



beaucare

Annual Report
2021

The background of our front and back cover this year has been taken from a work created by local artist and member of our THRIVE Team, Tracy Kvassay. This painting hangs proudly in our Community Room and Tracy has provided the inspiration for her work:

"Two canvases were used to convey the size and breadth of Beaucare's reach, as well as collaboration as Beaucare is not an agency to work in isolation.

The background was created with water to capture the waterways that surrounds the Scenic Rim Region in which our town sits, and the patchwork of layers reflect the hills and farming lands within the environment.

Beaucare's arms are outreached to the community by the splashes of colour in the arcs above and below which reflect the Beaucare logo and ethos. The colours bleed into each other as a representation of partner agencies, community members, Beaucare's clients and staff, working and melding collaboratively to create a network of support and connection."



2021 ANNUAL REPORT

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STRATEGIC PLAN

OUR MISSION

Beaucare exists to maximise opportunities for the quality of life of clients and to strengthen the communities we support.

OUR VALUES

As an organisation, we are committed to the core values of:

- Respect
- Equality
- Collaboration
- Justice
- Self-determination
- Optimism

OUR GOALS

The Goals in our current Strategic Plan are:

- To focus the majority of our efforts toward 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

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

CLIENT CENTRED

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



ORGANISATIONAL SUSTAINABILITY

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



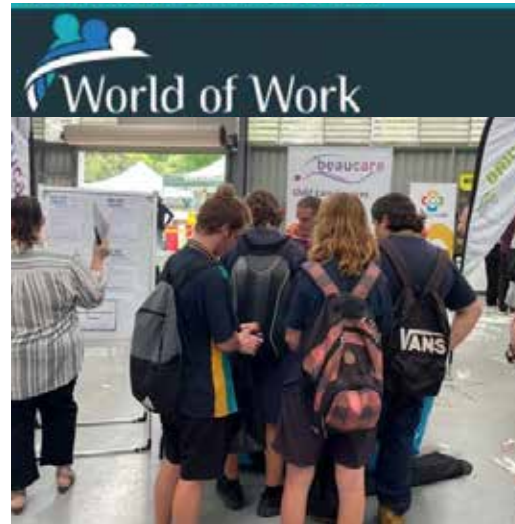
EMPLOYER OF CHOICE

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



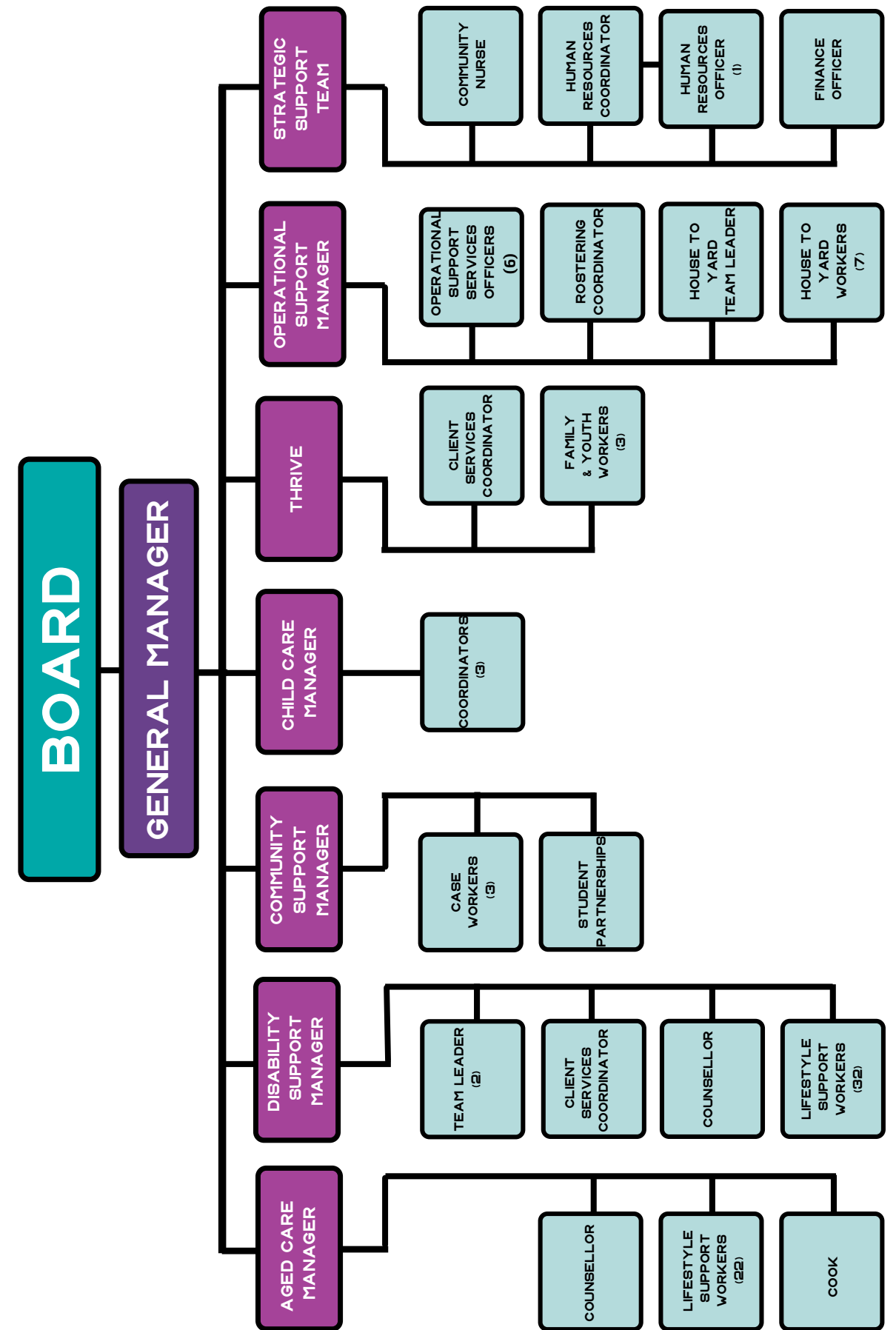
PLACE BASED & COMMUNITY FOCUSED

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



ORGANISATIONAL CHART

BEAUCARE ORGANISATIONAL CHART



OUR BOARD

JENNIFER SANDERS PRESIDENT

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 skill 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).

Jennifer is focused on good quality governance and oversight of risk in order to provide the best quality assistance to the residents of the region.



DAVID BRYANT VICE PRESIDENT

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).

On returning to Australia in 1999, David worked at the Australian and 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.

OUR BOARD

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.



SCOTT DORRIES TREASURER

Scott 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 and Local Government) and Private 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 governances, 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.

OUR BOARD

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.

CAROLINE HENNESSY

SECRETARY

Caroline has been an active member of the Beaudesert community for over 20 years having moved here from Brisbane in 1993. She is an Occupational Therapist who specialises in Paediatrics, particularly working with children with developmental and learning difficulties.



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

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

LYNNE RULE

Lynne is a highly experienced professional whose background is in International Education Recruitment, Marketing and Management. She 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.



OUR BOARD

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 a mentor in Austrade's WIGB (Women in Global Business). Retiring from the international education sector, Lynne has more recently qualified as a Bowen Therapist and has a small clinic in her new hometown of Tamborine Mountain. She enjoys her many involvements in the local community particularly festivals, organic vegetable gardening and local arts and crafts. Lynne is involved in other NFP enterprises including the Duke of Edinburgh International Award.

A member of the Beaucare Board since June 2016, Lynne has served in Secretary and ordinary member roles. She is delighted to see the expansion of Beaucare's presence in the local Tamborine Mountain community with the opening of a local office late 2020.



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 12 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

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, and is also a Sessional Academic at Queensland University of Technology.

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 schools, and she has five grandchildren.

She has been a teacher for 47 years, working mostly for Education Qld, and for 10 years for the Catholic Education Office. In 2012 she retired from full-time teaching as a Band 6 Principle with Education Qld. During her teaching career, Pamela has taught in schools in North Queensland and the Scenic Rim. She has been involved in many professional bodies and is a Life Member of the Queensland Teachers' Union. She presently works two days a week as a Learning Support teacher and



OUR BOARD

does casual supply teaching employment at schools in the Scenic Rim area. Her tertiary qualifications include Diploma of Teaching, Townsville Teachers' College, 1971-1973.

Prior to being on the Board of Beaucare, her previous community involvement includes being a Civil Marriage Celebrant for the Beaudesert area from 1984 to 2000, being a founding committee member of Beaudesert Community Kindergarten, a Meals on Wheels driver and secretary of Beaudesert Pony Club.

VIVIEN BAMPTON

Vivien joined the Beaucare Board in 2020. From 2009 to 2016 she was a member of the Board of Youth and Family Services (Logan), chairing the Board for the last two years of her membership.

Vivien has lived in South Maclean for more than forty years. Her background is in both primary and secondary education. During Vivien's career, she held leadership positions both in Queensland and overseas. Her roles roles included Consultant, Head of Social Justice, Deputy Principal and Principal. She was principal of a multicultural State School in Logan City for eleven years before retiring recently.

