



SOUTH BURNETT CTC INC
ANNUAL REPORT
2013-14

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

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

OUR CORE SERVICES

-  Employment Services
-  Youth & Community Services
-  Foster & Residential Care Services
-  Disability Services
-  Children's Services
-  Community Housing Services

WHAT WE VALUE

Commitment to our Community

-  Providing a service that is client focused.
-  Building the capacity of our community to grow and prosper.
-  Assisting the empowerment of others in our community.
-  Collaborating and cooperating with all stakeholders.
-  Treating people with respect and dignity.

Commitment to our Staff

-  Employing people who live in and care for our community.
-  Inclusive in our approach to Management.
-  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 professional, democratic and inclusive.
-  Managing our business with honesty and transparency.

OUR YEAR IN REVIEW

One sprocket may achieve little, however when connected to another it's engaged and transmits momentum. It becomes essential to the workings of its fellow sprockets. Similarly CTC's operations are connected like a group of sprockets and by working together we achieve the unexpected.

Over the past year CTC has weathered vast economic difficulties and uncertainty. We believe unity is our strength and is what will keep our sprockets moving.

This year we have:

-  Continued to strive for excellence in service delivery by supporting a number of staff members to complete tertiary qualifications in the areas of Disability Services, Childcare and Child, Youth and Family Intervention (among others). Read more on page 14.
-  Helped a number of young people to seize opportunity, accept their responsibilities and take control of their lives. Read more on page 18.
-  Continued to work hard to keep up with the rapidly changing and expanding world of technology. Read more on page 21.
-  Supported the 'Grannies Program' to build a support network for Grandmothers from Cherbourg who had experienced domestic violence. Read more on page 22.
-  Provided residential care to 20 children and young people with complex needs page 24.
-  Achieved favourable results in our star ratings, performance indicators, file audits and performance appraisals of our Employment Services. Read more on page 26.
-  Promoted community inclusion for people living with a disability, offering opportunities for people across our region to come together and socialise during monthly group events. Read more on page 30.
-  Completed construction of our Heat Treatment Plant which treats pallets ready for export. Read more on page 32.
-  Continued to provide training and support to 70 dedicated families in the South Burnett who open their homes to children and young people in need of care. Read more on page 34.
-  Provided a wide range of activities and experiences for children to learn and develop. Read more on page 36.
-  Made progress with our "Heritage Lodge" project through the announcements of the gifting of land to CTC and the success of our application to the Elderly Parent Carer Innovation Trial (EPCIT). We hope to commence construction of Stage 1 in the coming year. Read more on page 38.

teamwork - the combined action of a group.

Since 1983 CTC has touched the lives of many. As we reflect on our proud past, we move forward, opening doors to new opportunities and possibilities. It is with great pride we present this report and look forward to the future years of service to our community.

welcome

who we are

CTC was built by members of our community from a genuine desire to help.

Although we have grown and diversified our operations, we have not lost sight of who we are and what we are here for - it is all about our clients and our community.

WHAT MAKES CTC DIFFERENT?

CTC is a team committed to achieving the best possible outcomes for our clients despite the hurdles.

Across our services we are able to weave together a vast array of resources, assistance and supports that are responsive to the aspirations of our clients, helping them to lead more fulfilling self-directed lives one step at a time.

Through listening, understanding and caring we are contributing to building stronger, sustainable and inclusive communities across the areas in which we operate.

Our staff live in the communities in which they work. They are passionate about delivering services that meet the needs of their community, making it a better place to live, not only for themselves, their children and their families, but for everyone. This pride and devotion to helping someone else's family with no regard for profit or status is what makes CTC different.

OUR ORGANISATIONAL STRUCTURE



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

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

- ✎ Establish and deliver services in accordance with our vision.
- ✎ Identify 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).
- ✎ Lobby for and/or encourage appropriate government, non-government organisation or corporate service provision.
- ✎ Source funding to provide required services.
- ✎ Engage in appropriate business activities to raise revenue to fund worthwhile community activities and provide a sound base for the organisation's future.
- ✎ Build community capacity to realise our vision.
- ✎ Enter any relevant activities that further our objects in a manner that recognises and respects the rights and responsibilities of all people and the need to address issues on a broad front, while focussing particularly on the needs of disadvantaged and/or marginalised members of our communities.
- ✎ Deliver services and programs that make a genuine difference.

HOW IT WORKS

We are a Public Benevolent Institution and through significant grants and funding from state and federal government, along with the financial support of key local organisations we are able to:

- ✎ Employ a vibrant and professional workforce of over 200 staff.
- ✎ Partner in strong and effective long-term working relationships with government departments, local community organisations, schools, councils and key stakeholders.
- ✎ Deliver the core services detailed in the adjacent organisational structure.
- ✎ Make a difference in the social and economic value of our community.

The way in which we operate is supported by:

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



our story

Our history has made us what we are today.

From our beginnings in 1983 by a small group of volunteers, to those first few paid staff and donations of valuable learning resources from local organisations. Some of these included a video player and overhead projector, quite exciting and advanced technology for their time.

WHERE IT ALL BEGAN...

In 1983 Cherry Carroll and some of her friends were concerned about youth unemployment in the South Burnett. They called for a public meeting, the outcome of which was the establishment of a Youth Unemployment Centre (YUC).

By 1987 the group had obtained various State Government grants and donations to become ever more 'professional' and deliver more programs. A change of guard occurred at committee level and the organisation was incorporated as South Burnett CYSS Inc (Community Youth Support Services) which changed premises several times before settling in the Artie Kerr Building in Kingaroy Street in 1989.

In the same year we reincorporated under the registered name of South Burnett CTC Inc. and commenced delivering the SkillShare service for the next seven years.

SkillShare grew to have a metal and wood workshop in Pound Street, a Computer Room in Alford Street and about 500 participants in various courses in any year plus a multitude of programs from State and Federal Government. We delivered lots of projects to community organisations, from aged care centres to building toilets in public parks. The crowning glory of these was the Town Common Hall (TCH) in Kingaroy which was constructed under a JobSkills project with funding from our reserves, the Department of Sport and Recreation, Jupiter's Casino Community Benefit Fund, Kingaroy Junior Soccer, Kingaroy Lions, SB Vintage Car Club and Kingaroy Shire Council. CTC used its kitchen and bar for training and managed the hall for other users.

In 1996 the Federal Government abolished SkillShare and we became a Job Network member and Personal Support Program (PSP) provider for the South Burnett and Community Work Coordinator (CWC) for Work for the Dole for the South Burnett and Gympie area. We didn't want to move outside of our traditional 'home' area but had no choice if we wanted to be a Work for the Dole provider. We co-located our office with Gympie Landcare for several years before establishing a separate office in Mary Street.

The only backward step in our continual growth had to be taken in 2000 when despite very good performance we lost Intensive Assistance from our suite of programs in a new tender process. As it turned out this was probably a blessing in disguise as it freed us up to focus on non-employment related needs in the community. We continued recruitment services through Job Matching and later as a Job Placement Organisation.

From the mid 1990s we were involved in the establishment of the South Burnett Enterprise Centre and in 1998 CTC started to manage that Centre on behalf of the Kingaroy Regional Enterprise Centre Association Inc and located our manager and accounts office within its administration building.

Through the rapid expansion of training and recruitment services for long term unemployed people, young people's needs remained as a major focus. Here too the number of programs expanded, particularly when we were asked to take on the auspice of the South Burnett Area Youth Service (SBAYS) and with it the crisis accommodation hostel in Kingaroy Street in 2001. (A new and custom built hostel was opened in 2008).

Around the same time Kingaroy Shire Council was looking to establish a skate bowl. The Peanut Company of Australia made a parcel of land on Somerset Street available to Council and CTC purchased some demountable classrooms and established them on that site. In lots of community working bees, with Work for the Dole and Community Jobs Plan projects we transformed these buildings and the site into what is now the Youth Park.

Tarong Energy, Rio Tinto and others made generous donations which together with our own resources allowed us to create a facility that is envied by many other towns. While the Youth Park itself is open to everyone, the vast majority of our services are aimed at young people who face multiple and varied barriers to education, employment and full participation in the community.

In 2004 the Murgon Connections Youth and Family Service came under our auspice. Increasingly we worked with the Indigenous communities in Cherbourg and elsewhere from this base.

During 2002/03 a group of parents of children with disabilities requested CTC's assistance in establishing a respite service. Community Respite Options South Burnett (CROSB) was born and with it came a respite house in Gladys Street. Again we used various projects to transform an ordinary house into a great facility for people with a disability of all ages and their carers.

During 2005 we started as a provider of long term Community Housing. In 2007 we commenced leasing 6 flats in Nanango from the Department of Housing for long term housing. In 2010 construction of a wheelchair accessible duplex was completed in Kingaroy on land donated by Council and funded by a capital grant from the Department of Housing. At the same time we built another duplex in cooperation with the family of a CROSB client, "Simmo's Place". We acknowledge the generosity of the Simmons family who has made long term commitments to help us provide accommodation and services to people with disabilities.

In 2006 we became a provider of Foster Care Services called Partners in Foster Care based in Wondai. We increased our presence in Gympie through Job Network and a collaboration with Cooloola Youth Services for a JPET youth program.

Through "Local Community Partnerships", a federally funded career and transitions program for school students we provided services in Monto, Gayndah and Gin Gin as well as Murgon and Nanango. In 2010 LCP was replaced by Youth Connections (YC), still in the North and South Burnett.

During 2006 we were able to purchase some demountable classrooms from St Mary's which were refurbished for the Partners site in Wondai and for the new HQ at the Enterprise Centre.

In 2007 we bought and refurbished the former Christmas Shop in Lamb Street, Murgon with a major contribution from the Regional Partnerships Program. Our Reconnect youth service for young people at risk of homelessness and an ever increasing number of other programs focused on the needs of indigenous people in the area, are now accommodated in this Murgon Cherbourg Community Services Centre which was formally opened by Senator John Hogg in February 2008.

The Gumnut Place, an Australian Disability Enterprise joined the CTC auspice in December 2007. Massive steps have been taken in turning it into a thriving, supportive and sustainable business where people with disabilities have a real stake in the economy and community of the South Burnett.

The Gumnut Place operates a pallet making workshop, a trophy and engraving section, a commercial kitchen and catering service and since 2010 a laundry service. The latter was established with financial support from Tarong Energy and Thiess. Without the loyalty of our main customers Murgon Leather, IGA and Thiess we could not provide meaningful employment and development opportunities to our 20 supported employees and we are grateful for their ongoing custom as we continue to struggle to achieve "break even" point.

With the Queensland Government's Alcohol Management Plan (AMP) for the Cherbourg community came a raft of Diversionary programs in 2009.

Just before they commenced we established a partnership with the Queensland Police Service to operate Barambah Community Support to assist incarcerated people in the Murgon watchhouse or at risk of this.

Wondin-dee counselling service for children and families affected by domestic violence and the Safe Haven program also started around this time. These programs required some additions to our Connections premises and the rental of more space at 76 Lamb Street.

Our Residential Services began in 2009 with FIAR (Fostering Independence and Resilience) House; a residence for four young people who for various reasons did not fit into the foster system. From this our Residential Services grew, building on CTC's strong partnership with Child Safety and in 2011 and 2012 supported other young people through Temporary Placement models. In 2010, FIAR became a licensed service.

One of the most dramatic growth phases for CTC occurred in mid 2009 when we were successful in obtaining a very large share of the Job Services Australia (JSA) program— the latest incarnation of Commonwealth Employment Services – in the Gympie and South Burnett area. With the addition of a raft of Queensland government funded work experience and job search services we had an explosion in our staff and accommodation requirements. New sites were established in Kingaroy, Murgon, Gympie and Tin Can Bay and more support staff commenced at HQ. After 21 years we said good bye to the Artie Kerr Building!

In 2009 we became an out of school hours childcare service in Nanango, supported by the Department of Communities through provision and refurbishment of the former preschool. This site also developed a family services hub (thanks to a grant from Heritage Nanango Community Funding Ltd) and is now known as 'Community Kids'.

In late 2011 we expanded our Children's Services in Nanango through the purchase of the Nanango Childcare Centre and the development of a Pre-prep Program.

In December 2012 our Diversionary Services were closed as a result of the State Government's funding cuts.

In August 2013 we entered into a consortium agreement with IMPACT Make Your Mark (Bundaberg) and Graham House Murgon to deliver the Personal Helper and Mentors Services (PHaMS) across Bundaberg and the North and South Burnett, building on previous collaborations in the youth services field. December 2013 saw a change with Youth Support Coordinators being funded through a cluster of local state high schools who have asked us to facilitate Lloyd Back's continued employment in this role.



Chairperson's Message

I am pleased to present the annual report for South Burnett CTC Inc for 2013-14.

CTC has maintained another year of quality targeted services under often very difficult circumstances.

Overall the organisation has again improved its financial strength thanks to the discipline and dedication of Nina and her Management Team.

The Board of Governance has several projects presented to them by Management and currently under investigation designed to expand and enhance the core services offered by CTC and further cement a secure long term future for the organisation. We always keep in mind the philosophy of CTC in supporting the most disadvantaged in our community, either directly or indirectly, and this is always paramount in our decision making processes.

I encourage you to browse through the annual report to gain a more in depth insight into the services CTC offer and the goals we strive to achieve.

