuring young people remained connected to their family whilst in custody. Where appropriate, CTC provided transport to family members to visit the young person.

Diversionary activities were delivered weekly, after hours on weeknights, weekends and during the school holidays. These activities were targeted at young people identified through the program with the purpose of ensuring young people had the opportunity to engage in positive activities with the aim of reducing offending in the local community. Young people participated in day trips to the beach or local activities to the pool or fishing.

Where required staff provided additional transport to individual young people and their families to ensure that they attended court. In most cases transport was local to either Murgon or Kingaroy. Occasionally, staff provided transport for a young person and their family to attend court in Brisbane.

RENEW Early Years

Easter Activity Packs

CTC RENEW Early Years Service has been working with vulnerable families in the South Burnett since 2018. 2020 has been a challenging year for the service due to the impacts of COVID-19 and the restrictions that were placed on face to face client contact. The start of each calendar year is always a transition period for the Early Years Service with many clients successfully exiting the program after their child has transitioned into their first formal schooling year. This time period of a few months has previously seen a large influx of new families to replace those who have transitioned out. This year however, this influx was not as big and we believe this was due to the rising fears around COVID-19 with people opting to self-isolate. The number of clients reduced with COVID-19 impacting on people self-isolating, fear of infection and resultant lack of confidence in engaging with services.

Prior to COVID-19 the majority of Early Years Service users had enrolled their children in early childhood education centres. The Early Years Service has always given parents information on the benefits of early childhood education so that they could make an informed decision around their child's engagement. When early childhood education centres were opened for children of vulnerable families, the Early Years Service staff supported families to reengage their children with early childhood education services.

Early Years staff attempted regular weekly contact with families but this was often hindered by a lack of mobile service in some areas and the additional complication of minimal landline phones. Early Years staff were only able to continue with the Parents As Teachers sessions and Ages and Stages Developmental assessments via FaceTime and Zoom with two families. These families had the technology and signal requirements that meant that they could access the virtual platforms. The majority of families did not have access to technology or reception so there was a halt in their Parents As Teachers sessions and Ages and Stages Developmental assessments.

Similarly, most of the other services in the South Burnett stopped any face-to-face contact with clients. Health suspended appointments which meant that many families that had upcoming paediatrician, occupational therapy and speech therapy appointments had their visits postponed. This has led to a backlog in families trying to have their children assessed and diagnosed before they are due to start Prep in 2021. Prior to COVID-19 the South Burnett had an ongoing issue with attracting and retaining paediatricians in the area which had already led to exorbitant wait times. This has also similarly slowed down the process of accessing NDIS and using NDIS funds.

Dental Week at RENEW Early Years Services' Mums & Bubs Group

RENEW Intensive Family Support

Through this financial year, RENEW Intensive Family Support (IFS) opened 73 cases, 33% of whom were Aboriginal and/or Torres Strait Islander families. 22 of these cases were referred from Child Safety. 44 families received intensive support over an extended period to reduce their risk factors. Of those that were closed, 78% achieved 100% of their goals.

RENEW IFS supports those families most vulnerable in our community. With the COVID-19 restrictions, staff needed to be innovative and work with families on how to best safely provide supports. Some was done by video, some by phone and some by each bringing their own chairs into the front yard.

RENEW Intensive Family Support
Social Inclusion Trip to Inflatable World

Many RENEW IFS families chose to self-isolate and keep their children at home during the COVID -19 restrictions. In an attempt to help our families cope with having their children at home full time, the Early Years Service in conjunction with the Intensive Family Support service designed and delivered weekly activity packs to families. This was a huge weekly undertaking with hours of information and activity gathering, designing, printing and delivery around the South Burnett. Each week's activity pack was themed and had different packs for birth to 12 months, 12 months to 2 years, 2 years to 5 years and 5 years to 10 years. Some of the themes included outdoor play, social and emotional development, physical activity, Easter, winter and animals. The activity packs were well received by clients with many commenting that going to the letterbox to collect the pack was the highlight of their children's week.

RENEW Early Years Services and RENEW Intensive Family Support Client Chirstmas Party