Vivien and her husband lived on a small island in the Torres Strait for two years taking a six month old baby and having her second child while living there. She also worked for two years as an Australian Volunteer teaching secondary students in the Solomon Islands. Vivien spent three months in East Timor with the Ryder Cheshire Foundation working with local people to improve education and health outcomes, and more recently as an Educational Consultant in Aboriginal communities on Cape York Peninsula.

Vivien holds a Master of Education in Educational Leadership, a Graduate Diploma of Education in Special needs, a Graduate Diploma in Resource Teaching as well as a Bachelor of Education.



PRESIDENT'S REPORT



Welcome to the Annual Report for 2020/2021. The entire Beaucare team has made some considerable achievements over the past year and we take pride in all that we have accomplished for the community that we serve. It has been a year of ongoing change, with challenges from COVID-19, ever-increasing demands for the services that we provide, and the continuous pursuit of improving what we do and how we deliver to our clients.

Of particular note are the obvious restrictions that COVID-19 has placed on all of us with regards to the way in which we interact, engage, socialise and connect. In hindsight, it is important to recognise that in 2019, Beaucare made significant investments in its IT resources, particularly focusing on remote access and mobile technology. So the events of 2020 and 2021 have meant that Beaucare has been in a prime position to carry on with "business as usual" for our valued clients, even though the way in which we deliver those services may have changed radically. However, it has highlighted to the entire team of Beaucare the importance of connection – whether that is face to face or over technological means, we have all had to embrace new ways of working and living, and I applaud the team for everything they have done to move us towards this new paradigm.

Every member of the Beaucare team deserves to be applauded for their hard work, dedication and commitment. The world has evolved, and Beaucare is evolving with it. Change is inevitable, and it is important that we prepare for that change. I believe that the entire team have an appetite for positive and proactive change, thus creating wins for Beaucare, wins for our employees and wins for our clients.

Of course, Beaucare does not exist without our valuable clients. Beaucare is proud to be a locally based service provider, and it has absolutely earned and deserved its high calibre reputation in the community. Our clients are the reason we come to work each day – to help, to assist, to guide, to mentor and to grow. We consider it an honour that you have chosen to join Beaucare on our journey!

PRESIDENT'S REPORT

Beaucare does not operate in isolation. Our key Government partners, the local community leaders, the suppliers of everything from technology to food stuffs, and to the community at large – you all have helped to shape Beaucare into the amazing organisation that it is today.

Beaucare has an amazing management team, and an incredible Board of Directors. The skills sets, the experience, the knowledge and the commitment that they bring to the organisation just grows year-on-year. I make particular mention of the Board who give of their time freely as their way of giving back to the local community. They possess a constant thirst for knowledge about the sectors in which Beaucare operates and have a deep seated commitment to continuing to update their skills and add value to the organisation as a whole.

Moving forward, Beaucare is currently in an exceptionally favourable position of financial stability, and this in turn is being realised in terms of our sustainability and future growth opportunities. The year ahead will continue to challenge us all, but Beaucare is well placed to be able to embrace both the challenges and the opportunities that lie ahead.

I thank you all for being an integral part of the Beaucare family!

Jennifer Sanders
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 4 years into the National Disability Insurance Scheme (NDIS) transition which has given our clients greater choice and control over the services they receive and allows them to choose the provider that best fits their needs. We continue to operate under 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 2021 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 surplus in 2020/21 on the back of strong cuts in operating expenditure during a challenging COVID-19 environment inclusive of ad hoc lockdowns 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 surplus in 2021/22 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.

TREASURER'S REPORT

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 supports and continuously improved much needed services to our community. Our President, Jennifer Sanders, is retiring at this AGM and has contributed services to Beaucare since 2012, and joined the Board in 2014, and I would like to personally thank her for her dedicated service to Beaucare and its communities, and we are certainly in a much stronger operational and financially sustainable position for the future than we were 7 years ago. Thanks so much Jennifer.

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 and volunteers working with Beaucare for a total of 1,847 hours (2020: 5,757 hours) at a value of \$53,785 (2020: \$210,821) and the number of hours is down 77% on 2019 and down 67% on 2020 due to COVID-19 impacts. This total includes 1,430 hours (2020: 3,917 hours) 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 certainly thrown us some interesting challenges and our community faced increased vulnerability and economic hardship due to the COVID-19 Pandemic.

Beaucare continued to provide essential services largely uninterrupted throughout the community lockdown periods and continually met all Government requirements in regard to health and hygiene mandates. This certainly placed pressure on our teams, especially in negotiating the requirements, and working with our clients to understand the health directives. Wearing masks for the entire day when working with vulnerable clients has certainly been a challenge and I applaud our staff for their understanding, commitment and willingness to follow directives.

It was reassuring that the large investment into IT resources made in 2019 paid dividends when we were required to move to more flexible working arrangements in early 2020. I was advised by our IT provider that Beaucare had one of the most sophisticated organisational systems in place at the commencement of the pandemic to manage the changes in staff working from home and staff in the field working remotely. Our incredible teams rose to the challenges and whilst few of us preferred working in greater isolation, the work continued seamlessly.

An area of increasing need in our community has been people facing accommodation distress and homelessness. As the suburban fringes creep closer, so does the need for affordable housing. During the 2020/21 financial year Beaucare worked with 181 community members who were either homeless or facing homelessness. This was a 30% increase on the previous year. Our Dignity Bathroom was used on 123 occasions.



GENERAL MANAGER'S REPORT

I am extremely proud of the work being achieved in each program area and Beaucare underwent three quality audits during the past year including our inaugural NDIS audit, with no major non-conformities found and only 1 minor non-conformity, which was resolved very quickly. This is a testament to the incredible people who choose us as their employer – they work diligently, passionately and with great care to ensure that our clients are supported in the best way possible and they are well supported by our amazing Managers, and a dedicated administrative team. Our staff team increased by 44% from 68 to 98 over the year, largely due to growth in our Home Care Packages (Aged Care) and an additional SIL property (Disability). The majority of our staff live locally and we are proud that the majority of our fortnightly payroll of \$185,000+ is spent in our local economy.

Again, Beaucare has been strongly governed by a caring, skills based Board who always place the support of clients and staff ahead of any other considerations. Our Board have provided strong oversight, decision making and planning and I thank them for the commitment, enthusiasm and strong contribution they have made to another successful year. Special mention must be made of Jennifer Sanders who leaves the Board after nine years - Beaucare is a better-governed organisation because of her foresight and contribution.

