

*CTC - working for our community*

# **South Burnett CTC Inc**



**Annual Report 2009-10**







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## South Burnett CTC Inc

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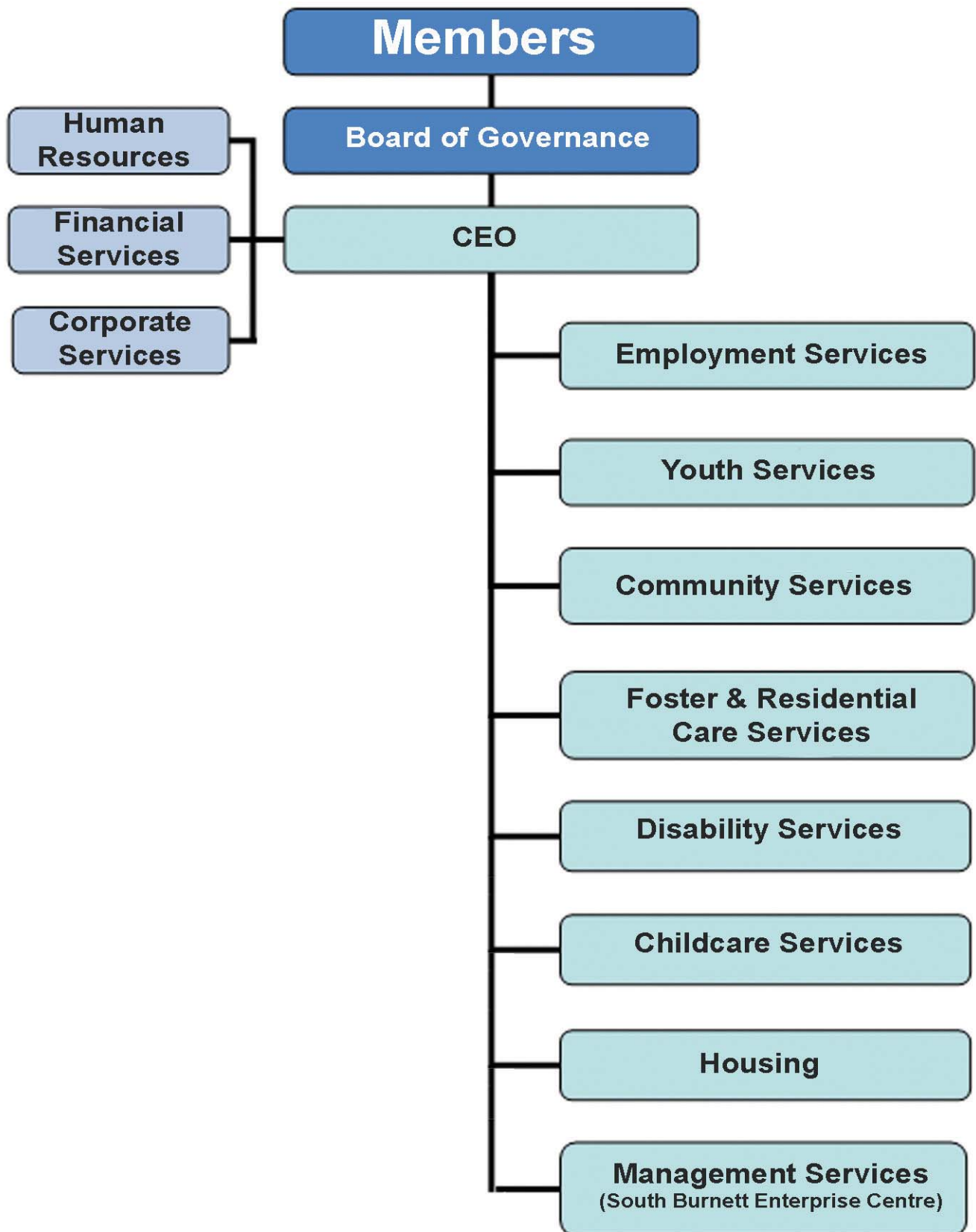
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*This Annual Report celebrates the key achievements and initiatives of South Burnett CTC Inc in the 2009-2010 financial year. It provides stakeholders with a snapshot into the organisation's activities, performance and strategies to meet future challenges.*

***For more information or to download a PDF version, visit [www.sbctc.com.au](http://www.sbctc.com.au)***

# Organisational Structure



**Working For Our Community**

# South Burnett CTC Inc

**South Burnett CTC Inc (CTC) was founded in 1983. We began life as a grass-roots community response to addressing the high levels of youth unemployment that existed in the South Burnett at that time.**

Over the years we've expanded and diversified our operations considerably, always in response to identified gaps in services to address the needs of the most disadvantaged and vulnerable people in our region.

Today we are a diverse, community not-for-profit organisation that continues to address the needs of disadvantaged people throughout the South Burnett and into our neighbouring communities across a wide range of programs. We have never wavered from providing a friendly, open environment in which all stakeholders can feel valued and respected while receiving effective and efficient services.

While maintaining a very strong focus on providing relief and services to the most disadvantaged people, we assist and promote our region's social and economic development activities and continue to support the many individuals and organisations who approach us for help.

We are a genuinely local organisation which operates purely for the good of our community.



## What We Are About

### ***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:*

- *Identify gaps in the access to and quantity and quality of services and supports in our area of operation (ie. South Burnett or regions designated by 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*
- *Establish and deliver services in accordance with our vision*
- *Engage in appropriate business activities to raise revenue to fund worthwhile community activities and provide a sound base for the organisation's future*
- *Build community capacity to realise our vision*
- *Enter any relevant activities that further our objects*

*in a manner that recognises and respects the rights and responsibilities of all people and the need to address issues on a broad front, while focussing particularly on the needs of disadvantaged and/or marginalised members of our communities.*



# Organisational Values

*The following are shared values which underpin CTC and to which staff, management and Board adhere:*

- **Service and client focus** - that's our purpose; act beyond the call of duty
- **Capacity building** - for people, services and infrastructure
- **Empowerment of others** - including stakeholders, clients and staff
- **"Our Place / Our People" ethos** - we are all community members; we believe in the South Burnett
- **Commitment to staff diversity**
- **Value democracy** - the right of everybody to be heard
- **Egalitarian** - not being too hierarchical
- **Embrace** community sector values
- **Respect and dignity** - recognising the values and diversity of all individuals and communities
- **Professional** - in all practices and policies
- **Collaboration and cooperation** - in decisions and dealings with clients, stakeholders and government
- **Honesty and transparency in our governance** - open and accountable communication



## Strategic Priorities

This year we reviewed our Strategic Plan and as part of this process identified the main priorities for the next three years. These strategic priorities have been set in consultation with the Board, Management and staff and have reaffirmed our vision and mission and defined our values.

**CTC's strategic priorities are organised into five Key Result Areas:**

### **1. Focus on Local Communities**

*Goal: South Burnett CTC Inc will focus on the South Burnett and each community within this region and will only work outside where government funding boundaries dictate.*

### **2. Excellence in Service Delivery**

*Goal: The primary goal of South Burnett CTC Inc is service - that is our purpose, delivering beyond the call of duty.*

### **3. Skilled and Professional Staff**

*Goal: Staff will be exceptional, compassionate, collaborative and committed to the vision and mission of South Burnett CTC Inc.*

### **4. Leadership, Management and Governance**

*Goal: Our effective leadership, management and governance will enable the continued development and sustainability of South Burnett CTC Inc.*

### **5. Finance and Resources**

*Goal: Our long term viability will be secured by open, accountable asset and financial management.*

**The Board and Management have also spelt out a number of critical success factors upon which our key result areas will be assessed:**

- A clear understanding of our organisation's definition, scope and objectives
- Awareness of possible risks and threats that could impact on the organisation and having action plans to manage these risks
- Maintaining and enhancing our reputation in the client service industry by being values orientated
- Having sufficient capital and physical assets with which to operate our programs
- Quality people capable of performing the required functions operating in a team environment
- Early identification of social enterprise opportunities that might be capitalised on by the organisation
- Systems and processes that allow our organisation to function effectively and efficiently
- A system of reporting and monitoring our performance against planned objectives.

# Board of Governance

The operation, growth and diversification of CTC is guided by our Board of Governance, still affectionately called the LMC (Local Management Committee) as it was known in the SkillShare days!

Many of the members of this committee have been with the organisation from the outset or since the very early days.

The stability and strong leadership of the Board has been appreciated by staff whose numbers have grown to more than 180, mainly permanent employees, many of whom have been with the organisation for years (or as long as their service has operated).



This is pleasing evidence of CTC's "employer of choice" status in an industry known usually for very high staff turnover. Undoubtedly, the shared commitment to the clients we deal with and services we deliver is the major reason for CTC's continuing growth and success.

## **John Quatermass - Patron**

John is a founding member of CTC and was Chairperson from 1983 to 1992 and Deputy Chairperson from 1992 until 2006. John also owned and operated a very successful electrical business in Kingaroy for more than 40 years. He has a lifetime of community service commitment including chairing roles on the Lions Rodeo Committee, Kingaroy Hospital Board, the District Development Board, the Salvation Army Red Shield Appeal and the Scouts. In recognition of his services to the broader South Burnett community and to CTC, John was elected to be our organisation's Patron in 2006.

