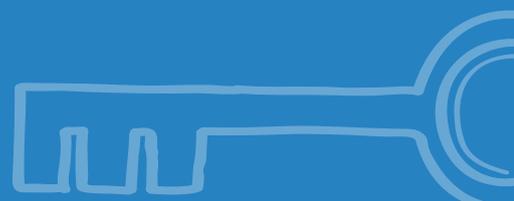




2010 - 2011

South Burnett CTC Inc
Annual Report



Your key to the future...

Welcome



South Burnett CTC Inc (CTC) is a leading not-for-profit community organisation that has been *working for our community* and helping the region's most disadvantaged individuals and families for 28 years.

Your key to the future...

CTC unlocks opportunities and provides ongoing support through the provision of programs and services that enrich lives and encourage community participation.

Over 220 dedicated staff and volunteers make up the heart and soul of CTC.

Our Focus

We believe that everyone has a right to feel valued and participate within the social, economic and cultural life of our community. We offer a range of services to address the needs of disadvantaged and socially vulnerable people throughout the South Burnett and into our neighbouring communities.

What We Do

We provide a number of core services for the benefit of our community, these include:

- ➔ Employment Services
- ➔ Youth Services
- ➔ Community Services
- ➔ Foster and Residential Care Services
- ➔ Disability Services
- ➔ Childcare Services
- ➔ Community Housing Services



CONTENTS

Welcome to our 2010/11 Annual Report which has been designed to provide detailed information about our organisation, our progress and achievements during the year.

It is with great pride we present this report to our community and key stakeholders.

Who We Are	4
Our Year in Review	5
Our Story	6
What We Are About	9
Chairperson's Report	8
Chief Executive Officer's Report	10
Board of Governance	12
Management Team	16
Our People	18
CTC Day	20
Why CTC?	21
Organisational Structure	22
Headquarters	23
Employment Services	29
Youth Services	33
Community Services	45
Foster & Residential Care Services	51
Disability Services	55
Childcare & Community Hub Services	61
CTC Programs	64

TARGET AUDIENCE

Our report is a document of accountability and transparency to inform our community, clients, employees and key stakeholders, in particular Government departments, funding bodies and industry organisations of our progress in achieving our goals. It is with great pride we present this report.

FEEDBACK

CTC values all feedback and is committed to open and accountable governance. We welcome your comments and suggestions which can be submitted on the form included at the back of this report (page 66) or alternatively by emailing info@sbctc.com.au.

Who We Are



Over the years, we've grown and diversified our operations focusing on the needs of *disadvantaged, marginalised and socially vulnerable people* within our community.

- ➔ We provide equal opportunities in an environment where everyone is valued and respected.
- ➔ We focus on identifying the unmet needs of our community and developing useful responses.
- ➔ We aim to increase and diversify our funding and resource base so we can better help the most disadvantaged individuals.
- ➔ We actively contribute to raising awareness of our region's social and economic development activities.
- ➔ We work collaboratively with a range of individuals, government departments, community organisations and networks to develop, resource, deliver and continuously improve our services across the region.
- ➔ We possess and value our diverse, committed and skilled workforce.

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 support they require to participate and feel valued in the economic, social and cultural life of the community to the full extent of their capacity and desires.

Our Mission

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

- ➔ Establish and deliver services in accordance with our vision.
- ➔ Identify gaps in the access to and quantity and quality of services and supports in our area of operation (eg South Burnett or regions otherwise designated by our funding bodies).
- ➔ Identify means of addressing such gaps.
- ➔ Lobby for and/or encourage appropriate government, non government organisation or corporate service provision.
- ➔ Source funding to provide required services.
- ➔ 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 objectives in a manner that recognises and respects the rights and responsibilities of all people and the need to address issues on a broad front, while focussing particularly on the needs of disadvantaged and/or marginalised members of our communities.

OUR YEAR IN REVIEW



Our annual CTC Day was held on 27 May with over 110 CTCers working together to complete the 'Mt Wooroolin Makeover'.

Read more on page 20.



Employment Services have sustained a three star rating demonstrating our commitment to our job seekers.

Read more on page 30.



CTC hosted our first Youth Festival on 7 and 8 July at the Kingaroy Youth Park, providing youth and families the opportunity to enjoy a free day of entertainment and activities.

Read more on page 35.



CTC and Murgon State School were nominated for a Queensland Reconciliation Award and received a Highly Commended in the partnerships category at the state presentation dinner.

Read more on page 49.



A number of CTC staff were nominated and acknowledged during the annual Child Protection Week awards ceremony on 8 September.

Read more on page 53.



In 2010/11, CROSB has increased the amount of support it provides to people with a disability by 50%.

Read more on page 56.



Community Kids has continued to offer quality before/after school and vacation care in Nanango.

Read more on page 62.



Our Story

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 grants from State Government and additional 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). South Burnett CYSS 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 South Burnett 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.

Throughout 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 in Markwell Street).

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

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 fully wheelchair accessible duplex was completed in Kingaroy on land donated by Kingaroy Shire 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 again 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 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 26 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 watch house 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.



Above: Patron John J.G. Quatermass 1926 - 2011. Remembered with gratitude.

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 is being further developed into a family services hub (thanks to a grant from Heritage Nanango Community Funding Ltd) and is now known as 'Community Kids'.



Chairperson's Report

I am pleased to present the annual report for South Burnett CTC Inc for 2010-11.

CTC has maintained another year of quality targeted services under often very difficult circumstances. Overall the organisation has improved its financial position thanks to the discipline and dedication of Nina and her Management Team.

The Board of Governance has several projects 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 and supporting the most disadvantaged in our community, either directly or indirectly, is always paramount in our decision making processes.

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 a provision of services reaching across all of the Wide Bay Burnett and with a physical presence in Kingaroy, Wondai, Murgon, Nanango and Gympie, CTC is strategically positioned to continue to be a significant provider of much needed targeted 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 Energy 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.

This year the completion of Simmo's place with the support of the Simmons Family was a great example of what can be achieved when people work together for a common and worthwhile purpose.

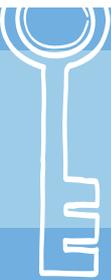
The Board extends their sincere gratitude to Nina and her team and to all staff and volunteers, for their dedication and support, past, present and future, in keeping CTC a strong, effective and dedicated community focused "not for profit" organisation.

The 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 are now provided with iPads to allow effective, convenient and timely sharing of information which leads to more effective decision making processes and less time demands on this dedicated group of professional volunteers.

Howard Leisemann

What We Are About



We operate for the *benefit of our community* and are committed to supporting the socially and economically disadvantaged people of our community.

Our Values

Our shared values reflect our ongoing commitment to our community, professionalism, consistency and responsibility in our decisions and our actions. They underpin the operations of CTC and define who we are, what we do and how we do it.

- Service and Client Focus - Our purpose, delivering beyond the call of duty.
- Capacity Building - for people, services and infrastructure.
- Empowerment of Others - our stakeholders, clients and staff.
- Committed to Staff Diversity
- Democracy - the right for everybody to be heard.
- Egalitarian - equality and nonhierarchical.
- Embrace Community Sector Values
- Respect and Dignity - recognising the values and diversity of all individuals and communities.
- Professionalism - in all practices and policies.
- Collaboration and Cooperation - in our decisions and involvement with our clients, key stakeholders and government.
- Honesty and Transparent Governance - accountable and open communication.

Our Strategic Direction

Our Strategic Plan identifies our key priorities and objectives for 2010 - 2013. The plan outlines our foundations for the future with a common focus on achieving our goals, the best possible outcomes for our community and most importantly, our vision.

Our Board, Management Team, staff and key stakeholders participated in the development of the plan and as a result, identified five key strategic areas, these include:

- Focus on our Communities
Our Goal: To focus on the South Burnett and each community within the region. We will only work outside where government funding boundaries dictate.
- Excellence in Service Delivery
Our Goal: To provide quality service, delivering beyond the call of duty.
- Skilled and Professional Staff
Our Goal: For all staff to be exceptional, compassionate, collaborative and committed to the vision and mission of CTC.
- Leadership, Management and Governance
Our Goal: To provide effective leadership, management and governance that will enable the continued development and sustainability of CTC.
- Finance and Resources
Our Goal: To secure our long term viability through open, accountable asset and financial management.



Chief Executive Officer's Report

In a year marked by natural and economic disasters it is a privilege to report that CTC not only managed to survive but to thrive and make a positive difference in the lives of individuals and our communities.

It has taken great commitment, skill and sheer hard work but we have stuck to our values and our strategic priorities. They set us apart from other organisations and ensure that our reputation amongst clients, funding bodies and the community at large continues to shine.

I have tried to think of another entertaining analogy to describe the current year, like rabbits (2008/09) or an octopus (2009/10) but it appears as though only unpleasant creatures like cane toads multiply rapidly! Better not to go that way so instead I will report on the five Key Result Areas against which we review our progress:

Focus on Local Communities:

Increasingly "community" as an organisational descriptor has come to mean that it is "not for profit". That in turn these days means a tax status, not necessarily an attitude of unselfish caring for others ahead of any financial or social returns.

Many very successful welfare organisations claim to be

community and not for profit while operating nationally out of city head offices using centralised purchasing and redirecting any surpluses to worthy endeavours far removed from their source.

I am very proud of the fact that although we have grown we have remained truly local with our Board, managers and staff all having an intimate connection with our communities.

We purchase as much as we possibly can from each of the townships, support local activities and apply our surplus locally eg. the Hub in Nanango or Simmo's Place.

In Gympie we contribute to local networks, organisations and activities through our manager and local staff. This has resulted in a number of collaborations with the Council and other local agencies, increasingly enmeshing us in the community and taking the best of CTC to the Gympie area.

Excellence in Service Delivery: We continually work on improvements in all our services, however once again we have met or exceeded all contractual obligations and passed external service audits with flying colours.

The most pleasing feedback of the year came from a high ranking

government agency manager who said "That's what sets you apart – you are always about the clients and will do whatever it takes to achieve the best outcome".

Particularly in our Youth, Diversionary and Child Protection sections, this commitment to the clients frequently means working way over prescribed hours and finding extra resources, both organisational and personal. This has made us both a first port of call and a last resort for agencies when they plan for a "tricky" new program or are faced with an emergency situation. Sometimes it feels as though we are just the bunnies, particularly at 4.30 pm on a Friday afternoon!

Skilled and Professional Staff:

While actual numbers of staff or turnover percentages have not changed greatly, we seem to be continually in recruiting mode.

"It is quite satisfying knowing that we are setting standards that others are measured against, and achieving results that others thought impossible".

Our HR section is itself expanding as it manages the countless staff related processes – from Blue Cards to OH&S, changing awards, inductions and training.

It is a source of pride that CTC continues to be regarded as an employer of choice, not because we can offer higher rates of pay (or even match those offered by the public service) but because of the opportunities for personal/professional growth and job satisfaction on offer and because we treat our staff with the same respect and care as our clients.

We receive few complaints about our staff, which is particularly significant as so many of our clients are understandably all too ready to lash out. On the other hand I frequently get complimented, even in writing, on the quality of our staff and quite a number of CTCers have been recognised locally, state wide and nationally with various awards, scholarships or invited to sit on high powered advisory panels.

The willingness to go way beyond the call of duty is further demonstrated by many CTC staff volunteering in community organisations, at events and in emergencies. During the floods CTC staff from all services were at the forefront of the emergency responses in every community. In many cases they could have claimed to be flood bound and unable to go to work. Instead, they spent long paid and more unpaid hours comforting people in shelters, guiding travellers to places of safety and even providing food and shelter in their own homes.

It is this culture of personal, private commitment to people in need, combined with the ability and willingness to continually learn and develop professional skills that make CTC staff truly exceptional.

Leadership, Management and

Governance: It is with sadness we report the passing of our Patron John Quatermass. John laid the foundations of sound governance on which CTC has been able to flourish. We remember him with gratitude.

The exceptional stability of the Board, coupled with its willingness to embrace change, challenges and opportunities in pursuit of our mission is the base for all our endeavours.

Many members have been on the Board for 20 years while others joined more recently. In all those years it has only once been necessary to have a vote (on whether we should lease or purchase vehicles, of all things). Some momentous decisions have been made by consensus after lively discussion without rancour, demonstrating the absence of self-interest or big egos. I am certain there is no other community board in existence that can claim a similar record.

This positive role modelling has enabled me and subsequently the Senior Management Team to operate in a similar way. Between the Board and the Management Team we have many strong personalities and firmly held beliefs that we all express freely and occasionally noisily. Nonetheless we continue to support each other in pursuit of our agreed goals and shared vision. We are right up to the mark in compliance, accountability, transparency and all legal requirements through active participation in peak bodies and government forums. This allows us to confidently focus on service delivery and development from a position of strength.

Finance and Resources: It is a side effect of service growth that bureaucratic requirements increase exponentially.

The number and extent of monthly, quarterly, half yearly and annual financial and operational reports we provide to funding bodies and for internal control is huge, but essential for compliance and peace of mind.

Increasingly funding bodies demand reports by electronic means which are not usually particularly easy, reliable or traceable, at least in the early stages. We have had to install extra hardware and software, including a new payroll system which added to the stresses on our finance section. It is to the great credit of Esther Ross and her team that we have very few issues with complying with contractual and legal requirements and that our auditors and contract managers are very happy with us.

Based on many years of operating on the smell of an oily rag we are very careful and prudent managers of our finances and assets, even in years such as this one when we show a sizeable surplus.

This surplus comes exclusively from employment services, which are fee for service, not grant funded. We know from experience that such financial success can dissolve very quickly - the loss of a contract is always on the cards, notwithstanding the quality of our service. Therefore we are greatly relieved that our Job Services Australia (JSA) contract has been rolled over until the middle of 2015.

All things being equal we should be able to generate some surpluses for the next three years and we have a long list of projects that we want to apply them to. Foremost of these are the Community Hub in Nanango (it receives no government funding), The Gumnut Place in Murgon and the development of housing for people with disabilities. The possible purchase of a Nanango Childcare Centre is also on the cards, both to increase the availability of places in this disadvantaged community and to generate an independent source of income.

Summing up, 2010/11 has been an eventful, challenging, difficult, exasperating, enjoyable, satisfying, successful rollercoaster ride. However, unlike the traditional rollercoaster we are not operating on a closed loop where we end up where we started. Instead we maintain a positive trend line where despite peaks and troughs we continue to improve conditions for the people we care about.

I particularly want to thank the senior team and all staff for sharing my passion when they seem to get more than their fair share of the hard work. Thank you to the Board for watching over us and keeping my feet on the ground when I become impatient and overambitious.

Above all, thank you to everyone including funding bodies, collaborating agencies, volunteers and supporters for sharing CTC's vision and mission and helping us to get closer every day to achieving it. Roll on 2011/12!

Nina Temperton



Board of Governance



The operation, growth and diversification of CTC is guided by the strategic direction of our Board of Governance, historically known as the LMC (Local Management Committee).

The Board comprises of the Chairperson Howard Leisemann, Secretary and CEO Nina Temperton, Treasurer Max Lehmann and eight dedicated board members who have been active members of our communities for many years.

Through volunteering their time, our board has continued to provide strong, accountable

and transparent leadership, with the 2010/11 year being another one of success and growth for CTC.

Elected every year by our associations members, many members have served on CTC's Board of Governance for more than a decade.

Their continued dedication and commitment has made a significant contribution to our organisation and resulted in many positive outcomes for our communities.



Howard Leisemann
Chairperson

Howard has served as CTC Chairperson for nearly 20 years and has been a member since 1987. He is the financial controller of Kewpie Group, Kingaroy and has an advisory role on the Board of Directors with an emphasis on finance and HR matters.

He has served as Director and company Secretary from 1998 to 2010 for the Hyfarm Group, an international private company based in Toowoomba with operations in Australia, South East Asia, New Guinea, and New Zealand.

He has extensive community organisation experience having served on school P & C Committees, Kingaroy Tourism and Development Board, Kingaroy and South Burnett Junior Soccer, Kingaroy Neighbourhood Watch, the Kingaroy Bluelight Committee, and currently with South Burnett Bushwalkers Inc. Howard is a past president of the Kingaroy Rotary Club and was awarded their highest award for service, a Paul Harris Fellow. Howard has previously been awarded Kingaroy Citizen of the Year.



Nina Temperton
Board Secretary & CEO

Nina was born in Germany, moved to England upon marriage, completed a BEd (Hons) at Nottingham University and taught High School.

After the birth of her first two of three sons she concentrated on her family, their agricultural contracting business and teaching German, before becoming a Head of Centre in Adult Education.

In 1983 the family moved to Kingaroy and until 1992 Nina helped her husband with the administration of Duboisia plantations, supply teaching whilst learning the ropes as a restaurant/motel manager. She joined CTC in 1992 as Manager and has overseen the growth and diversification of CTC.

Nina is passionate about the South Burnett and was or is active in P & C, School and TAFE Councils, Service Clubs, the Private Hospital & Aged Care Centre, SB Enterprise Centre, Tarong Coal Community Development Fund, Tarong Energy Community Partnership Fund, SB Wine Industry Assoc, SB Events and KCCI.



Maxwell Lehmann
Treasurer

Max spent the majority of his working life with the National Australia Bank throughout many parts of Queensland, and was Kingaroy Branch Manager for 10 years.

He has been a member of the board since 2001. Upon his retirement from the bank in 1997 he was elected as a Councillor on the Kingaroy Shire Council and served until 2000 when he became Deputy Mayor until 2008.

Max is an active member of many community organisations including the Kingaroy Lions Club and can be seen at most community events, cooking a mean sausage sizzle or serving a cold beer.