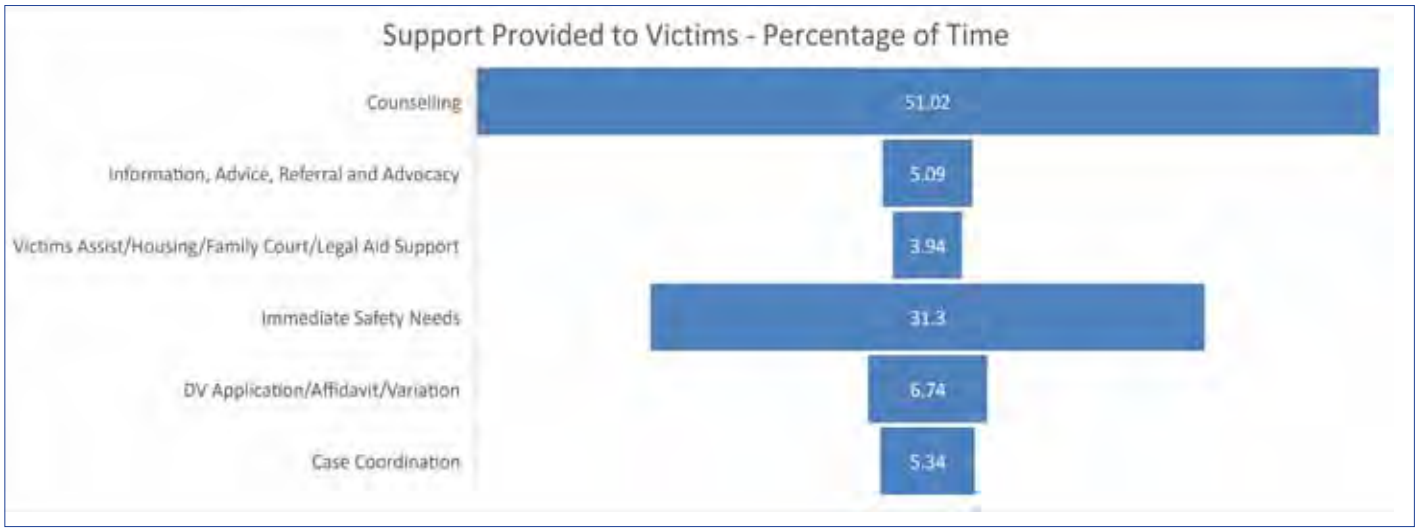
South Burnett Domestic Violence Service

South Burnett Domestic Violence Service has been overwhelmed with clients through the year. We have supported 200 victims of domestic violence, 65 children affected by domestic violence and over 200 people through court processes. The service is funded for a full time worker to counsel victims of domestic violence, a full time worker to counsel children affected by domestic violence and a half time worker to support people through the domestic violence court.

This year, more so than any others we have seen a huge increase in people seeking help due to domestic violence. The service has exceeded their targets with an ever increasing demand from what are really essential referrals. We exceeded hours of support for children by 32%, for victims by 24% and court support by 130%. We have a couple of concerning situations which put immense pressure on this small team.

- Courts, police and other people we have assisted refer people to our service for assistance with private applications for domestic violence orders. A private application needs to be factual and detailed and comply with requirements before presentation to court. Each one, working with the client, can take 2 to 5 hours.
- While the Domestic Violence service is funded for counselling, over 30% of their time is spent in responding to immediate safety concerns; this could be helping someone escape a violent situation or making where they are safer. This is always prioritised by the staff and often means people who have appointments for counselling need to be postponed or cancelled while the others' safety needs are being addressed.

The areas where support is provided when supporting victims is shown below.



CTC wants to acknowledge the support of Stanwell. In the COVID-19 period, public transport shut down and often the only way that people who needed to leave the area due to domestic violence could do so was through the support of CTC and their fleet of vehicles. Stanwell helped out with a grant so we could pay casual staff to provide this transport. As of the end of June, we recorded 26 trips and 177 hours of driving. Thanks to this support, people were able to access safety.

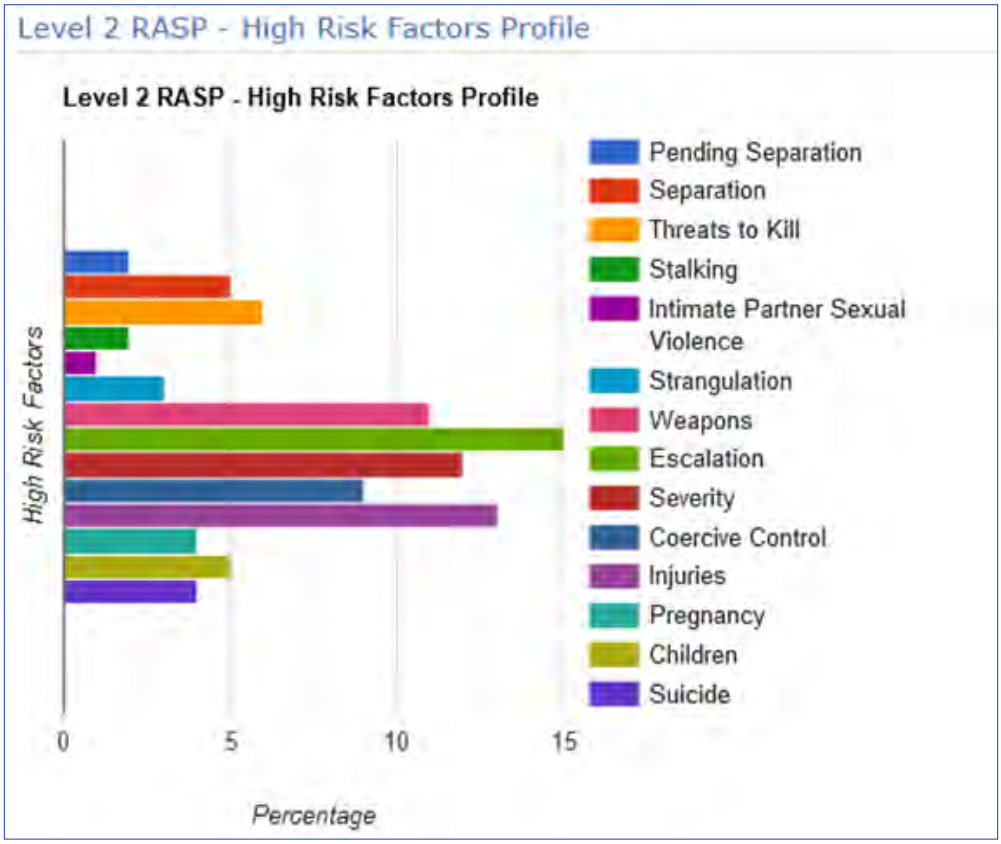
Wondin-dee Domestic and Family Violence Counselling Service

