

Annual
Report | 2018

beaucare

Strengthening our Community
since 1986



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Who We Are

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



Our Mission

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





Our Values

Respect

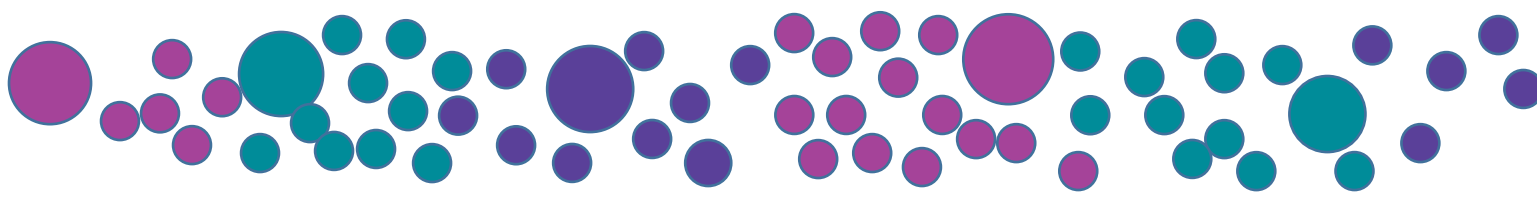
Collaboration

Equity

Optimism

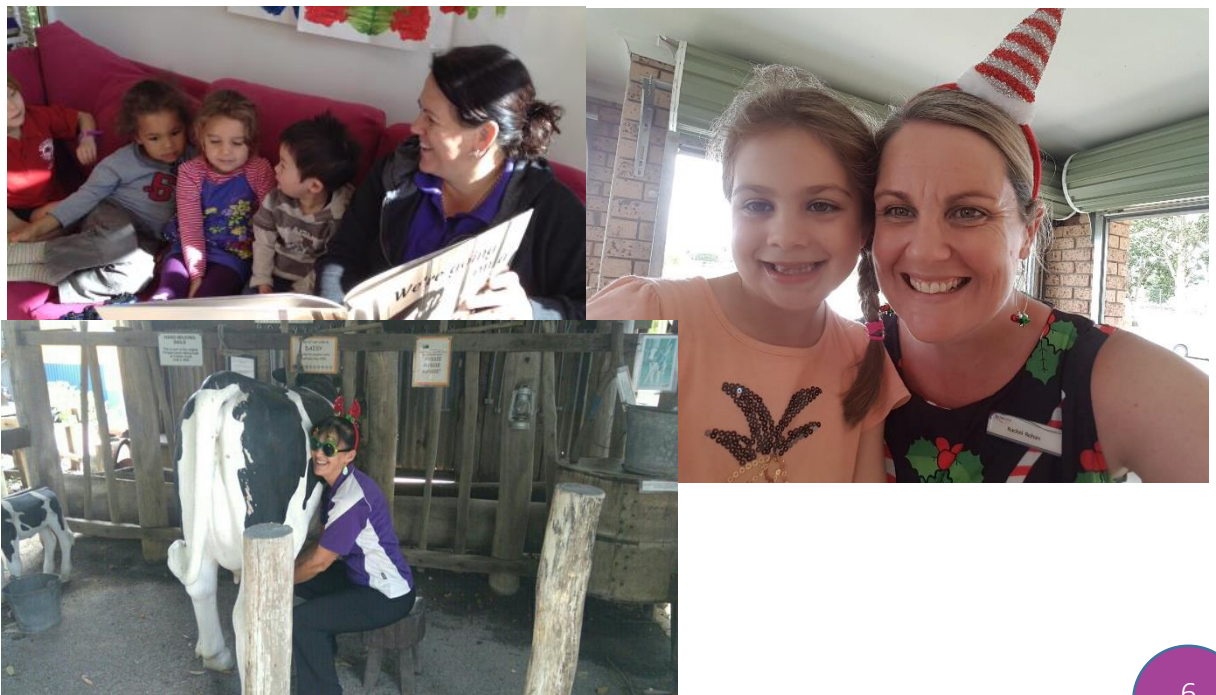
Justice

Self -
determination



Our Goals

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





Strategic Objectives

Improved Positioning

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

Revenue Growth

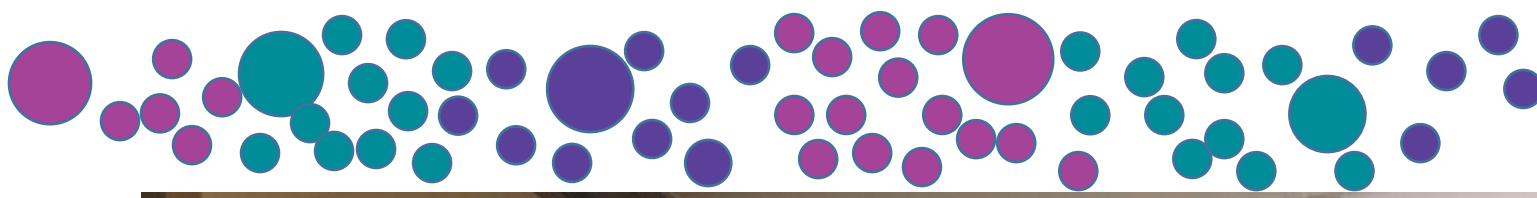
Beaucare activities and programs will be supported by plans to generate revenue and increase funding streams from Government or from other sources such as philanthropy, sponsorship, bequests, legacies and donations, to strengthen sustainability to deliver services to our communities.

Client Centred Programs and Services

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

Organisational Effectiveness and Efficiency

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



A message from our President

Jennifer Sanders

Beaucare has continued to grow and support people in the community in an ever-changing environment.

Changes that have affected Beaucare have been the demise of FSG and their disappearance from the main street in Beaudesert, Centrelink's new compliance system from 1 July and the new funding processes for the childcare sectors. These changes affect the community and the levels of need for disadvantaged people.

What Beaucare Has Done:

The introduction of hubs in some of the more remote communities in the region. This was undertaken as the General Manager and the management team saw a need in isolated communities. These hubs are working incredibly well and they support a growing number of clients. This year the Board arranged to repay the mortgage on the premises at 44 Tina Street, so now we own our community centre.

Beaucare is expanding in both staff and income. Our income this year has increased 21% to over \$4,000,000.

Due to the increased numbers of both staff and clients, our two centres at 44 and 64 Tina Street are groaning at the seams. Over the next few years we may have to seek out some more space.

A special thanks to our General Manager Louise Dwyer who is our grant writer. Because of Louise's special abilities with the pen, Beaucare has managed to source an extra \$446,287 from sources including Wheel of Wellbeing, Flood Funding from ex-tropical cyclone Debbie, Scenic Rim Regional Council, Good Things

Foundation and QLD Council of the Ageing.

We have a fabulous skills based Board, please take some time to read about the Board members and what they have done. These incredibly talented people donate their time and skills to making sure that Beaucare is well managed, complies with legislative requirements and oversees risk, governance and Human Resource Management. We are very pleased to have them.

In June this year Beaucare also had the privilege of becoming a finalist in the National Associations Turnaround of the Year Award for 2018. We were recognised for the significant improvement in financial performance, client service delivery and staff morale.

To the staff and management...Wow, what a great team! They work hard in what can be a thankless job. They are definitely not in these types of jobs because of the money. We say thank you and keep doing what you are doing so well, we appreciate you.

Enjoy this Annual Report as it gives a great snapshot of Beaucare and how it affects this region.



A message from our Treasurer

Dan Hunt

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

The role of volunteers is a vital component of managing programs and delivering services. Last year we were fortunate to have volunteers working with Beaucare for a total of 3,127 hours and 4,533 student hours. This equates to \$190,887 in student and volunteer contributions.

From July 2017, Disability Services has been transitioning into operation under the National Disability Insurance Scheme (NDIS). The NDIS will 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 significant and continuing effort from our staff to prepare for the implementation of NDIS. The NDIS is a much more challenging funding environment for the delivery organisation, but Beaucare has been dealing with those challenges well in the first year.

Over the past three financial years, Beaucare has made significant investments in upgrading the community centre at 44 Tina Street and the Ken Moran Life Centre as well as the business systems that support our staff. This financial year we repaid the mortgage on 44 Tina Street and are now debt free.

Beaucare achieved a small surplus in 2017/18 and remains in a sound financial position, with sufficient reserves to meet its commitments. The Board has again budgeted for a small surplus in 2018/19.

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

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

We have had a successful year, and congratulations for that must go to our President and General Manager, but particularly to all the staff and volunteers who deliver the high quality services we aspire to.

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





Our Financial Results

2017- 2018 Results	Income	Expenditure	Surplus/(Deficit)
Administration	\$846,441	\$662,195	\$184,246
Accommodation	\$132,406	\$122,309	\$10,097
Aged Care Services	\$1,146,292	\$1,168,366	(\$22,074)
Disability Services	\$753,778	\$763,002	(\$9,224)
Child Care Services	\$533,518	\$529,541	\$3,977
Community Services	\$634,658	\$634,468	\$190
House to Yard	\$65,716	\$73,668	(\$7,952)
TOTAL	\$4,112,809	\$3,953,549	\$159,260

Board Members

Jennifer Sanders

President

Jennifer joined the Beaucare Board in 2014 and has been President and Chair for 4 years. As President, Jennifer arranged for an independent review and implemented significant improvements at Board and management level and cascaded the changes throughout the organisation. These changes culminated with Beaucare becoming a finalist in the National Associations Turnaround of the Year Award 2018.

Jennifer's passion for the organisation and the community along with her commitment and drive, has seen the development of a skills based board and a new strategy for the future. Jennifer has a background in small business management and local Government. Jennifer's focus has been on governance for not for profit organisations within the community. Jennifer has strong experience in governance and business and volunteers her skills in risk, governance, marketing and improving performance.

Jennifer is a Director of LGIAsuper and was previously an elected Councillor and Chair of the planning and development Committee for Scenic Rim Regional Council.

Jennifer has a BA in Australian Studies, post graduate qualification in town planning and Diplomas in Local Government (Planning) and Project Management. Jennifer is a Justice of the Peace (Qual). She has been appointed to the ARTC (inland rail) Community Consultative Committee due to her local community connections, relationships and communication channels as well as her knowledge of disciplines related to infrastructure, water use and land management.



Dan Hunt

Treasurer

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

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 to 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.



Caroline Hennessey

Vice President

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 Beaucare Board Member.



Nicole Ireland

Secretary

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

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

Nicole has served as a Committee member and Chair (State President) of Sands Queensland, 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



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 throughout 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 10 years with his boys attending local schools and partaking in community events reminded him to support more of his 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.



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 at the coast.

She was employed as a teacher from 1974 to 2012 by Education Queensland and the Catholic Education Office. In 2012 she retired from fulltime teaching as a Band 6 Principal with Education Qld. 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 a Diploma of Teaching, Townsville Teachers' College, 1971 to 1973.

Her previous community involvement includes being a Civil Marriage Celebrant for the Beaudesert area from 1984 to 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.

