

South Burnett CTC



2005-2006 ANNUAL REPORT

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South Burnett CTC Members

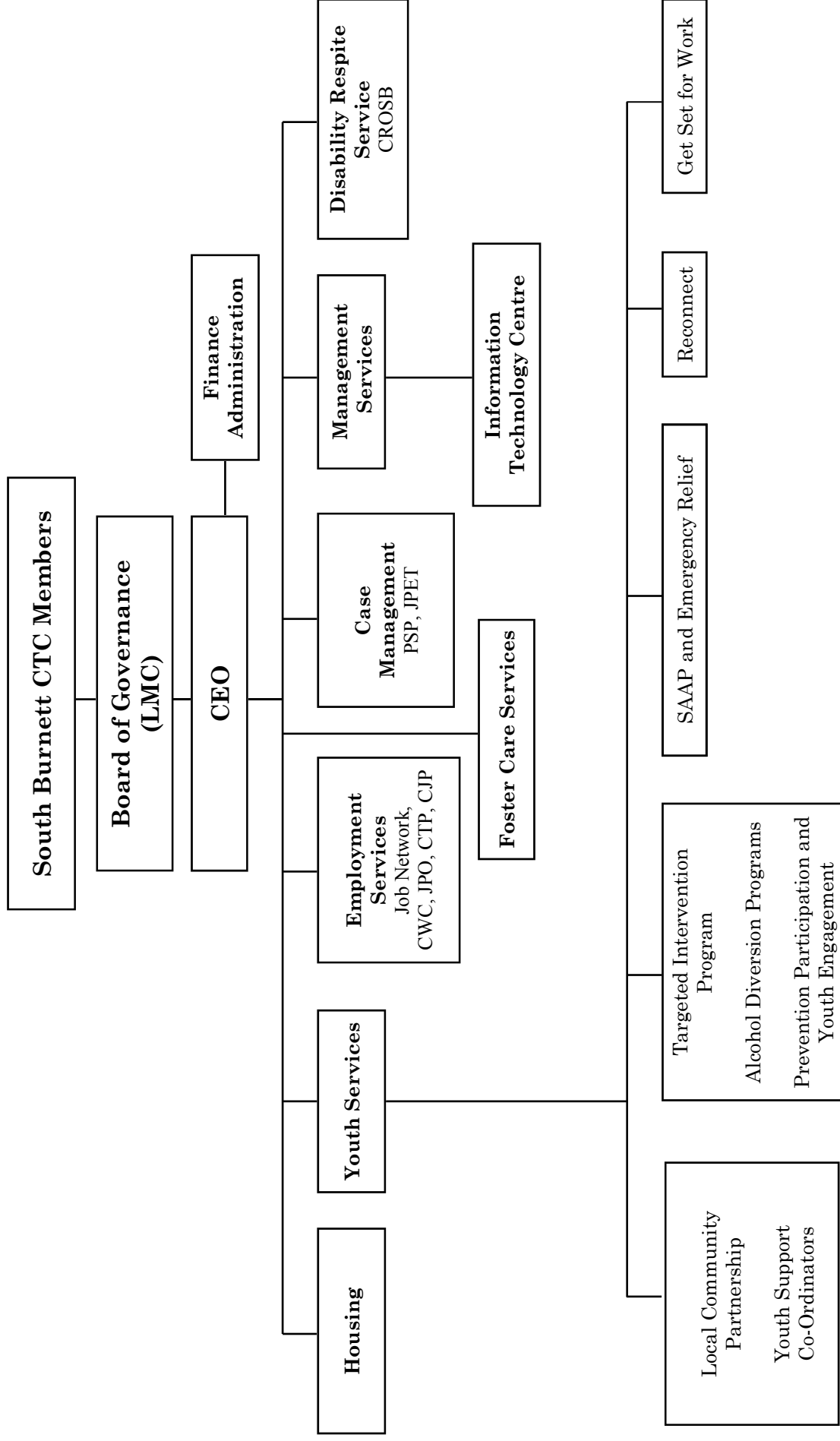
- | | |
|-----------------------|-----------------------|
| 1. Beverly Coutts | 20. June Robson |
| 2. Cynthia Geissler | 21. Marie Shaw |
| 3. John Quatermass | 22. Ken Mills |
| 4. Reg McCallum | 23. Noel Bray |
| 5. Howard Leisemann | 24. Max Lehmann |
| 6. Percy Iszlaub | 25. Bev Ruscoe |
| 7. Ron Oliver | 26. Eric Cross |
| 8. Michael Carroll | 27. Jenny Walters |
| 9. Keith Campbell | 28. Janet Champney |
| 10. Col Turner | 29. Dellese Heit |
| 11. John Saint-Smith | 30. Kym Williams |
| 12. Heather McCallum | 31. Nina Temperton |
| 13. John Shaw | 32. Judith Bock |
| 14. Sandra Greenslade | 33. Renita Anderson |
| 15. Geoff Hosking | 34. Lynelle Hahn |
| 16. Glenys Peterson | 35. Genevieve Pacheco |
| 17. Peter Ploetz | 36. Damien Tessmann |
| 18. John Cross | 37. Graham Easterby |
| 19. David Cartmill | |

CTC Local Management Committee



BACK ROW: John Saint-Smith (Secretary), Howard Leisemann (Chairperson), Nina Temperton (CEO), Bev Ruscoe, Michael Carroll, Eric Cross, John Quatermass (Patron and Deputy Chairperson); **FRONT ROW:** Reg McCallum, Geoff Hosking and Max Lehmann. **NOT PICTURED:** Jenny Walters, Damien Tessmann

South Burnett CTC Organisational Structure



Vision

In CTC's geographical 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.

Mission

Pro-actively 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 (eg 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.