## **Howard Leisemann - Chairperson**

Howard is a qualified accountant and Company Secretary of Kewpie Enterprises in Kingaroy. He has extensive community organisation experience having been in the past a member of the High School P&C Association, Neighbourhood Watch, the President of the Kingaroy Bluelight Committee and is a past President of the Rotary Club of Kingaroy (where he was awarded their highest award for service a Paul Harris Fellow). In recognition of his contribution to the local community, Howard has been awarded Kingaroy Citizen of the Year.

## **Nina Temperton - Secretary and Chief Executive**

Nina is an active and passionate member of the South Burnett community and is a Founding Member of the South Burnett Enterprise Centre Association, a Board Member of the Tarong Energy Community Partnership Fund, a member of the Kingaroy Lions Club (including a term as President), a member of the South Burnett Wine Industry Association, a former Chair of the Private Hospital in Kingaroy and a committee member of South Burnett Events.

## **Maxwell Lehmann - Treasurer**

Max spent the majority of his working life with the National Australia Bank working in many parts of Queensland, culminating in a 10-year stint as Branch Manager at Kingaroy. During this time Max got the red dirt of Kingaroy in his blood and upon his retirement from the bank in 1997 was elected as a councillor on the Kingaroy Shire Council. Max spent one term as a councillor and from 2000 to 2008 was Deputy Mayor. Max is a member and tireless worker for numerous community organisations including the Kingaroy Lions Club and can be seen at most community events in the South Burnett 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 his community.



### **Geoff Hosking - Board Member**

Geoff is a retired TAFE Director who has in the past operated his own electronics business. Geoff has also been the Youth Director at the Rotary Club of Kingaroy for three out of the past four years and is also a Paul Harris Fellow. Geoff is a volunteer on the Kingaroy Airport User Group, is a keen pilot and is secretary of the Kingaroy Historical Motorcycle Club.

### **John Box - Board Member**

John joined the CTC Board in 2007 and has a wealth of management experience in the electricity distribution industry. John is currently the Area Services Manager - Wide Bay South with Ergon Energy, based in Kingaroy. He brings proven people management skills and extensive experience in project management along with his strong sense of social justice. John is a life member of the Apex Club in Kingaroy and was recently honoured as the Queensland Ambulance Service "Achiever of the Year" in the North Coast Region Star Care Awards of Excellence for the work he does as President of the Kingaroy Local Ambulance Committee. John has a very strong community focus and is a JP Qualified, one of four community representatives on Tarong Energy Community Reference Group for Partnership Fund grants and an active member of several community committees and groups. He also enjoys his role as part of the committee organising the largest youth activity in Southern Queensland, the annual Technology Challenge in Maryborough.

### **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 Division 4 of the new South Burnett Regional Council and was appointed Deputy Mayor. Keith also maintains a hands-on role in the local 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 & Son and operates a beef cattle enterprise in the Kingaroy district. Michael is involved in a number of local beef cattle organisations and is an active member of the St Vincent de Paul Society.

### **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 also has experience in the manufacturing industry and holds numerous 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 business before operating a training business specialising in driver training. Graham has a Masters Degree in Justice and has had a long association with community service. He has led a State Emergency Unit and has been actively involved with the SES for about 15 years as well as being a First Aid Instructor for the Red Cross and Queensland Ambulance. Graham enjoys sharing his knowledge and skills with the CTC Board, management and staff and has taken on the role of CTC's Workplace Health and Safety Officer (WHSO).

### **Jennifer Walters - Board Member**

Jenny is a company director and small business owner/operator in Kingaroy. She is also a Justice of the Peace (Qualified) and has served in the past as a Board Member of St Aubyn's 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 of the CTC Board of Governance for nine years.



# Chairman's Report

On behalf of the CTC Board it is a privilege to present this report for 2009-2010.

The opportunity comes with a significant responsibility as the Board seeks to oversee the strategic direction and the financial and resource management necessary to underpin the future capacity of the organisation to provide relevant services to our staff and clients, while also responding to our obligations to the broader community.

As a not for profit organisation we recognise the opportunities afforded to us by Government at Local, State and Federal levels which allow us to provide targeted assistance to those in our community who face life challenges they find difficult to effectively confront without professional and caring support.



We also recognise the support we receive from industry, in particular Tarong Energy, Thiess, Murgon Leather and from many other community organisations.

As you browse through this Annual Report you will recognise the breadth and depth of services offered by CTC.

**You will also note that CTC is an organisation with roots and governance firmly grounded within the communities it supports.**

Nina Temperton and her leadership team continue to maintain a close and strategic liaison with key decision makers at all levels of government and industry, with peak industry organisations and with providers of similar or complementary services available to our target client groups.

They also have a keen and passionate understanding about the needs of our clients.

The Board extends its 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, vibrant, effective and dedicated community focused not-for-profit organisation.

I want to thank the Board, who provide their services on a totally voluntary basis, for their ongoing commitment and for sharing their knowledge and points of view. I have been very fortunate to work with a professional, focused and passionate team and look forward to another successful year ahead for CTC.

*Howard Leisemann*  
Chairperson



## South Burnett CTC Inc Members

Beverley Coutts	Marie Shaw	Cynthia Woltmann	Ken Mills
John Quatermass	Eric Cross	Reg McCallum	Jenny Walters
Howard Leisemann	Janet Champney	Percy Iszlaub	Nina Temperton
Ron Oliver	Max Lehmann	Michael Carroll	Judith Bock
Keith Campbell	Renita Anderson	Col Turner	Lynelle Hahn
Heather McCallum	Damien Tessman	John Shaw	Graham Easterby
Sandra Greenslade	Karyn Bjelke-Petersen	Geoff Hosking	Susan Kratzmann
Glenys Peterson	Jenny Robinson	Peter Ploetz	John Box
David Cartmill	Bernadette Upton	Robert McIntosh	Sally Rinehardt

# CEO's Report

**Last year I compared CTC to a rapidly breeding rabbit. This year I'd like to use the image of an octopus to describe our organisation - though I must confess to the potential for some biological inaccuracies.**

Like an octopus, CTC has many arms of varying size, strength, agility and purpose. Each arm narrows to a sensitive tip ... flexible and growing but also the most vulnerable part of each arm.

An octopus can lose a tip, an arm - even several arms - but will continue to thrive provided the core body stays intact and the remaining arms continue to work.

In my analogy, the core body of CTC consists of our Vision, Mission and Values. The committed Board, management and staff form the widest and strongest part of the arms, the part closest to the body.

In the following pages you will read about the various activities of CTC's arms in their own words and probably marvel about the diversity of programs, staff and sites that make up the CTC "octopus".

**In my report I would like to concentrate on what we have done to ensure the core body stays healthy and relevant to our communities.**

Our Vision, Mission and Values underpin everything we do and are what sets us apart from other agencies. For this reason, we conducted a formal and major review of our Strategic Plan during 2010. We engaged a consultant to guide us through the process and to ensure that we were not blinded by "group think" or complacency. It was very pleasing to come to the conclusion that we have not waived from our shared commitment to the people in our community "whose needs engender compassion" (the criterion for our eligibility for Public Benevolent Institution status).

All our energies must be focussed on meeting their needs. Our various operational plans will continue to focus on the individual client and on "going the extra mile". Collaboration and cooperation internally and externally to identify and rectify gaps in services remain our preferred model of delivery.

The challenge now is to make sure that our commitment to these core values is shared right to the tips of our arms - where we go into new endeavours or have new staff. Inevitably we have seen higher staff turnover than in previous years and the administrative or systems demands on staff are such that it becomes all too easy to "just do a job" or to get into work practices that would be acceptable in the commercial world but are not compatible with the CTC ethos.

In order to ensure that all staff and all our systems are fully compliant with our values we have improved our recruitment, training and staff management practices and established regular meetings of all teams, team leaders and the senior management team while improving communications via our intranet and website.

We have also held a number of functions where people from all sections can get together to share triumphs and tragedies, including a Christmas Breakfast at The Gumnut Place and the CTC Staff Day.

"Sharing and caring" as well as "sharing the caring" via good communications remains as an essential element of our success in helping our clients.

Outstanding people skills have to be backed up by quality resources. To ensure that our assets and infrastructure are up to date and up to the task we have created a Corporate Services section. Its manager looks after buildings (including our community housing units), vehicles, IT systems, OH&S and related legislative or regulatory requirements.



As the Queensland Government has decreed that CTC is a public passenger transport provider we have had to obtain operator accreditation and provide restricted driver authorisation to all staff. While it is acknowledged that this has led to more systematic and better recorded approaches to vehicle maintenance and safety, the process has been incredibly demanding in time and money and will continue to be so. This is one of the many instances where accreditation, licensing and audit requirements seem designed to divert our attention from our clients and outcomes to how we record and report them.

Time, energy and therefore large amounts of money are being spent on red tape to keep the octopus head compliant when often it seems that it would be better spent on the arms, and especially the tips, where the real work for the client is being done.

The year seems to have been dominated by licensing, relicensing or audits ... everything from FIAR House and Community Housing to a review of our eligibility for Public Benevolent Institution status. We seem to have revised countless policies and procedures, instigated countless new systems for monitoring and recording and devised new forms for anything and everything - while all the time hearing promises to reduce red tape, streamline services and abolish "silo thinking". I look forward with relish to the day when any of these promises will materialise.