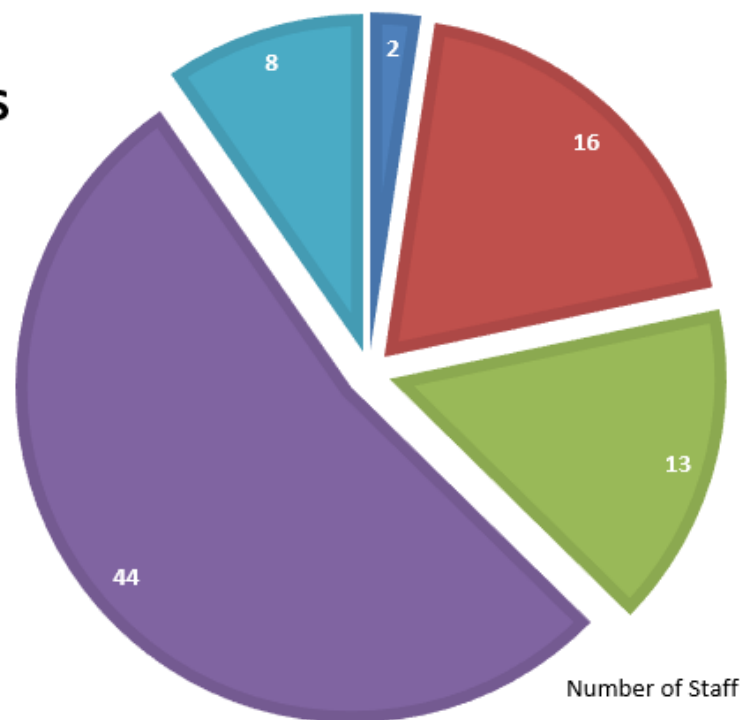
Louise Dwyer
General Manager



OUR PEOPLE

STAFF QUALIFICATIONS

- Masters
- Bachelor
- Diploma
- Certificate
- Currently Studying

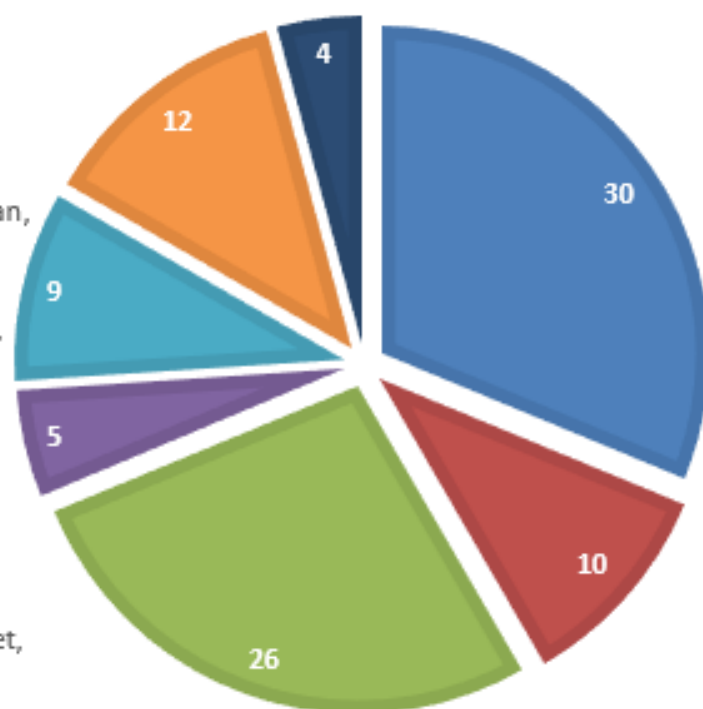


Number of Staff

- Beaudesert, Gleneagle, Allenvue, Hillview, Bromelton, Veresdale

STAFF PLACES OF RESIDENCE

- Rathdowney, Darlington, Kooralbyn, Palen Creek, Croftby, Innisplain
- Jimboomba, Mundoolun, Cedar Vale, Cedar Grove, South Maclean, New Beith, Flagstone, Woodhill
- Canungra, Biddaddaba, Boyland, Winglepong
- Birnam, Tamborine, Tamborine Mountain
- Yarrabilba, Buccan, Logan Villaget, Windaroo, Eagleby
- Parkwood, Pimpama, Coomera, Highland Park

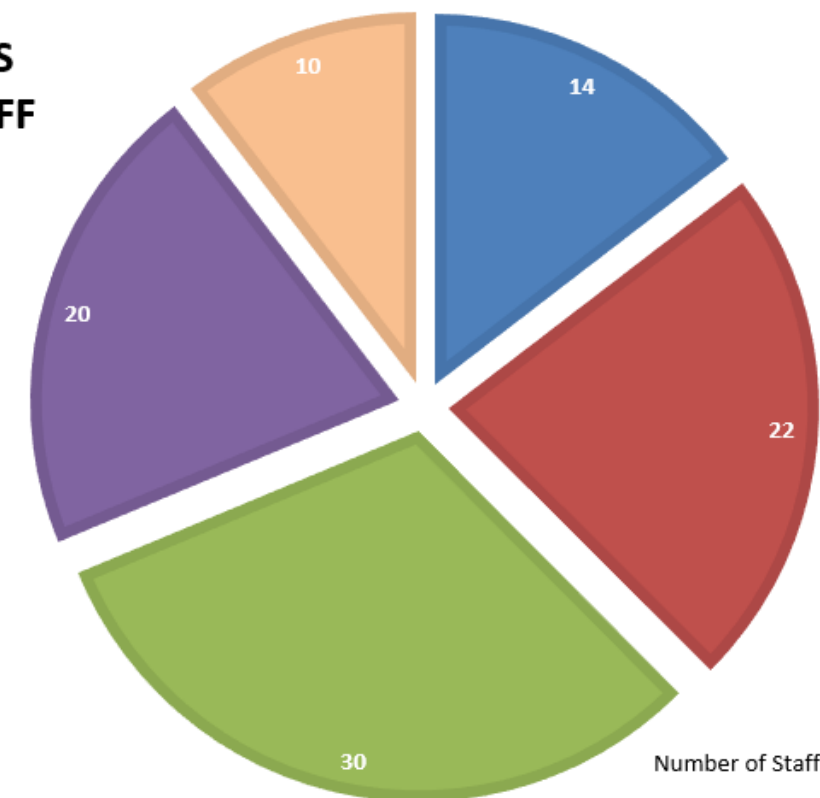


Number of Staff

OUR PEOPLE

AGE GROUPS OF OUR STAFF

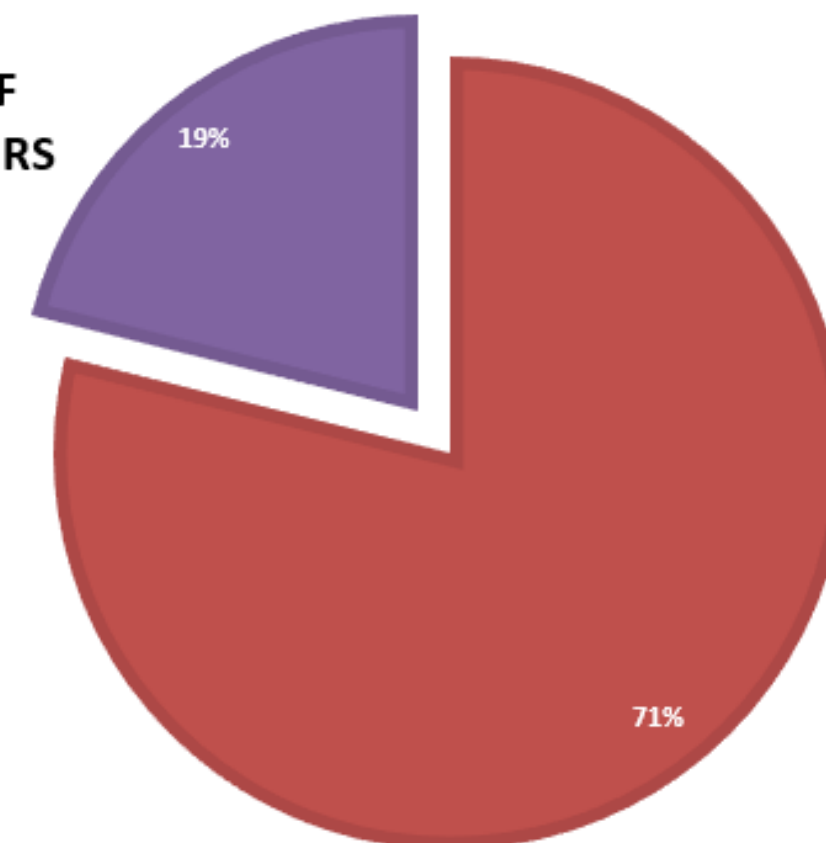
- 18 - 30 years
- 31 - 40 years
- 41 - 50 years
- 51 - 60 years
- 61 - 70 years