Chairman's Report

It gives me great pleasure to present this annual report for South Burnett CTC Inc.

During the past year we have seen a growth in some of the services we provide and the introduction of some new services.

We are fortunate to have loyal and dedicated teams who have a strong focus on providing services of the highest quality and which best fit the needs of our clients while still managing to meet grant funding guidelines.

The support, both financial and practical, from funding bodies within both State and Federal Government Departments must also be acknowledged. The dedicated support from all Board members and Nina Temperton and her Management Team must also be recognised.

South Burnett CTC Inc has entered into a new phase with the Board being in a position to place more focus on Corporate Governance issues whilst delegating operational matters to Nina and her team. In August 2006 the Board dedicated a Saturday afternoon to a Strategic Planning Workshop. As a result the Board now has several items on its agenda which will be addressed during the coming year:

The Organisation has grown to a size where it is impractical to provide an opportunity for Board Members and Staff to effectively meet on a regular basis. We are fortunate to have professional and dedicated work teams and all endeavours need to be made to maintain this situation. The Board will support work teams wherever practical in attending official launches, workshops etc. A communication network will be established to allow effective communication between Work Teams and the Board.

It is recognised that it is in the interests of the Organisation to establish a core business which will ensure an on-going level of activity sufficient to maintain the Operational and Governance structure that we are now enjoying. Recognition is given to the value of having a diverse but complementary range of programs: Employment Services / Youth Services / Disability Services / Education Support Services / Foster Care / Community Housing etc.

A review of the constitution will be carried out to ensure that it best meets the need of the organisation into the future. At the same time the role and make-up of the Board will also be given consideration. Training for Board Members will be arranged where appropriate.

Strong Commitment To The Future

We have a strong commitment to the future of CTC. Decisions have been made to invest in infrastructure in strategic locations so that our services can be more effectively provided to the community. Thanks to a partnering arrangement with Wondai Shire Council, we now have premises in Wondai to base services. More infrastructure has also been made available in Kingaroy, partnering with Kingaroy Shire Council and the Enterprise Centre. We are also endeavouring to establish a base in Murgon as well but this is proving to be more of a challenge.

The Board has always strived to achieve the best for our local Community (ie the South Burnett). However, Government Departments are increasingly seeking more regional areas for servicing with grant funds. With the introduction of Local Community Partnerships into our portfolio we are now servicing communities as far afield as Monto and Gin Gin. I am pleased that work teams involved in delivery of these programs are dedicated to providing the highest quality of service across all communities we service no matter how distant from our home in the South Burnett.

I sincerely thank all fellow Board members, Nina and her staff for the dedication and support in allowing South Burnett CTC to achieve a high degree of purpose throughout the Communities CTC served over the past year. We look forward to another rewarding year ahead.



Howard Leisemann

A handwritten signature in blue ink, appearing to be 'HL', located below the main text of the report.



CEO's Report

As you will read in the following reports it has been a year of rapid expansion and much change, a few disappointments but many successes.

We have high expectations of all our staff but are also most appreciative of their professionalism, dedication and loyalty to our clients and organisation.

Some people have left us to explore other opportunities. We thank them for their contribution and wish them well. We are very proud of the fact that no one has resigned for anything other than positive reasons while many more have been eager to join the team based on our excellent reputation. It is very rewarding to be an "employer of choice" and be recognised as such by our peers.

There is absolutely no doubt that our success is due to our teamwork – both within each program but more importantly across the whole, diverse organisation. This was never more evident than in the writing of countless tenders and funding submissions during the year. While I thank and congratulate the 2005-06 tender writers for their effort and success, I would also like to acknowledge all those past and present staff and committee members who have assisted in the often tedious and complex tasks associated with the tender process.

Our success is also due in a large part to the synergy that exists within the organisation. Programs and staff members interact and collaborate to improve service delivery and outcomes for clients. This interaction also allows for the rapid identification of service delivery needs and opportunities for growth as well as providing the catalyst for the continued growth of linkages outside CTC.



Nina Temperton

Tarong Mine Community Development Fund

The Tarong Mine Community Development Fund contributed funding to CTC this financial year to allow us to continue to be involved in otherwise unfunded community and economic development activities in line with our vision and mission. This support is greatly appreciated and I hope the Fund agrees that the money has been well spent and achieved a great deal of leverage. Several more potential projects have been investigated and hopefully will come to fruition soon, including the completion of the Dudley Collins Centre at Cherbourg.

During the year we expanded our geographic sphere of operations and number of premises we occupy. Through the Local Community Partnership program we now operate in the North Burnett and our Gympie presence (Work for the Dole and JPET) has been added to by a Job Network agency.

We have also bought two more demountable classrooms from the South Burnett Catholic College and repositioned them at the Kingaroy Youth Park.

One room houses a Kingaroy High School Alternative Education Program while the other is utilised as a training room and is accessible to community groups for a broad range of activities.

Two more classrooms have been placed in Wondai to provide accommodation for Partners in Foster Care (one of our new programs) and a further two are at the Enterprise Centre awaiting



Opening of the Gympie Job Network office

refurbishment for our accounts and administration staff. Both sets of buildings will also contain meeting rooms accessible to other community groups and confirm our commitment to supporting such groups throughout the South Burnett.

The purchase and relocation of these buildings was not without challenges in regard to sites, timelines and approvals and the patience and cooperation of the South Burnett Catholic College, Kingaroy Shire Council and Wondai Shire Council are very gratefully acknowledged.

Underpinning our program staff is a team of accounts and administration people who ensure that the ever-increasing accountability and record-keeping requirements are met without fail. Their workloads and stress levels have increased with each additional program and the complexity of our accounting systems is mind boggling.

Esther Ross deserves a very great deal of thanks and praise for doing an excellent job as head of that department and allowing the management team and the committee to sleep at night safe in the knowledge that all is well in our finance section.