To get back to my octopus analogy ... you may recall that a few years ago CTC had an arm chopped off when we lost a contract for Job Network services. At the time we felt as though the world would come to an end. Over the following years other arms took on greater roles while the employment stump gradually regrew until this year when that arm became bigger and stronger than ever before as a result of a successful tender for new employment services. Winning 65% of the employment services "market" in our area led to a massive influx of new jobseekers and fees. It has been a gargantuan effort to get the new Job Services Australia contract bedded down and accommodate the flow-on effects to the organisation. This was not achieved without dramas, trauma and tears and while we can be proud of our good performance so far we can by no means rest on our laurels. More changes are afoot and in the next tender round we may well lose some parts if not the whole arm again. There is no telling what government will do! In the meantime, though, this arm has contributed a large amount of money to our reserves and given us the freedom to invest in direct services for the most needy of our clients and infrastructure that will help to sustain us in the future.

**Particular thanks are extended to the Employment Services managers and team leaders who have worked extraordinary hours and applied great skill in helping their teams achieve such good outcomes.**

Thanks and praise are due to all arms of CTC for doing excellent work with the disadvantaged and marginalised people whose needs engender compassion - there are still far too many of them in our region. Individually and collectively we have made a positive and often life-changing difference in many lives, sometimes at considerable personal expense in terms of stress, time and emotion.

Management and staff couldn't do it without the unstinting support and encouragement from the Chairman and Board and CTC as a whole could not do it without government and corporate funding and the collaboration and cooperation of other agencies.

We may not be the most elegant or attractive creature, and at times our head may seem to be too large, but we are willing and able to stretch out our arms, take risks and explore nooks and crevices in our quest to help those who need a hand up out of poverty, distress and disadvantage.

Thank you to everyone involved in making 2009/10 another successful year and I look forward to the challenges, opportunities and successes of 2010/11.

*Nina Temperton*  
**Chief Executive**





*CTC's Management Team*



*CTC's Administration team based in Kingaroy*

# Management Team Reports

The CTC Management Team comprises the CEO and seven Service Managers (Human Resources/ Deputy CEO, Finance, Corporate Services, Employment Services, Youth & Community Services, Foster Care and Disability). The team works together to support the development and implementation of CTC's Strategic Plan.



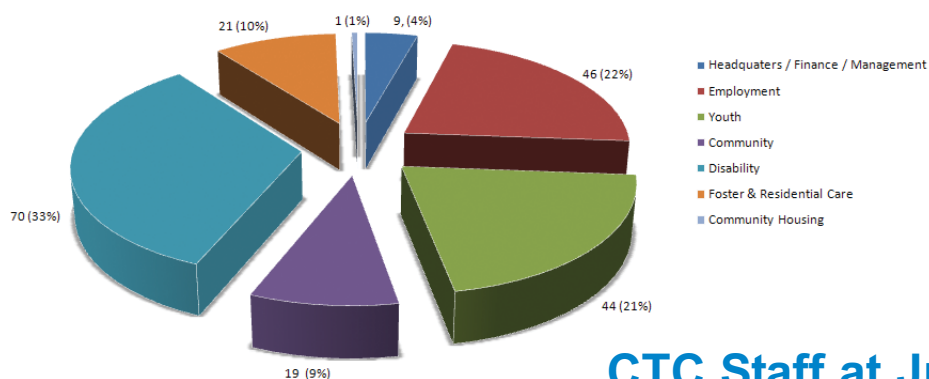
## Human Resources

During 2009-2010, the HR Manager continued to deputise when required for the CEO and gave (and received) support from each member of the management team, particularly in times of trials and tribulations!

With the rapid growth of CTC during the year, it is impossible to accurately count the number of position descriptions developed, recruitment processes followed, shortlists of applicants compiled, interviews undertaken, referees checked, Blue Cards, Yellow Cards, Child Safety and AFP checks done, identification and qualification documents copied, letters of offer and contracts completed and revised, staff inductions facilitated, performance reviews held, training days co-ordinated, fires put out, database entries typed and filing done, policies and procedures drafted, scrapped, redrafted and implemented and phone calls back and forward to our Industrial Relations consultant in relation to the six different Awards under which we operate! There were also a few exit interviews to account for too, but relatively speaking, the number of these was low (thank goodness).

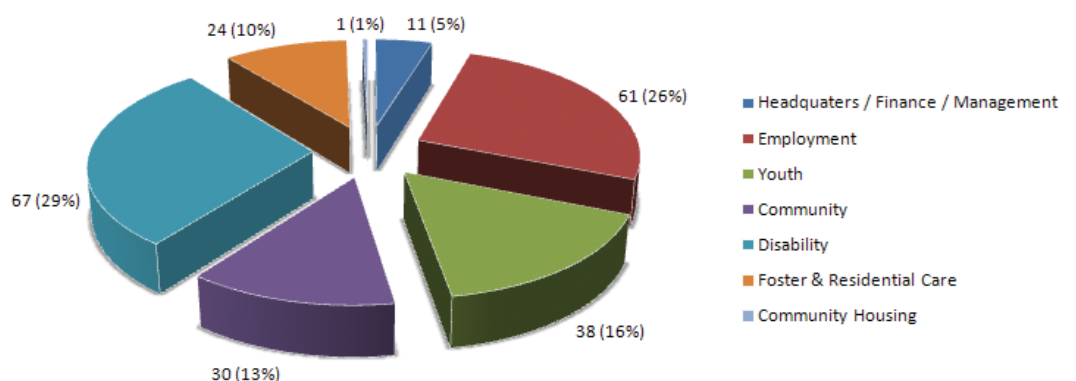
**We are very proud of the services delivered by CTC and without our most important asset, our staff, none of what was achieved during 2009-2010 would have been possible.**

### CTC Staff at June 30, 2009



### CTC Staff at June 30, 2010

Staff Numbers Include, Full Time, Part Time & Casual Staff





# Corporate Services

## Strategic Planning

A major review of the CTC Strategic Plan was completed in 2010. This sets out CTC's strategic objectives and priorities for the next three years which will be reviewed and updated at least annually to ensure the projects and objectives continue to be in line with the community's needs and CTC's broader vision.

CTC would like to acknowledge and thank the Queensland Department of Employment, Economic Development and Innovation (DEEDI) and Leigh Bennet from Enterprise Innovations for their assistance in this process under the "Jobs Assist - Business Support" program.

A copy of the CTC Strategic Plan is available from our website in the "About Us" section.

## Public Benevolent Institution (PBI) Review

CTC is currently endorsed as a tax concession charity and deductible gift recipient on the basis of being a PBI. A PBI is a non-profit institution organised predominantly for the direct relief of such poverty, sickness, suffering, distress, misfortune, disability, destitution or helplessness as arouses compassion in the community.

As a PBI we must regularly review our eligibility and advise the Australian Tax Office of any changes to our entitlement status. A major review of our PBI status was undertaken at the end of 2009 in a detailed analysis of our governance and constitution, clients and services (ie. who are we set up to help), revenue and promotional materials. CTC sought the legal opinion of one of Australia's leading taxation law firms, Norton Rose, who in summary stated that in their opinion CTC does fit the definition of a PBI and is entitled to continue to hold PBI status. As far as the ATO expresses an opinion, subsequent correspondence from it has agreed with this conclusion.

The review of our PBI status will continue to be done annually in association with the receipt of our audited financial statements and we will continue to keep the ATO informed of our ongoing eligibility.

## Workplace Health & Safety

The CTC Workplace Health & Safety committee, which includes representation from the Board, management and staff, was reformed during 2009/10. Board representative Graham Easterby is also our qualified Workplace Health & Safety Officer. All staff members have also this year completed WHS training and having been duly elected by their workplace peers.

### Other highlights have included:

- Active participation in recent Work Safe Queensland information sessions conducted across Queensland as part of their "medium size business" initiative
- Development of quarterly WHS workplace reporting templates
- Development of risk assessment process for organisation
- Further review and refinement of fire and First Aid training requirements
- New "SunSmart" policy developed for CTC
- Comprehensive Test and Tag plan developed for the organisation. RDC testing also completed for all CTC-owned buildings

***Congratulations to Lois Gray for being the inaugural 'Zero Harm @ Work' champion at this year's CTC Staff Day.***



## Information Technology

In March this year, CTC severed ties with a third party IT service provider and relocated the majority of its IT infrastructure to the Enterprise Centre in Kingaroy where it is now managed internally by our own IT Department. This has proven to be a very successful strategy and has also coincided with a significant upgrade of IT equipment across many of our worksites, particularly Employment Services.

The SBCTC website, [www.sbctc.com.au](http://www.sbctc.com.au), underwent a major upgrade. The content management system that sits behind this website is fully maintained by our own IT Department which greatly enhances the timeliness of updates and keeps costs down.

We also overhauled our Intranet which has improved the look of the site but more importantly has greatly enhanced the structure and functionality of the system. The improved structure has allowed many of the policies and procedures regularly used by staff to be posted to the Intranet for easy access.

Computer training and hardware/software upgrades are ongoing.

## Fleet Upgrades

CTC has a substantial investment tied up in our fleet of vehicles. The number varies from time to time depending on program needs, however recently it has averaged around 40 with a few extra things like forklifts and trailers to be added. All the vehicles are well recognised by the “personalised plates” and hopefully the high standard of driving skills on display.

