



Strengthening  
our  
Community  
since 1986

31st Annual Report

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2017

# Contents

Mission Values & Goals.....	2
Strategic Objectives .....	3
President’s Report.....	4
Board of Directors.....	5
Treasurer’s Report .....	8
Organisational Chart .....	10
Our People .....	11
General Manager’s Report.....	18
National Disability Insurance Scheme.....	20
Aged Care Services.....	22
Business Systems Manager.....	24
Child Care Services .....	26
Disability Services.....	29
Client Testimonial .....	31
Disability Services.....	31
Community Centre.....	32
Our renovations .....	33
Community Support Team .....	35
House to Yard.....	37
Key Outcomes .....	38
Partnerships & Acknowledgements.....	39

# Mission Values & Goals

## Who we Are

Beaucare is a community based organisation established by local people in response to local needs. Beaucare was incorporated in 1987 and we take pride in our rich history. We will continue to build on our legacy by responding professionally and proactively to identified community needs.

## Our Mission

Beaucare exists to maximise opportunities for the quality of life of residents, and to strengthen the communities we serve.

## Our Values

Respect

Equity

Collaboration

Justice

Self-determination

Optimism

## Our Goals

To achieve our Mission, and in keeping with our values, our goals are:

1. To focus the majority of our efforts towards providing direct assistance to those requiring relief from disadvantage.
2. To research and identify needs within our communities, and develop the means to adequately meet those needs.
3. To be a service provider of excellence, fully accountable to the individuals, agencies and organisations with whom we work.
4. To invite and foster strong collaborative relationships with others who are adding value to the community.
5. To be an organisation which values and supports the contributions of our staff and volunteers.
6. To commit to quality, continuous improvement and innovation in our operations and service delivery.

# Strategic Objectives

## 2016 – 2019

This strategic plan will be guided by the following strategic objectives:

### Objective 1: Improved Positioning

Beaucare will, over time, strengthen its professional profile by using its specialities and experience in formal working partnerships or relationships to expand its programs and services to support its communities. Through business development, innovation, improvement and sustainable growth, new programs will be established and current programs aligned to match local demand. This will result in a wider repertoire of activities, driven by clear community needs.

### Objective 2: Revenue Growth

Beaucare activities and programs will be supported by plans to generate revenue and increase funding streams from government or from other sources such as philanthropy, sponsorship, bequests, legacies and donations, to strengthen sustainability to deliver services to our communities.

### Objective 3: Client Centred Programs and Services

Beaucare will seek to serve increased numbers of clients by promoting access and flexibility. Programs and services will be sustained and expanded, driven by client needs, responsiveness and quality.

### Objective 4: Organisational Effectiveness and Efficiency

Beaucare will be an organisation committed to performance and continuous improvement in the areas of governance, human resource management, risk management and reporting, financial and cost management, work practices and client service.

# President's Report

Board members volunteer their time and expertise in order to drive the organisation into the future. During the last year, the Board has reviewed its future strategy and direction. The Board also reviewed the risk appetite and strategy. After the strategy is set, it falls to the General Manager and the Beaucare management team to make it all happen! They are at the coal face every day!

Some of our Board members will be moving on at the AGM. A good quality core base of Board members will be staying to provide continuity of experience and understanding. Our Board focuses on skill when selecting new members, however we strive to always include local people. When Beaucare advertise for Board members, we use the local paper, the Australian Institute of Company Directors (AICD) website as well as Women on Boards (WOB) and Board Direct. This gives us the ability to add more skills to the collective genius of the Board. The more diverse skills and understanding the Board team has, the better!

I am so glad to have been part of the massive changes that have happened over the last three (3) years and the excellent feedback that Beaucare is receiving now. It means we are doing the right thing and that means we are making a difference to people's lives. It means that the direction that the Board has set was the right one and that Beaucare continues to develop relationships and networks. These have been very valuable and have made Beaucare the leader in the provision of services for the local area.

We are so lucky to have such caring and empathetic staff at Beaucare. Let's always remember, this business is all about people!

The painting and changes to the buildings and yards are giving Beaucare a new face. It is great to see the lovely bright front door, the new carpet and the new yard brickwork. Wow!

Beaucare has a new website, the lovely new brochures and our new services. All of this has been happening while Beaucare continues to expand services.

I am so proud to be part of this little organisation. For me personally, I have built new relationships and developed friends while I have been in this role. It has been an eye opener for me and I get a great sense of pride to see how we have changed for the better.

I want to thank the Board members for their hard work and dedication. I also want to thank the management team and all the staff at Beaucare. Let's keep on moving on and doing the work that needs to be done in the community! There is always more to do!

**Jennifer Sanders**

**President**



# Board of Directors

## Jennifer

### Sanders

#### President

Jennifer is the President and chair of Beaucare. Her background is in management and financial control of small business.

Jennifer has a degree in Australian Studies, a post graduate qualification in town planning and Diplomas in Local Government (Planning) and Project Management. Jennifer is also a member of the Australian Institute of Company Directors.



## Marguerite Kelly

#### Vice President

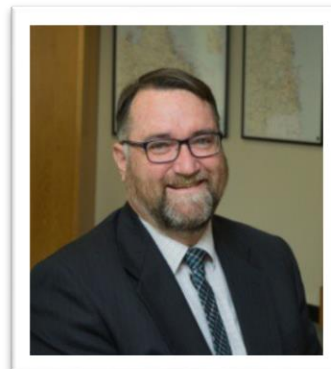
Marguerite moved to Beaudesert from Brisbane in 1993 with her husband Tim. They established a Surveying and Town Planning business and have raised their four children here. Marguerite has been involved in many community groups and activities. She has been on the Executive of the Beaudesert Community Kindergarten, St Mary's school and has worked on committees within St Mary's Parish, Beaudesert Warriors Rugby Union Club and both high schools her children attend.

## Dan Hunt

#### Treasurer

Dan has lived in Jimboomba since 2012 with his wife Bernadette and family. He is the Chairman of SEQWater and a Director of the

Australian Water Recycling Centre of Excellence Ltd. He has a Bachelor of Business (Accounting) from QUT. Dan has wealth of experience in public administration, change management and stakeholder management. He had a 38-year career with the Queensland Government, finishing fulltime work in July 2015. Between 2006 – 2015 he was Director-General of three Government Departments – the Department of Mines and Energy, the Department of Natural Resources and Mines and the Department of Energy and Water Supply. Prior to that he worked for many years in senior leadership positions in Queensland Transport. Dan is a Graduate of the Australian Institute of Company Directors.



## Marty Ryan

Marty joined the board in 2010 having been born in Beaudesert and lived in the area most of his life. Marty spent 22 years working as a Cartographic Draftsman with Queensland Government doing electoral redistribution maps and updated the Queensland Cadastral Database. He spent 13 enjoyable years working with Beaucare as a Workplace Health and Safety Officer and acted as the Home Maintenance Supervisor.

Marty now works in the transport industry where he has expertise in logistics management and freight delivery for the community.

Marty has been involved in sport all his life having played both rugby league and cricket for the Gold Coast District Representative sides and is presently involved in coaching Junior Rugby league.



## Caroline Hennessey

### Secretary

Caroline has been an active member of the Beaudesert Community for over 20 years having moved here from Brisbane in 1993.

She is an Occupational Therapist who specialises in Paediatrics, particularly working with children with developmental and learning difficulties.

Caroline has been actively involved with many community groups and is interested in governance, marketing and encouraging early intervention programmes to improve health outcomes in the local community.

Caroline's 3 children have all attended Family Day Care prior to commencing local schooling. Caroline is delighted to be a Beaucare Board Member.

### Lisa Harrison

Lisa was born and raised in Beaudesert on the family dairy farm. She started her working career in customer service and moved on to acquire over 10 years retail management experience.

Lisa has worked as a Human Resources Manager for a multi-site franchise and gained valuable experience in time writing and implementing workplace health and safety policies and procedures. Lisa is passionate about community spirit and volunteers her time to different organisations and events in Beaudesert.





### Lynne Rule

Lynne is a highly experienced professional in International Education Recruitment and Marketing who has developed and managed a strong and successful enterprise in the private tertiary pathway sector and has a strong track record of consistently achieving targets, meeting deadlines, satisfying clients and a reputation for getting things done. Lynne brings to boards her energy, integrity and long experience in the international education sector, corporate governance, strong cross-cultural awareness and international networks from her 20+ years in the sector.