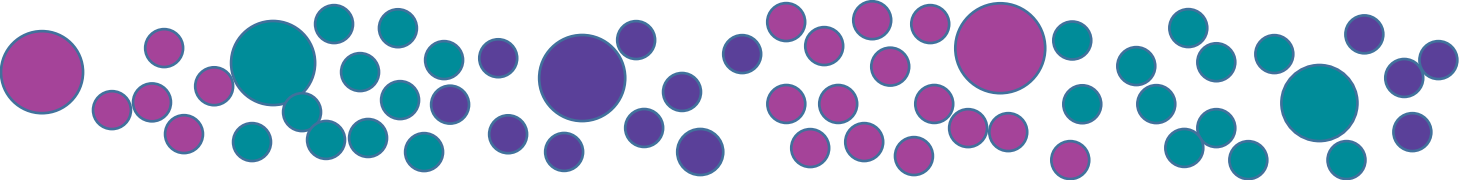


Scott Dorries

Scott Dorries joined the Board of Beaucare in 2017, the Board of Tallebudgera Surf Life Saving Club in 2018 as Treasurer, and is the Head of Finance Invest Logan Pty Ltd. He derives immense satisfaction out of creating economic, social and community support benefits and making a real difference for the Logan, Scenic Rim and Gold Coast Councils and communities.

A Fellow CPA, Fellow GIA, and Graduate of the Australian Institute of Company Directors, he is an experienced financial executive in the NFP, Public (State and Local Government), and Private Sectors with a strong focus in strategic planning, commercial





management, corporate governance, mergers, demergers, acquisitions, new entity formations, 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.

In the NFP Sector, Scott has senior and executive experience in Early Childhood Education, Community Housing, and Membership Service organisations. He is a qualified Accountant who has a Bachelor of Business (Accounting and Business Law & Taxation) from QUT, and is also a Treasurer for the Robertson Scout Group. Scott is a volunteer Lifesaver, Patrol Captain and Former Nipper Age Manager at Tallebudgera. He has kept the community safe at our beaches and provided junior members enriched lives through skill development and teamwork in challenging enjoyable environments, created great Australians, and built better communities.

David Bryant

David joined the Board in 2017 and is currently the Human Resources Manager for the Royal Flying Doctors Service Queensland. David is a Human Resources specialist with over 25 years' management experience including positions with The Sultan Group in Dubai, 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.

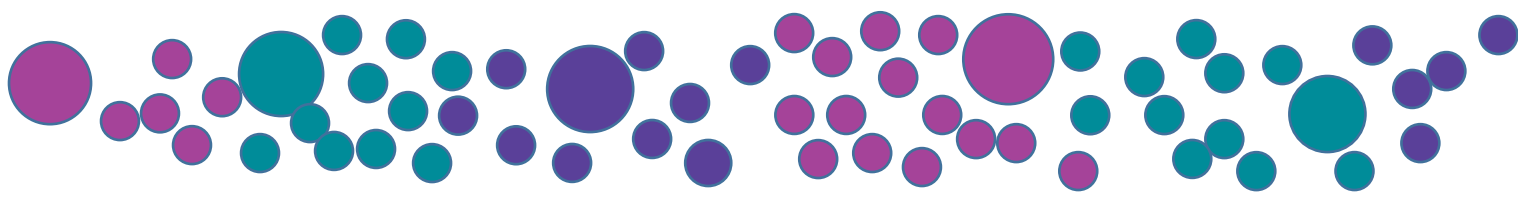


Lynne Rule

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

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





A message from our General Manager

Louise Dwyer

The last 12 months have again been full of challenge and excitement for the Beaucare Team.

Major highlights include the successful transition into the National Disability Insurance Scheme, preparation for the major changes to the Child Care sector and approval to administer Aged Care Packages, which are vital to ensure our ongoing viability in home care support.

Beaucare was successful in receiving funding for two additional counsellors through the Community Recovery Package after tropical cyclone Debbie, which gave us the additional staff needed to open up four community hubs at Rathdowney, Kooralbyn, Canungra and Tamborine Mountain. We were strongly supported in this work by the Scenic Rim Regional Council through both local councillors and the Community & Culture team. YFS were also instrumental in providing four additional days of financial counselling support.

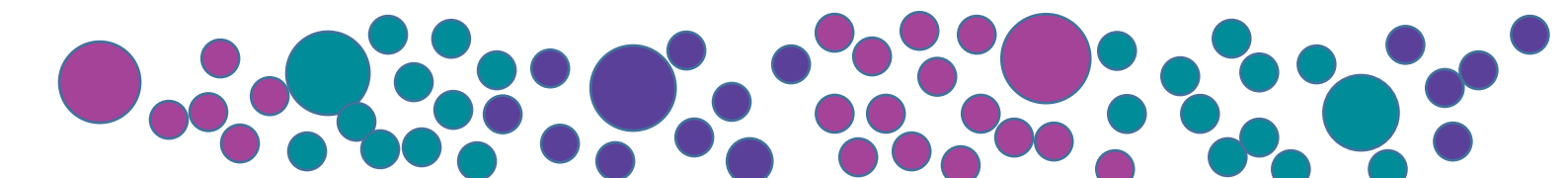
During 2017/18 we made significant progress against the four strategic objectives of:

- Improved Positioning
- Revenue Growth
- Client Centred Programs and Services
- Organisational Effectiveness and Efficiency

Beaucare continued to strengthen our position as a local place-based organisation who understands the needs of our communities and is willing to advocate strongly for the services needed as the Scenic Rim continues to grow. We were well supported in this by our State MP Jon Krause and Federal MP Scott Buchholz and will continue to demand accountability, transparency and equity in the funding being provided to address the many community needs. The main issues we identify for ongoing advocacy are domestic and family violence, adolescent mental health, drug and alcohol rehabilitation, family support and accommodation/homelessness together with the lack of mobile and outreach services to the smaller communities in the Scenic Rim.

Revenue growth is difficult to forecast in the constantly changing climate of Government re-prioritisation and the ongoing decrease in recurrent funding. In 2017/18 we repaid the mortgage on our 44 Tina Street community centre, and the external rental of our spaces provided an additional \$33,000 in income. We were fortunate in receiving an additional \$446,287 in grant funding, and client fees increased by 67% to over \$1M. This has placed significant operational stress on our administrative team who rose to the challenge with professionalism and dogged commitment.

Our determination to provide high quality client services has not wavered and we have managed the tension between compassion, community need and ongoing financial viability with pragmatism. All programs have exceeded their contracted KPI's and we have provided resourcing for a specialist Assessment, Referral, Intake and Allocation Team (ARIA) to ensure



that all community members accessing us receive a professional and appropriate response. 1,526 people were supported by this service over the 17/18 year, a figure which was beyond our expectations, and the support provided could not have happened without the investment of Griffith University and the University of Southern Queensland and their student cohort. In return for this support, our Social Workers Mel Van Rhyn, Kayla Finch and Vanessa Jenkins have provided high quality supervision.

Effectiveness and efficiency gains are constantly being sought and this year have included a new telephony system, ongoing improvements to our remote access to IT, upgrades to our vehicle fleet, the management of a casual workforce and ongoing monitoring of rostering and payroll.

Partnership is at the core of all our work, internally through wrap around support for our clients and externally through funding and collaborative relationships. The professionalism and support of our Departmental contract managers and regional staff is appreciated. YFS continues to be our primary partner in service delivery and the leadership and support of Cath Bartolo and her dedicated team to the Scenic Rim communities is acknowledged. Our relationship with Mununjali has strengthened significantly, and we appreciate the patience and respect shown to us by our Indigenous colleagues as we have negotiated our collaboration. Other strong service partners include the Centre Against Sexual Violence, 'yourtown', Harvest Point Church, St Mary's Care and Concern, Sarina Russo, Beaudesert Hospital, Primary Health Network, Carers Queensland, Beaudesert High School, Metro South Health and sadly, FSG. Our volunteer and student pool have again contributed significantly to our ability to provide a high quality wrap around service to our community and clients.

None of this work could be done without the support of an engaged, optimistic, compassionate and highly skilled management team who have worked together to achieve incredible things. I am very grateful for the professionalism and commitment they demonstrate in managing their teams of highly valued staff, volunteers and students and the rigour they bring to our discussions and decisions.

Finally, I would like to express my gratitude to Jennifer Sanders and the Beaucare Board. The governance oversight, healthy and rigorous discussions, and strong support has led to a robust organisation, both financially and strategically. A willingness to manage risk, especially in relation to outreach into our more isolated and remote communities allows us to provide badly needed services. The development of Board sub-committees for Finance, Fraud & Risk, Systems & Processes, and Human Resources has provided another layer of governance oversight. The stability of our Board and the strong leadership provided by our chair Jennifer and treasurer Dan has been instrumental in the turnaround of Beaucare.





Board Members

General Manager Louise Dwyer

**Business Systems
Manager**
Ainsley Hinkins

Administration
Team

**Disability Support
Manager**
Jo Perry

Disability Services
Team

**Aged Care Services
Manager**
Dianne Godley

Aged Care Services
Team

**Childcare Services
Manager**
Monica Langfeldt

Childcare Services
Team

**House to Yard
Coordinator**
Brad Wright

House to Yard
Team

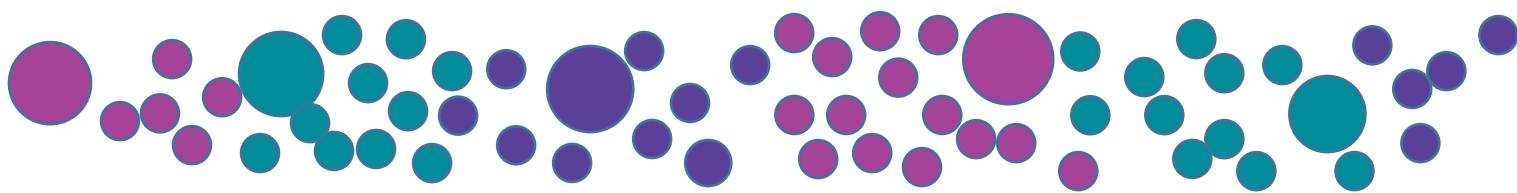
**Community Support
Coordinator**
Tracy Kvassay