Number of Staff

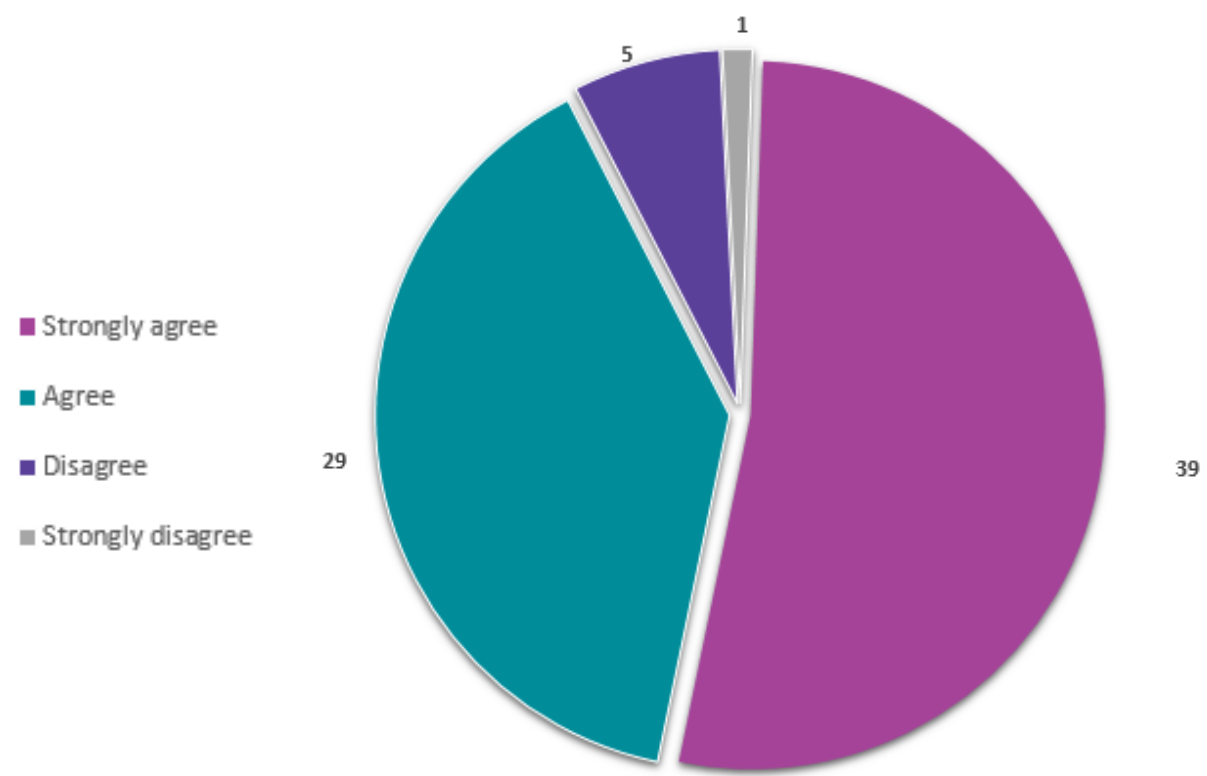
STAFF GENDERS

- Female
- Male

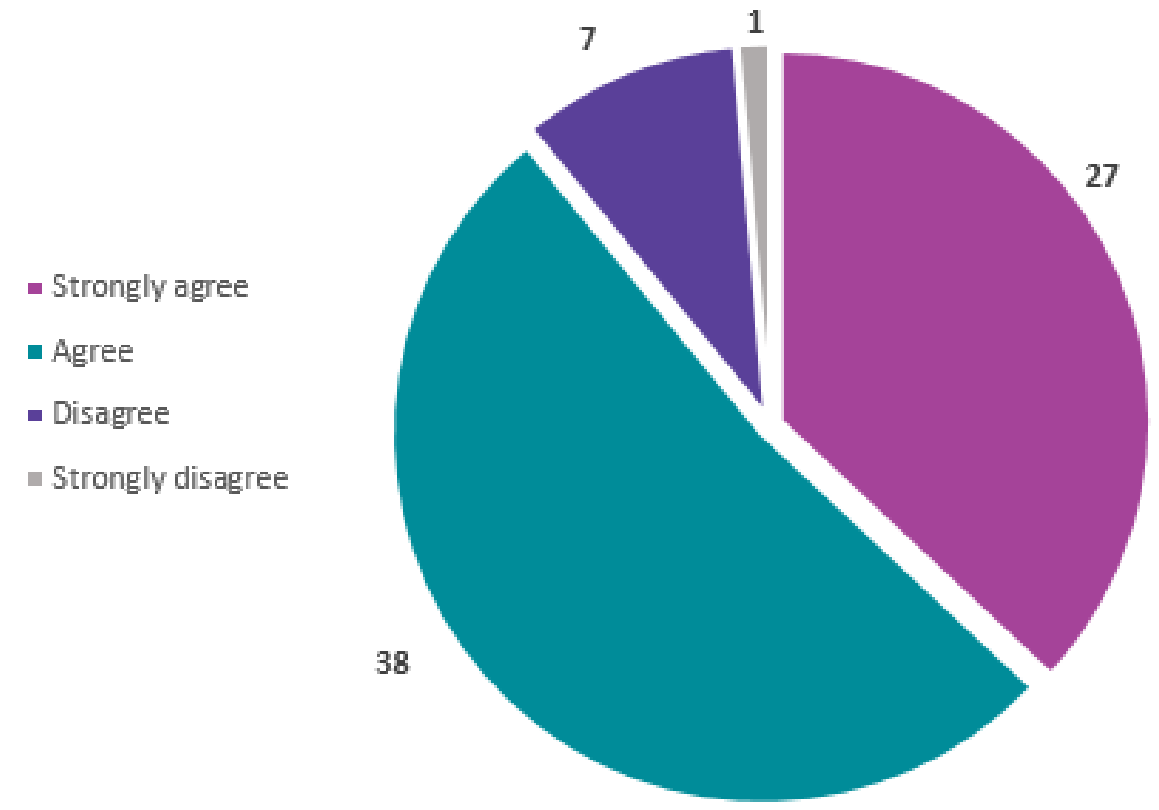


EMPLOYEE ENGAGEMENT SURVEY

I feel well supported by Beaucare at this time

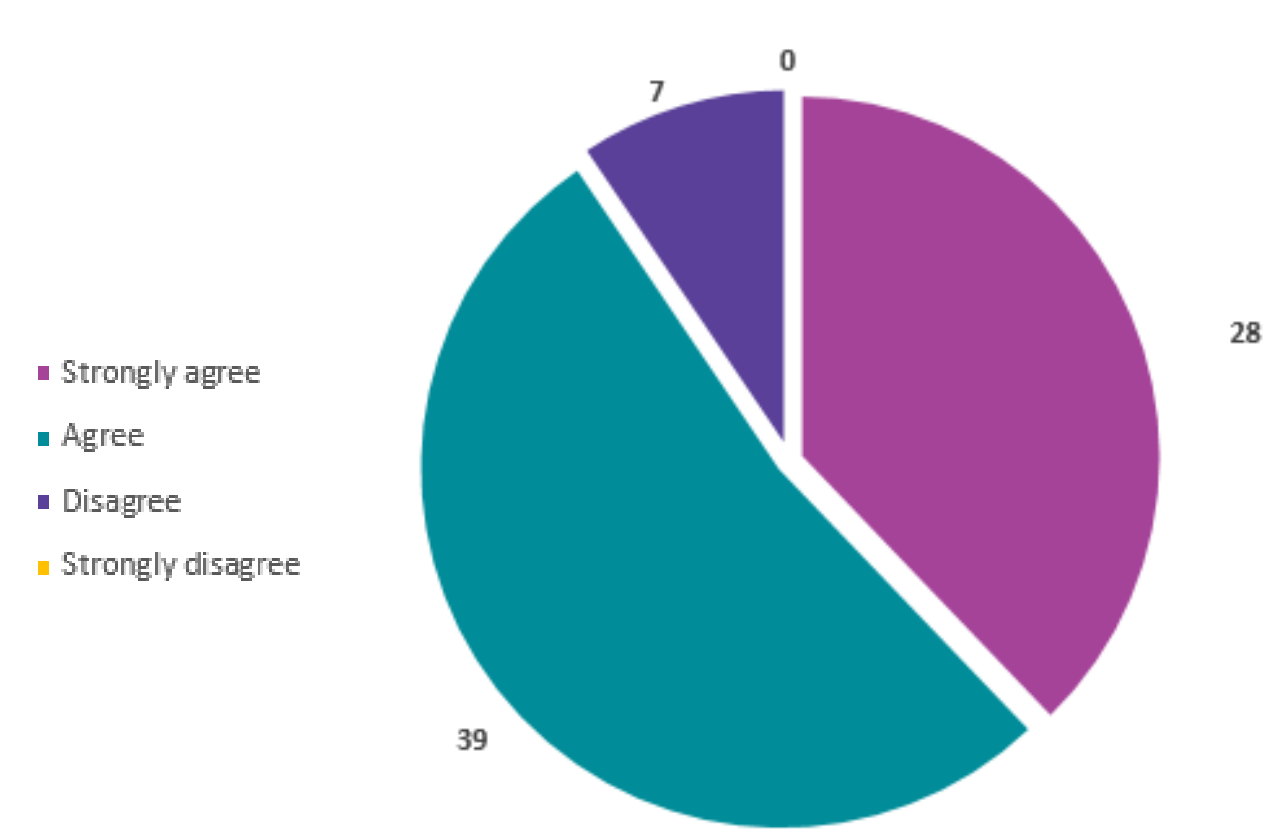


Communication from Beaucare leadership has helped me feel informed and supported

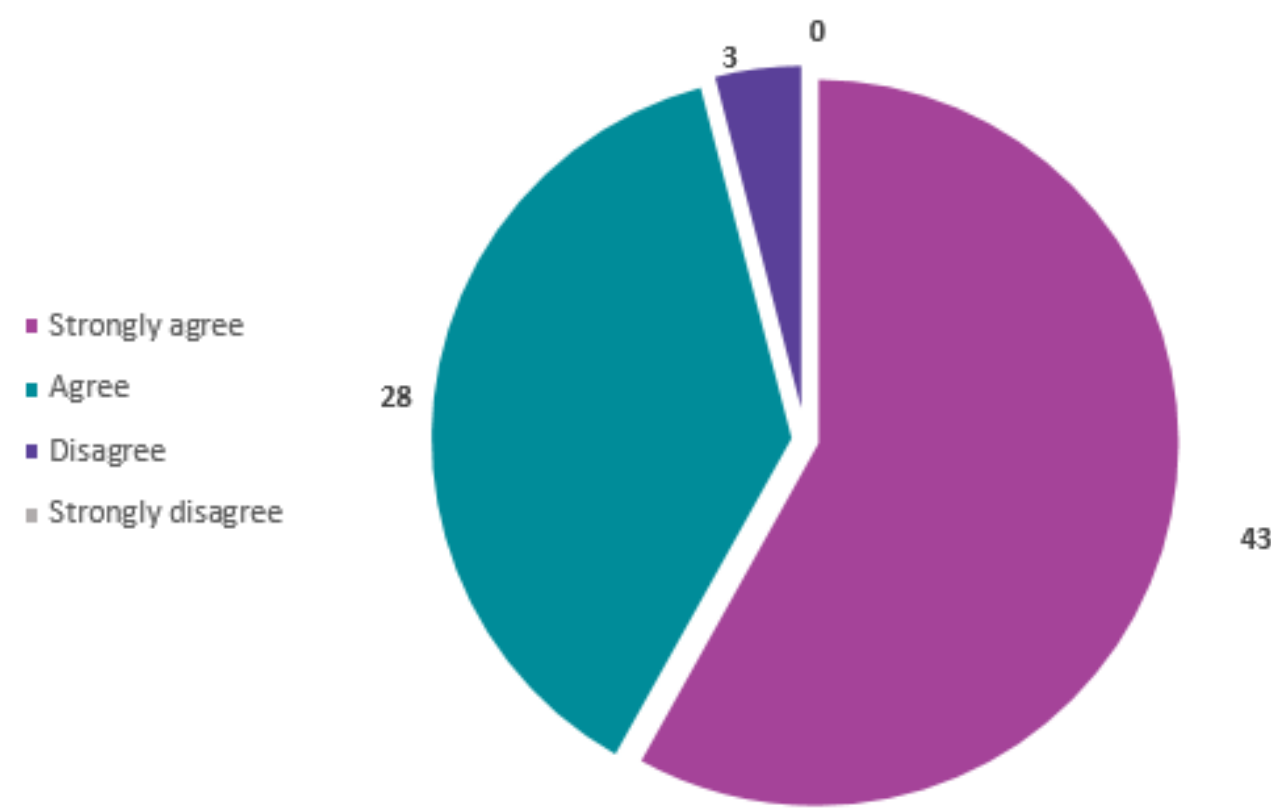


EMPLOYEE ENGAGEMENT SURVEY

I have resources and information I need to do my job well

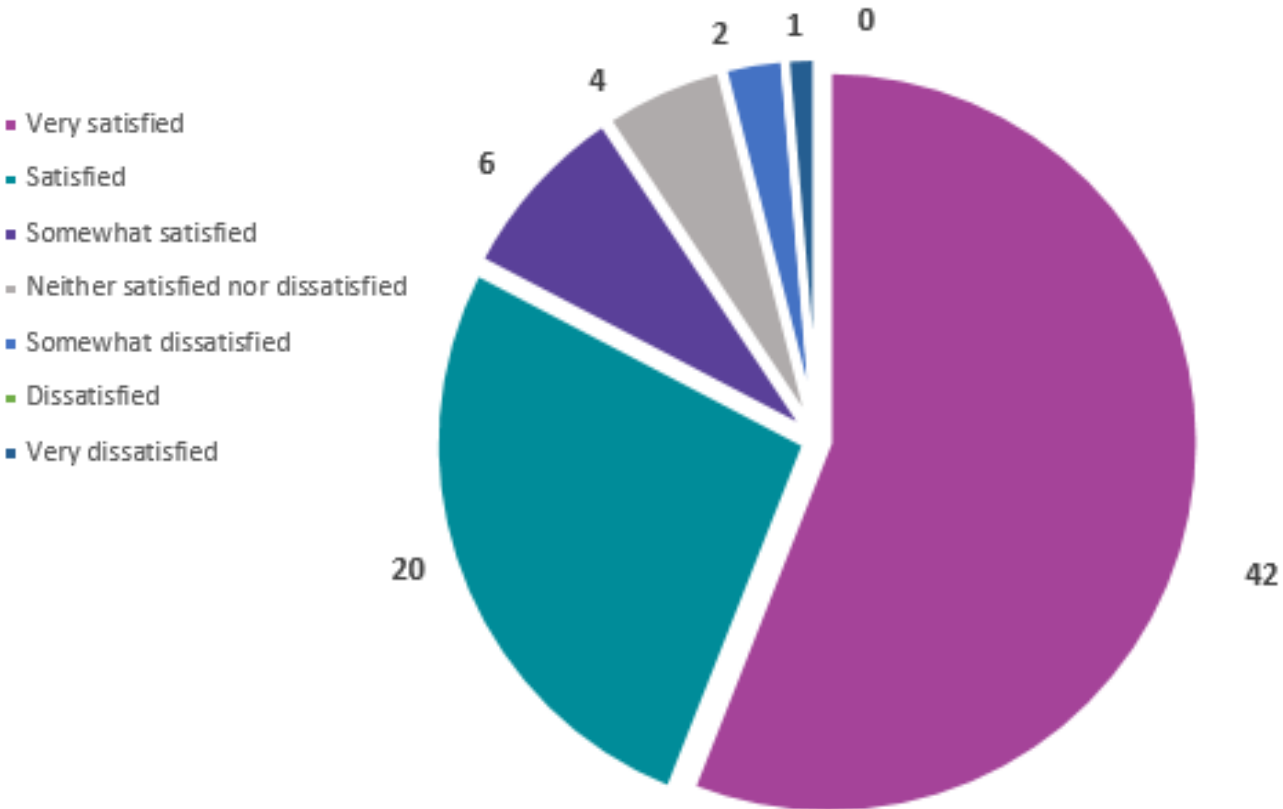


I feel supported by my manager

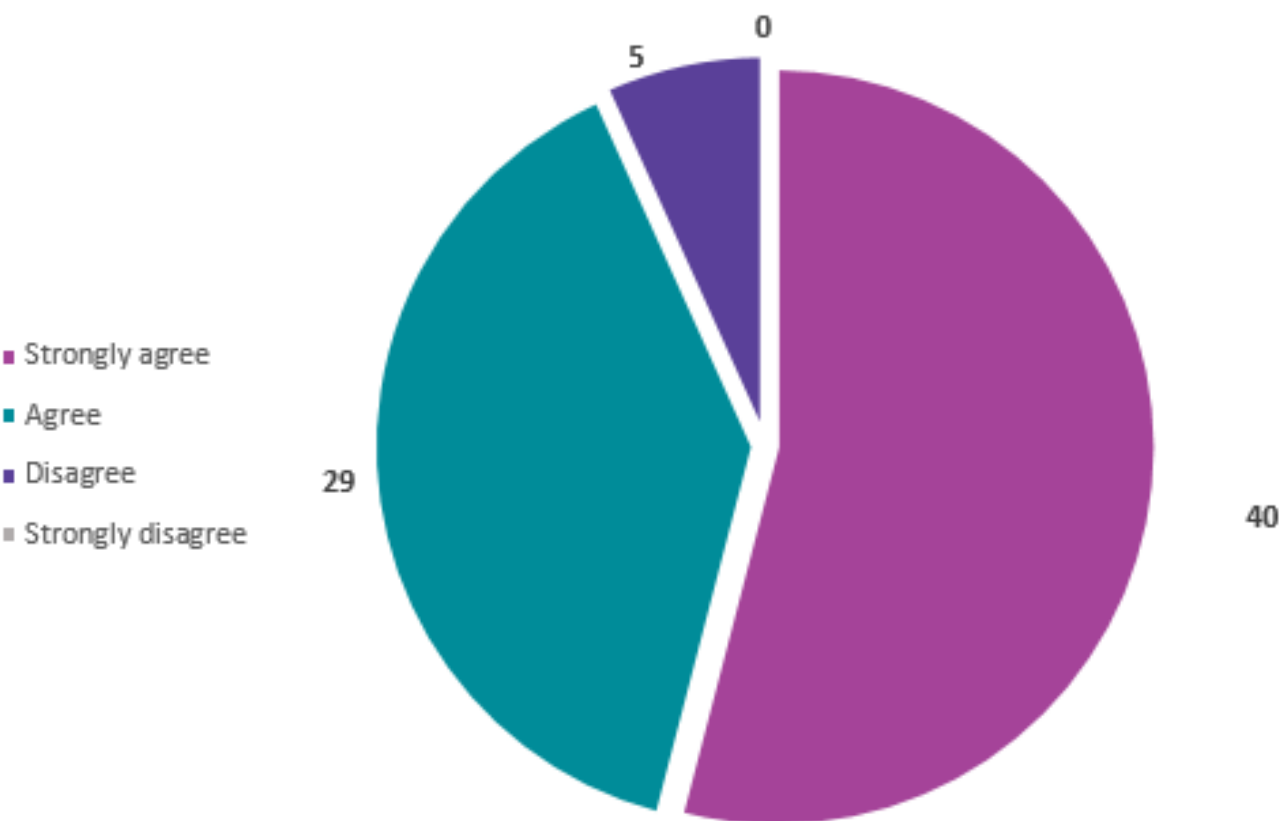


EMPLOYEE ENGAGEMENT SURVEY

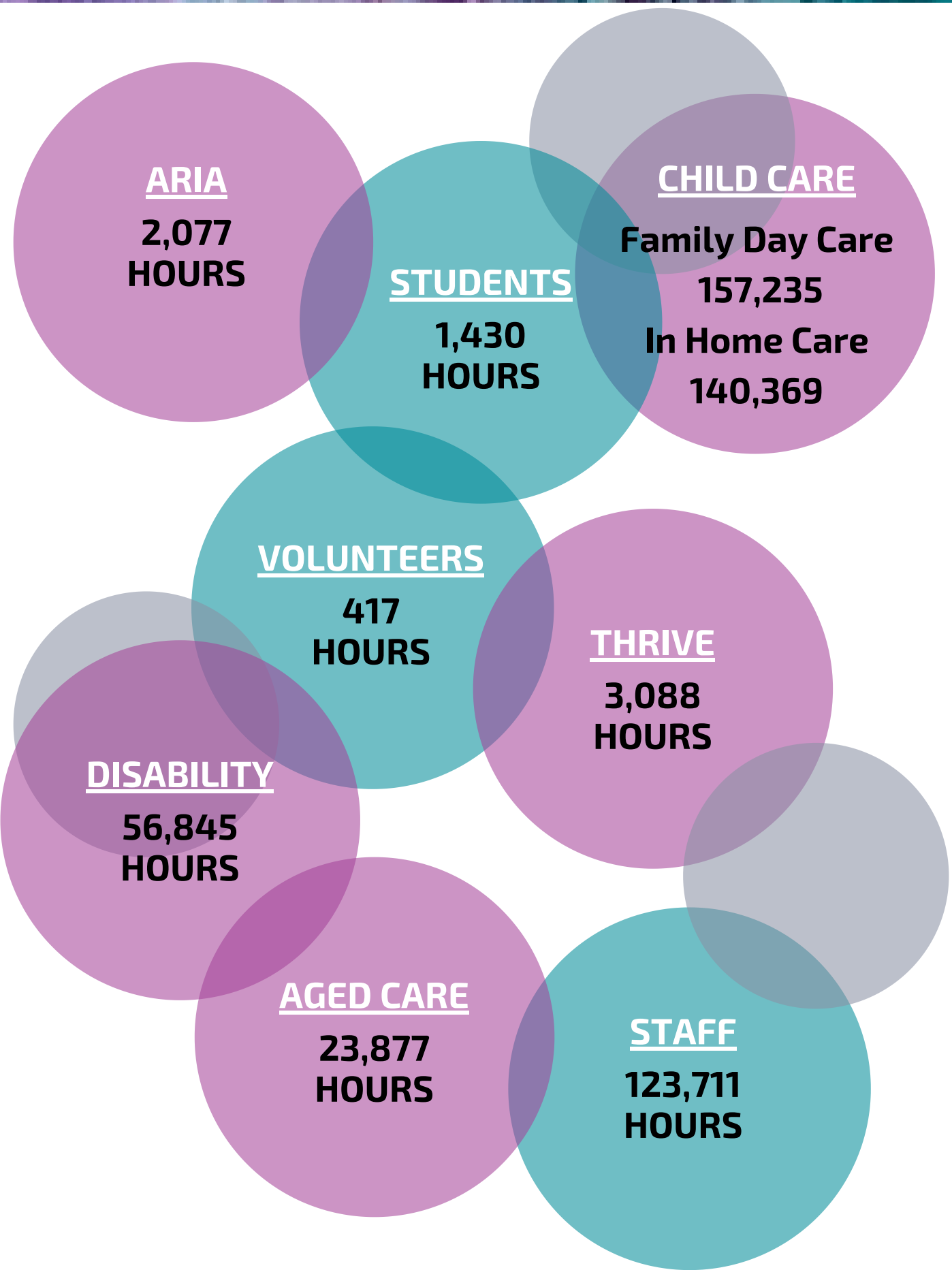
Overall satisfaction with Beaucare as your employer



Working here inspires me to do the best work I can



HOURS OF EFFORT



AGED CARE SERVICES

The safety and wellbeing of our elder community members has been paramount over the past 12 months. Continuing to deliver our services without placing our clients at risk was challenging as we knew they were the cohort most impacted negatively by COVID-19. The first wave of the pandemic led to a 'no visitor' approach towards older people and this increased social isolation significantly. Team members with strong technology skills worked with clients on setting up their internet, online shopping and access to online services such as Netflix, YouTube, Facetime and Zoom to connect with family and friends. The Men's Group at Kooralbyn also remained connected electronically and held their weekly meeting via Zoom.

COVID-19 closures and lockdowns prevented the Living Long and Loving It Group Program from continuing with group outings. As a result, social isolation was reported by a number of clients who were missing family and friends. To combat this our Support Workers who completed Domestic Assistance or Individual Support were provided the flexibility to spend more time and provide a social connection. Clients reported they enjoyed the additional opportunities to have social support for a coffee and chat with workers. The additional connection

also provided Beaucare workers with the opportunity to identify health or wellbeing changes and proactively support clients to access additional services as required.

COVID-19 had also highlighted the need for rigorous infection control procedures for in-home care. Beaucare reviewed our workplace procedures and amended our processes to meet the pandemic infection control protocols provided by Queensland Health.



AGED CARE SERVICES

Furthermore, professional development and training were provided for increased infection control procedures, and workers were required to complete Online COVID-19 Infection Control Training. This online training now forms part of the induction process for all new workers.