Lynne's passions lie in the education and empowerment of women and youth. She was coordinator and developer of the Chrysalis Young Leaders Conference, a youth leadership program from 2010 – 2015, and has become involved in community festivals in the small town of Tamborine Mountain where she has recently moved. Lynne is involved in other NFP enterprises including the Duke of Edinburgh International Award and is a mentor in Austrade's WIGB (Women in Global Business) program.



### Nicole Ireland

Nicole has worked in senior roles with leading resources companies Rio Tinto and BHP for more than ten years and brings to the Beaucare Board proven experience in issues management, public affairs, communications, community engagement, media engagement and investor relations. Nicole is a Graduate and Member of the Australian Institute of Company Directors and holds a Bachelor of Arts in Journalism and Politics, a Diploma of Investor Relations and a Graduate Certificate in Aboriginal Relations.

Nicole provides strategic stakeholder engagement, Government relations and communications advice through her own company, Nicole Ireland Communications and has worked with QCoal Group, boutique consultancy the SAS Group and its clients ConocoPhillips Australia, Shenhua Watermark and Services Trades Queensland.

Nicole has served as a Committee member and Chair (State President) of Sands Queensland, is a member of the Lourdes Hill College and Sands Australia Boards and has held roles on two Community Development Funds in regional Queensland for a number of years.





## Treasurer's Report

Beaucare is a community based organisation which has provided a broad range of services since its inception. These services and programs are primarily funded by State and Federal Government grants and other revenue streams including grants, client contributions, donations, sponsorship, fundraising, levies, rent and interest.

The role of volunteers is a vital component of managing programs and delivering services. Last year we were fortunate to have volunteers working with Beaucare for a total of 8,991 hours. This equates to \$269,730 in volunteer contributions.

The Community Services Sector in which we operate is facing a continually changing and challenging funding environment. In 2016, Child Care Services moved to a fully client funded basis but still produced a small surplus for the year. From July 2017, Disability Services will operate within the NDIS, bringing Beaucare into a much more competitive environment. There has been a significant effort from our staff to prepare for this change in terms of systems and information for staff and our clients.

The NDIS will bring give our clients greater control over the services they receive and allow them to choose the provider that delivers the best fit for their needs.

During 2016/17, Beaucare has made significant investments in upgrading the community centre at 44 Tina Street and the Moran Centre. Information Technology systems for our staff have also been significantly upgraded during the year.

While this has resulted in a deficit for Beaucare in 2016/17, the organisation remains in a very sound financial position, with sufficient reserves to meet its commitments. The Board has budgeted for an expected surplus of around \$93,000 for 2017/18.

The financial results for 2016/17 are summarised as follows:

<b>2016-17 Results</b>	<b>Income</b>	<b>Expenditure</b>	<b>Surplus/(Deficit)</b>
Administration	439,772	523,938	(84,166)
Accommodation	150,760	156,585	(5,825)
Aged Care and Disability Services	1,693,666	1,716,303	(22,637)
Child Care Services	584,194	564,340	19,854
Community Services	600,800	612,267	(11,467)
<b>TOTAL</b>	<b>3,469,192</b>	<b>3,573,433</b>	<b>(104,241)</b>

An external audit has been provided by Gillow and Teese Chartered Accountants. We thank them for their professional thoroughness.

Beaucare has always and will continue to operate with a strong emphasis on diligence in financial reporting and creating efficiencies to maintain cost effectiveness.

Beaucare has had a successful year, continuing to provide quality services across the community in all of our traditional areas and commencing a partnership with YFS to deliver Domestic Violence support from early 2017. At the same time, we have laid the groundwork for a successful entry into the NDIS from July 2017.

Congratulations for this success must go to the President and our General Manager, but particularly to all the staff and volunteers who deliver the high quality service we aspire to.

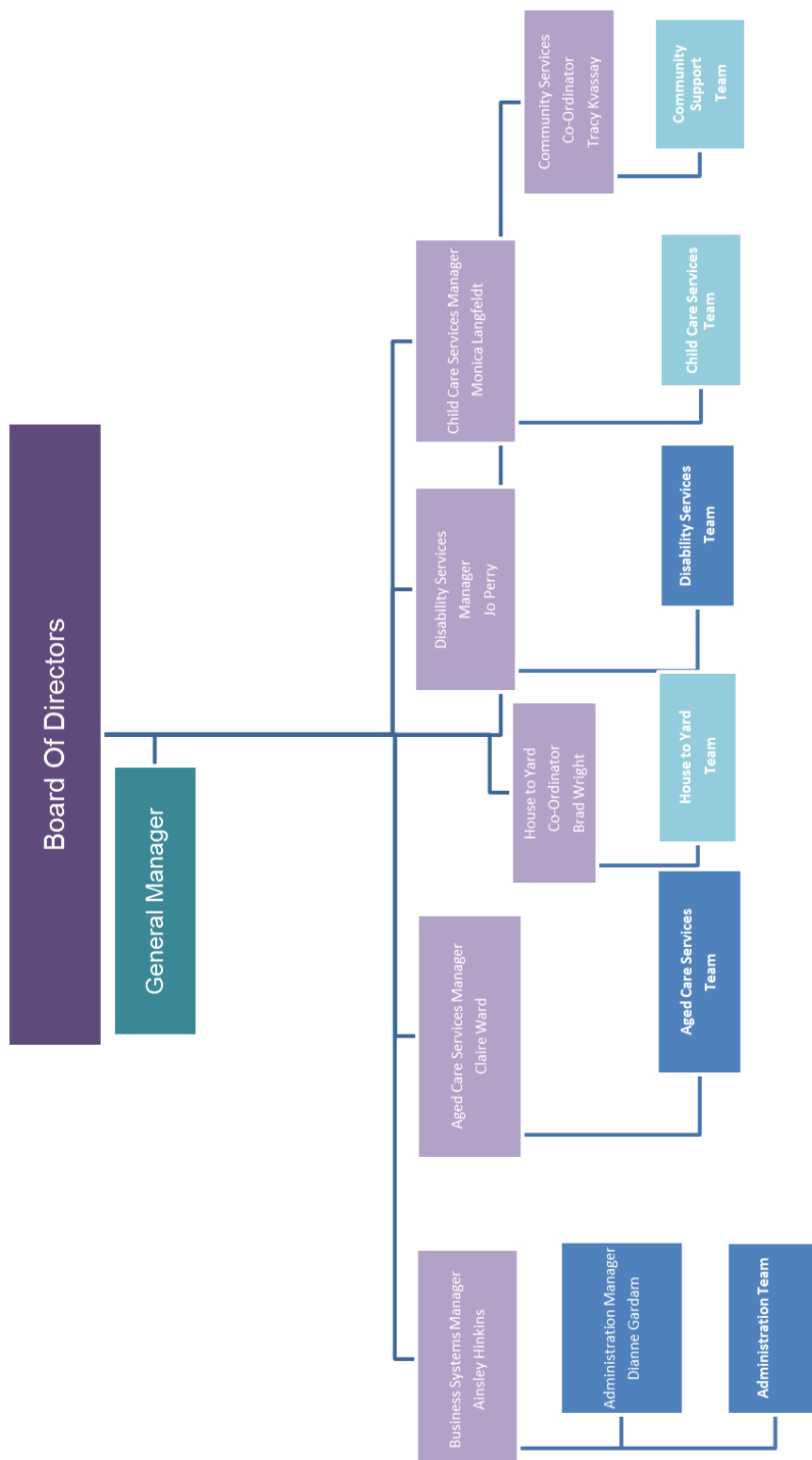
I would like to thank all of the Board members, the management team and administration staff for their support in managing the finances of Beaucare.

