

# 2020

## 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.



## 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.



## ORGANISATIONAL SUSTAINABILITY

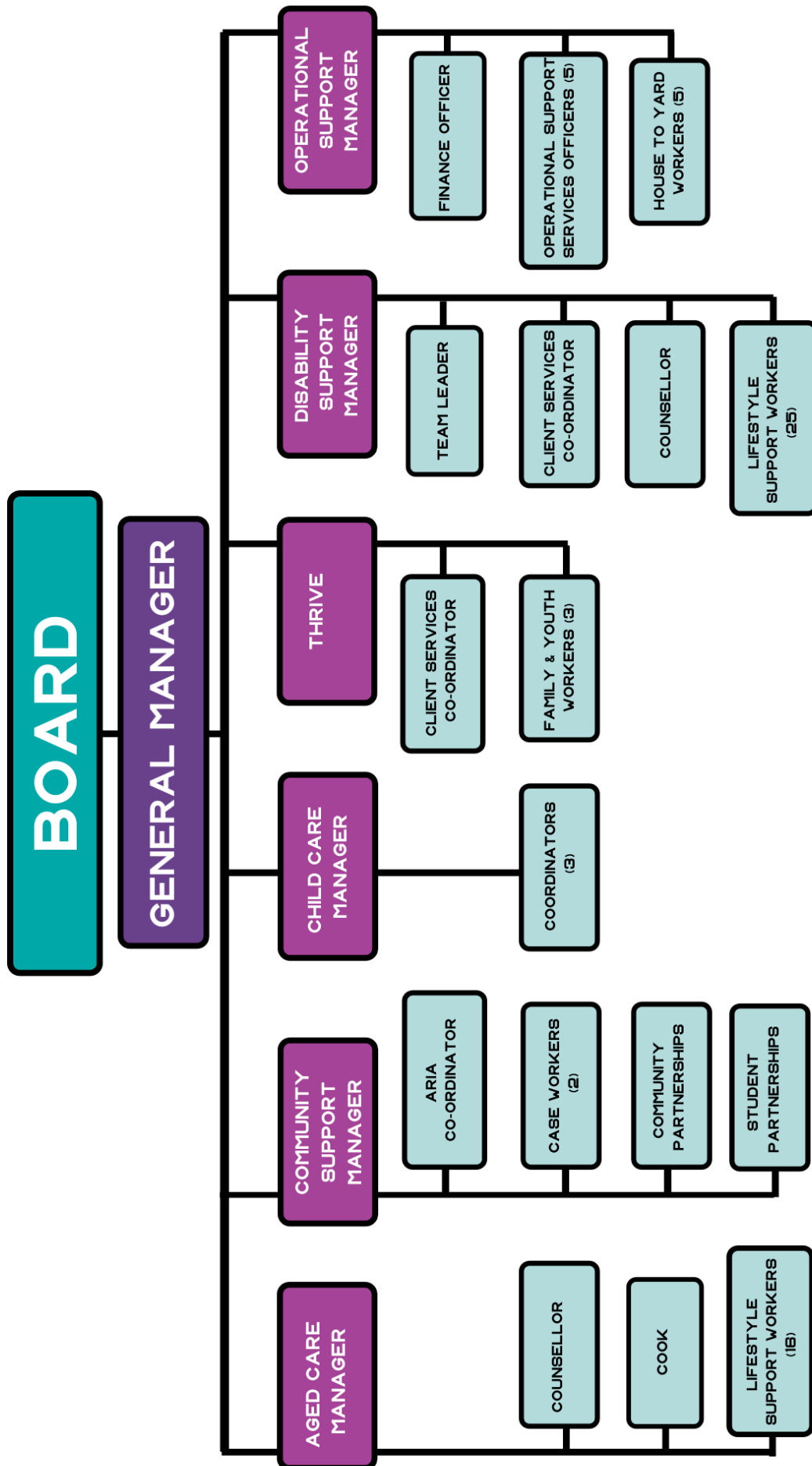
Beaucare will be an organisation committed to quality performance in areas of governance, risk management and reporting and will ensure our programs are financially sustainable.

## PLACE BASED AND COMMUNITYFOCUSED

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 has been President and Chair for 4 years. Jennifer's passion for the organisation and the community along with her commitment and drive, has seen the development of a skilled based board and a forward-facing strategy for the future.

Jennifer is a graduate of the Australian Institute of Company Directors (GAICD) and a Justice of the Peace (Qual). Her background is in superannuation and financial control of small business.



Jennifer has a Bachelor degree in Australian Studies, a post graduate qualification in development processing and Diplomas in Local Government (Planning) and Project Management.

Jennifer is a Member Director of LGIAsuper (1 July 2018) and has completed her appointment to the ARTC (inland rail) community consultative committee for 2 years from December 2017. Jennifer is focussed on good quality governance and oversight of risk in order to provide the best quality assistance to the residents of the region.



# 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.

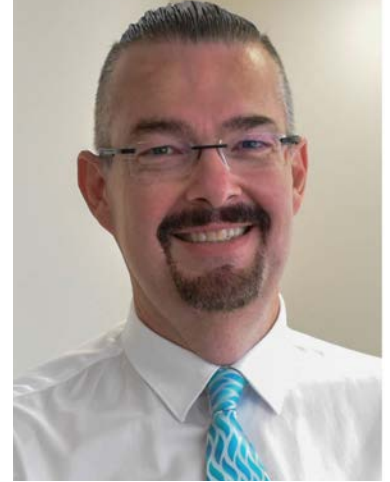


# OUR BOARD

## DAVID BRYANT

David commenced his management career in 1993, working with a consulting firm in Brisbane, Gold Coast and Canberra. David moved to Dubai (UAE) in 1995, where he worked for four years jointly at the Higher Colleges of Technology and HR Director with The Sultan Group (civil and commercial construction).

Upon returning to Australia in 1999, David worked at the Australian International Hotel School in Canberra, and then the Department of Finance and Administration. This was followed by HR management role for Shell (Logistics), before moving on to the role of Global HR Manager - Emirates Airlines.



Positions as HR and Corporate Services Manager with Anglicare and HR Project Manager with the Department of Prime Minister followed. He was HR Director and Chief Operations Officer for STA Consulting Engineers, before moving on to Sun Engineering as HR Manager, HR Manager for Affinity Education Group, Corporate Services Manager with the Master Plumbers' Association of Queensland and Human Resources Manager with the Royal Flying Doctor Service Queensland.

David has recently held the role of Senior HR Projects Officer with ISS Support Services and now works as Senior HR Business Partner with Concentrix (one of the largest global customer solutions companies) in Brisbane.

## 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, 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 2019/20, Beaucare has been an organisation that I have been proud to be part of.

As is the case in everyone's life, COVID-19 has been the defining issue for Beaucare over the last few months of the year and beyond. The pandemic has created new issues for our clients across the community and we needed to meet the challenge of supporting our staff to continue to deliver excellent service.

Beaucare's Board is enormously appreciative of the effort and commitment of our people throughout the continuing pandemic crisis. They have continued to deliver high levels of service across all aspects of our roles.

We are also grateful to both the Australian and Queensland Governments for continuing strong support in navigating the challenges of the latter part of the year.

Beaucare has continued to develop and expand its services to meet existing and emerging needs in our communities across a diverse range of areas, including aged care, disability support, youth and child care. Our Assessment, Referral, Intake and Advocacy (ARIA) Team has now been in place for three years, focussing on assessing and meeting the needs of all people coming to Beaucare for support. We link them into Beaucare supports where these are available, or we work to make external referrals to partnership agencies and specialist support services where appropriate. In 2019/20, the ARIA Team provided support to 1,505 people, maintaining similar high levels of support to previous years.

