



2019

ANNUAL REPORT



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STRATEGIC OBJECTIVES

Beaucare aims to be the principal, locally-based provider in the Scenic Rim with community services built on cross-team, cross-service integration aligned to the experience, qualifications and skill of staff.

CLIENT CENTRED

We will seek to serve our clients by promoting access and flexibility. Programs and services will be sustainable, strengthened and expanded where possible, driven by client needs, responsiveness and quality.

ORGANISATIONAL SUSTAINABILITY

Beaucare will be an organisation committed to quality performance in areas of governance, risk management and reporting and will ensure our programs are financially sustainable.

EMPLOYER OF CHOICE

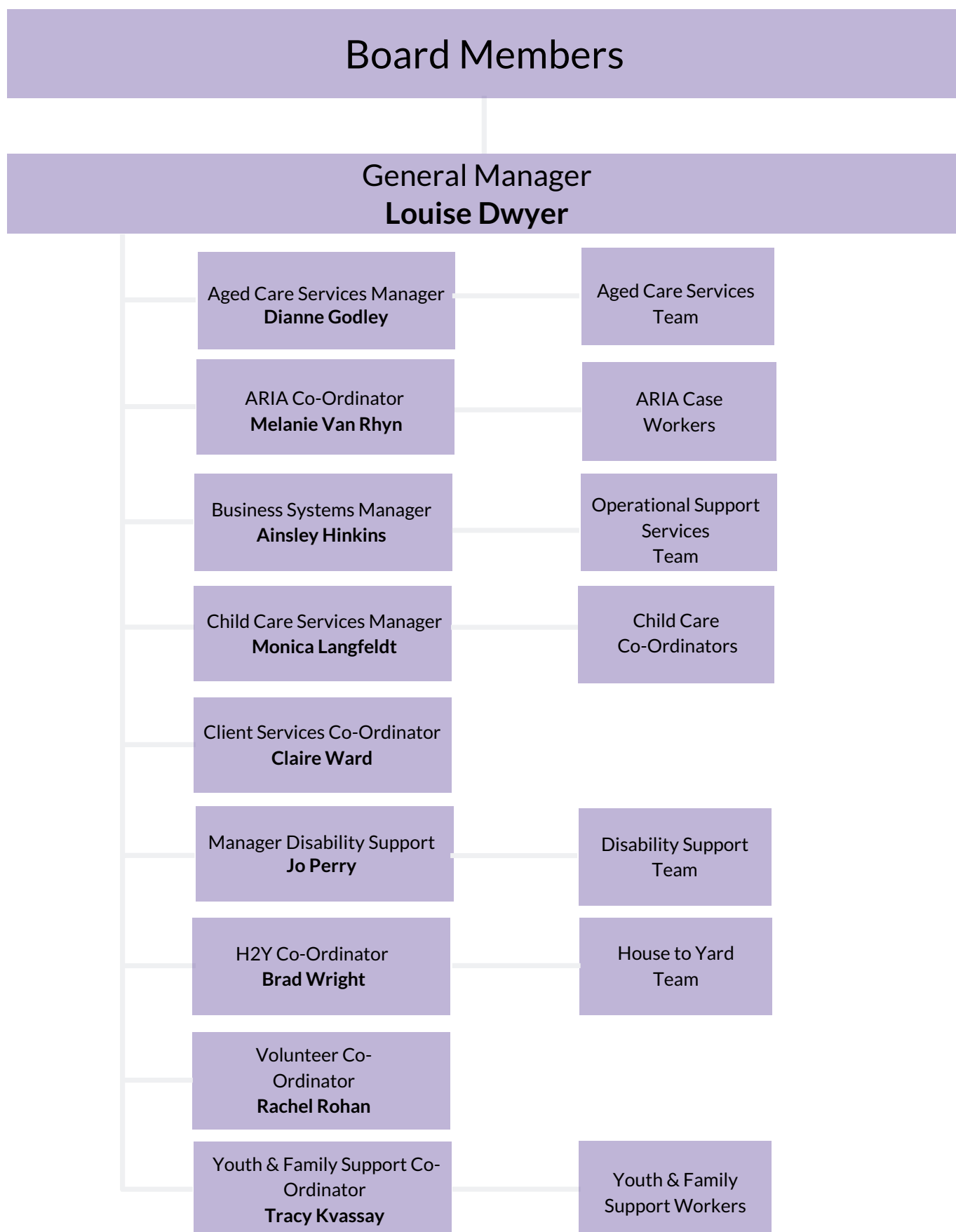
Beaucare seeks to attract, retain and recognise the contributions of all members of our team on our journey to being an employer of choice.

PLACE BASED AND COMMUNITY FOCUSED

Beaucare will be a place based organisation that understands, responds to, and advocates for the needs of the Scenic Rim communities and will continue to do so through partnership, research and innovation.



ORGANISATIONAL CHART





OUR BOARD

PRESIDENT DAN HUNT

Dan has lived in Jimboomba since 2012 with his wife Bernadette and has been on the Beaucare Board since 2016.

Dan has a Bachelor of Business (Accounting) from QUT and a wealth of experience in public administration, change management and stakeholder management. He had a 38-year career with the Queensland Government, finishing full time work in July 2015. From 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.

VICE PRESIDENT JENNIFER SANDERS

Jennifer joined the Beaucare Board in 2014 and served as President for four years and Vice President for 1 year. Jennifer is currently a member representative Director on the Board of LGIA superannuation.

Jennifer's background is in management and financial control of small business and was also an elected Councillor at Scenic Rim Regional Council from 2012 to 2016 and Chair of the Planning and Development Committee for the same period. Jennifer holds a Bachelor of Arts (BA) majoring in Australian Studies, Graduate Certificate in Development Processing, LGAQ Diploma of Local Government (Planning), is a Graduate of the Australian Institute of Company directors (GAICD) and Diploma of Project Management, Superannuation Essentials and RG146 (superannuation regulations). Jennifer won the State Government inaugural "Women in Local Government Bursary in 2009" along with the "Excellence in Local Government Leadership Program" scholarship 2014.



Jennifer brings her diverse management and board knowledge along with her understanding of corporate governance, strategic planning, risk and financial management to Beaucare.

OUR BOARD

TREASURER SCOTT DORRIES

Scott Dorries joined the Board of Beaucare in 2017 and the Board of Tallebudgera Surf Life saving Club in 2018 as Treasurer, and also joined the Board of TransitCare in July 2019. Scott is a finance executive with over 25 years of work experience in roles from Chief Financial Officer to Executive Manager Finance and General Manager Finance and Operations. Scott has multiple industry sector experience ranging from Banking and Finance, Transport and Logistics, Early Childhood Education, Community Housing and Member and Community Services in the Not-for-Profit, Public (State & Local Government) and Private Sector Organisations. Scott derives immense satisfaction out of creating community support benefits and making a real difference for the Logan, Scenic Rim, Brisbane and Gold Coast Councils and Communities.

A Fellow CPA, Fellow GIA and Graduate of the Australian Institute of Company Directors, he has experience and a strong focus in strategic planning, commercial management, corporate governance, mergers, demergers, acquisitions, new entity formation, risk and HR management. Scott has extensive customer and community service knowledge and leadership experience to produce innovative insights and make sustainable, strategic, collective, ethical and individual decisions. He is a qualified Accountant who has a Bachelor of Business (Accounting and Business Law & Taxation) from QUT. Scott is a volunteer Lifesaver, Patrol Captain and Former Nipper Age Manager at Tallebudgera, who has kept the community safe at our beaches and provided junior members enriched lives through skill development and team work in challenging and enjoyable environments and created great Australians and built better communities.



SECRETARY 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 lives. Lynne is involved in other NFP enterprises including the Duke of Edinburgh Award and is a mentor in Austrades WIGB (Women in Global Business) program.



OUR BOARD

DAVID BRYANT

David joined the Beaucare Board in 2017. He is a HR and Organisational Development specialist with over 25 years management experience including HR leadership positions with the Royal Flying Doctor Service Queensland, Emirates Airlines, Anglicare, Department of Prime Minister, Shell Logistics and the Master Plumbers Association of Queensland

David prides himself on being a strategic partner to business units in all facets of organisations. He sees his role as the "remover of road blocks" and a champion of change and organisational development.

His ability to plan, lead and follow through on critical change projects, and deliver organisational capability development, is his forte. Driving cultural change and leading the change agenda is where David's passion lies. Being innovative and adaptable, David also possesses a strong track record in leading both operational and strategic management. The ability to communicate with influence and build collaborative relationships with internal and external stakeholders has been key in all of David's roles to date.



JIM BURKETT

Jim has many years' high level international business experience in trading, building relationships, and assisting companies to grow. As a former Asia Pacific Senior Manager in freight and logistics, this role had him travelling extensively to many countries, many times through the last few years adding value to many companies and developing people's careers. This time away, and contributing to many other countries and regions prosperity, has since encouraged him to devote more to his region.

Having lived in the Scenic Rim for 11 years with his boys attending local schools and partaking in community events reminded him to support more of community. Beaucare represents a significant local contributor for young and old and Jim's empathy, mentoring, awareness and business knowledge provides a contribution from a different perspective.



OUR BOARD

CAROLINE HENNESSEY

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 three children have all attended Family Day Care prior to commencing local schooling. Caroline is delighted to be a member of the Beaucare Board.



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 Australia 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 Australia, a Board member of Sands Australia and is a member of the Lourdes Hill College Board. Nicole is also a Sessional Academic at Queensland University of Technology.



OUR BOARD

PAMELA RYAN

Pamela Ryan has lived in Beaudesert since 1976. She is married with three adult children who were born in Beaudesert and educated at Beaudesert Community Kindergarten, Beaudesert State Preschool, St Mary's School and Beaudesert State High School.

Her two daughters reside in Beaudesert and teach at Beaudesert State School and her son lives on the Gold Coast. She has five grandchildren, two attending Beaudesert State School and one attending Beaudesert Community Kindergarten. Two grandchildren go to school on the Gold Coast.