Max and his wife Lyn also operate a successful B & B in Kingaroy and he enjoys sharing his experience and skills wherever they are needed in the community.



Geoff Hosking
Board Member

Geoff is a retired TAFE Director who has in the past operated his own electrical business. Geoff has also been the Youth Director at the Rotary Club of Kingaroy for three years and has been recognised as a Paul Harris Fellow.

Geoff became involved with CTC in 1989 in his role as TAFE College Director. His primary interest at that time was to initiate a co-operative relationship between the TAFE and CTC. "It was a very warm relationship".

He is a volunteer on the Kingaroy Airport User Group, a keen pilot and is secretary of the Kingaroy Historical Motorcycle Club.



John Box
Board Member

John joined CTC in 2007 and has extensive management experience in the electricity distribution industry. He has proven people and stakeholder management skills with extensive experience in project management.

John is passionate about the need for community members to be active participants in supporting the community in which they live.

He gained this passion as a member of the Kingaroy Apex Club and was awarded Life Membership at the time of his compulsory retirement.

John is currently the President of the Local Ambulance Committee, a JP (Qual) and an active member of multiple South Burnett community service groups, boards and committees.



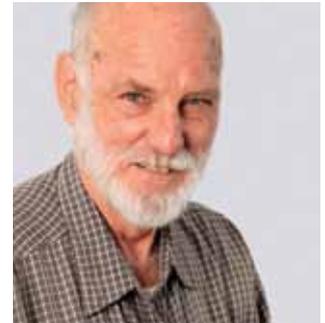
Cr Keith Campbell
Board Member

Cr Campbell has more than 30 years of executive management experience in agri-business and was a councillor with the former Kingaroy Shire Council for nine years.

In March 2008, Keith was honoured to be elected as the first divisional councillor for Divison 4 of the newly amalgamated South Burnett Regional Council and was appointed Deputy Mayor.

Keith became a member in 1987 and continues to maintain a hands on approach in our community through his involvement with groups including Meals on Wheels, the St John's Lutheran Primary School and the Kingaroy Chamber of Commerce.

He is keen to continue improving community assets and developing the South Burnett as a great place to live, work and play.



Michael Carroll
Board Member

Michael is a tax agent for JA Carroll and Son and operates a beef cattle enterprise in the Kingaroy district.

Michael has been a member since 1987 and continues to be involved in a number of local beef cattle organisations.

He is also an active member of St Vincent de Paul Society.

Leade



Eric Cross
Board Member

For much of his life, Eric has successfully operated a cattle and table grape farming enterprise in the Inverlaw district near Kingaroy. He has also served as a Board member of the Queensland Grain Growers' Association and the Navy Bean Marketing Board.

Eric became a member in 1994 and has experience in the manufacturing industry and holds a number of nationally recognised technical qualifications.

Eric is a dedicated family man with a wife and four children and is keen to see social justice and employment outcomes improve across the South Burnett.



Graham Easterby
Board Member

Graham is the State Health and Safety Practitioner Coordinator for Queensland Health. He is a former Federal Agent with the Australian Federal Police and served in various roles throughout the country for nearly 15 years.

After leaving the AFP Graham became the owner-operator of a motel and restaurant before operating a training business specialising in driver training.

He has a Masters Degree in Justice and a long association with community service. He has led a State Emergency Unit and has been an active member of the SES for over 15 years, as well as a First Aid Instructor for the Red Cross and Queensland Ambulance.

Graham first became a member in 2006 and enjoys sharing his knowledge and skills with the board and management of CTC. He is CTC's nominated Workplace Health and Safety Officer (WHSO).



Michael Hammond
Board Member

Michael is employed by Thiess at The Tarong Coal Project – Meandu Mine as the People and Performance Manager.

Michael became a board member in 2010 and has worked in the mining industry for over 20 years in various disciplines including operational roles, Health and Safety, Training and Human Resources.

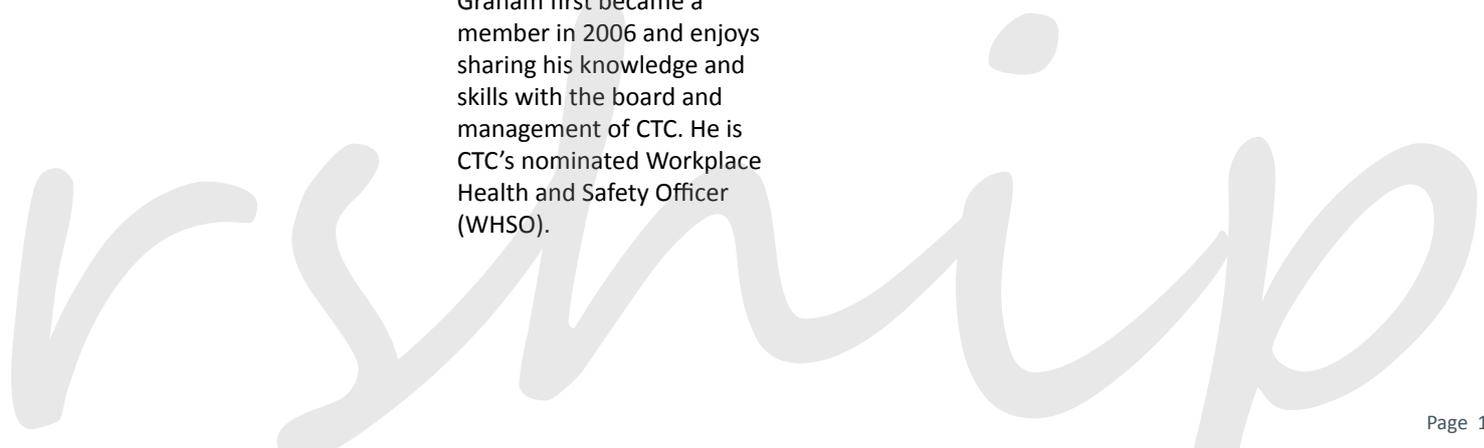
Michael has resided in the Darling Downs and South Burnett district for the past 6 years and is passionate about improving the quality of life and support available for socially and economically disadvantaged people in our community.



Jennifer Walters
Board Member

Jenny is a company director and small business owner and operator in Kingaroy. She is a qualified Justice of the Peace and has served in the past as a board member of St Aubyns Hospital, the Kingaroy Chamber of Commerce and is an active member and past president of the South Burnett National Show Society.

Jenny has been a valued member since August 1998.





Management Team



Janet Champney
Deputy CEO
Corporate Services & HR
Manager

Working for CTC has shaped Janet's career into what it is today. After completing Year 10 at Kingaroy High she became a receptionist at 4SB and left a year later working in Brisbane, Sydney, Townsville, Perth and Toowoomba. In 1990, 15 years later, Janet returned to Wooroolin and commenced with CTC, then known as SkillShare, as a Trainer/Admin Officer.

Janet has seen CTC grow from a team of five delivering non-accredited training to the long term unemployed, to a team of over 240 staff delivering an diverse breadth of services.

Janet celebrated 20 years of service in July 2010 and was very honoured to be awarded the Howard Leisemann STAR Award at CTC Day.

She is a great leader, mentor and a valuable asset to CTC's operations.



Russell Flynn
Disability Services Manager

Russell has worked in community/disability services for 25 years, starting as a volunteer support worker. He has worked across education, child protection, institutional reform, therapy, community development and advocacy for people with a disability.

Before coming to CTC in 2009, Russell had been involved in establishing a number of new local and state-wide organisations to support community belonging and inclusion of people with a disability, as an alternative to more traditional models. Whilst working in Senior Policy and Management roles, Russell has been a member of advisory and management committees in disability / youth services, suicide prevention and government programmes.

"The nature of country life provides many opportunities for people with disabilities in the region, we have community connections that are more difficult to find and maintain in urban areas".



Barb O'Hanlon
Employment Services
Manager

Barb started with CTC almost 13 years ago and has enjoyed having the opportunity to make a difference in our local community through providing a quality employment service.

"I am passionate about the employment sector and the difference it can make to every individual. I enjoy the challenge of keeping up with the industry's many operational, contractual and program changes as well as the opportunity these all create to increase the capacity of Australia's workforce".

CTC's continued success over the past year in this industry has been due to the dedication and commitment of the Employment Services Team to provide a quality recruitment service for our jobseekers and employers.



Esther Ross
Finance Manager

Esther has over 30 years experience as a Management Accountant and her qualifications include a Bachelor Degree of Science in Business Administration, Accounting.

Esther joined the CTC team in May 2000 and has enjoyed working in a very supportive environment that has allowed her to assimilate the Australian Business methods and prosper in her role as Finance Manager.

She enjoys the challenge of overseeing CTC's finances which are often received from various funding bodies. From time to time, Esther must prepare financial acquittal reports in accordance with strict government guidelines and with the appropriate Manager to demonstrate how the funds were spent.



Kirsten Firman

Youth & Community
Services Manager

Kirsten joined CTC in 2000 and since then has completed a Diploma of Youth Work and an Advanced Diploma in Community Sector Management.

Prior to CTC, Kirsten completed a Degree in Rural Science with an Honours Degree in Genetics and was employed in agricultural management and research dissemination for a number of years.

Today, Kirsten enjoys helping people to make a difference in their own lives and making this a reality. "Every day is different".

Particular highlights are when young people return and come back to see the team. "It is very rewarding to see them and talk about what they are now doing and how our service made a difference in their life".



Susan Jerome

Foster Care Services Manager

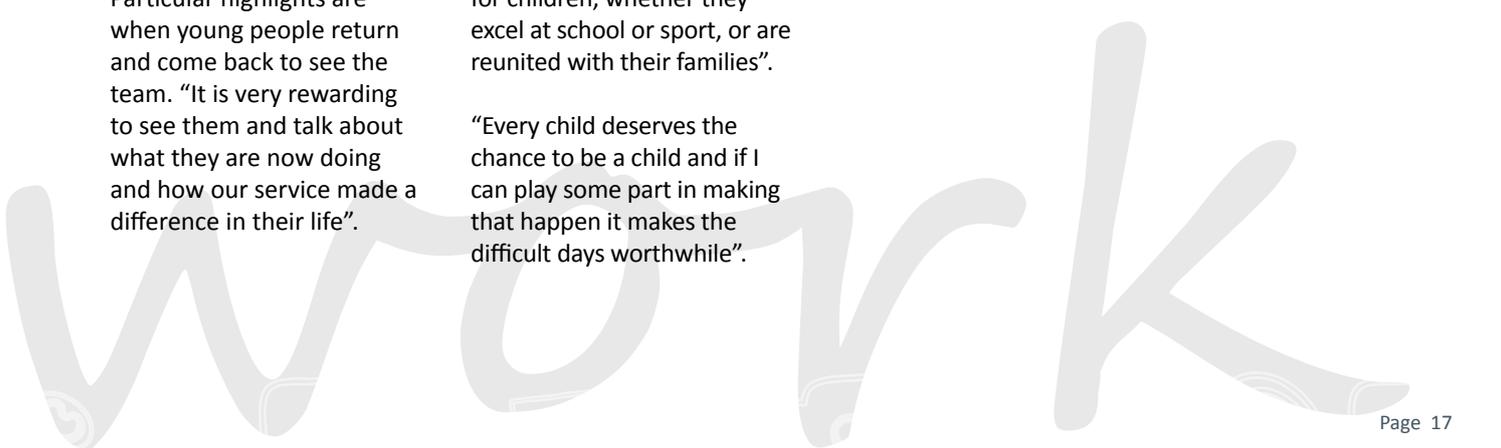
Susan has been with CTC since 2007. Her career began in childcare at 17, studying for her qualifications at night while working full-time.

Susan moved from Sydney to Brisbane at 23 and began working for QUT child care centres, eventually managing their crèche.

"I had never really thought about working in child protection. Two weeks after I moved to the South Burnett I started as PIFC Service Manager and I have loved it ever since. It's the most challenging and rewarding job I have ever done".

"The best thing about my job is seeing positive outcomes for children, whether they excel at school or sport, or are reunited with their families".

"Every child deserves the chance to be a child and if I can play some part in making that happen it makes the difficult days worthwhile".





Our People



We believe our success is in our people. Over 245 staff made up the heart and soul of CTC and they are who have made us what we are today.

With a strong balance sheet of experienced, innovative and highly motivated employees we have the capability and capacity to deliver services that often exceed the expectations of our clients and our community.

Employer of Choice

CTC prides itself on being an employer of choice and providing employment opportunities for staff who enjoy coming to work, feeling a sense of ownership, individual purpose and achievement.

We recognise a number of key synergies between personal goals, workplace challenges and organisational achievement and believe these often result in benefits for CTC and our surrounding community.

Professional Development Opportunities

We are committed to providing professional development opportunities for our staff and have supported the attendance of a variety of training programs, workshops and conferences throughout the year.

Induction Program

Our induction program includes seven key stages of induction which are completed over the first three months of employment to ensure staff are prepared and informed.

The program has a particular focus on personal boundaries, code of conduct, restricted driver authorisation, workplace health and safety and an overview of CTC's operations and activities.

This process equips our new recruits for the best possible start with CTC from day one.

Recruitment & Selection

CTC is a proactive organisation, continually seeking skilled and committed staff to join our various teams.

We believe it is important to match the right person to the right job and have a number of practices in place to ensure the recruitment of suitable, qualified staff.

During the past financial year we recruited 75 new staff.

Traineeships

Throughout the year, CTC employed seven trainees, including two school based in the areas of IT, Business Administration and Community Services.

Policies & Procedures

The HR department continued to revise a number of standard operating procedures and policies to comply with relevant legislation.

Recognising Our Staff

This year we recognised employees who achieved the service milestones of five (5) and ten (10) years at a presentation on CTC Day.

We would like to take this opportunity to acknowledge:

10 Years Service

- Lesley Burgess

5 Years Service

- Les Stewart
- Melinda Bradford
- Mia Rentz
- Paciencia Remalante
- Pamela Waugh
- Stephanie Chapman

Howard Leisemann STAR Award

This award is presented to a staff member who has made an outstanding contribution in the area of service, has promoted teamwork and collaboration and has done so with a positive, dedicated and forward-thinking attitude.

This year's award recognised Janet Champney, HR Manager, who has been working with CTC for over 20 years. Thank you Janet.

Service Awards

A Service Award was presented to an employee from each service area as voted by their fellow colleagues.

This year's awards recognised the following employees:

Employment Services Gympie/ Tin Can Bay

- Gudrun White

Employment Services Kingaroy /Murgon

- Amanda Davis

Headquarters

- Janet Champney

The Gumnut Place

- Bill Wessling

Partners in Foster Care

- Kate Robarts

Youth Services Kingaroy

- Lesley Burgess

Connections Murgon

- Stacey Taylor

Diversiory Services

- Les Stewart

CROSB

- Aroha Millman

FIAR House

- Mike Harley

Community Kids

- Jodie Bleakley

All recipients were congratulated by their colleagues.



Encouraging Our Staff

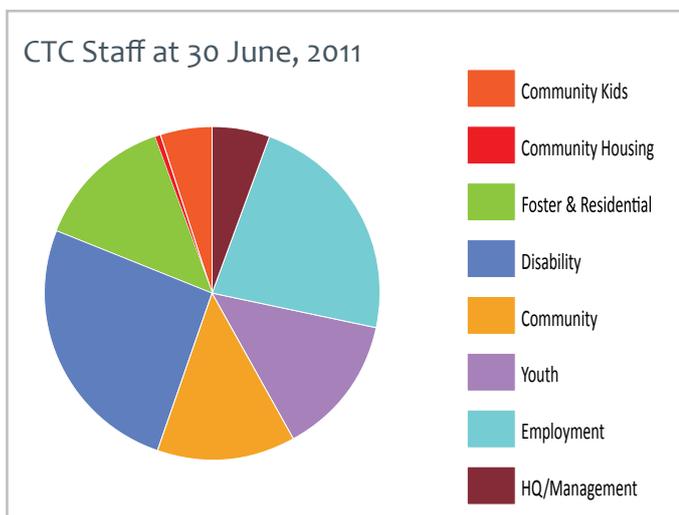
Danielle Leedie, HR Support Officer is currently completing an Associate Degree in Business Administration at the Australian Catholic University.

CTC encourages staff, just like Danielle to undertake further studies and are committed to providing support, assistance and flexible working arrangements, wherever possible.

"I would like to thank CTC for their ongoing support, encouragement and the opportunities they have provided towards the progression of my studies".
- Danielle Leedie

Our most valuable asset is our staff, and we would like to acknowledge their commitment and dedication to CTC, our clients and our community.

Our success is a result of their continued hard work and desire to make a difference.



Graph Above: CTC employed 245 staff over the 2010-11 financial year, compared to 232 during 2009-10.



CTC Day



CTC Day has been an annual event since 2008. It is one day where all employees come together to reflect on each other's achievements, gain a better understanding of each other's work and work as a team.

For the first time, this year's event focused on a community project - the 'Mt Wooroolin Makeover'. Located just outside of Kingaroy, the park overlooks some of the prettiest views in the South Burnett and is often used by families and tourists for picnics and get togethers.

With shovels, paint brushes and wheel barrows in hand, over 115 employees rolled up their sleeves and got to work. Everyone worked together on different work teams who were responsible for specific tasks such as painting the handrails and picnic shelters, constructing a decorative rock feature, beautifying the garden and nature-walk and most importantly, preparing lunch.