I highlight the work of the ARIA Team because, this is where we get the opportunity to better understand the needs of the community we are seeking to serve, and also allows us to better address the needs of our clients across the diverse range of services we provide. For me, the ARIA Team is the glue that binds Beaucare into a truly effective community organisation.

This will be my last report as President. I joined the Beaucare Board early in 2016 and have worked as Treasurer for 2 years followed by the past 2 years as President. As I will be moving away from the area later in the year, I will not continue with Beaucare after the Annual General Meeting in October 2020. I have valued my association with Beaucare, and am pleased to leave behind an organisation that is in a sound financial position and with skilled and committed staff to continue providing excellent services to the community.

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 five 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 State and Federal Government Funding Agreements and other revenue streams including grants, client contributions, donations, sponsorship, fundraising, levies, rent and interest.

We are presently 3 years into the transition period for Disability Services into the operation under the National Disability Insurance Scheme (NDIS) which has given our clients greater control over the services they receive and allow them to choose the provider that delivers the best fit for their needs. We continue to implement the NDIS exceptionally well with a continually refining low cost delivery structure which has proven to be a difficulty for other delivery organisations in the challenging NDIS funding environment. We have taken the step again in 2020 to expand our Disability Services program into another Supported Independent Living program property and is proving a success.

Since receiving the 2019 Scenic Rim Business Excellence Award in recognition of our financial sustainability and exceptional client service, Beaucare has continued to make significant investments in upgrading its hard working assets and systems to generate operational efficiencies, tighter internal controls, and most importantly develop its people through professional development.

Beaucare achieved a larger surplus in 2019/20 on the back of strong cuts in operating expenditure before and during a challenging COVID-19 environment and remains in a sound financial position, with sufficient reserves to meet its commitments. With this tight cost control focus and Government support funding we have been able to ensure most programs are in surplus and this positions Beaucare to reinvest these surpluses into future initiatives and support for our communities in need. The Board has again budgeted for a smaller surplus in 2020/21 and further renewal investments in sweating assets to achieve further efficiencies, improved corporate/financial governance, and further benefit people in our communities. Beaucare will continue to strategically adopt a back to basics and benefitting the local area approach for the provision of its community services.

An external audit has been provided by our new auditors MGI Audit & Assurance. We thank them for their professional thoroughness in the audit and also providing independent business health check services to refine our practices, internal controls and cost structure.

We have had a successful year congratulations for that must go to our President and General Manager, and also to all the staff and volunteers who deliver high quality low cost and continuously improved much needed services to our community. Our President and Former Treasurer, Dan Hunt, is retiring at this AGM and joined us in 2016, and I would like to personally thank him for his dedicated service to Beaucare and its communities, and we are certainly in a much more efficient and financially sustainable position for the future than we were 4 years ago. Thanks so much Dan.

# TREASURER'S REPORT

The role of volunteers is a vital component of managing programs and delivering services and I would like to thank them for their support of Beaucare and the Scenic Rim Community. Last year we were fortunate to have students, volunteers and trainees working with Beaucare for a total of 6,378 hours (down 38% due COVID-19 impacts) at a value of \$233,562. 3,918 hours of this total was provided by students in conjunction with our collaborative partnerships with Griffith University and Southern Cross University across the streams of Social Work, Child Care, Human Services and Mental Health.

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

The past year has been rewarding in so many ways – enhanced growth through new clients and additional hours of support to existing clients, increased funding, the recruitment of additional staff and the adaptation to different ways of working. Beaucare has faced many of the same challenges as other not-for-profit organisations, but due to strong governance, forethought, solid planning, careful economic management and incredible staff we have continued to work with our clients and the broader community to provide support, connection, economic inclusion and access to appropriate services throughout the year, including the months when we were responding to the ravages of the COVID-19 lock downs.

During the 19/20 financial year we supported 4,146 individuals and families, responded to 5,044 phone calls and facilitated 690 groups. Our teams continued to provide high quality support and underwent two quality audits with no non-conformities identified. This does not mean we have become complacent however and significant time, financial investment and effort was put into quality improvements.

Over several years it had become evident that in order to properly support clients in the more remote pockets of the eastern Scenic Rim we would need to change our work processes, and staff would need to work more autonomously, without daily face to face contact with their Manager and the office. A significant re-working of our IT and communication systems was required which included an upgrade to our TRACCS Client Management System. Over \$100,000 was invested and when combined with the complete upgrade of all our IT hardware we stood poised to cope with the unimagined challenges of COVID-19. All members of the Management Team are now able to work from home as required and all staff can access everything they need for their work through cloud based platforms.

Another significant investment was made into the 44 Tina Street building with \$50,000 being spent on the internal reconfiguration of office space. This resulted in additional staff space for 7 people and the introduction of modern 'hotdesks' which were then subsequently made impractical by the COVID-19 self-distancing requirements – well we did try to modernise! Fortunately the additional space allowed us to continue operating with a hybrid model of staff working both from the office and from home on staggered rosters which minimised significantly the COVID-19 disruptions.

The Management Team have risen to all occasions over the past 12 months – they have supported clients to reach some incredible outcomes, mentored staff to be motivated, committed and passionate in their support work, facilitated growth and initiated new, creative activities. The addition of an ARIA Manager and HR consultant has strengthened the team. I would like to thank them for their support, both personally and professionally and acknowledge their dogged resilience in overcoming everything that has been thrown at them this year. A highlight of our growth as a team was participation in a 'Be Challenged' program. This program focussed on how we could become extraordinary leaders, and will be an ongoing learning opportunity for the team in the years ahead as we further develop the 16 competencies we all need to be effective and competent managers.

# GENERAL MANAGER'S REPORT

- Displaying a high degree of integrity and honesty
- Technical/professional expertise
- Problem solving and analysing issues
- Innovation
- Self-development and growth
- Driving for results
- Establishing stretch goals
- Taking initiative
- Communicating powerfully and prolifically
- Inspiring and motivating others to high performance
- Building strong relationships
- Developing others
- Collaboration and teamwork
- Developing a strategic perspective
- Being a champion of change
- Connecting our group to the outside world

While the year was about much more than COVID-19, at the beginning of the pandemic Beaucare found itself in the position to offer significant community support. The Ken Moran Life Centre was closed down and provided to Metro South Health for use as additional hospital space – we are very pleased that it was ultimately not required. Beaucare staff took on Meals On Wheels deliveries three times a week to ease the pressure on volunteers and our Community Centre became a hub for information for those suffering financially. We will continue to see the impact of the pandemic well into the 20/21 year.

Once again, the Board have provided strong governance and oversight, encouragement, advocacy and above all, generosity and compassion in their decision making and planning. They have supported the Management Team and Staff through additional paid pandemic leave and the commitment to meet all rostered hours for casual staff, together with supplementation for our Child Care Educators. Above all, they have been nimble and responsive in making the necessary decisions to ensure Beaucare has had another successful year and I thank them for their continued support and guidance.