To ensure the safety and wellbeing of all clients a COVID-19 Safe Management Plan was created and included social distancing, personal protective equipment, increased cleaning, good hygiene practices, hand washing facilities and hand sanitiser, as well as increased cleaning for any surfaces regularly touched or used by staff and clients. Social distancing created a challenge for community transport and clients and staff were required to wear masks whilst travelling.

Apart from Group Outings, all other supports were maintained, and only 6% of clients placed services on hold in the initial phase, which was well below the National average of 28%. This indicated that our clients trusted us to maintain their safety and minimise any risks.

It is obvious from the Royal Commission findings and the tragedy of COVID-19 infections in residential care facilities, that the majority of our clients will prefer to age in their own homes. Beaucare will continue to support as many of our community members as we can to do this safely.



AGED CARE SERVICES

The challenges for the coming year will include:

- transitioning our 375 Commonwealth Home Support Program clients across to Home Care Packages
- continuing to support our Home Care Packaged clients to higher levels of support
- support for carers with partners with higher care needs, including one-on-one counselling.



One of the great celebrations of the past year has been the enhanced skills development of our workforce and staff have embraced the opportunity to learn more about personal care, dementia support, community access and medication management and additional learning opportunities.



Our Aged Care staff have performed strongly over the past year – they are resilient and capable of meeting a diverse range of client needs in various and constantly changing environments. They are a daily inspiration to us all.

Dianne Godley
Manager Aged Care Services



ARIA

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

CLIENTS SUPPORTED

1,596

REFERRALS FROM POLICE

127

**DOMESTIC & FAMILY
VIOLENCE CASES**

147

**REFERRALS TO OTHER
SUPPORT SERVICES**

1,528

**SUPPORTED INTERNALLY BY
BEAUCARE**

1,205

**HOURS OF CASE
MANAGEMENT**

3,351

The Assessment, Referral, Intake and Advocacy (ARIA) team has moved into its fourth year. Throughout the year the team has continued to provide a diverse array of support to community members, other organisations and Beaucare staff. COVID-19 continues to be a challenge in the community which has resulted in support with ongoing financial stress and increased housing stability. ARIA's commitment to support clients with solutions that are best suited to their needs and to provide a supported journey through this process has resulted in flexible and responsive outcomes for clients. Focusing and responding to the unique needs of the communities in the Scenic Rim positions ARIA and other Beaucare services to be a proactive advocate for the region.