Our position as a Charity and as a DGR (deductible gift recipient) is important to the level of service we can offer and the quality of staff we can employ. The Commonwealth Government has established the ACNC (Australian Charities and Not for Profits Commission) to administer the registration and administration of charities in Australia.

The ACNC has a mandate to develop more clearly defined and regulated Governance responsibilities for Directors and a change to annual reporting requirements with an added focus on a reduction in overall "red tape" - but is now under threat of dissolution.

Nina and the Board are closely monitoring developments. Nina and her key staff have always maintained close and strategic liaison with decision-makers and a keen understanding of the needs of our clients, existing and emerging.

This is to our distinct advantage and CTC staff deserve our gratitude in being able to maintain this momentum. Achieving our desired levels of targeted support to those in our community who are in the greatest need is always a challenge.

With provision of services reaching across all of the Wide Bay Burnett and with a physical presence in Kingaroy, Wondai, Murgon, Nanango, Gympie and Tin Can Bay, CTC is strategically positioned to continue to be a significant provider of much needed targeted social and community service delivery across the region.

We recognise the support of all levels of Government, Local, State and Federal through their Agencies and Representatives, and to the Tarong Community Partnership Fund, Heritage Nanango Community Funding Ltd, and other willing supporters, financial and otherwise, in assisting us in reaching acceptable and sustainable levels of service across all programs we are involved in. The Board extends sincere gratitude to Nina and her Management Team, and to all Employees and Volunteers, for their dedication and support in keeping CTC a strong, effective and dedicated community focused "not for profit" organisation.

The CTC Board of Governance meets on the first Wednesday of every month with Sub Committee meetings on an 'as needs' basis during the month. Board members receive no remuneration and provide their valuable services on a voluntary basis.

I sincerely express my gratitude to members of the Board for their professionalism and support over the past year and wish the incoming Board the very best as they strive to identify and service the gaps in essential care for the disadvantaged in our Communities now and into the future.

Howard Leisemann
Chairperson

OUR STRATEGIC PRIORITIES

The following Key Result Areas (KRA) have been developed to reflect our vision, mission and our core values.

KRA1. Focus on Communities

While retaining our traditional focus on the South Burnett, we have continued to deliver services with equal passion, commitment and quality in all communities where we are engaged.

During the year we have:

-  Focused on building community capacity through constant consultation and by delivering targeted programs.
-  Continued to identify gaps in service areas and means to address these through investigating opportunities for improvement and advocating for change wherever possible.
-  Secured community support through various collaborative partnerships and networks.
-  Empowered individuals and our community through involvement, belief and commitment.
-  Invoked the ethos of CTC amongst staff and our community.

KRA2. Excellence in Service Delivery

Our primary goal is service- it's our purpose to deliver beyond the call of duty.

During the year we have:

-  Established and delivered services in accordance with our vision.
-  Developed strategies and programs in line with contracts and service agreements.
-  Worked in partnership with our community to reduce duplication and maximise holistic response.
-  Delivered services that have made a genuine difference.
-  Implemented and enhanced our systems wherever possible.

KRA3. Skilled & Professional Staff

Our staff are exceptional, compassionate, collaborative and committed to our vision and mission.

During the year we have:

-  Demonstrated our commitment to training through offering our staff various professional development opportunities.
-  Valued democracy.
-  Nurtured the leadership talents of our staff through engaging in initiatives such as the South Burnett Leadership Program.
-  Promoted collaboration on both an internal and external front.

KRA4. Leadership, Management & Governance

Our leadership, management and governance has enabled the continued development of CTC.

During the year we have:

-  Continued to engage in appropriate business activities to raise revenue that can fund worthwhile community activities.
-  Wherever possible we have sourced funding to ensure the continued delivery of services or the improvement of our facilities that will in turn pay long term dividends to our community.
-  Based our operations on honesty and accountability.
-  Ensured compliance with all contract requirements and guidelines.
-  Been flexible in planning our response to changing conditions.

KRA5. Finance & Resources

We aim for our long term sustainability to be secured by maintaining CTC's financial viability.

During the year we have:

-  Carefully managed our finances, being frugal with all expenditure in an effort to ensure the continued provision of programs, facilities and staff.

our priorities



CEO's Message

When I encouraged the CTC team to brace for the challenges of 2013/14 in the previous year's annual report, I thought we were over the worst of the funding cuts and uncertainties caused by the GFC and changes in governments.

With the benefit of hindsight I admit that I was wrong and what's more, we need to prepare for an even more uncertain and difficult future. It will take a great deal of courage, skill and commitment from everyone to sail our organisation through the heavy going anticipated for 2014/15 without ever forgetting our vision and mission. We are here entirely for the benefit of our clients and communities and the only certainty we have is that our services will be required more than ever before.

If we are to succeed, we need to nourish ourselves by focusing on the positives and achievements of the past year which are detailed in the following pages in the words of the people at the coalface of service delivery. The common theme is that yet again CTC staffers have been successful in influencing and even transforming many clients' lives for the better. What our workers usually describe as "just doing my job" could often be described as "performing miracles" and always as "doing a great job in difficult circumstances".

Therefore the first and main highlight of the year is that we've done it again, we've stayed true to our culture, ethos and mission:

- » We have consistently maintained and often improved our performance as measured in Star Ratings, Quality Assurance Audits, Licensing Processes and countless financial and performance reports.
- » We have maintained existing and created new relationships, partnerships and collaborations with individuals, government departments and agencies through focusing on shared goals in addressing the needs of our ever growing constituency.
- » We have improved our balance sheet marginally thanks to the prudent management of fee for service activities and the willingness to forego some "wants" for the sake of "needs".

Particular successes that stand out are the rapid establishment of the Personal Helpers and Mentors Service (PHaMS) for people with mental health issues together with our consortium partners Graham House (Murgon) and IMPACT Make Your Mark (Bundaberg). This essential service really did hit the ground running within weeks of contracts being signed and had its full complement of clients within weeks.

Proof that much more is needed to help the many locals battling mental health problems but also that rapid, flexible and relatively minor interventions provided by people who really care make a huge difference. PHaMS also clearly demonstrates how consortia and other collaborations are required if small and truly local not for profit organisations want to survive in a climate where "one size fits all" business solutions seem to be flavour of the month despite government protestations to the contrary. It is sometimes difficult to find partners who share our ethos but a joy when we do.

The construction of the Heat Treatment Plant at Gumnut Place (to replace the outmoded and risky methyl bromide fumigation system) occupied inordinate amounts of time, cost vastly more than anticipated and required the navigation of bureaucratic mazes of unprecedented magnitude. We imported a German made plant shipped in two separate containers, coming via Melbourne and Brisbane ports which was constructed under the supervision of a Chilean engineer who flew in from the USA.

Three languages, three systems of licensing/accreditation, two Port Authorities, Quarantine, transport and labour required coordination within very limited timeframes.

Without the freely given assistance of local consultants, tradies and suppliers, Kevin Gill's outstanding leadership on this project would have been stretched even further and the financial assistance from Tarong Community Partnership Fund also helped greatly. In the end it was teamwork that delivered – again!

Residential Services also deserve special mention amongst the many excellent teams. The 24/7 care and support requirements of children and young people with complex and multiple issues are challenging at the best of times.

During the year we established additional houses, relocated others, provided one on one support in all sorts of locations and coped with the demands of audits and licensing. The team has formed strong links with colleagues in the local Child Safety Service Centre, the police and internal CTC services to achieve remarkable results well beyond expectations. Such work takes a great physical and mental toll and deserves the admiration of all those of us who find it difficult enough to deal with the challenges of parenthood within our own families.

In order to encourage even stronger collaboration and streamlining of services within CTC we restructured our management team. Instead of having one manager per section we have re-allocated roles across services based on natural synergies and also on the particular skills sets and interests of our senior team.

The group of five Managers under the CEO is complemented by newly appointed assistants, deputies and team leaders to broaden the leadership base and reduce any single point vulnerabilities. Cross pollination and collaborations have increased quite substantially and stand us in good stead to deal with the challenges ahead – of which there are more in quantity and substance than ever before in our history.

The many activities, programs and events as well as challenges and achievements reported in the following pages are all worthy of recognition and together illustrate what CTC is and what makes us special.

It takes many sprockets to make an efficient engine and each is as important as the next so my gratitude and congratulations go to everyone who contributed to another CTC “powerhouse” called 2013/14 – from frontline staff to the Board, maintenance workers to the Board, collaborating agencies to financial contributors.

Thank you and brace yourselves for the wild ride of 2014/15 that has already started and promises to get much wilder!

Nina Temperton
Chief Executive Officer



Above: Member for Nanango Deb Frecklington, State Treasurer Tim Nicholls, CTC CEO Nina Temperton and CTC Chairman Howard Leisemann at the public announcement of land being gifted to CTC for the Heritage Lodge Project. Photo courtesy South Burnett Online



Above: Newly constructed Heat Treatment Plant at Gumnut Place



Above: Kirsten Firman, Nina Temperton, Janet Champney, Susan Jerome, Barb O'Hanlon, Melinda Bradford and Esther Ross. Photo courtesy South Burnett Online



Because of these programs we have been able to make a difference in the lives of many.

Each of these programs has been designed with an individual purpose, to target a specified group. We would like to thank and acknowledge the funding bodies that have made these programs possible.

our services

Service & Program	Funded By	Purpose & Client Group
Childcare Services		
Community Kids Pre-Prep Program (Read page 36)	CTC Service Approval by Queensland Department of Education, Training & Employment	Long Day Care Centre based in Nanango providing a Pre-Prep program delivering a Qld Government Approved Kindergarten Program offering 26 places for ages 3 to 5 years.
Community Kids Before/After School & Vacation Care (Read page 36)	As above.	Before/after school and vacation care in Nanango offering 26 places for ages Prep to Year 7.
Nanango Childcare Centre (Read page 36)	As above.	Long Day Care in Nanango for children aged from 6 weeks to 4 years.
Community Housing Services		
Long Term Community Housing (Read page 38)	Queensland Department of Housing and Public Works	Property management of six long term housing units in Nanango.
Simmo's Place (Read page 38)	CTC The Simmons Family	Support and Property Management for two people with a disability to live independently in Kingaroy through a good neighbour arrangement.
Thorn Street Duplex (Read page 38)	CTC	A two unit duplex purpose built in Kingaroy for people with a disability. Property management and support to ensure tenants have accommodation that meets their needs.
Anne's Place (Read page 38)	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.
Disability Services		
CROSB (Community Respite Options South Burnett) (Read page 30)	Queensland Department of Communities, Child Safety and Disability Services	In and out of home accommodation support, community access, social engagement, planned and crisis/emergency respite accommodation and learning and skills development for people with a disability in the South Burnett, aged from birth to 65 years.
CROSB House (Read page 30)	As above.	Provides a place of respite for people living with a disability and their families to relax and take some supported time out and crisis/emergency respite.
Your Life Your Choice (Read page 30)	As above.	Self-Directed Support enabling people with a disability and their families to have choice and control over the disability supports and services they purchase to achieve positive outcomes in their lives.
Fee for Service (Read page 30)	Fraser Coast Family Networks Quality Lifestyles Alliance Inc Spinal Injuries Australia Ltd Commonwealth Respite and Carelink Centre SunCare Community Services Inc	Community access, personal support, respite and emergency respite for people with a disability.
Employment Services		
The Gumnut Place (Read page 32)	Australian Government Department of Social Services	An Australian Disability Enterprise based in Murgon (which incorporates: a wood workshop; commercial kitchen; commercial laundry; trophy, engraving and badge making and a secure document destruction service) which provides meaningful supported employment for 20 people with a disability. Supported Employees are also assisted to transition into Open Employment.
Job Services Australia (Read page 26)	Australian Government Department of Employment	Employment Services based in Tin Can Bay, Gympie, Murgon and Kingaroy for unemployed people who are referred by Centrelink.
Labour Hire (Read page 27)	CTC	Recruitment service for approved host organisations under labour hire arrangements.
Foster Care Services		
Foster & Kinship Care (Read page 34)	Queensland Department of Communities, Child Safety and Disability Services	The recruitment, training, assessment and support of Foster Carers across the South Burnett who have or are seeking Department approval to care for children/young people aged from birth to 17 years who have moderate to high support needs.
Intensive Foster Care (Read page 34)	As above.	Support of four children/young people aged from birth to 17 years who have complex to extreme support needs and are being cared for by Department approved Foster or Kinship carers within the South Burnett.