CTC utilises the expertise of Community Fleet Services (CFS) which specialises in assisting non-profit organisations with their fleet needs. With the help of CFS and the funding of a number of new services being approved in 2009/10, CTC upgraded half our fleet this year which has been a major undertaking.

Further upgrades are planned for the coming year as finances permit and as vehicles achieve their optimum trade-in value.

## Operator Accreditation

This has been a major undertaking for CTC and followed advice from the Minister for Transport in September 2009 that the services delivered by CTC were regarded as a “community transport service” and that as we had more than three vehicles we must hold Operator Accreditation.

Accreditation has resulted in the implementation of many new policies and procedures including:

- Evidence of the OA number must be displayed on all vehicles in the approved manner
- All drivers must possess a current Driver Authorisation to drive or operate any vehicle used in connection with the accredited passenger service
- All vehicles must comply with the Act, Regulation and Standard
- All vehicles used to provide the service must be maintained to a standard that complies with or exceeds the program specified by the manufacturer
- Records must be kept for every trip
- All drivers must be given training in the driver's responsibilities under the Transport Operations Act 1994, using a documented training program
- The operator must have an Incident Management Plan in place

As you would expect many new systems have had to be implemented to provide appropriate records are maintained and additional recruitment policies put in place to ensure new staff can fulfil the standards required under OA.

While there have been some disadvantages including the inability to recruit young staff members (staff have had to have held an open driving licence for at least two years) and the extra cost involved in many of the processes, overall the effect has led to an ever higher level of safety and accountability.



# Employment Services



## Job Services Australia

in partnership with Dept of Employment, Education & Workplace Relations

This year has seen the beginning of the brand new "Job Services Australia" contract acquired through a successful tender process with the Australian Government.

CTC has established two full-time sites in Kingaroy and Gympie and three outreach services in Murgon, Nanango and Tin Can Bay to provide a more convenient service to our many jobseekers and employers. We currently employ 35 local people across our five sites.

### Good News Story

*A young Indigenous jobseeker who was keen to work in administration and/or customer service was struggling to get an opportunity to show her work commitment. We worked with her to advance her skillset through enrolment at TAFE and tailoring her resume. When a Paid Work Placement with a local host organisation became available through the State Government's Skilling Queenslanders for Work program we assisted her to gain the placement to show what she could do. We provided her with workwear when she was accepted into the 15-week position. A full-time 12 month Business Administration traineeship then became available at the host organisation and we further assisted her to write a cover letter and submit an application. She was successful and has now secured the traineeship.*

**- Barbara Sandbach**

In December 2009 our Community Work Co-ordinator contract with the Department of Education, Employment and Workplace Relations end. The most recognisable component of this program had been the many "Work for the Dole" projects delivered.

Over 11 years CTC has contributed to many non-profit organisations across the South Burnett and Gympie/Cooloola area through assistance in completing projects such as minor construction activities and providing a continuous stream of volunteers to keep their operations going. The Government saw the worth in this program in assisting our jobseekers to gain linkages



*Kym Dyball (Acting LEC), Gary Davison (SWBB LEC). Barb O'Hanlon (CTC) and Abbie Grant-Taylor (Employment Project Officer DEEWR)*



*LEFT and ABOVE: Kingaroy, Murgon, Gympie and Tin Can Bay employment teams*

into the community and work ethic and have included Work for the Dole in the new contract of Job Services Australia.

Our community participation included being an active member of the "Keep Australia Working" Committee, representing our industry colleagues in establishing the Southern Wide Bay Burnett Regional Employment Plan. This has meant working closely with local employers and various representatives in Local, State and Federal Government such as the Local Employment Coordinator (LEC).

We were also active committee members in instigating the success of the Centrelink Jobs Expo at Gympie, below right, in May 2010. We represented many of our employers on the day and provided transport to jobseekers in the South Burnett so they could attend this event.

Our attendance on the day provided representation as a major employer in the local Human Services Industry as well as an Employment Services provider.

The success of our Employment Service in the 2009-2010 financial year is due to the dedication of all our staff including team leaders Barbara Sandbach in Kingaroy/Murgon and Debbie Nicolai in Gympie/Tin Can Bay. All have worked tirelessly and through their understanding of the Job Services Australia contract they ensured our customers received a high level of service. We have seen the completion of a Trainee (Tayce Pittard) in Certificate III in Business as well as the commencement of three more trainees.

### **Good News Story**

*A client who had been identified as having a number of barriers to securing employment including anxiety and limited literacy and numeracy skills was keen to get a job but his literacy and numeracy barrier was so severe that to fill out an application form or to read instructions added to his anxiety. His anxiety also made it impossible for him to consider attending face-to-face literacy and numeracy training. We sourced an external literacy and numeracy course which could accommodate his needs. He committed to 20 hours of study per week and posted the completed workbooks to the external provider. This job-seeker shared with me that his confidence has improved so much that he bought a dictionary and is now helping his 10-year-old son with his homework.*

**- Tracey Howell**







# Employment Services

## Skilling Queenslanders for Work

Funded by the Department of Employment, Economic Development and Innovation

### Green Army

The Nanango and Coolabunia Shade & Beautification Project started February 22 and was completed as scheduled on July 9. The 20-week project included a makeover for the Coolabunia rest area to make it more inviting to the many tourists that visit the South Burnett. Participants achieved this through clearing and cleaning of undergrowth, construction of garden beds and picnic tables and painting and repairs to the amenities block. Materials and support were provided by the South Burnett Regional Council.

The second phase of the project involved the construction of a shade area and seating on the oval at the Nanango State High School. A mini amphitheatre was created and trees planted to provide shade for students and community groups who use the area. A boardwalk was built across the gully to make access to the agricultural block easier for all students, especially those requiring wheelchair access.

Eleven long-term unemployed jobseekers participated on the Green Army project with seven gaining employment through the skills acquired in construction, horticulture and team work.

### Job Preparation/Work Placement/Accredited Training in Civil Construction - CTC Gaps, Civil Construction & Work Placement 2009/2010

This activity filled the gap for 80 jobseekers who were not eligible for employment assistance through Job Services Australia.

CTC was successful in assisting more than 50% of these jobseekers into sustainable employment.

The Work Placement component of this activity included assisting three Indigenous jobseekers gain a paid work placement with a Host Employer to acquire skills and ability in the administration sector. This activity is continued into the next financial year and to date we have placed one of the participants into a full-time traineeship.

#### **Quote from participant:**

*"Staff at CTC were always up to date about what was happening with the employers and what they required in terms of potential applicants. Staff advice was always relevant and accurate and provided the applicants with good feedback to build self-esteem."*



*The mini amphitheatre under construction at Nanango State High School*



*The Green Army team repaired the amenities block at the Coolabunia rest area*

The Civil Construction accredited training was conducted in Gympie. Ten participants gained tickets required in the industry as well as numerous training modules in Civil Construction. The hands-on opportunities provided relevant practical experience and skills acquisition.

CTC made a special effort to secure funding for these and other State Government projects as a crucial form of assistance for our jobseekers in gaining the relevant skills and attributes towards sustainable employment. We have continued to identify and make application for high quality activities that will continue to assist long-term unemployed people.

### **Productivity Places Program**

Through a partnership between Employment and Youth & Community Services, CTC delivered Certificate II and Certificate III in Community Services for 20 participants.

This program was delivered in both Kingaroy and Gympie through a combination of self-paced learning, workshops and mentoring; 70% of participants completed or partially completed the training and 50% gained work either during or since undertaking the training.

### **Labour Hire Services**

CTC has continued to provide a convenient and affordable labour hire service to complement our Employment Service and reduce the administration impact for employers.

There has been a significant increase in the number of employers using this service this year. Key staff who ensured an efficient labour hire service include Jennie Juler and members of the Finance Team.

CTC has consulted with a number of local employers to identify training gaps, increase jobseekers' employability and ensure we provide only the right applicants for the employer's recruitment needs.

We see our labour hire service as a means to achieve two main objectives:

- To strengthen our relationship with key employers to improve our success rate in placing highly disadvantaged jobseekers with them and to better advocate for diversity and opportunity in local companies
- To create a source of income which allows us to fund services to highly disadvantaged people which for one reason or another are not funded by government.





# Youth Services

## **Social and Economic Development Service** **Funded by the Department of Communities**

This program works individually and/or through group work with young people (12 to 25 years old) to help them develop the skills they need to be effective adults within the community. Young people can come in to the office or call up and receive individual support to achieve their goals. Families are also welcome as key support people to their children.

Group programs are designed to develop life skills such as communication, problem solving and team work to assist young people to be a successful part of their family and their community and to effectively participate in education, training and/or employment. Comprehensive school holiday programs are developed and implemented to give young people fun, safe, supervised and meaningful activities within their community.

Over this 12 month period, this service supported 793 clients through 8233 contacts.



## **Get Set For Work** **Funded by the Department of Employment,** **Economic Development and Innovation**

Get Set for Work provides individual and group activities to assist young people (aged between 15 and 19 years) who are no longer at school and not in full-time employment. GSFW helps these young people gain employment, enter training or return to school.

As part of the GSFW program (along with Youth Connections monthly camps are organised which incorporate accredited training and build young people's social and life skills.

## **Supported Accommodation and Assistance Program** **Funded by the Department of Communities**

The Supported Accommodation and Assistance Program (SAAP) provides crisis accommodation in the form of a Youth Hostel for homeless young people aged 16 to 21 years for a period up to three months.