“We laughed and told stories of the day all the way home. I have not had so much fun with my team and other CTCers for a long time. Thank you for all your efforts, planning and commitment in making it such a great day. I know it lifted the spirits of many people”

In just over two hours, the makeover was complete and everyone was able to come together and enjoy the amazing array of healthy and delicious food options the Catering Team had prepared. Lunchtime was more like one big family picnic, with some of our very talented staff members providing the entertainment.

An awards ceremony followed, recognising a number of employees for their ongoing commitment and dedication to the successes of CTC.

Soon after, CEO Nina Temperton and Mayor David Carter officially unveiled a plaque recognising the achievements of our teams and their efforts on the day.

We would like to thank the CTC Day Committee, South Burnett Regional Council and the many others who assisted in the preparations for the event. Evidently it was a great success!

“What CTC has done with Mt Wooroolin is amazing - we love going up there and having it look so beautiful. It just makes us want to go more often - thank you CTC” - *Local Resident.*



Youth Worker

“As an organisation I believe we are able to make a difference within our community. The best thing about my job is being a positive influence to our youth and making a difference in their lives” - *Emma O’Hanlon.*



Partners in Foster Care Team Leader

“Working in partnership with Child Safety, Foster Carers and various agencies to ensure children and young people are safe”- *Tia Poutama.*



Youth Worker

“It’s a good feeling going home after work knowing that you may have made someone else’s day a bit better”- *Paul Gray.*



FIAR House Coordinator

“Being a part of positive change and giving children and young people new experiences”- *Mike Harley.*



Patrol Driver

“When you look at where we started, we have come a long way. We have seen a reduction in the number of people on the streets or walking home to Cherbourg and have made a big difference in our communities”- *Victor Minniecon.*



CROSB Team Leader

“My time with CROSB has allowed me to meet some amazing families and people. I am inspired every day by the achievements of the people we work with both their families and our support staff” - *Aroha Millman.*



Employment Services Team Leader

““Being able to make a difference is one of the best things about my job at CTC. I have the opportunity to help people to change their lives and work alongside a great team”- *Deb Nicolai.*



Youth Support Worker

Wondin-dee DV Counselling & Support Service
“I enjoy working for CTC because it’s an organisation that makes a real difference in young people’s lives. The best thing is that you get to be a part of this, seeing someone make choices to better themselves and their community”- *Mark Shields.*



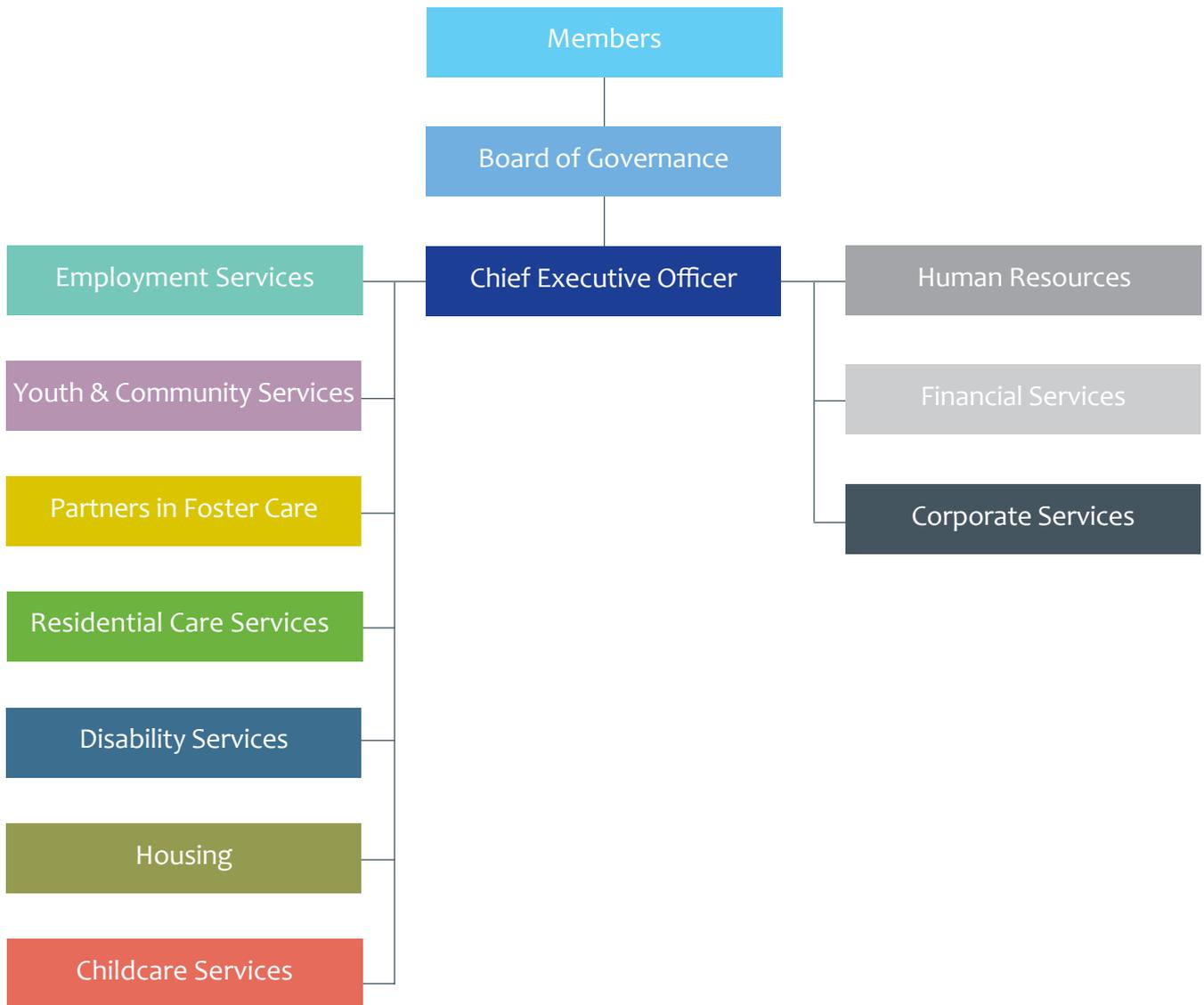
Work Experience Coordinator

“It’s a really satisfying job, especially when someone comes back and thanks you for what you have done”
- *Ashleigh Yarrow.*



Our Structure

Whilst CTC works under a number of divisions, all divisions and staff work together to provide the best outcomes for our clients and community.



Headquarters



During the year we have...

Entered over **5,800** timesheets in the payroll system.

Processed payment for over **4,400** invoices.

Managed the budgets and contracts for over **50** discreet programs.

Coordinated staff attendance at over **64** courses or workshops, for Drumbeat to First Aid , Crisis Intervention or Case Management.





Headquarters

CTC Headquarters is located at the Enterprise Centre in Kingaroy. The Finance, Corporate Services, IT and Human Resources teams operate from this location, as well as the CEO, HR and Finance Manager. The Headquarters staff provide services to the entire organisation as included in the reports below.

Finance

The Finance Team is responsible for the effective financial management of CTC ensuring our financial position remains healthy and sustainable.

The team processes accounts payable and receivable, as well as generates reports and ledgers that monitor income, expenditure, grant funds, projects and activities. All financial reporting practices and procedures must efficiently and effectively satisfy accounting, reporting and acquittal requirements.

As the majority of CTC's income is derived from various funding bodies and grants there are many complexities involved and acquittals required. The acquittal process is crucial and a legal requirement that demonstrates and evaluates how the funds provided for a specific purpose/program have been spent.



Above: Headquarters staff members. Wendy Percival and Cathe Ferris absent.

The Finance Team must be acknowledged for their ongoing efforts and commitment to ensuring CTC complies with all statutory requirements.

Payroll

During the year, the Finance Manager and Payroll Officer identified the need to upgrade to a more capable payroll system due to the increasing number of staff employed and the various state and federal awards that determine an employee's classification, pay rate and allowances as well as the announcement that the previous system MYOB Powerpay was to be discontinued in 2011.

The lengthy process of defining what would be required of the new payroll system and selecting a suitable program was followed by a comprehensive implementation phase, including hours of data entry and extensive testing.

Both the Finance Manager and Payroll Officer had to extensively trial the system before it could go live. This involved numerous trials to ensure the verification and accuracy of the data entered, as well as correcting the issues identified along the way and adjusting the new system as required. Nonetheless, the system was successfully implemented ready for 1 July 2011.

The implementation of this system was only possible as a result of the Finance Manager's and Payroll Officer's hard work. They must both be commended on their efforts and congratulated on the introduction of the new system.

"How we ever kept our sanity, I will always wonder! Although it was a very stressful operation, it was required. Congratulations and many thanks Leanne you did very well" - *Esther Ross, Finance Manager.*

Strategic Plan

CTC's strategic plan outlines the directions that the organisation will take over the next three years. In July, the draft 2010-2013 Strategic Plan was released to staff and key stakeholders for comment. Once all feedback had been compiled a revised document was formally adopted by the Board.

Human Resources

There is much more to Human Resources than advertising positions and recruiting new staff. Our Human Resources Manager and her team play an integral role in the success of CTC. Happy staff keep the health and wealth of CTC in check, this meaning job satisfaction and excellent performance that benefits the team, the organisation and our community.

CTC's workforce is made up of over 220 dedicated employees who often go above and beyond the call of duty to help a client, support our community and achieve outcomes which may vary from a small smile to a life-changing moment. Many of the services CTC provides require long hours, commitment and a clear definition of personal and professional boundaries. Every day is different and in supporting our clients and our community, we must offer the same support to our staff. We understand it can at times be difficult for our staff to do what they do and we are there for a quick chat or long discussion whenever it may be needed.

Our open door policy means that we are always available. In servicing our organisation, HR focuses on encouraging open communication, staff feedback and input, and will discuss any matter that is of

importance to an employee. We are an organisation of trust and respect and by empowering our employees we create an environment to thrive in. We are by no means about complicated HR systems and have found discussion, active listening and open communication essential in our continued operation.

Our healthy organisational culture is a key factor in the continued and on-going success of CTC and the ability for a new staff member to 'fit in' as if they had always been there. In our role as HR we believe the shared values, beliefs and the genuine desire to make a difference within the communities we live in form the foundations that create a happy working environment, one that promotes teamwork and encourages our staff to accomplish great things.

When recruiting new staff we always apply the "right person for the right job" methodology, this process is not just about skills and qualifications, it's about opening doors to new opportunities and thinking outside the square. Often an applicant may be interviewed for a particular position and offered another in the organisation. Our eyes and ears are always open as we look for positive, motivated and enthusiastic people to join the CTC family.

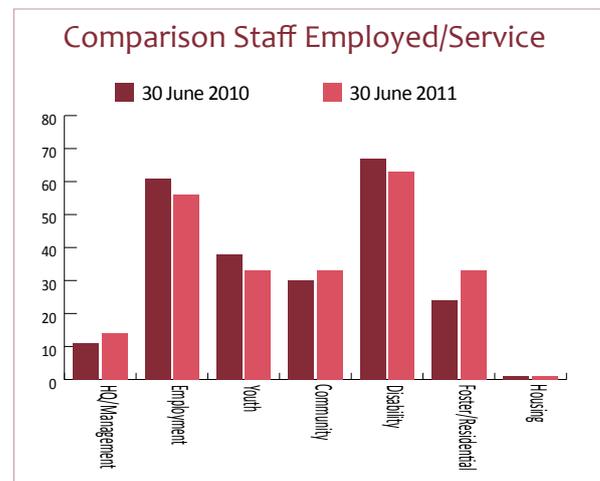
Throughout the year we have recruited approximately 75 new employees, often due to staff relocating or moving on and up the career ladder. In other cases, the recruitment process is required due to our continued growth and newly funded programs or activities that justify the need. Nonetheless, it is an on-going process as we prepare position descriptions, advertise and interview applicants.



Above: Payroll Officer Leanne Klowss.



Above: Payroll Assistant Rose Ariola.



In supporting our staff and the Management Team we have held a number of performance reviews throughout the year. These reviews are an invaluable tool and form an important component of a staff member's professional development, whilst maintaining a satisfying environment for all. As a result of the process we have identified a number of learning and training opportunities for our staff.

We value professional development and believe it is about learning and growing in our roles within CTC. We have continued to offer and support personal development opportunities ranging from workshops to conferences and accredited and non-accredited training up to university level.



We recognise that our staff are our greatest asset and the investment in professional development not only motivates and inspires but benefits the operations of CTC.

As per best practice HR have reviewed a number of policies and procedures throughout the year to ensure the relevance, understanding and expectations of these documents remain valid. This process enables HR to consider and implement changes in legislation as they occur. Although challenging at times, up to date policies ensure good workplace practices and provide governance for decision making.

The graphs provide a comparison to the number of staff employed in each different service area throughout the year.

Due to the on-going growth and diversification of CTC and the increased workload for the HR Manager, an Administrative Assistant and HR Support Officer were appointed later in the year. The appointment of these staff members ensures the on-going delivery of HR services, support and advice in the year to come. We are currently focusing on improving the HR database which encapsulates all employee and training information and details. This database will improve our ability to update training as required, in particular Blue Cards, Criminal History Checks, driver authorisation and other prerequisites for employees.

Workplace Health & Safety

Caring about the health and safety of our people and our workplaces is very important to CTC. Although we have a duty of care that includes a number of legal responsibilities and obligations, we continue to strive for best practice in everything we do, especially when it comes to safety.

Our Workplace Health and Safety Committee includes thirteen representatives, one from each work area, as well as our qualified Workplace Health and Safety Officer (WHSO), Graham Easterby, a member of the Board. All representatives were duly elected by their workplace peers and have undertaken workplace health and safety training.

The Committee has continued to meet quarterly throughout the year. These meetings are often attended by a guest speaker who provides advice and information on various safety topics.

Every quarter each representative completes a Work Area Inspection which is discussed at the committee meeting. The purpose of the inspection is to ensure safety in each area is maintained and to document concerns/potential risks for rectification.

By applying a proactive and consistent approach to workplace health and safety and risk management, CTC can proudly report no major incidents have occurred during the year.

We have continued to review and implement safety practices and procedures to ensure we do as much as we possibly can to protect our people, our clients and our community. Workplace Health and Safety is a standing agenda item on every staff/team meeting.

Although CTC is considered a low fire risk, new fire management planning and training procedures have been introduced. In doing so, all Safety Representatives completed Fire Warden training in December and CTC purchased an eLearning package to deliver mandatory Fire First Response Training to all staff.

Fleet Management

CTC has a substantial investment in our fleet with over \$1.5 million worth of vehicles on the road including 22 passenger vehicles, 8 utes, 12 buses, 7 trailers and 1 forklift. All vehicles and buses have been branded with a personalised CTC number plate and for this reason are very well recognised throughout the region.

Throughout the year we have ensured the ongoing maintenance, servicing and entry of log books for each vehicle, a task which is not to be taken lightly and is only possible by working together.

Operator Accreditation

In accordance with the *Transport Operations (Passenger Transport) Act 1994* and Queensland Transport CTC must maintain Operator Accreditation (OA) to transport clients/public passengers. After undertaking the OA renewal process with Queensland Transport, CTC was provided with accreditation for the next five years.

To maintain our OA we must comply with specific legislative requirements and ensure all relevant staff are eligible for Restricted Driver Authorisation (RDA) or General Driver Authorisation (GDA) upon commencement of employment. This is an ongoing process and involves:

- Submitting applications for Driver Authorisation with Queensland Transport.
- Delivering driver responsibility training to all staff.
- Recording all Driver Authorisations on the HR Database.
- Completing renewals as necessary.
- Ensuring staff have access to up to date information about driver responsibility safety.

Buildings

CTC has established locations in the areas of Nanango, Kingaroy, Murgon, Wondai, Gympie and Tin Can Bay and is committed to providing safe and comfortable working environments and facilities to our employees, clients and community.

Other than general maintenance there were a number of projects completed throughout the year to improve the standards or functionality of our buildings/facilities, including:

- The refurbishment of the Kingaroy Youth Park West Wing with works including a new roof, painting and improved security.
- Minor renovations at Gumnut Place involved reconfiguring the northern boundary fence, this providing safer access to the trophy and engraving showroom, re-paving of the existing driveway and house surrounds and installing new guttering and two new rain-water tanks.
- New promotional signage was erected at Community Kids and the Community Hub in Nanango.
- Gympie Employment Services work area was extended to provide space for an additional five (5) workstations.
- A 15 amp generator was purchased with an inlet installed at the IT Shed to allow uninterrupted power supply during power failures.

We also received a grant through the Queensland Government Solar Sport and Community Group Program to install solar energy systems.

By contributing additional CTC funds we were able to upgrade some of the solar systems and installed the following:

- CROSB House – 1.5kw
- Gumnut Place – 1.5kw
- Kingaroy Youth Park – 2.4kw
- Connections – 2.4kw

The installation of these systems has resulted in a significant reduction to our power bills at these facilities.

The Community Hub also received a substantial corporate sponsorship grant from the Tarong Energy Corporation (TEC) to purchase new equipment.

Planning is currently underway to construct an office wall in the existing board room at HQ to create two new office spaces. This will be followed by the refurbishment of Shed 9 to include a number of offices for Residential Services staff and a large training/Boardroom.

Social Housing

We continue to manage six units in Nanango for the Department of Communities Housing and Homelessness Services. Throughout the year we undertook a desktop review of our policies and procedures, quite disproportional to the size of our portfolio.

Nonetheless the review will be worth the effort and expense if and when we expand our role in this area, something we are planning for the not too distant future.

The duplex in Thorn Street has been occupied by tenants with mobility issues and they have found that their accommodation is well suited to their needs.



Above: IT Administrator and Fleet Coordinator Andrew Overton.