Residential Services

FIAR (Fostering Independence and Resilience) House <i>(Read page 24)</i>	Queensland Department of Communities, Child Safety and Disability Services	24 hour/7 day per week residential care and support located in a house in the South Burnett for up to 4 young people, aged from 12 to 18 years who have complex needs.
Temporary Contract Placements <i>(Read page 24)</i>	As above.	Temporary 24 hour/7 day per week residential facilities in locations across the South Burnett to meet additional needs of the Department from time to time to provide residential support for children who have complex needs – the ages of the children may be much younger than in FIAR House.
Individual Client Support <i>(Read page 25)</i>	Queensland Department of Communities, Child Safety and Disability Services, Foster Care Agencies and 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 & Community Services

Youth Support Coordinator <i>(Read page 18)</i>	Murgon, Kingaroy and Nanango State High Schools	Assistance to students enrolled in one of a cluster of local state high schools who have been identified as having a range of barriers to successfully completing Years 10 to 12. Includes support in retention and attainment in education and training.
Specialist Homelessness Services <i>(Read page 18)</i>	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.
Youth At Risk Initiative <i>(Read page 18)</i>	Queensland Department of Communities, Child Safety and Disability Services	Support to young people of the South Burnett aged from 10 to 25 years who are in, or at risk of entering the Youth Justice or Child Protection System.
Youth Connections <i>(Read page 19)</i>	Australian Government Department of Education	Support to young people in the North and South Burnett aged 14 to 18 years to re-engage in education and training.
Emergency Relief <i>(Read page 19)</i>	Australian Government Department of Social Services, Queensland Government Department of Communities, Child Safety and Disability Services	Assistance for people or families to overcome/stabilise immediate crisis through the provision of basic needs such as food and transport.
Student Welfare Service <i>(Read page 20)</i>	National School Chaplaincy and Student Welfare Program	Delivered in partnership with the Nanango State School, providing students with individual and group support to positively engage in school.
Personal Helpers and Mentors Service (PHaMS) <i>(Read page 20)</i>	Australian Government Department of Social Services	Delivered in partnership with IMPACT Make Your Mark (Bundaberg) and Graham House Murgon, covering Bundaberg and the North and South Burnett. Personal support to people aged 16 years and over to assist in the recovery of mental illness.
Reconnect (Connections) <i>(Read page 22)</i>	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.
Volatile Substance Misuse <i>(Read page 22)</i>	Queensland Government Department of Communities, Child Safety and Disability Services	Support to young people connected to Cherbourg who are aged from 10 to 17 years and engage or are at risk of engaging in the misuse of volatile substances (paint, petrol, glue or any other substance that produces a vapour which can be “sniffed” or inhaled).
Wondin-dee Indigenous & Family Violence Counselling Service <i>(Read page 22)</i>	Queensland Government Department of Communities, Child Safety and Disability Services	Counselling and support for victims, child witnesses and perpetrators of domestic and family violence in the Cherbourg Community.
Safe Haven <i>(Read page 23)</i>	Queensland Government Department of Communities, Child Safety and Disability Services	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.

Other Services

South Burnett Enterprise Centre		Management of the Centre which offers small business, training and conference facilities.
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Funded by



**Queensland
Government**

Funded by the Australian Government Department of Social Services

Funded by the Australian Government Department of Employment

Funded by the Australian Government Department of Education

We are committed to providing professional development opportunities for staff that improve our overall capacity to deliver high-quality services whilst motivating and inspiring our teams.

our people

PROFESSIONAL DEVELOPMENT

Following is a snapshot of some of the opportunities we supported staff to attend during the year:-

- » National Reconnect Good Practice Forum
- » Queensland Indigenous Family Violence Prevention Forum
- » Residential Care Forum
- » NESAs (National Employment Services Association) Conference
- » Foster and Kinship Care Conference
- » Young Learners Conference
- » Jobs Australia Conference
- » Jobs Australia CEO Forum
- » Professional Development with Dr Ian Nussey for Child Protection Week
- » Diploma in Child, Youth & Family Intervention
- » Certificate III in Disability Services
- » Cert III in Children's Services
- » Diploma in Children's Services
- » Apply First Aid and First Aid in a Remote Situation
- » Annual Fire Warden Training
- » Cultural Awareness
- » Exploring Cultural Inclusion
- » Professional Boundaries Training
- » Behaviour Management Training
- » Camp Fire & Story Telling Workshop
- » Introduction to Understanding Sexual Behaviours of Children and Young People
- » Kinship Care Practical Skills Development Workshop
- » Neonatal Abstinence Syndrome
- » Positive Behaviour Support Training
- » Therapeutic Crisis Intervention
- » Therapeutic Crisis Intervention – Train the Trainer
- » Transforming Care
- » Winangay Aboriginal Kinship Care Assessment Tools Workshop
- » ASIST (Applied Suicide Intervention Skills) Training
- » Conflict and Mediation Training – Level 2
- » Bronze Medallion
- » Engaging with Family Members of Drug and Alcohol Dependents
- » Laying Down the Law
- » Sandplay Therapy and Symbol Work
- » Strength Based Practice
- » Suicide Bereavement Workshop

- » Acquired Brain Injury Training
- » Autism/Asperger's Workshop
- » Food Safety
- » Helping Parents Become Partners
- » Manual Handling
- » Medication Training
- » Understanding Diabetes
- » Understanding Epilepsy
- » Getting to know the Early Years Learning Framework
- » KASS (Kindergarten Advisory Support Service) Programming Training
- » Professional Conversations Around being Intentional with School Age Children
- » What's with these Kids?

South Burnett Leadership Program

Four staff members took part in the South Burnett Leadership Program. Their feedback below will give readers a perfect understanding of what the training was about....

"Presented at the picturesque Bunya Mountains, the location played out as the perfect backdrop for team challenges, well prepared information sessions, rousing conversations, inspiring stories and all the vital self-reflection that was a focus of the training. By the end of the first session, participants were eager for the next to begin, and by the end of the second session were talking about the effect the training would take not only on their professional lives, but on their personal lives as well" - Matt

"The leadership course was a real learning tool for me; I can't thank CROSB/CTC enough for selecting me to go. The program has helped me dig deeper into community development, capacity building empowerment and strategic questioning also helped uncover new knowledge. On a personal note, the program has given me a better understanding of the people I work with, whether its clients or work colleagues, through the introduction to the Myers Briggs TYPE indicator"- Jane

"The South Burnett Leadership Program was a great learning experience that allowed strong ties to be made within the community. The program gave me a greater understanding and insight into leadership, how it can be used and developed and taught me a great deal about myself that I had never understood before. The skills I have learnt from the experience are evident in my everyday work".

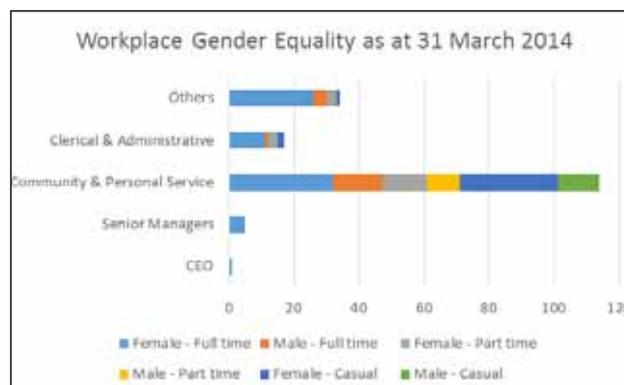
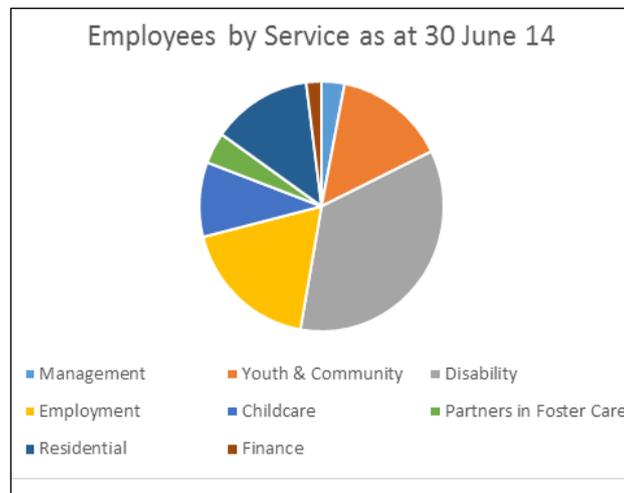
"I was given greater understanding of working within a team and how values and personality affects the decisions made within the group individually. This learning is something that will benefit me within my future endeavours in both a professional and personal perspective. The most valuable thing that I have taken from the program is confidence; this has made a large improvement within me and my work that I do on an everyday basis. I strongly recommend the training to everyone offered the opportunity to participate and would like to thank CTC for allowing me to attend"- Jade

"As a young person making a life change from City to Country, the program was a daunting yet exciting opportunity to cross my path early on in my journey of discovery in the South Burnett. For me, what I found to be most valuable from the program was the sense of self-worth, achievement and feeling of accomplishment. I walked away from the program with new insight, self-respect and confidence and an overwhelming sense of respect and pride for the people within our Community. This program has enabled me to understand the importance of team work and leadership within any community. It has helped me to establish my role from a recent "city kid" to a contributing member and passionate advocator of the South Burnett. Through a sense of contagious enthusiasm and often challenging but rewarding self-reflection, this course brought together a group of once strangers, and created a dynamic and powerful team, passionate about the community we live in. I will forever be grateful to the generous sponsors, inspirational trainers and the incredible participants of the 2014 South Burnett Leadership Program for allowing me the opportunity to be a part of this life changing event" - Letitia

As the CTC Human Resources Manager, I could write a lot of flowery words to convince all readers that we are: an employer of choice; are family friendly; that staff genuinely care about their clients, colleagues and the organisation and appreciate the hard work done by everyone at all levels; and by natural processes become what we call "CTC'erised".

Rather than flowery words, I have presented a copy of a posting that was put on the CTC staff intranet in December 2013. It says it much better than anything I could possibly put together for you.....(see adjacent)

[Shari was one of over 200 dedicated staff over the year who often went above and beyond the call of duty to help a client, support our community and achieve outcomes which varied from a small smile to a life changing moment.]



To the CTC Family

Today is my last day and I need to thank every one of you for the opportunity to be part of an amazing organisation and to be able to work with wonderful people. I have had many opportunities to work at Connections, Youth Services, HQ, Community Kids and Residential.

I feel that I have learnt so many things throughout my time here and I cannot believe how quickly 4 years have passed but I have loved every minute of it. I do understand that working with all of these young children is the main focus of the areas I have worked in, however I feel that some of my greatest experiences have been working with the colleagues!

Thank you so much again! Always remember to stop and thank one another, because someone else is always working just as hard and helping another person achieve a goal they may have never thought they could achieve.

THANK YOU CTC, thank you Lesley for finding me 4 years ago, thank you Kirsten for allowing me to step into the work of CTC and thank you all for your guidance and support – how lucky am I!! I will see you all again sometime soon.

Have a Merry Christmas and a Happy New Year – enjoy your time with your family and friends and ensure those special children and families we work with know how much we appreciate them! Now I am signing off for good

- Shari
Residential Services

Our Board includes seven members who have lived and worked within the region for many years.

They are highly successful professionals and business leaders who contribute a wealth of knowledge and expertise to the operations of CTC.

our board

Board of Governance

CTC is fortunate to be guided by the strategic leadership and professional expertise of our Board of Governance, Chairperson Howard Leisemann and CEO Nina Temperton.

Our board members are all active participants of 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.

At different stages throughout their lives, they have each been instrumental to the success of various local businesses and industries ranging from agri-business, Council, banking, electricity distribution, education and accounting, to name a few.

We value their commitment to strategic planning and regular review. Due to their varied community connections our operations are carefully aligned to the needs and realistic expectations of our region.

The 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 the relevant legislation and the Australian Charities and Not-for-profit Commission (ACNC).

We would like to thank and acknowledge the contributions of honorary member Graham Easterby for his assistance in the position of OHS Advisor across all CTC operations.

We are proud to report that CTC has continued to achieve another year of quality targeted services during a time of challenge and change for the Queensland Community Services sector.

This is partially due to the invaluable contributions of our board and we would like to take this opportunity to acknowledge their ongoing support and commitment to the success of CTC and the welfare of our community.

Together, they have continued to address the many challenges we have faced with the best interests of our clients and community always their top priority.

Over the past 30 years CTC has overcome numerous obstacles to grow, change and adapt into the organisation it is today.

Under the guidance of our board we have and will continue to economize and operate frugally, avoiding waste and unnecessary expenditure to improve the quality of life and supports available for socially and economically disadvantaged people across the areas in which we operate.

Our Members

Chairperson

Howard Leisemann- 1987

Board Secretary & CEO

Nina Temperton- 1992

Treasurer

Maxwell Lehmann- 2001

Board Members

Michael Carroll- 1987

John Box- 2007

Eric Cross- 2004

Marc Reinbott- 2012

Our Management Team

Our Management Team recognises the importance of working smarter so that we are optimally positioned to improve services and lives for vulnerable people and families across the region.

Members of the Management Team are all very committed to putting people first and delivering outcomes. Together, the team focuses on providing the right services at the right time in an effort to address the root causes of problems before they become entrenched within our community.

They are all industry professionals in their own right having worked their way through the ranks within the community sector to the positions of leadership that they each hold today.

From grass roots projects, to limited budgets and resources they have each contributed blood, sweat and tears to the successes of CTC and we must acknowledge their ongoing commitment to our organisation and our community.

Clients and service delivery is at the centre of what we do and the Management Team continually look for ways and funding opportunities to improve and expand our services.

The Board holds Executive Meetings with the Management Team to focus on the strategic direction of the organisation, current challenges and developing initiatives. Through their forward thinking approach and 'can do' attitude the team strives to achieve CTC's goals and objectives.

We would like to take this opportunity to acknowledge the Team's invaluable contribution to the community. Their continued dedication and commitment is the driving force behind CTC.