Community
Support Services
Team

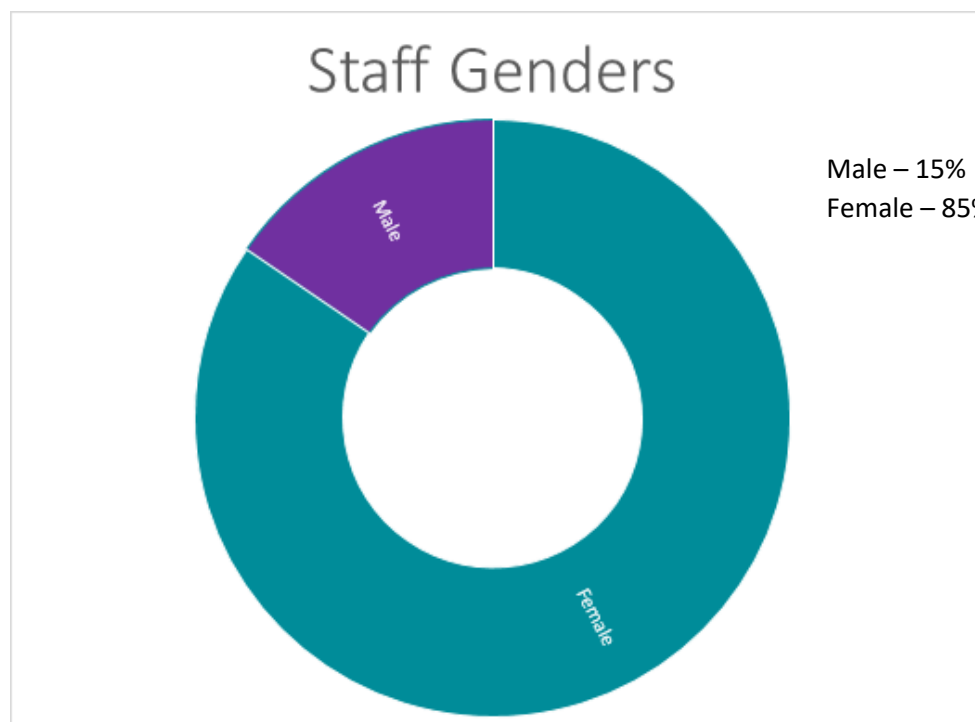
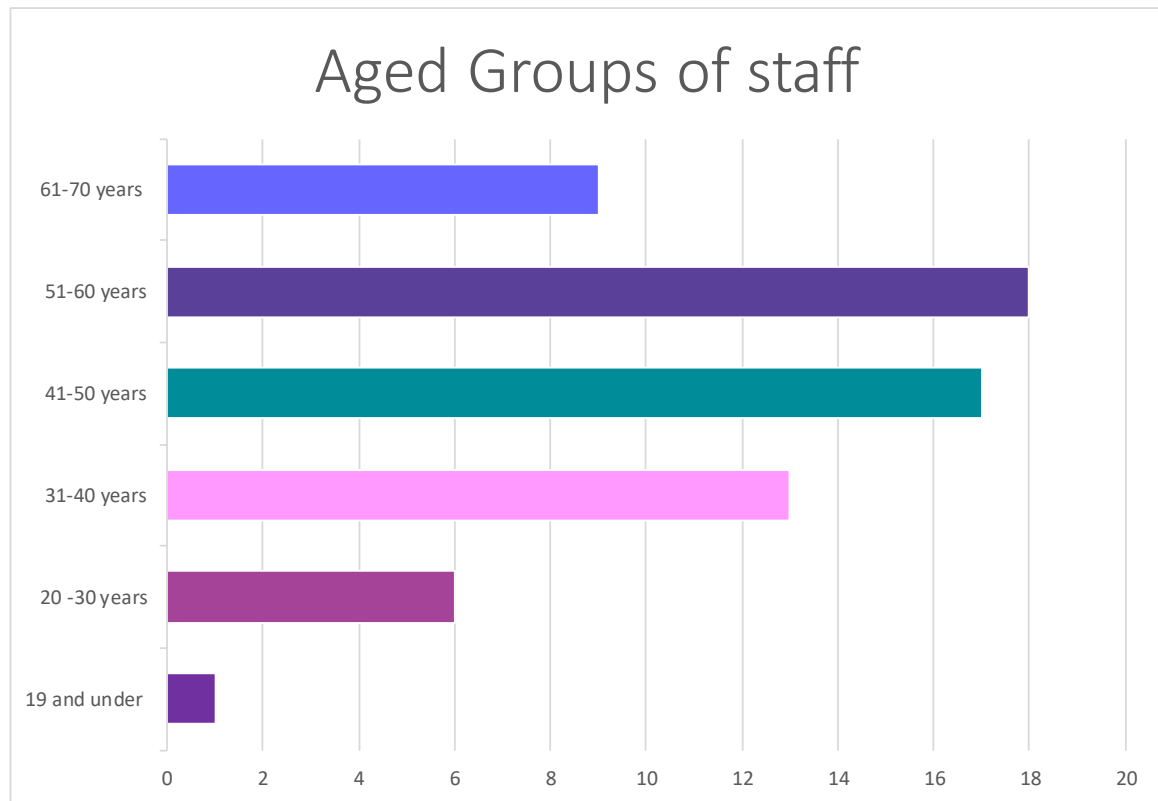
**Assessment Referral
Intake Allocation
Coordinator**
Melanie Van Rhyn

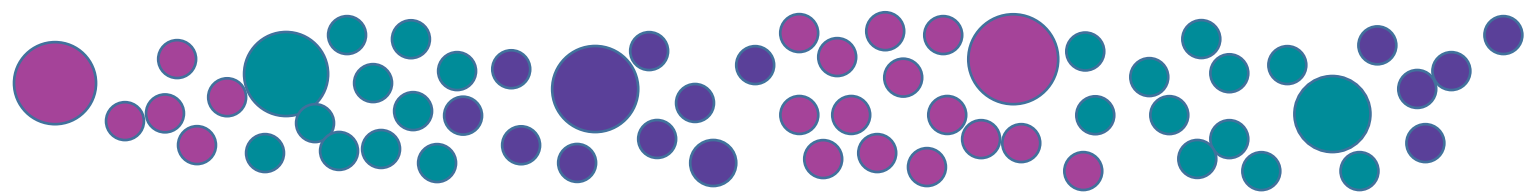
Assessment
Referral Intake
Allocation Team