She was employed as a teacher from 1974 to 2012 by Education Queensland and the Catholic Education Office. In 2012 she retired from full time teaching as a Band 6 Principle with Education Queensland. During her teaching career, Pamela has been involved in many professional bodies and is a Life Member of the Queensland Teachers' Union. She presently does Casual Supply Teaching employment at schools in the Scenic Rim area. Her tertiary qualifications include Diploma of Teaching, Townsville Teachers College, 1971-1973.

Her previous community involvement includes being a Civil Marriage Celebrant for the Beaudesert area from 1984-2000, a founding committee member of Beaudesert Community Kindergarten, a Meals on Wheels driver, Secretary of Beaudesert Pony Club and is currently a Beaudesert RSL member.



PRESIDENT'S REPORT

Again, in 2018/19, Beaucare has been an organisation that I have been proud to be part of.

We have continued to grow, with staff numbers now over 60 and our income rising to around \$3.9 million, a 20% increase over the prior year. As always, the funding environment continues to change. The National Disability Insurance Scheme (NDIS) has provided challenges, but also opportunities to provide better support to clients in need. Major changes in the way child care is funded were challenging early in the year, but we have been able to move forward positively as the new structure has evolved during the year.

Beaucare operates under a Strategic Plan, which has four strategic objectives.

First, we aim to be **client centred**. Our clients are the reason we exist across all of our programs. The year marked the second anniversary of the introduction of our Assessment, Referral, Intake and Advocacy (ARIA) team. The ARIA team supports clients by providing information, finding solutions to challenges and linking them to the services they need.

Over the past two years the ARIA team have been able to support 3,051 clients. In some cases they have been able to offer help to people across the breadth of Beaucare's programs. Where Beaucare cannot support, we are able to direct people in need to other agencies who are better placed to assist. We are not funded by Government for this service, but it is a good example of innovative thinking from our staff to provide better service to our clients.

In our activities, we aim for **organisational sustainability**. We need to be financially sustainable so that we are confident that we will still be here providing effective support for our clients in future years. Over the past year, we have invested in developing ICT systems to allow our staff to be more effective. The Board has also approved significant renovation of 44 Tina St to allow more effective use of space in that building.

We want Beaucare to be an **employer of choice**. The only way we can provide excellent service to our clients is for us to employ excellent people - and we do. During the past year, the Board significantly increased our investment in professional development for our staff. Our 2019 Employee Engagement Survey revealed very strong engagement from almost all of our staff in Beaucare's service goals.

Our final strategic objective is to be a **place based and community focused** organisation. Our 'place' is Beaudesert and the Scenic Rim communities around it as far as the NSW border. Our service "Hubs" have continued at Mount Tamborine and Kooralbyn this year. While we discontinued the hubs in Canungra and Rathdowney during the year, we continue to provide services in those centres and may re-open there if there is sufficient demand.



PRESIDENT'S REPORT

The ARIA team, mentioned earlier, is an important element in our 'place based' focus as it provides important data on community needs that are not being met. This provides a basis for advocacy in improving services available to our communities. For example, our data shows a significant number of people suffering homelessness in our community, but no services are available in the area.

Finally, thank you to everyone involved in Beaucare this year. We have a very strong skills based Board who are all very generous with their time. Our General Manager, Louise Dwyer, has made an extraordinary difference to Beaucare over the past four years. And I am sure that she would say she could not have achieved anything without the support of a talented and committed management team and the excellent staff at all levels across Beaucare.

Thanks to you all.

Dan Hunt
President



TREASURER'S REPORT

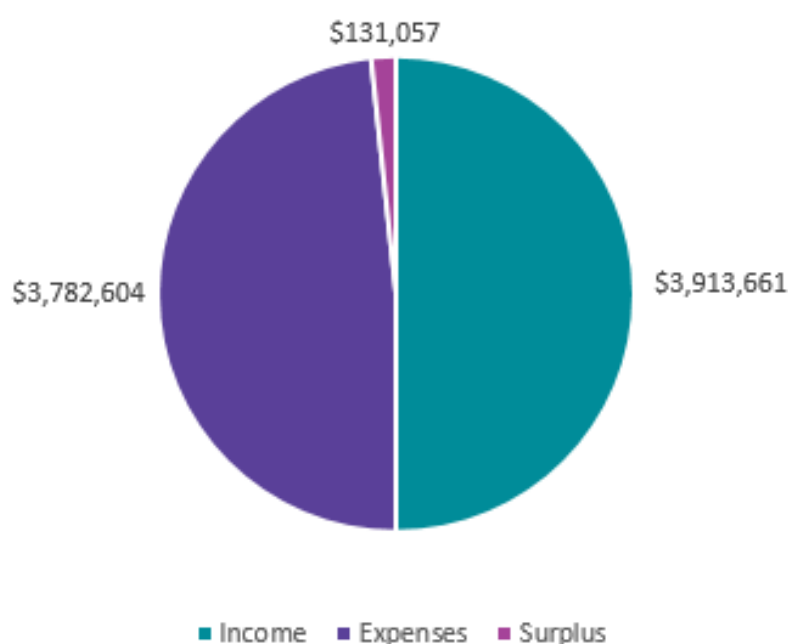
Beaucare is a community based organisation which has provided a broad range of services since its inception. These services and programs are primarily funded by the State and Federal Government Funding Agreements and other revenue streams including grants, client contributions, donations, sponsorship, 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 9,320 hours at a value of \$340,932. This total includes 5,006 hours provided by students through our collaborative partnerships with Griffith University, Queensland TAFE and registered training organisations across the streams of Social Work, Child Care, Human Services and Mental Health.

From July 2017, Disability Services has been transitioning into operation under the National Disability Insurance Scheme (NDIS). The NDIS will continue to 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.

There has been a continuing effort from our staff to implement the NDIS exceptionally well due to our low cost structure and the NDIS will continue to be a challenging funding environment for all delivery organisations. Beaucare has taken the step this year to expand its Disability Services program to provide Supported Independent Living supports in Beaudesert, and staff have done exceptionally well to ensure that this program is a success in its first year.

Beaucare achieved a small surplus in 2018/19 and remains in a sound financial position, with sufficient reserves to meet its commitments. The Board has again budgeted for a small surplus in 2019/20 and further investments in upgrading and sweating its assets to achieve further efficiencies, improved financial reporting and corporate governance, and full utilisation of work spaces. Beaucare will continue to strategically adopt a 'back to basics' and 'benefitting the local area' approach for the provision of its community services.



OUR FINANCIAL RESULTS

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

We have had a successful year which culminated in Beaucare being awarded the 2019 Scenic Rim Business Excellence Award for Professional and Community Services in recognition of its financial sustainability and exceptional client service and congratulations for that must go to our President and General Manager, and also all the staff and volunteers who deliver high quality and continuously improved much needed services to our community.

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.

Scott Dorries

Treasurer



GENERAL MANAGER'S REPORT

It is with an incredible sense of pride and satisfaction that I write my fifth report as the General Manager of Beaucare. Our Board, Management Team and staff have continued the transformation of Beaucare into a contemporary not-for-profit which remains resolutely committed to our local communities and our vision, but now operates in a much more commercially savvy way. In 2018/19 after four years of significant growth and change there was the temptation to sit on our laurels and take breath but with community need ever growing and opportunity continuing to knock on our door we have again had a very busy year.

It was another period of broader sector pain and this led to some uncertainty in program areas but once again, by working together we have made significant progress towards *maximising opportunities for the quality of life of those who live in the Scenic Rim and strengthening the communities we serve*. I am privileged to be steering Beaucare through a period of ongoing development with the current complex and systemic reforms in ageing, disability and child care. Beaucare has been strongly supported by our multiple funding partners and we have expanded in all areas and managed this expansion with professionalism and strong risk management strategies to ensure that existing clients and services do not experience any decrease in the quality of their supports as we facilitate additional opportunities.

As always, our priority both strategically and operationally has been to provide the highest quality client supports and in the face of the terrible stories being told at the Royal Commissions into both Aged Care and Disability, Beaucare remains committed to the philosophy that *if we cannot do it well, we will not do it*. The unwavering support of the Board in committing to quality programs even when their ongoing viability is being tested, has been a significant reason for the stability and sustained growth of Beaucare.

There is an African proverb which I feel sums up our philosophy of the past year - "if you want to go quickly, go alone. If you want to go far, go together." It has been a year of partnerships both internally between our clients, staff and programs, and externally with our many partners and supporters. Over the past year, Beaucare saw growth in every area - growth in client numbers; growth in funding; growth in service types; growth in staff numbers. Beaucare has taken on new work including the facilitation of Home Care Packages in Aged Care, Supported Independent Living in our Disability Program, QLD Community Care funding in ARIA, expansion of In Home Care for Child Care and additional staff in our Operational Support Services Team. We were very excited at the end of the financial year to receive additional youth funding to expand our staff cohort in this program. Cross-program partnerships and support have led to improved efficiencies and more seamless processes which has minimised the pain from ongoing additional administration requirements caused by the transition from block funding to a fee for service model.

A great deal of effort continues to be focused on investing in our people and \$33,652 was spent on professional development activities across Beaucare. Our highly skilled Managers have continued to use strengths based approaches to get the best from our teams and our success of this is evident in the results of our staff engagement survey.



GENERAL MANAGER'S REPORT

Our staff are our best advertisement as through their compassion, professionalism and hard work they sell themselves and promote our services every day - I believe they are our greatest point of difference.

The work of Beaucare continues to grow in need and complexity and we now have the solid foundations laid for additional expansion as our community grows and develops. We will continue to walk alongside the communities we serve both supporting through existing service delivery and advocating for additional needs. A huge thank you to everyone involved in our Beaucare journey this year.