Above: HR Support Officer Danielle Leedie and Corporate Services Support Officer Kirstie Schumacher.

Meanwhile our private partnership with the Simmons Family to create a strata titled duplex in Gladys Street has resulted in a really happy solution to their and our needs. Simmo's Place looks beautiful and the "good neighbour" relationship between David Simmons and Amanda and Arvind Ponnappalli is working a treat for all.

We have been so encouraged by the success of this venture that we have formed a partnership with Heritage Nanango Community Funding Ltd to build more duplexes in Nanango over the next few years.

South Burnett Regional Council will also be a partner by providing a long term lease and we are all hoping to make an impact on the dire need for accessible housing for people with disabilities in the Nanango area. As there will be no government funding, the partners will be able to determine eligibility for tenancies which opens up possibilities for people who have great need but are not necessarily on a government payment.



Above: Michael Mears, IT School Based Trainee.

Information Technology (IT)

Our IT systems and networks play a crucial role in the day to day operations of CTC and are managed by our IT Administrator, Andrew Overton. As required, CTC has continued to make significant investments in new hardware and software over the past financial year

At an estimated replacement value of over \$1 million, other than miscellaneous items such as digital cameras and data projectors CTC's IT infrastructure included:

- 151 computers and laptops
- 11 servers
- 32 printers and copiers
- 1 commercial engraver
- 71 mobile phones
- 11 Apple ipads
- 13 internet connections and modem routers

During the year, CTC's website was reviewed. Although it was a time consuming project, in consultation with key staff, a new website was constructed and introduced. The website is based on a user friendly content management system, allowing staff to update the site inhouse. It also includes a Board Portal that facilitates the storage of CTC Board documents/presentations and provides direct access to policies and procedures stored on the Intranet for our Board members.

Other than providing assistance with the day to day troubleshooting issues and ensuring the continued functionality of our IT systems, a few of the projects we have worked on throughout the year are listed below:

- Upgraded MYOB and reviewed the payroll functionality.
- Upgraded the HR database.

- Built and installed a new mail server used by all services and a new server for Partners.
- Upgraded the Intranet content management system to assist and improve policy and procedure access for all staff.
- Purchased and installed a new OASIS database for Youth and Community Services.
- Implemented new online reporting acquittals for the Department of Communities.
- Installed a new data robotics back-up solution.
- Purchased new PCs for the Youth Hostel, HQ and Employment Services Gympie as well as a number of new notebook computers for senior staff.
- Upgraded our anti-virus server and software across the entire network.
- Installed a new multi-function copier at HQ, as well as e-copy document management software for some users.
- Consolidated the broadband connections between HQ and CROSB which has resulted in significant speed enhancements to the Employment Services network.
- Installed a new telephone system at Gumnut Place.
- Implemented a new database for FIAR house.
- Established roaming profiles for all Windows 7 users.
- Installed Microsoft Office 2010 at Youth Services Kingaroy.
- IT audit conducted among all Managers to improve the productivity of our systems.

Perhaps one of the most significant challenges for the year has been recruiting an IT assistant. Although this position is yet to be filled, Michael our IT School Based Trainee has been very helpful, assisting the Administrator with basic tasks one day a week since commencing in February.

CTC's IT Policy has been adopted. The policy defines all the responsibilities of all users to ensure the appropriate and acceptable use of all CTC computer equipment, software, electronic mail, network and internet access.

During the year, the leadership team trialed new smart phones and data plans with intention to roll out across the organisation as older phones come off plan.

Employment Services



During the year we have...

Assisted over **3,000** jobseekers.

Advertised over **500** job vacancies.





Employment Services

We provide an individualised and diverse recruitment service that supports local jobseekers, stimulates self esteem, encourages personal learning and development.

Job Services Australia

The Employment Services division has worked with over 3000 jobseekers and advertised more than 500 vacant positions during the 2010 - 2011 year.

We have continued to provide easy and convenient access to our services through the operation from five sites in the areas of Gympie, Kingaroy, Murgon, Nanango and Tin Can Bay and outreach to other areas.

During the last financial year CTC acquired a three year Job Services Australia contract through a successful tender process with the Department of Education, Employment and Workplace Relations. This being our second year we hope our achievement of a three star rating will assist in obtaining a roll over contract from June 2012.

The Job Services Australia contract requires CTC to provide individualised employment assistance through service level specific operational policies, code of conduct and service guarantees.

This individualised service to clients targets their particular vocational needs and in some circumstances may include non-vocational support such as referral to counselling, assistance to address homelessness and crisis care such as food hampers.

It can be a difficult and challenging process for jobseekers to obtain sustainable employment or further education. Although we apply the 'right person for the right job' mentality we need to ensure we are not just concentrating on the jobseeker's skills and attributes but considering other influences such as their geographical location, transport issues, family commitments or even low self-esteem. For someone who may have been unemployed for some time, the thought of full time employment can be quite overwhelming.

We are guided by a number of comprehensive contractual requirements that we must fulfil in order to obtain the vital funding that enables our continued operation. By providing individualised support to our jobseekers and applying a targeted approach with programs including post placement support, capacity building, work experience and mentoring we assist jobseekers in gaining and sustaining employment.

Throughout the year, over 1000 jobseekers have successfully obtained some form of employment as a result of using our service.

The Department of Education, Employment & Workplace Relations monitors and measures our performance quarterly against three key performance indicators. These indicators are based on: Efficiency - the average time taken by providers in comparison with other providers to assist relevant participants into employment. Effectiveness - the proportions of relevant participants for whom placements and outcomes are achieved. Quality Service - delivery of high quality, individualised employment service under the Deed, the Service Guarantees and Code of Practice.

The third KPI, quality of service is not calculated in the Star Ratings system.

The Star Ratings model is a comprehensive analysis of our performance in addressing the first two key indicators against four service streams and compares our results with other employment service providers who have a similar cohort and geographical statistics. This analysis also considers what could reasonably be achieved based on the jobseekers we have assisted in the surrounding labour market.

These Star Ratings assist jobseekers in deciding which local provider to engage and are imperative to our continued operation and funding.

Every provider must undergo a midterm assessment after eighteen (18) months into the contract to ensure we are

achieving outcomes and successfully addressing the above key performance indicators (KPI). It was at this time we successfully gained 1.4% additional business allocations in the Tin Can Bay area, this equating to approximately 80 clients. We also sustained a three Star Rating demonstrating our commitment to delivering a high quality service.

We value working in partnership with other organisations and agencies and regularly attend various committee meetings and forums which provide opportunities for crossover programs which maximises funding in the area.

Our division has been an active member of the Keep Australia Working Committee which comprises of government agencies, local employers, business leaders and community organisations. The committee was established in 2009 to formulate on-the-ground solutions to local employment issues while focusing on supporting jobs, stimulating the local economy and generating new jobs.

Being a part of this process has been very beneficial and allowed us to participate in the development of the Employment Work Strategy for the Wide Bay Burnett. This strategy comprises achievable regional goals to reduce the level of unemployment in the area.

We provide access to local jobs and job pathways for our jobseekers. During the year, we were able to assist by organising transport to the Centrelink Jobs Expo in Gympie. This expo allowed jobseekers across the region to meet with potential employers face to face.

By attending the National Strategy Foundation Skills Forum our service was able to provide valuable feedback to further develop family participation in the workforce.

The devastation of the January floods had many significant impacts on our local communities. Although these brought our communities together, as a service we were presented with many challenges during this time. We were also saddened by the tragic loss of two of our fellow colleagues, Terry Marsh and Joseph Marment.

Looking ahead, we plan to continue delivering excellent services for our community and are always keen to identify opportunities for improvement. Our team will always go the extra mile to build excellent rapport with our clients and achieve positive outcomes for everyone. In such a fast paced and demanding industry we must acknowledge the on-going dedication and commitment of our thirty-seven staff members who work tirelessly, managing substantial case loads and striving to exceed the expectations of our clients. Although it can be very challenging, it is a very rewarding process and our staff must be congratulated on their continued efforts and successes. We are committed to ensuring all jobseekers and employers continue to get the 'right person for the job'.



Above: Gympie Employment Services Staff



Above: Kingaroy Employment Services Staff



Above: Tin Can Bay Employment Services Staff

“My Case Manager, a delightful young lady who was full of enthusiasm overwhelmed me by going the extra yard. Without her and her fellow colleagues I am quite sure I would still be sending off resumes. I simply cannot thank her enough”.

“I would like to congratulate the staff for their kind, considerate, curious and professional manner. Each meeting gives one the feeling that all that is possible is being done to help me. The guarantee that this commitment will continue is very uplifting”.



State Government Employment Programs

This year we have achieved substantial growth in the area of State Government Employment Programs.

Green Army Projects

Green Army projects are part of the Skilling Queenslanders for Work initiative.

Throughout the year we have supported 55 participants and provided opportunities to acquire additional skills due to a number of local Flood Recovery Projects.

We have worked closely with both Gympie and South Burnett Regional Councils in the delivery of these projects which have included repairs and restorations to parks and recreational areas from Kingaroy through to Gympie.

A number of training opportunities were provided to participants including construction, weed eradication and chemical use, traffic control, strands of horticulture as well as general safety inductions.

Work Placement Project

In partnership with South Burnett Regional Council, we have delivered a successful Work Placement Project which involved the construction of the Wondai Animal Shelter. This project provided ten participants with an opportunity to gain new skills over a fourteen week period. As a result 60% of the participants secured full time employment.

Participate in Prosperity Projects

For the first time we delivered the Participate in Prosperity Program which provided support services for ex-offenders. The program assisted thirty participants with everything from housing, training, employment and counselling, in turn supporting their stable return to the community and encouraging their future participation.

Job Preparation Project

The purpose of the job preparation project is to assist participants to discover alternative pathways to employment, encourage participants to recognise and enhance their existing interpersonal skills and to support participants in seeking out career and training opportunities.

The delivery of this project has assisted over forty people who could not access Federal support services such as Centrelink or Job Services Australia to successfully return to the workforce. We assisted our participants in obtaining employment through the development of their resumes and preparation of job applications. We were able to instigate employer linkages and encourage their continued employment by providing post-employment support.



Above: Green Army Project completed at Lake Alford, Gympie in February as part of the flood recovery.

Labour Hire Services

Introduced in 2002, the purpose of the Labour Hire Service is to provide employment opportunities to a range of skilled and experienced jobseekers while assisting local employers with easy access to casual staff on a short term basis.

Over the years the service has proven to be very beneficial for both the employer and the job seeker, many of whom have developed new skills and secured full time employment as a result. For job seekers returning to the workforce, the flexibility of working casually prepares the individual for full time employment whilst developing their work experience, skills and personal attributes.

For employers the service offers flexibility in the hiring of staff without the complications of direct recruitment.

As an Employment Service having job seekers enrolled in the Labour Hire program assists in identifying the strengths of each jobseeker based on the employer's feedback, in turn helping us to ensure the right person gets the right job.

During the year there were sixty-nine employees enrolled in the Labour Hire Service. The majority recruited for one of the larger companies who had approached Employment Services for employees with specialist skills.

With the expansion of the Company's operations and the opening of a new section, this particular company recruited many of the labourers who were officially put on their payroll.

As a result, this year's figures have decreased slightly with forty employees currently enrolled in the Labour Hire Service. One employee has recently been offered full time employment as a result of his participation and many others are on their way to returning to the workforce.

Youth Services



During the year we have...

Provided information, advice or referral services on over **7,500** occasions.

Assisted over **650** clients.

Held **299** community activities ranging from school holiday programs to young mums and independent living.

Provided crisis accommodation to **50** young people.





Youth Services

Supporting our youth today for a brighter tomorrow.

CTC operates a number of youth programs across the South Burnett, each with an individual focus on age, the client and the desired outcome.

We support young people aged 10 to 25 through situations of crisis or homelessness to move towards successful participation in education, employment and their community.

Kingaroy Youth Services operates from an office located at the Youth Park and delivers a range of support programs for young people across the South Burnett. Murgon Youth Services operate from the *Connections* office with a specific focus on young Aboriginal or Torres Strait Islanders in the surrounding communities.

Social & Economic Development Service

The Social and Economic Development (SEDS) program is funded by the Department of Communities to improve opportunities for disadvantaged young people between the ages of 12 to 25 who have limited participation in the social, cultural and economic life of the community.



Above: Participants on the Sunshine Coast, Duke of Edinburgh Hike.

The program is delivered in a flexible and encouraging environment through individualised support that focuses on establishing and achieving the client's goals and aspirations for the future.

Group sessions are held to develop life skills and assist young people in being a part of their families, whilst participating in the community through some form of education, training and/or employment.

Over the past year we have recorded over 2,400 individual contacts for this service.

The program has continued to concentrate on overcoming the individual's barriers, whilst building social and personal skills and assisting in the transition to economic independence.

We facilitate a range of engagement programs through after school, school holidays and through school time activities.

In April, a trip to the Bunya Mountains was organised for participants in our programs. Everyone enjoyed making damper, exploring the bush walks, looking for wildlife and playing a few games of frisbee. All mobile phones and technical devices were not allowed to be used during the trip, something that allowed participants just to enjoy the surroundings, get back to basics and entertain themselves. "Everyone had an absolute ball up there" - *Emma O'Hanlon, Youth Worker.*

We also held a trip to the Sunshine Coast during the April school holidays with ten young participants. For many it was their first time at the Sunshine Coast, an experience that is sure to be remembered by many.

During the June school holiday period the SEDS program coordinated an ice skating trip. This was a great opportunity for the thirty young people who attended to experience something that isn't available

in the South Burnett. Although some found skating a little challenging to start with by the end of the day everyone was cruising around happily on the ice.

Duke of Edinburgh Awards Program

Through the SEDS program CTC has continued to support young people to participate in the Duke of Edinburgh Awards.

These awards provide opportunities for youth to explore their potential, develop goals, aspirations and experiences that will last a life time.

Throughout the year we have supported local youth in the completion of the 'Adventurous Journey' component of the award. In essence, the journey is a team building exercise, allowing youth to connect and discover their inner sense of adventure.

The most recent 'Adventurous Journey' was a three day hike along sections of the Great Walk located in the Sunshine Coast Hinterland.

In preparation for the hike we facilitated pre-journey training to all participants.

Carrying only their back packs, the participants were self sufficient, hiking up to eight hours each day. Although difficult weather conditions and changing physical surroundings were perplexing the participants broke through all physical, mental and emotional challenges that came their way.

"The privilege of being able to lead this experience and watch young people learn and grow is something to be treasured"

- Janelle Unger, Youth Worker

All participants must be commended on their determination and will to succeed.

Youth Festival

CTC hosted our first two day Youth Festival on 7 and 8 July at the Kingaroy Youth Park. With over 500 people attending the festival provided youth and families the opportunity to enjoy a free day of entertainment and activities.

"The festival was something that everyone could be excited about. It was one day where everyone could escape the worries of every day life and just have some fun. Kids were able to be kids". - Emma O'Hanlon, Youth Worker.

The festival encouraged a sense of belonging and ownership among many young people who were proud to showcase their skills and what the Youth Park means to each of them.

There was a diverse variety of activities ranging from face painting, to Junior Chef Competition, music jam sessions, Hip Hop Dance Workshops and a craft tent that featured kite making and temporary tattoo art. There was free fairy floss, sausage sizzle and drinks for all to enjoy.

We also hired a nine metre tall rock climbing wall which was very popular with plenty of keen young people harnessing up and accepting the challenge.



Above: Rock Climbing Wall at the Youth Festival.



Above: Boys enjoying the activities at the Youth Festival.

The Alcohol and Drug Foundation Queensland (ADFQ) employed a hands on approach to teaching youth about the effects of alcohol with a beer goggles obstacle course. Although the demonstration was engaging it displayed how one's judgement/physical ability can be affected and explained the dangers of alcohol abuse.

The Street Wise Learn to Skate Workshop was a great success with over 50 students participating and learning basic skills and a few tricks.

One of the major highlights of the festival was the 'Big Game', Police vs. Youth touch football match. This game allowed the local police to engage with youth on a different level. It was about developing rapport between the two, especially for those whose previous experiences may have been of a negative nature. It broke down the boundaries and was a positive way of interacting with each other.

The support and attendance was overwhelming and CTC acknowledges the invaluable contributions of our staff and local community organisations including the Salvation Army, RSPCA, Kingaroy Lions Club and RHealth.

Due to the success of the festival it was decided to hold it as an annual event. We have also secured the support of many local businesses and organisations who are keen to be involved.



Active Inclusion Program

The Active Inclusion Program is funded by the Department of Communities, Sport and Recreation Services and encourages greater participation and access to sport and active recreation activities for individuals who, for many different reasons, may find it difficult to be involved.

Throughout the year, this program was supported by over 100 young people and their parents from across the region. The program included a diverse range of sports from softball to rugby league, soccer, gymnastics, Taekwondo, BMX coaching and Judo, among others and was supported by children aged 2 to 24.

Parents and carers were also provided opportunities to develop skills in coaching and first aid, encouraging their participation and ongoing support.