**Dan Hunt**

**Treasurer**



# Organisational Chart



# Our People

## Management Team

Louise Dwyer – General Manager  
Dianne Gardam – Administration Manager  
Ainsley Hinkins – Business Systems Manager  
Tracy Kvassay – Community Support Coordinator  
Monica Langfeldt – Child Care Services Manager  
Joanne Perry – Disability Services Manager  
Claire Ward – Aged Care Manager  
Brad Wright – House to Yard Coordinator

## Administration Team

Tarynn Bemment – Admin Assistant  
Janelle Cockburn – Reception/Admin Officer  
Christine Crawford – Admin Assistant  
Leonie Heterick – Admin Assistant  
Rebecca Seager – Finance Officer  
Michele Wood – Admin Assistant  
Jordan Brush – Volunteer  
Laurel Fechner – Volunteer  
Betty Moore – Volunteer  
Chantelle Trantalis

## Aged Care Services

Jillian Chateau – Lifestyle Assistant  
Amber Collison – Lifestyle Assistant  
Sheryl Da Silva – Lifestyle Assistant  
Jessica Davis – Lifestyle Assistant  
Susan Goeldner – Domestic Support/Cleaner  
Heather Haines – Lifestyle Assistant  
Katrina Fourro – Lifestyle Assistant  
Raquel Johnstone – Lifestyle Assistant  
Suzanne Jones – Team Leader  
Mary Keys – Catering/Lifestyle Assistant  
Marnie Lawlor – Lifestyle Assistant  
Rebecca Mattschoss – Lifestyle Assistant  
Rebecca Pugh – Lifestyle Assistant  
Lana Robinson – Lifestyle Assistant  
Rebecca Rundle – Lifestyle Assistant  
Sheryl Scott – Lifestyle Assistant  
Melanie Van Rhynn – Social Worker  
Jacqueline Weekes – Lifestyle Assistant  
Nikki Wolens – Lifestyle Assistant  
Kym Yuke – Cleaner



# Our People

## Aged Care Services Volunteers

Marie Antcliff – Volunteer  
Moira Boorer – Volunteer  
Susan Calvert – Volunteer  
Pamela Dent – Volunteer  
Gwen Frieberg – Volunteer  
Michael Ham – Volunteer  
Jocelyn Jenkinson – Volunteer  
Carol Ryan – Volunteer  
Dennis Ryan – Volunteer  
Julie Matheson – Volunteer  
Rex Silcox – Volunteer



## Child Care Services

Carolyn Brunker – Child Care Coordinator  
Katherine Forse – Child Care Coordinator  
Debbie Leeds – Child Care Coordinator  
Tracey Manning – Child Care Coordinator  
Louisa Moloney – Child Care Coordinator  
Gail Neumann – Child Care Coordinator  
Tegan Spalding – Child Care Coordinator  
Sarah Aboron – Volunteer  
Sharon Jensen – Volunteer

## Community Support Services

Nichole Betts – Intensive Family Support Worker  
Joan Burrows – Group Worker  
Sherie Clark – Domestic Violence Support Worker  
Kayla Finch – Domestic Violence Support Worker  
Vanessa Jenkins – Youth Support Worker  
Beth Outerbridge – Family Support Worker  
Melanie Van Rhyn – Team Leader Intake and Assessment

## Students

Carmen Bare – Bachelor of Social Work  
Joelene Benson – Bachelor of Social Work  
Pamela Dent – Masters of Social Work  
Oliver Dubickas – Certificate III Community Services  
Bob Fergus – Certificate III Community Services  
Rebecca Rundle – Bachelor of Social Work  
Fay White – Certificate III in Aged Care  
Cameron Whittaker – Bachelor of Social Work



## Our People

### Disability Services

Penny Aylward – Lifestyle Assistant  
Amy Brunning – Lifestyle Assistant  
Joanna Chambers – Activity Leader  
Michael Jeffries – Lifestyle Assistant  
Maree Holgate – Lifestyle Assistant  
Kellie Morgan – Lifestyle Assistant  
Susana Murphy – Lifestyle Assistant  
Jacqueline Street – Lifestyle Assistant  
Julie Vogel – Lifestyle Assistant  
Kasey Whittaker – Lifestyle Assistant  
Jason Wilcox – Lifestyle Assistant  
Reagan Burr – Volunteer  
Georgia Caton - Volunteer

### House to Yard

Jack Barbara – House to Yard Worker  
Michael Crozier – House to Yard Worker  
Buddy Fairley – House to Yard Worker  
Grant Glover – House to Yard Worker  
Wes Langfeldt – House to Yard Worker  
John O'Shea – Volunteer  
Chris Vidler – Volunteer

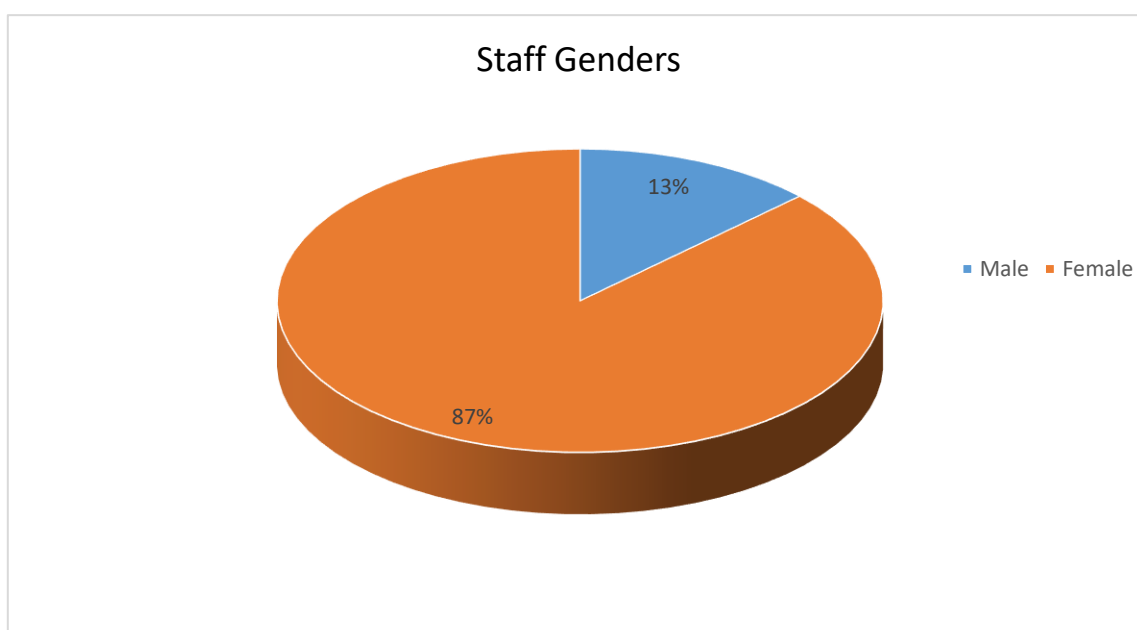
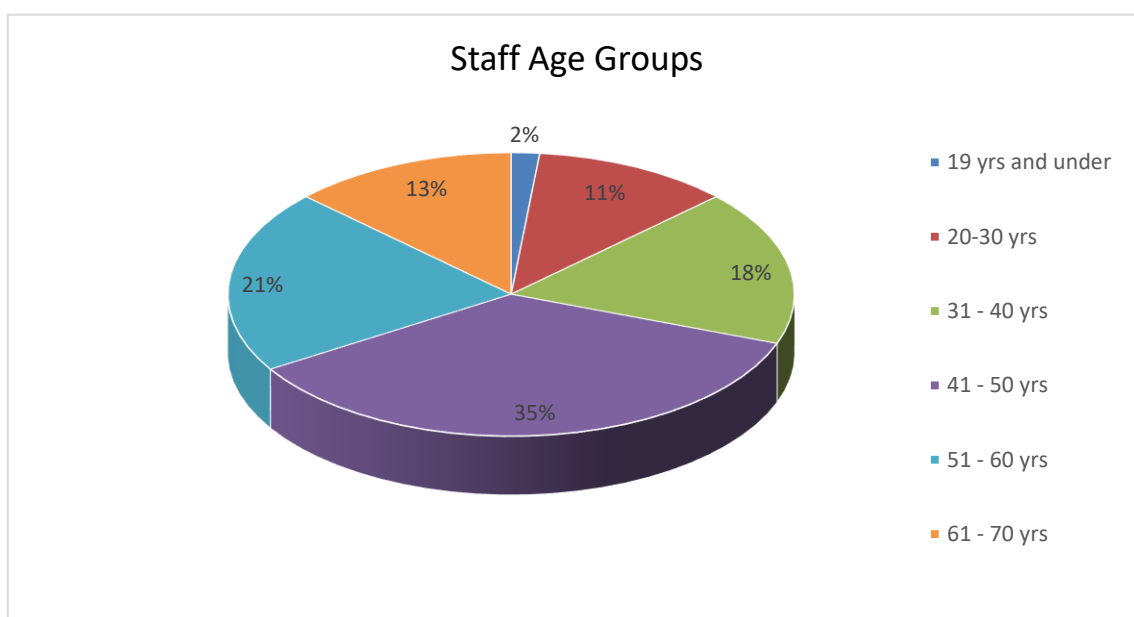