Through careful management and much hard work in fee-for-service activities we have achieved a financial result this year which has given us the freedom to further develop our premises and other resources and to provide services that are not necessarily funded by governments.

We can afford to devote time and energy to look at options for the future, to collaborate in unfunded community initiatives and to assist people and organisations who are not otherwise supported. After a few years when we had to rely on our reserves to cover losses, this outcome has been a great relief and I hope that it will continue.

In all our activities in 23 years the members of the Local Management Committee have been actively involved. The support and encouragement provided particularly by the executive and financial sub-committees has been invaluable and all staff would like to thank the LMC members for their commitment, expertise and loyalty to our shared vision and mission.

Many LMC members have devoted 18 years or so to CTC and continue to guide the organisation with wisdom and foresight. In this context it is worth noting that the LMC and senior staff unanimously voted to appoint John Quatermass, one of our founding members and long-serving chairman and deputy chairman, as CTC Patron.

We faced many challenges in 2005-06 and there are even more challenges ahead. We provide an ever-increasing range of services that are all interconnected or interdependent in some way and that all have ever more complex accountability and accreditation requirements.

The only constant in our life as an organisation is change yet at the same time there are always people in need of our assistance.

I am hugely proud and privileged to work with a wonderful group of people for an excellent governing body with all three levels of governments' support in making our communities better, more equitable and prosperous for all their members.

I hope you enjoy reading this Annual Report for 2005/06 and welcome your comments and suggestions on how we can further improve in all we do.

Dina Temperton

The only constant in our life as an organisation is change yet at the same time there are always people in need of our assistance ...





Employment Services



Job Placement Organisation (JPO)

Funded by the Federal Department of Employment and Workplace Relations

We continued our successful efforts during the past 12 months as a licensed JPO to deliver the best recruitment and labour hire service in the South Burnett to all employers and jobseekers (not just those eligible for Centrelink benefits).

However, much of the year was also spent researching and preparing for the opportunity to re-enter the Job Network. Most Job Network organisations had their contracts “rolled over” from 2006 to 2009 but we were hoping that at least part of the market in the Gympie Employment Services Area would be available. As it turned out our hopes were realised – a 16 per cent share was available for tender.

We knew the competition would be very stiff and that to win we would have to prove that our record was impeccable and that we had the strategies and resources in place to get off to a running start.

It took the employment services team and the accounts section many weeks of long days to compile a series of tenders ready for submission in November. Then we had the anxious wait until March for the announcement.

The five intervening months would count as amongst the most difficult ones in our long history in employment services. We had to continue to deliver high standard services but could not give staff, clients or the committee any assurances as to their future involvement in this section nor could we enter into infrastructure development with any confidence.

It was all worth it in the end: CTC was one of only two new organisations nationally to enter Job Network! All other business went to existing Job Network providers.

Between March and July we established new premises at 232 Mary Street, Gympie, for our Job Network Service and moved our existing Work for the Dole staff and resources.

In Kingaroy we refurbished areas of the Artie Kerr Building to create rooms for job search training and for the self-help touch screens.

We recruited and extensively trained 10 new staff for Gympie and Kingaroy and seemed to have endless reshuffles of people, desks and equipment to achieve the best possible base for the new business.

Barbara O'Hanlon was appointed Employment Services Manager for both sites.



Opening of the Gympie office

Highlights of the JPO service in 2005-06 include:

Seven employers use our labour hire service in a variety of industries and positions, from low-skilled labour to highly qualified professionals.

Several of the largest employers in the South Burnett, including Swickers and PCA, use CTC as their exclusive recruitment agency and dozens of smaller employers are very happy repeat customers.

Job seeker feedback is excellent, particularly in regard to the levels of friendliness and helpfulness, as well as efficiency and effectiveness displayed by all staff.

Jobseekers and employers appreciate that we assist all-comers irrespective of whether our service will attract a government fee or not.

Job Placement, Employment and Training (JPET)

Funded by the Federal Department of Employment and Workplace Relations

JPET Cooloola and South Burnett is delivered by a consortium comprising CTC as the lead agency and Cooloola Youth Service Inc.

JPET's target group is young people aged between 15-21 years who are homeless, at risk of homelessness, or who have numerous barriers to education, employment, training or just life in general.

The program flourished in 2005-2006. Strong networks improved and increased referrals caught many troubled young people who would have previously fallen through the tangled web society weaves.

In the South Burnett, a trial of intensive one-on-one case management proved highly successful. Group activities continued to be the best strategy for assisting JPET clients in the Cooloola (Gympie and surrounds) area.

Close links with CTC Youth Support Coordinators, SAAP services and emergency relief funding made assisting these young people easier and provided a smooth, non-threatening environment they could trust.

Increased rapport and advocacy for clients with Centrelink staff greatly improved the relationship young people have with their perceived enemy – “the system”.

It is very encouraging to see and hear young people now not afraid to go to a Centrelink appointment because the procedure and possible outcomes have been explained to them fully.

Work For The Dole

*Funded by the Federal Department of
Employment and Workplace Relations*



Five Work For The Dole projects were run over the past year:

Out and About in Our Community

Stepping Stones to Your Future

Community Assistance Project #2

Focus to the Future, and

Together as One.

These projects included more than 40 sponsor or host sites from Rainbow Beach to Benarkin. CTC placements included the Salvation Army, Yarraman Historical Society, Gympie and District Landcare Group, Red Cross and Aussie Rules Football Club.

The Work For The Dole construction crew, supervised by Rob Fairbrother, constructed a pergola at the RSPCA facility in Kingaroy and shower / toilet facilities at the Googa Recreation Centre. In September 2005, an additional 138 places were added to the contract.