**Aged Care Client
Services
Coordinator**
Claire Ward

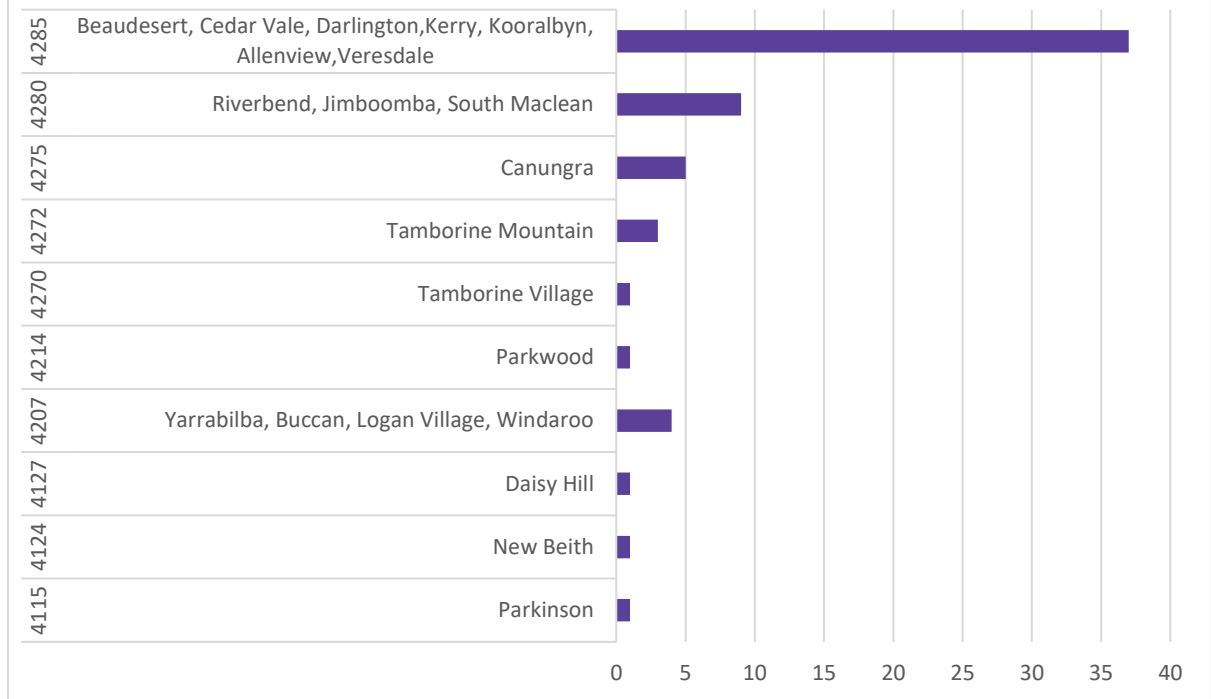


Our People

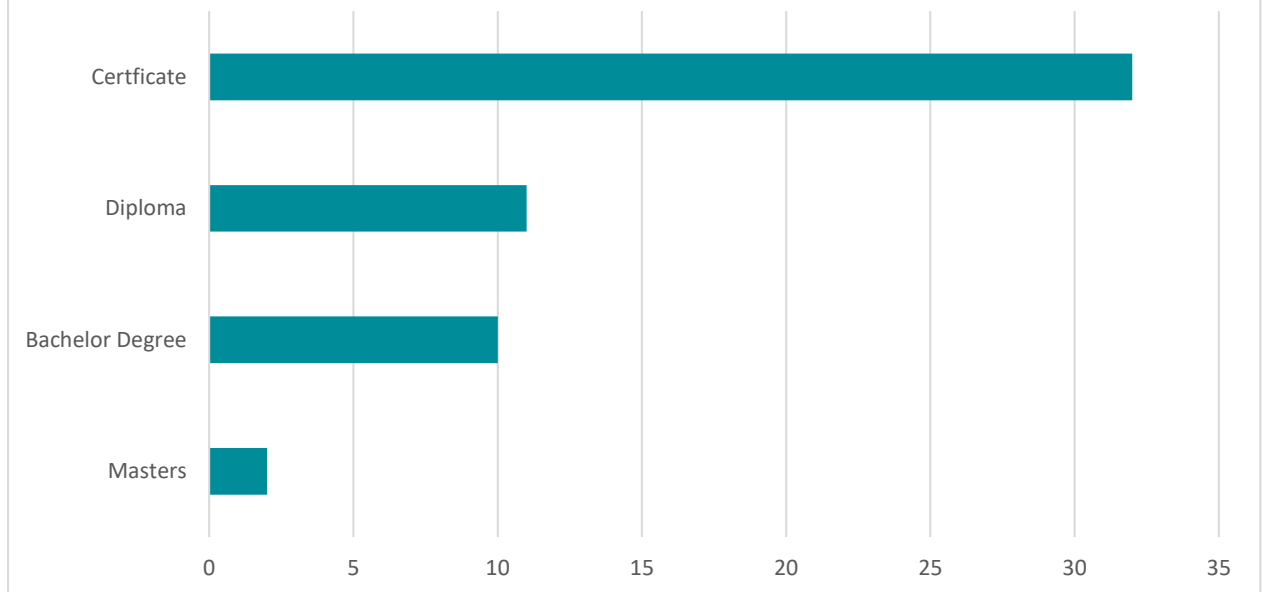


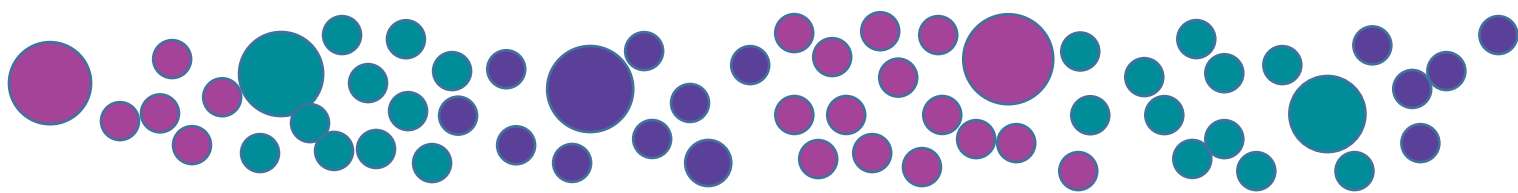


Staff places of residence



Staff Qualifications



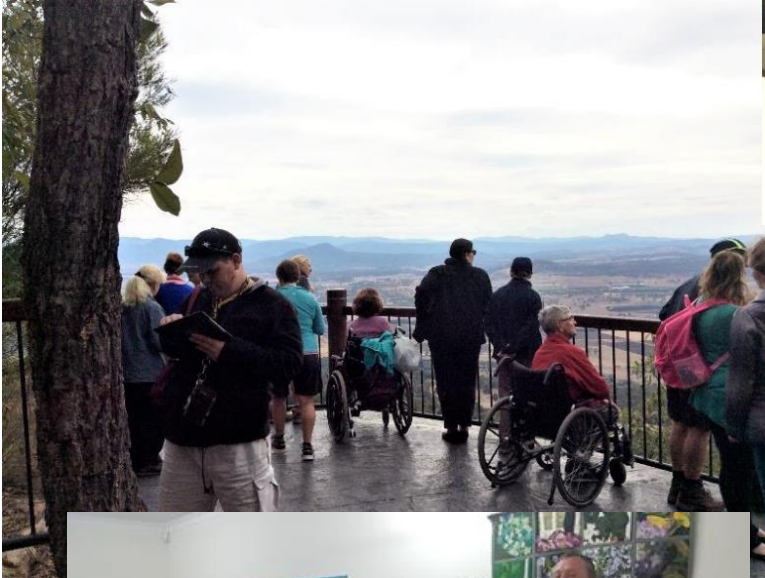


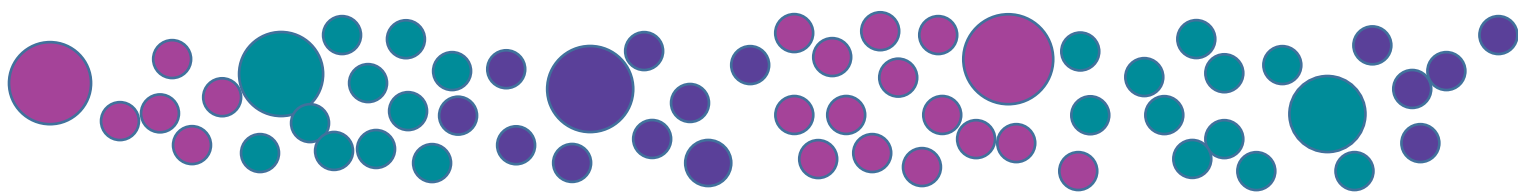
Student Hours

4,533

Volunteer Hours

3,127



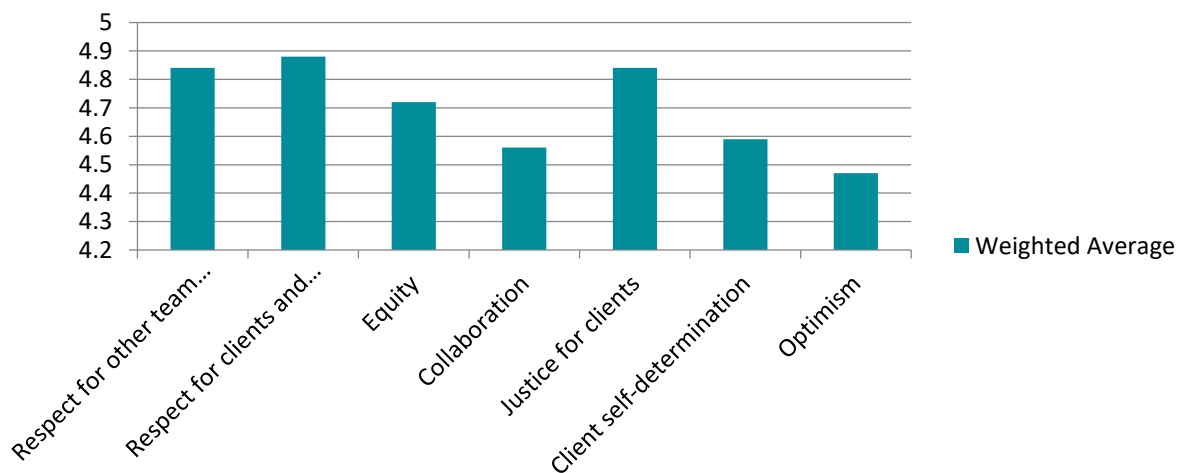


Employee Engagement Survey

In May 2018 Beaucare conducted their annual employee engagement survey, here are some of the key outcomes of this survey.

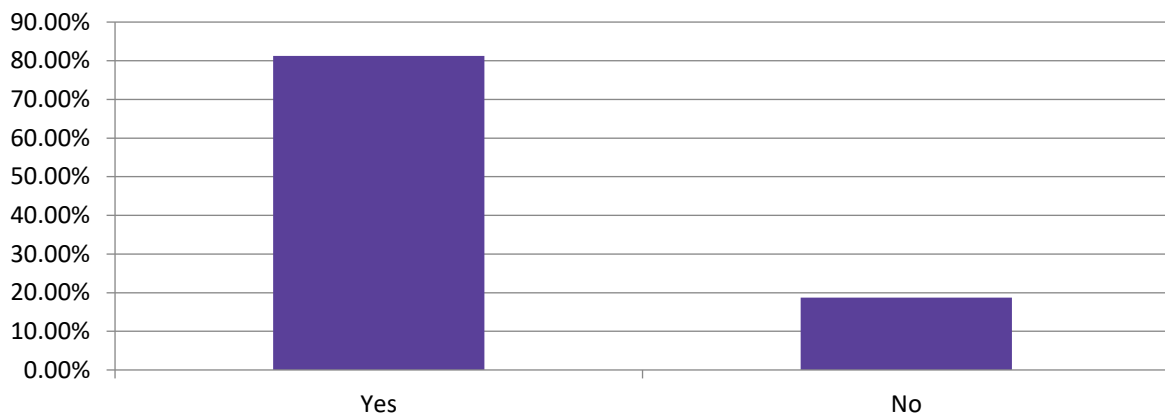
Working in what can sometimes be challenging circumstances, it is a credit to the team that respect and justice for clients are amongst the highest ratings!
What a great attitude our team has!

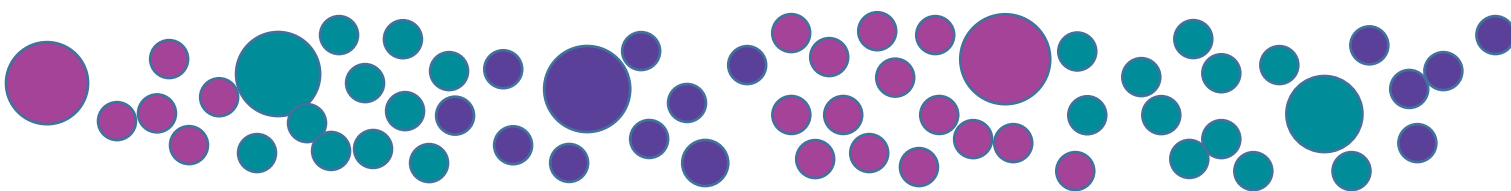
What rating from 1 to 5 would you rate yourself for "living" the Beaucare values?



The overwhelming majority of our team understand how their day-to-day contribution helps the bigger picture of what Beaucare is looking to achieve, and for the balance of the the team who are unsure then this is a great opportunity for the Board and management team to raise the bar and communicate more about the strategic perspective. This way, everyone is on the same page!

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

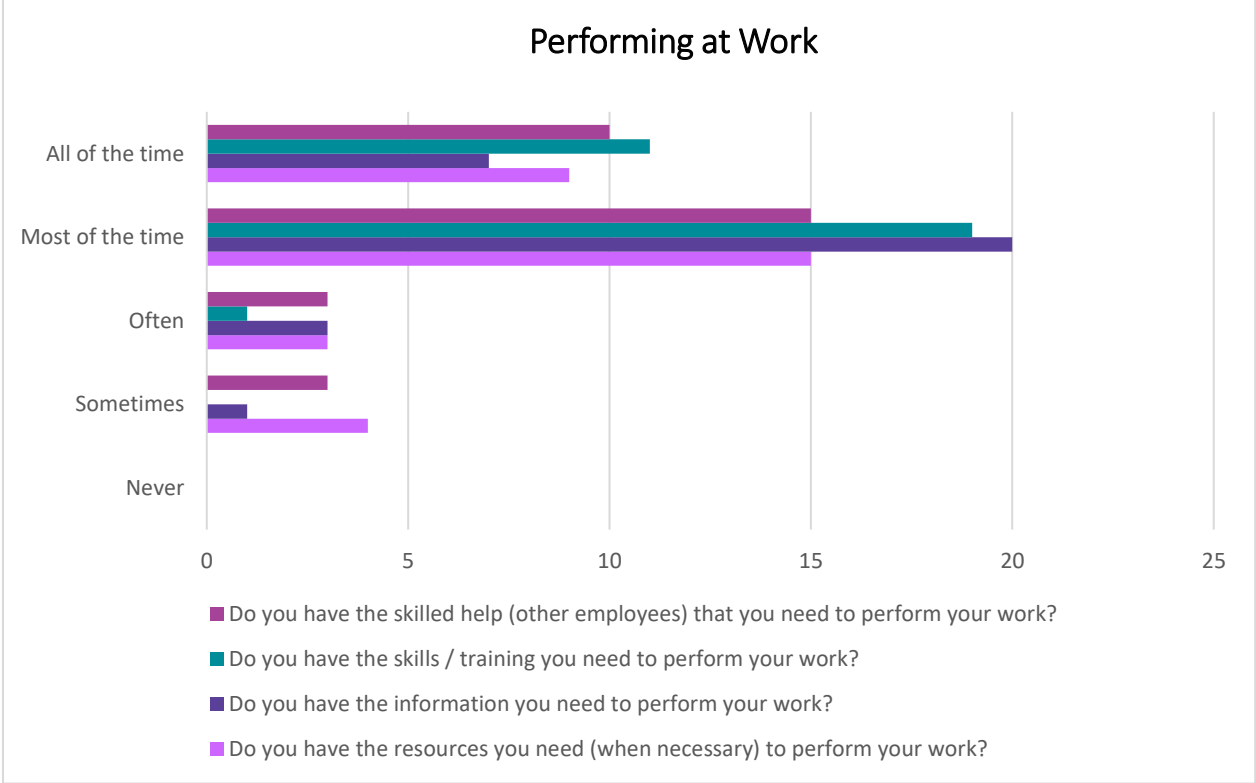


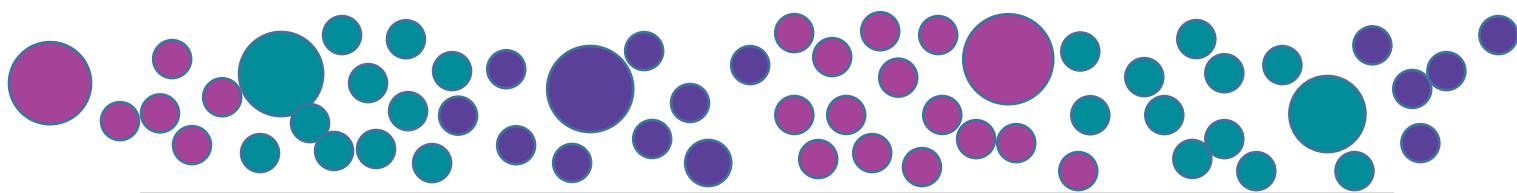


Clearly our team are focused on positive outcomes, with quality service and client satisfaction at the top of their agenda. What a great team spirit we have here!