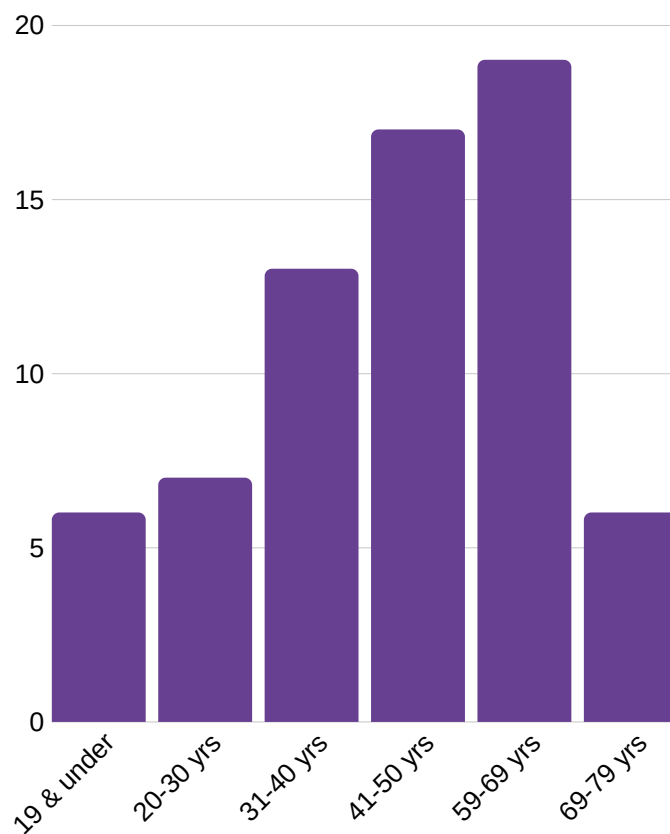
Louise Dwyer
General Manager



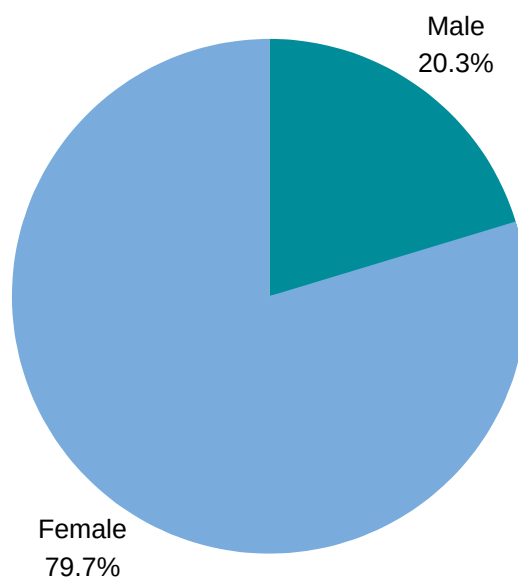
OUR PEOPLE



Age Groups of Our Staff

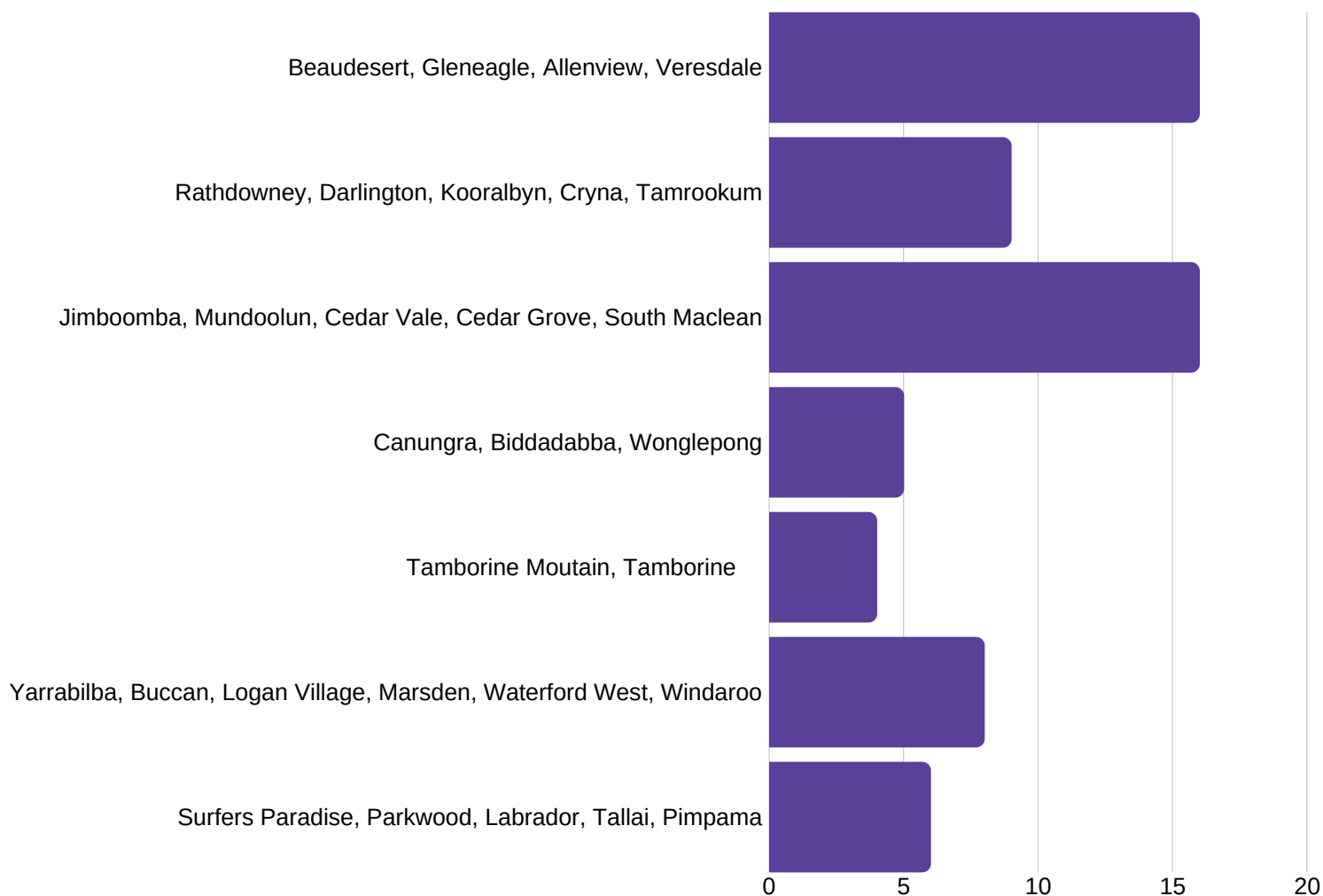


Staff Genders



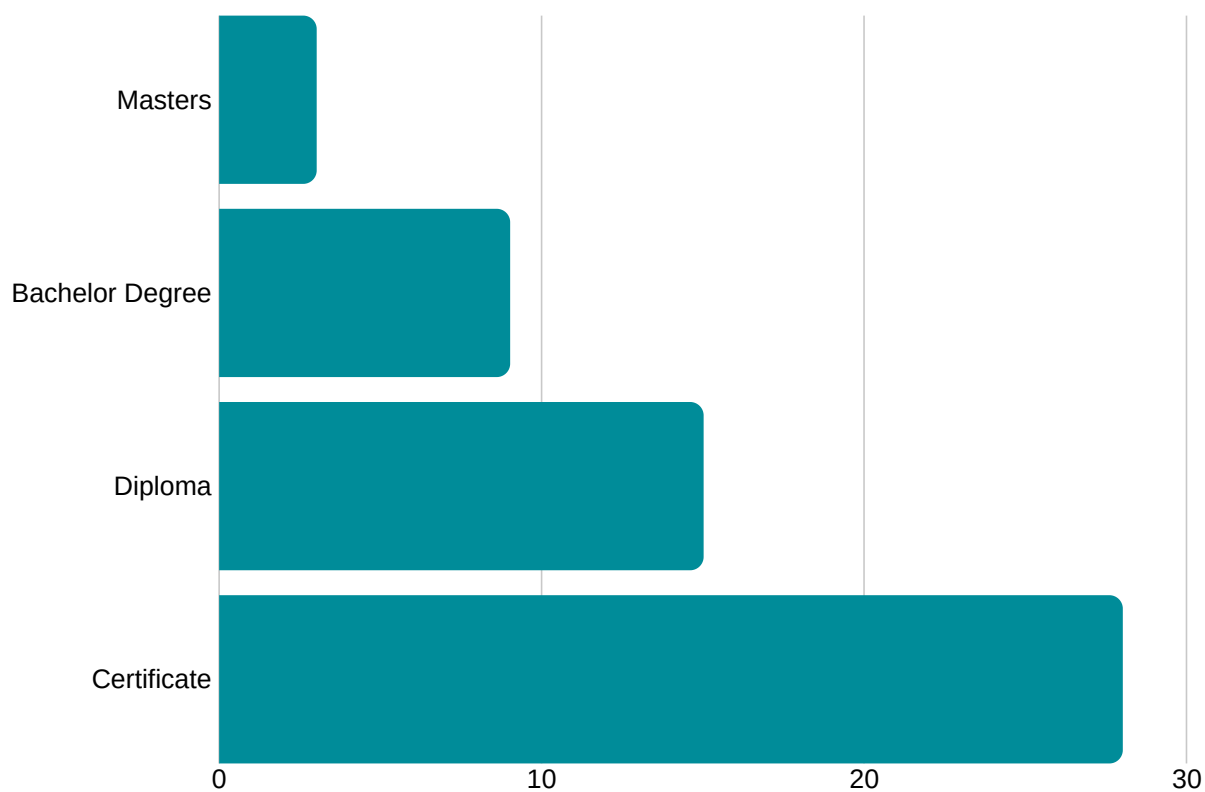
OUR PEOPLE

Staff places of residence



OUR PEOPLE

Staff Qualifications



OUR PEOPLE

STUDENT HOURS

5,006

TRAINEESHIP HOURS

2,430



VOLUNTEER HOURS

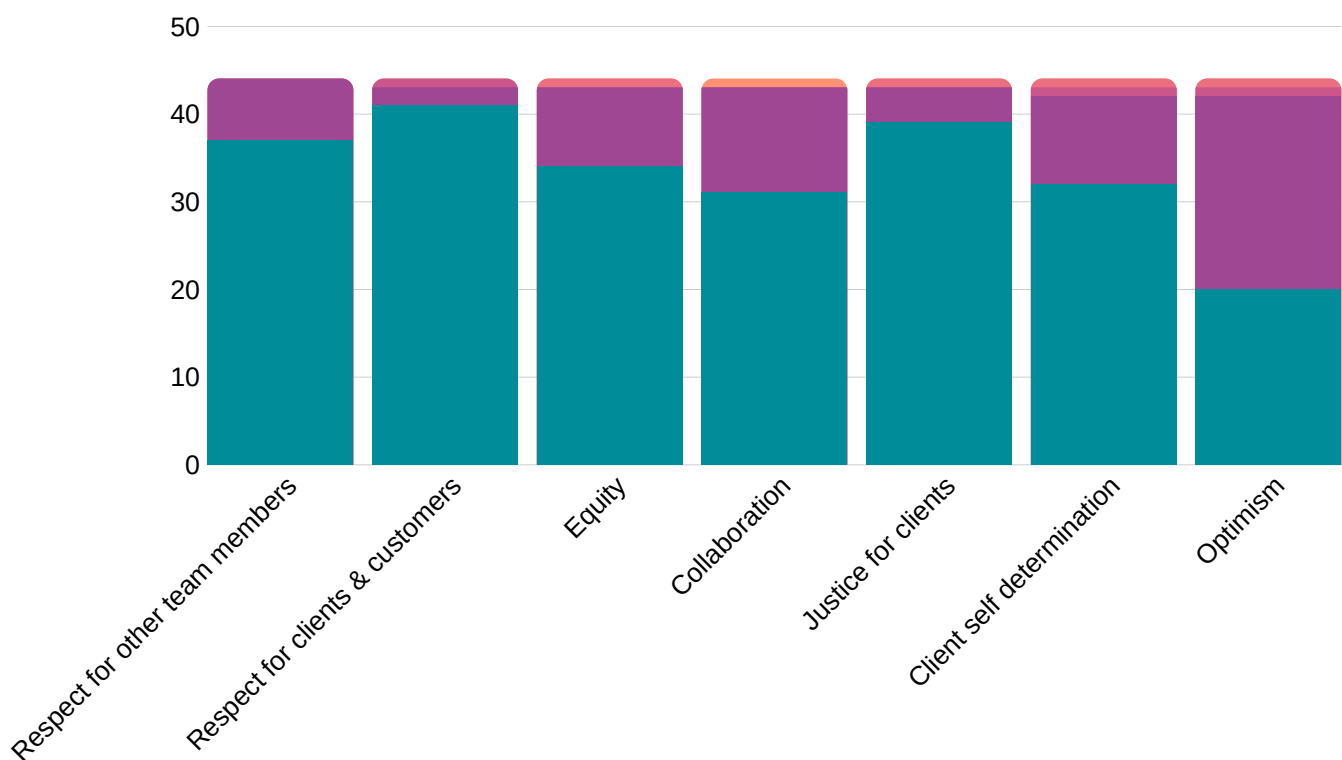
1,846



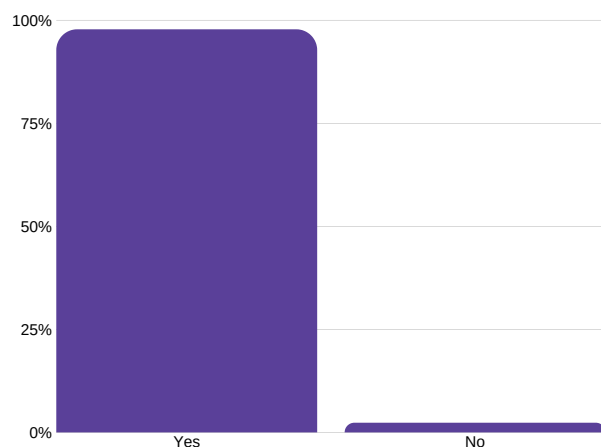
EMPLOYEE ENGAGEMENT SURVEY