*LOUISE DWYER*  
**GENERAL MANAGER**

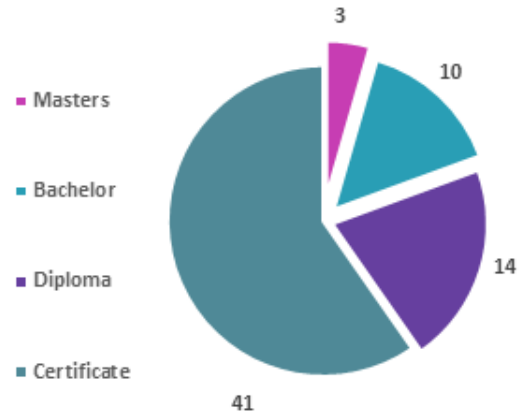




# OUR PEOPLE

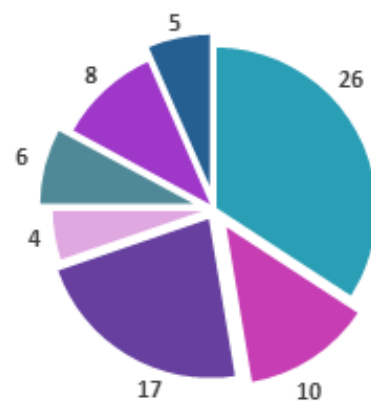


## Staff Qualifications



## Staff Places of Residents

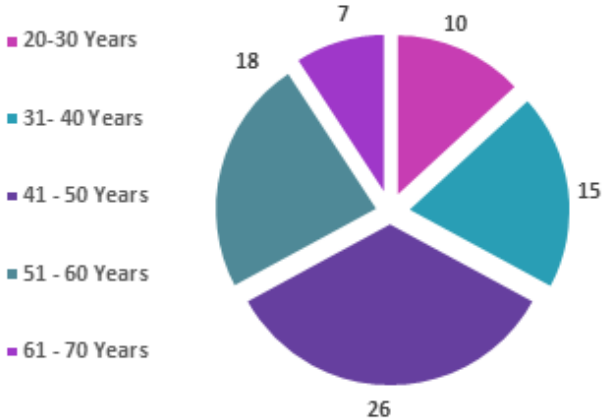
- Beaudesert, Gleneagle, Allenview, Hillview, Bromelton, Rosewood
- Rathdowney, Darlington, Koorlabyn, Cryna, Tamrookum, Palen Creek
- Jimboomba, Mundoolun, Cedar Vale, Cedar Grove, South Mclean
- Canungra, Biddadabba, Boyland
- Birnam, Tamborine, North Tamborine, Tamborine Mountain
- Yarrabilba, Buccan, Logan Village, Marsden, Logan Central, Waterford West, Windaroo
- Parkwood, Labrador, Nerang, Pimpama



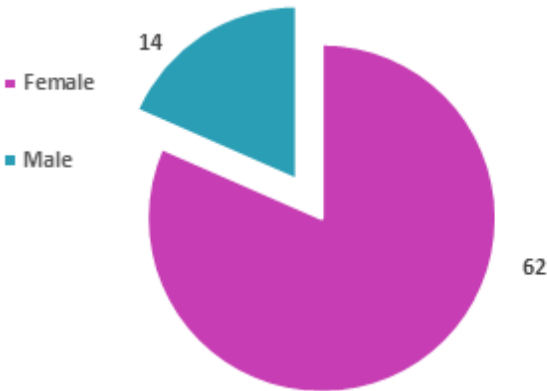
# OUR PEOPLE



Age Groups of Our Staff



Staff Genders





# OUR PEOPLE



**STUDENT HOURS**  
**3,918**



**TRAINEESHIP HOURS**  
**620**

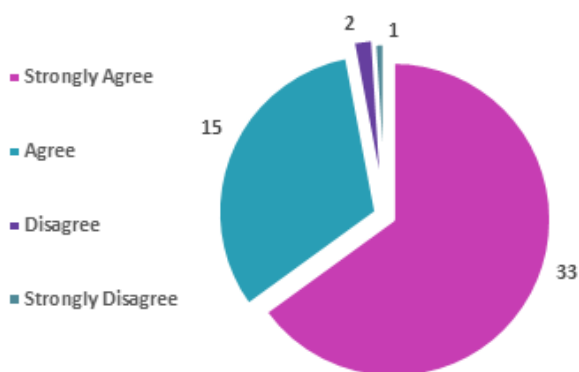


**VOLUNTEER HOURS**  
**1,840**

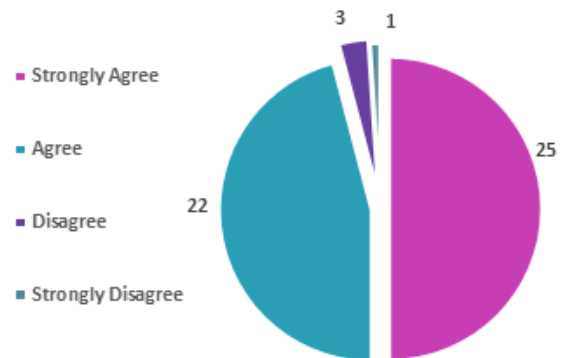
# EMPLOYEE ENGAGEMENT SURVEY

Due to the complexities during COVID-19, this year's staff survey was a shorter Pulse Survey of the Beaucare team.

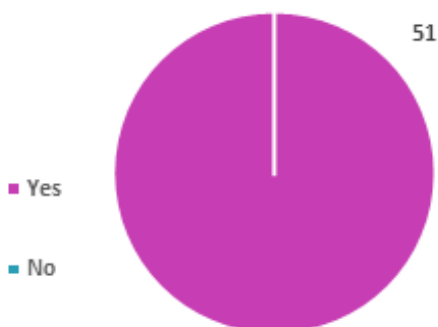
**I feel well supported by Beaucare at this time.**



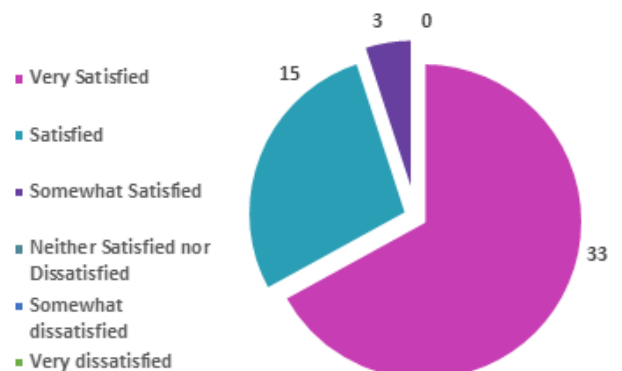
**The communications from the Beaucare leadership team has helped me feel informed and supported.**



**Do you believe that Beaucare is responding to the current situation appropriately?**



**What is your overall satisfaction with Beaucare as your employer?**





# OUR STUDENTS



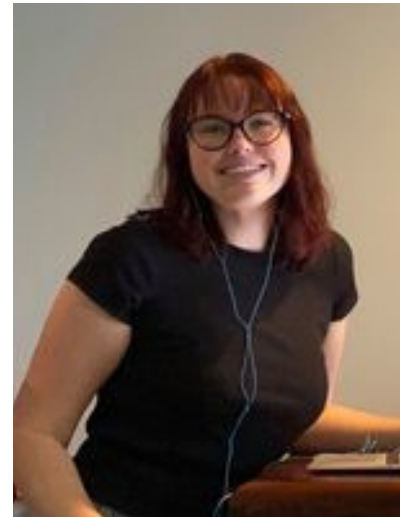
I completed my 2nd Social Work placement of 500 hours in the Beaucare intake and assessment team (ARIA). The most beneficial part of this placement experience was having experienced social workers to guide me in developing my practice framework as an emerging practitioner. I really appreciated having other students on placement and students who had completed their placement at Beaucare who are now employed there, as this meant I could relate and share the placement experience with them. After graduating I secured a casual position in YFS intake and assessment team (Connect) where I had the opportunity to eventually obtain a full-time position.

In the ARIA team I was able to work alongside clients who were experiencing homelessness and offer support through the Beaucare dignity bathroom and emergency relief/payments. During this work I recognised the housing and homelessness service gap in rural areas. Within my employment role in Logan the main presentation and support offered is for housing and homelessness and the skills and knowledge I gained in ARIA, allowed me to transition into my employment role with enhanced understanding the experience of homelessness. The other skill which is practiced daily at Beaucare is the demonstration of unconditional positive regard when working alongside clients.