During the past 12 months, South Burnett CTC was allocated a four-star rating for Community Work Co-Ordinator Services and in April 2006, we were notified the tender application for Community Work Co-Ordinator for 2006–2009 had been successful.



The pergola project at the RSPCA's Kingaroy facility



The shower/toilet project at Googa Recreation Centre

Community Jobs Plan (CJP)

Funded by the Queensland Department of Employment and Training

CJP Work Placements funds not-for-profit organisations to provide full-time employment for three to six months on a range of community projects. It targets long-term unemployed people and those at risk of experiencing long-term unemployment. All participants are employees, work full-time and receive prescribed award wages.

“Buildaloo and Buildumseats” Project

This CJP project, run in conjunction with the Nanango Show Society, was the 16th that CTC has co-ordinated since the program was introduced in 1999.

Within three months of the project completing on schedule on November 25, 2005, at least 50 per cent of the participants had found sustainable work.

During their 14 weeks of employment, the mostly unskilled labourers had two main tasks to complete to industry standards. Under supervision, they demolished the old Pony Club amenities and constructed in its place a prefabricated Colorbond structure.

They also dug out and terraced part of the embankment of the main show arena to provide permanent seating.



The Buildaloo and Buildumseats Project at Nanango Showground



Community Training Partnerships (CTP)

Funded by the Queensland Department of Employment and Training

Our “Bright Futures” project identified and coordinated industry-based training for long-term unemployed people or those at risk (eg. women returning to the workforce), existing workers and people currently employed but not in sustainable employment.

The CTP contract with the Department of Education and Training for September 2004 to September 2005 required CTC to coordinate training locally for 140 people with a training budget of \$120,000.

By working closely with TAFE’s Toowoomba-based Sales Coordinator Wendy Young, CTC exceeded the contractual targets and delivered training to 238 people (42 who did more than one course giving a total of 280 enrolments) at a cost of \$113,500.

Personal Support Program (PSP)

Funded by the Federal Department of Employment and Workplace Relations

CTC has two PSP sites: one based in Kingaroy for South Burnett clients and a another based in Murgon/Cherbourg predominantly for Indigenous clients.

PSP is designed to help people on income support stay connected to the economic and social life of the community.

Clients are identified by Centrelink as having multiple, non-vocational barriers whose complex and difficult circumstances make it hard for them to get jobs or benefit from employment assistance programs. PSP assists these people to bridge the gap between short-term crisis and employment-related assistance.

The financial year started with a contracted capacity of 46 places (which had grown from five since July 2002). A further six places were awarded during the year.

The existing contract can basically roll over into the next as long as certain performance indicator benchmarks are met every month.

During the past 12 months CTC consistently brought home results higher than local, State and national averages.



The decorated Murgon Pool Wall, part of the Graffiti Solutions Project (Page 17)



Youth Services



Youth Services Development

Funded by the Queensland Department of Communities

The service aims to provide young people aged 12-25 - including those young people who live in smaller and geographically isolated communities - with the opportunity to participate in the social, cultural and economic life of the South Burnett.

In April 2006, South Burnett CTC and the Department of Communities signed new three-year contracts.

Projects during 2005-2006 included:

Karaoke rampage (in partnership with AERF) during the summer holidays.

Leadership camp for local young leaders at Rockhampton in April 2006.

Community education - a fortnightly Youth Page in the Kingaroy Mail newspaper.

School holiday activities including computer game competition 'Lan Warz', drop-in centre and various trips, including Milne Bay aquatic centre, ice skating and theme parks at a group discount rate.

Continued support of Kingaroy and Wondai Youth Councils which meet monthly.

Planning and managing three Youth Cabinets each year.

Early Intervention / Prevention Program

Funded by the Queensland Department of Communities

This program works with young people to encourage a sense of belonging in the community in which they live.

Projects during 2005-2006 included:

Youth Art display and graffiti workshop.

Support of the AERF program to transport and coach three touch football teams.

Girls group operates weekly in Kingaroy. Topics covered have included craft, cooking, personal hygiene, hairdressing and grooming.

In partnership with Kingaroy State High School, a weekly girls group with a group of six special education students to develop personal development skills.

Assistance with job search skills.



Other programs have been supported with resources as required, including provision of information, advocacy and referral to other services such as SAAP, YSC and JPET.

Team members have also been rostered on call in partnership with the SAAP service to provide 24-hour daily access to telephone support on the CTC Youth Services phone number

National Youth Week

Funded by the Queensland Department of Communities

CTC Youth Services organised the 'Funk'd' Battle of the Bands competition at O'Neill Square, Kingaroy, on April 8, 2006.

The event ran from noon to 5:30pm and the venue was drug and alcohol free.



The "Battle of the Bands" attracted five bands and 300 spectators



Alcohol Education Rehabilitation Foundation

Funded by the Alcohol Education & Rehabilitation Foundation Ltd

CTC Youth Service's second alcohol harm-minimisation project began in August 2005. The two-year project will finish in August 2007.

It targets three main groups of vulnerable 10 to 18-year-olds living in the South Burnett:

1. Rural young people in geographically disadvantaged communities

Youth groups are established in Proston, Goomeri, Kilkivan, Wondai, Cherbourg and Blackbutt. Nanango is in the process of establishment. These youth groups provide drug and alcohol-free diversionary activities weekly or fortnightly in a safe and supervised environment. In addition, occasional trips to theme parks, canoeing and other activities are organised.

2. Indigenous young people

The program has concentrated on sport for indigenous young people and, in particular, touch football which is available to both sexes. In partnership with the Connections team, four touch football teams are playing weekly in the Kingaroy competition and have taken part in some representative competitions.

In partnership with 'Wanna be Deadly' and ACICC, a regional touch football carnival was run in April 2006.