In June 2019 we conducted our annual employee engagement survey. Following are some of the key outcomes:

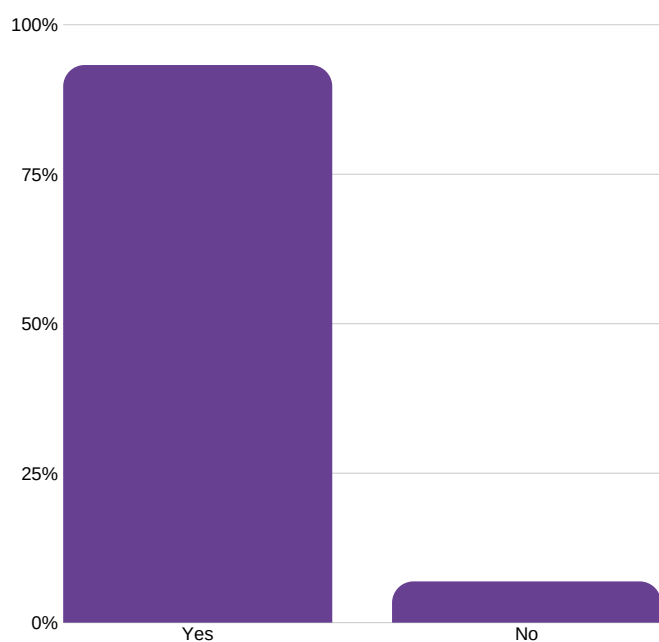
What rating from 1 (not at all) to 5 (at all times) would you rate yourself for living the following Beaucare values



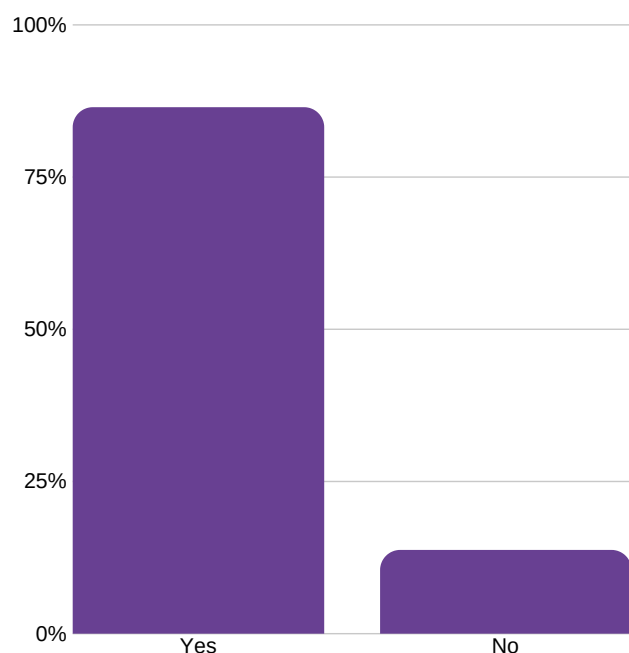
Do you understand how your job contributes to Beaucare's strategic objectives?



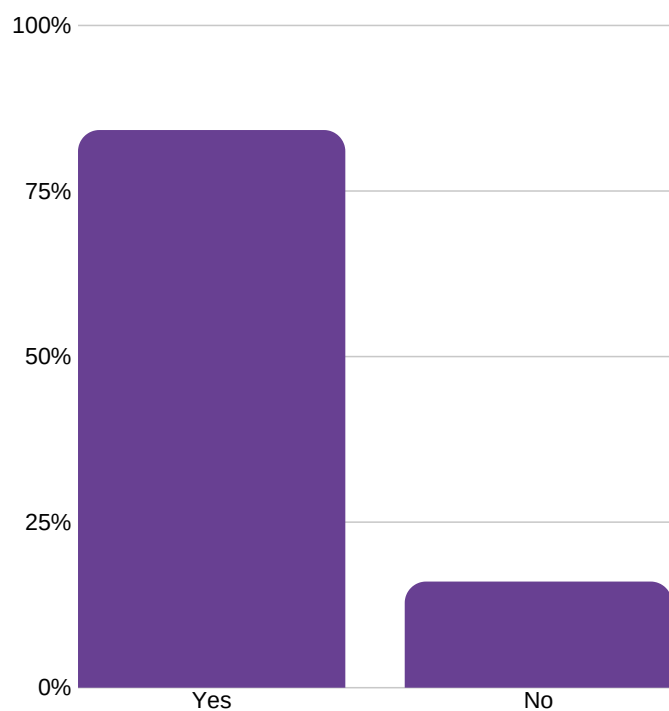
Do you feel that genuine care and concern for others is evident in your workplace?