Shi-Lah Drobny  
YFS Connect Worker

I completed my 1st Social Work placement of 500 hours in the Beaucare Family and Youth team. At the start of my placement I came in with little experience but an urge to learn. Within my first five weeks I had the opportunity to shadow workers during client sessions and worked with the Disability Program. I also had the chance to organise and implement a QLD Women's Week workshop.

As I began to progress through my placement I ran into a massive bump in the road as COVID-19 hit, forcing for me to continue my placement at home. With COVID-19 came obstacles as well as benefits and new experiences. I got to experience what services may look like in the future as technology becomes more advanced, but also saw the struggles that may come with it for service users and providers.



At the beginning of my placement I had difficulty in learning to interpret client's emotions and expressions, as well as attempt to support and provide them with information over the phone. As I gained more experience and reflected on my work, I was able to work more efficiently and responsively alongside clients as an advocate. I also found that I was able to work most effectively within this environment when case managing clients. Additionally, my Beaucare supervisors supported my learning experience through daily check ins and frequent team meetings which allowed me to demonstrate and reflect upon my work. Overall, I enjoyed my unique experience of placement. Beaucare not only cares for their clients but also their community and their staff!

Kelsey Morley

# OUR STUDENTS

After working as a dental assistant for 13 years I was starting to feel like I was in need of a change. Due to my passion for helping people, I had a goal of completing a Certificate III in Individual Support. When COVID-19 came to Australia in March and I was made redundant, I felt it was a sign to pursue this goal. I am so grateful for Beaucare allowing me the opportunity to complete my vocational placement. The holistic nature of Beaucare's service delivery allows me to exercise an array of different skills and find how I can direct my passion for helping people into supporting the community that I live in. I feel blessed that I have been offered a position with the disability team at the end of placement. My husband and I re-located to Jimboomba 10 years ago and we love the relaxed rural lifestyle. There is a community spirit and I'm proud to call the Scenic Rim my home.

Sariah Crossar



I am Ocholamero Orotto, but feel free to call me Lamero. I am originally from Sudan, a country which is now politically divided into two. Due to that, my country of origin is now South Sudan. I migrated to Australia and Queensland in 2003. My desire to help and serve people lead me to study a dual Diploma of Community Development and Welfare and a Certificate IV in Youth Work and Juvenile Justice. I then worked for the Salvation Army as a Crisis Support Worker while pursuing a Bachelor of Arts (Political Science).

At the moment, I am pursuing a Master of Social Work at Griffith University which lead me to do my placement at Beaucare. My transition to Beaucare has both been smooth and remarkable. I am enjoying the placement and I appreciate and thank the entire Beaucare team for warmly welcoming me and special thanks to my two supervisors Melanie and Vanessa for taking me under their wings to share their practice wisdom.

In my other life I have chosen a new hobby. I recently started taking guitar lessons, and I have learned to strum basic guitar chords and started working on how to play a figure picking a classic style. I like reading real stories (non-fictions) and when I am really motivated, take walks. Once in a while I go for a much longer walk - a good tool for selfcare.



At Beaucare, I am lucky to have two supervisors who are aiding my learning. After a successful induction into the Beaucare 'way' of service delivery and operation, I have learnt how to interact with clients seeking Emergency Relief (ER) and can happily say that I have a deeper understanding of how to go about engaging with a client and providing emergency relief services.

I also have had the opportunity to learn the administrative tasks needed for client assessment, referral, intake and advocacy. I am now able to complete an intake form for a new service user and have a working knowledge about the services that Beaucare as an organisation offers to the local people. Beaucare is helping me to learn and are shaping me to become an ethical and professional social worker on a daily basis. There is a lot to learn from Beaucare as a student and I am enjoying my placement.

With thanks,  
Lamero Orotto

# AGED CARE SERVICES

The past year has been a very busy one for the Aged Care team with significant growth in all areas of service delivery. Beaucare commenced providing support under Aged Care Packages in March 2019 and we have managed the growth in this area very carefully. By the end of June a total of 28 Home Care Packages had been accepted with most being for Level 1 & 2 care and one package at Level 3. Our priority for these packages are existing Beaucare clients who have previously been supported under the CHSP block funding grant. These packages increased service support by over 50 hours each week, with the majority of hours supplied for personal care and individual support. The Aged Care team increased by two additional staff members and has a strong workforce plan to increase workers numbers to meet ongoing demand.

Case Management meetings are held weekly to ensure services are in place to support health and wellbeing needs, and cross program meetings are held fortnightly to review individual cases, capacity for new clients, and administrative processes. As the client base has grown the reassessment process for home care clients was moved from ARIA to Aged Care and an Aged Care Coordinator/Counsellor recruited.

The new Aged Care Quality Standards were implemented from 1 July 2019 and were designed to ensure consumers of aged care receive appropriate person-centred care that respects their needs, choices, culture and beliefs. Working to ensure compliance against the new standards has opened up the opportunity to further enhance our focus on high quality, consumer-centred care which respects the dignity and personal circumstances of each client and seeks to improve their experiences and outcomes of care. The Aged Care team strongly believe that the best quality of life is achieved by involving and engaging with clients to support them to make their own choices about their life and their care.

Continuous improvement is ongoing across the program and throughout the year staff attended four sessions focusing on the quality standards, with the outcome that each staff member had a greater understanding of examples and evidence of how they translate this into care and can identify their own involvement in managing consumers rights against each standard. Our model of continuous improvement provides a systemic, ongoing approach to improving the quality of care and services and is continually monitored through client feedback.

Another improvement for the team this year was the transitioning of hard copy rosters and run sheets into an electronic Time and Attendance App. This App has provided workers with greater access to real-time client information and accurate rosters.





# AGED CARE SERVICES

The COVID-19 pandemic has of course impacted on our program and all group programs ceased at the end of March 2020 as requested by the Department of Health and the funding allocated to group work was re-allocated to providing additional individual social support and domestic assistance. Beaucare was given flexibility to allocate funding to areas of need with the positive outcome that 31 new clients are now able to receive fortnightly domestic support services. Our Men's Groups were the first groups to recommence in early June via Zoom Meetings and face to face with a strong COVID-19 safety plan at Kooralbyn Resort, Kooralbyn Community Hall and the Ken Moran Life Centre.

The rapidly changing work environment brought on by COVID-19 demonstrated how quickly and positively our team adapted as they supported the management team decisions, increased their infection control processes, developed healthy social isolation strategies for clients, and kept up to date with daily workplace and service changes. The commitment shown by of our staff was amazing and they were totally committed and worked very hard to ensure we continued to provide services to clients, even though this was not without risk.

As service delivery hours dropped across March – June our staff continued to be paid for all their rostered hours and were able to use this time very productively by completing over 150 on-line training modules across topics such as infection control, use of PPE equipment, quality standards, supporting carers, dementia, medication, advanced care planning, elder abuse, palliative care and food safety.

*DIANNE GODLEY*

**AGED CARE SERVICES MANAGER**



# AGED CARE SERVICES

The additional social isolation for on many of our clients during the pandemic cannot be overstated and during the months of April – June our staff worked to ensure each client felt supported. Our Men's Group facilitator continued contact with our male clients and as a result 39 men were provided with face to face 'check ins'. below is an account of one of those visits:

## Introducing Bruce Paulsen

Bruce has been a client under our block funding for 4 years and transitioned to a Home Care Package in 2020.