Get Set For Work

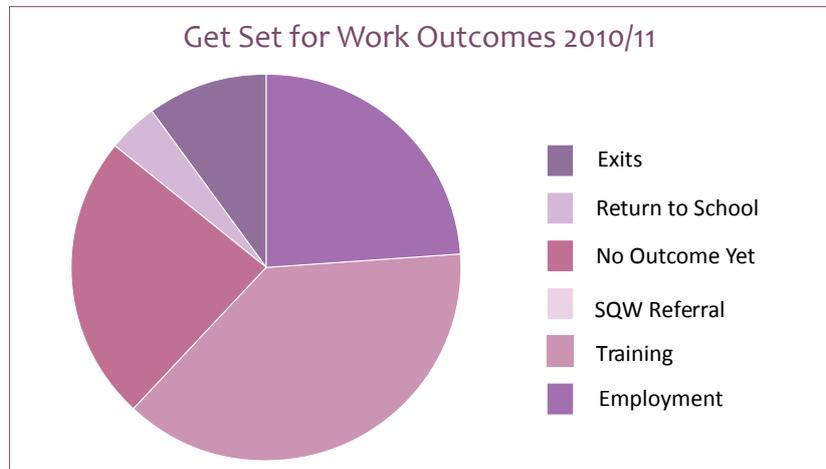
To address the concerns of youth unemployment in the South Burnett, the Get Set for Work (GSFW) program has been delivered by CTC since 2005.

Funded by the Department of Employment and Industrial Relations, the program has continued to provide both individual case management and group skill development across the South Burnett, initiating employment, education and training pathways for people aged 15 to 19 who:

- have left school prior to completing Year 12 and are disengaged from school or training;
- are unemployed; or
- work less than twenty-five hours a week and have difficulty securing full time employment due to skill shortages.



Above: Girls on GSF program, boys taking a break from painting



Throughout the year the focus on Indigenous participants increased with two thirds identifying as Aboriginal or Torres Strait Islander. As indicated in the graph above 24% have achieved an employment outcome, 38% have been enrolled in some form of training varying from agriculture to hospitality and hair dressing and 4% have returned to school.

Strategies adopted in the delivery of GSFW include an individualised case management approach, as well as accredited and non-accredited training opportunities in an effort to further develop participant’s employability and achieve outcomes for young people with significant barriers to employment.

A learning transition plan is developed for each participant and individualised based on their needs, goals and barriers. These plans are tailored to meet the participant’s specific circumstances while focusing on developing skills such as communication and team work and may involve language, literacy and numeracy training as well as accredited training and volunteer work experience.

Through GSFW we are able to assist young people to develop basic work ready skills ranging from Construction White Cards, to Responsible Service of Alcohol, Responsible Gambling and basic computer skills. The program complements the many youth and employment programs CTC auspices and manages, thus contributing to the holistic care offered by our organisation and facilitating appropriate referrals to crisis or intervention programs if required, as well as access to Job Services Australia.

Often young people eligible for GSFW become known at one of our youth or employment services across the region through another activity/ program. At this stage, the person is referred to the correct service for the correct support. The majority of GSFW participants are identified and engaged in this process.

Of significant interest, the Queensland Regional Profiles for the Office of Economic and Statistical Research reveals a high rate of unemployment, socio-economic disadvantage and a concerning percentage of people who have not completed the senior phase of learning or equivalent justifying the need for employment based programs within the region.

We have found that there are a number of contributing factors and challenges that make it difficult for young people in the area to acquire secure employment, including:

- The high number of young people within the region who face multiple barriers to employment due to lack of identification, stable accommodation and early exit from school.
- The lack of local job opportunities and the lack of unskilled job opportunities.
- No access or limited access, if available, to transport.

Throughout the year, GSFW has helped a number of young people restore a sense of independence and belonging, encouraging their active involvement within our community.

Emergency Relief

Funded by the Department of Families, Housing, Community Services and Indigenous Affairs and the Department of Communities the Emergency Relief program provides individuals with emergency assistance in an effort to overcome and stabilise immediate crisis situations.

Queensland Regional Profile Office of Economic & Statistical Research

	SBRC	CASC
Completed Year 11 or 12 or Equivalent	33.3%	24.6%
Persons with Qualifications	43.4%	32%
Unemployment Rate	5.7%	6.8%
Socio-economic Index, most Disadvantaged (Quintile 1).	60.9%	100%

SBRC - South Burnett Regional Council Area
CASC - Cherbourg Aboriginal Shire Council Area

Emergency Relief is the provision of essential short term assistance and usually takes the form of:-

- food;
- personal hygiene items; and
- transport.

During this financial year we have experienced a significant increase in the number of people requiring emergency relief.

Throughout 2010/11 we provided relief in over 330 crisis situations. During January, emergency relief assisted over forty community members and families who were directly affected by the floods with accommodation, food and hygiene items.

During the floods and the months that followed, CTC, with significant support from the Department of Communities and the Department of Families, provided direct, immediate assistance to those who had been affected.

At the time this program adequately met the immediate living needs of the individual or family and offered support and assistance in completing the paperwork required to access additional resources or finances from the Government. In the months that followed we continued to experience an increase in the number of people accessing emergency relief, mainly due to the ongoing effects of the recovery process.



Battle of the Bands

Four local bands and eight solo artists entered the fourth annual Battle of the Bands held on Saturday 16 October at O'Neil Square, Kingaroy. It was a great opportunity to showcase our local talent with over 100 people coming along to show their support. Our Crow FM judges had a difficult time choosing a winner, with impressive performances from all entrants.

A professional studio recording in Brisbane was first prize and awarded to the band 'Savage Pain' and solo artist Alex Kolo.

Second place, a \$100 gift voucher kindly donated by Musicians Oasis was awarded to the band 'Straight Ties' and solo artist David Hughes.

Third prize of a \$50 gift voucher awarded to band 'Chamber of Animation' and solo artist Rowan Edwards.

Solo artist Marilyn Live and band 'Chamber of Animation' were voted the People's Choice award, both receiving \$100 gift vouchers from Musicians Oasis.

We would like to thank our sponsors Musicians Oasis, Crow FM, Alchemix and Supa IGA. Your support is greatly appreciated.



The adjacent graph is a snapshot of some of the services/items that have been provided to our community in the last 12 months.

Specialist Homelessness Services

Funded by the Department of Communities, the Specialist Homelessness Services (SHS) provides transitional accommodation and a range of related support services in order to help people who are homeless, or at imminent risk of homelessness, to achieve the maximum possible degree of self-reliance and independence.

As part of the program we provide supported accommodation for up to eight young homeless people at any one time who are aged between 16 to 21 years for a period up to three months.

Accommodation in the hostel is only offered as a short term measure and after significant attempts to reunite the young person with their family. The hostel is a step to secure stable independent accommodation for the client.

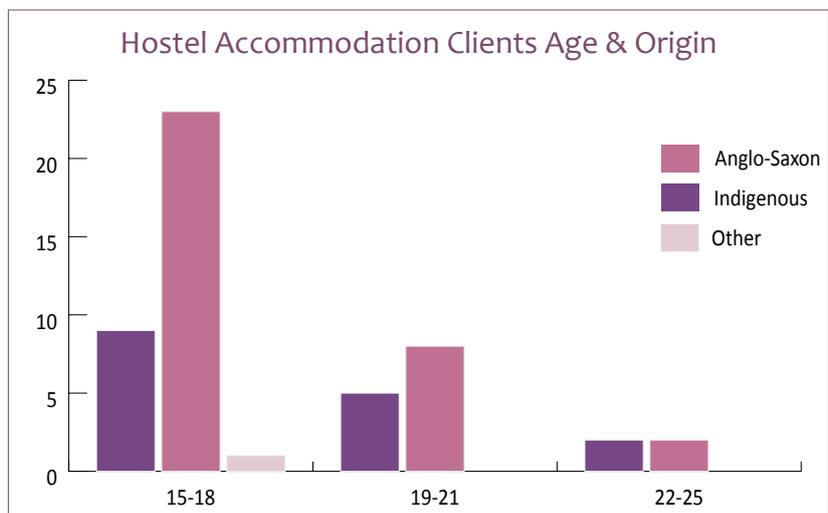
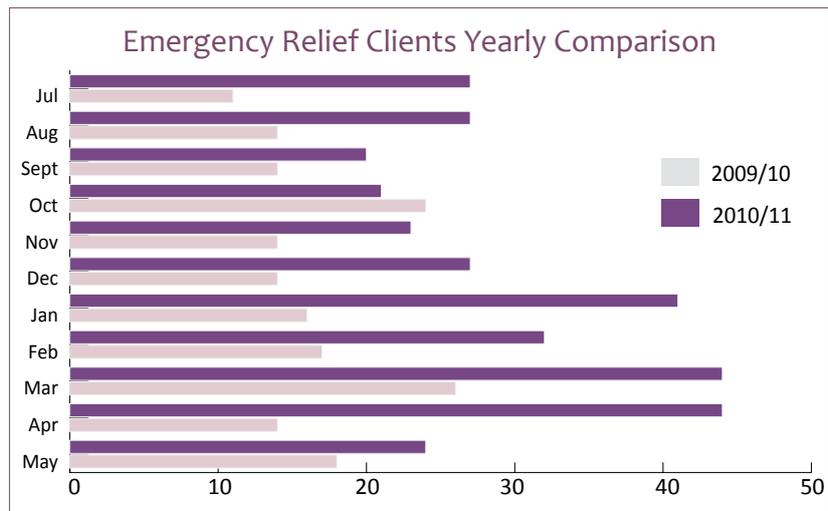
Around 156 young people were provided support and encouraged to re-integrate with their family. Fifty young people were temporarily accommodated in the hostel during the last financial year.

Often, family breakdown can be one of the main reasons why people may become homeless.

We encourage young people to re-engage with their families through mediation or referrals to specialist services such as counselling, education, employment or financial support.

We also offer individualised support to young people which may include;-

- crisis accommodation;
- referral and support to specialist services;



- advocacy and personal support to ensure the young person’s voice is heard;
- court support;
- life skills developmental programs; or
- social and economic development through earning and learning activities.

Through the delivery of this program we provide educational information to ensure the young person can make informed decisions and support the development of life skills that are imperative in ensuring the successful transition to independent accommodation. These skills range from basic cooking, cleaning and personal hygiene to developing social and employability skills.

Youth Connections

Youth Connections is funded by the Department of Education, Employment and Workplace Relations (DEEWR), and is delivered across the Wide Bay Burnett through the lead agency Bundaberg IMPACT Make Your Mark, in partnership with South Burnett CTC and Maryborough Hervey Bay TESS.



Above: The Youth Connections Partnership Case Management Team (CTC, IMPACT and TESS).



Above: Matthew Kenny, Team Leader, Youth Connections.

Youth Connections identifies and reconnects young people aged 14 to 18 years who are at risk or have become disengaged from education.

The program focuses on encouraging young people back into an education setting to gain their senior certificate or equivalent as offered through TAFE or similar training facilities. This is undertaken by strong case management support, encouragement and assistance to overcome personal and social barriers that may impede participant's ability to engage.

The South Burnett CTC Youth Connections contract operates from three sites which include Kingaroy, Murgon and the recently established Mundubbera.

Each site services the surrounding towns with Mundubbera outreaching across the North Burnett as far as Monto and Biggenden. The North Burnett office relocated to a new premise in May this year and this location has proved to be ideal, being close to the Skate Park, football field and gym.

To meet the obligations of our contract we must meet a minimum target of final and progressive outcomes annually. A final outcome is when the client re-engages or sustains education or employment for 13 weeks or more. A progressive outcome is when a client's identified barriers have been addressed.

After a promising first year of networking and establishing relationships, Youth Connections have continued to support and strengthen community linkages to provide access for our clients, strong referrals for programs, specialist support or otherwise. These relationships have been a source of great support for both the clients and Youth Connections workers.

Youth Connections have delivered a number of different programs throughout the year that focus on gaining life skills and have involved programs that incorporate support in obtaining a learners licence, identification and maintaining family and peer relationships.

Many of our programs are developed by talking with and assessing our clients' needs on a regular basis. We have continued to promote healthy lifestyles and social engagement through activities like the Boxing Program that concentrate's on physical health and well-being. These group sessions were very successful, focusing on engaging clients whilst building social skills and self-esteem.

The successful delivery of Youth Connections has been possible due to regular management meetings, strong communication between the Team Leader and Coordinator, and where possible, joint training sessions for all employees involved. Throughout the year, staff have undertaken training in cultural awareness, professional and personal boundaries as well as preparing case notes and confidentiality. Some of these sessions have included joint training with our contract partners Bundaberg IMPACT and Hervey Bay Maryborough TESS. This promoted team work and information sharing between the workers to create a unified approach in carrying out the Youth Connections contract to provide the best possible service and support for our clients.

One such partnership engagement was the training day held on 23 June, 2011. CTC hosted the Youth Connections partnership with Team Leaders and workers for a day to discuss and implement on-going improvement in reporting and case management. The day also included a tour of some of the CTC offices and facilities as well as a tour of Cherbourg and the ration shed. All involved agreed that the day was a worthwhile event.



Above: Nanango State High School students on a careers trip to Brisbane, focusing on music and performing arts.



Above: Goomeri State School Year 10 students visiting Hastings Deering in Brisbane.



Above: Proston State School Year 10 camp looking at automotive industry in Brisbane.



Above: Goomeri State School Year 10 students at Oakey Army Aviation Base.

Youth Support Coordinators

Funded by the Department of Communities we employ two full-time Youth Support Coordinators (YSC) to support secondary school students who are at risk of not completing school. YSC has supported around 178 clients throughout the year.

We offer support in a variety of ways such as:

- Listening and encouraging students who may be having a difficult time.
- Providing assistance to access Centrelink or other agency support services.
- Provision of basic school needs (eg. uniforms and books).
- Referrals to counselling or other specialised support.
- Delivery of small group programs promoting personal development.
- Advocacy support.

YSC works very closely with all eight secondary schools across the South Burnett and enjoy positive working relationships with the staff. Regular visits to each school allow the YSC's to support students on location, although they are also accessible at the Youth Park.

Throughout the year YSC's have organised and held a number of camps for Year 10 students from Goomeri, Proston, Nanango and Yarraman schools, with some assistance provided to Murgon school also. These camps generally have a strong career information/development focus and aim to enhance the student's interpersonal skills and social development. The camps involved taking students to a wide variety of study/training organisations, workplaces and industry visits in both Toowoomba and Brisbane.



Above: Farm Connect participants.



Reconnect

Funded by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA), the Reconnect program uses community-based early intervention services to bring about family reconciliation for young people who are homeless or at risk of homelessness, and their families.

Reconnect helps these young people improve their level of engagement with family, work, education, training and their local community.

The Reconnect program has supported over 90 young people during the past year through a planned case management approach.

We have also operated a number of group programs including the Farm Connect program, the Duke of Edinburgh Award, Touch Football and school holiday programs.

Five young people completed the Beyond Billabong program in Longreach as part of their individual plan. This program is well known for using rural skills to develop young Indigenous Australian's self-esteem, resilience, confidence and respect. From riding horses to chasing cattle and partaking in Indigenous art, the program had a very positive effect on participants and showed that there are a number of opportunities out there.

Farm Connect

Farm Connect is a specific program that was built on an identified interest in the agricultural area and caters for young men aged 16 to 19 who are participating in Get Set for Work and Youth Connections programs.

The program assists young men to attain agricultural qualifications and can only be delivered due to a strong partnership with a local farmer on a 200 acre cattle property and TAFE, who together, provide opportunities for hands-on experience.

Throughout the year there have been 11 young men enrolled to complete their Certificate II Agriculture at Nurunderi TAFE by undertaking practical training at the local cattle property.

Young Mothers Program

The Young Mothers program provided support and assistance to young mums aged 15 to 17 years and was funded by the Department of Education, Training and the Arts.

The purpose of the program was to encourage continued participation in education and training whilst providing information about a healthy pregnancy, child development and positive parenting.

The program was well supported by our local community, with significant partnerships formed between Cherbourg Community Health, Cherbourg Hospital, Murgon State High School and the Smith Families.

During regular meetings with Cherbourg Community Health, young mothers were able to talk openly about items such as breast-feeding, healthy eating habits, contraception, toddler behaviour management techniques and participate in activities including regular healthy cooking programs, arts and crafts and learn to swim classes for mums and bubs. Activities have focused on positive parenting and early childhood education through the Reading Recovery Centre.



Above: Young people participating in a mentoring workshop.

In supporting the young mums we have applied an individual case management process, and in doing so, delivered support plans to address the mum's short and long term goals whilst ensuring adequate access to medical treatment, assisting with Centrelink and comfortable housing.

Although there are many personal barriers and difficulties associated with becoming a young mum we have continued to encourage and assist in pursuing educational pathways whilst ensuring the general health and well being of the participants.

Mentoring Program

The mentoring program is funded by the Smith Family and targets senior Indigenous students currently enrolled at Murgon State High School.

The program teaches students skills in mentoring, communication and leadership. These students then act as mentors working with grade 8 students supporting their transition into high school.

This program has had a number of positive influences on participants and encouraged other school aged students to engage with others.

Participants thoroughly enjoy the program and look forward to the weekly gatherings, often disappointed if for some reason, they are unable to attend.

The homework class has gradually grown to average around 20 students participating each week.

During the year we have encouraged the senior mentors and their grade 8 'buddies' to develop strong working relationships and positively engage in activities together. Each week the mentors and buddies play netball on a Wednesday and Thursday night, an activity that is thoroughly enjoyed by all.

As a means of encouraging each other to continue in the mentoring program the participants have together made a group rule that if you don't attend homework class, you can't play netball.

This has given the mentors and their buddies the incentive to attend class each week and acts as a reward for doing so.

Throughout the year the mentors have also used their skills to assist with community programs and activities, the supervision of younger children, basic cleaning and general duties.

On 14 April fifteen mentors participated in a leadership workshop held at the Cherbourg Ration Shed. The workshop included a variety of leadership activities, modules and presentations from two guest speakers. As a result the mentors left feeling inspired and motivated, many wanting to go on to further study and university.