An average of 6 clients per day access ARIA services requesting support with: domestic and family violence, homelessness and housing, family support, emergency relief, aged care and disability support, mental health supports and many other needs. Identifying and developing strong streamlined referral pathways for clients which enable them to be linked quickly to the right service and commence receiving supports is a key component of ARIA service delivery along with brief case management when needed.

COVID-19 again resulted in some lockdowns. Although these have been challenging times the ARIA team responded with flexibility and agility to continue to provide

ARIA

face to face client and ER services safely including at times through our window area and supported the community in providing free face masks to the vulnerable. Ongoing engagement with clients via phone supported the wellbeing of clients during COVID-19 lockdowns focusing on reducing social isolation and also supporting clients with providing information via email/text message on how to support their mental health and wellbeing during the COVID-19 lockdowns.

The aged care specialist and assessor within ARIA has continued to become a strong member of the ARIA team with supporting the team to develop

an enhanced understanding of aged care and carer supports and also focused on maintaining contact with clients during COVID-19 lockdowns which resulted in positive daily connections during what can be a very isolating time.

ARIA's ongoing commitment to supporting students with placement was slightly impacted by COVID-19 with only one student completing placement during this year due to university restrictions relating to student placement. Chelsea – Griffith University completed her first Social Work placement of 500 hours with the ARIA team. Chelsea was able to experience the ability of Beaucare to respond quickly to COVID-19 lockdowns and restrictions with flexibility and positivity.

Sue Alexander

Community Support Program Manager



STUDENT NARRATIVE - EMILY CALLOW

Placement in ARIA team

My experience as a Bachelor of Social Work student on their first placement at Beaucare was sensational. I was placed within the intelligent ARIA team surrounded by Sue, Jessica, Claire, and Kayla, who were all very encouraging, patient, educational and motivating to my needs as a student.

Within my time at Beaucare I assisted with intakes and assessments, referrals, support and providing emergency relief. Furthermore, I gained a greater understanding and good introduction to the QCSS program, and My Aged Care services. Additionally, I experienced insightful inter and intra agency meetings and assisted with an aged care social support outing.