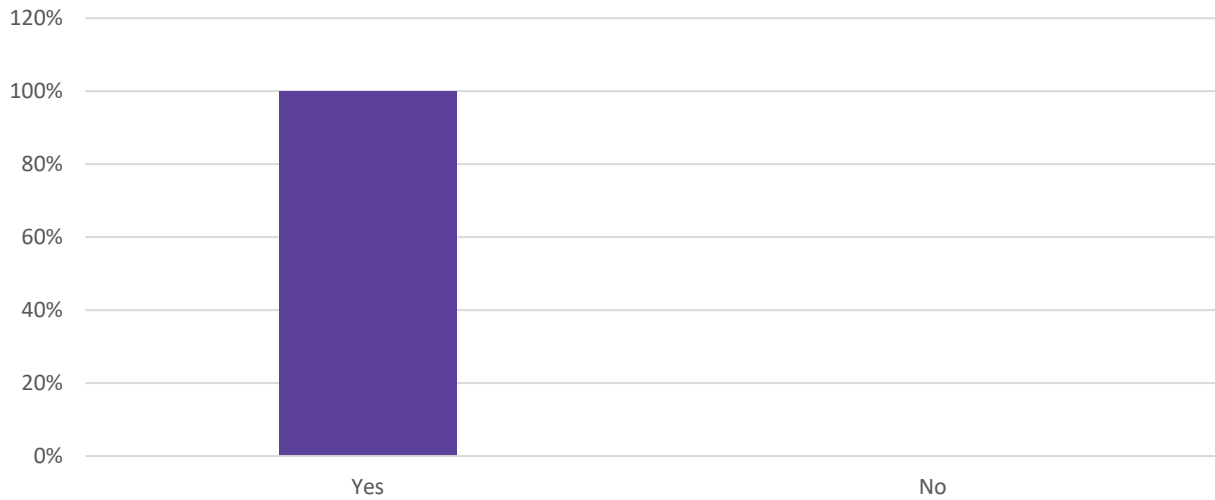
Clearly, the Beaucare Team have the skills, the knowledge, the experience, the expertise and the motivation to excel. Always room to improve with time, information and resources, and these are areas for us to focus on moving forward.





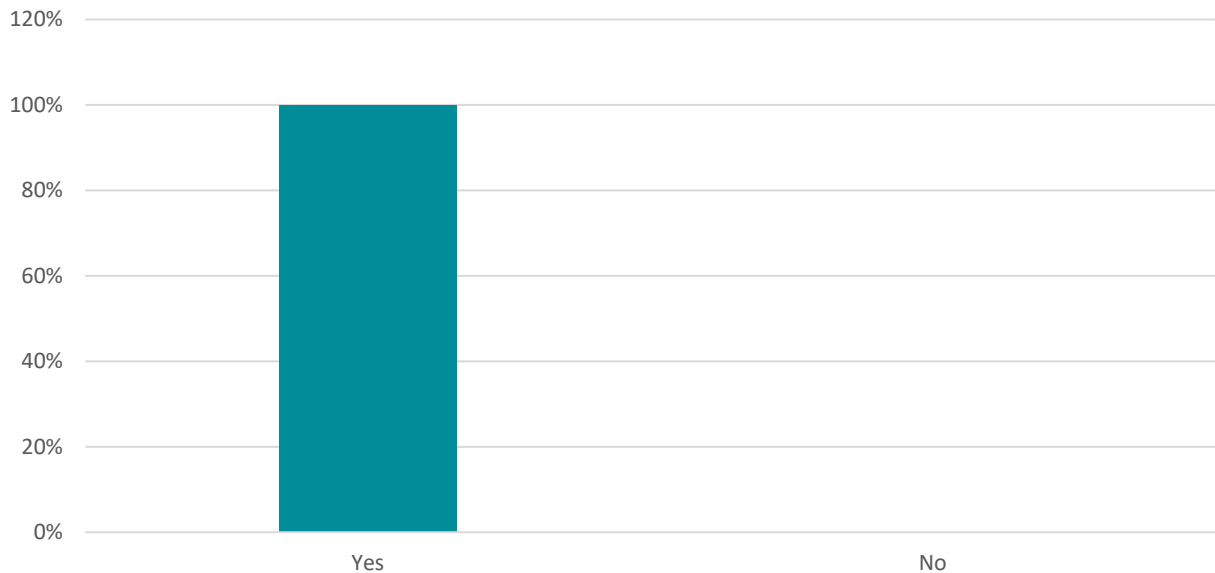
The figure speaks for itself. 100% unanimous support! What more can be said?

Do you feel there is genuine care and concern for others in the workplace?



Yes the roles we do are challenging sometimes, but it is great to see that Beaucare recognises these challenges and respects the contribution that the team makes!

Do you feel that your job requirements take consideration of your personal & family life?





Hours of Service Delivery

23,426

Clients Supported

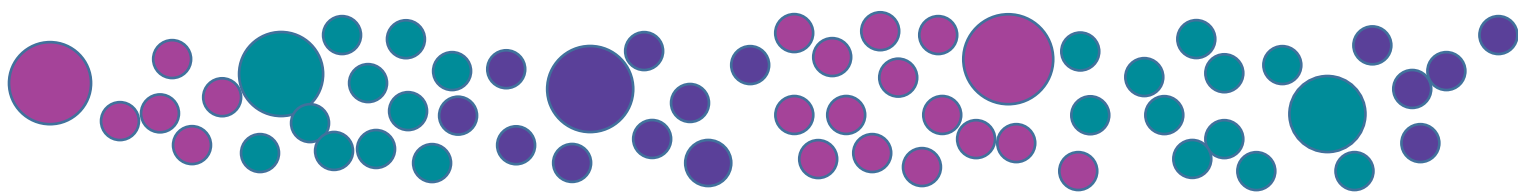
111

NDIS Income

\$461,996

New NDIS Clients

46



It has been a rewarding yet challenging year for Disability Support. We have managed to navigate the NDIS successfully. The enormous amount of daily changes to this scheme has proved difficult to at times, but extremely rewarding. Ultimately, the benefits to clients have outweighed the hurdles along the way.

Beaucare has retained existing clients and gained many others around the Scenic Rim providing increased hours to all clients who have received NDIS access. The supports provided have been 24 hours per day, 7 days per week and have enabled clients to experience a holistic and enjoyable range of activities and personalised support to create independence and positive life experiences.

Jo Perry

Manager Disability Support



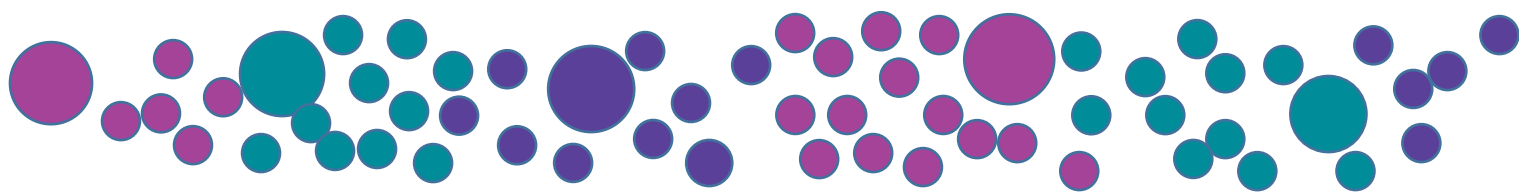
Steve

My name is Steve and I'm a C5 quadriplegic, I was spending most of my days in bed, watching TV. I felt like I was wasting my life and getting more depressed day by day. I received an NDIS plan 18 months ago and



my life has totally changed thanks to the support I received from the people at Beaucare. They have helped me start a gym program and taken me to see the footy at the Gabba. Sometimes we just go out for lunch.

The personal support they have given me including transporting me to work has also taken a lot of pressure off my primary carer Vicki. I don't actually know what I would do without the support of Beaucare anymore. Thank you to all of the people who work so hard for me, it is truly appreciated.



Kylie

Over a year ago I started to go to Beaucare. I like that I pick my workers and activities. I enjoy going on outings with my friends and carers these include going to the movies, RSPCA, bush walking, trampolining, swimming, shopping and cooking.

I have run a card making workshop where I taught other clients how to make cards, which is my hobby. I brought my embossing machine and craft kit to the centre, I felt good sharing my skills with friends.

I do exercises at Beaucare on my one on one. I had a great holiday with my carers.

I planned my holiday looking it up on the internet and saving money. I stayed on the Sunshine Coast where we went to Australia Zoo, Eumundi Markets, Sea Life, Ginger Factory and the Hinterland.

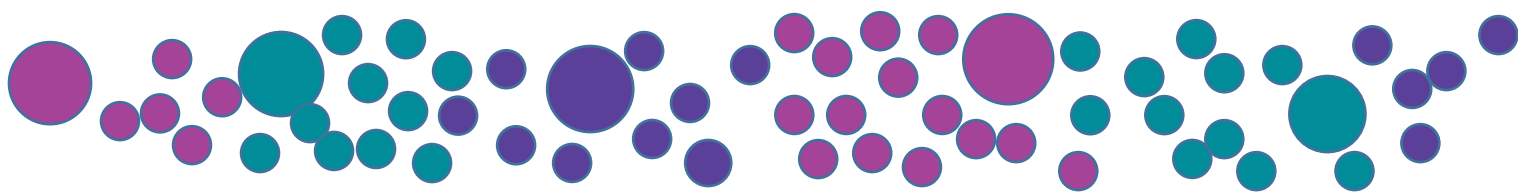
When I was on holiday we went out for meals, walked on the beach, played games, laughed and relaxed.

I am saving up for the next holiday.

On Saturday mornings I go to Mount Warren Park bowling where I am a member of Sunshine League with my friends.

Beaucare is a good place to come. I would suggest to other people with disabilities to come to Beaucare and have fun.





Allocation Referral Intake & Assessment



The ARIA Team was established to enhance the work between the various programs to ensure a client or family receive as much support as we can offer. The team currently provide information and advice for a range of topics, specifically linking them in Beaucare programs and our partners; and/or help with making comprehensive referrals to other agencies. ARIA is currently staffed by 1.3 FTE Beaucare staff and the remainder of the team is through the use of final year human services and social work students.