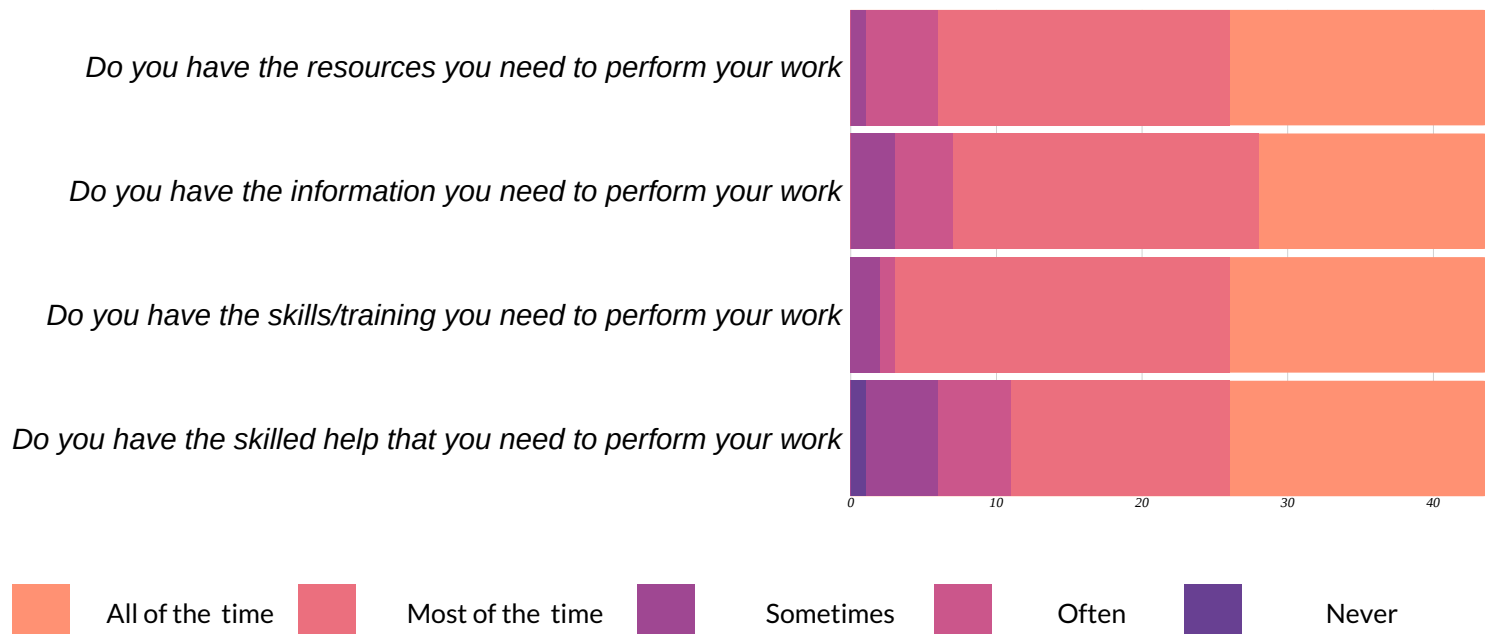
Do different work - units/departments within Beaucare work well together?



Does your role have manageable work responsibilities?



Performing at Work



OUR STUDENTS

At Beaucare, our teams are supported by students from a range of educational institutions, including Griffith University, University of Southern Queensland, University of Queensland and TAFE. This collaboration gives students real-world experience, skilling our future workforce, as well as allowing agencies to provide support additional to funded positions.

This year, we have had 14 students support our ARIA, Youth and Family, Disability and Aged Care programs, completing a range of qualifications including Masters of Social Work, Bachelor of Social Work, Bachelor of Human Services, and Diploma of Community Development. Three students have obtained employment, including one with Beaucare's ARIA team.

"I'm currently completing my Masters in Social Work at Griffith University while working as a support worker with Ablecare while planning a wedding. Beaucare offered me the right balance of professional development, encouragement for personal development and nourishment for me to thrive as an individual within a warm and welcoming organisation. The workers at Beaucare are highly emotionally intelligent individuals so even when you are being corrected you don't feel like it is a criticism on you, but a chance to develop your skills. I hope my next placement is with a group that is so dedicated, respectful, strong and caring but I know it just won't be the same!"

Daniel Pay
First Placement
Social Work Student (Masters)
Griffith University



"During my time at Beaucare doing my placement for my Diploma of Community Services I found the environment warm and inclusive. The staff at Beaucare were welcoming and ready to answer any questions and/or provide me with information I needed. The staff energy at Beaucare is wholesome and filled with empathy and genuine passion for the work they do. I thoroughly enjoyed my time, learning and experience with the team at Beaucare. Thank you all for being a fantastic array of passionate, professional and knowledgeable humans."

Christine Cooper
Diploma of Community Services
TAFE Queensland
Semester 1



OUR STUDENTS

I started my Beaucare journey in February 2019 as a Master of Social Work first placement student. I was allocated to the ARIA Team, and despite my many fears about re-entering the human services sector after spending 15 years working in an administrative capacity in my family business, I quickly realised that I was in an extraordinary environment where I could learn, grow and thrive professionally.

My previous sector experience was in Child Safety and Youth Justice, with Beaucare being my first exposure to working within a non-government service. I very quickly realised that I had found my professional “place”. Beaucare’s values, place-based focus and capacity and flexibility in supporting the people of the Scenic Rim resonates strongly with my own professional values and focus. The generosity and patience of all of the Beaucare staff in sharing their knowledge, skills and expertise allowed me an extremely rich and diverse placement experience.



Louisa Barrow
Case Worker - ARIA

Being placed within the ARIA Team has been a key cornerstone in my professional life. As the first point of contact for people accessing Beaucare’s support, ARIA has allowed me a holistic insight into the scope of service that can be offered by an agency with the highest standards of professionalism combined with an empathic and “can do” attitude.

A few weeks prior to the end of my placement Beaucare successfully received funding under Queensland Community Support Scheme and I was offered and accepted a 2 year contract within the ARIA Team. My transition from student to staff member within Beaucare has once again demonstrated the willingness of Beaucare’s management to truly enact the flexibility and values of the organisation.

TRAINEESHIPS

In 2018 Beaucare partnered with Belong to be a host employer for local people accessing the Skilling Queenslanders for Work Program. Beaucare has hosted four trainees through two rounds of the program. Two of these trainees are now employed with Beaucare, one in the Operational Support Services team in the role of receptionist and the other is working in Aged Care.

My name is Katie, I am a 34-year-old mother of 3, and my family has called Beaudesert home for the past 8 years. After being unemployed for the past 3 years and finding it very difficult to re-enter the work force, I stepped out of my comfort zone in March 2019 and commenced an 18-week Business traineeship through Belong at Acacia Ridge. I was placed with Beaucare as my host employer.

I went into the traineeship lacking confidence in myself and my abilities having not completed high school. I did not believe that I had any skills to offer a workplace, and I had experienced many rejections when applying for jobs. I felt deflated and unsure of how to put my best self forward, feeling that I was destined to remain stuck in the role of “just an unemployed mum”.

During my placement at Beaucare I learned to successfully juggle my work, study and family life. I overcame obstacles and gained a new level of confidence.

The project coordinators at Belong, the Beaucare staff, and the supportive and helpful workplace environment offered at Beaucare allowed me the confidence to succeed in my traineeship.

I began to see myself as someone who could contribute to a workplace, and I also learned a wide range of new skills, both in the classroom and within my host workplace. In July 2019 I was fortunate enough to be considered for, and successfully obtain, a Receptionist position within the Operation Support Services team at Beaucare.

Over the past 10 weeks I have thoroughly enjoyed learning all the different aspects to my role as it evolves, and I am incredibly thankful to everyone at Beaucare who has taken time to guide and help me along my journey during my studies, and now my employment.



AGED CARE SERVICES

NUMBER OF CLIENTS

237

HOURS OF SERVICE
DELIVERY

21,644



AGED CARE SERVICES

It has been a fantastic year for the Aged Care team, we implemented Home Care Packages in March, have increased our group supports to offer more variety in the programs including technology services and support and introduced one-to-one counselling services as an extension to our Allied Health Services.

It has been reported between 10 and 15 percent of older people experience depression and about 10 percent anxiety. Throughout the year Beaucare identified a number of clients experiencing social isolation and health issues contributing to a lowering of their mood and overall wellbeing. Counselling services are providing clients with strategies for lifestyle changes, social support with a focus on improving social connections and managing medical issues. Counselling supports have also assisted clients to cope with grief and loss and isolation.

Beaucare has received grant funding through both the Good Things Foundation and the Be Connected program to provide technology supports to over 65's. Through the two grants the Aged Care team held sessions for 60 seniors in the local area providing information, instruction and training on using technology in their everyday lives.



AGED CARE SERVICES

Living Long and Loving It Programs - The Kooralbyn Community requested a monthly outing which has been very popular and booked solid every month. Clients are involved in the decision-making and programs are developed from the information provided in client meetings. Beaucare continues to offer catering through our commercial kitchen at 64 Tina St and client feedback regarding food quality and variety has been positive.

One of our key challenges this year has been the demand for services (particularly domestic support) above our current capacity, however the implementation of Home Care Packages has been a significant change for our Aged Care program and positive step toward our service delivery to the Scenic Rim communities. This year there was focus on multi-skilling staff members to meet client demand and professional development was encouraged and supported to stay up to date and relevant to meet client support needs. Beaucare has also commenced support in technology for our seniors through the Be Connected Program and Eats and Geeks, which are proving to be very popular programs with the community.

Dianne Godley

Aged Care Services Manager



ARIA

The Assessment Referral Intake and Advocacy (ARIA) team supports community members by providing information, finding solutions to challenges and linking them to the services they need.

**TOTAL NUMBER OF
CLIENTS SUPPORTED**

1,525

**SUPPORTED INTERNALLY
BY BEAUCARE**

1,413

**NUMBER OF DOMESTIC OR
FAMILY VIOLENCE CASES**

126

**STUDENTS SUPPORTED ON
PLACEMENT**

10

**FAMILIES SUPPORTED
THROUGH CHRISTMAS
APPEAL**

39

EMERGENCY RELIEF

414



DIGNITY BATHROOM PROJECT

Beaucare secured funding through the Queensland Government's Dignity First Fund resulting in the launch of The Dignity Bathroom Project in February 2019. The purpose of the Fund is to assist people experiencing homelessness. The bathroom gives community members access to personal hygiene amenities while respecting their privacy and dignity.

A range of people have accessed the bathroom including a young homeless man with mental health concerns and social anxiety who has repeatedly accessed the bathroom. He stated that using a safe and clean space for basic hygiene was as important to him as "having food or shelter". Another local man who has been homeless for a significant period of time has accessed the bathroom regularly as the bathroom gives him the opportunity to maintain his personal hygiene. A local man who was homeless accessed the bathroom prior to a parole hearing which enabled him to present well on the day.



CHILD CARE SERVICES

Family Day Care has 31 educators who have continued to be supported in facilitating their own child care service from their own homes providing care for up to 300 children across the Scenic Rim, Gold Coast and South Brisbane areas. Family Day Care has transitioned well through significant change in the last 3 years including the new Child Care subsidy system, regulations and legislation.

In Home Care provides quality child care and support to families that meets the individual needs of 30 families and supports 30 educators. The In Home Child Care program has had significant growth in supporting families with complex needs and families that work shift work hours where usual child care services do not meet the family's needs. We also have two families linked in with the NDIS and continue to explore this as a service option to families who have children with a disability.