Anyone I engaged with in Beaucare was always incredibly professional, understanding and helpful. Beaucare helped grow my resilience, introspection, and perception as what it means to be a social worker.

Continuing, I am grateful to have experienced it as my first introduction to social work and I am very appreciative to experience it as an emerging practitioner.

Emily Callow
Student



TAMBORINE OFFICE

ARIA continues to also provide support out of our Tamborine Mountain office with a welcoming space for the community to come and have a chat about their needs.

Having the ARIA team staffing the Tamborine Mountain office 3 days per week has resulted in being able to connect the community to services and co-ordinate needs very seamlessly.



COVID-19 restrictions briefly impacted service delivery on Tamborine Mountain for a period of time and our focus is now looking forward to continuing to engage with the Tamborine Mountain community and expand our services again.

Sue Alexander
Community Support Program Manager

CHILD CARE SERVICES

The focus of the past year for our Child Care Support Team has been on providing stable care environments for children and families during very unstable times of change.

Educators were acknowledged by the Federal Government as essential workers and supported families with consistent care for children to ensure ongoing work arrangements or essential care during COVID-19. Being classed as essential workers ensured our Educators were able to continue working and support their own family during this time.

The Family Day Care (FDC) program was again nominated for the Excellence in Family Day Care 2021 awards which is an acknowledgement by families and Educators that they value the high quality of service being provided by Beaucare. All three Coordinators were nominated for the Coordinator of the Year award demonstrating the level of support being provided.

We were very excited that Bharti Dillon, one of our Family Day Care Educators, was awarded the Excellence in Family Day Care Award for the Logan, Redlands and Gold Coast region, acknowledging the quality service that she provides under our scheme to her families. Beaucare supported Bharti to set up her service in 2019.

Beaucare held an Educator Conference in June with 30 Educators attending - this was a wonderful opportunity for Educators to connect and network, especially appreciated after the isolation caused by COVID-19. Sessions included:

- Embedding Indigenous perspectives into daily practice with children
- Children on the Autism Spectrum
- Sustainable practices in child care

Both In Home Care (IHC) and FDC were stable for 2020 which was a significant achievement given the difficulty in negotiating through COVID-19 lockdowns. Over the 2020/21 year the Family Day Care program provided over 150,000 hours of care to children, and our In Home Care Program provided over 40,000 hours of care to families with complex needs, or families not able to access other forms of early childhood care.

CHILD CARE SERVICES

After some losses, new Educators started to come back into the industry in the first 6 months of 2021 which is promising for future growth.

Other challenges and achievements that occurred during the past year include:

- Government structure changes to Family Assistance payment processing for families – families were supported strongly by our team and all issues were resolved.
- Decrease in home visits to Educators due to lockdowns – face-to-face visits were replaced with FaceTime and phone calls to ensure Educators did not feel isolated.
- Families faced additional and significant pressure, financially and emotionally with all the changes occurring this has shown through a range of emotions being directed to Educators and the coordination unit. Our Educators and Coordinators have dealt with the full range of human emotions as families have become exhausted and fatigued with the changes ongoing. This has led to an increase in direct communication with families from the Manager and Coordinators as we offered additional reassurance and support.
- There has been a significant increase in referrals to other support services for families, especially for financial and emotional wellbeing support.
- Home schooling has added significant pressure and stress for the families and Educators, impacting on many children's level and enjoyment of education during this time. Educators have focused on fun educational learning opportunities to keep children busy, fit and well and continuing on their learning journey in readiness for school transitions.



CHILD CARE SERVICES

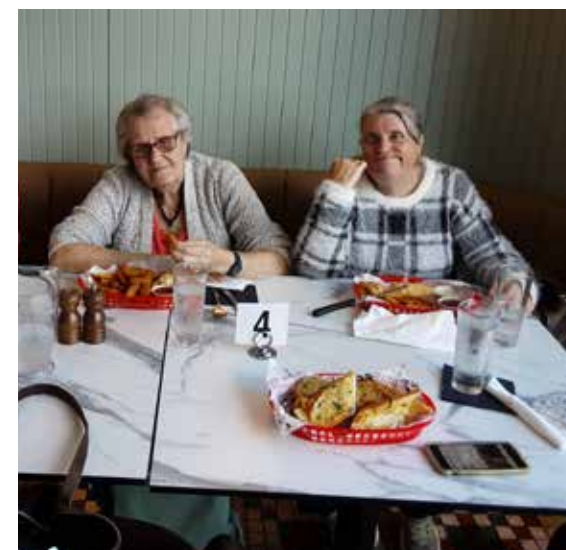


Future plans for both the Family Day Care and In Home Care programs are to meet the communities needs for customised child care, particularly vulnerable children and families with complex needs.

Educational programming will be a significant focus as we ensure that children meet developmental and emotional milestones, making sure that the children supported by us have the best possible opportunities to transition into school when they are ready.

A focus on providing as many opportunities for families and Educators to be able to communicate and connect with the service and other community networks will be ongoing. This will be required to ensure that the appropriate supports are available at the appropriate time and that emotional well-being for everyone is maintained during changing times.

Monica Langfelott
Manager Child Care Services



DISABILITY SUPPORT

2020/21 has been one of the most challenging years for many of us as a general community, which draws me to share with you how much more difficult and life-changing this has been for people living with disabilities.

The Disability Team have without a doubt had to adjust, and in many ways become creative with support under the lockdowns and restrictions that COVID-19 has presented.

Our SIL properties were on multiple occasions in lockdown – unable to have contact with visitors and family. This created an environment whereby staff and clients were limited to remaining in the SIL properties, only leaving for essential purposes such as exercise and shopping. Our clients adjusted well and displayed resilience and an ability to adapt to change – something which is often more challenging in general for our clients. This adjustment and ability to adapt was largely due to the wonderful support provided by our SIL Teams, who supported the clients in their homes resourcefully with a variety of ideas – games, gardening, movies, and appointments scheduled via Zoom.

Staff and clients were also required to use the mandated personal protection equipment (PPE) and strict sanitisation procedures at all times during our support. Although this has become a way of life for most of us, staff have had little respite from PPE since COVID-19 arrived, and I appreciate how difficult this has been to wear PPE for the majority of every shift, especially in the SIL properties.

Fostering appropriate ways to communicate with the team as we moved to a more remote model of working has definitely been an additional challenge – and one that majority of staff have found difficult. Our team became somewhat isolated from each other and management due to social distancing, movement of offices, and working remotely.



DISABILITY SUPPORT

The new way of communication became Teams meetings, phone calls and even more emails!

With all the challenges COVID-19 has presented, there are still positives to celebrate our new way of working in the community sector. Staff have definitely been required to think 'outside the square', and look for other types of activities and supports that can be introduced to client care. With the restructure of Beaucare's office space and management working partially from home, staff have become more resilient, and shown autonomy and an ability to make decisions with greater initiative. Hot desking seems a way of the future for many of us, and in particular, our Team Leaders, as they move from SIL property – to office – to client shifts.

The year that has been has set many precedents for future support in the disability sector, created steadfast procedures and creative supports. The Disability Support Team has met the challenge admirably over the past year, and I thank them for their hard work, commitment and passion. Our clients continue to amaze us and we are grateful that they choose our program to provide their supports.

Jo Perry

Manager Disability Support



DISABILITY SUPPORT

CLIENT STORY - JACOB C.

19-year-old young man

Supported by Beaucare for approx. 2 years

My name is Jacob. I have Beaucare three days a week when my Mum and Dad go to work. On a Monday and Friday, I go to Group and on a Tuesday, I have a support worker come to my house. Some days we stay in-centre and do activities like craft, which I don't really like, and cooking. I like being the DJ and playing music for everyone. Other days we go on outings in the Beaucare bus.



My favourite activities are ten pin bowling, lawn bowls and making music at GTM Studios in Beaudesert. The other day we went to the camel farm. It was a long drive, but I had a good day watching others feeding the camels. I didn't want to get my hand bitten off as they have teeth. I got to see the jets fly over from the Amberley Air Force Base when we went to the park for morning tea. They were very noisy.

When my support worker comes on a Tuesday, she helps me to get ready for the day, do my hand exercises and drives me to my physio appointment in Browns Plains. We then do something fun like go fishing, ten pin bowling or putt putt. She sometimes helps me to cook dinner, so my Mum doesn't have to. I love cooking for my Mum and am a great cook. I want to get my driver's licence. My support worker helps me learn and do the practice Free to Go test on the laptop. I am getting better each time.

I like going to Beaucare and really like my 1:1 support worker. I always have fun and I have made some friends.

Jacob C.



HOUSE TO YARD

TOTAL SERVICE DELIVERY HOURS **2,943**

The House to Yard program has increased service delivery capacity to meet the increasing demand for these services. Service delivery hours increased 39% on the previous financial year with a notable increase in Home Care Package clients. This directly reflects the client numbers with Home Care Packages; the type of work delivered has altered as we experience more requests for home maintenance services such as handrail installation, a commonly requested service.