Athletics and games activities are run weekly in Cherbourg for younger students and a group of students was taken to the Moree Croc Festival in September 2005.

3. Young people with external risk factors such as homelessness, mental health issues, a history of criminal or dangerous behaviour or have been in care.

The AERF project took a group of young people transitioning from care to Emu Gully camp in December 2005. In February 2006, in partnership with Youth Justice, a group of young people was taken on a canoeing/ abseiling camp. The project is also running a "Duke of Edinburgh" bronze medallion scheme with a group of boys with disabilities.



As an aside...

The first AERF project CTC managed from July 2003 to 2005 was selected as a showcase project for AERF. In June 2006, Ros Heit delivered a presentation to members of the AERF board and management in Brisbane and CTC was commended for delivering such a valuable project.



Community Youth Builders

Funded by Queensland Department of Communities

The Community Youth Builders / Youth Engagement Project was managed by the DIPPIT team at CTC Youth Services. The project employed, trained and supported Community Youth Builders in Blackbutt, Yarraman, Nanango, Kingaroy, Proston, Wondai, Murgon, Cherbourg, Goomeri and Kilkivan.

Graffiti Solutions

Funded by the Queensland Department of Communities

The program involved two groups - one in Cherbourg and one in Murgon. After extensive consultation with local councils two sites were selected. The outside walls of the Cherbourg Sports Complex and the northern wall of the Murgon town pool were decorated. Talented local artists Lewis Langton and Peter Carlo were recruited to assist and young people were sourced through the Youth Justice system and Murgon State High School Annexe.



Reconnect (“Connections”)

Funded by the Department of Family and Community Services and Indigenous Affairs

The Reconnect service is a specialist service with an Indigenous focus providing services to young people aged 10-18 and their families. It works towards re-engaging them with their families, community and with education and employment.

Approximately 75 young people and their families have been assisted this year through individual case management.

The service has also attracted and supported a number of youth specific services operating from the same office including a Youth Support Co-Ordinator, Get Set for Work program, sport programs and an Alternative Education Program. These programs help to provide a holistic service for young people and their families.

The Connections service embraces Action Research and over the last few years has been looking at the question “What would it take to engage all young people in school”. In conjunction with the Jinda inter-agency program and local schools, Connections has moved through a number of cycles to trial and measure success.

The past 12 months has demonstrated the initial success of this process with all Year 7 students that transitioned into Year 8 at Murgon State High School maintaining their enrolments.

Connections also has a strong sporting focus aimed at helping young people remain positively engaged in their community. Staff support and encourage young people to

participate in a weekly touch football competition and travel throughout South-East Queensland with them so they can participate in other touch football competitions.

The service has also engaged young people after school. Students from Wondai and Murgon State Schools are encouraged to participate in a variety of personal development activities. An Athletics Sport afternoon has also been developed at Cherbourg State School to provide young people with the opportunity to develop skills in a variety of areas.

Over the next 12 months, Connections' goal is to continue to provide individualised case management and to continue to focus on engaging all young people in education and employment.

The service has also started to examine how it can engage positive male role models from the Indigenous community in the lives of young males



CTC / ACICC

CTC received support from the **Aboriginal Community Interest Consultative Committee (ACICC)** to support sporting initiatives for young people in Cherbourg, Murgon and Wondai.

ACICC assisted three teams of young people aged 12-17 take part in a local Touch Football competition every Monday night in the Mixed Adult division. Two of the teams were from Cherbourg and one from Wondai.

ACICC also assisted the young people taking part in the Wednesday Games Afternoon at Cherbourg by funding the provision of Little Athletic gear.

Afternoon tea and drinks are supplied before starting the games and about 50 young people regularly participate.



The successful touch team at the Kingaroy grand final!



Youth Support Co-Ordinator Initiative

Funded by the Queensland Department of Communities

The Youth Support Co-Ordinator Initiative continues to be a much-used program throughout the South Burnett.

Three Youth Support Coordinators are well-entrenched in four High Schools and four P-10 schools (including four Alternative Education Programs).

Most of the workload has been individual case work with the YSC working “one-to-one”.

Client support includes:

Individual case management and support

Advocacy

Court Support

Financial assistance

Family mediation, and

Individual counselling

Group work has played a bigger part during the past year.

A breakfast program has been run successfully at Kingaroy and boys groups have been conducted at two of the P-10 schools.

These groups have revolved around the Rock and Water Program which aims at providing teenage boys with strategies for dealing with anger management issues.

One group also included a practical component with the boys being actively involved in designing and painting skateboards which will be auctioned at an upcoming school fundraiser.

Community Development involvement has also increased this year, leading to YSCs being involved in:

Jinda: An inter-agency program to help keep indigenous students in education

Pathways to Peace working party

Mental Health First Aid

Pregnant and Parenting working party.

Youth Support

In 2005/06 South Burnett CTC was approached on a number of occasions to provide Youth Support Workers for the Department of Child Safety for supervision through an emergency placement, for respite or for family contact.

CTC Youth Service and CROSB worked together to recruit, train and ultimately employ a pool of suitable workers who could be utilised on a casual basis.

Youth Support workers have worked with a range of clients, through a range of activities (many on a weekend or after school) and at a range of locations.

Local Community Partnerships

Funded by the Department of Education, Science and Training

The LCP Program supports young people aged 13–19 to achieve a successful transition through school, and from school to further education, training and employment.

It incorporates three programs:

- Adopt a School (ASP),
- Structured Workplace Learning (SWL),
- Career and Transition Support (CTS)

The aim was to establish six “clusters” around High Schools and their feeder schools and then employ local people (“cluster co-ordinators”) to service these areas. Two of the clusters are being sub-contracted out. The six clusters are Monto (feeder school Eidsvold), Gayndah (Mundubbera, Biggenden), Murgon (Proston, Goomeri, Kilkivan), Kingaroy (Wondai), Nanango / SB Catholic College, and Gin Gin.