Our Managers

Chief Executive Officer
Nina Temperton - 1992

Deputy CEO, HR & Corporate Services
Janet Champney - 1990

Employment Services & Gumnut Place
Barb O'Hanlon - 1998

Youth, Community & CROSB
Kirsten Firman - 2000

Finance Manager
Esther Ross - 2000

Partner in Foster Care & Childcare
Susan Jerome - 2007

Our Team Leaders

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

- » Human Resources
- » Corporate Services
- » Information Technology
- » Finance
- » Employment Services Kingaroy
- » Employment Services Gympie
- » Youth Services Kingaroy
- » Youth & Community Services Murgon
- » Residential Services
- » CROSB
- » Gumnut Place
- » Partners in Foster Care
- » Childcare

The group was originally formalised by the Management Team: to reflect the information sharing and collegial support that their own group had enjoyed for many years; as a platform for professional development, particularly around common emerging needs such as team leadership and staff management; sharing of resources as well as knowledge and to facilitate an enhanced understanding across the organisation of CTC's Vision, Mission and Strategic Plan.

This year the group commenced focussing on various projects across the organisation (eg organising the next Christmas Party) and for themselves as a group (eg strategic planning for annual professional development training to meet their common needs).

The team form the backbone of CTC.

We applaud their commitment to their teams, our community and the operations of CTC.

our managers

Our services are driven by the conviction that, if given the appropriate information and support, every young person has the capacity to make informed choices and steer their lives in the right direction.

YOUTH

CTC delivers a broad range of services for young people across the South Burnett.

Youth Support Coordinator (YSC) is funded by and based within a cluster of local state high schools (Murgon, Kingaroy and Nanango) to support students who have a range of barriers to successfully completing Years 10 to 12.

With an emphasis on retention and attainment in education and training, the Youth Support Coordinator provides intensive support to students and delivers activity based programs such as Drumbeat (which promotes teamwork and active listening skills), Rock and Water (a conflict resolution program) and supports camps that have been designed to include industry visits for employment related information and visits to tertiary institutions for ideas in relation to further education opportunities.

In the last six months, YSC provided support to 60 students and their families.

GOOD NEWS STORY

In a busy school environment teachers and staff are often confronted with unexpected and sometimes difficult situations, where a Youth Support Coordinator can be a valuable support person to call.

A Year 11 boy recently stormed into a school administration building demanding to go home before he started “smashing things”.

The Chaplain was attending to another student, the School Nurse was not on campus and staff were waiting for a Deputy Principal to arrive when I walked in. It was obvious that this student was quite distressed and he agreed to come for a walk and a chat with me.

Over the next three hours he had the chance to talk through a lot of current and past issues which were contributing to high levels of anxiety, confusion and depression. He was introduced to both the Chaplain and School Nurse (the nurse subsequently referred him to further counselling/ mental health supports) and with my support explained his concerns around school work/ assessments.

By lunch time the young man was visibly more relaxed, said he felt a lot better and was able to stay at school for the remainder of the day.

Specialist Homelessness Service (SHS) is funded by the Department of Housing and Public Works to operate a Youth Hostel for young people aged from 16 to 25 years.

Youth Hostel clients receive intensive support delivered by Youth Workers while “Lead Tenants” are volunteers who live at the hostel and provide care and supervision.

During the year we were continually near or at capacity with 78 periods of accommodation and 1,866 bed nights provided.

We continued to work across the community, with the Department and our staff to maintain a model consistent with contractual outcomes while meeting the diverse needs of our clients.

Most clients faced complex and multiple barriers (justice, mental health, drug and alcohol addictions etc.) and the majority achieved positive outcomes including securing stable accommodation and long term independence, reunification with children (previously removed) and sustained family relationships.

Youth Hostels are typically not well accepted in communities with constant complaints about behaviour and a belief that they support children not to be at home. Through good local communication and networks, the CTC Youth Hostel is an important and well renowned local facility. We haven’t received a complaint over the last two years from neighbours or parents and have maintained a positive image within the community.

Youth at Risk Initiative (YARI) is funded by the Department of Communities, Child Safety and Disability Services to provide support to young people aged from 10 to 25 years who are in, or at risk of entering, the Youth Justice or Child Protection system.

Clients receive support to make positive choices and to remain engaged within the community. Support includes identifying goals and finding and implementing solutions to address barriers and challenges to achieve them. Clients may be referred to specialist support such as counselling and Youth Worker support may be extended to the family to help the young person make good choices and move forward.

During the year we provided support to 512 clients and recorded 2,585 individual occasions of contact.

GOOD NEWS STORY

An 18 year old client who had been incarcerated twice thanked CTC Youth Services for helping to ‘lift the fog’ that was on his brain. He told us he now realised that he has choices and intended to make good ones instead of the bad ones he used to make and that Youth Workers had supported him to ‘wake up’.

He also said he would have been jailed again if not for the support he had received from the service while he was in and out of jail. He said that he still needs support but feels much more confident about the future.

Youth Connections (YC) is delivered across the Wide Bay Burnett through a three way consortium of CTC (North and South Burnett), IMPACT Make Your Mark (Bundaberg) and Fraser Coast TESS (Maryborough).

The program is funded by the Federal Department of Education to support young people aged 14 to 18 years to re-engage in education and training.

The support we provide includes maintaining regular contact, developing a re-engagement plan, working with family and other organisations to address the issues causing them to be out of school and providing structured activities to develop life skills.

Youth Connections works predominantly on a one on one basis with clients. Engagement and group programs are also part of this role.

One of many examples was the partnership formed in the North Burnett this year with New Life Centre, the North Burnett Regional Council and Munduberra State School to deliver the Vertec Adventures School Holiday Program which incorporated personal development, team building and capacity and resilience training.

Youth Connections achieved all their required outcomes within 10 months of this 12 month period, with some clients returning to school after being disengaged for over a year and others successfully completing TAFE and/or overcoming personal barriers to effectively re-engage with the community.

The federal government announced this year that the Youth Connections Program will not be refunded and therefore will cease nationally in December 2014.

Emergency Relief (ER) is funded through the Federal Department of Social Services and the State Department of Communities, Child Safety and Disability Services.

The program provides assistance to people or families to overcome/ stabilise immediate crisis through the provision of basic needs such as food and transport.

Clients include people living on the street or in cars, single parents facing significant poverty and young people couch surfing amongst friends.

During the year we advocated for clients and worked with other services to supplement the program. For example, we advocated with suppliers to implement repayment plans for large bills (electricity, telephone, rent).

Other necessities (clothing, furniture, whitegoods) were accessed through community stores, donations or applications for assistance through the No Interest Loan Scheme (NILS).

Donations throughout the year included 100 street swags, baby goods, manchester and food.



Above: Biggenden State School industry visit to the Palmer Resort on the Sunshine Coast following the Sunshine Coast Careers Expo

ER is often a “first contact” service. We have a number of stories where someone came to the service for ER and as a result, other issues were identified which led to their participation in another CTC program so they could receive the long term, intensive support they needed.

People can access the service within business hours without a referral. They meet one on one with a staff member who actively listens while they tell their story and assesses how the service can best meet their emergency relief and other needs, for example admission to the Youth Hostel, a referral to child protection services or advocacy with other services. Each person is treated with respect and dignity and their story acknowledged. After hours, emergency services can contact CTC’s on call service for immediate access to ER for their clients.

Over the year we provided emergency relief to 251 people on 459 occasions. The predominant form of ER was food or food vouchers (87%). Emergency transport (bus tickets, fuel) was the second biggest need at 7% followed by medical support at 3%. The youngest person assisted was aged 14 years and the oldest was aged 69 years. The most frequent age groups seeking assistance were 26-35 year olds (22%), followed by 18-20 year olds (19%).

GOOD NEWS STORY

The police contacted CTC’s after hours on call service about a man who was sleeping on the street and needed emergency accommodation. We organised a bed for the night. The next day, through the telling of his story, we found that he had hitch hiked from a township 300 km away. We supported him to re-establish contact with his support worker in his home town and provided him food and accommodation. Other services worked alongside us and suitable accommodation was found. We helped settle him in and he has been financially resilient since.

A lady rang the service in tears. She had moved to the region with two small children. She had made the move but now had no money. She did not get paid for 2 more days and had no food for her or her children. A one off food delivery helped settle this family and they are now financially stable and the children are progressing well.

Student Welfare Worker CTC works in partnership with the Nanango State School to deliver a Student Welfare Service funded by the National School Chaplaincy and Student Welfare Program. Our staff member works at the school two days per week, providing students with individual and group support to positively engage in school.

For example, the Welfare Worker worked with small groups of students to help them deal with issues in the playground, to identify positive and negative reasons why other children may not want to play with them and give them options on what they can do if they don't have someone to play with.

PHaMS (Personal Helpers and Mentors Service)

PHaMS commenced in August 2013 and is funded by the Federal Department of Social Services. It is delivered in Bundaberg and the North and South Burnett through a consortium of CTC, IMPACT Make Your Mark (Bundaberg) and Graham House Murgon. The program provides personal support to clients from 16 years of age who are experiencing mental illness. Support Workers help them to develop relationships and identify opportunities which will assist in building confidence, supporting recovery and reconnecting with the community.

Individual Recovery Plans are developed that identify each client's strengths, goals and aspirations, areas where support is needed and any planned activities that the participant wishes to undertake (including when and how they are to occur and who is responsible for arranging them). A crisis/care plan is also put in place and referrals and links to other services/agencies are arranged and supported as required. A mental health program was much needed in the community and PHaMS was at full capacity within just a few months. The program has seen people reconnected with the broader community, make great progress on their personal journey to recovery and in some cases gain work or start their own business.

2. CORPORATE SERVICES

Occupational Health and Safety

The Committee which includes our Health and Safety Coordinator, Health and Safety Representatives from all services and our trained Safety Advisor, continued to monitor and encourage safe workplace practices during the year. Our Health and Safety Representatives completed regular workplace checks and educated new and existing staff in workplace health and safety requirements at induction and regularly throughout the year. OHS was prioritised as an agenda item for all staff meetings across all services. A number of staff completed Health and Safety Representative training and all Representatives completed Fire Warden training.

Information Technology

As the world of technology rapidly changed and expanded, CTC worked hard and successfully again this year to keep up!

We achieved:

- » Rollout on selected computers of MS Windows 8.1. This is the platform for the future embracing touchscreen technology and it is the foundation for upgrades planned for rollout in 2015/16.
- » Server operating systems were progressively upgraded to Windows Server 2012 R2. This will be the backbone for all Windows 8.1 and future (Windows 9) workstations.
- » Server virtualisation was expanded on the CTC network. 75% of our servers are now virtual servers. Speed, flexibility, backup, redundancy and reduced storage are just some of the advantages of virtual servers.
- » We entered into a new agreement with Telstra to allow us to purchase new hardware including smartphones and tablets. This new agreement has led to significant savings for the organisation.
- » A large rollout of replacement desktop computers, notebook computers and tablets was implemented across all CTC services.
- » High gain wireless access points were installed at a number of our sites. This improved coverage across each site with greater bandwidth and with more mobile devices such as tablets being used, this was an essential upgrade.

This year our IT Administrator refurbished a number of CTC computers that were no longer in use and donated them to the Aid for the Blind's Computer Club. The club teaches blind children as young as 4 years old to touch type. The donated computers will be loaded with specialised software that reads aloud what is written on the screen. This great program introduces children to the world of email and internet which many sighted people often take for granted.

Community Events

CTC was born in the spirit of giving and we honoured our legacy this year. Below are a few examples of the passion that drives our staff and organisation to lend our hand to the community in and outside of our normal working hours and "position descriptions".

I doubt there would be many CTC employees who didn't know about and contribute in some way or another to colleague Michael in his personal initiative of doing a Charity and Awareness ride to raise funds to support Epilepsy Action Australia and raise awareness of epilepsy in the South Burnett.

His 300 km ride started at the CTC Youth Park on 24 March, where CTC hosted a breakfast to launch his 3 days of pedalling through Kumbia, Ellesmere, Brooklands, Pimpimbudgee, Maidenwell, Blackbutt, Yarraman, Nanango, Goomeri, Murgon and Wondai before heading back to Kingaroy – timing his arrival with Purple Day, 26 March, an international day for epilepsy awareness. He was accompanied along the way by others who volunteered to ride parts of the course with him – family member Narelle and staff members Andrew and Jeff. Michael's goal was to raise \$4,000 to donate to Epilepsy Action Australia but he more than doubled that expectation by raising \$9,500.

Fundraising events included a "Purple Tie Affair" dinner at the Kingaroy Town Common Hall on 29 March which included a three-course meal, trivia competition, silent auction and live music by local singer and CTC staff member, Lloyd. Most CTC offices organised a Purple Day team event with all proceeds going towards Michael's challenge (staff in Gympie started monthly events in August, dressing in purple and eating purple cupcakes for morning tea).