The option of the Youth Hostel is only given to young people after investigating other options with family or stabilising independent accommodation.

The SAAP service supports young people to develop life skills to either re-integrate with family or make a successful transition to independent accommodation.

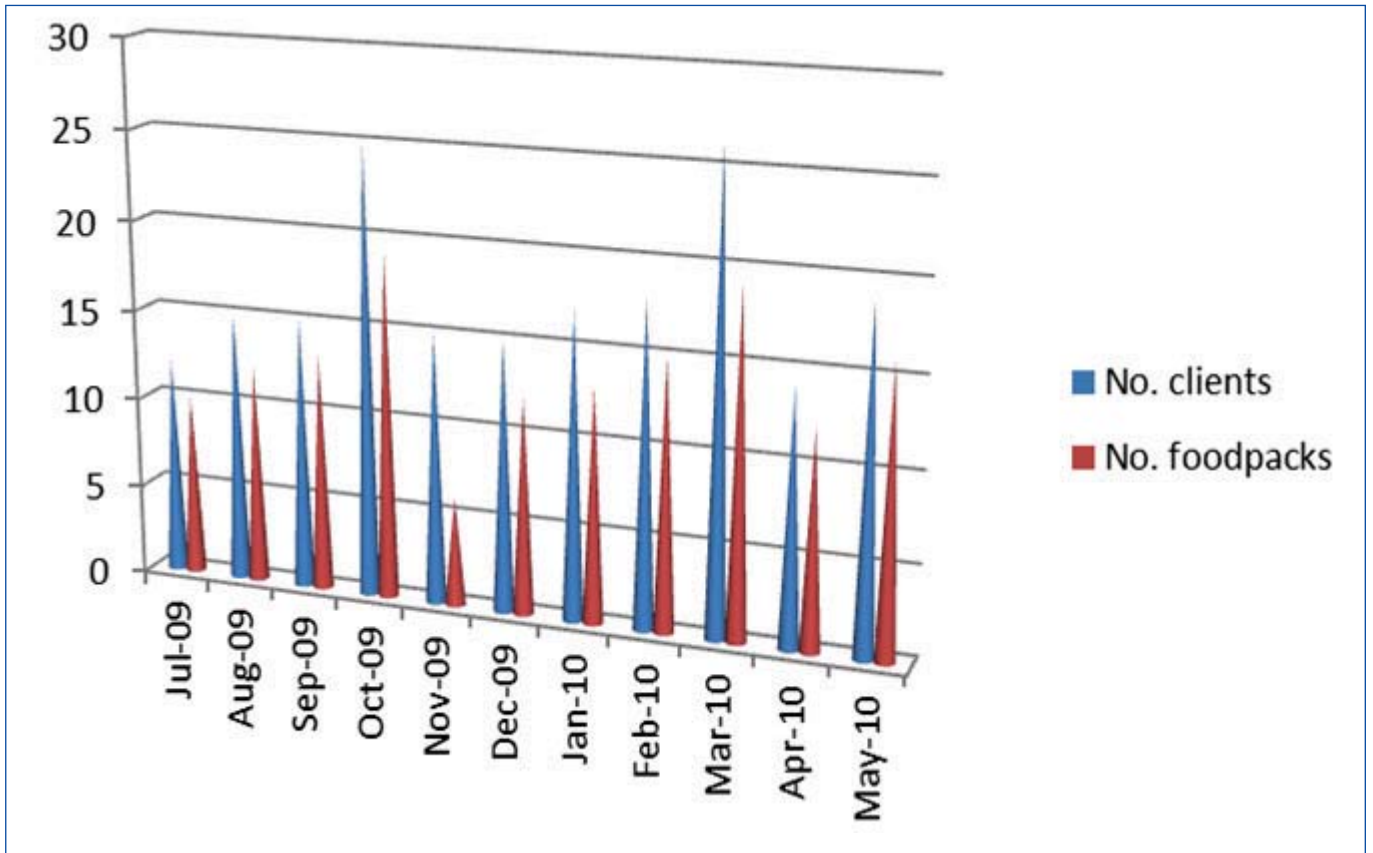


## Emergency Relief

### Funded by the Department of Families, Housing, Community Services and Indigenous Affairs, and the Department of Communities

Emergency Relief funding provides individuals with emergency assistance to overcome and stabilise immediate crises.

This assistance is usually in the form of food, hygiene products or transport.



*The number of clients supported each month and the number of food packs provided*

## Youth Connections

### Funded by the Department of Education, Employment and Workplace Relations

Youth Connections started in January 2010 and provides a service for young people in the South and North Burnett who have disengaged or are at risk of disengaging from education or training.

Youth Connections supports clients to attain a Year 12 education or equivalent and to then make a successful transition to further study, training or employment.

Young people who are eligible for the Youth Connections program have access to one-on-one case management.

Through case management they will be supported via an engagement plan to identify and attain short and long-term goals.

Clients have access to activities and one-off programs designed to provide engagement, information, and support to articulate into other relevant programs.



# Youth Services

## Youth Support Coordinators

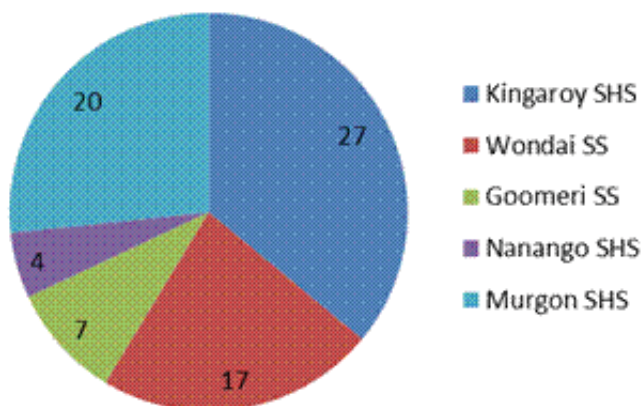
### Funded by the Department of Communities

Youth Support Coordinators assist young people who are at risk of leaving school and/or training to move into and through the senior phase of learning.

Over the past year, the YSC provided individual support to:

- 196 clients through individual work
- 192 clients through 85 groups

## Number of groups provided in each school



## Reconnect, "Connections"

### Funded by the Department of Families, Housing, Community Services and Indigenous Affairs

Connections is an early intervention service which brings family reconciliation for young people who are homeless or at risk of homelessness. Connections helps young people improve their level of engagement with family, work, education, training and their local community.

Connections supports approximately 90 young people each year through individual case management, ie. each young person is assigned a youth worker who helps him/her to identify issues and barriers and strategies to overcome them.



*At the Wonna Be Deadly Carnival at Beerwah*

Connections also delivers group programs such as the Duke of Edinburgh Award, Touch Football and School Holiday programs. This year's touch football competition helped young people work within the boundaries of a sporting competition whilst developing team work and self-esteem. This initiative has also been effective in reducing substance abuse amongst young people by keeping them active and providing an incentive to remain fit and healthy. As well as participating in the local competition in Kingaroy, teams are supported to attend events such as "Wonna Be Deadly" carnivals where Indigenous touch football teams from across Southern Queensland compete against each other.

## Barambah Family Support Project

### Funded by the Queensland Police Service

The project combines culturally appropriate recreation, outdoor education with family therapy and is delivered in two phases:

**Phase One:** Recreation and wilderness trips to promote family bonding, enhance self-esteem for parents, create positive and lasting peer group relationships and help form the basis for regular and pro-social family activities.

**Phase Two:** Families participate in a range of group-based parent-children activities in the community, such as recreational outings, social events, parent support groups and workshops. Participating families will also receive individual family support when needed.

This project has also supported the training of identified local staff to gain counselling qualifications. These people will then be able to provide counselling services within the local community.

## Young Mothers' Program

Funded by the Department of Education, Training and the Arts



**Young Mother's Group**  
Community and Training Centre (CTC)

**"My child's health is one of my top priorities"**  
Young Mother Program

To engage Indigenous young people aged from 15 to 17, who are pregnant and not able to attend school, in an educational program aimed at increasing their literacy and numeracy levels and their knowledge, understanding and skills related to healthy pregnancies, child development and positive parenting.

- Cows milk is dangerous to babies under 12 months. It is low in iron and will hurt their guts and kidneys
- Babies only need milk or water, once you start using cordial it will be hard to stop
- Children will copy what you do, so if you eat and drink healthy, so will they
- Give baby some fruit and vegetables everyday.
- My child's health is one of my top priorities

**SOUTH BURNETT CTC**  
Working for our community  
**Community and Training Centre**  
4169 5940

The Young Mothers' program is delivered in partnership with the Murgon State High School and CTC.

Youth workers identify young mothers and encourage them to maintain their engagement in education and training.

This program is aimed at young women aged 15 to 17 who are either pregnant or already mothers.





# Youth Services

## **Mentoring Program**

**Funded by The Smith Family**

The mentoring program targets senior Indigenous students currently enrolled at Murgon State High School. Students gain skills in mentoring, communication and leadership which they use to work with Year 8 students, providing support throughout their transition into high school.

## **Cherbourg Transition Support Program**

**Funded by The Smith Family**

This program operated through 2009 and provided support to young people at risk of not making a successful transition to high school. The program built communication, teamwork and social skills of young people.