Wondin-dee provides counselling and support to men, women and children who have been impacted by domestic and family violence in the Cherbourg community. Support is provided through the development of individual plans identifying and addressing immediate safety concerns through to the ongoing impact that domestic and family violence can have on individuals, families and the broader community.

During the year Wondin-dee staff have had contact with over 100 clients through 2958 individual sessions.

As a result of the restrictions implemented in response to COVID-19, service delivery has changed significantly throughout this period. Staff have had to move from providing direct support to clients through individual counselling sessions or group activities to flexible and creative no contact service delivery. This has included providing clients with mobile phones to keep in contact with them, providing after hours support/phone counselling options to families home schooling their children throughout the day and utilising other virtual platforms such as Zoom to keep in contact with clients. Where necessary and in response to immediate safety needs direct contact was managed adhering to social distancing guidelines.

South Burnett CTC as a specialist domestic and family violence service takes on the lead non-government organisation role for the Cherbourg High Risk Team providing coordination and secretariat support. The Cherbourg High Risk Team meets weekly to ensure a collaborative response to assessing risk, safety planning and the ongoing management of risk for people experiencing domestic and family violence.



Youth Support Coordinator

Our Youth Support Coordinator Lloyd reached his 15 year milestone with CTC this year, many of these years working within the schools.

Lloyd is directly contracted through CTC to provide Youth Support Coordinator and Student Welfare Worker support in Kingaroy State High School, Nanango State High School and Yarraman State School. He shares his time between the schools providing support to individual students, groups of students and students' parents. His aim is to ensure as many young people as possible attend and achieve at school overcoming the sometimes significant barriers facing them.

The impact of simply spending time with and listening to students shouldn't be underestimated. A Year 7 student, who has no relationship with his mother and lives with grandparents while his father is in jail, recently said "I haven't had a detention for two weeks because now I've got someone to talk to".

Lloyd continued to support the schools and the students through COVID-19 restrictions.

Student Welfare Worker

CTC has been involved in supporting students in schools through the Student Welfare Worker program since 2013 as an accredited employing authority. In 2020 we were approached by an additional three schools (Goomeri, Kingaroy and Taabinga State Schools) to deliver Student Welfare Worker services.

This year our Student Welfare Workers have supported school students by delivering 1 on 1 supports and various programs and groups that support emotional wellbeing, respectful relationships, friendships and changing situations.

Throughout the COVID-19 lockdown period our Student Welfare Workers continued to provide supports to students of essential workers who were attending school as well as phone and virtual supports to students who were learning at home.

Youth Connector

The Youth Connector works alongside Laurel Place through engaging and connecting young people to counselling around inappropriate sexual behaviours and sexual assault.

Young people often have very poor help seeking behaviours and often refuse counselling. They are rarely comfortable to talk about topics such as sexual behaviours and sexual assault. The Youth Connector has been a key role in engaging young people and making them comfortable to talk about what is happening for them, connecting them to counsellors through Laurel Place and continuing to support them through the process, sometimes including transport.

This program has been more successful than we would have thought. The Youth Connector only works 15 hours per week and referrals come from everywhere; Child Safety, youth services, family services, schools, etc. The referral usually is made from the point that this seems to be a factor in the young person's life. Throughout the year 25 young people were effectively engaged by the Youth Connector, 18 of these were effectively linked to counsellors through Laurel Place which is an excellent outcome. Young people ranged from 6 to 19 years of age with most being in their early or mid-teens.

Safe Haven

Safe Haven provides culturally appropriate integrated services to respond to the safety needs of children, young people and their families experiencing or witnessing domestic and family violence in Cherbourg. The Safe Haven team provides support to young people and families through the development of individual client focused, strengths-based support plans. Safe Haven Patrol operates in Cherbourg four nights per week from 4:30pm to 1:00am Wednesday and Thursday and 6:30pm to 3:00am Friday and Saturday as requested by community. Patrol staff work with the community to meet the safety needs of young people after hours.

This year Safe Haven staff have supported 320 clients through over 3600 hours of individual client support. Service delivery has been significantly impacted by COVID-19 and staff have been required to work creatively and flexibly throughout this period as Cherbourg responded to the COVID-19 pandemic. During this period, Safe Haven staff who resided within the community took a lead role in responding to the needs of CTC clients. COVID-19 restrictions also impacted the delivery of group activities and programs within the community.