Michael's ride succeeded in raising epilepsy awareness, raising money to support people in Queensland, specifically in the South Burnett and reducing the stigma associated with epilepsy. An Epilepsy Support Group meets every 3 months where people get together, talk about their experiences and provide support to each other...Janet

Well, Michael has begun his bike ride around the South Burnett, with some fantastic and supportive riders. CTC held a brekkie and send off for Michael this morning. Thanks so much CTC for all of your support to Michael and helping him raise money and awareness for Epilepsy, and for providing a pilot vehicle (we appreciate everything you guys have done, so much). Was a teary and proud moment watching Michael, Andrew, Jeff and my mum ride out this morning. I am so proud of all of you guys, you are all amazing!!! Good Luck with the ride and I hope your bum does not get too sore...Karli

Staff have been volunteering as drivers and deliverers of meals for the Kingaroy & District Meals on Wheels Service for many years. CTC is rostered once a month on a Friday to deliver meals and we also fill in for other volunteers who are unable to assist on their allocated day. Two staff members with a CTC vehicle from our various services undertake the duties of collecting the meals from the Meals on Wheels kitchen with a list of client names and a map of where they live. For the next few hours we drive around town and deliver the prepared meals, chat with the clients, collect money and write out receipts for those who pay in cash. CTC is pleased to be able to volunteer our assistance to Meals on Wheels and it is a very rewarding and humbling experience to go into the homes of and meet the appreciative clients who rely on this vital service... Wendy

The annual Community Christmas Lunch is designed to provide a way to help people who might be lonely on Christmas Day – for whatever reason – to come together and enjoy some of the spirit of the season. CTC was instrumental in initiating the first Community Christmas Lunch and it has become CTC's tradition to support the small organising committee and to join the many other volunteers who contribute their time on Christmas Eve and Christmas Day to decorate tables, cook the meals, welcome the guests, wait on tables and clean up afterwards... Nina

Partners in Foster staff volunteered to assist Child Safety Services to coordinate the 'Out of Home Care' Children's Christmas Party which was held at the Kingaroy Football Grounds on 13 December. Over 150 people attended and despite threatening dark clouds all evening,

feedback from carers and volunteers was that it was a fantastic party. Some of the highlights of the night included:

- » Jacqs Circus School provided entertainment and games
- » Outdoor ball games were organised for various age groups and supervised by staff
- » Drumbeat set up bongos
- » A pop-corn maker pumped out popcorn throughout the afternoon
- » Children had fun with iced and decorated biscuits in Christmas colours
- » A generous foster carer donated chips and ice creams for everyone
- » A delicious BBQ dinner was kindly cooked by the Kingaroy Lions Club
- » A Child Safety staff member set up his DJ equipment and provided cool sounds throughout the evening
- » Santa arrived on the back of a Harley Motor Bike (owned by a mate of a staff member) and gave out Christmas Stockings to all the children
- » And most definitely the highpoint of the night was the talent quest which was organised by a foster carer for 'children in care' to show off their impressive singing and dance abilities.

CTC Employment Services Gympie hosted an Australia's Biggest Morning Tea event in May. Together they raised \$307.50 through a raffle, a 100s club board, drink sales and donations. The funds raised will help the Cancer Council provide support for cancer sufferers and their families and continue with cancer research. As 1 in 3 people will be diagnosed with cancer by the age of 85, these funds are vital to help this worthy cause. As 30% of cancers are preventable we also aimed to raise awareness of ways to reduce the risk of cancer, so staff were peppered with facts and tips over the month in the lead up to the event. A big THANK YOU to all who supported the Australia's Biggest Morning Tea event hosted by Donna...Debbie

Captain CROSB Team would like to thank all staff members who donated their time and money to Relay for Life 2013. The final count for the team's effort was \$2,283.80 with the highest fundraisers of the team raising \$500 (congratulations Angie, Daniel and Ruve). A big THANK YOU to all of the team – Captain Tracie, Ruve, Lynne, Kiaya, Sue, Neil, Bob, Shiree, Anne, Jane, Angie, Daniel, Leanne, Kim and late starters Sophie and Kirsten. Watch this space as the team will soon be commencing their fund raising for 2014 with the team's goal being \$5,000...Leanne

Our Fleet

CTC has a substantial investment tied up in our fleet of vehicles. Over the year the number of vehicles in our fleet reduced from 48 to 43. This reduction was only made possible through staff commitment to review vehicle sharing and usage. All vehicles are well recognised by their CTC personalised plates and hopefully the high standard of driving skills on display.

Changes were made to our management system during the year with the elimination of third party fleet management and vehicle breakdown roadside assistance being transferred to RACQ. These changes streamlined our internal processes and resulted in significant cost savings.

corporate

Domestic and family violence devastates lives.

community

Reconnect

The Reconnect Program provides support to Aboriginal and Torres Strait clients aged from 12 to 18 years who are homeless or at risk of becoming homeless. Support includes individual case management and activities which promote the development of life and social skills, increase self-esteem and include cultural practices consisting of weekly boys' and girls' group programs, camps, holiday programs and other learning opportunities through experiences that normally would not be readily available to our clients.

Support was provided to a group of 10 young mothers aged from 14 to 18 years. A plan was developed with each one to support them to overcome or address the significant issues that they identified. Weekly activities were programmed around their common needs such as budgeting, child health and healthy relationships. The programs were very successful with the young mothers forming their own mutual support group.

Good News Story

A young Indigenous client had no access to safe accommodation and continued to live with her boyfriend, enduring constant domestic violence issues. Staff worked with her to develop a plan to source safe accommodation, income and antenatal support. The service provided food and personal hygiene packs and other items associated with her daily needs.

During the seven months she was with us, safe accommodation was sourced through a network of family and friends, she applied for Centrelink benefits and attended antenatal appointments. She was supported to address ongoing domestic violence issues and to prepare for the birth of her first child.

Ongoing support included information and education related to child health and assistance to claim the appropriate parenting payment.

Volatile Substance Misuse (VSM)

Volatile substances include paint, petrol, glue or any other substance that produces a vapour which can be "sniffed" or inhaled.

The program provides support to young people who are engaged, or are at risk of engaging, in substance misuse and to reduce the incidence and harm associated with volatile substance misuse in and around Cherbourg.

Support was given to young people to address the issues of why they were misusing these substances and information and education relating to the effects was discussed and distributed to their families. Cultural programs and camps were coordinated to build their sense of cultural identity, self-esteem and confidence.

Good News Story

A support plan was developed with an Indigenous 14 year old boy who was homeless, misusing volatile substances and disengaged from school. Staff worked within his family network to find stable, safe accommodation and then assisted him to re-enrol in high school and negotiated an initial two week part time timetable.

Staff packed his lunch and dropped him off and picked him up from school. After settling in over the first two weeks, he was supported to catch the bus to and from school and his lunch was dropped off to the school office. He also joined in with our boys' group, holiday activities and cultural camps.

Wondin-dee Indigenous Family Violence Counselling Service

Wondin-dee provides counselling and support to develop the strengths of clients connected to the community of Cherbourg to overcome violence and break the cycle for future generations. Clients include young people who have witnessed family violence, people affected by violence and people who have committed acts of family violence. The service empowers clients, groups and families to identify the positive resources and abilities they possess to assist them to deal with their own challenges.

During the year Wondin-dee had contact with over 100 clients and recorded over 1,290 individual contacts.

Weekly group activities were delivered to Cherbourg State School students in Year 2 and 7, focusing on the development of healthy relationships and domestic and family violence awareness.

The "Grannies Program" built a support network for Grandmothers from Cherbourg who had experienced domestic violence and were trying to support their children and grandchildren who were also victims and/or witnesses. Community activities were held in Cherbourg for White Ribbon Day and Domestic and Family Violence Awareness Month.

“What works for me”

by Paul Gray (Wondin-dee Child Witness Counsellor)

Fishing, Food and Football, the three F's; when working one on one with clients I have found that with engagement comes conversation. Sitting on a quiet river bank just fishing can open up all sorts of doors and start all sorts of conversation. It is often when there are no other kids around and there are no other distractions that you can find yourself getting to the real issues and the real problems, then you can work towards establishing strong case plans and safety plans.

It is similar with food; cooking together can start conversations. It also brings something else- pride. Each Wednesday I would pick up a client after school and we would spend time together. He had been referred to us by the school and his Mum because he had witnessed family violence. Mum was very supportive but Dad would hardly speak to him or spend time with him. He had a lot of issues at school. He wouldn't stay in class and often just walked around outside in the school grounds. He constantly had angry outbursts and abused teachers. He was highly intelligent but couldn't sustain good marks. For months and months every Wednesday we would catch up- go fishing and crawfishing, drive in the bush and do gardening but he liked it most when it was cooking day. We would cook all sorts of things. Pasta was the favourite and he would get to take it home for the family. One day Dad was home when we had cooked spaghetti bolognese. The young boy and I were carrying trays of food up the front steps and Dad came to the front door and said “has my boy been cooking again? He might make a good chef one day!”

Safe Haven

The Safe Haven team includes two Family Support Workers, a Youth Worker, a Community Capacity Builder and Community Patrol Workers. Together they provide support and assistance to families who witness or experience domestic and family violence and help them to develop their skills and knowledge in caring for their children and increase their capacity to manage and resolve complex issues.

During the year Safe Haven had contact with over 150 clients, with 104 actively working through an individualised plan which was developed and implemented with staff support. A total of 1,974 individual contacts for advice or assistance were recorded.

The Safe Haven Patrol operated on 209 occasions and made contact with or transported over 3,500 young people. The patrol operates four nights per week from 4:30pm to 1:00am. Patrol staff address issues relating to the safety and well-being of children on the streets of Cherbourg at night, transport children to a safe place when necessary and provide follow-up support where required.

The Safe Haven Community Capacity Builder works in collaboration and partnership with other networks and organisations to build and improve their capacity to provide prevention and intervention activities to children, young people and families who witness or experience domestic and family violence. This has been achieved through regular community workshops and cultural activities. Ongoing support was provided to the Cherbourg Indigenous Corporation Empowerment Men's Group through the sharing of skills, knowledge and resources.

A partnership was established with the Department of Corrective Services to clear and develop significant cultural camps throughout the Wondai forestry.

Good News Stories

A young mother from Cherbourg was supported to secure safe and stable accommodation in another town. She was a single mother of two children aged 5 years and 9 months, had been in stages of homelessness for two years and was at risk of having her children removed by Child Safety due to her inability to provide them with stable and safe accommodation. The service supported her to move into new accommodation, obtain furniture, whitegoods and kitchen appliances. Her support network was extended by a referral for mental health support. Staff continue to maintain regular contact, support her to enrol her children into childcare and school and assist her in developing her parenting and budgeting skills.

Safe Haven Community Capacity Builder developed a project in partnership with the Department of Corrective Services to finalise the establishment of camps throughout the Wondai forestry which are culturally significant to people from Cherbourg. Every Thursday ten participants on community service orders travelled to the designated camp sites to clear them and build structures for families to utilise. Corrective Services supported the project with the purchase of a brush cutter and are planning to provide ongoing training for community service workers, commencing with the safe use of chainsaws. The project was nominated for a Queensland Community Services Award.

Our Safe Haven Youth Worker supported a 13 year old child who was disengaged from her family, friends and community. The young girl had experienced ongoing abuse and rejection from her family and struggled to meet her basic daily needs such as having a safe place to sleep and food to eat. She displayed suicidal tendencies and sniffed petrol several times a day. The service gave her daily support to ensure her safety and basic needs were met. Staff regularly searched out this young girl who was often found on her own after she had been sniffing petrol. She would then be transported back to the Connections office where she was monitored whilst under the influence of volatile substances. She continues to access food from the office and is often found sleeping on the office floor.

During the Christmas school holiday period Reconnect in partnership with Wondin-dee and Safe Haven coordinated weekly pool parties, hiring out the Murgon pool every Monday night from 6:00pm to 9:00pm.

They were all successful events with one holding a record of 170 people in attendance. Transport was provided to and from Cherbourg, a BBQ dinner was provided and games organised for young people in and out of the pool.

All children and young people have the right to a caring, supportive and safe home environment.

residential

CTC Residential Services delivers programs under contract with the Department of Communities, Child Safety and Disability Services (Child Safety):-

- » A contract to provide a 24 hour/7 day per week residential facility for up to 4 young people, 12 to 18 years of age with complex needs – FIAR (Fostering Independence and Resilience) House.
- » Temporary 24/7 residential facilities which are negotiated as required and where the ages of the children may be much younger – the FARM and Buckingham House.
- » Fee for service funding for children in care with one on one support at school, in their home or in the community – Individual Client Support.

FIAR House

To respond to the many problems that we were facing with the existing location of FIAR House in close proximity to the CBD (for example, young people would visit through the day and night and try to tempt our clients out to parties or to just “hang out”) we moved location.

The new premises is on acreage removed from town and allows children to have their own space without other negative influences from their peers. They still get to visit friends in town and are driven to and from town as negotiated with staff.

Over the 12 months of this report, we have provided residential support to 20 children/ young people.

Residents were provided with safety and support, participated in education as well as learnt to understand and deal with their emotions and feelings.

Four left to return home, two moved to independence and three moved back to their community.

Not all had successful transitions with two self-placing elsewhere and still requiring significant support from the service sector. Five were short term emergency or respite placements returning to family or foster placements.

The FARM

The FARM commenced in April 2013. This was a house on acreage and also removed from town.

Clients were children/young people who had real issues with substance misuse, had previously absconded from other placements, had poor education engagement and some had participated in criminal activities.

Over the time, a total of five children/young people resided in this house.

The FARM offered home schooling and staff worked intensively to help each client to overcome their addictions to substances and to make positive choices.

We purchased motorbikes and these were used as a reward. Over time, some children started having more access to the broader community.