I visited Bruce in his home, to see how he was coping with the COVID-19 restrictions and he welcomed me at the door using his walker. We sat down and chatted for an hour or so about Bruce's life. Bruce is 93, currently lives with his daughter and still displays a high level of mental acuity. Bruce has has driver's licence and is still driving - and long distances at that. Bruce says he can "drive all day" and mentioned that he drove to Warwick with his daughter recently which is a two hour drive.

I was struck by the positive attitude Bruce had to ageing and mentioned this to him. I proffered that this may be a contributing factor to his longevity. Bruce advised me that he has three siblings between the ages of 89 and 96 and all are doing very well. Bruce's wife Betty passed away in 2008 after battling dementia for around 20 years. Bruce identified that this was a very difficult and sad time of his life as he saw the deterioration in his partner.

Bruce told me about the two passions he held in his life – architecture and cattle farming. Bruce had his own architectural business and also devoted a great deal of time to rearing cattle, travelling the world in various capacities. Bruce is also very proud of his Norwegian heritage - his father, a master mariner, immigrated in 1920 and met Bruce's mother, a school teacher. Bruce still has an old clock from one of his father's ships.

Bruce is a very keen artist even though he insists he only "draws". Bruce has friends who he has known since his school days and showed me a photograph taken in 1943, when he was captain of the Brisbane Grammar cricket team, and we spoke about some of the very famous cricketers of the time who he played with.

Bruce has recorded two oral histories of his life, one of which is held at University where he lectured.

As I made my way out of his home, Bruce showed me a number of his drawings of churches etc. on the hallway wall which were of a very high standard. Bruce chose not to use the walker for support as he escorted me out, saying "I don't always feel the need to".



# 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.

**SUPPORTED  
INTERNALLY BY  
BEAUCARE**

**1,340**

**EMERGENCY RELIEF**

**447**

**TOTAL NUMBER OF  
CLIENTS SUPPORTED  
IN 2019/2020**

**1,505**

**NUMBER OF  
REFERRALS FROM  
THE POLICE**

**164**

**NUMBER OF HOMELESS  
PRESENTATIONS**

**182**

**NUMBER OF  
DOMESTIC OR FAMILY  
VIOLENCE CASES**

**118**

**STUDENTS  
SUPPORTED ON  
PLACEMENT**

**6**

**STUDENTS HOURS  
ON PLACEMENT**

**1,880**

**FAMILIES SUPPORTED  
THROUGH CHRISTMAS  
APPEAL**

**61**

The Assessment, Referral, Intake and Advocacy (ARIA) team celebrated its third birthday this year. The team continues to support community members, Beaucare staff and other organisations by providing information and advice on a range of topics, by finding solutions to challenges they face and by linking them to the services and supports they need. The year has been very challenging for our local communities – we have seen drought, water restrictions, devastating bush fires and then the health and financial impacts of the COVID-19 pandemic. These challenges translated into increased community need. However, as always the communities of Beaudesert and the broader Scenic Rim (including Kooralbyn, Rathdowney, Beechmont, Canungra, Tamborine) are characterised by resilience and connectedness when tested by external factors. We are committed to walking alongside our clients with flexible and responsive supports.

In the three years since ARIA's inception, we have supported 4,556 clients. This is an average of 127 clients per month or about 6 clients per day. Presentations range from people seeking existing Beaucare services to more complex matters which can include aspects such as domestic or family violence, child safety concerns, mental illness, dealing with the harmful impacts of addictions, carer's stress, financial or rental distress, homelessness, loss of income or health matters.





# ARIA

ARIA is also responsible for delivering the Queensland Community Support Scheme to eligible clients who are living with a disability. This program supports people who are not eligible for the NDIS or who experience barriers in meeting the evidence criteria. The Beaucare QCSS program has supported 17 clients with over 325 hours in service delivery (including home maintenance, domestic assistance, counselling and transport to medical appointments) since it rolled out in July 2019. Three clients have successfully transitioned to the NDIS. Case management support in this program allows ARIA to advocate for disability supports in our region, especially for people living with significant psychosocial symptoms.

ARIA data has been used to advocate for service gaps in Beaudesert and the Scenic Rim. The data supported several successful submissions which include – additional youth funding for Beaucare; ongoing homelessness support from the Lady Bowen Philanthropic Trust and Beaudesert Zonta additional domestic and family violence funding to our partners from YFS and additional Emergency Relief funding for the region.

The transitioning of an aged care specialist and assessor into the team allows us to support clients and their families to navigate the complex aged care and health systems in order to receive the services they need to stay healthy, connected and active.

ARIA remains active in the partnership and networking space which enables targeted, wrap-around supports for our community. ARIA develops resources on numerous topics for community members, Beaucare staff and our partner agencies.

We have provided additional support for community members dealing with the health and economic impacts of COVID-19. We developed a number of new resources and helped people to access Centrelink (many of them for the first time); to navigate child care, parenting or home schooling; mental health and anxiety-related supports; to negotiate with rental agencies. During this time, we reviewed our processes to ensure quick, flexible support for clients according to their needs – whether that was face to face, over the phone, by mobile texting or virtual platforms.

Together with other programs ARIA supported the Beaudesert Meals on Wheels deliveries to a number of local people three times per week from March 2020.

ARIA continues to mentor and support student placements and during 2019/2020 ARIA hosted four social work students and two human services students for a total of 1,880 hours. The students receive a comprehensive introduction to the reality of human services practice under the guidance of registered social workers and experienced staff. This partnership with academic institutions allows ARIA to extend our support to clients.

*MELANIE VAN RHYN*  
**COMMUNITY SUPPORT  
MANAGER**



# COMMUNITY CENTRE

In collaboration with increased capacity of our Youth and Family Program, our community centre has been able to increase the delivery of group work opportunities and activities specifically for young people in the Scenic Rim region. We have proudly delivered several projects, workshops and programs that seek to bolster the wellbeing of young people – within themselves and as vital members of our community. In term 2-3 of 2019, we delivered **Healthy Mindset for Superkids**, a 10-week program that promotes resilience and self-esteem. Our program targeted students in their final year of primary school and focused on the transition from primary education into the new environment of secondary schooling. Participants identified that they gained skills in mindfulness, mediation, communication and positive self-talk along with a strong sense of social skills ('I've made new friends') and ability to identify their personal strengths.



In August 2019, we linked in with the Beaudesert Community at Beaudesert State school to celebrate **Under Eight's day**. The 2019 theme sought to engage all children and their caregivers in meaningful activities that promote the theme of 'celebrating the diversity of languages within the home, culture and community'. Beaucare held a badge making stall that said 'hello' in various languages and offered information about support services and resources available for children under 8 years and their families.

We also participated in the **Healthy Minds Healthy Bodies Expo** at Woodhill State School in October 2019. We promoted information about local support services as well as wider State and Federal services aimed to support families and children ages 5-11 years. We provided showbags and slinky apples to attendees, both of which were a hit!

From November 2019 – March 2020, the Scenic Rim Regional Council's Healthy Active grant enabled us to offer **Groove Girls**. Aimed at girls aged 11-16, Groove Girls is a fitness-based program that utilises freeform dance to promote healthy bodies, healthy minds and healthy connections. Weekly sessions were offered at no cost to participants and over 20 participants engaged over the course of the grant period. Unfortunately, the sessions were ceased in March in response to changing COVID-19 restrictions. Groove Girls had evident impact with a room full of swaying bodies, laughter and the sharing of wisdom and insight. Parents and carer's spontaneously joined in over some sessions allowing a time for unique connection. Groove Girls was facilitated by the wonderful Evette Kirkwood with the support of a Beaucare Youth Worker.