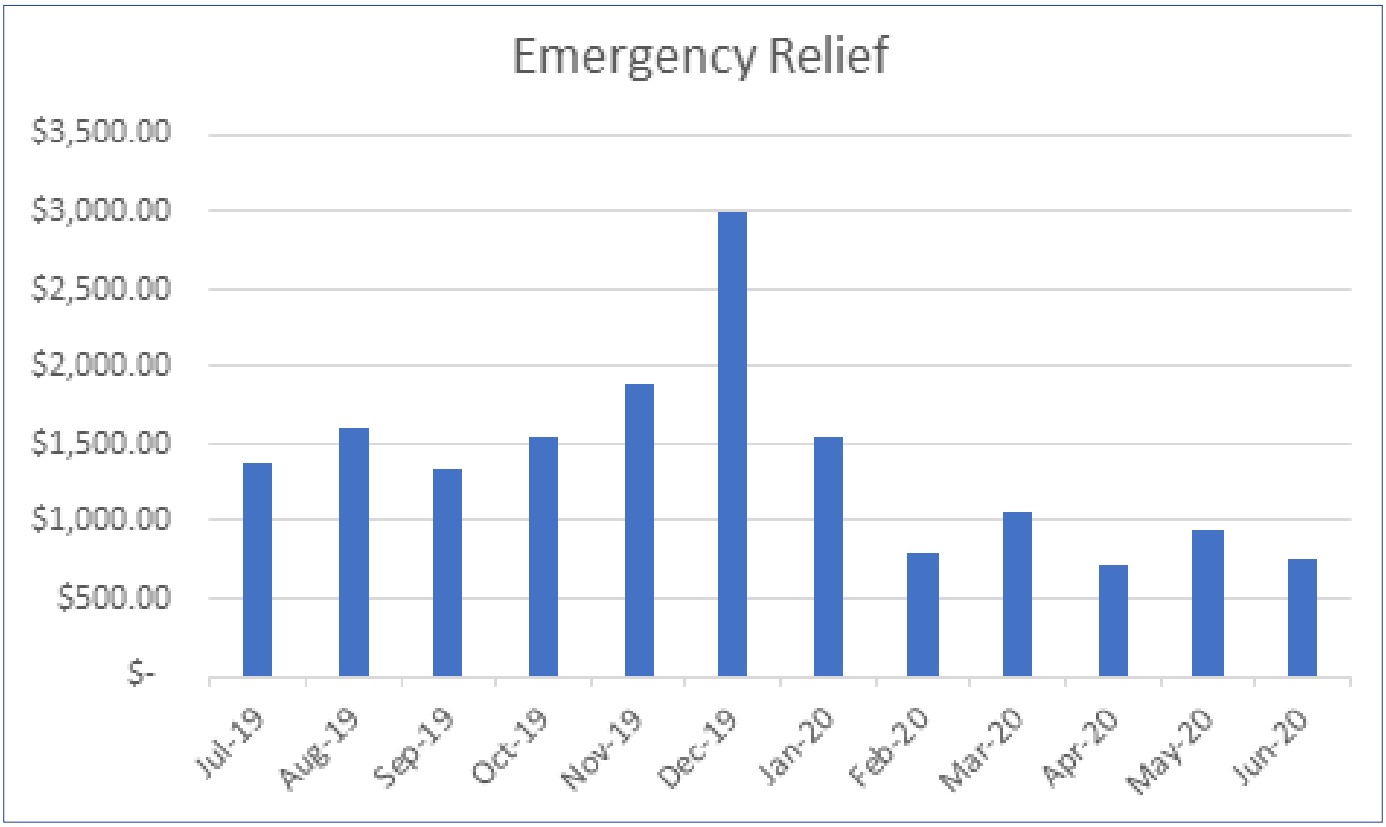
Emergency Relief

Emergency Relief is provided through the Youth Park between 1:00pm and 3:00pm every work day. Emergency Relief helps people experiencing immediate financial crisis. Most Emergency Relief is through the provision of food or food vouchers.

Through the year, $16,555 of funds was used in the provision of Emergency Relief. This was contributed from Department of Communities, Disability Services and Seniors, from the Federal Department of Social Services (until December 2019) and from local donations.

This graph shows the amount of Emergency Relief every month through this period. The effect of the additional coronavirus supplement is clearly seen with a sustained reduction in demand through 2020.

The provision of Emergency Relief would not be possible without the significant support of the local community. Organisations and businesses such as Glendon Street Cafe, Bill Hull Car Centre, Lions, Rotary, Queensland Police Service, the Martoo Review and individuals who knit or contribute in other ways.



Reconnect

Reconnect is an early intervention service which focuses on young people who are homeless or at risk of homelessness. Reconnect staff support young people to improve their level of engagement with family, work, education, training and their local community.

During this year Reconnect staff have supported 141 young people. This has ranged from intense individual client support through to targeted early intervention activities delivered in group settings. Young people supported through individual case management develop support plans with staff to identify their goals and are supported to reach these goals. This could include engaging with education, looking for employment, obtaining identification, applying for Centrelink and support to link with other services to address concerns such as mental health or drug use.

Young people have the opportunity to participate in programs tailored to community issues at the time. This could include cyber bullying, mental health awareness, drug and alcohol issues and self esteembuilding activities. Young people also actively engage in sporting activities such as touch football and recreational school holiday activities.