Three played football and two commenced schooling. One successfully moved from the FARM to another Residential facility and subsequently back to his community. The FARM closed in April 2014 with all clients gaining the skills to move on to the next challenges within their lives.

Buckingham House

Buckingham House has capacity for four children and operates as a normal family house as much as possible, giving children who have been exposed to trauma the chance to experience the world in a normal way.

Children are supported to attend school, play sports, build healthy relationships, resolve issues, play with friends and visit family.

They get to go on day trips and camps to explore and experience their world. Children are supported to manage their emotions and to make choices and show behaviours that are expected in the wider community.

We have provided safety and support to seven children throughout this period. These have been younger children requiring a lot of emotional support. They are now effectively learning to regulate their own behaviours without medication.

Three children moved to family based placements. Currently, Buckingham House is home to four 11 and 12 year old boys. They have formed relationships similar to those you find in brothers as they play and fight together.

Individual Client Support

From time to time, Residential Services are requested to deliver individual one on one support to children/young people. These referrals come from Child Safety, Partners in Foster Care or schools. This work is diverse and can range from in-school support to providing activities for children who have limited opportunities.

Our Team

We have a very strong training culture in Residential Services and pride ourselves on developing staff who are specialists in their field.

New staff must successfully complete one week of paid training which is provided internally, a further day of induction and 1-2 weeks of buddy shifts before they can start directly supporting a child.

There are times where this work can be very difficult. Staff are expected to work at any time throughout the year including nights, weekends and even on public holidays including Christmas. They support children with very challenging behaviours, working to keep them safe and to find different ways to react to the many situations that they face now or may face in the future.

Staff have a plethora of roles; they are drivers, cleaners, parents, cooks, homework supporters, behavioural experts, football coaches and are expected to maintain a high level of professionalism at all times.

We believe in camping as a way to build experiences and skills for children. Every school holidays we organise a camp. This year we have been to Inskip Point and Lake Monduran. Camps are full of fishing, swimming and yarning around a camp fire.

Residential Services can be a difficult job with high expectations on what we hope to achieve. Staff can encounter difficult community relations when children do not always behave appropriately and there are long-term, intensive support requirements for many children. However, it can also be very rewarding.

In this reporting period we have seen children re-united with their family and/or community, participate in schooling for often the first time, represent at higher levels for school and club sport, transition to independence and achieve great milestones for their lives.

One young girl who reached a significant milestone had her nails done and painted with CTC on them to thank staff for the support they had provided.



Compliment

To all CTC staff and their families, I hope you all have a lovely holiday season.

Thank you for all your hard work over the year and I would like to pass on how impressed I have been with the level of professionalism and caring that each of the staff have brought to their role.

My previous work in Investigations didn't allow me to gain as great an appreciation for the great and significant work that each person in your organisation does on a daily basis.

I have really enjoyed observing and being part of the works in progress with CTC staff since taking on the Acting Team Leader role. Thank you.

I will see you all again in the new year.

Cheers

Vanessa Freeman, Acting Team Leader, Children in Care South Burnett Child Safety Service Centre

Sustainable employment can make a real difference to someone's outlook on life and their ability to participate within their community.

employment

At the end of the 2013-14 financial year we reflected on our achievements and the innovative and variety of services we provided to ensure our jobseekers had every opportunity to find employment.

It was a year that saw an increase in unemployment in our region, further challenging our dedicated employment services personnel to work collaboratively with all stakeholders for the greater good of our community and those most in need.

In testing times we continued to provide quality applicants and recruitment services to hundreds of employers who reciprocated with their continued support. Finding the "right people for the right job" not only ensures sustainable employment for our jobseekers, it also means local businesses continue to flourish, paving the way for more employment opportunities.

As we moved towards our final year of our Job Service Australia contract we continued to provide an efficient, friendly service which was reflected in the favourable results of our star ratings, performance indicators, file audits and performance appraisals.

We continued to keep well-informed of industry changes and community needs through our attendance at numerous conferences, forums and network meetings:

- » Jobs Australia Conference
- » National Employment Services Australia Conference
- » Quarterly Employment Service Provider Meetings
- » Monthly Community Network Meetings
- » Chamber of Commerce Meetings
- » Numerous Industry and Stakeholder Forums
- » Interagency Meetings

Another valuable network throughout the year was the Local Employment Coordinator Advisory Committee (LEC). The final meeting was held on 17 June with a presentation by Ivan Neville from the Department of Employment, Canberra with an overview of the region's unemployment statistics.

"We're here to make a difference"

A mature age jobseeker disclosed that he was suicidal because he was over 50 and could not secure employment. He had major non-vocational barriers, was about to be evicted from his home and was struggling financially.

He was willing to relocate and our Employment Coordinator supported him to keep his motivation high and continue to apply for employment further afield. He subsequently secured full time work in Chinchilla. We assisted him with his travel costs and work clothes. He remains in full time employment and is earning a very good wage.

He visited our Employment Coordinator recently to let her know he is still working. It was evident to her that the changes in him were amazing. He looked confident and happy.

South Burnett Flood Recovery Community Action Group 2013

From March to September 2013 CTC Employment Services coordinated a Community Action Group Project under our Job Services Australia contract to assist flood affected farmers. The South Burnett Regional Council collected data after the floods from farmers who were in need of assistance and worked with CTC to prioritise the tasks.

The activity assisted over 20 farmers to clean off and/or replace flood affected fences, clear debris from cultivation and reassemble irrigation lines.

The project was a huge success with 45 jobseekers over a 25 week timeframe providing assistance to over 20 farmers across the region from Brooklands to Byee, to clean up and rebuild after the devastation of the 2012/2013 floods.

The project gave unemployed people access to local employers, current referees and a sense of value around their community contribution. A graduation to celebrate their success was held on 6 September 2013.

It doesn't end there...in June 2014 we saw the need to assist our local farmers again after participating in an information day for women on the land organised by Queensland Rural, Regional & Remote Women's Network. We commenced another Community Action Group to assist drought stricken farmers. We have 18 farmers awaiting assistance and an experienced farmer ready to supervise up to 10 participants.

"Sometimes you need some help"

Two young indigenous women were assisted to access the Indigenous Training and Employment program at Ayers Rock Resort, Yulara.

Employment Coordinators encouraged the two jobseekers to apply for these positions together- they were reluctant to begin with but saw the benefit of being able to relocate together. The clients were then assisted to complete application packages and used our phone, internet and fax facilities to submit applications, have interviews and make general enquiries.

Each client was assisted by their Employment Coordinator with their application process and for one of them further assistance was provided to gain personal identification.

Through the "Move to Work" initiative they were also provided with luggage, fuel assistance to get to Brisbane airport, plane tickets across to the Northern Territory and uniform specific work wear.

Ongoing assistance was provided in the form of post placement support with our Employment Coordinator regularly liaising with the trainer at Yulara.

Both ladies settled in well and have been continuously employed since November 2013.

Labour Hire Services

This year has seen scores of employment contracts negotiated with labour hire employees and host employers. As some of our largest service users, we thank South Burnett Regional Council and Stanwell Corporation for their ongoing support of this service to meet their recruitment needs.



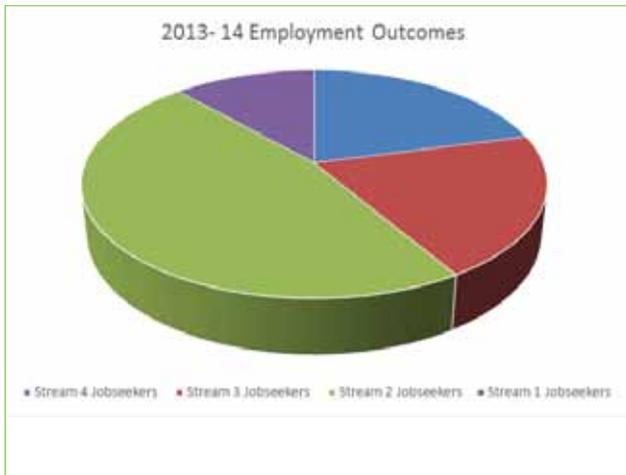
Above: Jobseekers working as part of the South Burnett Flood Recovery Community Action Group



Above: Jobseekers working as part of the South Burnett Flood Recovery Community Action Group



Above: South Burnett Flood Recovery Community Action Group participants Victor, Charlie, Sandy (Project Supervisor) and Paul



The Brooloo Hall Work for the Dole Project

The Brooloo community south of Gympie needed a multi-functional meeting place to come together for community events, meetings and group activities. Materials from an industrial sized steel shed were donated to the community as a result of the Bruce Highway upgrade.

Six jobseekers commenced on the project which ran from May to September 2013. Participation in the construction of the large shed to replace the old run down facility was undertaken by jobseekers residing in the Brooloo area.

They saw the benefits of a new meeting place being erected and wanted to be part of a project. The old building needed to be demolished, however materials in good condition were able to be used within the construction of the new hall, including the dance floor and internal doors and stairs to the stage area.

The jobseekers were able to learn skills from a tradesman in steel construction and also learnt about recycling material and working with timber. Hand and power tool knowledge was gained and working in a team environment provided for other skills development.

We could not have provided such high quality services to our jobseekers and employers without the assistance of registered training organisations and other professional service providers.

Regional Training Services worked closely with us to identify training opportunities that provided eight of our jobseekers the opportunity to complete the ACCESS training program which included a work placement in a local aged care facility. Four of the participants gained employment.

We also worked in partnership with Regional Training Services to deliver programs such as “Recipes for Success” a hospitality training program funded by LEC which was delivered across the South Burnett and Gympie with great success.

“An investment in all our futures”

A jobseeker had been registered with our service for several months. Her barriers included lack of qualifications and confidence.

The Employment Pathway Fund was used to gain a first aid certificate and the jobseeker then agreed to undertake an Introduction to Community Services ACCESS Program.

This course was run by a local training organisation in a local aged care facility to ensure the participants received firsthand experience. The jobseeker was provided with ongoing assistance and encouragement to complete the course.

Employment Pathway Fund was used to purchase suitable work wear for the jobseeker and assistance to get her vehicle roadworthy and registered. We also assisted with the costs of a criminal history check and fuel to attend the course.

The client attended every session and completed a successful work placement in the local aged care facility. To ensure minimal impact on the employer while the jobseeker transitioned into full employment we offered a wage subsidy at the conclusion of the course and the jobseeker has since successfully transitioned into sustainable employment and no longer requires income support.

A successful Indigenous Funding Pool application in March 2014 gave us the opportunity to work with the Queensland Government, Swickers Bacon Factory, local butchers and Nurunderi TAFE to provide ten participants with skill sets in Certificate II Meat Processing and a work placement as a stepping stone to employment.

By the completion of the project, 50% had secured employment or training outcomes.



Above: Brooloo Hall Work for the Dole project



Above: Gympie Careers Market display

We saw the closure of a long standing program – CDEP this year. This was a difficult time for many of our customers, however we have transitioned all of our CDEP participants into activities such as the Indigenous Funding Pool and the Community Action Group and feedback from hosts and jobseekers has been positive.

We coordinated industry workshops to assist jobseekers and employers to connect and meet their employment needs with:

- Defence Force
- Police Force
- Community Services
- Childcare
- Retail
- Hospitality

We also attended Career Expos and visited schools to provide career advice – such as interview techniques, resume writing and cover letters.

The ongoing professional development of staff to ensure they have the knowledge to provide a high level of assistance to our jobseekers has included:

- » TAE Certificate IV
- » Mental Health First Aid
- » Certificate IV in Employment & Career Development
- » Suicide Prevention Training

This scope of training ensures our highly skilled staff meet all qualification requirements as employment services move towards industry accreditation.

We encourage innovation within the workplace and over the last 12 months we have structured our service delivery to include “Job Pact”. Job Pact has a more direct focus on job search. The trainers across all our service sites provide 1 hour group sessions.

Over 50% of our 3,000 customers have passed through or are currently undertaking Job Pact.

25% of these customers have found sustainable employment through this focus group by the sixth session.

We continue to look for innovative ways to increase job opportunities for our jobseekers.

We value and support each person living with a disability as an individual, empowering them to live the life they choose.

disability

Community Respite Options South Burnett (CROSB)

CROSB was established in 2002 by a group of people who advocated for a local service to holistically support the needs of a family member living with a disability.

CROSB supports each client to make their own decisions about their future. With their and their family's or carer's input, we develop, implement, monitor and review Individual Support Plans that include any specific cultural and/or linguistic needs, individual preferences, abilities and opinions. We then support and empower each client to see their desires come to fruition.

Funding is provided by the Department of Communities, Child Safety and Disability Services and other funding bodies on occasion. Services can also be purchased privately.

Our clients are aged from birth to 65 years and responding to their diverse needs has created the broad range of services we provide including in home accommodation support, community access, social engagement, planned and emergency respite accommodation either in home or at CROSB House and learning and skills development.

The list of day to day activities that staff support our clients to do is unlimited but includes shopping, cooking, attending social events, assisting with medical issues or daily care tasks- we do whatever is needed- large or small – to support our clients to enhance their lives and become the best and strongest person they can and want to be.

During the year we increased our client base by 11, bringing our total number to 77, and provided 57,997 hours of direct service delivery.

We recruited six new staff (bringing us to 34 staff in total) to meet growing demand. The increased workload was challenging but the outcomes achieved for our clients continued to get better and better.