Through the year we worked in partnership with Child Connect, Child Safety, Act for Kids, CPL (Cerebral Palsy League), NDIS and Disability Services to meet children and family needs.

The Family Day Care Program has worked closely with local libraries and Early Years Network to promote literacy and early learning programs for children in preparation for school readiness with Educators developing school transition plans for families during the year prior to school.



CHILD CARE SERVICES

Beaucare Coordinators have supported the First Five Program working closely with the local library holding play sessions to increase literacy in young children as well as Kindy Connect sessions in partnership with Benevolent Early Years Centre.

Achievements this year have included the successful assessment under the National Quality Framework of our Family Day Care program, and the Child Care team held the Educator conference on Tamborine Mountain for the 4th year. The conference was very successful with 30 educators attending.

Monica Langfeldt

Child Care Services Manager



DISABILITY SUPPORT



**TOTAL NUMBER OF
CLIENTS SUPPORTED**

70

**TOTAL HOURS OF SERVICE
DELIVERY**

30,072



DISABILITY SUPPORT

The year 2018-2019 has been a year of consolidation for the Disability Team. After the steep learning curve of transitioning to NDIS, we are enjoying offering new supports and refining the old to offer a vast range of activities that are beneficial and engaging for our clients.

We have seen growth in individual and in home supports and clients are engaging well with the mainstream community. Group supports are travelling far and wide and experiencing outings such as lawn bowling and variety shows and most recently Artvo at Robina. We have introduced new In Centre activities including tie dying, woodwork, yoga, line dancing, mosaics and science and these have been welcomed by clients.

The Disability Support team has grown in size and has 23 staff who work across a variety of supports. One of the key challenges for the Disability Team has been staffing and recruitment. With increased client and support demands, this has increased staff hours and required more skilled Lifestyle Assistants to join the current team. Beaucare is proud to employ staff who are well qualified, genuine and dedicated in the approach to this sector.

A strong team of workers also form a rotating 24/7 roster at our Supported Independent Living property which allow three women in their 40's to enjoy a wide range of in home supports and community access.



DISABILITY SUPPORT

Staff have also had the opportunity to be involved in training for *Conflict Management and Challenging Behaviour*, and *Understanding and Changing Behaviour* through the Functional assessment and Behaviour Interventions Centre (FABIC). FABIC is a Multi-Disciplinary Behaviour Specialist Centre that offers services to support children, teenagers and adults to develop the understanding and life skills required to live their full potential. This training has assisted staff to work across many areas, and to feel confident in the support they deliver under challenging circumstances. Training has also provided an opportunity for staff to share their knowledge and spend the day developing their skills at a professional level as a team.

The team continues to grow - both professionally and in size. New staff add new skills and ideas, existing staff provide loyalty, stability and experience.

We look forward to another year of carefully considered growth, whilst continuing to offer high quality support that is authentic and sincere.

Jo Perry

Manager Disability Support



SUPPORTED INDEPENDENT LIVING

This year Beaucare took on our first supported independent living property under NDIS. The locally based house has three women aged in their early forties who have been living together for the last 20 years. We were already working with these clients for community access and were approached by the families to take on the supported living component of the NDIS plans.

Beaucare now supports these clients 24 x 7 for every aspect of their lives. We have a team of 12 staff who support the clients with sleepover, personal care and community access.

There are a large team of stakeholders supporting these clients including carers, support coordinators, allied health and psychology professionals who work together to assist these clients achieve as close to independent living as possible.

What happens in the house on a regular day

Most days start with personal care, breakfast and preparation for their daily activities. Daily activities could include any of the following:

- Access to group supports
- Household shopping
- Food preparation
- Medication management
- Maintaining their own house, including cleaning and household chores
- Appointments including Drs, physios, OTs and hairdressers
- Accessing paid employment
- Hydrotherapy and exercise programs
- Personal appointments
- Outings - events of choice
- Visiting family



SUPPORTED INDEPENDENT LIVING

Outcomes for clients

This year the team have worked tirelessly to transition these clients, in a recent feedback survey to all three families they reported high levels of satisfaction in the following areas:

- Living environment
- Communication (between carer, client and service provider)
- Service delivery by support staff
- Well-being of clients

We have worked with the underlying knowledge that this was a significant change for the three clients and their families. We worked carefully together to ensure that any stressors were minimised and a smooth transition was rolled out with minimal disruption to their lives.



HOUSE TO YARD

**TOTAL NUMBER OF
CLIENTS SUPPORTED**

250

**TOTAL NUMBER OF
SERVICES**

2,058

**TOTAL HOURS OF SERVICE
DELIVERY**

2,323



The House to Yard team had a very busy year exceeding their Commonwealth Home Support Funding service targets by 16%. Demand for services was high in response to increasing demand for in home support services for over 65s. The team also experienced an increase in clients with NDIS plans seeking garden maintenance services. The program now has 21 NDIS clients and delivered 165 hours of service delivery in the 18/19 financial year.

We continue to be challenged by the peaks and troughs in work through seasonal demands and the crew covering large distances to service clients in the more rural and remote areas of the Scenic Rim. The Operational Support Services team are supporting the workforce planning processes to maximise service delivery and effectiveness of the team.



OPERATIONAL SUPPORT SERVICES

This year the Operational Support Services team continued to provide support to the organisation through the functions of finance, reporting, human resources, IT, database administration, reception, compliance, amenities management and workforce planning support.

We completed a review of one of our major customer relationship management systems, TRACCS. Our Board supported a recommendation to continue the development of TRACCS with the key objective of optimising functionality from TRACCS to the service delivery streams of Aged Care, Disability Support and House to Yard. Much of this year has been focused on developing the TRACCS system, we have achieved some efficiencies in the NDIS space for processing and claiming NDIS income and have effectively established our new service delivery stream, Home Care Packages for Aged Care. We are looking forward to the new functionality Mobile Time and Attendance will offer our teams in the area of workforce planning and rostering.

The new child care subsidy system was introduced on the 1st July 2018 and it replaced the previous Child Care Benefit and Child Care Rebate. The purpose of the subsidy was to give services more flexibility with their hours of operation to meet the needs of their communities by supporting vulnerable children and working parents. The Operational Support Services team played a key role in supporting our Child Care team to transition our educators and families to the new subsidy system.

This year we supported our clients using cash for individual support to transition to electronic payment methods. Since February 2019 we have seen cash payments for individual support decrease considerably (<15% at end of financial year) and electronic payments increase. EFTPOS and internet banking are two of the most common forms of payment now for individual support. Beaucare still remains flexible and accommodating for those clients who are unable or require more time and assistance to transition to electronic payments.



OPERATIONAL SUPPORT SERVICES

Beaucare partnered with Belong (Acacia Ridge Community Centre) in the Skilling Queenslanders for Work Program. The program focuses on supporting young people, Aboriginal and Torres Strait Islander peoples, people with disability, mature-aged job seekers, women re-entering the workforce, veterans and ex-service personnel and people from culturally and linguistically diverse backgrounds. Beaucare was host employer for four local community members, the trainees worked with us for 18 weeks while working towards a Certificate 1 in Business Administration. All trainees experienced working in various programs including, Operational Support Services, Child Care, ARIA and Aged Care. Two out of the four trainees secured employment with Beaucare at the end of their traineeship, one in the Aged Care and one with the Operational Support Services team.

In January this year the Disability program moved into Supported Independent Living (SIL). The Operational Support Services team supported with the application for Beaucare to become an approved SIL provider as well as the pricing and quoting for the service. The current SIL property Beaucare supports injected significant funds into the Disability program which contributed to larger than budgeted end of year results. The growth in both hours and span of service delivery hours in Disability Support has challenged us in the payroll space this year with payroll processing becoming far more complex and processing times increasing.

Analysis of the vehicle fleet was completed this year, objectives of the analysis was to identify current utilisation and occupancy of each of the fleet vehicles and developing program needs. The results of the analysis formed recommendations for a new large commuter vehicle for Aged Care and an additional vehicle for House to Yard, these were supported by our Board for expenditure in the 19/20 financial year.

This year the Operational Support Services team have completed 287 hours of professional development training including areas of compliance, finance and systems training. The team has focused on consolidating much of the change from previous years as well as demonstrating energy, enthusiasm and commitment to push through further system changes and developments to support the programs in their goals and objectives.

Ainsley Hinkins

Business Systems Manager



YOUTH & FAMILY SUPPORT

The Youth and Family team have continued to provide support across the region, including outreach support to the Beaudesert High School and the alternative education program, Beau Rise.

Group work has been a major focus for the Youth and Family team. The aim is to provide early intervention and offer additional support and networking opportunities. The groups are aimed at building resilience through learning new strategies, and increasing connections amongst peers with shared experiences. We ran our first *Super Mindsets for Superkids* co-facilitated by a Youth Worker and student. Participants were aged between 10 and 11 years and there were an average of 6 participants over the 10 week program. We collaborated with Beaudesert High School to present a Seasons for Growth workshop to support young people around grief and loss, whether it be through family breakdown, relationship struggles, death of a loved one or suicide grief.

The high level of individual case management and ongoing support the team have offered over the year with high risk, complex and vulnerable community members has not only surpassed any expectations from funding bodies, but lead to lasting and substantial changes in improvement in individuals, families and the community as a whole. This has strongly been reflected in the annual and quarterly feedback process completed throughout the 2018/2019 time frame.

This year the Community Support team has introduced two new Youth and Family Support workers as the result of additional funding. This will allow more scope for youth and families in the region to access services to meet their needs, and work in a preventative space to ideally minimise the need for crisis intervention.

The impact of this will undoubtedly contribute to the sustainability of supports in the community, and expand the range of services we can offer to outreach areas such as Kooralbyn International School, Palen Creek, Mount Tamborine, Canungra and rural and remote smaller communities and schools.

The last year has seen the Community Support Team participate in community events such as Under 8's day at Beaudesert Primary School, Youth Week in Jubilee Park and facilitate Kooralbyn School Holiday fun days with over 60 children attending 3 days.