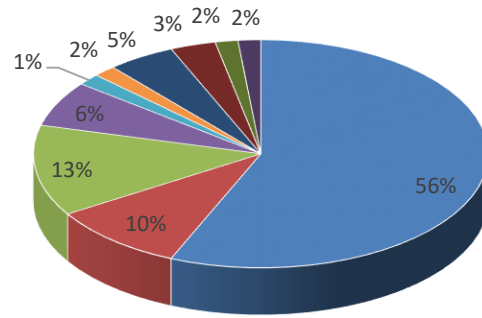


## Our People

*Our people continue to be our greatest asset and the key outcomes we have achieved this year could not have been realised without the dedication and commitment of our staff, volunteers and students.*

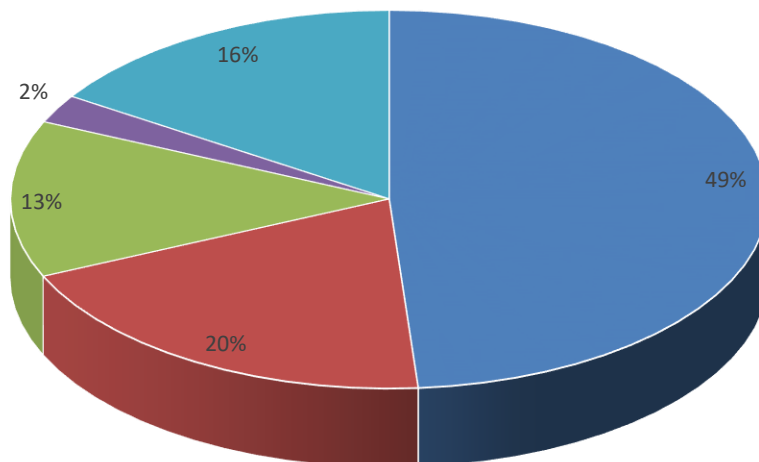


### Staff Places of Residence



- 4285 Beaudesert & Surrounds
- 4280 Jimboomba, Maclean, Stockleigh
- 4275 Canungra, Biddaddaba
- 4270, 4272 Tamborine, Mt Tamborine
- 4115 Parkinson
- 4165 Redland Bay
- 4209, 4210, 4218 Gold Coast Region
- 4287 Rathdowney
- 4207 Yarrabilba
- 4127 Daisy Hill

### Staff Qualifications



- Certificate
- Diploma
- Bachelor's Degree
- Masters Degree
- None



*Sabella 5 years learning sign language with her Family Day Care Educator, Laura.*

# General Manager's Report

It is with great pleasure that I write my third AGM report as General Manager of Beaucare and would like to start with acknowledging the incredible effort put in by everyone involved over the year.

None of the outcomes achieved by the Beaucare team would be possible without the commitment and investment of our Board who provide valuable support and a high level of governance. Whilst I am very sad that we are saying goodbye to valued Board members, I am also excited by the opportunity for my ongoing learning which the new Board members' skillset will provide. It is very exciting to see the level of interest and strategic investment being made by these community minded professionals and I again look forward to providing the Board with the information they need to ensure the solid and professional governance of Beaucare.

Our skilled and professional staff have again tirelessly supported our clients and the broader community, and have demonstrated the expected Beaucare characteristics of warmth, empathy, creativity and flexibility in meeting the needs of the many people we have worked with. Our staff have been supported by a group of highly motivated and skilled volunteers and students who have chosen to invest their time and energy into our very grateful organisation

The Beaucare Management Team has continued to work collaboratively with each other to ensure that our clients are provided with a quality wrap around service tailored to individual needs rather than to the pre-existing funding pockets. The many unmet service needs in the Scenic Rim area continue to be a catalyst for change as we focus on our core goal of strengthening our communities. I am incredibly proud of the management team and their commitment to working through the many changes of the past few years. The Beaucare management structure is deliberately horizontal and transparent which adds significantly to the work of this team but also ensures clear communication, minimal barriers for staff and a strong relationship with our clients.

Beaucare was successful in the 16/17 financial year with five significant funding submissions providing us with enhanced capability to support our community, and we continue to make the most of any opportunity presented to us. Our income growth was 18% overall and we also received four smaller grants for activities in Qld Women's Week, Qld Senior's Week, and Qld Youth Week and received additional funding for the Child Care Services Toy Library.

The development of the ARIA (Allocation, Referral, Intake and Assessment) Team from 1<sup>st</sup> July 2017 has been the result of strong advocacy by management and staff and the overwhelming client demand for information, advice and referral support. I am very pleased that the learnings of 2016/17 have led to this enhanced service provision and acknowledge the support of Griffith University in providing highly skilled students and supervisors to support this team.

## Highlights:

- In November 2016 we employed a Home Maintenance Coordinator, renamed the program H2Y and increased our support capabilities significantly.
- In partnership with 'yourtown' we were successful in receiving two rounds of Skilling Queenslanders for Work which funded 40 weeks of labour from young, local job seekers. This free labour allowed us to externally renovate both our buildings and 'stamp' the traditional Beaucare colours on both sites.

- We have survived the planning and restructuring required for Beaucare to successfully transition our disability support to the National Disability Insurance Scheme and we are now able to provide support from birth.
- In partnership with YFS we were successful in receiving funding to deliver domestic violence support to women and children.
- We have continued our advocacy for mental health services, especially for young people.
- In partnership with the Greater Beaudesert Region Mental Health Network we were successful in receiving a Mental Health Commission grant to facilitate community activities under the Wheel of Wellbeing domains.
- The Beaucare Administration Team have had their work increased significantly due to our continued growth and the move to a more fee driven commercial environment. They have risen to every challenge and continue to work very hard to support Beaucare.
- Increased investment into our promotional material, especially in our on-line presence has increased community awareness of our ability to support with quality services. We have extended our promotional footprint to Rathdowney, Kooralbyn, Canungra and Mt Tamborine.
- The inaugural Beaucare Staff Conference was held at Griffith University in November 2016 and focussed on managing change effectively. Feedback from both the facilitators and staff was strong and our increasing investment into professional development has supported our staff to remain engaged and optimistic in our strategic direction.
- Beaucare continued to operate solidly in partnership with other local service providers, appreciating and valuing the different skillset and expertise we can draw on and deepening our mutual understanding and respect.
- We again passed our annual Community Home Support Program audit with no areas of non-conformity, passed our Human Services Quality Framework self- assessment with no areas of non-conformity and continued planning for our next audit against the Children's Education & Care Quality Standards where we expect to again receive the rating of 'exceeding the national standards'.

The year ahead will again present many challenges for all of us involved in the vital work of Beaucare, but our belief and pride in each other -the Board, staff, volunteers, students and sector partners is stronger than ever and we are confident that this will continue to translate into innovative, high quality and sustainable outcomes for the members of our communities who entrust us with their support.

**Louise Dwyer**

**General Manager**





## National Disability Insurance Scheme

The 2016/17 financial year saw a significant investment of staff time and energy to plan for the launch of the National Disability Scheme in the Scenic Rim area on 1<sup>st</sup> July 2017. This free, national scheme replaces much of the block funding previously received through the Beaucare Community Care grant and all decisions in regard to the services our clients receive are now managed by our client together with their planner.

Beaucare strongly supports the overarching goals of the NDIS to enable people with a disability to have more choice and control in their lives, be independent and have greater social and economic participation.

This change has led to a new way of thinking about disability support with funding based on the aspirations and goals of the individual clients, and staff now being the enablers to support the client to achieve their goals.

To prepare for the most significant change in the Australian Human Services sector since the introduction of Medicare, Beaucare continued its transformation from a mission-driven, community based charity into a values driven, customer focused, community support agency able to perform in the new commercial ideology of the sector. Whilst the NDIS clearly posed a possible risk to our future in disability support, it was also seen as an opportunity to better support our clients. Our Child Care Services program had already



forged the way ahead to a more commercially driven model and H2Y was testing the water. To ensure that we were as prepared as possible to seamlessly transition our clients Beaucare took the following actions:

- The Aged Care program (Triple L) and Disability Program (Beauy Buddies) were split into discrete funding and service areas.
- The existing Disability Co-ordinator position was broadened to a full management position
- NDIS became a priority focus of the Board and monthly reports were provided to them.
- Staff and management attended over 180 hours of information/training sessions.
- Our Disability Manager, Business Systems Manager and Finance Officer travelled to North Queensland spending time with two agencies who had been working under the pilot NDIS program. We thank the

management and staff of Community Connections, Townsville and Ingham Disability Support Services for their invaluable support and information.