Our Community

We provide our clients and staff with a range of different opportunities to participate in their community. This year our Relay for Life team raised over \$3,000 as clients, families, Support Workers and volunteers worked together for a common goal.

Relay for Life has always been a significant event in our community, where everyone can come together and raise awareness for Cancer Council Queensland. CROSB once again enjoyed being part of it.

This year the CROSB monthly Group Nights continued to grow through increased participation by clients and members of the wider community. Group Night is about having a fantastic time and meeting people in an open environment without stigma or judgment.

CROSB organises the events and the nights are open to all community members living with a disability, whether or not they are clients of the service. This year we shared some great times- drumming nights, dinner with friends, disco and karaoke, State of Origin, Ten Pin Bowling and a range of other experiences. It is wonderful to see friendships being formed and that people are putting their hands up to be regular volunteers to support the activities.

This year's Breakfast in the Park was a great success with a community drumming circle, a game of cricket to start the day and coverage by CROW FM. This was a celebration of the amazing people in our community who we are privileged to support and an opportunity to increase knowledge and promote positive attitudes towards people living with a disability.

Our Team

CROSB is very fortunate to have gifted and dedicated staff who are always willing to go the extra mile and the service is committed to provide them with ongoing skill development opportunities and information on current and proposed changes within the Disability Sector.

This year's training calendar included professional development and/or refresher training around Professional and Personal Boundaries, Self Care, Cultural Awareness, First Aid, Medication, Suicide Intervention, Epilepsy, Diabetes, Autism, Asperger's Syndrome, Acquired Brain Injury, Manual Handling, Mental Health, Strength-Based

Support and other relevant internal and external workshops. Staff are able to regularly access internal and external supervision which is an additional opportunity for the promotion of staff safety and self-care.

We will all remember30 Support Workers out on the oval at the back of the South Burnett Enterprise Centre becoming one with the earth. The yoga instructor guided us through breathing exercises and activities we can do if we feel stressed. Some staff were hesitant at first, but being out in the sun and doing deep breathing soon relaxed them and led them to be eager to keep going. Support Workers are now using these techniques not only for themselves but for clients as well.

Our Clients

CROSB support some very talented and extraordinary people who are always developing and striving towards their goals. We have introduced a bi-monthly newsletter where Support Workers provide a brief story about one of our clients and how their lives are changing.

When supporting clients with complex needs such as those with chronic mental health conditions, we access professional advice and assistance to develop support and safety plans and work collaboratively with other services to ensure good outcomes. Like any human service organisation, we have dealt with our share of complaints.

Generally, these have been resolved transparently and usually our relationships with clients and their families are stronger after the process- showing how important it is that people have a voice in relation to the services they receive and confidence that they will be listened to and that the process genuinely ensures continuous improvement.

These are just two of the great achievements CROSB has seen during the year but the reality is that great experiences are happening and goals are being reached every day.

"I have seen so many changes in clients from being very anxious about being out in the community to going for a walk in the local park with their Support Worker and the transition of a client who has an ABI (Acquired Brain Injury) now being able to look after their child with minimal support. These changes in clients are big steps and the CROSB team work together to make sure that those steps get bigger"- Michelle Phillips.

Coming up next in CROSB...

The Disability Sector is entering a new era where clients and families have more choice and control over their supports, including choosing how these services are provided and managed. This is a massive change for both clients, families and services and it is important that we all work towards a smooth transition. This has meant a year of change and learning for everybody involved. CROSB has supported three families to transition to Your Life Your Choice- the Queensland Government self-directed program that works towards the National Disability Insurance Scheme.



Above: CROSB Support Workers at the Group Night Flower Power Disco



Above: CROSB Support Workers learning relaxation techniques

CROSB has provided information days with guest speakers from Disability Services to explain the changes. We have embraced these changes as a service and are moving towards an even more flexible approach to service delivery.

We are very excited to be moving towards a more open and inclusive planning approach for families. Key staff have been trained in the Planning Alternative Tomorrows with Hope (PATH) model, which provides narrative-based, person-centred planning which is a better fit for the diverse needs of our clients and families. The model focuses on goals and aspirations rather than just delivering services.

Another changing dimension is the increased opportunity to work collaboratively with other services to ensure that all client and family needs are being met.

This year has been a time of growth and development as CROSB becomes even more flexible, creative and inspired by the people we support.



Above: Gumnut's newly revamped logo



Above: Popular Gumnut Place Kitchen Monthly Special Vanilla Slice

Gumnut Place

Local people with the ability to produce quality products

The Gumnut Place is an Australian Disability Enterprise. Our team includes 20 Supported Employees who are supervised and mentored by our support staff to work safely and productively at their assessed capacity to do so.

Over the past 12 months Gumnut Place has undertaken a number of significant business developments and process changes.

In August 2013, Anne Wendt resigned from her position as Service Manager and Gumnut Place, due to its employment focus, became a part of the Employment Services division managed by Barb O'Hanlon.

To increase the community's knowledge of the services we provide, we prioritised a marketing campaign. A new logo was designed, regular advertising on community radio- Crow FM and updates on our Facebook page commenced and our brochures and business cards were revamped.

Gumnut Place Kitchen "Monthly Specials" proved to be a very successful part of the campaign. The selected items are advertised on our intranet and website and the orders continue to roll in from as far away as Gympie. Our most popular special during the year was vanilla slice – this item is now a monthly regular.

Our end of year trip to celebrate our achievements and hard work was to Reef World at Hervey Bay. A total of 30 excited employees, including the CEO, and their families left bright and early on 13 December to enjoy an action packed day. We enjoyed a very informative tour of the facility and a delicious lunch with ocean views.

Our business units consist of:

- » Wood Workshop
- » Commercial Laundry
- » Commercial Kitchen
- » Trophies, Engraving & Badge Making
- » Secure Document Shredding

Wood Workshop

This is a place of employment for 12 employees. Workshop Supervisor, Kevin, and Support Worker, Harry, provide a safe, supported, friendly work environment for 10 Supported Employees.

The workshop had a significant upgrade over the year with the construction of our Heat Treatment Plant on site. The plant came all the way from Germany and was partially funded by the Tarong Community Partnership Fund

The plant is used to prepare the pallets our employees construct for export. The heat treatment plant can treat 880 pallets per 5 hour charge.

The very efficient workshop crew can make on average 170 pallets a day.

Commercial Laundry

The Laundry continued to provide an efficient laundry service to many local businesses and private customers under the watchful eye of Ailsa, Laundry Supervisor.

Our continued provision of a high volume daily laundry service to Downer EDI at Meandu Mine secured quality work opportunities for 2 Supported Employees.

Commercial Kitchen

The Commercial Kitchen is a place of employment for 5 Supported Employees. Kitchen Supervisor, Annette and Support Worker, Jenny, provided the crew with a variety of hospitality experiences while meeting food safety requirements.

The skilled kitchen staff prepare hot savoury food and sweets including an amazing array of biscuits and cakes.

We expanded our catering opportunities through the development of a conference room at Gumnut Place that seats 12 people.

We developed a school fundraiser campaign, purchased biscuit stands, promoted monthly specials and constantly looked for new culinary experiences for our customers.

Trophies, Engraving & Badge Making

This business unit continued to provide the community with a vast array of quality products. This unit provided positions for 2 Supported Employees during the year.

The operation of the engraving machine requires precision and skill to ensure a quality end product.

Secure Document Destruction Service

This service expanded over the last year, as did our Gumnut Vegetable Garden, thanks to the 2 Supported Employees who worked in these areas.

We would not have achieved so much without our dedicated volunteers – Jennifer, Les, Gary and Jodene.

Looking Forward

The year ahead will see the full implementation of the heat treatment plant and the closing down of our pallet treatment facility at the old council yards. Once the plant is fully operational we will work on beautification of the grounds in readiness for the Heat Treatment Plant Launch in November.

Other upgrades will include the improvement of customer access areas. concreting the laundry drop off space and painting the upstairs conference/administration rooms.

Over the year we assisted 20% of our Supported Employees into open employment.

CTC's ultimate goal is to lead by example and encourage other employers to give people with a disability the same opportunity. Many of our Supported Employees were also assisted to undertake further training as a stepping stone towards their personal and professional development.

CTC is committed to securing Gumnut's future and giving people with a disability the opportunity to actively participate in employment and in their community. We will continue to promote our products and further develop and expand our business units which will lead to additional Supported Employment opportunities.

Points of Interest:

- » The Gumnut Place Wood Workshop crew made 17,850 pallets over the 2013 – 14 financial year.
- » Gumnut Place Laundry cleaned 19,317 items of clothing for the workers at Tarong.
- » Gumnut Place provided 274 customers with engraved items.
- » Gumnut Place Commercial Kitchen made 29,952 pieces of slice and that's just one product they make!

Foster and kinship carers welcome foster children into their families, providing a safe and caring place to call home.

foster care

Through two contracts with the Department of Communities, Child Safety and Disability Services (the Department), Partners in Foster Care (PIFC) recruits, trains, assesses and supports foster carers across the South Burnett.

We are licensed to provide 145 placements for children/young people under protection orders, with a further 4 places for vulnerable children with extreme and complex needs.

The PIFC Foster and Kinship program supports Department approved carers of children/young people aged from birth to 17 years who have moderate to high support needs.

The Intensive Foster Care Program supports four children/young people aged from birth to 17 years who have complex to extreme support needs and are being cared for by Department approved Foster or Kinship carers.

The training and support provided to carers by PIFC is specifically implemented to assist each carer to meet the individual needs of each child/young person in their care.

A reflection of the PIFC Service Manager, Susan Jerome, is that every day can be an emotional roller coaster for staff who one minute may be sharing behaviour management strategies with a carer or presenting training, to minutes later trying to find a new home for children who have just been removed from their parents and are sitting in a police car wondering where they will spend the night and when they will see Mummy and Daddy again.

In the seven years Susan has worked with PIFC, the number of children/young people the service is licensed to place has tripled while the number of carers available has only doubled.

There are 70 dedicated, loving families in the South Burnett who open their homes to children/young people in need of care.

PIFC need to continually seek out and recruit additional carers- not only for children/young people coming into care, but to give the current carers who work so hard each day a break, a short respite period over the weekend or school holidays.

This respite may be just the support the foster family needs to refresh and restore. Most families have natural resources for support eg. grandparents, aunts and uncles to give us that break however often unfortunately for foster carers, these types of resources are limited.

When Susan was asked to describe what characteristics make a good foster carer, she responded that there are many qualities that our current carers have and she adores, but she managed to whittle them down to a top six:-

1. **Time** – this is not like raising your own children. The need for attention is often more intense especially when settling in, but on top of that there are Department appointments, family contact, therapeutic appointments etc
2. **Patience** – not only with the child/young person but with the team working around the child/young person and the family
3. **Openness/willingness to learn** – there is so much to learn. PIFC do not teach carers to parent (many carers are already parents)- we teach therapeutic caring which is quite different
4. **Recognising the need and being open to working in a team**- there will be YOU, Department workers, PIFC support workers, therapists, counsellors and teachers all taking a part in every child's/young person's care
5. **Flexibility** – things can change rapidly in this system, so the ability to roll with the punches and know that everyone is doing the best they can do is very important
6. You need to like spending time in the company of children/young people.

Just a couple of reasons not to consider fostering:-

1. To have a family if you can't have children – children in care have parents and usually have a relationship of some sort with them. Fostering is not like adoption.
2. Financial gain – fostering is a volunteer position. While there is reimbursement for caring for a child/young person, it does not make money- it will only cover the true cost of caring

If someone feels even just a small pull towards fostering, it is recommended that they search the internet for the short movie ReMoved, watch it and then contact PIFC for more information and/or to express their interest. It is better to explore and come to the conclusion it is not for you (no shame in that at all) than to miss a great opportunity to make a truly rewarding contribution to a child's/young person's and your own happiness.

Events

Child Protection Week September 2013. PIFC in consultation with the Department held two breakfast BBQs at local schools (Tingooora and Winderera) to raise awareness of child protection issues in our region. We were also part of the committee that arranged the annual Child Protection Week Dinner. A number of CTC staff were nominated or presented with awards at this dinner including: Renae Dobson- Recognition Award; Susan Jerome- Leadership Award; Rick Willet- Recognition Award; and Kate Robarts- nomination for the Joy Kite Award.

Frock Up and Tie Down is an annual event that PIFC in consultation with the Department's Transitions from Care Team put on for young people preparing to leave care in the next couple of years. This event is hugely popular, starting a few years ago with the young people getting dressed up and photos taken so they could attach them to their resume etc. This year they had a hair stylist, a makeup artist, a nail artist and photography in vintage cars. It is such a rewarding day for staff who work behind the scenes in these young people's best interest every other day of the year to engage with them during such an empowering and confidence building event.

Out of Home Care Christmas Party 13 December 2013 was held at the Kingaroy football grounds. Dinner was prepared by the Lions Club, Santa arrived on a motor bike with lollies for all and the event finished with a karaoke concert. Over 150 people attended and everyone had a great night.

Foster and Kinship Carer Week in March 2014 was celebrated at the Booie Bello Vista with local carers, Department staff, PIFC staff and a visit from the Assistant Minister for Child Safety. It was a relaxed event with great food and local musician and CTC staff member Lloyd Back singing in the background. Speeches included award presentations and words of appreciation and recognition from the Assistant Minister.