In the delivery of this program we have continued to focus on the importance of education and will continue to encourage young people to exceed their own expectations.

Rewards Program

During September, the ACICC funded a Rewards Program for Indigenous children and young people aged 10 to 18 from the areas of Cherbourg, Murgon and Wondai. The purpose of the program is to reward those who do the right thing by going to school and staying out of trouble. Throughout the year the program has:

- Provided encouragement and rewards to young people who are attending school and participating well.
- Promoted positive peer modelling, inspiring others to follow those who have been rewarded in the program.
- Supported parents by providing activities and rewards.



Above: Cultural Programs.

The funding was a direct response to community concerns that young people who are achieved highly both in school and the community should be rewarded.

Through partnerships with local schools and organisations, the local young mentors were taken to the Gold Coast Titans game.

This is an exciting program that allows us to actively reward positive participation and involvement of young people.

Volatile Substance Misuse (VSM)

Through specific funding from the Department of Communities the Volatile Substance Misuse (VSM) project commenced in 2009 to provide safety and support programs to young people, aged 12 to 17 years, in an effort to reduce the incidence of, and misuse of, volatile or other substances.

In response to the growing issue VSM posed within the communities of Cherbourg and Murgon, in particular petrol, glue and paint sniffing, CTC in consultation with key stakeholders developed the 'Snuff out Sniffing' (SOS) campaign. The purpose of the campaign was to raise community awareness and acceptance of the issues and dangers associated with VSM, whilst engaging parents and providing a mutual support group for those who are trying to support their children to overcome the habit.

Since its introduction in 2010, SOS has been wholeheartedly adopted by the community for the community. Parents and community members meet weekly and continue to take active roles in supporting young people affected by VSM. The community has come together to march, raising awareness and offering support to children, friends and families who are influenced by VSM.

In delivering the VSM project we adopted a number of key strategies, these including individualised case management to assist young people abusing substances. Although many aspects of individualised case management were successful one of the significant challenges was the lack of programs and activities available to participants as a diversion from VSM.

Ten staff undertook Yarning Circle Training as a communication and discussion technique. The Yarning Circle provides a relaxed and informative environment that allows young people to talk about their experiences and share their stories. These circles were well attended and strengthened the relationships formed between staff and participants.

There were a number of trips and activities held throughout the year to encourage young people and their families to interact whilst providing a diversion to VSM. Although these trips had limited influence on the overall issue they did provide an opportunity to experience something different and to participate in activities that were free of licit and illicit substances. These trips also acted as a diversion to addictions and supported families as a whole unit.

Short programs were held during school holidays and were well attended. These programs ranged from disco's to day trips and diversion activities.

A camp to Mon Repos to see the turtles was held in April and was a great success. Youth particularly enjoying the 'yarning' time around the fire. Unfortunately due to the significant flooding in late December early January a number of camps and trips were cancelled.

Funding from the Alcohol Education and Rehabilitation Program has enabled CTC to introduce weekly Cultural Programs for young men affected by VSM.

These programs have been very successful in re-establishing their knowledge of their heritage and pride for their culture. Spear making, fishing and hunting have been among many of the cultural skills the elders have been able to teach and share during these programs.



Above: GSFW participant at Equine Therapy Day.



Above: Girls at Mon Repos camp.



Above: Youth vs Police Touch Football game at the Youth Festival.

The tradition of teaching and sharing Indigenous history, culture, values and beliefs has instilled a sense of ownership and pride among the young men who have actively engaged in these activities whilst learning the importance of respect, the environment and their cultural heritage. They have 'pride from the inside'.

By working with the Police and Child Safety we were able to develop a referral system for young people to participate within the service. It was found that through a holistic approach and by providing individualised support the number of referrals to the service had dramatically decreased later in the year. Although VSM is cyclical in nature, these figures do indicate the success of the VSM project and that the strategies implemented have made a difference.

Through the implementation of individual support plans, we have seen a number of young people cease or reduce their habit. The successful intervention to VSM has been due to a combination of key partnerships with stakeholders, a holistic community response, intensive individual support plans, structured and meaningful programs including the cultural programs. All of these strategies have assisted to develop a sense of community worth and belonging among the participants.

Community Services



During the year we have...

150 Individuals supported with issues related to family domestic violence.

Coordinated around **400** community targeted activities.

Issued over **360** food packs in immediate crisis situations.

Operated over **200** Cherbourg Community Patrols and **200** Safe Haven Patrols.





Community Services

Diversionsary Services

Diversionsary Services operate from an established site in the Murgon CBD, with approximately seven permanent staff and seven patrol workers. Two additional permanent staff have their home office at Diversionsary but are mainly based at the Murgon Police Station. We deliver a range of programs to support adults connected to the Indigenous community of Cherbourg to encourage sober living through assisting with the factors that can lead to problem drinking.

Cherbourg is located approximately 6.5 km from Murgon with a population of over 1,200 people. According to the Australian Bureau of Statistics, 2006 Census 97.6% of the population are Indigenous and 56.4% are under the age of 24.

A suite of programs funded by the Department of Communities and now commonly known as Diversionsary Services, were introduced in April 2009 shortly after the introduction of the Alcohol Management Plan (AMP) for Cherbourg. The Barambah Community Support Project (referred to as the Watchhouse project) commenced in 2008 and is funded by the Department of Health and Ageing and the QPS and due to the focus on adults was also incorporated into Diversionsary Services.



Above: Diversionsary services staff.

Through the facilitation of support plans, family/parent counselling, group work and transport we provide advocacy, advice and support to individuals and families to address issues such as problem drinking and substance abuse through building self-esteem, community involvement and develop skills that support positive life choices.

There are four key focus areas targeted in the Diversionsary Services model, these include:

- **Cherbourg Community Patrol** provides transport to community members under the influence of alcohol to return to a safe place to sober up.
- **Sober Living Support** assists individuals to overcome the immediate issues which lead or can lead to problem drinking, including financial hardship, family breakdown, domestic or family violence, homelessness and unemployment, to name a few.

- **Barambah Community Support** offers support to those incarcerated at the Murgon Watch House and community intervention activities to reduce the number of incarcerations.
- **Community Hub** provides long term support to individuals to live a more sober life.

Throughout the year, Diversionsary Services have played an active role within the community. By developing a strong working relationship with many of our clients, an understanding of Cherbourg's history, and cultural diversity and our on-going commitment to providing quality services, we are making a difference within the Cherbourg and Murgon communities.

During late December and early January 2011 Cherbourg and Murgon experienced some of the worst floods in years, with the creeks swollen and all roads in and out in passable, many residents were isolated for a number of days and unable to collect supplies.

The Diversionary staff (with support from other CTC teams) must be acknowledged for their initiative, resilience and the support provided to the community during this time of need. Through sharing accurate information among the community, and the provision of food and emergency accommodation, a number of families were comforted, supported and able to overcome the effects of the floods.

Cherbourg Community Patrol

Funded by the Department of Communities the Cherbourg Community Patrol operates four nights a week, from Wednesday to Saturday, 8:00 pm to 4:00 am, transporting people under the influence of alcohol home safely.

The purpose of the Patrol is to reduce the number of people participating in behaviours that could lead to involvement with the justice system either as an offender or a victim. Individuals accessing the patrol service are also provided with referral points to gain ongoing support.

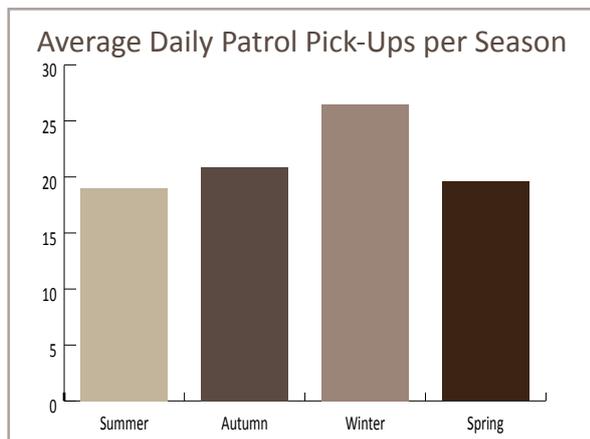
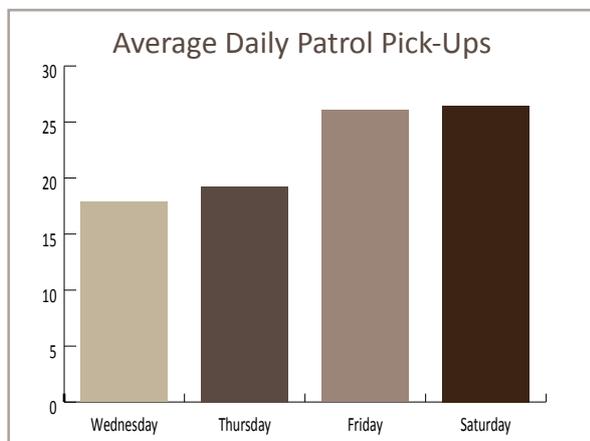
The Diversionary Patrol has nominated pick up points and exclusion zones where people will not be picked up. These measures are put in place to try and ensure that the patrol is not used as a free taxi service but rather for its designated purpose.

These graphs display the average number of people picked up each day and how this varies depending on the season/time of year.

The local Police work closely with the Cherbourg Community Patrol and since its introduction in 2009, the patrol has proven to be a significant contributor to keeping everyone safe.

Sober Living Support

This service assists individuals and supports families to live sober lives by providing assistance to address and overcome issues that lead to problem drinking. Assistance may involve court support, transport, domestic violence referrals,



Lillian Gray, commonly known as Aunty Lil, was recognised for her outstanding efforts and assistance to the communities of Cherbourg and Murgon during the January floods with a certificate presented by the Governor, Ms Penelope Wensley AC.

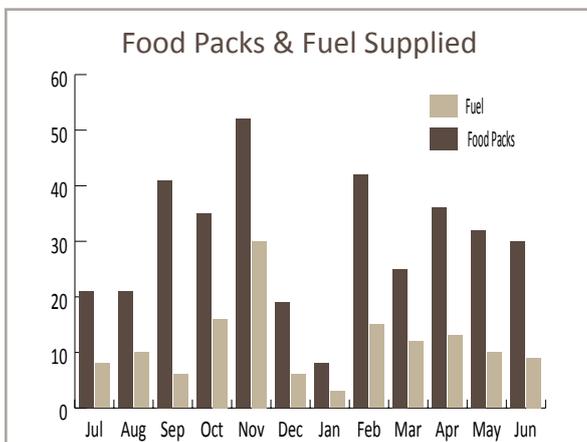
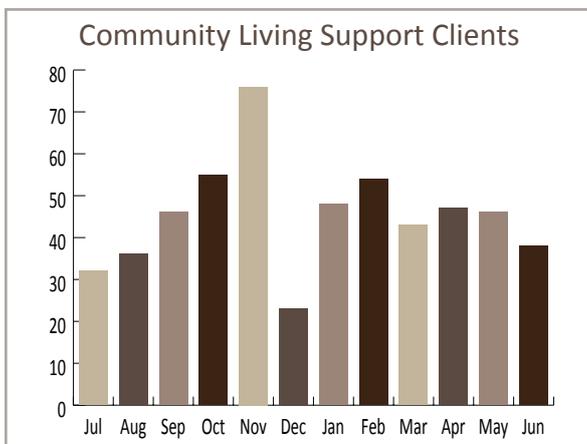
“At the time the floods began the staff from CTC Diversionary were able to assist and offer support to the community. We helped pack food items that were distributed to homes in Cherbourg. These households were given food packs from Emergency Relief. We were also able to assist by keeping children away from the flood waters and support the family who sadly lost their loved one in the floods. Every day we would get up early and go to bed late” - Lillian Gray.



community living support and information, advocacy and referral.

Home visits are offered to families who require support or are unable to access town.

Community Living Support is provided to assist individuals and families overcome immediate crisis and stabilise their situation. People accessing this support are also assisted through information and referrals to avoid crisis situations. Many clients through this immediate support can stabilise their circumstances and access longer term support.



Barambah Community Support Program

Funded by the Department of Health and Ageing, the Barambah Community Support Program is a joint initiative with the Queensland Police Service to provide assistance and support to Indigenous people who come in contact with the criminal justice system.

This program includes providing support to people in the watch house and assisting people with referrals. It also assists with delivering and supervising youth intervention activities.

Community Hub

This service provides support and delivers projects that help people in Cherbourg to live sober lives. Staff provide a range of individualised and group services. Trips and activities are organised to promote family fun activities that are free of alcohol.

Family & Domestic Violence Support

Wondin-dee

Funded by the Department of Communities, Wondin-Dee is an Aboriginal and Torres Strait Islander Family Violence Counselling and Support Service consisting of one adult Counsellor and a Youth Worker. Wondin-dee focuses on reducing the level of violence within the local communities whilst preventing the cycle of generational violence reoccurring through individual and family counselling, group work, school support and educational programs.

The Story Cards project worked with Cherbourg State School and allowed students to make their own story cards to promote discussion and conversations.

Throughout the year, Wondin-dee has developed an anger management program for high school students called 'Expect Respect'.

Wondin-dee has continued to take a lead role in utilising Yarning Circles to promote conversations and build communication particularly amongst men.

Safe Haven

Funded by the Department of Communities, the Safe Haven initiative aims to minimise the harm experienced by children and young people in the Indigenous community of Cherbourg who witness or experience family and domestic violence.

The Safe Haven services include the following elements:

- Individual support for children and young people who are affected by family and domestic violence.
- Support for families who are affected by family and domestic violence.
- Developing mutual support groups.
- Developing community programs which reduce the tolerance of family and domestic violence.
- Community patrols which operate four days a week from Wednesday to Saturday night.

Domestic Violence Month

Domestic Violence month was held in May and was a big month for the Safe Haven service. In partnerships with other organisations within CTC and outside, the service delivered DV awareness activities throughout the month. These activities included a DV March through Cherbourg and a barbeque with the students from Cherbourg State School.



Above: Domestic Violence month, Cherbourg May 2011 and boys at Touch Football Carnival.



Above: Family activity day by Diversionary Services.

Other events held throughout the month included a DV awareness disco for young people and a great football day for families to watch their local team the Cherbourg Hornets play on their home turf.

Barambah Family Support Project

Funded by the Queensland Police Service this project supports a group of individuals connected to Cherbourg gain confidence, self esteem and develop their own voice.

This group has gone from strength to strength supporting each other through challenges and successes and working together to implement change. The group is starting to develop to a stage where they are looking to support other families and help them. "I'm really excited about the progress and development of the individuals and the group as a whole" - Noel Blair.



Congratulations!

CTC and Murgon State School were nominated for a Queensland Reconciliation Award and received a Highly Commended in the partnerships category at the State presentation dinner.

The award recognises CTC and Murgon State School for our efforts in working together in the delivery of various programs and projects and our commitment to building a culture of cooperation and respect in both the school and the community.

Murgon State School and CTC have implemented a suite of projects to help close the gap on Indigenous disadvantage in the education sector and achieve cross-cultural excellence.

Programs such as Pathways to Peace, Safe Haven and the breakfast program were possible due to the generous support received from Elders and the surrounding community.

These programs have contributed to the increase in retention rates for Indigenous students and resulted in many positive outcomes across different aspects of the school and the community.



Safe Haven Girls Group

Hairdressing at Connections...no boys allowed!

For two afternoons in April the Connections Office became girl territory! A local hairdresser came and worked tirelessly spoiling on members of our girls group, as they got coloured, and snipped and munched away on afternoon tea and hot chocolate.

The girls all thoroughly enjoyed themselves and the time out for some pampering.

The boys got wind of it and are now all wondering when their turn is, they want their own day too!

Girls Ceramics

A small group of four young women attended ceramics classes at Amlndan Ceramics on a Friday afternoon.

The group made their own cups for practice before beginning to work on larger projects such as horses, dolphins and angels.

The ceramics classes allowed the Youth Worker to spend some creative time with the group. "It's been rewarding to see their hidden talents exposed and bragged upon by members of the local community who visit the store and workshop".



Above: DV Football Clash.

DV Footy Clash

May 14 to 21 was Domestic Violence Prevention Week and CTC Safe Haven jumped on board by partnering with the Cherbourg Hornets to make their rugby league clash with Eidsvold at Cherbourg Jack O'Chin Oval.

Queensland Health provided free fruit, flu-jabs, balloons and goodie bags for the kids, whilst CTC Safe Haven provided free drinks and biscuits throughout the day.

Graham House Community Centre held a drive which began at Nanango and arrived at Cherbourg around 2.30 pm to support the cause, the members all sporting Domestic Violence Prevention T-Shirts and carrying balloons. A minutes silence was held to remember those who have lost their lives as a result of domestic violence.

The day was a huge success, both on the field and off, with wins for both senior teams, and all of the junior age groups putting on a great show, win or lose. The day had a great family feel and the message was very well promoted to all attendees.