- Recommendations of a 2016 external review of the combined Aged Care and Disability Support programs were implemented. These included the transfer of staff to the Home Care Employee sub-section of the Social, Community, Home Care & Disability Services Award to give greater flexibility; the recruitment of a cohort of highly skilled and experienced casual staff and the rostering of staff to advantage transport and geographical alignment.
- Beaucare underwent an external NDIS Business Health Check by a recommended consultant and followed all recommendations.
- Our existing MYOB accounting system was reviewed and two consultants assisted in modifying the accounting package to streamline for fee payments.
- Our cost per unit of service delivery was constantly monitored and analysed.
- The Beaucare vehicle fleet was examined and new vehicles replaced the ageing fleet.
- By July 2017 the number of clients being supported by Beaucare had risen from 54 (at 1<sup>st</sup> July 2016) to 109 (at 1<sup>st</sup> July 2017). Beaucare committed organisational funds and engaged in very constrained expenditure across



the program to support these additional clients.

- All clients underwent a re-assessment of their care plans and goals, with a pre-planning meeting offered to ensure all client needs were identified when planning was undertaken.

At the time of this report Beaucare has fifteen clients successfully transitioned to the new NDIS model and we are optimistic about the additional services we can provide and the future sustainability of this model of care.



## Aged Care Services

In late 2016 we received notification there would be an extension to the Commonwealth Home Support block funding until 30<sup>th</sup> June 2020. This extension in funding for direct services will allow time for Beaucare to apply for Home Care Package Approval, this means CHSP clients and new clients will have more choice through individual care packages.

Aged Care is continually being challenged to offer more choices and more ways to provide care to remain competitive, this is the story for Beaucare now and for well into the future. We believe it is more important than ever that we understand our communities, to

physical wellbeing of our clients and the community has been enhanced through these services. A key goal of the program is to assist clients and community members to maximise their independence and support them to remain active, in good health and be socially connected. Staff, volunteers and students across services have worked to enhance the care Beaucare provides and promote a positive ageing experience.



Much consideration is given to the individual interests and needs of our clients when designing programs and service delivery. Beaucare has offered fully flexible alternative care for those in need of home care and who are unable to obtain immediate support from subsidised government programs. Care and service plans are developed to meet almost any required care service and there is no waiting lists or restrictions of service type or frequency.

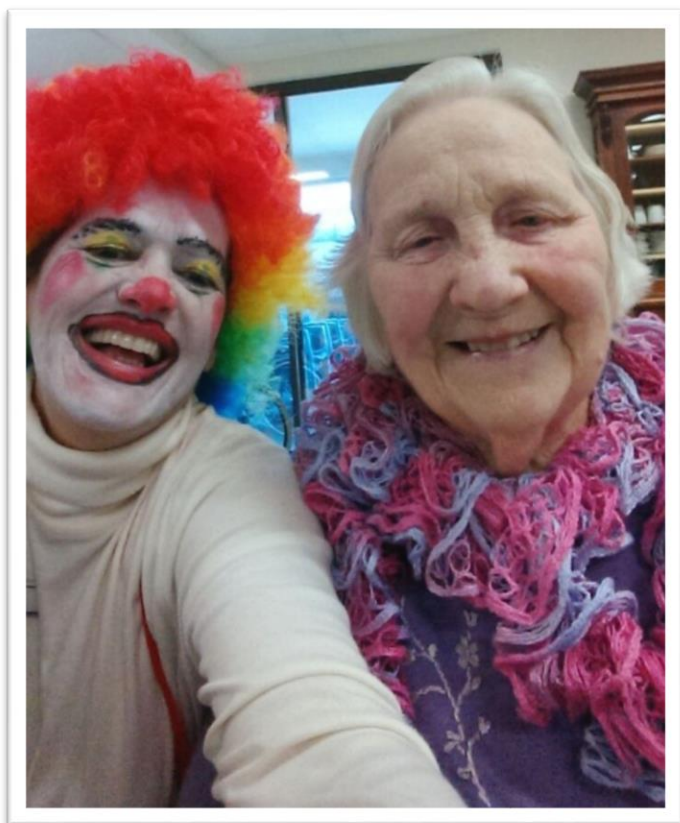
Beaucare has developed a partnership with Allied Connect to deliver Allied Health services to our clients with specific focus on the enablement of physical activity within clients' own homes and within centre based group activity programs. We work with Allied Connect to individualise treatment and assessment plans for each client to deliver best outcomes for our clients.



ensure we have robust plans for our future and to continue to build and maintain strong effective relationships with our clients.

Again this year we have seen growth in the form of retirement living and expectations that more people will be seeking care and support to live in the community, with their own choices and having more control of these choices. Beaucare has also focused on service cropping, which is matching our workers to clients and providing choice to clients.

The Aged Care program has also focused on delivering services which are innovative and which focus on wellbeing. We believe the psychological, spiritual, social, emotional and



Beaucare Triple L Aged Care services program continues to focus on providing high-quality services that respond to both community people and individual needs of Beaucare clients. Beaucare supports clients across the Albert River Valley Catchment area which

includes Scenic Rim, Beaudesert and Jimboomba areas. Beaucare has shown flexibility and agility in our responses to support client needs.

**Claire Ward**

**Aged Care Services Manager**



## Business Systems Manager

The theme of the last twelve months has certainly been one of change, specifically around improving technology and business processes to support growth and change in our programs. The Administration team has faced this time of change with professionalism and commitment to Beaucare's success and I am proud of what we have achieved as a team this year.

The Board approved expenditure in September last year to upgrade our IT infrastructure and entered into a 3-year service agreement with R & G Technologies. R & G were selected from 3 vendors and were specifically selected based on their experience in the Not-for-Profit sector.

The goals of a new IT system were to:

- Provide Beaucare with a robust, secure platform with reduced virus threats and a system to meet all compliance requirements.
- Improved flexibility for our workforce, particularly remote access to all Beaucare documents and applications.
- Improved support and more flexibility for staff from our IT provider.

In January 2017 Beaucare began operating with Office 365 and Sharepoint for document management, this means staff are able to access Beaucare documents from anywhere, anytime on either a computer or mobile device as long as they have an internet connection. This has meant greater flexibility for our workforce, particularly those who work regularly away from the office.

Microsoft Office 365 for Not-for-Profits in Australia was available to Beaucare for significantly reduced price through Connecting Up. Connecting Up Inc. is a Not-for-Profit organisation providing a variety of information, resources and tools to the not-for-profit sector.

At the end of the implementation of the new system Beaucare's old pc's, which were still identified as reasonable and usable, were sold to staff at cheap rates and for those machines that were past their usable life, were donated to Substation 33, a social enterprise of one of our partners YFS Ltd. Substation 33 decommissions and recycles electronic waste, so as well as providing people with the opportunity to gain work experience the social enterprise has an environmental benefit with less than 5% of electronic waste going to landfill.

Immediately following the IT upgrade, we successfully transitioned one of our Child Care systems, Harmony, to the web based application. Beaucare has two remaining server based applications, TRACCS, our client management system for Aged Care, Disability Services and House to Yard and our accounting system MYOB. During the IT upgrade these applications were moved to be hosted in R & G's datacentre, enabling remote access for staff from any location with an internet connection. This move supports the mobility of our Aged Care and Disability Services team.

The House to Yard team has experienced significant growth in client numbers in the last twelve months, the Administration team has worked hard to set up processes to support this growth. This year we also spoke to our clients about receiving invoices via email, to reduce our processing costs and improve turnaround times for clients. A number of our clients now use electronic invoices as a preferred method and we are also starting to see positive growth in the use of EFTPOS and electronic funds transfer. If paper invoices and cash payments are a preferred method by any of clients we will continue to accommodate this, particularly for over 65's.

A further improvement this year to our processes was a review of the payment process for our Child Care educators. The process was identified as a payroll function and was moved back to the Administration team, providing more opportunity to the Child Care services team to focus on service delivery to Educators and families.

The Administration team worked alongside our Disability Services team in the transition to NDIS and I am proud of the work that has been done in this area. We have used and developed our existing systems to begin the transition from a block funded model to fee for service. This has been a significant change for Beaucare and early indications are very positive around our ability to support service delivery through effective staff rostering and payment transactions through the NDIS provider portal.

Significant effort this year has also been put into our Financial processes and reporting. Budgets and expenditure for each program area can now be viewed in isolation to measure program performance as well as a consolidated financial view of the organisation as a whole, providing improved tools for decision making around strategic issues.

A number of new vehicles were sourced this year for programs with two new Corollas and a Camry for the Community Support team and a new RAV for the Child Care Services team. Transport continues to be a challenge, particularly in the Aged Care and Disability Services teams with the industry moving towards support workers using their own vehicles for travel to client homes and transporting clients. We will continue to assess our transport costs and needs over the next twelve months, with more analysis to be done on our larger vehicles and transporting of our groups.