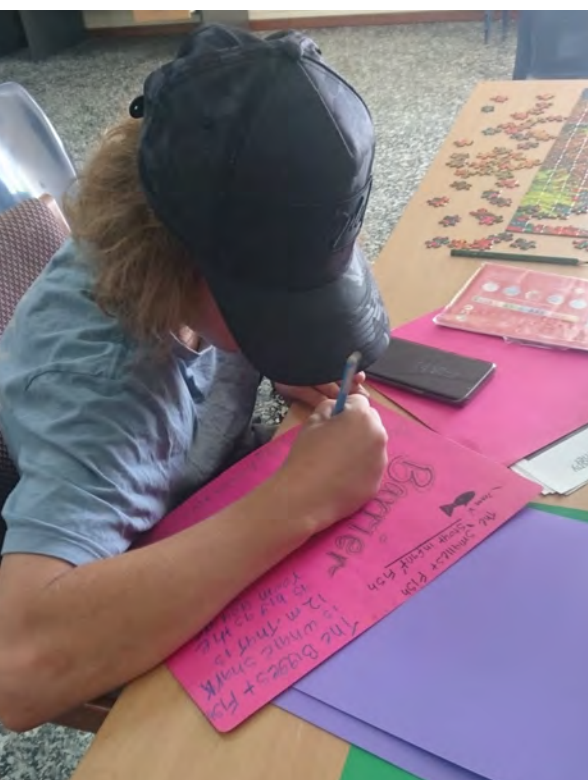
YOUTH & FAMILY SUPPORT

Case Study

A young person who was suffering anxiety, self-harming and refusing to attend school was supported by Beaucare. There had been police and child safety involvement, and the family was under significant stress due to the young person's behaviour and were considering boarding school or foster care. The Youth and Family support team provided significant support through counselling for the young person and their family and providing advocacy. The young person was referred to Equine therapy and animal therapy with dogs. The young person is now regularly and independently attending school.

Tracy Kvassay

Youth & Family Support Co-Ordinator



COMMUNITY CENTRE

Beaucare is very committed to providing a wide range of community support and much of this is facilitated through the Community Centre operating from our building at 44 Tina Street, and funded by the Queensland Department of Communities, Disability Services & Seniors.

Over the past four years we have thrown open the doors, laid out the welcome mat and seen an incredible array of support and programs run from the centre which is now a vibrant community hub. During the 18/19 year our Youth, Families and Child Care programs, ARIA and Operational Services also operated from the community centre.

Over the course of the twelve months of this report, the centre facilitated or supported 17 community events, delivered 12 community projects and developed six community resources. It is very difficult to pick out highlights given the vast array of activities but the following stand out:

- Hosting Dr Pat Dorsett and 24 Papua New Guinean students studying counselling, disability and community development through The Hopkins Centre within the Menzies Health Institute based at Griffith University for a 'Beaucare Day'. Through this partnership we aimed to further enhance the understanding of quality community development practices and highlight initiatives such as our mobile outreach services and hubs which might be able to be replicated in the more isolated areas of PNG. Beaucare staff learnt just as much as we were able to teach during this experience and appreciated the support of Harvest Point Church in catering for a joint lunch.
- Our Community Hubs continued to provide support to Mt Tamborine, Rathdowney, Canungra and Kooralbyn through post Tropical Cyclone community funding which ended in March. We have been thrilled that due to community response we have been able to continue facilitating a Hub weekly at Mt Tamborine and fortnightly at Kooralbyn. We could not have facilitated these satellite supports without the partnerships with the Kooralbyn RSL, Scenic Rim Regional Council Libraries at Mt Tamborine and Canungra and the Rathdowney Memorial Grounds Trust.
- The Beaudesert Men's Groups at Kooralbyn, Beaudesert and the Women of Worth Group at Rathdowney were initiated through the Community Centre funding and supported to continue throughout the year by both communities.
- Strengthening our team of volunteers through recruitment of a Volunteer Coordinator who is working hard to ensure our dedicated volunteers, regardless of the team they are allocated to receive the training and support they need and that new volunteers are recruited, trained and well supported throughout their time with Beaucare.
- The installation of our Dignity Bathroom which provides a dignified and anonymous space for people who are homeless to access showering, hygiene and toileting facilities.

COMMUNITY CENTRE

- Wheel of Wellbeing Youth Photography Competition which was also supported by the Scenic Rim Regional Council. Young people aged between 11-18 submitted over 100 photographs reflecting on the six pillars of good health - Body, People, Place, Mind, Planet and Spirit.
- Over 800 Disaster Information packs were distributed at the 2018 Beaudesert Show providing information on securing homes and developing a household emergency plan, getting ready for emergencies, managing your money, how to support children and young people in a disaster, first aid for pets, how to engage with the Scenic Rim Regional Council Disaster Dashboard, stages of recovery and non-cook family recipes which did not require refrigerated foods. We were very grateful to receive and disperse 300 Document Wallets provided by the Council.
- Commencing free community outreach legal services through the South West Brisbane Community Legal Centre.



Youth Photo Competition entry for Be Active Body - Kodi Sawtell "The Injured Team:" An injured Vigoro team thriving in the finals thanks to the kindness of the first aid man who encouraged them on



Youth Photo Competition entry for People Connect - Olivia Morany "Hiking with Friends:" Hiking the Border Range with friends as we laughed and sang the whole day, a great way to promote health and happiness with friends





COMMUNITY HUBS

Two years ago Beaucare opened 4 community hubs, Canungra, Kooralbyn, Tamborine Mountain and Rathdowney. The hubs were opened to support the outlying villages of the Scenic Rim by identifying ongoing support needs of these communities and remove any barriers to accessing services. The hubs were non funded facilities and Beaucare has maintained two of the hubs with the most access, Kooralbyn and Tamborine Mountain.

Kooralbyn

The Kooralbyn Hub has continued its presence and service in the community on the first and third Tuesday of the month from 9am-12pm. The Kooralbyn RSL have kindly provided a venue for Beaucare to set up and meet with community members. The local community have accessed the Hub and feedback is the regular presence of Beaucare in the community is greatly needed and appreciated. The majority of intakes and referrals have been for aged care supports which have resulted in additional services to support people to continue to live in their own homes safely.



The partnership with the Ramada Resort has been a direct result of the Kooralbyn Hub. The Ramada Resort partnered with Beaucare to deliver the school holiday program in September of 2018, and the Men's group continues to meet at the resort. Some supports that have been offered through the Kooralbyn hub:

Case Study 1

Family presented for relationship support, they had 2 children with disabilities and had not accessed NDIS. The family were isolated with no car and no social connection. There was drug and alcohol use in the family home and no medical care in place for the children. Beaucare made referrals to Metro South Mental Health, linked them in with financial counselling, relationship counselling and engaged the Benevolent Society for support with the children. Assessments have been made for the children and ongoing care is now in place.

Case Study 2

Elderly client presented for family support regarding her adult daughter living at her home who has drug addiction issues. There was a history of ongoing family breakdown with extensive mental health and physical disabilities. Financial stress and legal issues were also significant. Beaucare was able to provide family counselling and made referrals to legal aid, financial counselling and Metro South Health (Alcohol Tobacco and Other Drug Services).

COMMUNITY HUBS



Tamborine Mountain

The Tamborine Mountain Hub has been operating since April 2018. It is situated in the Tamborine Library as part of our partnership with the Scenic Rim Regional Council. One of our staff attends the hub every Friday from 9am to 2pm. It has become a regular fixture for locals. We often hear from residents that they told a friend, relative or neighbour to go and speak to “Beaucare at the library”. The feedback from the community and library staff has been positive.

Community persons appreciate the opportunity to have a face-to-face “chat” with our staff who can offer specific and personalised information, advice and referral options. We help navigate Government systems such as the NDIS, My Aged Care, Child and Family Connect and Centrelink to register or access assistance. Often, the ARIA team can assist with ongoing case management support for individual or families with the hub serving as a check-in venue. Lately, the hub has also become a recruitment point for volunteers or support staff in our Aged and Disability programs. The ARIA team value the opportunity to meet our clients in their own community as we know that access and distance can sometimes create barriers for persons.

Examples of supports offered:

Assisting a veteran who was facing significant health challenges during the winter months to find housing that was affordable, centrally located and with modern heating. We supported him with applying for rental subsidies and organised in-home supports from our Aged Care division. We also supported him to upgrade his Department of Veterans Affairs allowances and to consult a VET nurse at a local medical practice. The year before, ARIA supported this same person to register for an Aged Care pension with Centrelink after he lost his identifying documents in a house fire.

Supported an aged person who recently lost his wife with linking into emotional and social supports. This person identified that he was feeling “lonely and lost”. He is from a culturally diverse background and has trouble communicating on the phone. His wife always managed their household affairs. He was very appreciative of the fact that he could speak to us in person. We linked him in with our Aged Care social programs and he is a valued group member on outings.

We were also able to provide practical assistance with aspects such as managing bills and his budget (via YFS Financial Counselling) and with travelling to specialist appointments in the city.

COMMUNITY HUBS



Tamborine Mountain

Support for a young woman who was homeless and sleeping in her car with her two dogs. We were able to provide this person with food and fuel vouchers, dignity products and a food parcel. She was mostly concerned about feeding her dogs. We supported her with finding a local camping ground and completing a housing application. This person checked in with us a few weeks ago to tell us her situation has significantly improved since we spoke to her. She is now renting a unit and has secured a part-time cleaning job at a local motel.



MEN'S GROUPS

Beaucare formed two men's groups to meet community needs in Beaudesert and Kooralbyn. The demographic of the two groups is quite different, however the facilitation of each group has been tailored to best suit their specific requirements, maximising the members' input and direction.