## **First Start**

**Funded by the Department of Employment,  
Economic Development and Innovation**

DEEDI supported CTC with funding to employ two Indigenous Certificate III in Youth Services trainees, one who successfully completed their traineeship and another who commenced their traineeship during this financial year.



*Participants in the Duke of Edinburgh Awards program*



# Community Services

## 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.

Safe Haven services include:

#### Community Capacity Building

The Community Capacity Builder position works in partnership with other services to build and improve the capacity in people to provide prevention and intervention activities to children, young people and families who witness or experience domestic and family violence.

As part of its community capacity building program, Safe Haven worked with the Cherbourg community to promote Family and Domestic Violence Month. This provided a range of activities including a family disco, morning teas, a march, (below), and a dinner.



The Community Capacity Builder program also worked with the Cherbourg Senior Rugby League team to support the club and to promote awareness of family and domestic violence. All players sign a contract which says that they will not be perpetrators of violence and that they will help out the Junior Club and other community initiatives. The players have also committed to assist known perpetrators overcome their issues and re-establish family systems.

#### Family Support Workers

Two Family Support Workers provide support and assistance to families who witness or experience family violence to develop skills and knowledge to care for their children, increase their capacity to manage and resolve complex issues and provide information regarding parenting issues.

#### Youth Worker

Safe Haven's Youth Worker provides support to young people who experience or witness family violence. This service works towards enabling young people to address the social/emotional issues that confront them in their daily lives as they make the transition from adolescence to adulthood.





# Community Services

## Community Patrol

Safe Haven's Community Patrol provides services four nights per week which addresses the safety and well-being of young people found wandering the streets of Cherbourg at night. The patrol workers ensure young people are transported to a safe place and undertake follow-up visits with them and their families and where appropriate refer them to other support services.



*LEFT: Safe Haven Team Leader Les Stewart was presented with the inaugural Howard Leisemann 'STAR' (Service, Teamwork, Attitude, Reliability) Award at the 2010 CTC Staff Day. Les was chosen from 17 people who were nominated by their peers across all CTC Services.*

## Diversionsary Services

### Funded by the Department of Communities

CTC's Diversionsary Service delivers the Community Hub, Sober Living Support, Cherbourg Community Patrol and Volatile Substance Misues programs.

## Community Hub

The Community Hub Program co-ordinates a variety of activities including Sunday trips for families to help them work together as a family group and to promote positive family contact.

One such trip was the Yalakool Camping Trip in March 2010 which was attended by 11 families, 11 adults and 41 children. Staff who went on the camp reported that it was a great way for parents to participate in the Yarning Circle, spend quality time with their children, do some fishing and swimming.

Each family cooked their own lunch and breakfast and on the Saturday night a big, shared meal was prepared. In the Yarning Circle the families were asked to have input into the programs delivered by the Community Hub and Sober Living Support.

## Sober Living Support

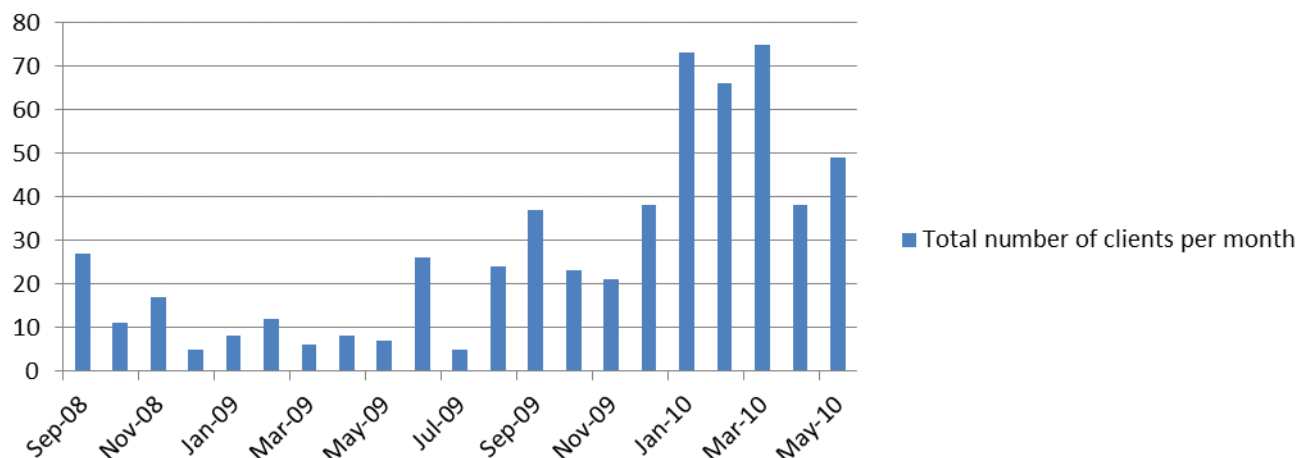
The Sober Living Support Program assists and supports families to live sober lives by providing assistance to overcome issues which lead to problem drinking. This includes court support; transport; domestic violence referrals, community living support and information, advocacy and referral. The service also provides home visits to families who require support.



### Community Living Support

This support helps individuals and families overcome an immediate crisis through the provision of food and fuel. People accessing this service are also assisted through support, information and referrals to other organisations to avoid crisis situations.

### Total number of clients per month



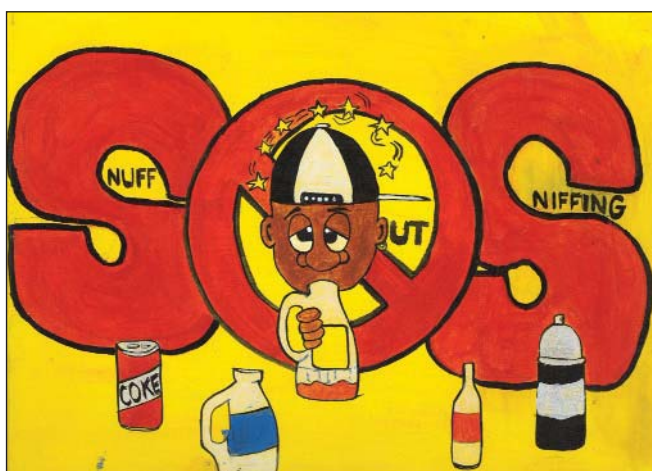
### Volatile Substance Misuse

The Volatile Substance Misuse program provides support to young people who engage, or are at risk of engaging, in the misuse of volatile substances and to reduce the incidence and harm associated with volatile substance issues in Cherbourg.

The SOS campaign (Snuff Out Sniffing) was a key success of this program.

It worked with the whole community, in particular with parents, and all service providers to develop and deliver a comprehensive action plan to reduce Volatile Substance Misuse.

***A footprint of this campaign has been developed and is available from CTC on request.***



### Cherbourg Community Patrol

The Cherbourg Community Patrol program operates four nights per week and transports intoxicated people to a safe place. The patrol aims to reduce the number of people participating in behaviours that could lead to contact with the justice system either as offenders or victims.

The Patrol operates Wednesday to Saturday nights from 8:00pm to 4:00am. Individuals accessing the patrol are also provided with referral points to gain ongoing support. The patrol has nominated pick-up zones and has exclusion zones where people are not picked up. These measures are put in place to ensure that the patrol is not used as a "free taxi" service but rather for its designated purpose.



## Community Services

### **Barambah Community Support Program**

**Funded by the Department of Health and Ageing,  
and the Queensland Police Service**



*In October 2009, the Barambah Community Support Project won a State Level Australian Crime and Violence Prevention Award*

This is a joint initiative with the Queensland Police Service which provides assistance and support for Indigenous people who come in contact with the criminal justice system. It includes providing support to people in the watchhouse and assisting people with referrals. The program also assists with delivering and supervising youth intervention activities.

### **Cherbourg Police Community Project**

**Funded by the Alcohol Education and Rehabilitation Foundation**

This project was supported through innovative funding from the AERF and project worked through partnerships to provide a Thursday and Friday youth group in Cherbourg.

This initiative concentrated on the delivery of a Thursday and Friday Cherbourg Youth Group which attracted up to 200 children on any night. The Youth Group was supported by staff from the Queensland Police Service and South Burnett CTC. Cherbourg Aboriginal Shire Council and local businesses assisted through the provision of a venue and food for each night's activities.

*A Griffith University student conducting studies at Cherbourg spoke to the Officer-in-Charge of Cherbourg Police in 2009. She told him that the Cherbourg Youth Community Project was the one stable activity in the children's lives at Cherbourg. It gave children in the community an event to regularly look forward to and gave them a feeling of belonging. (Sgt Scott Prendergast)*



## Wondin-dee Domestic and Family Violence Counselling Program Funded by the Department of Communities

Wondin-dee provides counselling and support to victims and child witnesses of domestic and family violence.

This program mainly provides individual intensive support to both victims and child witnesses of domestic and family violence in the Cherbourg community.

The project has also taken a lead role in bringing "Yarning Circle" training to the community.

CTC now holds a license to deliver Yarning Circles and has used Yarning Circles in many of its group development and intervention activities.

*The Yarning Circle® is a place where stories and knowledge can be shared in a caring environment that is relaxed and comfortable ... a place where each of us can participate to our own level, in our own time and by sharing our own unique journey.*



*A Yarning Circle being used at Cherbourg State School, above, and at the CTC Staff Day, below*







# Foster & Residential Care Services

## Partners in Foster Care

### Funded by the Department of Communities - Child Safety Services

Partners in Foster Care (PIFC) trains and supports carers across the South Burnett who look after children and young people under Child Protection Orders.