# COMMUNITY CENTRE



In celebration of Queensland Women's Week in March 2020, Beaucare secured funding from the Queensland Government Office for Women, to deliver the **EmpowHER Together** event. This event delivered a 'Loveability' workshop, networking morning tea and a hands-on selfcare workshop. With 40 registrations the event catered for young women and their support networks and included participants from high schools, alternative education, exchange, and vocational education programs. Feedback indicated that longer and more regular programs like this one are sought after by young women in the region. In addition to the one off event, we are aware that participants were able to utilise the opportunity to connect with formal support networks and engage in long term supports for positive change in areas of education and training, physical and emotional health and healthy relationships.

Following on from our successful 2018 WOW youth photo competition, our Community Centre sought to again connect with young people and seek out artistic representations of how they are coping during the COVID-19 pandemic. **The Wheel of Wellbeing Youth Art Comp** launched in May 2020 and asked Young People 11-18 years to submit artistic expressions of how they were supporting their wellbeing during the pandemic. With submissions covering all 8 categories of the Wheel of Wellbeing, we are pleased to see that young people recognise that Body, Mind, Spirit, People, Place and Planet all have an important roll to play in our overall wellbeing. A total of 15 prizes were awarded out of the competition with several submissions to be displayed around the Community Centre walls.

2019-2020 has thrown some curveballs at our community. We remain committed to connecting and supporting our community and look forward to delivering a variety of flexible opportunities, now and into the future.

MELANIE VAN RHYN  
COMMUNITY SUPPORT  
MANAGER



WOW YOUTH COMP: STORY –  
A NEW FRIEND.



WOW YOUTH ART COMP: STORY  
"YOUR FUTURE IS IN YOUR HAND"  
– CATEGORY PLANET



# CHILD CARE SERVICES



Our Child Care Services programs have worked through some very interesting and challenging times in the past 12 months. Significant change occurred with In-Home Child Care now being regulated by the IHC Education Department. In-Home Child Care has historically been run completely by the approved provider, and having a regulatory authority will increase consistent practice across all services and assist in maintaining quality of care for families with complex needs. An IHC state wide agency was developed to assess families eligibility for IHC, the agency then refers the families to services suitable to meet their needs.

The In-Home Child Care program supports families with complex needs – including children with additional needs, vulnerable children, families that need support to cope through difficult situations that may not be able to access other forms of child care, examples of shift workers, ill children parents.

30 Educators provide up to 1,400 hours of IHC to 30 - 40 families per week.

Due to the complex needs of families the program works with a range of community support services to ensure families are receiving the appropriate care. Agencies include Act for Kids, Benevolent Early Years, Wesley Mission, YFS, Uniting Care, Hospital social workers.

From April this year In-Home Child Care became a critical service responding to COVID-19 by supporting models of vulnerable families and essential service workers.

With other child care being affected significantly by government responses to COVID-19 the IHC program continued without disruption to the IHC families.

Family Day Care has remained steady during the past year with 31 educators.

Family Day Care Educators become a very important person working so closely with families, this has been even more significant this year with families in the community having multiple changes to work through and the Family Day Care home has provided a safe, stable and caring environment for the children through out the community and supported families.

We have welcomed new educators who have added their own skills, knowledge and qualities working with Beaucare.

# CHILD CARE SERVICES



Family Day Care has adjusted to communicating differently through COVID-19 with Zoom and Microsoft Teams meetings, skype and facetime visits with educators. This has created some very exciting opportunities for the future of providing much more versatile opportunities for communication including training for new educators.

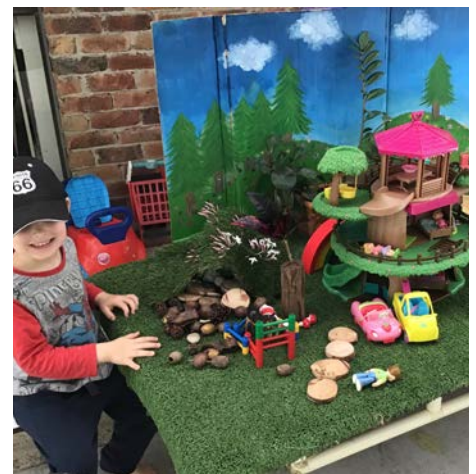
The challenges we faced during COVID-19 were unexpected and government responses changed day by day. We are very pleased that the majority of educators and families have been extremely positive in how responsive and accessible Beaucare and the program staff have been through this time.

In the past year we have welcomed 2 new coordinators both of whom have come from Director positions in childcare centres and have a current knowledge of the child care industry and National Frameworks. One lives in the Scenic Rim area and one on the Gold Coast. Our very long serving Coordinator (celebrating 9 years with Beaucare) is using her substantial skills and experience to take on a role coordinating the In-Home Child Care program and transitioned into this role well. In-Home care is complex and challenging at times but an essential service to families in the community and we take very seriously our responsibility to reach the most positive outcomes for families.

There have been ongoing changes to the sector including the impacts of COVID-19 and I am extremely grateful to the team for demonstrating resilience and a positive approach in working through these changes, some of which have occurred very suddenly, with immediate impact on educators and families.

*MONICA LANGFELDT*

**CHILD CARE SERVICES MANAGER**





# CHILD CARE SERVICES

**Shaarndra Mason**

**One Big Family**

**Family Day Care Educator - Everton Hills**

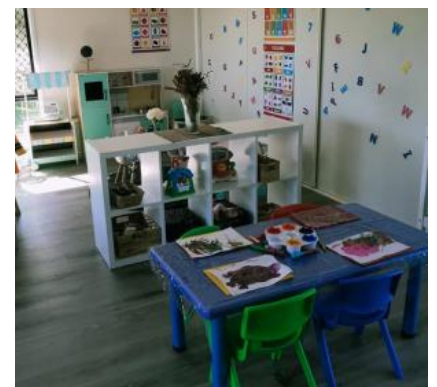
Our educator Shaarndra is a passionate and caring educator who enjoys bringing happiness and joy into the lives of young children. She loves creating an environment where natural play spaces and experiences are one of the foundations of her program. At One Big Family the children enjoy a chicken coop feeding, collecting eggs and caring for the chickens, vegetable garden where they grow plants and taste the plants and vegetables in their garden, beehive to attract and help save the bees, native plants to attract different bird species for the children to spot out in the yard. Pictured below the children are engaged in building their own tepee using natural materials, embedding sustainability into her program. Shaarndra explores a range of different activities and many excursions out into the community, this helps the children to become active participants within their community.



**Julie Maddison**

**Nonny's Place Family Day Care - Jimboomba**

Nonny's Place Family Day Care is located in Jimboomba. Nonny's Place provides quality home based family childcare. Julie has been working with Beaucare since January 2020 and has 20 years experience in the industry working with and caring for children. She has created some beautiful play spaces within her home turning her garage into the ultimate play space for children. Julie has worked in long day care, family day care and left her position as Assistant Director to take on her new role of Family Day Care Educator. Julie is a nurturing and passionate educator who embraces families with a warm and inviting environment when you walk into her service. Julie filled her vacancies within a few weeks of opening and has loved her new journey. Pictured below are some of the beautiful play spaces she has created within her home for the children to engage in play and exploration while attending Nonny's Place.





# DISABILITY SUPPORT



The Disability Team have continued working at capacity for most of the 2019/20 year. Recruitment of additional staff has been steadily increasing to meet the additional growth and we now have 29 committed and passionate workers in our team. One of the many highlights of the past year has been the work done to plan for the successful roll out of a second Supported Independent Living Property (SIL) which allows us to support three clients. This support has notably increased hours of service delivery for the disability team, with SIL support shifts rostered 24 hours a day, 7 days a week now for 6 clients.