Beaudesert

The first Beaudesert Men's Group meeting was held on 21st March 2018 and the group meet fortnightly on a Tuesday afternoon. There have been a number of presenters invited to talk to the group over the 18 months, engaging with men around many issues including mental and physical health, alcohol and addiction, family relationships, police and the local community, financial counselling and natural disaster preparation. The group's average age is 45 and many have gone through personal challenges in their recent past, which has drawn them to the group for mutual support and mateship. Despite not being as large as the Kooralbyn group, the Beaudesert Men's Group members have formed close bonds and friendships through shared experiences. Topics for discussion are primarily driven by the group but other matters of interest are raised through facilitation. Our most recent meetings have discussed issues around positive self-talk and the importance of socialisation for longevity and good mental health.



MEN'S GROUPS

Kooralbyn

The Kooralbyn Men's Group was formed on the 10th July 2018 following the success of the Beaudesert groups, and acknowledged a need in the community. Kooralbyn has many unique characteristics, such as having a single road access, which creates issues around social isolation. The numbers who attend the Kooralbyn group are consistently around 18 men each week. Meetings are held on a Tuesday morning, alternating at two venues. Local businesses are supported through a subsidised morning tea for the group. Being strong in numbers, the Kooralbyn Men's Group has attracted a number of high-profile speakers including the local Federal and State members Parliament and the Scenic Rim Mayor.

The local Division 4 Councillor is a Men's Group member and attends regularly. The age group at Kooralbyn is predominantly over 65 and presenters are sourced with an emphasis around health issues such as stroke, dementia and prostate cancer, together with more universal topics of interest and concern. Outings have become a popular way of the men connecting with each other, with the men choosing the destinations themselves.

The men have expanded their interests this year and have attended museums, attractions and during Men's Health Week the group had a blood pressure check, enjoyed a walk and healthy lunch. Dinners are held regularly with wives and partners welcome, further strengthening bonds within the group and the local community.



WOMEN OF WORTH

Rathdowney

The Women of Worth (WOW) has been meeting at the Rathdowney Hotel since October 2018. Each month, interested women of the district meet at the hotel for dinner and conversation. The primary aim of the group is to build social connections and cohesiveness amongst the women living in Rathdowney, and provide an opportunity for the women to meet where they live, instead of having to travel. The women have expressed delight that it's "right where we live," and "there is now somewhere to take new people". By meeting at the hotel, not only are Beaucare supporting a local business, but the group have also stated that it's "nice to go out and not have to take a plate."

WOW meetings have been attended by guest speakers such as Beaucare GM Louise Dwyer and Aged Care Manager Dianne Godley, as well as Division Councillor Virginia West. Guest speakers have also included group member Lyndall Ferguson, who spoke as a former Board member on the history of Beaucare. In addition, the partners of the WOW members started meeting for dinner on these nights also, providing an opportunity for further community connectedness. The meetings have averaged between 15- 30 attendees.

The WOW groups are busily gathering recipes and household hints to create a WOW recipe book, and are currently researching the different ways to compile and present their work. Additionally, WOW are planning to create a community garden in Rathdowney, and researching sustainable and water efficient methods to ensure success. The WOW group have also assisted group members with cooking meals and driving to doctors appointments, as well as providing social support. The group has provided an opportunity for old friendships to be rekindled, and new friendships to be made.



VOLUNTEERING AT BEAUCARE

This year at Beaucare we have been striving to increase our very valuable volunteer participation. We currently have five regular volunteers providing support across the programs, as well as two volunteers providing activities for our Disability in centre programs. Our volunteers contribute their skills in many ways, including caring for our fleet of vehicles in the H2Y program (516 hours), administration support for our Operational Support, ARIA and Aged Care teams (1,079 hours), and recently facilitating a playgroup at Rathdowney.

To support our volunteers, we have introduced a position of Volunteer Coordinator to focus on recruiting and retaining this valuable workforce. This position also provides one-on-one support to our volunteers to ensure they are enjoying their experience volunteering at Beaucare, as well as exploring the many opportunities that volunteering presents. In the future, we hope to implement a Volunteer Rewards Scheme, and provide professional development. We also work in partnership with Griffith University to provide Human Services and Social Work students the opportunities to volunteer to gain real world experience outside of official placement hours.

"Volunteering at Beaucare has allowed me to work, have contact with other people, feel appreciated for what I do, and feel part of a team again." Cheryl, Aged Care and Operational Support Volunteer.

Rachel Rohan

Volunteer Co-Ordinator



BUSINESS EXCELLENCE AWARDS

In March 2019 Beaucare was delighted to be announced winner of the Professional and Community Services category of the Scenic Rim Regional Council's Business Excellence Awards, and an overall finalist. In total there were seven categories: Tourism, Accommodation and Hospitality; Retail; Professional and Community Services; Transport, Logistics, Manufacturing and Mining; Trades and Construction; Agriculture; and Trainee/Apprentice of the Year and nominations were received from 51 individual businesses across the Scenic Rim. Within the Professional and Community Services category there were 14 other local businesses who had been nominated for an award.



In our application Beaucare demonstrated our key contributions to the Scenic Rim which included:

Customer Service

Beaucare's high quality service delivered through our volunteers, staff and management and is measured by:

- Formal annual client feedback reviews facilitated by Griffith University Students
- Open and transparent feedback loops for communication at all times
- Annual quality audits against the Aged Care standards by the external Aged Care Quality Agency
- Annual quality audits against the Human Services Quality Standards by the external IHCA
- Regular quality assessments by the Department of Education against the Australian Children's Education and Care Standards
- Annual External quality audits against the National Disability Standards

Economic Contribution to the Scenic Rim

Beaucare contributed in the 17/18 Financial Year \$4.7M to the local economy through:

- Payroll for staff and child care educators
- Running a Vehicle Fleet of 14 vehicles which are all purchased and maintained locally
- Client expenses for activities and resources across the Scenic Rim
- Building maintenance of two buildings using local contractors
- Local Allied Health professionals providing service delivery
- Emergency relief funds spent at local supermarkets, petrol stations and chemists

BUSINESS EXCELLENCE AWARDS

Performance and Growth

In 2015 a 3 year Strategic Plan was developed with four key areas of focus to ensure our long term viability:

- Improved Positioning
- Revenue Growth
- Client Centred Programs
- Organisational effectiveness and efficiency

Through the 2015-2018 year period the following achievements were made

- Fee income increased 205% through client growth
- Increased Government grants from 15 to 20 contracts (\$1.5M to \$1.8M)
- Negotiated 48 individual National Disability Insurance Scheme contracts
- Extended Queensland funded grants from 1 year contracts to 5 year contracts
- External rental income increased from \$0 to over \$50,000 per annum
- Current assets to liabilities ratio of over 2
- Staff numbers increased from 37 to 62
- In the 16/17 financial year \$120,000 was invested to modernise and replace ageing infrastructure



COLLABORATION, PARTNERSHIPS & ACKNOWLEDGEMENTS

Throughout this year Beaucare has continued to invest significantly in fostering partnerships and collaborative networks to strengthen our communities. Beaucare networks with other agencies in the following ways

Scenic Rim Disability Network Greater Beaudesert Mental Health Network Domestic Violence Network

ER Consortium Beaudesert Interagency



Intensive Family Support Program
Functional Family Therapy Program
Financial Counselling
Beaudesert Domestic and Family Violence Service



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, Fun Friends and Fitness Program, Library Hub at Mt Tamborine and Youth Week Wellbeing Project - Photography competition



Domestic Violence Action Centre - Outreach from Ipswich in Wellness and Recovery Program helps women recover and regain control of their lives following domestic and family violence



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



Metro South - Logan Alcohol and Other Drug Liaison Service. Providing clinical assessment, counselling, treatment, referral for individuals and families with a range of alcohol and other drug related problems



Belong - providing employment opportunities, services and support to the communities of Brisbane's south.



Providing outreach services for parents with children under 6 to prepare for future study or employment

COLLABORATION, PARTNERSHIPS & ACKNOWLEDGEMENTS



The National Disability Insurance Scheme is the new way of providing support for Australians with disability, their families and carers



Referral partner for respite services for carers, work in collaboration for services within NDIS and part of the Disability Support Network within Beaudesert



Commonwealth Respite and Carelink Centre referral partner for respite services within Aged Care



Youth worker embedded 1 day per week at Beaudesert High providing counselling services to students and families

Rathdowney State School provides space for weekly community playgroup



Tamborine Mountain Lions Club - inclusion program for Disability Group



Collaborate with Child Care Services to deliver playgroups and learning opportunities for children 0-5.



Beaucare is contracted member of the Redbourne referral system. ARIA work actively with referrals from Police Link



HUB Community Legal - Formerly South West Brisbane Community Legal providing outreach community legal services to Beaudesert and surrounds



Student and placements across streams of Community Services, Aged Care, Disability, Individual Support and Child Care



Working in collaboration with Mununjali, Beaudesert High School & juvenile justice for the Ryse alternate education pathway.



Hosting of community events such as the Men's Group, family fun days and school holiday activities.



Hosting of Kooralbyn Men's Group and the Kooralbyn Hub

COLLABORATION, PARTNERSHIPS & ACKNOWLEDGEMENTS

We would like to acknowledge and thank our funding bodies for their continued support of Beaucare programs which enables us to strengthen our communities.



Australian Government

Aged Care is supported by funding from the Australian Government under the Commonwealth Home Support Program and Consumer Directed Care.



Child Care Services is supported by the Queensland Government Department of Education and Training

Disability Services and Community Services programs are funded by Queensland Government Department of Child Safety, Youth and Women and Department of Communities, Disability Services and Seniors

Beaucare would like to acknowledge the following organisations who support our work

**Hohl Plumbing
Lahey & Walker
Gillow & Teese
Lesley Klan
U3A
Zonta
Belong**

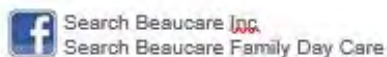
**Centrelink
CST Logistics
Scenic Rim Discount Drug Store
Coles
Woolworths
Quota Jimboomba**





44 Tina Street, Beaudesert, 4285
(07) 5541 4216

Assessment & Referral Support
Community Support
Aged Care Services
Disability Support Services
Child Care Services
House to Yard Maintenance



www.beaucare.org.au