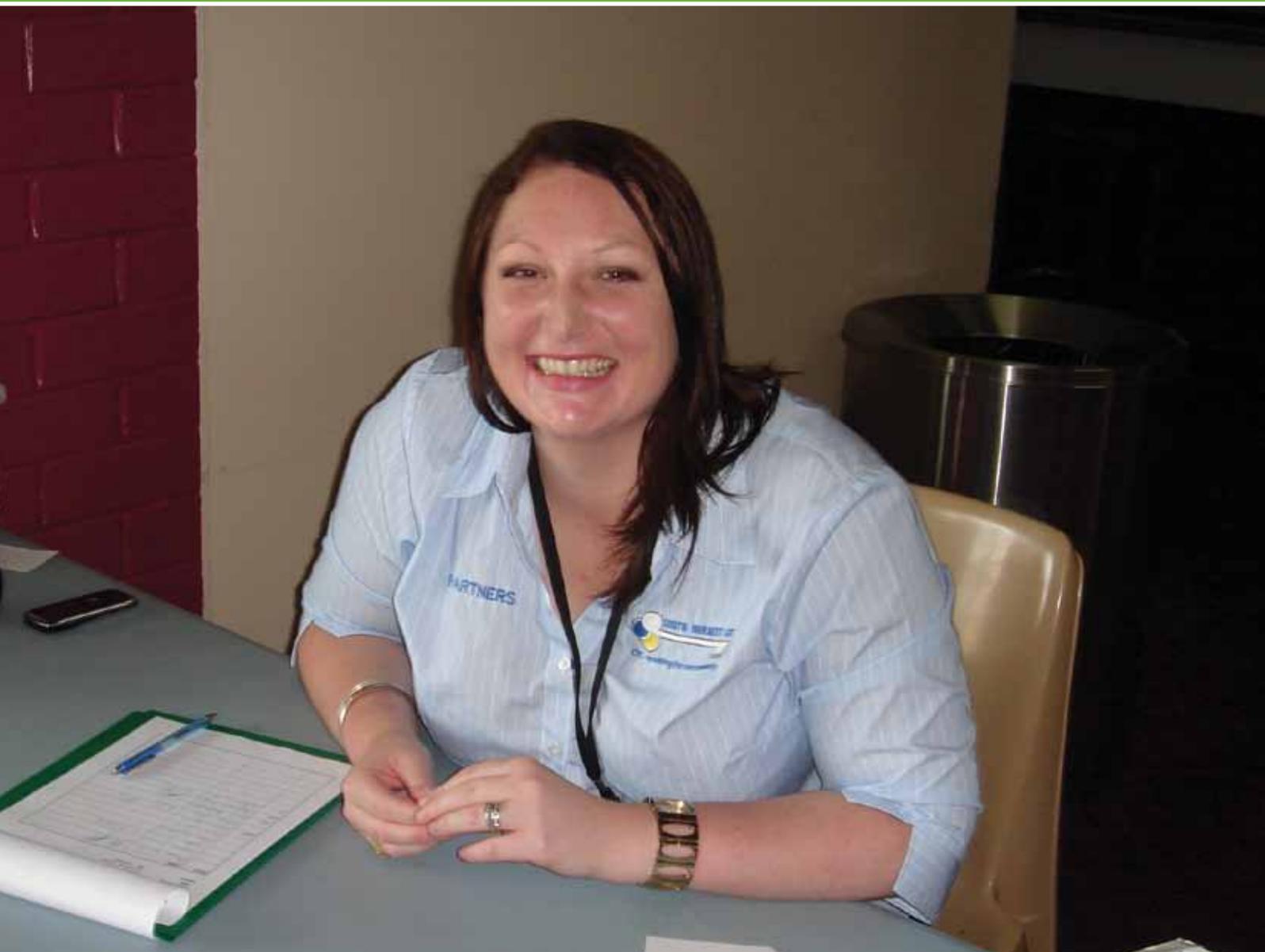
Bundaberg 'Mon Repos' Experience

Due to the terrible flooding in January, the Girls Group Camp was rescheduled on a number of occasions. Nonetheless the group finally got away for the much anticipated overnight girls trip to Bundaberg Mon Repos Conservation Park from 19 to 20 February.

With no guarantees of a turtle siting the group was very fortunate to witness many baby turtles emerging from their nests and heading to the sea.

The girls enjoyed a day at the beach before returning to Cherbourg. The trip was a great experience and a first for all participants, including the staff that accompanied the group.

Foster & Residential Care Services



During the year we have...

Supported a foster child in every school across the South Burnett.

Provided **40** Carers with training and home visit support.





Foster & Residential Care

Partners in Foster Care

Partners in Foster Care recruit, train, assess and support carers to care for children under Department of Communities (Child Safety) Child Protection Orders.

Partners is funded to support 90 placements for children, and a further four specialist placements for children with extreme and complex needs. We support 40 carers to provide those foster care placements.

Partners in Foster Care has experienced an interesting year overcoming many challenges. Perhaps the most significant challenge across the Child Protection Sector within the South Burnett has been the rapid increase of children coming into care. The figures indicate a steady increase in the number of children entering the system over the last four years and it is evident that throughout the last 12 months the number of children in care has increased by 50%.

Many of the placements have been large sibling groups, being up to seven children at a time. Due to the complexity of these situations and the number of children involved it is often difficult to place the family in the foster care environment without extra support mechanisms established for the carers and the children.



Above: The Partner's team and Department of Communities staff at the Foster and Kinship Carer Week Celebrations on the 7 March 2011.

CTC as a community organisation and Partners in Foster Care in particular have been heavily involved in identifying and supporting such placements.

CTC Youth Services, CROSB and The Gumnut Place have been instrumental in some of the placements being so successful by providing various services including laundry and ironing, Youth Worker Support and transport.

Although every effort is made to try and keep large sibling groups together, unfortunately due to the difficulties associated in finding suitable care many of these children were divided among a number of carers.

In response to the emergent placements of children coming into care and as a result of the combined efforts of the networks mentioned above, together we have been working collaboratively to reunite sibling groups.

Recruiting new carers has proved to be a challenging process throughout the year. We have found many members of the community who have expressed interest are unable to commit the time required for training to become a foster carer. Often this is due to other commitments including employment, finances and their own families.

To address the shortages in the number of people interested in becoming a carer we have planned a travelling Recruitment Drive across the South Burnett to occur during the new financial year. We hope that by taking the training and information about becoming a carer to the community we may instigate additional interest and recruit more carers to assist with the increasing number of children introduced to the system.

Our strategy is to present ourselves and the foster care program to the community rather than asking the community to come to us.

A local review and the National review conducted by Foster Care Queensland has demonstrated an aging demographic in the carers we currently have in the South Burnett. This is a significant concern as we have found it difficult recruiting people of a younger age.

The Foster Care Queensland – Foster Care Reporter June 2011, Executive Director Bryan Smith writes: “While age is not a criterion for providing quality care and one could argue that older carers have life experience on their side, there is a concern that Foster Care is not attracting a younger age group. Almost 67% of respondents are over the age of 44 and this compares to a National Survey conducted in 2002 which showed 58% were over the age of 44”.

“When you consider we have some very young children come into care and may ask carers to take them long term which in some cases could be 18 years, this ageing demographic is going to be a significant issue in the future”.

Partner’s core function is to provide carers with support; we do this through home visits, training, events, meeting supports and sometimes by providing practical items such as clothes, car seats or emergency supplies.

Key Events

Although we continuously advocate for child protection and have continued to raise community awareness through a number of projects and events we particularly got involved in Child Protection Week in September.

During the week we held barbeque breakfasts at both Blackbutt and Cherbourg State School and hosted a joint community training session for those in the sector, including CTC, Child Safety, Queensland Health and a number of other community services. Although it was a first for Child Protection Week, it was a great success with plans to hold a similar session during next year’s event.

Our annual Children’s Christmas Party was held at Wondai pool, with over 100 children and 80 adults in attendance. Santa came and gave out gifts to each of the children. We had a barbeque dinner, with desserts from Gumnut Place and the MERV from Youth Services.

We also recognised and acknowledged the ongoing commitment and dedication of our carers during Foster and Kinship Care Week in March. We were fortunate to have the Department of Communities join in on our celebrations and provide our carers with some light hearted training. We held a lunch and awarded all carers with a certificate of appreciation and some special treats to take home in recognition of their hard work.

Child Protection Week Awards

The annual Child Protection Week Awards were held on 8 September with over 110 people in attendance. The awards recognise agencies and individuals that are doing exceptional things for families, children and young people in the South Burnett.

This year’s awards embodied the theme ‘together we care’ with nominations from across the sector. We are very proud to acknowledge all CTC staff and services who were nominated for the awards and would like to congratulate our winners.

Partnership Awards: The Cherbourg Snuff out Sniffing Campaign.

Extra Mile Awards: Pam Holmes, CTC Youth Services

Extra Mile Awards: Partners in Foster Care

Rookie of the Year: Tyler Maclaren, FIAR House.

Although we can not identify the children in care we can share some of the good news and proud moments of the year.

“I am going to State Age for netball this year”.

“I am Age Champion of small school sports carnival”.

“I moved out of my Foster Carers in March into a place of my own”.

“We are both going home to Mum next month”.

“My brother and all my sisters are going to live together soon”.

“I got an award at school”.



Above: Foster Carers enjoying lunch for Foster and Kinship Care Week in March.

FIAR House

FIAR (Fostering Independence and Resilience) House is a 24/7 residential care service delivered in partnership with Child Safety Services. It is licensed and monitored by the Department of Communities through regular formal assessment of the service meeting and maintaining eleven key standards around Board of Governance, Human Resources and Service Delivery.

FIAR House provides safe care, support and opportunities for growth and personal development for children and young people who are unable to move forward under the mainstream foster care system due to a variety of reasons.

We are funded and equipped to house four clients aged between 12 to 17 years. A pool of support staff are rostered on a shift system to provide consistent and quality care. Staff members selected for FIAR house must undergo a specific recruitment process that includes short listing at a group information/selection session, a one on one interview, blue card and child safety suitability checks and up to five days paid training before final appointment is offered.

Under the supervision and mentoring provided by the FIAR House Coordinator, Mike Harley, staff focus on supporting clients to achieve their goals and aspirations. Often completely disengaged from family, school and the community when arriving at FIAR House, clients are therapeutically supported to overcome the trauma they have faced in the past, manage associated behavioural issues and build the resilience needed for eventual independence.

What this all boils down to is many trials on a day to day basis rewarded and outweighed by tribulations on a regular basis. Two steps forward and one step back continually. Suspensions from school, court appearances for minor offences including those done at the house (yes we report to the police if a client does wilful damage at FIAR House - consequences are important) and other incidents happen and are reported to Child Safety Services regularly. However every day is a new day with opportunity to move forward with positive support, care and self-reflection.

The daily routine for school aged children at FIAR House is structured just like other households with the school drop off and pickup, transport to sporting events, trips to medical practitioners, playing football and barbeques in the backyard to school holiday breaks away and weekend activities including camping trips, excursions to Dreamworld, V8 Racing and the EKKA.

These trips and activities are all coordinated and organised to assist the clients increase their self-esteem and connectedness within the community whilst providing life experiences, childhood memories and stimulating interests.

During the year seven children/ young people including five males and two females made FIAR House their home. Three transitioned out of the house into independent living, went back home to family or are self-placed with friends.

After many placement breakdowns elsewhere in the past, four of our clients have been stable residents at FIAR House for over a twelve month period. Although there have been many challenges throughout the year, there have also been many successes with all clients attending school and two likely to transition into independent living or move back with their families over the next six months.

Disability Services



During the year we have...

Supported **93** people with a disability and their families.

Provided **36,903** hours of support.

Provided supported employment for **26** people with a disability.





Disability Services

CROSB

As a disability support service it is our aim at CROSB to support life to happen for people with a disability.

Although it may seem to be a simple goal, it is in fact a complex way to provide services and requires a high level of flexibility and responsiveness to the preferences and support needs of the people who access support through us.

Throughout the financial year CROSB has continued to receive funding from the Queensland Government Department of Communities and Disability Services through various streams. With this and CTC's own contribution, we have provided 36,903 hours of support to 93 people with a disability throughout the South Burnett region. Our community focus and the quality individual support provided has made CROSB a service of choice and a preferred method of support for many people with disabilities and their families.

The type of support provided is designed to cater for the person's interests and goals, support needs and personal circumstances. CROSB staff take the time to talk with the client and gain an understanding of their interests and desires whilst exploring their 'big picture' goals and identifying how we can support these to happen. We ask people with a disability to think about where they see themselves in the future,



Above: Inside CROSB House.

where are they living (the family home or their own place), what they do with their days (work, recreational and social life) and who is involved in their life.

Although there are a number of things in these areas which are outside CROSB's capacity or role, we do take an active approach to help the people who use our services, their families and other supporters to consider what they want out of life, think about what might be needed to make that happen and then plan to gather the resources and supports necessary.

CROSB's role provides an important component of this planning and by working together we make the most of what is available for the benefit of our clients, their families and their futures.

Flexible and optimistic, our team is moving forward with a strong and positive culture which is not grounded in charity, pity or paternalism; rather optimism and empowerment.

The Good Neighbour

CTC CROSB continues to provide support to two men with intellectual disabilities to live in their own home through our 'Good Neighbour' model of support.

Living in a duplex owned jointly by the family of the mens and CTC, CROSB provides in-home support to help with daily routines like meals and housework, as well as getting out and about within their community.

CTC provides approximately 12 hours per day of additional support through the 'Good Neighbour' model. This is a family specifically recruited to provide a helping hand; to be supportive and interested neighbours, without intruding. The family enjoys subsidised rent in return for this 'natural' form of neighbourly support.

As a result the men enjoy their home with confidence and a sense of independence with assurance.

Good News Story...

David has just turned twenty-one. He has an intellectual impairment and schizophrenia. David has been somewhat estranged from his family for the larger part of his teen years and found himself moved from place to place, sometimes in mental health facilities, sometimes with former foster care providers.

David has been living with CROSB's support now for nearly two years. In this time he has moved into his own place, decorated it to his taste and continually developed greater independence in managing his household (finances, menu planning and meal preparation). A real challenge was mowing his rather sizeable yard – David was really surprised (and a little disappointed) that it needed to be done more than once!

Like all young people, David's broader dreams and aspirations change fairly frequently, but there are some very clear constants in what he wants in his life: more involvement with his family, improve his literacy and numeracy skills, social and recreational times and a strong focus on home life.

CROSB supported David in planning his twenty first birthday. David did all of the planning, wrote and delivered invitations, chose and prepared the food for his afternoon celebration.

David has reconnected with a large section of his family, old friends and made new ones. He was a very proud host, showing people around his place, checking out his things and showing off the vegie patch. Although it was one day out of the year, it was a great success for him as it was possible because of the efforts he has made. CROSB is currently helping David think about the kind of part-time or voluntary work he might like to pursue as he has let us know that he feels ready to do this.

With these many areas of his life coming together positively, David has experienced significantly fewer problems with his mental health issues, a greater sense of self-esteem and control over his life. He has neighbourhood relationships, regular commitments socially and is connected with the daily responsibilities of being a householder.

"My name is Aroha Millman and I am the Team Leader for CROSB. I have been with CROSB for almost three years. I started as a Support Worker, helping people in our community who have a disability.



Providing support to people and their families is what I love to do. My role sees me continue to provide support, albeit from a different perspective, but still with the ultimate goal of supporting people with a disability to live the life that they choose to live and help them to dream bigger for their future.

My time with CROSB has allowed me to meet some amazing families and people. I am inspired every day by the achievements of the people we work with, both families and support staff. My job is both rewarding and challenging at times, but the rewards far exceed any small obstacles that may be placed in front of us. Our wonderful team of office administration staff and support staff give us the opportunity to provide a service that is, like no other in the South Burnett. I am proud to be a part of our organisations goals and vision and look forward to the many opportunities that are to come in the future".

CROSB Key Facts:

33 Support Workers provided **36,903** hours of support. This represents a 50% increase compared to 2009/10.

93 clients were supported and encouraged to be active participants in the social, cultural and economic life of the community.

33 clients were provided with in-home accommodation support, this area of service has significantly increased.

50 clients received flexible in-home respite.

36 clients received centre base respite.

6 clients were supported with community access.

11 clients were supported with learning and life skills.



Investing in our Communities

In May we came together as a community (people who use our services, families and other supporters, community services and state government representatives), to talk about our vision of the best possible life in the community for people with a disability and how we can work together to achieve this. Led by Jane Sherwin, we workshopped the barriers, real and attitudinal to community life and belonging for all people with a disability. We also looked at the role of services like CROSB in supporting that to happen.

A very successful day in terms of affirming CROSB's vision for people with a disability and the highly individualised directions we take, those attending had very positive feedback to give. As one participant had said, "We're all on the same page".

Interactive Workshops

All available staff attended an interactive workshop with Ann Greer. Ann's expertise is in supporting people with significant communication and behaviour needs to live full lives in their own homes and communities and to have strong connections and relationships.

Ann presented some key concepts which we will be exploring further as a group and discussed real examples to which staff were able to relate.

We walked away from these workshops energised and inspired by the enthusiasm and openness of our team, all of whom work hard under many demands, constraints and at times challenges and frustrations, yet understand our individualised and flexible approach.

Feedback from our staff and other community members who attended has been very positive.



Above: Gumnut Place staff.



Above: Gumnut Place stall at Wine and Food at the Park in Kingaroy.

CROSB provided a similar workshop for family members and supporters / community members with Ann Greer.

It was a success on many levels, particularly for families with an adult or teenage family member for whom future planning is an important consideration. It has further consolidated our relationship (CROSB to family and service user) and roles.

CROSB has promoted various training and workshops we have run this year throughout our own organisation, with the people who use our services, other community services and to members of the community at large. This has resulted in a large uptake of the opportunity to share the training and strengthen our relationships and links with other allies of people with a disability.

The Gumnut Place

The Gumnut Place is an Australian Disability Enterprise that has supported people with a disability since 1986. Known simply as Gumnut, it was established by families and friends of people with a disability in response to their needs and managed by the community and the local council with South Burnett CTC taking on the management role from December 2008.

There are five key business units that operate from Gumnut, these include a commercial kitchen, woodwork shop, engraving/trophy making, secure document destruction and commercial laundry.