A highlight for the team was the introduction of more streamlined IT processes including a Time and Attendance App which alerts staff to changes in rostering and provides remote access to all the Beaucare documents they require.

The team also undertook significant professional development and as a group completed 218 face to face and 105 webinar training modules totalling 323 hours. Training topics included: medication training, infection and hygiene control, Maybo Physical Intervention Training, diabetes support; First Aid/CPR, manual handling, cultural awareness, understanding autism, carer distress and self care and the role of the adult guardian.

The group program was also expanded to include some more exciting activities such as Beats 'n eats in the park, Artvo – interactive art, Coochiemudlo island day trip, visit to the planetarium, visit to Monte Lupo Gallery and cafe – All artwork by person living with a disability, science experiments, recycled art activities, woodwork, mosaics, Aquatic activities all year round.

The COVID-19 pandemic of course placed significant stress on the program from March – June and our clients were significantly impacted by the inability to attend group programs. Beaucare rose to the occasion and increased individual and small group supports in line with the changing Government guidelines. This placed a huge strain on our staff and our ability to find suitable space for the additional supports but our clients transitioned to the new arrangements with a minimum of fuss and were not inconvenienced with activities largely supported indoors and within the Scenic Rim 'bubble'. COVID-19 also placed restrictions on our SIL supports- adding strict hygiene practices, and allowing only essential visitors access to the properties. Zoom meetings have become a welcome method of allowing participants to keep appointments with allied health professionals including OT and Speech Therapy.

# DISABILITY SUPPORT



Our incredible staff met the challenges of COVID-19 with willingness and a commitment to make the required changes to ensure that supports continued. The changing work arrangements however were difficult and although we have all become skilled at attending Zoom/Microsoft Teams meetings and Managers have worked from home as much as possible to meet QHealth recommendations, this led to staff engaging much more via email, telephone and text rather than face-to-face. Staff were required to work more autonomously but this resulted in them showing great initiative and skill together with a 100% commitment to supporting our clients.

The challenges of this year have resulted in a very busy team working 24 hours 7 days each week to allow the people we support to live the life they dream of- at any time of day or night! The additional workload led to a restructure of the Disability Team with an Administration worker now supporting the Manager with operational tasks and a Team Leader employed to assist coordination of the SIL properties. Both these positions have allowed for seamless growth and transition.

Overall the Disability Team have enjoyed a very productive year, with our clients continuing to receive a variety of individually tailored supports in a variety of settings, always with the aim for them to live as independently as possible.

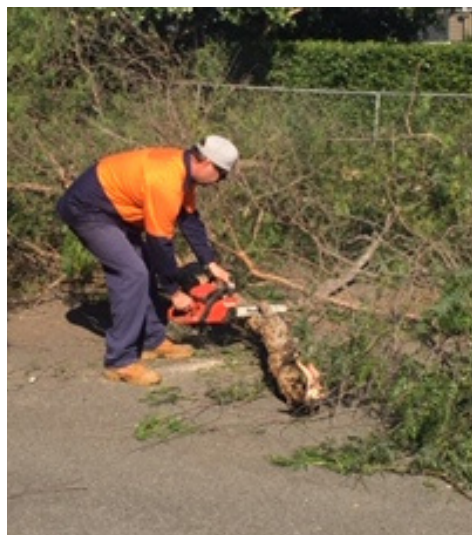
*JO PERRY*

**MANAGER DISABILITY SUPPORT**





# HOUSE TO YARD



This financial year Beaucare farewelled Brad Wright who had been the House to Yard coordinator for 3 years. During this time Brad made a significant contribution to extending the scope of services offered through home maintenance as well as growing service delivery in some of the more remote areas of the Scenic Rim including Tamborine Mountain, Kooralbyn and Rathdowney.

This change led to a program restructure moving the reporting lines to the Operational Support Services Manager. An Operational Support Services officer is now responsible for the rostering and scheduling of client work and the calls to clients weekly to confirm their service date for the following week. This call provides an opportunity to check in with client and organise referrals to other internal programs if the client identifies additional needs. This check in service was vital during COVID-19, some clients, particularly over 65s identified as receiving very little contact with other people during the isolation period.

The drought in the last financial resulted in a reduction in service requests; we delivered 300 hours less for garden maintenance than the 2018/2019 financial year, however we provided 120 hours of additional support to Meals on Wheels delivery during the COVID-19 isolation period. A team member from House to Yard with another Beaucare staff member or student delivered meals in Beaudesert 3 times a week from March through to August.

Despite the drought, we still experienced a seasonal peak in January – March, the COVID-19 isolation period in South East QLD quickly followed. During the isolation period from mid-March, the House to Yard team continued to provide services to our clients using contactless systems and there was no interruption to our ability to deliver supports. The team provided a crew to assist with packing up the Ken Moran Centre as Beaucare vacated the premises for Metro South Health to move in should they have needed space to treat the community during the first wave of Coronavirus. Once Metro South Health no longer needed the space at KMLC, Beaucare changed this space for service delivery only and all office functions moved to 44 Tina St. The House to Yard team provided additional hours to support with the relocation.



# HOUSE TO YARD



**TOTAL SERVICE DELIVERY  
HOURS**

**2,119**

**TOTAL CLIENTS**

**HOME CARE PACKAGE**

**18**

**COMMONWEALTH HOME  
SUPPORT PROGRAM**

**119**

**NDIS**

**11**

**COMMERCIAL**

**11**



This year we developed an intentional strategy to focus on supporting clients in our programs and reduce the amount of commercial work we were doing. This was to support growth in Home Care Packages and ongoing need within CHSP.

The Board approved an additional ute for the program. We now have two utes and trailers on the road each day servicing our clients and staff are no longer required to use their own vehicles to tow trailers. Two new ride-on mowers were purchased to replace current assets that were retired from the fleet.

In the next financial year the team will continue to focus on our internal programs by supporting the growth in both the Home Care and Commonwealth Home Care package with particular focus on supporting Tamborine Mountain where Beaucare's new hub will be opening in October 2020.



*AINSLY HINKINS*  
**OPERATIONAL SUPPORT  
SERVICES MANAGER**

# OPERATIONAL SUPPORT SERVICES



This last year has been one filled with unexpected challenges that have generated many positive outcomes. The Operational Support Services team has continued to support growth across Beaucare, being flexible and responsive to the ever-evolving needs of our current environment. Over the last financial year the team have managed increased processing volumes predominately through the growth in NDIS and Home Care for Aged Care. NDIS income grew 44% on 2018/2019 and Home Care packages income grew 2,315% on 2018/2019.

During the COVID-19 lock down period in QLD Beaucare's investment in technology was tested to its full capacity and I am very pleased to report great results. Our transition to being home based for all staff was seamless and we continue to operate in a blended model to support ongoing social distancing requirements. This has translated to the team being more flexible with their work arrangements, a factor highly valued by the team. Our IT provider openly expressed that our organisation had invested wisely and were now reaping the rewards. Beaucare lost very little in staff downtime while teams set up operations from their homes.

During the isolation period, the OSS team worked on rotation between home and the office ensuring there was a small pool of people onsite to answer calls and provide assistance to staff. As a whole the team managed this very well, however highlighted some process improvements for our more heavily paper based processes. The team manage a stockpile of PPE for staff, co-ordinated regular building cleaning, weekly space planning and other processes necessary to operate a COVID safe workplace.

The introduction of JobKeeper and free child care created additional challenges, both for service delivery and back office functions. We collaborated with not for profit accounting services to work through Beaucare's eligibility for JobKeeper. The OSS team provided additional support to the Child Care team during the free child care offered by the Federal Government, an alternative payment structure was developed for educators to provide financial support during the first wave of COVID-19.