COVID-19 has had a significant impact on the young people Reconnect support who have been isolated on community whilst dealing with significant issues including mental health, drug and alcohol misuse, grief and loss as well as the general disruption COVID-19 presented in relation to isolation and attending school.

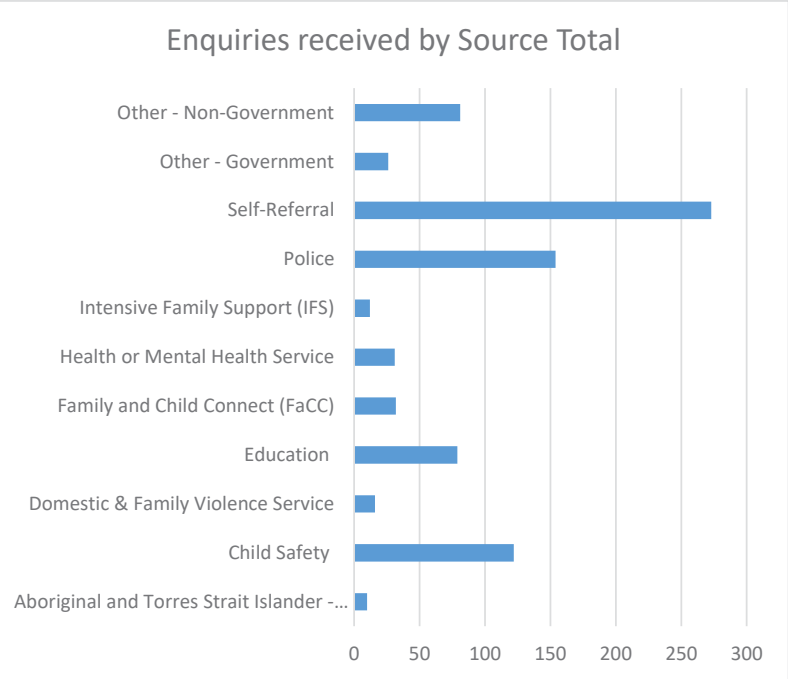
FAMILY AND CHILD CONNECT PROGRAM SNAPSHOT

July 2019 to June 2020

Program Purpose

Family and Child Connect (FACC) is a free local Community Based Intake and Referral service that supports families under stress. Family and Child Connect provides referral pathways that enable families to access the right supports at the right time, building on their own strengths. Families can self-refer, be referred from other services with consent, or be referred from prescribed entities.

836	Enquiries received by FACC
3588	Staffing hours
26	Percent of enquiries who identify as Aboriginal and or Torres Strait Islander
477	Case summaries created
39	Average number of days case summary open
184	Case summaries closed with a referral to another service
46	Closed with needs met by FACC
86	Percent of appropriate referrals where the person engaged and gave consent



Comments

At the end of June 2019, CTC was no longer funded for the Aboriginal and Torres Strait Islander component of this contract which reduced the total funding for Family and Child Connect by 34% into the 2019 -20 financial year. This also meant that staff numbers reduced from 5 to 3 staff. However, there was no reduction in need. As there has been less time committed to networking and service awareness the number of enquiries reduced by 10% and the percent of Aboriginal and Torres Strait Islander clients reduced by 6%. The pressures of work have resulted in the length of support reducing by 40% and engagement rate reducing by 4%. The number of referrals from Child Safety has increased by 6%. We are concerned that the hard to engage/hard to reach families are not receiving the level of support they need leading to increased referrals from Child Safety and are investigating.

Residential Services

Providing Residential Services has become a large part of CTC's work. The children and young people in residential care receive support around the clock, every day of the year in houses owned or leased by CTC. They receive the support they need to become effective young people and adults. These children and young people are in the care of the Department of Child Safety and have faced a number of challenges and difficulties in their life, which means they need extra support to manage their emotions and to thrive.

This year CTC ran five houses. One is a "Funded Residential" with 4 young people in residence at any one time. Other houses were based on the needs of the child or young person referred and could be in town or rural. We supported 22 children and young people in 2019/20 through Residential Care. Two successfully transitioned to independence and five others returned to their family.

Every day is new and different in "Resi" with staff helping children and young people grow by understanding and responding appropriately to their emotions and feelings. Staff help young people to feel safe and connected in their placement and in their community. They also do the daily tasks for any house, ie the cleaning, shopping and cooking.

In this year, CTC bought their first house and renovated it for our purposes. This house is out of town and acommodates up to 4 children or young people.

We are proud of these young people for a number of achievements

- Finishing high school
- Gaining and keeping work
- Gaining a Certificate II in Retail
- Winning writing award
- Going to school full time (first time for many years)
- Good report cards from school
- Playing netball or soccer or basketball and being great members of the team
- And many, many others....

Foster Care Services

This annual report is an opportunity to showcase the services we provide in the South Burnett community. Partners in Foster Care (PIFC) has been a steadfast, well established service for many years consistently meeting benchmarks and licensing requirements. PIFC continue to Recruit, Assess, Train and Support future and current General and Kinship Foster Carers. The Intensive Foster Care program continues to encourage and support children and young people to maintain stability in all facets of their lives.