Total Number of
clients supported

1,526

Supported externally
through referrals

597

Supported internally
through Beaucare

1,105

Complex, vulnerable
or high risk clients

582

Our Students

Our use of human services and social work students is mutually beneficial, not only are we giving students many opportunities to engage with clients in real-world settings; but it also allows us to work for longer time periods with clients and provide them with case management or case coordination supports.

This year we have supported six students through the ARIA team with 3,000 hours of placement. Four of these students have since gained full-time employment, one of them with Beaucare. The students bring a fresh energy and evidence based knowledge to the team as well as add another level of transparency to our work.

This is Jess, final year Social Work student with Griffith University. Graduated with first class honours; now employed as a domestic violence caseworker for a mobile unit of Centacare.

My placement with Beaucare was a wonderful and welcoming experience. I felt accepted as part of the Beaucare “family” from my first day. I was able to gain very valuable knowledge, skills and experiences from my placement that I have been able to take with me into the Social Work field. This placement will be one I will cherish and never forget, I am very grateful to have worked with the Beaucare team.



This is Siyi, final year Social Work student with Griffith University.

Graduated Bachelor of Social Work; currently living in China with her parents and taking English language courses, she intends to return to Australia in 2019 to complete a masters of Social Work.

I had a great experience during the time I took placement at Beaucare. Beaucare has a really warm and supportive environment that helped me learn from observing cases and collectively or individually undertaking cases. My supervisors always provided me with constructive feedback with care and encouragement, which helped me learn from mistakes and build confidence. They helped me feel proud about myself so I am able to gain energy to learn more knowledge and experience more interesting fields in human services facility.



Many thanks to Beaucare and its amazing and friendly staff. You supported me and gave me many opportunities to challenge myself so I can finish my academic journey as a future social worker.



Beaucare Hubs

Kooralbyn

The Kooralbyn Hub commenced in February 2018 and opens Tuesdays 9am - 2pm alternating venues between the Kooralbyn Market shopping centre and the RSL Club. New partnerships have

been developed with the YFS Financial Counselling program, Ramada Resort, Kooralbyn RSL, local businesses, Community Association members, the Kooralbyn International School, Metro South Recovery Team and the National Disability Scheme Local Area Coordinators.



The local community has been very welcoming and we have received strong support from Councillor Michael Enright in building links with community leaders.

Examples of some of the supports offered include:

- Supporting a community member impacted by TC Debbie to receive over \$1,000 in emergency financial support
- Supported a family with a young child with a disability to access appropriate medical intervention, provided counselling services and linked the family in with other

services including financial counselling, medical assessments, mental health supports and an alcohol and drug service

- Supported a family to access NDIS support, financial counselling, drug and alcohol support and ongoing relationship counselling
- Linked community members into the newly formed Kooralbyn Men's Group which has been a very successful offshoot of the Hub.
- A community member worked with the YFS Financial Counsellor to have a driveway and fence replaced on their property (damaged in TC Debbie)
- Facilitated a successful submission for the Kooralbyn Men's Group
- Facilitated a successful submission for Kooralbyn School Holiday activities.

Aged Care supports	42
Family Support	19
Advocacy/legal issues	4
Disability/NDIS	19
Employment/volunteer supports	2
Health/mental health	15
Financial distress	13
Child Care	2
Carers supports	9
Total intakes April - June	125

Rathdowney

Rathdowney Hub opened in November 2017 with strong support from the Scenic Rim Regional Council and the Rathdowney Development and Historical Association to set up our venue at the amenities block at the Rathdowney Memorial Grounds. Initially open every Wednesday morning we have now moved to Wednesday afternoons from 12 - 2pm. Strong community relationships have developed with a range of agencies who assist with additional supports including the Metro South Mental Health Recovery Team, YFS Financial Counselling service, First Five Forever Early Years Reading program, local police and members of the business community. Community activities facilitated include school holiday activities, a facilitated playgroup at the Rathdowney State School, a Fun, Friends and Fitness program and community linkages and supports including financial counselling and emergency relief.



Examples of some of the supports offered include:

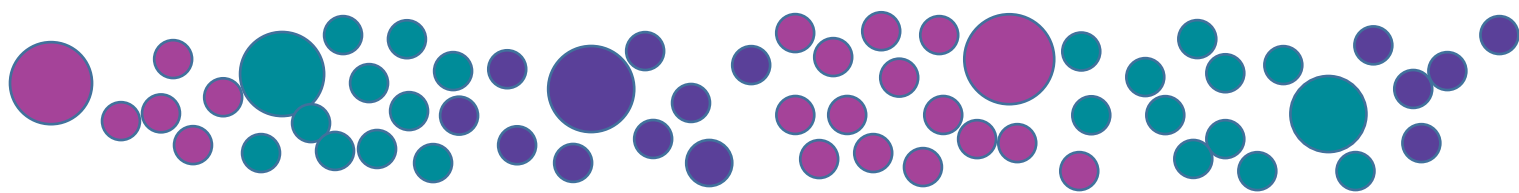
- Assisting a family with access to the National Disability Insurance Scheme and employment services
- Domestic and family violence support
- Linkage for men into the Beaucare Men's Groups
- Personal health assessment and exercise program through Fun, Friends and Fitness
- Facilitation of a successful grant from Scenic Rim Regional Council for "Game On" Playgroup activities
- Facilitation of a successful submission for a 'Women of Worth' group.

Aged Care	4
Family Support	4
Advocacy/legal issues	1
Disability/NDIS	2
Employment/Volunteer supports	1
Health/mental health	1
Financial distress	2
Child Care	0
Carers supports	0
Total intakes November - June	15



Tamborine Mountain

The Tamborine Mountain Hub commenced operation in April 2018 in partnership with the Scenic Rim Regional Council who provide our venue in the Library. The Hub is open Tuesdays from 9am - 2pm and feedback from the community and our clients has been positive as they identify that it is valuable to have a face-to-face meeting with someone who can provide information, advice and referrals together with supporting them to



negotiate the various web portals needed to register for assistance, especially for My Aged Care and Centrelink.

Many of the clients we have supported state that they would not otherwise have contacted Beaucare or a service to receive support and our intakes are often the result of informal “chats” and word of mouth recommendations. The Hub has been a successful way to break down access and distance barriers and to meet people within their own community in line with the Beaucare warm and welcoming, person centred approach. We would like to thank Councillors Nigel Waistell and Nadia O’Carroll for their support.

Examples of some of the supports offered include:

- Assisting a community member recently diagnosed with a serious medical condition to enrol for an on-line Psychology course and to organise suitable childcare for her daughter to free up time for study. This community member is now inspired to help others also suffering from her condition.
- Advocated with Centrelink to support an immigrant to register for the aged care pension. This community member had lost all of his relevant identifying documents in a house fire. Our staff assisted him to track the relevant police reports and the subsequent applications required.
- A young migrant family were supported to access Medicare, organise appropriate childcare, provided with information on the nearest hospitals and employment supports. Staff were also able to link the family in with some well established expatriate residents for informal social support.
- Supported a couple, both in their 90’s, to access supports including in-home services to help them remain independent as well as access for occasional respite care.
- Facilitated a successful submission on behalf of the local LIONS Service Club to fund a Music Doctors ShowBiz Project which will provide an exciting and unique opportunity for up to 10 young adults living with a disability and up to 5 carers/helpers to work with industry professionals and the local community, to assist in the development and presentation of The Music Doctors 2019 Tamborine Mountain Community Show.

Aged Care supports	22
Family Support	11
Advocacy/legal issues	6
Disability/NDIS	4
Employment/volunteer supports	4
Health/mental health	4
Financial distress	5
Child Care	3
Carers supports	3
Total intakes April - June	62

Canungra Hub

The Canungra Hub commenced in mid April and opens Mondays 9am - 2pm from a room provided by the Scenic Rim Regional Council next to the Library. Like all the Hubs our main emphasis initially was on connecting with the community, identifying service gaps and then working to meet the different needs. The Hub has been well supported by the YFS Financial Counselling service and the other Beaucare teams including Aged Care.

Whilst this has been our least busy hub, we have been successful in providing information and support to community members who would not otherwise have sought out our service. We have received a very warm welcome and thank especially Councillor Virginia West for her support.

Examples of some of the supports offered include:

- Women with several children with disabilities including one severely disabled. Referred her to an NDIS advocate and provided counselling services to her around grief following the death of her husband.
- A homeless man needing emotional support for a number of areas including family tensions, grief and loss and financial stress. Financial assistance was provided by Red Cross, counselling and providing linkages with a mental health team.
- A local male separated from his partner and struggling emotionally with the separation, ongoing mental health issues and financial stress. Provided counselling, re-engagement with former mental health support and assisting with sourcing voluntary/paid employment in Canungra.



Family Support	1
Disability/NDIS	1
Employment/volunteer supports	1
Health/mental health	4
Financial distress	3
Total intakes April - June	10

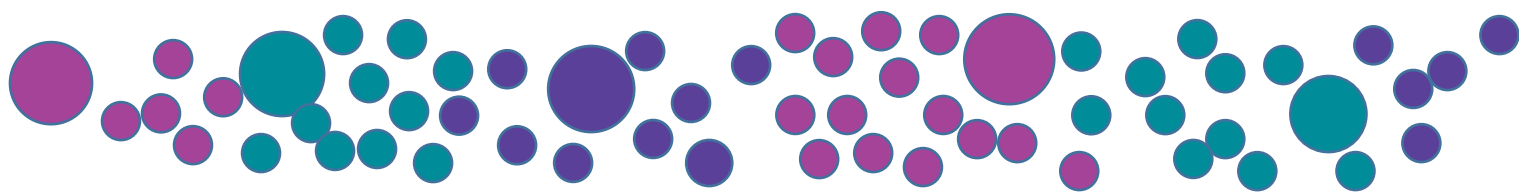
Meredith

My name is Meredith, and I'm a carer for my 83 year old father. When I first came to counselling, I was at my lowest point and could not see the wood for the trees. I was grieving the loss of my mother who I also cared for until her death. At this time, I also lost my 30-year-old marriage.

Since working with my counsellor I'm slowly getting my confidence back and counselling has given me the strategies to live every day as positively as I can. I've gone from hiding at home to participating in outings and socialising with lots of new people. I'm learning to live my life again in a positive way, and finding out who I am.



I really do thank you all for your help, I don't think I'd be the person I am today without you. I'm nowhere near where I was at first and people are really noticing how well I'm doing and have told me how proud they are of me. Thank you from the bottom of my heart.



Child Care Services

Family Day Care

Total Children in Care

282

Families

Educators

33

270

In Home Care

Educators

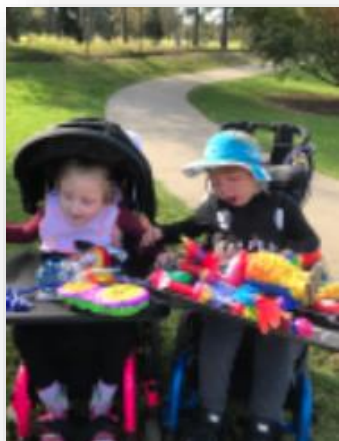
13

Families

14

The Child Care Team as part of Beaucare values professional development and held the Educator conference on Tamborine Mountain for the 3rd year which was very successful with 30 educators attending. Training and Meetings have supported educators and families through significant change over the past 12 months including Jobs for Families, legislation and National Quality Standards.