We believe our success is in our people and have employed 26 supported employees this year. At Gumnut we take the time to ensure the individualised support provided to each employee is tailored to suit not only their current role, skills and strengths, but most importantly their interests and long term career and life aspirations.

Managers, support workers and supported employees work together as a team in all aspects of the business, ensuring everyone feels valued and can contribute to making Gumnut a sustainable long term enterprise and a great place to work, adding real value to the local economy and encouraging community participation.

CTC is committed to continuous improvement and professionalism in the work we do. In the past year Gumnut Support Workers have been supported to complete Certificate or Diploma level studies in Disability Services. Throughout the year staff have also had the opportunity to attend training provided through CROSB Disability Support Services and other community organisations in the areas of disability theory, supportive practices, as well as communication and behaviour.

With supported employees, their family or other supporters (if required), Gumnut develops detailed employment and training plans for each person. A focussed approach to developing new skills and work interests ensures that Gumnut is continually supporting staff to achieve more in their work, which in turn leads to increased wages and workplace satisfaction. One staff member has in this past year achieved great success, now working with a high level of independence, taking responsibility for the operations of the laundry with general support and supervision only. This is a great step forward for someone who for 20 years prior had been limited to ironing for the domestic ironing service.

By encouraging supported employees to “have a go” at the work previously performed by support workers productivity has increased dramatically and with it self-esteem and skill.

Our employees also train each other, notably our long standing engraver has acquired improved computer skills from a young colleague and together they have greatly improved the range, turnover and viability of the engraving business. In terms of industry competence, he is considered our industry benchmark and has progressed to higher increments in the award based on his knowledge and expertise.

Over the past few years we have worked hard and created a “think big” attitude where change is seen as an opportunity to be grasped rather than feared or resisted. Although we have systems and structures in place to ensure everyone can participate and be involved in the success of Gumnut, we pride ourselves on our practices in ensuring our employees fulfil their own aspirations and desires for the future.

In the last twelve months we have nominated three supported employees for wage re-assessments, and as a result they have all had a substantial increase to their wage based on increased industry competence, responsibilities, productivity and duties.

We are a forward thinking business and being a smaller entity, we have the flexibility to adapt internally, take a planned approach and allow our employees the opportunity to experience and achieve so much more.

A significant success story is that of a 40 year old employee who we are currently assisting to develop a work history and transition to open employment. Through being a part of Gumnut he has developed a number of skills, techniques, OHS awareness and has a desire and the confidence to acquire open employment. With the right support he is moving forward in his own direction.

Good News Story:

Written By: Tracy Clark
Brendan Clark's Mother

“We have now been clients of CROSB for over twelve months, and what a difference CROSB has made to Brendan's life! He looks forward to the many activities planned with his support workers”.

“He is working on an exercise plan, talking about a chook pen and looking forward to lawn bowls when the weather warms up! Oh, and of course, swimming too! Not to mention how much he enjoys beating the ‘guys’ at board games with *“Brendan's Rules.”*”

“Because we were a client of CROSB, we then heard about the wonderful ‘Place’ that is ‘Gumnut’. Wow! How lucky does Brendan feel to have a part-time job he loves. He is a valued team member, where people respect him, and encourage him to have a go, whilst supporting him in his efforts.”

“He feels so happy to have his job, and always gets his work-clothes ready at night, no matter how tired he is. We feel blessed to have found the wonderful people at CROSB and Gumnut Place.”

“Thank you to the team for helping Brendan on his journey towards maturity and independence. A special thanks to his support workers for being great sports and terrific role models/mentors.”

“CROSB and Gumnut Place, you are filled with some extra special people, keep up the good work.”



Above: Gumnut Place staff.

In doing business within our community, we have developed strong relationships with those who use our services and pro-actively use these relationships to offer our supported employees options greater than those offered at Gumnut. We are currently investigating outsourcing part time work placements to interested local businesses. These work placements provide the opportunity to learn and acquire new skills, develop a work history and work in an open employment environment.

Gumnut is the largest local manufacturer of export quality, fumigated hardwood pallets in the South Burnett. Our hardworking workshop crew build and supply over 20,000 timber pallets annually to Murgon Leather Pty Ltd, a wholly owned subsidiary of Teys Bros (Holdings) Pty Ltd, that equates to 594 tonnes of hardwood timber. These pallets are used to export hides around the world and our supported employees are committed to efficient production. The current record number of pallets produced in a day is 360.

Almost two years ago, Thies Pty Ltd, operators of Meandu Mine approached Gumnut to produce blast and survey pegs due to difficulty sourcing sufficient quantities, and as part of their on-going commitment to investing in local communities and business. This provided an opportunity for the workshop to expand our product range and secure additional income. Although many local businesses and surveyors use this service, Thies is by far our largest customer purchasing over 24,000 pegs annually.

Through our close association with Thies we were able to identify an opportunity for expansion and through generous funding from the Tarong Community Benefit Fund, we introduced a commercial laundry service in July 2009 to launder Thies' work uniforms. Not only does this service meet the needs of our valued customer, local businesses, motels and hotels alike, it has provided a regular income and enabled the opportunity for Gumnut to budget and plan for additional activities with confidence. Gumnut launders over 7,800 work uniforms annually using around 260 kilograms of laundry detergent per year.

A steady flow of customers utilising our trophy and badge making service has enabled Gumnut to purchase a computer-assisted engraving system which is highly versatile, accurate and can engrave almost any surface. This machine and service can only be provided due to the strengths and commitment of one of our long term employees who has built this service

and tailored it around his interests and abilities. From local ballet schools to camp draft associations, swimming clubs and corporate organisations, this service has become viable and produces a stable income.

Our commercial kitchen and catering service bakes around 24,960 biscuits and uses around 1,300 kilograms of flour a year. This service is popular and well supported by the local community, community organisations and corporate businesses who keep coming back for our delicious selection of cakes, slices and convenient foods for various functions, meetings, etc. We have established an excellent working relationship with the Murgon Supa IGA who are a great supporter of Gumnut and have been stocking their shelves with our goods for years. We re-stock the IGA's shelves three times a week with hot food, cakes and biscuits. Almost all of what we produce is retailed at IGA.

Gumnut Place is not just about today, the programs and structures we follow are aimed at the best possible outcomes for each person with a disability.

Our success can be measured in many forms, on both an individual and business level, however we feel the most rewarding aspect of Gumnut is the ability to provide a high quality service that empowers and inspires people with a disability and provides opportunities that add value to life.

In 2010/2011 we have achieved many small miracles in this regard and look forward to the coming year, enthusiastic about opportunities for Gumnut and for people with disabilities within the community.

Childcare & Community Hub Services



During the year we have...

Continued to provide before /after school and vacation care .

Expanded the variety of activities delivered and purchased new equipment.





Childcare Services

Community Kids

CTC became involved in Out of School Hours Childcare (OSHC) and Vacation Care for several good reasons:

1. Due to the shortage of places which impacts on parents' employment opportunities and early education for disadvantaged children.
2. Agreeing to set up a service allowed us access to the refurbished preschool buildings as a base for a much needed (unfunded) Community Hub used for people in need of advice, referrals and activities.
3. Nanango tends to be neglected as far as government services are concerned and our mission is to fill gaps.
4. Childcare Services should provide CTC with an opportunity to generate some funds that can be applied to unfunded programs for our target groups.

That's the theory anyway. Initially enrolments have been slow as many parents had other informal arrangements. It has taken some time for the community to become aware of the program.

However enrolments have doubled during the past 12 months and we are now closer to break-even point.



Above: Vacation Care activities at Community Kids.

Community Kids is our service for school-aged children providing before and after school care and vacation care.

The program is fun and entertaining for kids whilst parents have the peace of mind knowing their children are safe and cared for.

We make sure that every experience is a learning opportunity. Activities are devised that are hands on, fun and practical encouraging children to learn through building with blocks, matching shapes, water play measuring and pouring, cooking with a recipe, weighing and measuring ingredients, all math concepts!

Vacation Care sees lots of excursions to the pool, skate rink, movies, park and more. These are all things that parents would like to do with their children on holidays but find difficult due to work commitments.

Community Kids allows parents to continue to work or study and know their children are enjoying their holidays.

Providing such a safe, caring and fun environment requires special staff. Staffing has at times been difficult and we have been fortunate to have the support of some special community members who have supported us through these challenges.

Both Chris Box and Bernadette Upton stepped into roles within the service to help out until Michael Griffiths joined us as the Coordinator. Jodi Bleakley has been with Community Kids since day one and her experience and knowledge making her invaluable to our operations.

Despite the challenges the need for out of school hours care and long day care in Nanango is still strong. We believe that by combining

Community Kids with the privately owned Nanango Child Care Centre we can create additional places and a financially sustainable service.

We are currently awaiting a consultant's feasibility report before deciding whether to expand our range of services and become a licenced child care provider.

Nanango Community Hub

The Nanango Community Hub has been operating since August 2010. Various service providers access the Hub to see Nanango clients. These include Employment Services, Youth Support Coordinator, Youth Connections, Centrelink and Youth Justice.

A key group that has been developed at the Hub is the Nanango Community Action Group which meets monthly at the Hub. This group is made up of service providers, schools and key members of the Nanango community.

The objective of the group is to enhance community and personal safety to all members of the community. The group arranged for Paul Stanley to deliver his 'One Punch Can Kill' presentation to the community in May. This presentation was at four different schools and three community venues. Overall, approximately 1700 people attended the sessions.

One of the groups delivered at the Hub is the Young Mums' Group. The group meets each week during school terms.

The Young Mums' group is supported by the Hub worker, a Youth Worker, and various service providers including RHealth, Kath Dickson Family Centre, Child Health and Relationships Australia. Occasionally, Cherbourg Young Mums join with the Nanango group.



Above: Baking at Community Kids.



Above: After school outdoor activities at Community Kids.



Above: Musical instrument activities at Community Kids.



CTC Programs

SERVICE AND PROGRAM	FUNDED BY	PURPOSE & CLIENT GROUP
EMPLOYMENT SERVICES		
Job Services Australia	DEEWR	Employment Services in the Gympie and the South Burnett for unemployed people.
Skilling Queenslanders For Work	DEEDI	Employment Services in the Gympie and the South Burnett for long-term unemployed/at risk groups including those not registered with Centrelink.
Labour Hire	CTC	Recruitment and employment of staff for approved host organisations under labour hire arrangements
YOUTH SERVICES		
Social & Economic Development Service	DOC	Provide young people aged 12-25 in the South Burnett with the opportunity participate fully in their community.
Get Set For Work	DEEDI	Support to assist young people aged 15-19 in the South Burnett to gain employment, enter training or return to school
Emergency Relief	DFHCSIA/DOC	Emergency assistance to overcome / stabilise immediate crisis for people in the South Burnett with a particular focus on youth.
Special Homelessness Services	DOC	Crisis/short term accommodation for young people aged 16-21 who are homeless. Associated support to return to their home environment or transition to independence.
Active Inclusion Program	DOC	To provide subsidies to enable registration and inclusion in sporting clubs and support volunteering for financially disadvantaged families in the South Burnett.
Youth Connections	DEEWR	Case management for young people aged 14-18 in the South and North Burnett who have disengaged from education/training in partnership with IMPACT Make your Mark and TESS.
Youth Support Coordinators	DOC	Support to young people of the South Burnett who are at risk of disengaging to successfully transition into and through their senior phase of learning.
Reconnect	DFHCSIA	Supporting young people to remain connected to family, education, employment and the community.
Barambah Family Support Project	QPS	Fostering healthy parent-child relationships through early and intensive support to high-risk families connected to Cherbourg.
Mentoring Program	The Smith Family	Develop and support Indigenous mentors in the Cherbourg/ Murgon community.
Young Mothers' Program	DETA/MSHS	Support for young mothers/pregnant clients connected to Cherbourg aged 15-18 to pursue their education/ training goals.
Volatile Substance Misuse	DOC	Support young people connected to Cherbourg who engage or are at risk of engaging in the misuse of volatile substances.
First Start	DEEDI	Funding for Youth Work traineeships for Indigenous jobseekers with little or no work experience.

COMMUNITY SERVICES

Safe Haven	DOC	Minimise harm experienced by children/young people of Cherbourg who witness or experience domestic & family violence.
Community Hub	DOC	Coordinates activities/programs that encourage clients connected to Cherbourg to lead a sober life and address the issues that cause problem drinking.
Sober Living Support	DOC	Assists/supports families connected to Cherbourg to live sober lives by providing assistance to overcome immediate issues which can lead to problem drinking.
Activities for Young People (VSM)	AERF	Provide diversionary and intervention programs for young people abusing or at risk of abusing volatile substances.
Cherbourg Community Patrol	DOC	Assisting intoxicated adults access a safe place to sober up.
Barambah Community Support	DHA/QPS	Increase support and reduce incidents of self-harm to incarcerated Indigenous people and reduce incarceration levels.
Rewards Program	ACICC	Provide activities for young Aboriginal or Torres Strait Islander people who are attending school and programs and participating in these to a high standard.
Wondin-dee Domestic & Family Violence Counselling	DOC	Counselling and support to victims and child witnesses of domestic and family violence in the Cherbourg community.

FOSTER CARE & RESIDENTIAL SERVICES

Partners in Foster Care	DOC	Recruits, trains and supports carers across the South Burnett who care for children and young people under Child Protection Orders.
FIAR House	DOC	Residential care service which provides 24/7 care for up to four children/young people aged 12-17 with complex needs.

DISABILITY SERVICES

CROSB	DOC	Providing support to people with a disability and their families within the communities of the South Burnett.
The Gumnut Place	DFHCSIA	Australian Disability Enterprise providing a supportive and productive workplace for people with a disability.

CHILDREN'S SERVICES

Community Kids		A licensed centre-based child care service for before, after school and vacation care.
-----------------------	--	--

MANAGEMENT SERVICES

South Burnett Enterprise Centre		Encourage and assist small business through the provision of cost-effective accommodation.
Community Housing	DOC	Tenancy and property management of community housing properties in Nanango and Kingaroy.
Nanango Heritage Community Hub	Heritage Nanango Community Funding Ltd	Providing individual support and programs for the Nanango community.



Feedback Form

We value your feedback as we continuously aim to better meet the expectations of our readers, key stakeholders and most importantly, our community.

Full Name:

Organisation:

Contact Telephone:

Email:

How do you rate CTC's overall performance for the year?

Excellent

Good

Satisfactory

Not alot

Please rate the following elements of our report:

Has our annual report increased your understanding of our services and our performance throughout the year.

Greatly

Somewhat

A Little

Not alot

Quality/Interest of information provided:

Excellent

Good

Satisfactory

Not alot

Layout, presentation and design:

Excellent

Good

Satisfactory

Not alot

How do you think we could improve our report?

Your comments:

Please **mail** this form to:

South Burnett CTC Inc
Attention: Corporate Services
PO Box 490
Kingaroy Q 4610

or **email** your comments to:

enquiries@sbctc.com.au

or **fax** your comments to:

(07) 4162 9097

We thank you for your feedback.



CTC - working for our community

ABN: 85 399 349 965

6 Cornish Street, Kingaroy Q 4610
PO Box 490, Kingaroy Q 4610
enquiries@sbctc.com.au
Ph: (07) 4162 9000
Fax: (07) 4162 9097

www.sbctc.com.au

CTC SERVICES

Community Hub

42 Drayton Street, Nanango
Ph: (07) 4171 0061

Community Kids

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

CROSB & Disability Support Services

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

Diversionsary Services

76A Lamb Street, Murgon
Ph: (07) 4169 5260
Fax: (07) 4168 2899

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

CTC gratefully acknowledges all supporters, partners and suppliers. Without you our services and achievements would not be possible.

A Bright Future...

CTC is 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.

The Gumnut Place

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

Partners in Foster Care

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

Residential Services

Shed 9 6 Cornish Street, Kingaroy
Ph: (07) 4162 9009

Youth & Community 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

Youth, Family & Domestic Violence Services

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



Thank You

South Burnett CTC Inc would like to take this opportunity to acknowledge and thank our supporters, who include:

- » Australian Government Department of Families, Housing, Community Services and Indigenous Affairs
- » Australian Government Department of Health and Ageing
- » Aboriginal Community Interest Consultative Committee (ACICC)
- » Alcohol Education Rehabilitation Foundation (AERF)
- » Ann Greer
- » Anne Miller Publishing
- » Bill Hull Car Centre Kingaroy
- » Community Connections Inc
- » Community Resource Unit Inc (CRU)
- » Cornett's IGA Murgon
- » Cyonix
- » Dafyd Martindale
- » Department of Communities (DOC)
- » Department of Education Employment and Workplace Relations (DEEWR)
- » Department of Employment, Economic Development and Innovation (DEEDI)
- » Department of Education and Training (DETA)
- » Ergon Energy
- » Heritage Nanango Community Funding Ltd
- » Jessica Milner and Jocelyn Chey
- » John Quartermass' Family
- » Kelly & Frecklington
- » Kingaroy Lions Club
- » Kingaroy QCWA
- » Kingaroy Regional Enterprise Centre Association Inc
- » Kingaroy State High School
- » Mortimer & Co.
- » Teys Australia Murgon Pty Ltd
- » Murgon State High School
- » Queensland Parents for People with a Disability Inc (QPPD)
- » Queensland Police Service
- » Roy Welling
- » Simmons Family
- » South Burnett Knitters Club
- » South Burnett Regional Council
- » Stanwell Corporation Limited
- » The Smith Family
- » Thiess

Funded by



Queensland Government



And the many private citizens, businesses and agencies too numerous to mention.