A snapshot of what this looks like:

All of this spirals around and comes together, ulitimately to help our young people to live their best lives whilst they heal from the effects of adverse childhood experiences.

2020 has presented itself with some unique challenges: staffing changes, increase in child and young person referrals to the service, an increase in assessment referrals for Kinship Care, not to mention COVID-19. During all of this, staff continued to do what they do best and that is to keep the service operating seamlessly.

This starts with the faces of the front desk Tori and Lakota, sharing a smile as they greet people or answer the phone, ensuring all admistrative duties are completed for the smooth running of the office.

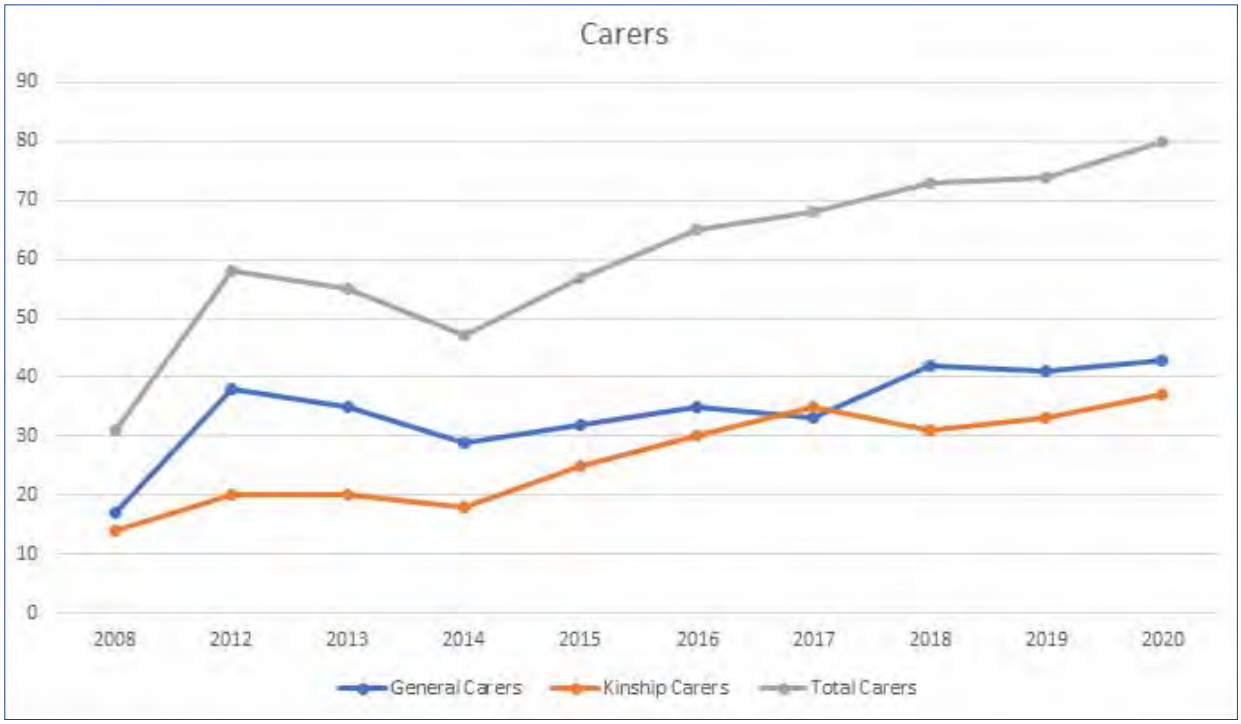
Next to acknowledge and honour the tireless work that occurs behind the scenes that empowers and directly supports Foster Carers so they are able to maintain their energies and lifestyles while providing a safe and nuturing home to our most vulnerable young people. Support Workers Angie D, Angie F, Trish, Deb, Kimberley and Amanda all whole-heartedly contribute to a well-oiled machine!