The official launch was held in Gayndah on July 11, 2006. A cross-section of CTC management and staff, school representatives, local council representatives and community groups were present and Senator Ron Boswell was the keynote speaker.

The priorities for the first six months of LCP have been two-fold: the recruitment of staff and the building of relationships with schools. Reports from schools so far have been very positive. The intention is to play a supporting role to what schools are already accomplishing in the area of career development. This will include both support for teachers as well as working with students.



Senator Ron Boswell launches the LCP Program

Freshstarts

Funded by the Queensland Department of Education and the Arts

A number of school-based initiatives have received support through the Freshstarts program. The broad objectives of this program are to:

- Improve young people's resilience, confidence and self-esteem
- To develop their awareness of options for the future
- To enhance their access to a variety of programs and options which will assist them to complete their senior phase of learning
- To help maintain engagement in learning by young people, and
- To improve and add value to learning opportunities for young people.

There has been a wide variety of projects positively impacting a significant number of students at a number of State Schools including Murgon High, Yarraman, Biggenden, Monto High, Proston, Eidsvold, Mundubbera, Burnett State College (Gayndah) and Goomeri.

An outstanding example occurred at Murgon State High School.

This program initially supported partnerships to develop flexible options for Indigenous students to successfully maintain engagement in education, focussing on developing social skills.

It subsequently developed into a transition-type program providing a flexible program for Year 7 students who were unable to make a successful transition to high school. This program has attracted ongoing funding from the Department of Employment, Science and Training and the Department of Communities (see “**Transition**” below) and incorporates a range of social and educational activities.

2006 is the first year that all students from Cherbourg Year 7 have made a successful transition to Year 8 through utilising a range of mainstream and flexible options.

Transition

Funded by the Department of Education, Science and Training through the Parent School Partnership Initiative

This program has worked with young people who transitioned from Year 7 at Cherbourg State School in 2005 to Murgon State High School in Year 8 in 2006.

Each young person received individualised support towards a successful transition to Year 8. Some also joined an Alternative program which combined social skills with education in partnership with Connections and Murgon SHS. These young people are also participating in the Bridge Award – part of the Duke of Edinburgh Award, where they undertake a social service, a skill, a physical activity and an expedition.

STEP

Funded by the Department of Employment and Workplace Relations

Structured Training and Employment Programs (STEP) provides extra assistance to Indigenous Year 11 and 12 students to gain and complete school-based traineeships and apprenticeships. This funding can provide mentoring, extra tuition or support for young Indigenous people participating in school-based traineeships and apprenticeships.

There is also a small allocation for businesses that are employing these young people. The STEP program operates across Nanango State High School, Kingaroy State High School and South Burnett Catholic College and has the total capacity to support 15 school-based trainees and apprentices.

Get Set For Work

Funded by State Government’s Breaking the Unemployment Cycle Initiative

Get Set For Work is successfully engaging 15-17-year-olds within the South Burnett region who are not attending mainstream education/training and are not entering the workforce.

Young people participate in a variety of activities such as sport, woodwork, art, self-development, job search and job search training, computing, life skills, cooking etc.

This GSFW program had 20 places in 2005 and 25 places in 2006. There are two location bases, Murgon and Kingaroy, with young people assisted with transport to these locations from across the South Burnett.

Successful outcomes have been achieved with young people re-entering education through TAFE programs and some with work.

**Supported
Accommodation
Assistance Program
(SAAP) / Crisis
Accommodation Program
(CAP)**

*Funded by the Queensland
Department of Communities &
the Queensland Department
of Housing*



The Kingaroy Youth Hostel

SAAP provides supported short-term accommodation within the context of a case management plan. Young people are supported towards maintaining family connections and, where necessary, to access and maintain independent accommodation.

It is also supported through funding by the Crisis Accommodation Program through the Queensland Department of Housing. This provides funds to lease a property for use as a hostel.

The current property has the capacity to house four males and four females as well as two lead tenants.

In 2005, it underwent major upgrades. Three bathrooms replaced the single bathroom, the walls were painted and the floors recovered. All fire requirements have been adhered to.

We would like to thank our landladies at the QCWA for permission to make these much-needed improvements.

Young people may also be supported through the SAAP program outside of the hostel environment.

Many young people are supported to remain within their family with others in private housing, boarding houses or caravan parks.

In the 2005-1006 financial year SAAP supported 74 clients (37 male and 37 female), 57.8 per cent of whom were aged 15- 17 and 12.2% were Indigenous.

The reasons for seeking assistance were:

Relationship/ family breakdown	21.6%
Financial difficulty	18.9%
Previous accommodation ended	12.2%
Recently arrived in area with no means of support	12.2%

Fifty young people accessed the hostel during the financial year with 36 per cent of them staying in the hostel for between four and 13 weeks.

There are stringent guidelines for entry into the hostel and young people under 16 may not gain accommodation without their guardian's permission.

Young people entering the hostel sign an accommodation agreement and must adhere to a range of rules and participate in cooking and cleaning.

Volunteer lead tenants also live at the hostel as responsible adult role models.

Disability & Respite Services

Community Respite Options

South Burnett (CROSB)

Recurrent annual funding from Disability Services Queensland

CROSB provides a range of respite services to clients both in-home, in the community and via CROSB House.

Other funding sources including individual client funding and brokerage of CROSB services. CROSB was able to source additional funding again this year from Disability Services Queensland (DSQ) to hold School Holiday Programs.

The client base continues to grow beyond the benchmark of 45 clients set by the funding agreement and staff numbers have accordingly increased to 17. With the recent approval for funding under DSQ's Ageing Carer Initiative, the number of staff is expected to increase again next (financial) year.