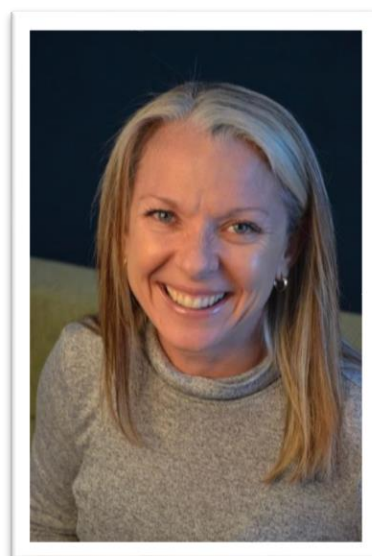
As Beaucare's profile continues to grow so does the need for more space to accommodate staff, clients and external groups. Earlier in 2016 we upgraded our Administration and Community Support offices and maximised our existing space, through this process we created an additional 5 workstations by reconfiguring existing space. More work will be done this year on maximising our existing space to support our changing needs.

In the last twelve months our marketing activity has been regular, with particular focus on local advertising in the Beaudesert Times, more regular postings on our Facebook page and recently we have trialled radio advertising on Breeze 92.1 FM which has reach from the Gold Coast, Logan, Scenic Rim and Brisbane.

I would like to thank all of the Administration team for the commitment and hard work they have given Beaucare over the last twelve months and to the broader Beaucare team for their patience and support of the Administration function through what has been a challenging and rewarding year. The next twelve months I believe will be one of more change, and I am energised as well as hopeful about all the opportunity this will bring.

**Ainsley Hinkins**

**Business Systems Manager**





## Child Care Services

Beaucare Family Day Care has remained stable in 2016/17 currently providing care to 287 families and 390 children. Slight decrease from last year which was expected due to increased changes occurring in the child care industry including transitioning from a government funded service to non-funded.

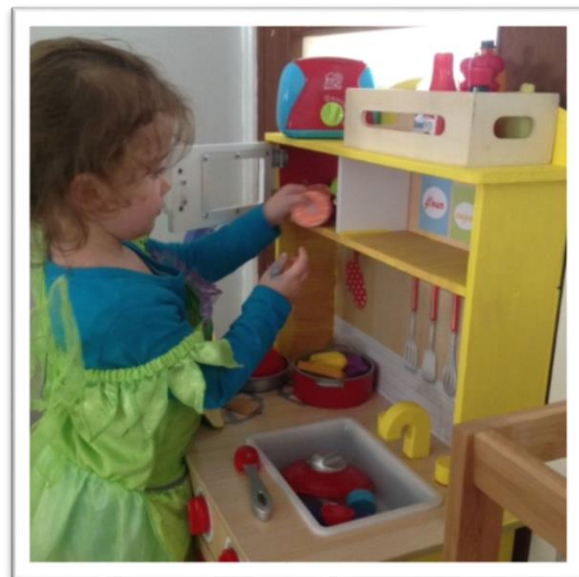
We have a strong team of coordinators and educators who all work at a high quality level supporting families and children in the community.

The service has provided Family Day Care to families throughout South East Queensland from Sunny Bank to Gold Coast and recently started an educator at Everton Hills North Brisbane where we hope to gain further educators in the area. Current educator numbers are 46 with 2 new relief educators.

The service has maintained the rating of "Exceeding the National Quality Standards" and has been nominated each year for



Excellence in Family Day Care Awards.



Commitment to quality standards and educational programs in safe family environments has lead to Beaucare Family Day Care mentoring new services in a different region to raise awareness and create knowledge in service requirements. This involvement lead to advocacy for services to have increased training or partnerships when starting new services. It is important to share quality practices with new services to ensure the best outcomes for children.

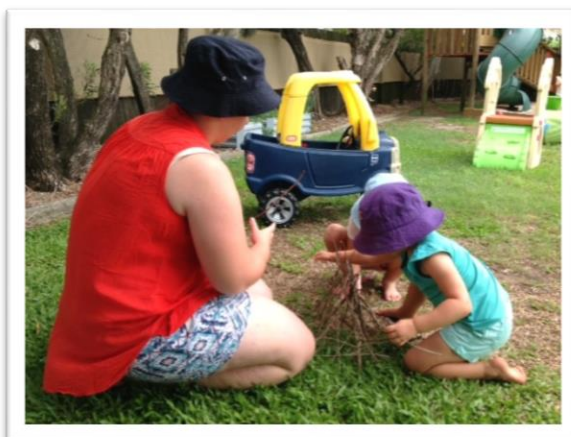
Beaucare Child Care Services held our annual educator conference on Tamborine Mountain which again was a great success with 30 educators attending. As an inclusive service we hope for other services to attend in future and will continue to invite all services to training and regional meetings.

Beaucare Family Day Care has been acknowledged at regional meetings and state meetings by various organisations including Family Day Care Queensland, Family Day Care Australia, Office for Early Childhood Education and Care for being proactive in raising awareness of the issues with a large amount of new services in the industry starting with very little knowledge of child care.

Our commitment to Community Connections has been strong in the past year working continuously with other networks and agencies including The Early Years Centres in Beaudesert, Acacia Ridge and Gold Coast, particularly working to promote the Kindy Connect program. Working collaboratively with the local library to promote the First Five Program focussing on literacy and positive learning opportunities for children coming together at play sessions.

We have had 2 volunteers this year, Sharon Jensen and Sarah Aboron. We sincerely appreciate and value the time and work that they have contributed in the past year. In Home Child Care is preparing for change with

The program will specifically provide services with children who have disability as an approved provider under the NDIS commencing in Scenic Rim 2017 and Gold Coast 2018. The In Home Child Care program already provides this service but working under the NDIS will enhance the opportunity for more families to access support and no longer be limited to the In Home Care restricted eligibility criteria. We currently have a steady referral intake from community support services in the Scenic Rim and Gold Coast areas, which we will continue to work with collaboratively for the best outcomes for the family.



decisions from the Productivity Report to be announced towards the end of the year. This program currently provides services to families who are not able to access other forms of child care. We will continue to meet these needs in the future. This program works strongly with community organisations and receives referrals from a range of community support services in the Scenic Rim area and Gold Coast.



This year we have had several vulnerable families in care who have ended up being supported by other programs within Beaucare including the Family support team, Intensive Family Support worker, Aged services and Disability services. This has enabled Beaucare to fully support the family's needs and has had very positive outcomes for the whole of the family.

Often when people think of child care it is about children playing, this has changed significantly over the years with the service role now much more involved with the wellbeing of children and families, we have several custody situations, domestic violence,

children at risk of harm, children with high level needs for disability support, families with children or parents with life threatening conditions. Part of working within a Community Centre enables the child care team to work towards meeting family's needs in a holistic approach.

The future for Child Care Services will include maintaining quality practices for the best outcomes for children and families and being a service of choice for educators, families and community. High commitment to further develop the program to meet family's needs with disability support.

**Monica Langfeldt**

**Child Care Services Manager**





## Disability Services

I have been in my role one year now and as I reflect on the last twelve months there are many highlights of change and success for the Disability Services team.

Much of this year has been consumed by the much anticipated National Disability Insurance Scheme. (NDIS). After attendance at many conferences, workshops, and reading many pages of information, Beaucare invested in sending three staff to Townsville and Ingham to meet with organisations who were experiencing NDIS first hand, and had 'rolled out' a year earlier. We were welcomed with open arms and showered with information from two organisations from the North who willingly shared their knowledge and experience in rolling out the NDIS. As representatives of Beaucare, we felt informed, warned and willing to take on the Scheme!

July 2017 was the due date for roll out, however NDIA moved this forward and clients began their Planning Meetings in May/June. Since the commencement of NDIS in the Scenic Rim, numerous Planning meetings have taken place with participants, some taking over 3 hours to complete. Pre-Planning and workshops with clients prior to these meetings has proven successful for our clients, with all meetings delivering NDIS Plans

that will make a huge difference to the lives of Beaucare's clients and families.

Through working with participants eligible for the NDIS, Beaucare has built partnerships and connections with other organisations and community through hosting monthly Disability Network Meetings, and sharing workshop venues for NDIS information sessions in the Scenic Rim. Beaucare has built a healthy rapport with NDIS Local Area Coordinators, with Beaucare being commended on their strong client referral and willingness to work with and 'learn with' the NDIS Scheme. This experience rolling out the NDIS has been an invaluable and an exciting experience to date, and has above all contributed to many clients

receiving supports that are deservedly greater, and specific to their needs and goals in life.