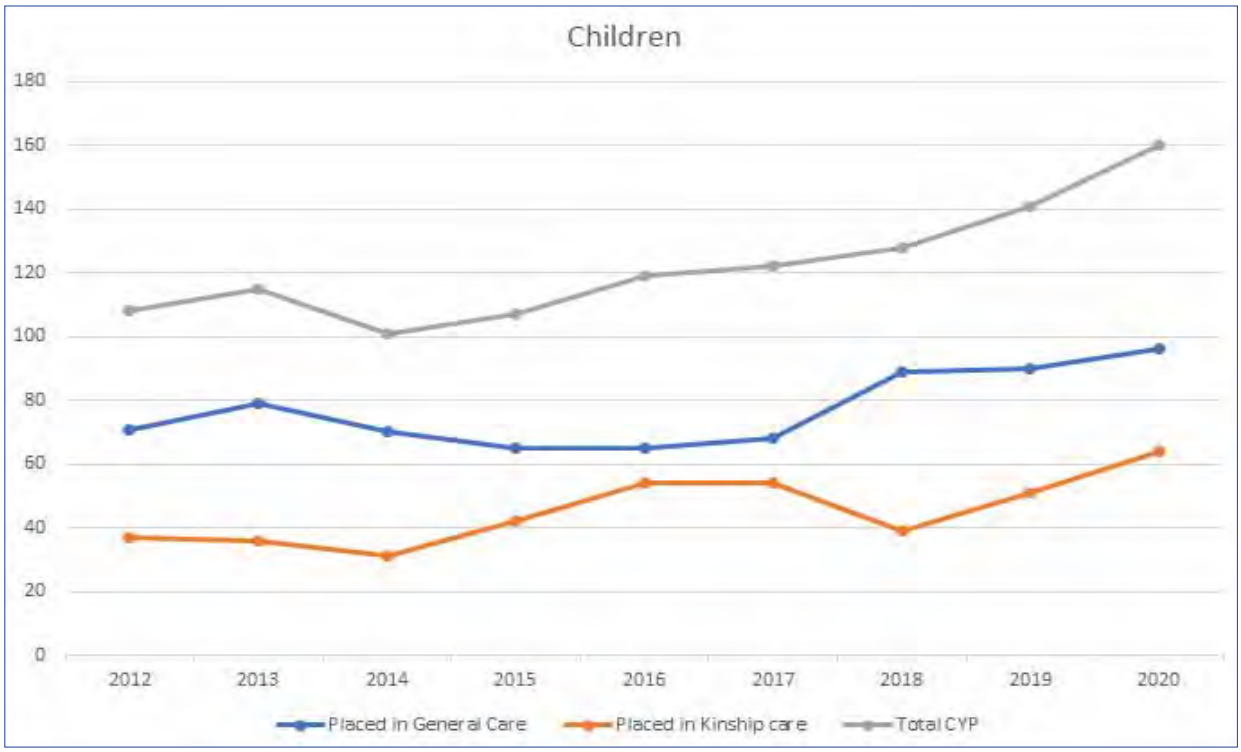
Team Leader Brenda strives to encourage and promote a cohesive, strength based approach in all aspects of service delivery, supporting and mentoring staff in their roles.

All of this great work is overseen by Service Manager Susan who ensures compliance is achieved whilst meeting best practice guidelines.

As we move forward and learn to live in what is being phrased as the 'new normal', PIFC have been able to reflect on how service is delivered and have been creative in ensuring the needs of all stakeholders are being met by attending virtual meetings, regularly phoning carers, geographically clustering appointments and using technology more effectively to name a few methods that are being refinded.

Reflecting on service delivery over the past 8 years, the following graphs clearly demonstrate the growth experienced by PIFC:





Reviewing these graphs and recognising the work done to Recruit, Assess, Train and Support future and current General and Kinship Foster Carers enables us to appreciate that our fundamental goal is being achieved: **Families Helping Families**, as this is what Fostering is all about!

Disability Services

South Burnett CTC sponsored the All Abilities Race at the Wondai Country Festival and Running Festival. Carmen and Wendy enjoyed the race!

Barb O'Hanlon, Raina Popenko, Barb Weller, Jane Sims, Jenny Vale, Emma Zoldak, Amy Kelly, Jen Lonsdale-Light, Jenny Adermann

What a community service! Did you know we....

- Have 53 Support Workers providing frontline support
- Rostered 17,618 shifts to support our participants frontline
- Provided 34 CROSB House stays
- Travelled close to 2500kms in pursuit of activity, adventure and laughs on our weekend day trips
- Processed 4,680 invoices from suppliers supporting participants under the NDIS
- Have over 280 suppliers listed providing services and supports to Plan Managed participants

RECOGNITIONS

Support Coordination Recipient:

"You have done an amazing job, it's been a great journey, and support coordination by Amy has taken a load off me."

Plan Management, Support Coordination and Frontline Support Service Recipient:

"The NDIS has changed my life for the better! CTC have guided and organised all matters NDIS for me. They made the imposing transition into the NDIS world smooth and not complicated."

Plan Management, Support Coordination and Frontline Support Service Recipient:

"The management and staff at CTC and the NDIS have embraced and provided a pro-active approach to ensure my son's life has become a lot richer in experiences and support. So, a big shout out 'Thank You' to all the amazing, wonderful people from teams CTC, APM and NDIA."

CTC purchased a Wheelchair Accessible vehicle this year and named it the "Jenny" in honor of our long standing and valued committee member Jenny Walters.

Gumnut Place

- Commercial Laundry
- Commercial Kitchen
- Engraving & Trophy Making
- Wood Workshop
- Secure Document Destruction

Our Secure Document Destruction Business Unit has expanded in the last 12 months, so much so that another shredder was purchased to cope with the increase in documents. We currently provide 74 secure document bins throughout the South Burnett with weekly document collection done by Bernie and Graham. Jenny with the help of many of her colleagues then start the huge tasks of shredding each day.

Kevin Gill, Liz Geppert, Daniel Ellwood, Bernie Kolling, Brittany Scott, Joshua Brown

Jenny's new shredder

Graham & Bernie on a shredding run

What an AMAZING team, this year they have:

- Produced 17,469 pallets
- Ironed 329 baskets of ironing
- Shredded 416 garbage bins of paper
- Made 20,070 biscuits
- Washed and folded 11,218 work shirts
- Tipped and painted 28,391 blasting pegs
- ravelled 25,000 kms to work in the bus

And then there was COVID-19 .....