The Foster and Kinship program supports and trains department approved carers of children and young people aged 0-17 years with moderate to high support needs.

The Specialist Care Program supports four children and young people aged 0-17 who have complex to extreme support needs and are being cared for by Department-approved Foster or Kinship carers. The training offered around these placements is specifically developed to support the carer to meet the individual needs of the child in care.

PIFC was established in 2006. During this past financial year, the original number of licensed care places doubled. This was a huge milestone as it doubled the options for children, enabled more respite for carers and created a bigger pool to better match children with families.

This year we extended our training program for carers, giving them opportunities to learn new skills. Some of the training offered by PIFC includes Cultural Awareness, Trauma, Attachment, Infectious Diseases, Autism and Transforming Care.

#### Over the year we had a number of success stories - these are just a few:

- One young person obtained a traineeship
- Several children were selected in Wide Bay swim teams
- One young person competed in the Wide Bay discus competition
- One young person was selected for the Wide Bay netball team
- One young person was selected for the Wide Bay cross country competition

***The thing CTC is most excited about is that every child linked to the service is currently attending school.***

*PIFC has continued throughout the year to practice the often talked about concept of partnership. The service works exceptionally hard in support and advocacy for carers. In order to be effective in this role they are well aware of the need to participate in and negotiate for positive outcomes within the wider stakeholder group. This service has become a very valued and valuable part of the child protection system in South Burnett*

**Tricia Smith**  
**Manager**  
**South Burnett Child Safety**  
**Service Centre**

*Partners recruits and trains Foster Carers and the warmth and commitment of the South Burnett's foster and kinship carers have been extended to children and young people who have experienced hardship and who cannot live at home. In all their various shapes and sizes, these families are the heart of the child protection system. Thank you.*

**Matthew J Armstrong**  
**Senior Practitioner**  
**South Burnett Child Safety**  
**Service Centre**



*The Partners in Foster Care team*

## **FIAR House (Fostering Independence and Resilience) Funded by the Department of Communities - Child Safety Services**

FIAR House is our residential care service which provides 24/7 care for up to four children/young people 12 to 17 years old with complex support needs.

FIAR House has had many success stories since the referral of the first young person into residential care from Child Safety Services in May 2009.

All eight young people who came into FIAR House during this financial year have proven that with the right support and environment, they are able to overcome many of their complex needs and behaviours that have previously prevented them from moving forward. Each and every FIAR House client has progressed beyond the expectations of others and themselves.

Four young people who entered FIAR House as long-term placements have re-built positive relationships with their families and are now living at home.

One has transitioned into independent living and is back at school. Another has moved to Melbourne and is no longer under child protection orders.

Two have successfully transitioned into other residential services as planned to be closer to family and other support networks.

All of these outcomes are outstanding and we are confident that young people coming into FIAR House during the next financial year will follow in their footsteps.

*RIGHT: Carers training at the Whipbird Chapel, near Kingaroy*





# Disability Services

There has been a strong focus on consolidation across CTC Disability Services in 2009-10. Through CROSB (Community Respite Options South Burnett) and The Gumnut Place, the service has provided a suite of individualised programs through respite, lifestyle, accommodation, employment and post-school support to approximately 120 people with disabilities and their families. The amount of support provided each week has increased by approximately three times over the previous year.

## CROSB

### Funded by the Department of Communities - Disability Services

The focus of CROSB is to provide assistance in the lives of people with a disability which promotes a natural lifestyle, their membership of their communities and their valued participation in them. By providing carefully planned support which is developed in consultation with the people who use the service and their families if they are involved, CROSB ensures that what is offered matches what people want. It is important that the people who use our services can give feedback and influence our direction and how we deliver support.

During the past year, CROSB has concentrated on strengthening relationships and communication with clients and their families. We promoted and increased the ways in which users provide feedback about the service they receive, service direction and/or quality in general. This feedback helps us improve what we do and ensures it is what people actually want.

CROSB conducts an annual survey of client satisfaction. The survey in December 2009 revealed a high degree of satisfaction and some very practical suggestions for improvement. This has been affirmed during individual meetings with clients and/or their family with the added comments that the service quickly responds if there are any issues raised.

Increased feedback initiatives included a planning and open day at CROSB House, regular meetings of our invaluable CROSB Advisory Committee and ongoing, direct feedback from clients and their families.

All of this feedback has shaped six priority strategies for CROSB in 2010/2011:-

- Consolidation
- Policy Development
- Service Development
- Investment/ capacity building
- Compliance
- Be an active part of CTC

#### **Case Study:**

*"Jack is a middle-aged man with schizophrenia who has been a client of CROSB for about a year. Jack needs a lot of help in maintaining his mental health, keeping and preparing quality food and managing his home and housework. He has very few friends or community connections and is waiting for government housing in the local area. Recently his private rental accommodation fell through and he is boarding with family. This is not a long-term solution as he needs his personal space. The situation has impacted him badly. CROSB has been able to increase its support to Jack and is now assisting him to get out of the house more, go to the shops and keep important appointments. This support also gives his family a much-needed break. CROSB's support also enables Jack to manage his mental health through assisting him to maintain a routine, doing exercise and talking through how he manages his home-life and relationships with his family while he looks for alternative accommodation. Because of CROSB's commitment to flexibility and taking an individualised approach, the service has been able to respond to changes in Jack's life and helps him and his family avoid the potential vulnerabilities to his mental health the changes in his accommodation have created. CROSB has recognised the need to increase Jack's support from being largely in-home and now includes community access. His increased support includes his family (as his most important supporters) in all discussions and planning. The needs of the whole family are now being met - how and when it is most useful to all."*



## Simmo's Place

After (too many) years of planning and other delays, Simmo's Place in Kingaroy has finally been built. Thanks to the generosity of the Simmons family who donated a block of land next to CROSB House, CTC has been able to build a lovely duplex of two-bedroom units which are equipped for people with disabilities. The Simmons family purchased one unit for their son and the other one will be let out to someone who will be a "good neighbour" to David. As the generosity of this family seems to know no bounds, there is provision for their share to be gifted to CTC eventually (not for very many years we hope) so that other people with disabilities can be catered for. We are enormously grateful for this and thank Keith and Willie on behalf of the many people with a disability who will benefit over future decades.

## The Gumnut Place

### **Funding contributed by the Department of Families, Housing, Community Services and Indigenous Affairs**

The Gumnut Place has been a fixture in the local Murgon community for almost 30 years. CTC entered into a contract with the Federal Government to manage operations in December 2007.

CTC is committed to The Gumnut Place's future as an Australian Disability Enterprise (ADE). The Gumnut Place provides support, training and supervision to 20 supported employees at any one time. The Federal Government contributes funds to the employment of supported employees but like any other business, ADEs must generate their own income to cover expenses and overheads.

Murgon Leather has been a long-term supporter of The Gumnut Place and is the biggest customer for the fumigated hardwood pallets the workshop produces. They have stuck with us through thick and thin, continuing their purchases even at times of economic downturns and despite possibly cheaper or more convenient alternatives from "mainstream" suppliers. Murgon Leather more than doubled their orders during the year, improving Gumnut's viability greatly.

Workshop activities also expanded to include the production of blasting pegs for the mining industry.

Another major activity this year was working collaboratively with Thiess to establish a commercial laundry on site, via a financial contribution from the Tarong Energy - Community Partnership Fund. The contract to launder Thiess uniforms provided Gumnut with a regular income, allowing us to budget and plan activities with confidence. The official launch of the laundry also gave us the opportunity to thank many of the long-term supporters of Gumnut, (below), by presenting plaques produced by the Gumnut Trophy and Engraving Service and enjoying catering provided by the Gumnut kitchen!

*The activities of the year have allowed the doors at The Gumnut Place to continue to be open for supported employees, some of whom have been working there for nearly 30 years! However, we are not resting on our laurels as we are only breaking even and need to make some surplus to be able to refurbish our premises, expand our range of employment opportunities and become financially viable for the long term. We are actively seeking additional partners and reviewing every aspect of our operations and we welcome input from all interested parties!*





## Community Kids

Community Kids is a licensed centre-based child care service based in Nanango. It offers before and after school care for primary school age children and vacation care during the holidays. This is a new service for both CTC and the Nanango area and was opened on December 14, 2009.

It provides a safe, caring environment where children can explore, experiment, learn and have fun! Community Kids is open 5 days a week during school terms (from 6:00am-9:00am, 3:00pm-6:00pm) and also has vacation care available from 6:00am- 6:00pm.



## Management Services

### South Burnett Enterprise Centre

CTC continues to manage the South Burnett Enterprise Centre on behalf of the Kingaroy Regional Enterprise Centre Association Inc (KRECA) as we share a similar mission to encourage employment creation and community capacity building.

The objective of the Enterprise Centre is to encourage and assist small businesses through the provision of cost effective accommodation and the provision of advice, mentoring, training and administrative support. Funding for the physical infrastructure came from the Australian Government while operational expenses are today covered by rent and contributions by members.

The Centre is able to provide office spaces, small work-sheds and training rooms for tenants. Also on site are a conference room and caterer which are utilised by the wider community on a regular basis.