Meanwhile, a large number of Beaucare's clients remain funded by Queensland Community Care (QCC). Beaucare has serviced over and above capacity for this cohort of clients delivering Social, Domestic and Group Supports. Clients accessing in Centre group programs and outings have

experienced many activities including Sailing at Wyaralong Dam, cooking in Beaucare's newly staffed kitchen, Museums, Tie Dying,



Beach and fishing trips, Music Therapy, Yoga (Mindful Movements) to mention just a few.

In addition to rolling out the NDIS, earlier this year I was fortunate enough to be accepted as part of a Working Group for The Future of Community Care (QCC). This working group has met on five occasions over a period of six months to review and recommend ideas and



processes for the future of QCC funding. QCC funding is a critical pocket of support for those clients who will be ineligible for NDIS. This experience has been a vital one for Beaucare to work with organisations all over the state of Qld as far north as Wujal Wujal and Cooktown. This working group examined and reviewed the following areas of QCC.

- Eligibility and prioritisation
- Assessment and access
- Service principles /approach
- Funding model and contributions.

Beaucare is looking forward to continued funding under QCC for those vulnerable clients who will still require support in our region but will be ineligible for NDIS.

The year 2016/17 has been year packed with opportunities to learn more about this industry and the inspirational people we work for and with. The learning curve has been steep leading into NDIS, but is plateauing as we gain more knowledge, and see results of the support we provide. It has been an exciting time of change, change that will enhance those people living with a disability and their families.

**Jo Perry**

**Disability Services Manager**



# Client Testimonial

## Disability Services

Sandra is a 54-year-old lady with an intellectual disability since birth. Our mother died when she was 15 leaving her father to continue to raise her. Sandra worked at the Endeavour Foundation in Mackay for many years. As her father grew older I took on her care and we moved her to assisted accommodation in Wynnum.

Over time Sandra became more socially isolated and displayed many behavioural issues.

We moved to Beaudesert 2 years ago and after a few months moved Sandra out here as it was not ideal having her in Wynnum. Sandra moved to a granny flat in our backyard, we provided care and food however still felt she was socially isolated.

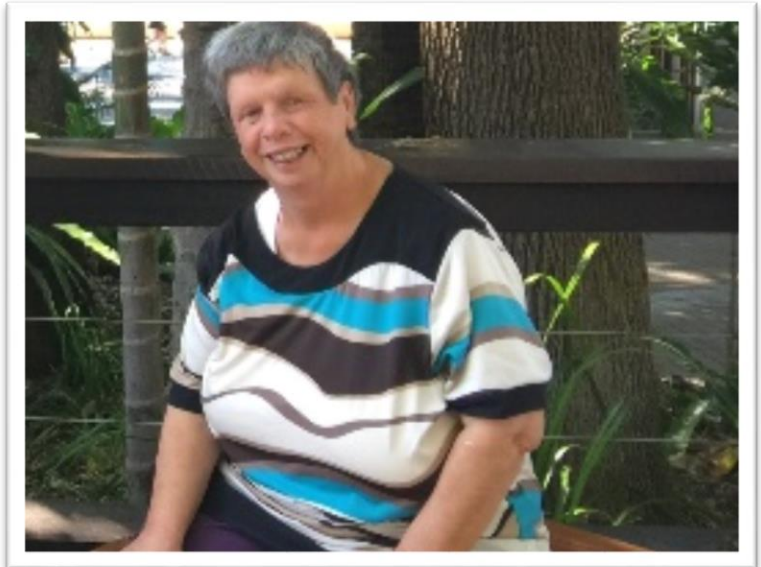
I went to visit Beaucare, we received help immediately with respite while my husband and I enjoyed a break away. On our return Sandra joined the Monday, Wednesday and Friday program. This helped manage her behaviour and social isolation. Then came the NDIS, with help again from The Disability Services team, Sandra became the recipient of a very generous NDIS plan. This has allowed Sandra to get more domestic assistance, go shopping, which she loves, join the Mount Warren disability ten pin bowling league and also join the Thursday program.

We have assistance from a psychologist to help us all cope with Sandra's disabilities. Sandra is now a happier person whose days are filled with many different activities including movies, shopping, discos, craft, travelling on public transport and much more.

Thanks to Beaucare Sandra is no longer socially isolated, her days are full and she has made many new friends. NDIS has made this even better.

So from a very grateful sister and carer, thank you to all at Beaucare who have made Sandra's life so much better.

Penny Woolcock.



# Community Centre

It has again been a year of change, challenge and excitement for the Community Centre program. We have had the opportunity to support over 1200 community members to seek a service or activity and whilst we still have significant unmet need in the Scenic Rim area, through strong advocacy and partnership we have been able to provide some exciting additional services.

**Sarina Russo** – providing employment support services, pre-employment training and ongoing support for job seekers and employers in the Beaudesert area.

**ATODS**- providing clinical assessment, counselling, treatment and referral for individuals and families with a range of alcohol and other drug related problems

**CASV** – providing sexual assault service which is dedicated to serving the sexual assault support, education and information needs of the Logan, Beenleigh and Beaudesert communities.

**Financial Counselling**- services to assist people in personal financial difficulties as the result of unemployment, sickness family breakdown or debt.

**Emergency Relief** has been under high demand as the cost of living increases and some key employment sectors such as mining decrease. 273 clients were supported with emergency financial aid in the form of transport GO Cards or grocery/fuel/chemist vouchers. The successful partnership with YFS for a Financial Counselling service has provide a counsellor one day per week.

## Community Centre Highlights:

- External renovations which included bright, clean client spaces, a community labyrinth and child friendly space including a dry creek bed and mud kitchen.
- An internal reconfiguration which provided space for an additional 7 staff members and an expressive therapies children's counselling space
- Youth engagement activities which included a "Body Torso" project, group work, and Community training events in domestic violence prevention, managing retirement, managing your money, parenting,

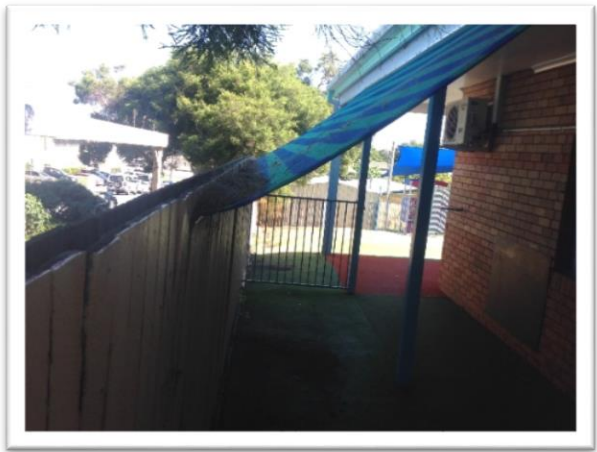
## Severe Weather Response:

On the night of Thursday 30<sup>th</sup> March 2017 the Beaudesert area received over 700mm of rain in 5 hours which caused major flooding to the Logan and Albert River catchment. Due to the difficulty of support agencies to get to the area, Beaucare took on the lead agency role and worked together with the Scenic Rim Regional Council to ensure that those effected had some support. A total of 32 community members were supported and over \$3,000 provided in immediate financial assistance.

Beaucare subsequently provided office space for the local Department of Communities for 7 working days.



## Our renovations Before.....





And after.....



# Community Support Team

Following the successful merging of the Youth and Family Support program in 2015, a number of Beaucare community support programs have joined together under the umbrella of the Community Support Team within the 2016/17 financial year.

The Community Support teams consists of the Youth and Family Support Programs, the Intensive Family Support program and the newly established Domestic Family Violence program in partnership with YFS. Additionally, Beaucare welcomed Beau, the Community Companion Dog. Within the Community Support program there are 6 Support Workers delivering 160 hours of support to the Beaudesert Community per week.

Highlights of 2016/17 include:

- Delivering specialised Domestic and Family Violence support to the Scenic Rim.
- Group Workshops including; 2 Women's body art therapeutic groups, 3 Collaborative girl's groups with Mununjali House and The Kooralbyn International School and a 'Parenting in the Park' group.
- Support to Beaudesert High, Mt Tamborine, Gleneagle, Boonah, St Mary's and Tamrookum Primary Schools and professional development to teachers at The Kooralbyn International School.
- Participation at community events such as Child Protection Week, NAIDOC Week major event, Beaudesert Show, Family Playgroups, Youth BBQs in conjunction with QLD Police, Day for Daniel and other various small community functions.
- Welcomed a new Youth and Family support worker and 3 Griffith University practical placement students who developed and commenced Beaucare's community services feedback process.
- Support Beaucare workers to attend professional development and staff training opportunities.
- Distributed 40 Dignity Bags to women in the community
- Proud introduction of Beaucare's community companion – Beau. This included sourcing sponsorship and fundraising for his continued training and care needs. Beau is now one, he has represented Beaucare at the Beaudesert show, Ken Moran Age and Disability programs and is an active member of therapeutic services with young children and families.