Re-licensing

As a licensed care service we are required to submit service reports to the Department for quarterly meetings and site inspections are carried out annually over the period of the licence which is 3 years.

Our renewal fell this year with the process taking a number of months to complete from our initial submission of all policies, procedures and proformas to the Department who then forwarded them on to an external auditor to review before conducting a two day audit of our processes, documentation and staff knowledge. The process was successfully completed in May.



Above: PIFC Team. Angie, Letitia, Rochelle, Brenda, Susan, Amanda, Kat, Maxinne & Tia



Above: Assistant Minister for Child Safety Tarnya Smith with Children's Services Manager Susan Jerome and Member for Nanango Deb Frecklington at the Foster and Kinship Carer Week lunch. Photo courtesy South Burnett Online

The first five years of a child's life are fundamental to their successful development and wellbeing.

childcare

CTC Childcare Services offer early childhood education and care for children aged from six weeks up to and including school age through two premises based in Nanango.

We initially became involved in Childcare by opening Community Kids in response to a suggestion from a government agency as a means to improve and increase access to quality early learning opportunities for children and early intervention/prevention of family "issues" in the Nanango area.

Through the later purchase of the Nanango Childcare Centre we effectively doubled the number of places available for parents at a time when unexpected changes in the labour market, increased wage costs and big changes to the Early Childhood Learning Framework regulations affected all providers.

These changes plus the need to extensively modernise and refurbish the Nanango Childcare Centre put a lot of pressure on us financially and posed many challenges for staff and management alike. Of course we faced and met those challenges with our usual determination and commitment.

Community Kids

A Long Day Care Centre which provides a Pre-Prep program delivering a Queensland Government Approved Kindergarten Program for 26 placements aged from 3 to 5 years. Our Before and After School and Vacation Care Program is also delivered from Community Kids with 26 placements from Prep to Year 7.

Nanango Childcare Centre

Provides Long Day Care for children aged from 6 weeks to 4 years. With qualified experienced staff this service is licensed to care for 34 children.

As always, there were a number of staffing changes during the year – some for happy reasons eg. maternity leave or planned career moves but tragically a highly valued and long term member of the Nanango Childcare staff passed away suddenly.

Gayle had a positive effect on many children, their parents and her colleagues for over 7 years and we all continue to miss her.

The new regulations for Childcare required each centre to have a qualified Early Childhood Teacher on staff.

Already having a qualified person at Community Kids, we only had to recruit for the Nanango Childcare Centre. This increased the staffing and strengthened our capacity to provide strong educational programs for young children.

Some events and celebrations throughout the year included:

Aboriginal Elder Les Stewart visited Community Kids to share stories about his artwork and then do some painting with the children.

Old MacDonald's Farm visited the Nanango Childcare Centre and the children from Community Kids joined the fun. The animal handlers talked about the animals and helped us to feed the goats, lambs and chickens.

Community Kids participated in the **Henny Penny Hatchery program**. An incubator was set up and the children were able to look after the chickens, monitor the eggs and watch them hatch.

The **Pre-Prep Graduation** in December had Teachers' and Educators' eyes welling up with tears as our little troops all marched up in their graduation gowns, collected their certificates and had their photos taken. Mums, dads and extended family members watched on proudly as our Pre-Preps got excited about school in the near future.

The **CTC Childcare Services Family Christmas Party** included a sausage sizzle, sweets and Santa- what more could you want at a party! Children from both centres and their families gathered at Community Kids to have dinner and then Santa arrived and gave out gifts and had photos with everyone.

During Vacation Care the Schoolies and Pre-Preps enjoyed a day out at Rosie's Fun for All.

An exciting day out with climbing gyms, slides, jumping castle, obstacle courses, ball pits and other organised activities.

A garden touch up occurred at the Nanango Childcare Centre with the bike track upgraded and a new shade sail erected in the play area.

Vegetable garden beds were established at the Nanango Childcare Centre to encourage children to grow their own vegetables and taste fresh natural produce.

The centres combined with the 3 year olds from the Nanango Childcare Centre and the Pre-Preps from Community Kids visiting the Karinya Home for the Aged. The children stayed for a couple hours, had morning tea with the residents, sang some songs and did some drawings. It is a toss-up as to which age group had the most fun!



Above: Pre-Prep Graduation 2013



Above: Community Kids' Pre-Prep children participating in the Henny Penny Hatchery Program



Above: Use of the old bike track caused the garden chips around the plants to become a nightmare to keep tidy – the solution – we installed synthetic turf. The area now looks great and the children use the track regularly.

Secure housing is one of the most basic of human needs.

We offer a flexible service that recognises the different needs of people during their lives.

Long Term Housing

We continued to manage six long term community housing units in Nanango on behalf of the Department of Housing and Public Works as per the Housing Act 2003 and our funding agreement.

Our two purpose built units in Kingaroy that we rent in accordance with Community Housing Guidelines for people living with a disability continued to provide accommodation supported by daily visits from our CROSB Support Workers to assist tenants to live independently.

During the year we supported long term housing tenants to ensure they have access to appropriate information, support and referrals to address any issues that may impact on their ability to sustain their accommodation. We continued to conduct quarterly inspections and maintain regular contact with households experiencing difficulty. We contacted tenants who were not meeting their rental payments and in most cases were able to negotiate payment plans to suit their individual circumstances.

Through maintaining regular contact with tenants, we were able to respond to any issues raised in a timeframe consistent with the Residential Tenancies Authorities Guidelines. Only two tenants vacated throughout the year and tenants generally feel confident in contacting CTC for assistance and are happy in their home environment.

Changes to the Queensland Community Housing system will impact on the way we operate. During the year we began preparing for the registration process for the National Regulatory System for Community Housing (NRSCH) which aims to ensure a well governed, well managed and viable National Community Housing sector that meets the housing needs of tenants and provides assurance for government and investors.

During 2014/15 we will undergo a registration application process which if successful will allow us to continue to deliver quality long term housing in the South Burnett.

In response to the NRSCH, our Community Housing policies and procedures have been reviewed to reflect changes. An Asset Management Plan and spreadsheet to monitor, assess, plan and facilitate future needs has been developed to enable us to continue to offer appropriate facilities to tenants as well as enhancing maintenance and repair turnaround times. The new direction in Community Housing will enable us to ensure we continue to provide suitable facilities and support to our tenants.

CTC Initiatives

In partnership with a local family, CTC owns a duplex in Kingaroy which has been built to support two young men with intellectual disabilities to live independently. CTC continued to rent the second unit this year to one of our CROSB Support Workers and her husband who lend a friendly hand to the young men through our 'Good Neighbour' program. As in previous years, CTC acknowledged the tenants' community spirit by subsidising rent.

This year our housing portfolio expanded with a long term lease of a property in Kingaroy that has been dubbed 'Anne's Place'. The property is 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.

For a number of years we have been working with Heritage Nanango Community Funding Ltd (HNCFL) to progress "Heritage Lodge", ie construct up to 6 accessible duplexes in Nanango to replicate our successful "Good Neighbours" initiative "Simmo's Place".

This project also relies on the support of South Burnett Regional Council for essential infrastructure and road access. It has been a most frustrating rollercoaster of a ride, where despite the good will and efforts of all stakeholders one obstacle after another has stalled progress.

At the end of June 2014 we finally achieved two major breakthroughs: The Qld Treasurer Tim Nichols made a public announcement on site at Nanango that the land would be gifted to CTC directly and shortly afterwards we heard that our application to the Elderly Parent Carers Innovation Trial (EPCIT) was successful.

In combination that means that we have the funds to start construction of Stage 1 which comprises 3 duplexes, the internal roads, common area gardens and the fencing.

We had expected that by the second quarter of 2014/15 we would have commenced building works but unfortunately yet more obstacles seem to stand in the way of CTC getting the title to the land – without which nothing at all can progress. So yet again it is a question of “watch this space” but HNCF and CTC are committed to continue to set aside sizeable parts of any surplus annually to bring the project to completion.

South Burnett Enterprise Centre

CTC has supported the establishment and management of the South Burnett Enterprise Centre on behalf of the Kingaroy Regional Enterprise Centre Association Inc (KRECA) since the early 1990s.

Designed initially as a business incubator and providing basic sheds and offices for start up businesses, the centre has gradually metamorphosed into a thriving hub of community and training services, IT businesses, counsellors and housing South Burnett Online (electronic news service amongst other things).

The Conference Room is the venue for many meetings, workshops and functions for local and regional businesses, government departments and training providers.

The Enterprise Centre also accommodates CTC Headquarters, Rotary and Lions Clubs and the Musical Comedy Society and is one of very few business incubation sites from the 1990s that still functions in some sort of cohesive and productive fashion while paying its way without government subsidies.

We are fortunate in being able to access Work for the Dole projects for some of the bigger maintenance and gardening jobs while CTC's regular staff look after the regular mowing and upkeep.

thank you

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

We'd also like to thank the many private citizens, businesses, agencies and schools who are always willing to help and support our cause.

- ✓ Anne Miller Publishing
- ✓ Australian Government Department of Education
- ✓ Australian Government Department of Employment
- ✓ Australian Government Department of Social Services
- ✓ Barambah Medical Centre
- ✓ Cherbourg Aboriginal Shire Council
- ✓ Cherbourg Community Health
- ✓ Commonwealth Respite and Carelink Centre Suncare Community Services Inc
- ✓ Cyonic IT Professionals
- ✓ CROW FM
- ✓ Downer EDI
- ✓ Ergon Energy
- ✓ Fraser Coast Family Networks Inc
- ✓ Fraser Coast Training Employment Support Service Inc
- ✓ Graham House
- ✓ Heritage Nanango Community Funding Ltd
- ✓ Hotondo Homes
- ✓ IMPACT Make Your Mark
- ✓ Inclusion Support Agencies
- ✓ Jumbunna Youth Justice
- ✓ Kingaroy Lodge Inc.
- ✓ Kingaroy Lions Club
- ✓ Kingaroy Regional Enterprise Centre Association Inc
- ✓ Men of Cherbourg Indigenous Empowerment Corporation
- ✓ Monto Neighbourhood Centre
- ✓ Mundubbera Community Centre
- ✓ National School Chaplaincy and Student Welfare Program
- ✓ North Burnett Regional Council
- ✓ Probus Clubs Kingaroy and Nanango
- ✓ Proteco
- ✓ Quality Lifestyles Alliance Inc
- ✓ QCWA Kingaroy
- ✓ Queensland Corrective Services
- ✓ Queensland Government Department of Communities, Child Safety and Disability Services
- ✓ Queensland Government Department of Education, Training and Employment
- ✓ Queensland Government Department of Housing and Public Works
- ✓ Queensland Police Service
- ✓ Rotary Clubs Kingaroy and Kingaroy/Taabinga
- ✓ Salvation Army Kingaroy
- ✓ SBcare
- ✓ Schools and Colleges within the South and North Burnett
- ✓ Silver Lining Equine Therapy School
- ✓ Simmons Family
- ✓ South Burnett Angel Knitting & Crocheting Group
- ✓ South Burnett Building Approvals
- ✓ South Burnett Child Safety Service Centre
- ✓ South Burnett On Line
- ✓ South Burnett Regional Council
- ✓ Spinal Injuries Australia Ltd
- ✓ Street Swags
- ✓ Tey's Australia Murgon Pty Ltd
- ✓ The Pantry
- ✓ Tarong Community Partnership Fund

Funded by



More than just good business



CONTACT US

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

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OUR SERVICES

CHILDCARE SERVICES

Community Kids

42 Drayton Street, Nanango
Ph: (07) 4171 0033
Fax: (07) 4171 0044

Nanango Childcare Centre

21 Drayton Street, Nanango
Ph: (07) 4163 1279
Fax: (07) 4171 0579

DISABILITY SERVICES

CROSB

Shed 3 & 4- 6 Cornish Street, Kingaroy
Ph: (07) 4162 9081
Fax: (07) 4162 9030

The Gumnut Place

22 Gore Street, Murgon
Ph: (07) 4168 1852
Fax: (07) 4168 1931

EMPLOYMENT SERVICES

Free Call 1800 626 461

Kingaroy

101 Youngman Street
Ph: (07) 4162 2566
Fax: (07) 4162 5319

Gympie

Shop 14 Cullinanes Centre, 104 Mary Street
Ph: (07) 5481 1488
Fax: (07) 5481 1755

Murgon

76B Lamb Street
Ph: (07) 4168 2155
Fax: (07) 4168 2899

Tin Can Bay

11 Dolphin Avenue
Ph: (07) 5486 2739
Fax: (07) 5486 2247

FOSTER CARE SERVICES

Partners in Foster Care

7 Bramston Lane, Wondai
Ph: (07) 4169 0587
Fax: (07) 4169 0188

RESIDENTIAL SERVICES

Youth Park, Lot 2 Somerset Street
Ph: (07) 4163 6182
Fax: (07) 4162 2783

YOUTH SERVICES

Kingaroy

Youth Park, Lot 2 Somerset Street
Ph: (07) 4162 7788
Fax: (07) 4162 2783

Murgon Connections

35 Lamb Street
Ph: (07) 4169 5940
Fax: (07) 4169 5962

Community, Family & Domestic Violence Services

35 Lamb Street, Murgon
Ph: (07) 4169 5940
Fax: (07) 4169 5962