There has been a number of progressions this year in our business systems including TRACCS development, an approved upgrade to the accounting system, connecting virtually via Microsoft Teams and an upgrade to all endpoints. We invested in the roll out of an app for Aged Care and Disability Support staff which was planned of our TRACCS development the CRM for Aged Care and Disability Support. The app enables real time access to rostering, client records, tracking of kilometres for client billing and staff reimbursement. Additionally our Board has approved the purchase of 40 tablets to optimise performance of the app and minimise any potential risks to our client data.

# OPERATIONAL SUPPORT SERVICES

Microsoft Teams, part of the Office 365 suite of products was integrated into our suite of systems at the beginning of the first COVID-19 lockdown. The application is for video conferencing and the product well received by staff to remain connected whilst working at home. Plans are made to roll this software out on all 40 tablets to enable support staff to connect with their managers through one platform. Our Finance Officer and another OSS team member completed due diligence on suitable accounting package options, our Board have approved investment into MYOB Advanced, a cloud based version of MYOB which will enhance our financial reporting and delivery efficiencies in financial processing. Anticipated go live date is early 2021.

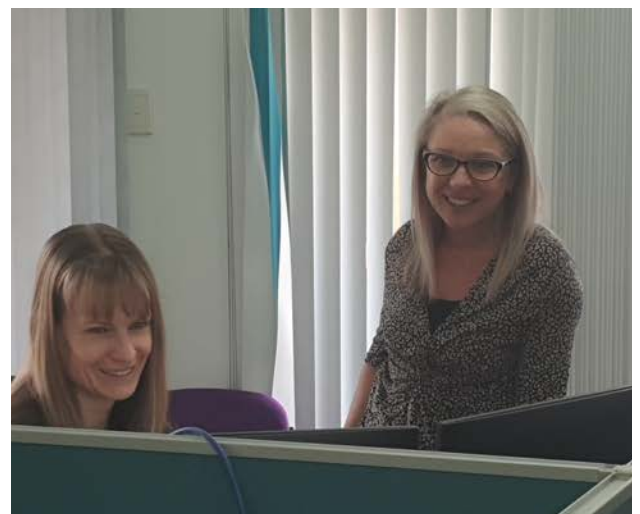
An additional investment was made at the start of 2020 by upgrading all computers and laptops that were at the end of the 3 year lease and warranty. The updated equipment is a further investment of nearly \$100,000 over three years in keeping our ICT infrastructure current and well maintained.

Additional renovation works were completed this year at 44 Tina, the office space next to the community room on north side of the building had a complete refit and back office converted to a break out space for both staff and client use. This increased seating capacity at 44 Tina St by 71% in this space and created additional quiet spaces for staff and client work.

This year we welcomed MGI Accounting and Audit specialists to conduct our 2019/2020 audit after 9 years of audit services by Gillow and Teese a locally based accounting and audit firm. The audit process took 8 days in total as our internal processes and controls and financial data were audited. It was a rigorous audit process and we are pleased with the outcomes.

I am very proud of the accomplishments of the team this year and I am grateful for the energy and the 'can do' Beaucare attitude they bring to work every day. A big thank you to all the team.

*AINSLEY HINKINS*  
**OPERATIONAL SUPPORT  
SERVICES MANAGER**





# THRIVE YOUTH & FAMILY SUPPORT



It has been another very busy year with the team providing supports across the region. As our population grows, so do the number of families and young people requiring support to overcome barriers and ensure safe and stable homes.

Individual case management has become much more complex over the past few years with the team seeing a rise in the number of client experiencing self-harm and suicidal ideation, homelessness and accommodation distress, drug and alcohol misuse, family violence, grief and loss which all add to the normal tensions of both parenting and being a teenager.

Whilst our current census data is now out of date, our area is still home to the highest proportion of Aboriginal and Torres Strait Islander peoples (5%) and older persons (19% over 65 years) in the Brisbane South region. Prior to COVID-19 our unemployment rate was 2% higher than the Qld average and 39% of our community were facing rental/accommodation stress, 15% of our children are developmentally vulnerable and 55% of our community are ranked in the most socio-economically disadvantaged quintile. All these statistics assist in our understanding of the service needs in our community and the ongoing service gaps.

Our advocacy focussed on three key areas this year:

- Homelessness – the lack of crisis or short emergency accommodation services
- Adolescent mental health – the lack of Headspace outreach, huge demand on the Qld Health Child & Youth Mental Health Service and the lack of capacity amongst local private mental health practitioners
- Support for men – no behaviour change or anger management supports, very limited mental health supports.

This advocacy has resulted in some good outcomes including additional funding through the Lady Bowen Philanthropic Trust for accommodation support and successful planning for a program for men who use violence to be commenced in late 2020.

Throughout 2019/20 the team provided 119 young people with 1,733 hours of support and 93 families with 1,138 hours of support. COVID-19 impacted on the ability to facilitate groups and meet face to face with our clients from late March until June but both staff and clients were flexible in working with other communication mediums including tele-interviews, texting, emails and of course, phone contact.

During the year the Family & Youth Team rebadged to become THRIVE, an acronym for healthy relationships, inclusion, vitality and empowerment – the aim of all our hard work!











# CLIENT PULSE SURVEY RESULTS

Due to COVID-19 a shorter pulse survey of our clients was conducted this year. 163 clients responded across programs.

	YES	NO
Are you satisfied with the support you receive?	<b>159</b>	<b>4</b>

	YES	NO
Are you treated with respect?	<b>163</b>	<b>0</b>

	YES	NO
Are our staff supportive and professional?	<b>162</b>	<b>1</b>

	YES	NO
Do you believe you receive good quality service?	<b>159</b>	<b>4</b>



# 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



Providing IT services

# COLLABORATION, PARTNERSHIPS & ACKNOWLEDGEMENTS



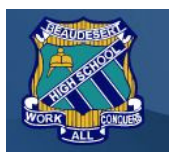
The National Disability Insurance Scheme is the new way of providing support for Australians with disability, their families and carers



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



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



AODS – Metro South Health



Meals on Wheels



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 Koorabyn Men's Group and the Koorabyn Hub



Policelink provide referrals to ARIA





not for profit accounting specialists providing specialist accounting and financial services to Beaucare



Financial Auditors

**We would like to acknowledge Departments and Organisations 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.



Queensland  
Government

**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



LADY BOWEN  
TRUST

Lady Bowen Trust, Be Connected, Small Grants

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

**Lahey & Walker**

**U3A**

**Kerry Hall Society**

**One World Charity Shop**

**Centrelink**

**Beaudesert Bakery**

**Zonta**

**SCT Logistics**

**Scenic Rim Discount Drug Store**

**Coles**

**Scenic Rim Regional Council**

**Share the Dignity**

**Beaudesert Hospital**



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

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



**Assessment & Referral Support**

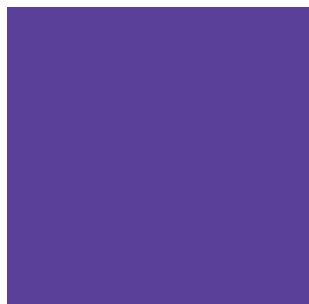
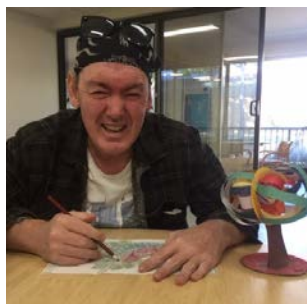
**Community Support**

**Aged Care Services**

**Disability Support Services**

**Child Care Services**

**House to Yard Maintenance**



Search Beaucare Inc  
Search Beaucare Family Day Care