### **Beucare and The Kooralbyn International School**

Beucare became involved with The Kooralbyn International School at the start of 2017. Beucare approached TKIS to offer any additional support to the school and inform them of Beucare services. The school Principal eagerly welcomed the support, highlighting the need for additional assistance for the girls at the school. Since then, 2 girls groups have been facilitated within the school, with the second group more than doubling in attendance.

The focus of the group has been to empower and support the female students to express themselves in a healthy way, build on their support networks within the school and learn to manage their emotions. Issues such as self-harm, eating disorders, anger, mindfulness, anxiety and depression have been the main self-directed topics, and these groups have been run inside and outside of the classroom.

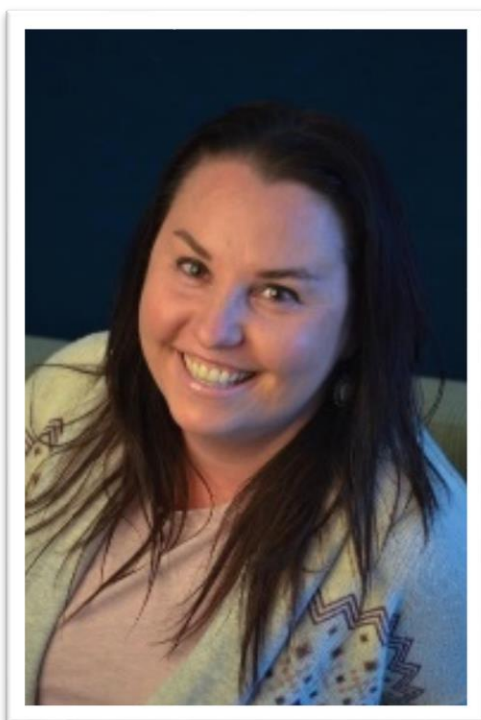
The feedback from the school and the participants has been very successful and the school has requested more groups for the future, including groups for the male students.

In addition to this, the Principal requested Professional Development for the staff to assist with student who display challenging behaviours and distressed emotions while at school. A Youth and Family Worker presented a 2-hour workshop to 30 staff at TKIS, focusing on how to attend to escalated behaviours and emotional distress while in a classroom setting.

This collaborative relationship has allowed the Community Support Team to case manage families with the more complex cases and support the school staff. The Community Support Program look forward to an ongoing relationship with The Kooralbyn International School.

**Tracy Kvassay**

**Community Support Co-Ordinator**



## House to Yard

November 2016 saw the very exciting launch of the Beaucare House To Yard Program (H2Y). Throughout 2015/16 the previously known Home Maintenance service was receiving increased demand for its existing suite of services which included lawn mowing, gardening, pruning etc with the aim of keeping people over the age of 65, and those living with a disability safe in their own homes. The program began to receive a number of requests for home repairs and larger home maintenance tasks.

In response to an external review, the program was split off from the existing Aged Care Program and became a stand-alone program providing fee for service support to the community. As this program does not need to make a profit from the work and only meet the cost of the work we have been able to expand services to include exterior cleaning tasks, painting, plastering, installation of mobility aids such as rails and ramps, replacement of locks and door hardware, decking, concreting, etc. Beaucare has also compiled a list of contractors who are willing to operate under our values and mission to provide support. These contractors include fencers, glaziers, plumbers, concreters, electricians and mechanics and support our clients through quality work, at a reduced cost to the client. The benefit to the client goes beyond merely cost as they have an intermediary who can advocate for them and project manage the work at no additional cost preventing some of our vulnerable clients from being taken advantage of.

**Brad Wright**

**House to Yard Co-Ordinator**



## Key Outcomes

- Finalisation of recommendations of Aged Care Services and Disability Services Team
- Splitting of the House to Yard Program, recruitment of Co-Coordinator and significant client growth
- NDIS planning and implementation
- Working Group member in Queensland Community Care Reviews
- Partnering with YFS to deliver Domestic and Family Violence support
- Welcomed Beau the Community Dog
- Upgrade of IT system
- Upgrade Beaucare Fleet Vehicles
- External renovation to 44 & 64 Tina St offices through yourtown Skilling Young Queenslanders for Work program
- Developed partnership with Allied Connect Health Professionals
- Developed partnership with the Beaudesert Hospital
- Canungra Expo
- Volunteer Celebrations
- Maintained service rating of “Exceeding the National Quality Standards” for Child Care Services
- Stability in staff and educator numbers
- Successfully transitioned Family Day Care from Government funded into a business model
- Transitioning in Home Child Care into a viable model for the future with Government funding ceasing in 2018
- Increased community connections with local service providers including the library First Five program, Early Years Learning Centre- Kindy Connect program and schools
- Providing increased services to vulnerable children and families in crisis with the support from Community services team and ARIA team

# Partnerships & Acknowledgements

Beaucare continues to invest significantly in fostering collaborative partnerships, to strengthen our communities. Beaucare partners with other agencies in four different networks:

Beaudesert Disability Network

Local level alliance

Greater Beaudesert Regional Mental Health Collaboration

Beaudesert Interagency



Intensive Family Support Program

Emergency Relief

Financial Counselling

Domestic and Family Violence Service



Aged and Disability Services work collaboratively with Able Australia to provide transport, meals and social support services to clients



Yourtown – collaborative partnership under Skilling Young Queenslander for Work to provide employment to 16 local youth.



Student placements across streams of Social Work, Child Care, Human Services and Mental Health



Student placements across streams of Social Work, Child Care, Human Services and Mental Health



Scenic Rim Regional Council – collaborative partnership to deliver services for the Wheel of Wellbeing and support for submissions



Sarina Russo – providing employment support services, pre-employment training and ongoing support for job seekers and employers in the Beaudesert area.



ATODS– providing clinical assessment, counselling, treatment and referral individuals and families with a range of alcohol and other drug related problems.



CASV - Centre Against Sexual Violence Inc. is a community based sexual assault service which is dedicated to serving the sexual assault support, education and information needs of the Logan, Beenleigh and Beaudesert communities.



Support group for female students to express themselves in a healthy way, build on their support networks within the school and learn to manage their emotions

## Donations

Beaudesert RSL - \$1000

Beaudesert Lions Club - \$200

Rotary Club-\$200

Gelita - \$500

Brown Family Funerals - \$200

Zonta Club of Beaudesert - \$500

M. Cassidy - \$100

## In Kind Support

Christmas Appeal 2016 - \$3000



We would like to acknowledge our funding bodies for their continued support for Beaucare programs:

**Aged Care Services** is supported by funding from the Australian Government under the Commonwealth Home Support Program.

**Child Care Services** – In Home Child Care is funded by the Commonwealth Department of Education, Employment and Workplace Relations Child Care Services Support Program.

**Disability Services and Community Services** Programs are funded by Queensland Government Department of Communities, Child Safety and Disability Services

Funded by



# beaucare

## AGED CARE SERVICES

- Social Support
- Domestic Support
- Allied Health
- Flexible Respite
- Home Maintenance

Ken Moran Life Centre  
64 Tina Street, Beaudesert  
**(07) 5541 2833**  
claire.w@beaucare.org.au

## CHILD CARE SERVICES

- Family Day Care
- In Home Child Care
- Nanny Service

Beaudesert Community Centre  
44 Tina Street, Beaudesert  
**1300 416 733**  
admin@beaucare.org.au

## DISABILITY SERVICES

- NDIS Service Provider
- Social Support
- Domestic Support
- Allied Health
- Flexible Respite
- Home Maintenance

Ken Moran Life Centre  
64 Tina Street, Beaudesert  
**(07) 5541 2833**  
joanne.p@beaucare.org.au

## COMMUNITY SUPPORT

- Beaucare Community Centre
- Youth Support
- Family Support
- Intensive Family Support
- Emergency Relief
- Healthy Relationships Support
- Domestic Violence Support

Beaudesert Community Centre  
44 Tina Street, Beaudesert  
**(07) 5541 4216**  
admin@beaucare.org.au



[www.beaucare.org.au](http://www.beaucare.org.au)



beaucareinc



admin@beaucare.org.au

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