The South Burnett Enterprise Centre is one of the few business incubators across the country that is still operating successfully and is doing so without government assistance. It has, however, changed its focus from pure business incubation to the creation of a hub for community and high-tech services.

CTC, in partnership with KRECA, is proud to manage the Enterprise Centre on behalf of the wider South Burnett community and we enjoy the fact that our Headquarters are co-located on this site.

If anybody would like to establish their small business (offices and work sheds available) at the Enterprise Centre and/or use the conference room please contact SBCTC on (07) 4162-9000.

### Community Housing Services

CTC provides tenancy and property management services for a small portfolio of rental properties in Nanango and Kingaroy on behalf of the Department of Communities (Housing and Homelessness Services). The Department assists CTC to provide rental housing that is secure, appropriate and affordable for eligible persons whose needs are not adequately met by other housing options. These properties are all defined as long-term housing properties and the tenants are referred to CTC by the Department under the 'One Social Housing' system.

The lack of appropriate and affordable accommodation is a growing issue for many in our community and CTC regards its small role in community housing in the South Burnett as very complementary to the other support services we provide. We look forward to working closely with key stakeholders to hopefully grow this portfolio in the future.



## HEART

### Funded by the Department of Health and Ageing

The HEART (Healthy Eating Active Rural Towns) project established community gardens in Blackbutt, Yarraman, Kumbia, Kingaroy, Murgon and Proston.

The HEART gardens were established and run by community volunteers.



## Active South Burnett

### Funded by the Queensland Government (through West Moreton South Burnett Health Service District)



This project is auspiced by CTC to support the Active South Burnett committee in implementing the Active South Burnett Program.

This program promotes and implements physical activity in the South Burnett.

The activities were developed following analysis of local demographic and health data and identification of local needs.

Some strategies included the South Burnett Year 5 Fun Day and the Active Parks Strategy.



*CTC staff members bid a sad farewell this year to the group's first vehicle ... this loyal Toyota Coaster clocked up hundreds of thousands of kilometres on South Burnett roads*



# CTC Programs

SERVICE AND PROGRAM	FUNDED BY	PURPOSE & CLIENT GROUP
<b>EMPLOYMENT SERVICES</b>		
Job Services Australia	DEEWR	Employment Services in the Gympie ESA for unemployed people referred by Centrelink
Skilling Queenslanders For Work	DEEDI	Employment Services in the Gympie ESA 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
<b>YOUTH &amp; COMMUNITY SERVICES</b>		
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 15-17 in the South Burnett to gain employment, enter training or return to school
Emergency Relief	DFHCSIA/DOC	Emergency assistance (ie. food/transport) to overcome / stabilise immediate crisis for people in the South Burnett
Supported Accommodation & Assistance Program	DOC	Crisis/short term accommodation and life skills support for young people aged 16-21 who are homeless 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
Youth Support Coordinators	DOC	Support to young people of the South Burnett who at risk of disengaging to successfully transition into and through their senior phase of learning
Reconnect	DFHCSIA	Prevention and early intervention initiatives to bring family reconciliation for young people connected to Cherbourg aged 12-18 who are homeless or at risk of homelessness
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	Assists Murgon State High School senior Indigenous students to gain mentoring skills to support Year 8 students to transition into high school
Cherbourg Transition Support Program	The Smith Family	Team work and social skills training for young people connected to Cherbourg at risk of not making a successful transition into high school
Young Mothers' Program	DETA/MSHS	Support for young mothers/pregnant clients connected to Cherbourg aged 15-18 to pursue their education/ training goals
First Start	DEEDI	Funding for Cert III Youth Work traineeships in Murgon for Indigenous jobseekers with little or no work experience

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 issues which lead to problem drinking
Volatile Substance Misuse	DOC	Support to young people aged 10-17 connected to Cherbourg who engage or are at risk of engaging in the misuse of volatile substances
Cherbourg Community Patrol	DOC	Reduce the number of intoxicated adults connected to Cherbourg participating in behaviours that could lead to contact with the justice system
Barambah Community Support	DHA/QPS	Increase support and reduce incidents of self-harm to incarcerated Indigenous people and reduce incarceration levels
Cherbourg Police Community Program	AERF	Co-ordination of a Thursday and Friday Night Cherbourg Youth Group
Wondin-dee Domestic & Family Violence Counselling Program	DOC	Counselling and support to victims and child witnesses of domestic and family violence in the Cherbourg community
<b>FOSTER CARE &amp; RESIDENTIAL SERVICES</b>		
Partners in Foster Care	DOC	Trains and supports carers across the South Burnett who care for children and young people under 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
<b>DISABILITY SERVICES</b>		
CROSB	DOC	Services to meet the respite & family support needs of people with a disability in the South Burnett aged 18-65.
The Gumnut Place	DFHCSIA	Australian Disability Enterprise providing a supportive & productive workplace for people with a disability
<b>CHILDREN'S SERVICES</b>		
Community Kids		A licensed centre-based child care service for before, after school and vacation care for people in Nanango
<b>MANAGEMENT SERVICES</b>		
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
HEART	DHA	Establishment of community gardens in Blackbutt, Yarraman, Kumbia, Kingaroy, Murgon and Proston
Active South Burnett	Qld Health	Support to the Active South Burnett Committee in implementing a program promoting physical activity

# Thank You!

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

## A Bright Future

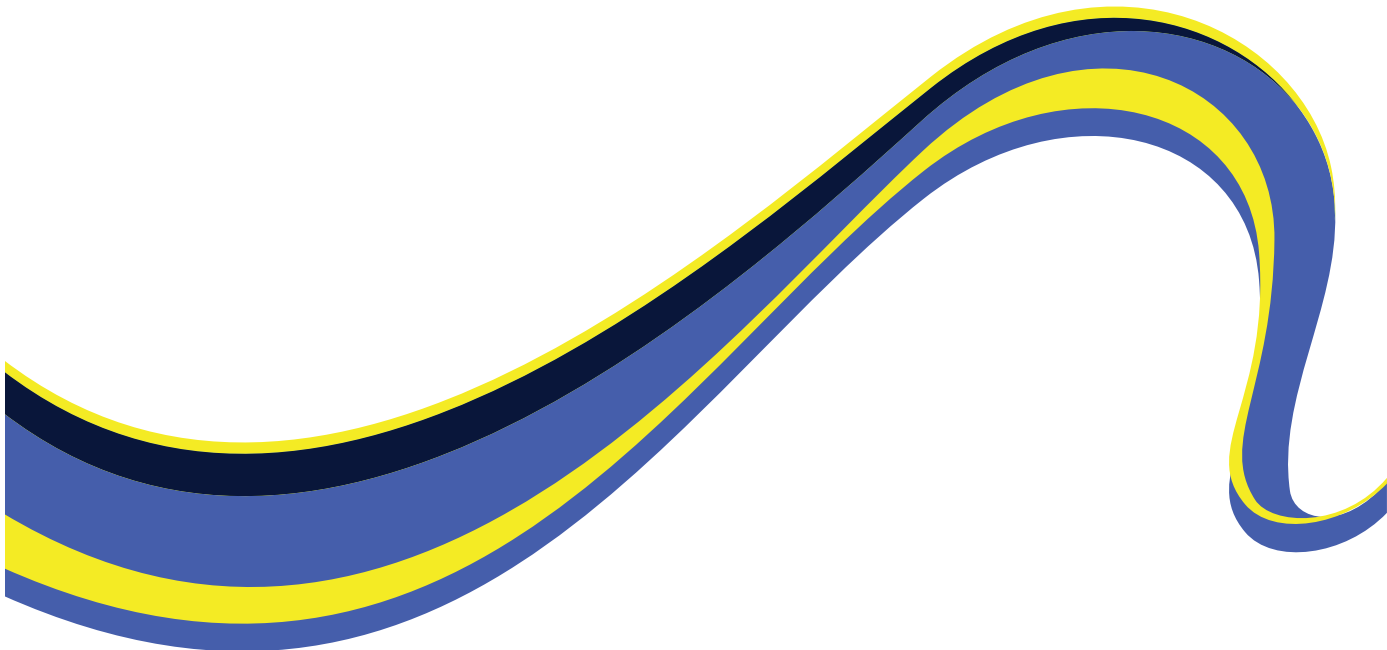
CTC is optimistic about the potential for many more opportunities and activities that will contribute to the furthering of our vision and mission in the coming years.

Some of them we haven't even dreamed of yet, others are in the pipeline and some are imminent.

The search for activities that meet our vision, mission and values while underpinning the financial viability of the organisation continues.

All suggestions are most welcome as we need to improve our long-term sustainability and reduce our reliance on government and/or other grant funding.

Please feel free to contact our CEO if you have any ideas you would like to share or discuss.





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## CTC Youth Services - Kingaroy

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PO Box 490 Kingaroy, QLD 4610  
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## CTC Youth Services - Murgon (Connections)

35 Lamb Street, Kingaroy, QLD 4610  
PO Box 490 Kingaroy, QLD 4610  
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Email: [connectionsadmin@sbctc.com.au](mailto:connectionsadmin@sbctc.com.au)

## CTC Partners in Foster Care

7 Bramston Lane Wondai, QLD 4606  
PO Box 490 Kingaroy, QLD 4610  
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## CTC Diversionary Services

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## CTC Disability Services

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