Over the past 12 months, CROSB has provided more than 13,000 hours of respite to persons of all ages, genders and locations across the South Burnett from Benarkin, to Goomeri and Proston.



Client Programs

In May 2006, in partnership with CTC Youth Services, CROSB formed its first **Youth Group**. The group of eight has undertaken the Duke of Edinburgh Award Program and meets at various locations on Thursday afternoons. It enjoys a mix of sporting, community and challenging activities. To date the group has participated in tenpin bowling, basketball, can crushing and IT training which included building their own computer. All the group members have been very enthusiastic and are looking forward to the camps at the end of the year.

The **Men's Support Group** has increased two to nine members. It meets once a month on a Tuesday night to socialise and build a network of support for each other. The group has activities planned with some desired outcomes. They also hope to attend a camp in the future.

CROSB continues to provide support and assistance to the Family Support Coordinator of Epilepsy Qld to facilitate the **Kingaroy Epilepsy Support Group**. The Group has assisted families with schooling issues, provision of support, training and generally increasing awareness of epilepsy within our local schools.

The Women's Support Group has been renamed the **CROSB Friendship Circle**. The group usually meets one Saturday a month. It has grown from four to 14 members plus two community members and one student from Kingaroy High School who attends under the Active Citizen Program.

CROSB House

The finishing touches have continued at CROSB House over the past year. The jobs left for completion last year have been finalised, with the ramps, gardens and games room now complete.

A huge thank you must be extended to various individuals and community groups for their support, especially Kingaroy Lions, Kingaroy BGA, and, in particular Leo Bridgeman for his garden design and plant supply.



CROSB House

South Burnett Community Rent Scheme

Funded by the Department of Housing

In early 2006, CTC extended its range of community-based services to include participation in the Community Rent Scheme which provides short to medium-term accommodation to public housing applicants in severe and immediate housing need.

The South Burnett Community Rent Scheme is a collaboration between South Burnett CTC Inc and Cooloola Community Housing Association Inc (CCHA).

The scheme is a rent subsidy scheme and tenants are accommodated primarily in properties head-leased through the private rental market although some department-owned properties are also used.

The target group for applicants include Aboriginal & Torres Strait Islander people, people with a disability, single people, and women and children affected by domestic violence.

Applications are assessed on a needs basis inventory.

Three houses were made available for tenancy through CCHA in March 2006.

Two are three bedroom, chamferboard properties in Kingaroy (both owned by the Department) and the other is a three bedroom, chamferboard property in Murgon, head leased through the private rental market.

Three families were housed in the last week of March, made up of three adults and three children (plus one on the way); two adults and four children; and a single mother with three children.

Emergency Relief

Funded by the Department of Family and Community Services and Indigenous Affairs and the State Department of Communities

South Burnett CTC receive small amounts of Emergency Relief funds which are used according to guidelines and our internal policies to provide short-term financial support for people in crisis. Emergency Relief funds can be used for food, personal products, short-term accommodation and travel (to families or accommodation).

People are also supported to access other services and to move through the crisis to sustainability.

All people accessing Emergency Relief funds are treated with dignity and respect.

Partners In Foster Care

Funded by the State Department of Child Safety

Funding was granted in April 2006 and provides for CTC to develop and operate two services:

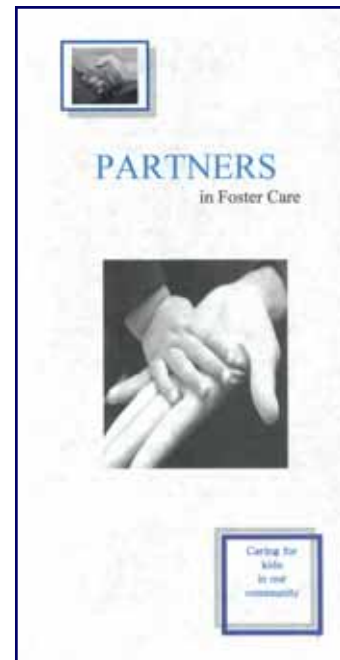
Foster and Kinship Care Service

The South Burnett Foster and Kinship Care Service covers the catchment area of the South Burnett Child Safety Service Centre.

The service will deliver recruitment, initial and ongoing training, assessment, support, supervision and development to foster carers and kinship carers.

It will provide 55 placements for children and young people in the child protection system, and 50 per cent of these placements will be provided to Indigenous children and young people.

Partners will recruit Indigenous and non-Indigenous foster and kinship carers from across the South Burnett.



Specialist Foster Care Service

The South Burnett Specialist Foster Care Service also covers the catchment area of the South Burnett Child Safety Service Centre.

It will provide four specialised placements (two for children and young people with extreme needs and two for children and young people with complex needs).

Partners will use an integrated model to provide individualised and specialised placements in conjunction with the South Burnett Foster and Kinship Care Program.

Partners is a greatly anticipated service and has generated great excitement among child protection workers.

It will provide relief to the already strained resources around the provision of care to children in our community.



The new Partners building at Wondai under construction

Administration

In recent years CTC has grown and grown and grown but at no time faster than we have in 2005-06.

We now manage 20 or more programs at any one time with 20 different contracts from around eight different funding bodies.

We employ more than 50 people under several awards and remuneration packages.

We own 21 vehicles and own or rent or administer 10 premises in four towns. And we provide labour hire services.



And we actually managed this year to not make a loss!

Esther Ross

The managers of the different sections, Barb O'Hanlon for Employment Services, Kirsten Firman for Youth Services, Chris Nettelield for CROSB, Karen Ball for Partners in Foster Care and Janet Champney in Human Resources and Compliance and Quality are doing a fantastic job as are all the service delivery staff.

They are owed a great deal of credit and thanks and any public recognition they get is much deserved.