Beaucare Coordinators have supported the First Five Forever Program working closely with the local library holding play sessions to increase literacy in young children, Kindy Connect sessions in partnership with Benevolent Early Years Centre. Working with Child Connect, Child Safety, Act for Kids, CPL (Cerebral Palsy League) NDIS and Disability Services to meet children and family needs. Collaboration with local school and early childhood partnerships as part of school readiness for children and families preparing for school.



Early Childhood Educator

Amelia Smith. Amelia has worked as a Family Day Care Educator with Beaucare since 1986.

When children are in my family day care service, I believe I have one of the most important jobs in the world, as I take care of them and nurture them in their developing years. I promote intentional teaching as we play together as a group, share, sing, dance and eat together. I believe this brings a sense of wellbeing and closeness to our extended family by caring and showing respect for others. I role model kindness for others and ourselves as well as having joy in our mind, body and soul. As I was raised in Beaudesert, I like that Beaucare is a community orientated service. In my many



years of being a family day care educator, I still wake up looking forward to my day, looking after the children and working with their parents for the best outcomes.

Early Childhood Educator Shaarndra Mason.

Shaarndra has worked as a Family Day Care Educator with Beaucare since 2009

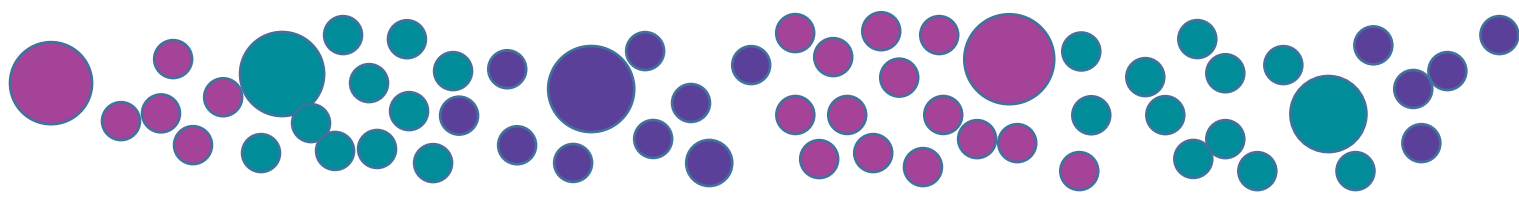
I really enjoy watching the kids learn and grow from the educational experiences I provide in my program. Being able to provide one on one care gives me the opportunity to encourage and guide children that have been behind in their development and I have gained

before. I have also had a lot of feedback from my families about how much the children enjoy coming into my care each day. Some of the children I have had at my service since they were babies and I have watched them successfully transition to Prep.



more self confidence in my work practices and I feel I am providing a higher quality of care than ever





Aged Care Services

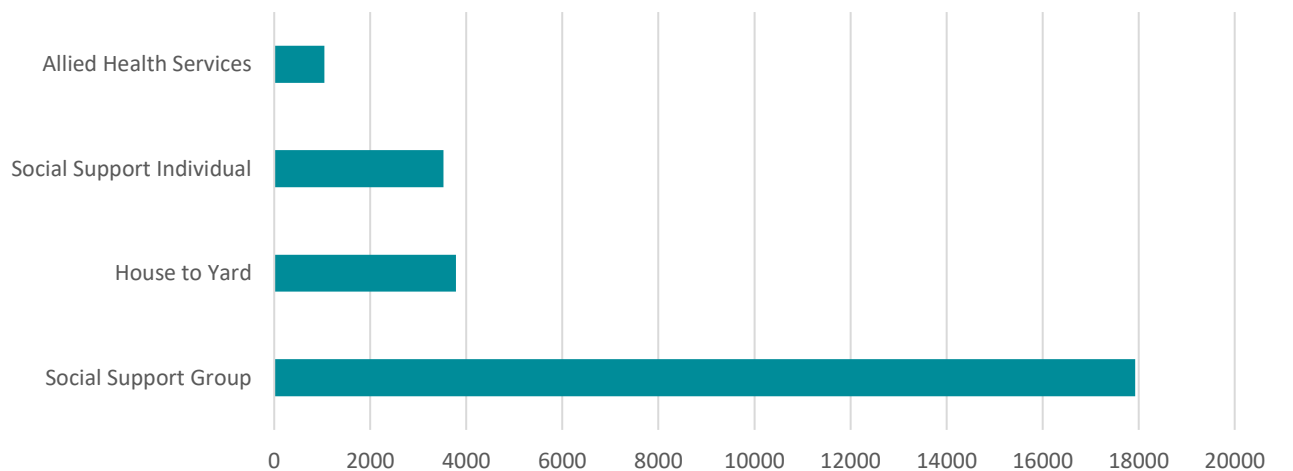
Hours of Service Delivery

33,571

Number of Clients

243

Types of Service by hours



In the last year Aged Care have introduced a number changes to our group program to meet the needs of our over 65's in the community. We have introduced morning and afternoon sessions for our exercise programs to provide clients with choice and have extended our exercise programs to both Beaudesert and Rathdowney. Both of these changes have been popular and we are now seeing an increase in our group attendance.

Beaucare has also increased its service delivery to the outer regions of the Scenic Rim such as Rathdowney, Kooralbyn and Tamborine Mountain. Beaucare is now providing service to a number of high need clients in these areas. There is increasing demand for individual support and the increase in service delivery has resulted in the individual support program operating at full capacity.

Additionally we have focused on improving our systems around managing capacity, especially within our Individual Support and House to Yard programs, timely annual assessment reviews for clients and accessibility of information for workers. Aged Care Services have also been successful with a few grants to support the program including Seniors Week, fitness programs and information sessions for seniors on Digital Technology. Fun, Friends and Fitness has expanded to Beaudesert and to Rathdowney with an increase in numbers in Rathdowney to fifteen every week. As a result, clients attending this fitness program have reported reduced social isolation and improvements in their fitness and mobility.

Dianne Godley

Aged Care Services Manager



Our Living Long and Loving it program offers many great opportunities to get out and about, make new friends and enjoy some new experiences.

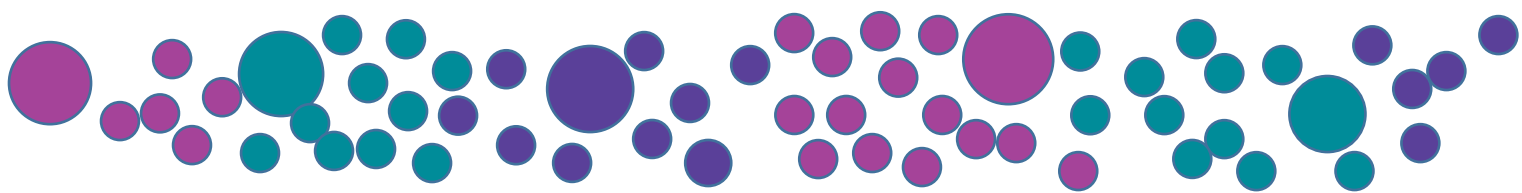
- Group exercise sessions run by a qualified personal trainer. On every Tuesday and Thursday at Kooralbyn and Beaudesert every second Wednesday. Enjoy morning tea afterwards and each session is only \$5
- We meet at the Jimboomba library on Tuesdays and Fridays and weekly at Beaudesert for in centre activities and outings most days of the week
- Enjoy live entertainment, information sessions, weekly shopping trips and special events

Beaucare offers a range of other services including Individual Support, Allied Health Services, Domestic Support and Home Maintenance services.



To Find Out More Information
On Our Group Activities
Please Call On **5541 4216**





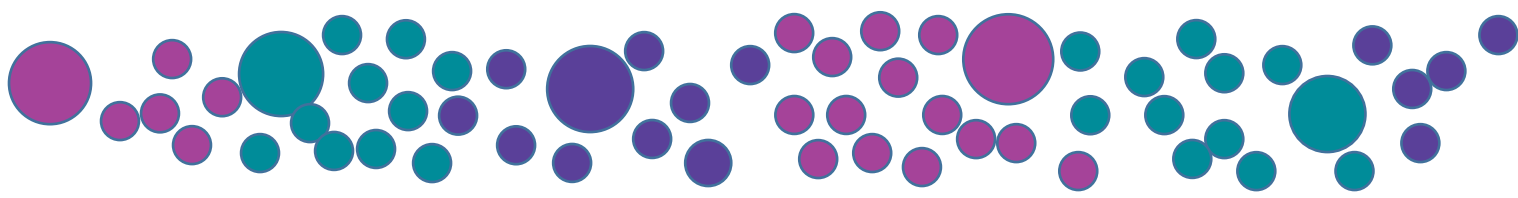
House to Yard

Lawns Mowed

2,293

Number of Clients

162



David

Eighteen months ago David was living in NSW, due to a decline in his health his family moved him to Queensland where he lives in a granny flat on his daughter's property. Following the move to Queensland David felt socially isolated as he had moved away from all of his friends.

David was given the 'Living Long and Loving It' calendar by an existing Beaucare client and since then he is a regular at the group program. "Everyone knows me and I haven't had any issues, I am more than happy with where I am."



David has made new friends, is actively contributing to the program and has reported an overall improvement in his health since attending Fun, Friends and Fitness. David is thoroughly enjoying his new social life through the Beaucare group program.



Beaucare and YFS



Collaboration So Far

YFS, Kingston East Neighbourhood Group and Beaucare have a history of collaboration, which includes joint delivery of funded programs, sharing of space and resources, mutual referral arrangements and informal support and information sharing. The three organisations jointly received funding from the Queensland Community Foundation to explore ways of growing their collaboration

99 Consulting and Pauline Peel Consulting managed the project which aimed to identify approaches to collaboration including governance, management or resource sharing models that provide mutual benefits to both parties and are palatable for stakeholders.

At the end of Phase 2 of the project, YFS and Beaucare expressed an interest in exploring their past and future collaborations in more detail. Hence, Phase 3 of the project focused specifically on these two organisations. The project used input from key personnel in both organisations, and the findings of earlier research, to identify what went well in these collaborations and what can be learned for future joint projects.

Key learnings

In order to build on this partnership, the following are some key learnings from the collaboration so far.

1. Constructive professional relationships are a key part of collaboration – it is much easier to work together and resolve issues with a basic level of understanding and trust. In the Beaucare/YFS relationship, this trust begins with the working relationship between the CEOs, and can be further strengthened by deliberate efforts to build relationships between other key personnel in each organisation.
2. Collaboration will only be successful if there is reasonable alignment between the values and objectives of the partners. YFS and Beaucare share a focus on place, a strong focus on providing quality services for their communities, a commitment to integrated service delivery and a strengths-based approach to work with high-need clients.
3. Collaboration is successful where both organisations see a benefit for themselves and/or the communities they serve. In the case of YFS and Beaucare, this mutual benefit comes from the two organisations having complementary strengths to bring to the collaboration and hence being able to offer a better service as a partnership than either could do alone.
4. Collaborative service delivery requires significant preparation to ensure that protocols on staff selection, staff support and supervision, communication and problem solving, decision-making on critical client incidents and organisational delegations are clearly understood.
5. Collaborations benefit from a culture of shared learning and continuous improvement. The lessons from this selection of collaborations can be applied to the future as YFS and Beaucare expand their partnership either into other areas of work, or through securing extra resources for current programs.