Gumnut Place were very quick to respond to the pandemic to ensure the protection of our most vulnerable employees. While our Supported Employees were self-isolating our support staff kept the business running awaiting their return. We kept in touch sending short videos and messages on what was happening at work and how much they were being missed.

In May we were able to resume with the bulk of our workforce with some additional procedures to provide appropriate infection controls.

Brendon and Andrew playing chess at lunchtime

Notes

Contact Us

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

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Disability Services
Shed 3, 6 Cornish Street, Kingaroy
Ph: (07) 4162 9081

The Gumnut Place
22 Gore Street, Murgon
Ph: (07) 4168 1852

Partners in Foster Care
20-24 Mackenzie, Wondai
Ph: (07) 4169 0587

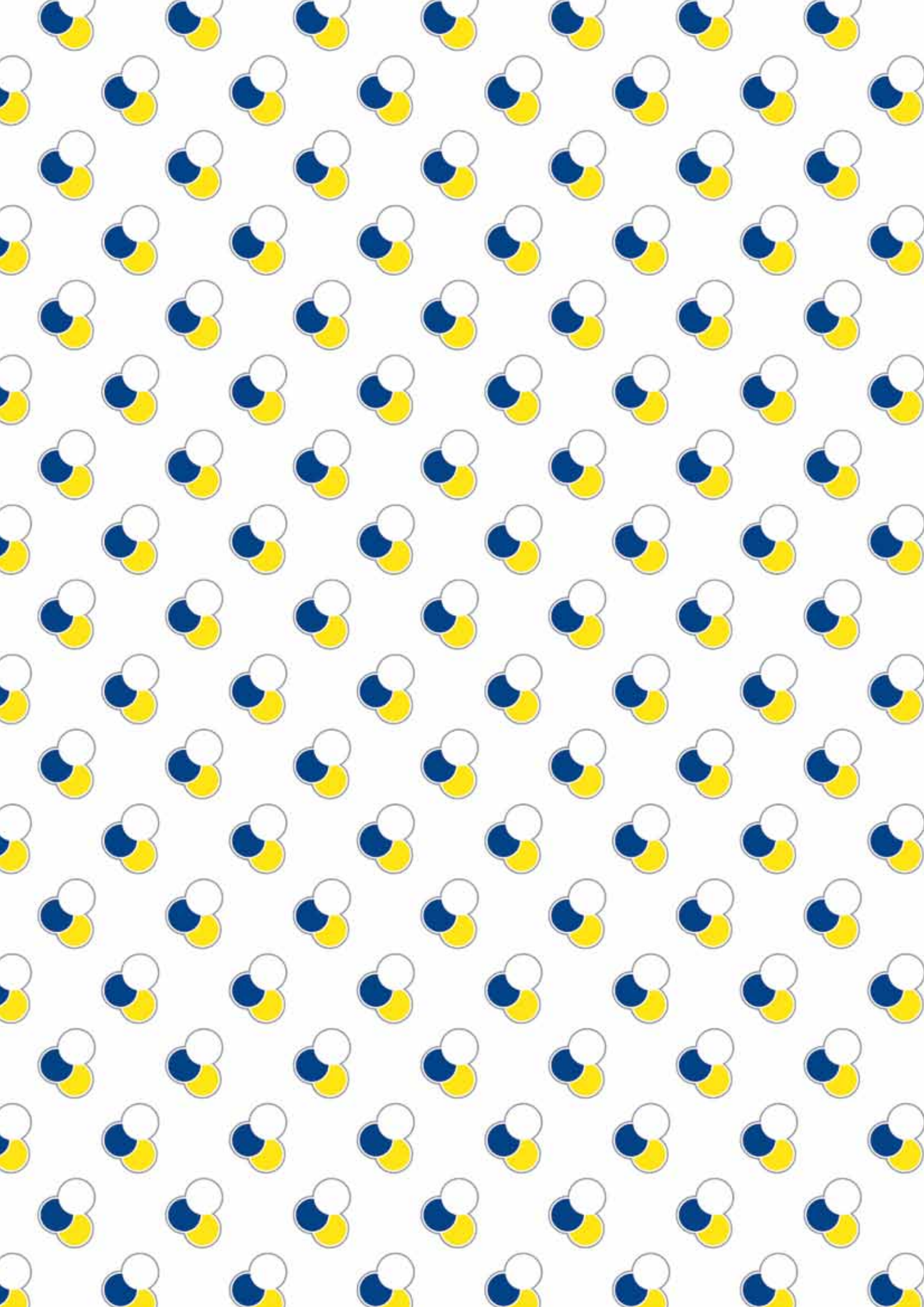
Youth & Family Services Kingaroy
Kingaroy Youth Park, Somerset Street, Kingaroy
Ph: (07) 4162 7788

Connections Youth & Family Services
35 Lamb Street, Murgon
Ph: (07) 4169 5940

Thank You

to all our supporters and collaborators

SOUTH BURNETT CTC

your key to the future

CTC - working for our community