Yet quietly and consistently underpinning it all out of public view are our accountant Esther Ross and her helpers in payroll and accounts.

We have never been more accountable or better administered and have been sailing through contract reviews, periodic reviews, BAS reports and audits on time and accurately.

The amount of work and the stress of this is very hard to describe to the uninitiated but anyone who has ever complained about their quarterly BAS or tax return as being onerous should imagine their stress and work multiplied by 20 or more to appreciate what actually happens in our accounts office.

The Annual Report is therefore one of the few opportunities to highlight Esther's contribution to CTC with congratulations on achieving such consistently high standards.

Information and Technology Service

South Burnett CTC is now working towards a more consistent, reliable, and cost-effective ITC system. Support is provided for staff using ITC infrastructure and work is being carried out to develop/improve South Burnett CTC ITC systems.

Some goals already achieved are:

Software consistency across the organisation – effective training and support will be easier to achieve and CTC staff are now using industry-standard software.

Hardware and Software Documentation – All ITC assets and access information has been documented for future ITC staff and contractors.

Resource Management System (RMS) – The RMS is a powerful tool to allow team leaders and coordinators to easily manage staff and resources.

Some future goals are:

Continued development of reliable computer systems across all offices in the organisation with reduced problems and down time

Continued training and up skilling of staff to use ITC resources effectively

Improved online image through the development of new websites with more up-to-date and relevant information.

Improved Information Management with better-designed databases and the replacement of old filing systems where possible to improve accessibility and decrease the demand on file storage space.

Traineeships

CTC remains committed to giving all young people opportunities to learn and develop. One way we demonstrate this commitment is by employing as many trainees as possible.

This year Youth Services has five trainees, one of whom is supported through the First Starts program funded by the Queensland Government's "Breaking the Unemployment Cycle" initiative while one is a school-based trainee who attends one day per week.

The Youth Services Trainees are enrolled in Certificate III in Youth Work through the Cooloola Sunshine Institute of TAFE and two work in the Kingaroy site while three are based with the Connections service in Murgon.

All are making steady progress and are expected to complete their traineeships at the end of 2006. They bring diversity and enthusiasm to the service and relate very well with clients and colleagues.

To make sure that they are supported in both their on-the-job training and their completion of TAFE modules we have appointed Bill Jackson, one of our Youth Support Co-Ordinators, as their special mentor.

We also have two trainees in administration, also sponsored by State Government programs who work in the Artie Kerr Building offices and the Enterprise Centre respectively.

We have been very successful in helping our trainees transition into permanent employment, both within our organisation and with local employers.



South Burnett Enterprise Centre



South Burnett CTC continues to manage the South Burnett Enterprise Centre on behalf of the **Kingaroy Regional Enterprise Centre Association Inc** — a group of local business people supported by Kingaroy Shire Council.

The aim is to encourage start-up small businesses by providing accommodation at a reasonable cost and to create an environment where such businesses can access training and mentoring as well as mutually supporting each other. This will result in a higher success rate for small businesses and create employment opportunities.

Initial funding for the physical infrastructure came from the Commonwealth Government Department of Employment and Workplace Relations but operational costs have to be covered from income derived from rent, contributions from members or grants sought from various funding bodies.

The Centre has been most fortunate in receiving grants from the Tarong Mine Community Development Fund and ongoing financial and in-kind support from Kingaroy Shire Council and CTC. This support has allowed us to refurbish most of the 11 work sheds to meet the growing need for office/retail and high tech premises.

By lining and air-conditioning sheds we have been able to support tenants in two major focus areas: community and training services and Information Technology and Communication. Our third focal point is the Conference Centre and the associated catering company Rhapsody's Fine Foods.

In 2005/06 we tried very hard to obtain funding for a commercial and test kitchen through a grant from AusIndustry under the Small Business Entrepreneurship Program. Various South Burnett initiatives had identified a need for such a kitchen to assist in the development of regional food businesses, to increase capacity to attract and cater for conferences and events in the South Burnett and to improve our own ability to cater for events conducted at the Centre.

Unfortunately we were unsuccessful but efforts in this regard will continue.

The South Burnett Enterprise Centre is one of the very few business incubators that is operating successfully and is doing so without financial assistance from government.

Without CTC, the Enterprise Centre could not be managed successfully but we gain accommodation for our accounts and administration staff and another opportunity to fulfil our vision and mission. It's what you call a real win-win!



The Future

A crystal ball would be nice to predict what the Annual Report for next year will report, but some potential additional projects include:

- The establishment of a Cherbourg/Murgon Community Services Centre
- Working with the Bunya Wakka Wakka Working Group in developing the Dudley Collins Centre in Cherbourg
- Construction of a duplex for long-term rental in Kingaroy
- The construction of a new Crisis Accommodation Hostel in Kingaroy
- Additional activities in disability respite

And of course ongoing development and refinement of our current programs.

One thing is certain: We will continue to pursue our vision and mission and serve our communities with enthusiasm, dedication and integrity



Thank You!

We would like to acknowledge the many Government and Non-Government funding bodies that have assisted South Burnett CTC over the past 12 months:



Australian Government

Department of Employment and
Workplace Relations



Australian Government

Department of Families,
Community Services
and Indigenous Affairs



Queensland
Government

Department of
Employment and Training



CONNECT TO
YOUR FUTURE
Career Advice Australia



Queensland
Government

Department of
Communities



Business with communities™

TARONG
COAL

Community
Development
Fund



Queensland
Government

Disability Services
Queensland



Australian Government

Department of Education,
Science and Training



Queensland
Government

Department of Housing



AER

Foundation Ltd



Queensland
Government

Department of
Child Safety



Work for the Dole

An Australian Government Initiative



Queensland
Government

Department of
Education and the Arts



Working for our community ...