Turnaround of the Year Award



In July this year Beaucare was delighted to be one of three agencies shortlisted for the National Associations' Forum Awards 2018 in the category of 'Association Turnaround of the Year'. This award recognises an association, industry body or not-for-profit which was at risk of closure, but has made considerable effort to dramatically improve their operational, financial and cultural performance.

Some key areas of turnaround in performance were:

Governance

- A strong governance model that included monthly supervision of the new General Manager by the President.
- Board reports were streamlined and provided more strategic information and financial reporting changed to monthly variance reports.
- External support in human resources, financial advice, quality and program development was sought and a risk appetite statement developed.
- The recruitment of Board members with high level financial, departmental, community consultation and HR knowledge has aided the GM to facilitate high quality outcomes.

Financial

- 2015 - 2018 fee income 205.5% increase through client growth from \$390,171 to \$1,192,025.
- Increased government recurrent grants from 15 to 20 contracts.
- Recurrent funding increased from \$1,515,825 to \$1,886,563.
- Negotiated 48 individual contracts under NDIS.
- Extended State funded grants from 1 year service contracts (under review due to non-performance) to 5 year contracts.
- External rental income increased from \$0 to \$50,000.
- Current assets to liabilities ratio of 1.43 and audited balance sheet 2016/17 shows financial equity of \$861,555.
- Staff numbers increased from 37 to 60.
- Over \$120 000 was invested in the 16/17 financial year to modernise and replace aging infrastructure.

Client Services

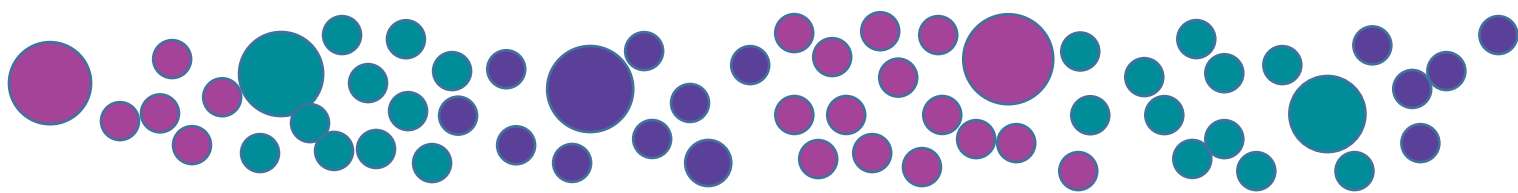
- Assessment and intake processes improved. No longer does a client have to meet the target group of a specific grant for us to provide services. We work with the client to provide services and then allocate the data to the appropriate program. This had led to a nimble and skilled staff cohort.

- Beaucare has opened 4 community hubs at Rathdowney, Kooralbyn, Canungra and Tamborine Mountain removing access barriers for clients
- Through our 19 formal partnerships, we are able to provide specialist services beyond the existing Beaucare programs. This includes 2 work placement agencies, a sexual assault counselling service and an allied health program
- External program reviews of Aged Care, Disability Services and Administration have led to further streamlining of processes.

Improvements to staff morale and performance:

- The original management cohort of four in 2015 have all remained with Beaucare and joined in the new leadership philosophy with goodwill
- The 2018 Employee Engagement Survey showed high staff morale, collegial and client respect
- Staff turnover is minimal (less than 10%).
- Average age of staff has decreased
- Professional development provided opportunities for staff to expand their knowledge base
- Beaucare Staff Conference held November 2016 at Griffith University - plans to replicate every two years
- Recruitment prioritises qualifications, skills and experience but also attitude. Applicants must demonstrate a 'can do', practical attitude together with optimism and goodwill towards colleagues and management
- Management adopted a transparent, non-punitive leadership style, working with the philosophy that no one leader has more wisdom, insight or knowledge than the collective wisdom of our teams. Beaucare managers have to be prepared to listen, to motivate each staff member and demonstrate through their actions that they lead with integrity, and according to Beaucare values of respect, equity, collaboration, justice, self-determination and optimism.





Marketing and Communications

Throughout the year Beaucare attended a number of key community events, some of these were the Beaudesert Show, NAIDOC Week, Child Protection Week, National Volunteer Day, Wheel of Well Being, Seniors Week, Under 8s Day at Beaudesert State School and regular playgroups through the Scenic Rim and Gold Coast areas.

Beaucare also trialled radio advertising for 6 months on Breeze FM with program specific advertising on rotation including Child Care Services, Aged Care and Disability Support Services. We continue to use local newspapers to reach out to the local community events, program activities and recruitment.

Beaucare has also focused efforts on Facebook engagement with an average of 24 posts per month. The website has also experienced increased engagement.

Our presence in the local community and word of mouth continues to be a sound referral point and the introduction of the hubs within the community have further solidified our brand recognition.



Average Monthly hits

304



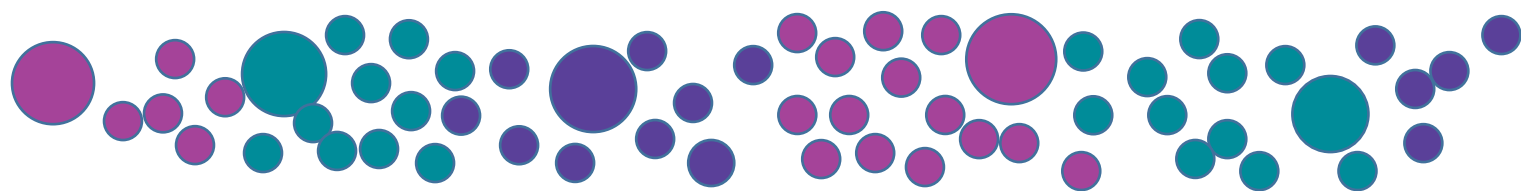
Average monthly new users

427

Return users

87





Collaboration, Partnerships and Acknowledgements

Beaucare continues to invest significantly in fostering partnerships and collaborative networks to strengthen our communities. Beaucare networks with other agencies in five key ways:

Beauresort Disability Network

Local Level Alliance

Greater Beauresort Regional Mental Health Collaboration

Beauresort Interagency

Domestic Violence Network



Intensive Family Support Program

Emergency Relief

Financial Counselling

Domestic and Family Violence Service



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



Yourtown – collaborative partnership under Skilling Young Queenslanders for Work to provide employment to 16 local youths.



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



Aged Care Services and Disability Support Services work collaboratively with Able Australia to provide transport.



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



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



Queensland Government

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



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



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



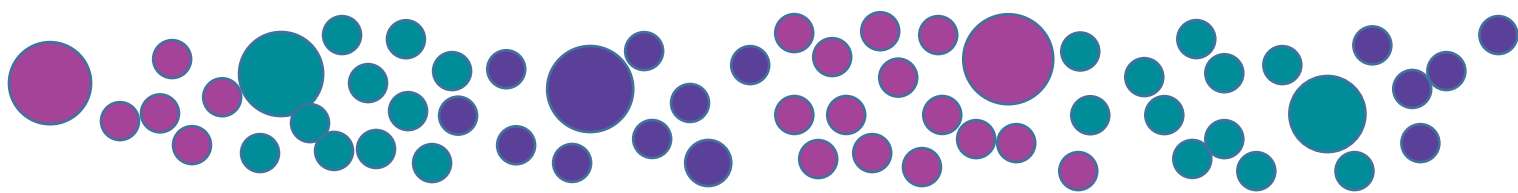
Youth worker embedded 1 day per work providing counselling services to students and families.



Rathdowney State School provides space for weekly community playgroup.



Beaucare contracted member of the Redbourne referral system. Assessment, Referral, Intake and Allocation team work actively with referrals from Police Link.



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.



Harvest Point Church and St Mary's Care and Concern providing community support through food hampers.

ST. Mary's Parish

Beaudesert



Care and Concern



Community hub in Beaudesert support those experiencing homelessness, mental health concerns and disability support services.



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.



Beaudesert Hospital providing a modern rural health facility to the Scenic Rim.

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

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

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

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

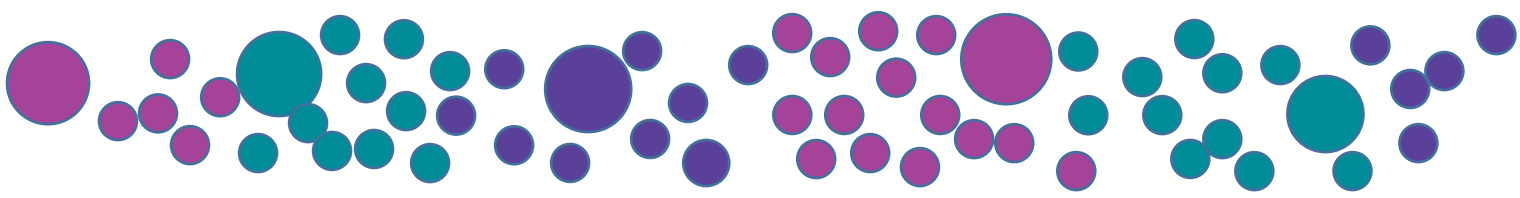
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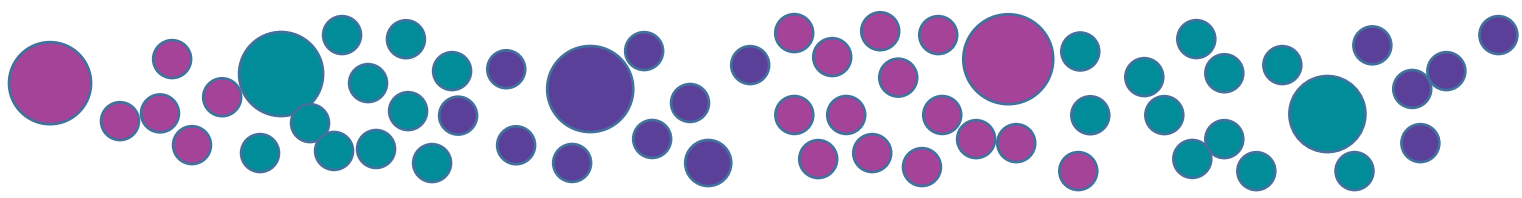


Beaucare received \$3,570 in donations and would like to acknowledge the following

Beaudesert Motoring Enthusiasts Club
University of the 3rd Age
Kerry Hall Memorial Society
Zonta

Norm Urquhart
GELITA
Jim Burkett





[illegible]



Community
Support

Disability
Support
Services

Beaucare Community Centre

44 TINA STREET, BEAUDESERT, 4285

☎ (07) 5541 4216

🌐 www.beucare.org.au

📘 beucareinc

✉ admin@beucare.org.au

Aged
Care
Service

House to Yard
Maintenance

Child Care Services