The 2020/2021 summer was one of the busiest we have had to date with 36 tonnes of green waste removed from client properties and the two crews travelling over 14,000kms to provide these services. While we have a large number of clients in Beaudesert and the immediate surrounding areas, our service delivery goes as far as Rathdowney, Running Creek, Upper Beechmont and Tamborine Mountain. The distances we travel to service these areas continues to be challenging in managing the output hours under the Commonwealth Home Support Program contract.

The team enjoyed an investment in professional development training with refresher training for Risk Management, Manual Handling and Working at Heights. This development was to contribute to an improved risk management process and strategies for the team as they can face high-risk situations, particularly in some of the more remote properties we



HOUSE TO YARD

service. Snakes are always a concern along with debris lying in long grass. The manual handling training was a good refresher to all staff, particularly with the regular moving of heavy mowing equipment and Working at Heights training has increased our capacity for gutter and window cleaning in the drier months.

The House to Yard program has also received further investment with the appointment of a new Team Leader and upgraded equipment to increase the scope and capacity for work. The Team Leader's role will be to provide day-to-day



leadership for the team as well as providing handyman/home maintenance services to our client base, this will mean less outsourcing of work requiring a higher skillset.

As an essential service during COVID-19 the House to Yard team were able to continue servicing clients for any external works during lockdown periods over the last twelve months by providing a non-contact service, however we were still reaching our clients via phone one week prior to their scheduled service to provide that opportunity for a conversation.



As well as a new Team Leader, we welcomed a new team member who came to us initially as a volunteer and is now providing gardening services to our clients including our SIL properties. Our existing team have remained a stable and reliable workforce and I thank them for their ongoing commitment to Beaucare clients.



Ainsley Hinkins
Operational Support Services Manager

OPERATIONAL SUPPORT SERVICES

The last twelve months have presented us with unique challenges and opportunities as we have continued operating seamlessly during the COVID-19 pandemic. The Operational Support Services team (OSS) has been able to continue operating at full capacity during the lockdowns with our technology supporting a remote working model. This has evolved into increased flexible working arrangements for the team with a focus still on achieving mutually beneficial outcomes. The OSS team have supported with Beaucare's COVID-19 safety planning with increased building cleaning, QR check in monitoring and weekly seating planning to ensure adequate social distancing for staff and clients. The team have also managed the increased need for PPE equipment and maintained a three-month stockpile in preparation for any increase in COVID-19 cases.



There has been additional work in the technology space, with a transition away from BYO device for support staff. Beaucare invested \$30,000 to provide mobile devices to all Aged Care and Disability Support staff, the objective of this change is to provide Support Workers with a consistent and stable platform for the mobile App to function, as well as increasing the cyber safety of our client data. Support staff have been very positive about the performance of the tablets and they have contributed to a significant reduction in issues around the performance of the mobile App.

Our IT provider CodeBlue have continued to provide solid support both operationally and strategically. When CodeBlue decommissioned their data centre at Eight Mile Plains in December, our data storage moved to a new centre in Sydney, and to date the performance has been solid. This is an interim measure however while we work to transition our remaining applications to the Cloud based software applications and removing any dependency on having a server hosted environment. The project to move to MYOB Advanced was successfully completed by our Finance Officer in early 2021 and our software system for Aged Care and Disability Support is due to change to a Cloud based solution in late 2021.

OPERATIONAL SUPPORT SERVICES

In November last year, Beaucare opened its third office on Tamborine Mountain, the Operational Support team coordinated the fit out of the new office including the IT infrastructure. We also work with the ARIA team on staffing the office and provide a team member one day per week. Additional renovation works were completed at 44 Tina Street office, converting a space off the staff room to accommodate the Human Resources team and Community Nurse.

The Aged Care team has worked on supporting existing Commonwealth Home Care Package clients who have transitioned to a Home Care Package; this has translated to a steady change in processing work and volumes for the OSS team. The Disability Support team were successful in their first NDIS audit, congratulations to all on very positive audit outcomes. The OSS team continue to manage the claiming of all NDIS income including the three Supported Independent Living properties.



In late 2020 two long serving OSS team members moved into roles specialising in their key functions with the Finance Officer now part of the Strategic team and reporting directly to the General Manager and a Human Resources officer role created reporting into the Human Resources Consultant. These new positions demonstrate how we have met the need for more specialised roles as our organisation grows.

OPERATIONAL SUPPORT SERVICES



Each year we survey all staff and ask for feedback on the OSS team and the results indicated 96% or greater satisfaction levels with the various support functions provided to Beaucare. Our focus for improvement is greater transparency for timeframes to deliver outputs and increase the frequency of communication with the broader Beaucare team.

While COVID-19 has presented some significant challenges this year, it has enabled us to demonstrate we are a responsive and flexible team meeting the changing needs of the workplace we support. It has been another rewarding and successful year leading the Operational Support Services Team and I thank my team for their continued commitment.

Ainsley Hinkins

Operational Support Services Manager



STRATEGIC SUPPORT

HUMAN RESOURCES

In 2020 we established a specialist Human Resources (HR) function. Nerolie Golder joined Beaucare as HR Consultant with a brief to standardise and streamline processes, minimise risk, build HR capability and further Beaucare on



its journey to being an employer of choice. Tarynn Bemment moved from Operational Support Services to a dedicated Human Resource Administration Officer role within the function.



It has been a busy year reviewing processes, auditing contracts and dealing with new developments such as portable long service leave, 'no card no start' regulations, changes arising from COVID-19 and changes to the Fair Work Act with regard to casuals, as well as

dealing with day to day matters such as answering queries, supporting recruitment, induction and payroll, preparing employment contracts, compliance monitoring, managing HR data, filing and correspondence and taking part in various audits.

Major projects have included developing new contracts for In Home Child Care, staging a highly successful staff conference in the context of COVID-19 restrictions, and taking part in a World at Work Expo. We have also rolled out on-again-off-again leadership and Advance Diploma programs to develop leadership and management skills. Like all staff, COVID-19 has presented many challenges for our small team.

Looking ahead, we still have much to do and will continue to rethink and modify our processes to ensure that we deliver an 'employer of choice' work experience for our staff so that they feel supported through and beyond the pandemic.

I would particularly like to thank Tarynn for her tireless work. It is a privilege to work with such a dedicated staff member for whom nothing is too much.

STRATEGIC SUPPORT

I'd also like thank Beaucare for giving me the opportunity to make a worthwhile contribution.

Nerolie Golder

Human Resources Consultant

FINANCE



I have been with Beaucare for over 13 years and have been Finance Officer for over 8 years – I love numbers! My role requires me to oversee the financial processes within the organisation, as well as being responsible for Government acquittals on our many funding contracts, financial reporting for the Management Team and Board, as well as providing Executive Assistance to the General Manager.

My main focus over the last 12 months has been the implementation of a new accounting package moving us from MYOB AccountRight to MYOB Advanced – a much more robust system. Beaucare has grown so much in the time I have been with the organisation, and an accounting package was needed which would handle the complexity and diversity of the organisation and allow for the provision of detailed management reports as well as creating efficiencies within finance processing - MYOB Advanced has met these requirements on all levels.

While this was a very challenging time, the implementation was very smooth – a credit to the Operational Support Services team who assisted me with the process. We have seen improvements in the quality of our financial reports, we have achieved efficiency in many of our financial processes, improvements within our payroll processing and now have a system which will grow and adapt as the organisation grows - a great outcome for the 2021 financial year!

Rebecca Senger

Finance Officer



STRATEGIC SUPPORT

CLINICAL CARE

I was welcomed to Beaucare as the Community Nurse almost a year ago and I cannot believe how quickly the year has passed! In that time I have been very busy building the clinical space, working with the Aged Care and Disability teams to develop and implement comprehensive health assessments for our clients and provide in-home clinical care. The clinical care included anything from simple weekly blood pressure and general health monitoring, to advanced wound care.



I have enjoyed building relationships with multidisciplinary teams to help our clients remain living comfortably at home, or to make the transition into residential respite or permanent care. Together we have facilitated new procedures, developed policies and work instructions for the high intensity care areas of complex bowel care and subcutaneous injection, and completed a very successful National Disability Insurance Scheme (NDIS) audit in February. Staff education has been a huge focus for me, and I have enjoyed providing practical training in the areas of manual handling, personal care and medication administration.

The ARIA space has provided a platform for me to practice nursing in a very different way to what I am used to. I really enjoy the opportunity to think 'outside the box' and to be able to work with the team to find solutions to a wide variety of client health and care needs.

I look forward to becoming more involved with the THRIVE and Child Care teams in the future and to building a clinical team so that we can continue to provide quality care for our clients.

Jill Haynes
Community Nurse



T.H.R.I.V.E.

Tools for Healthy Relationships, Inclusion, Vitality and Empowerment

YOUTH SUPPORT

Over 1,780 hours of support were provided to 136 young people in 2020/21 with referrals coming predominantly from schools and training organisations (53), family & friends (13), police (12) and the young people accessing our program by their own initiative. The range of issues being dealt with has become increasingly complex and the majority of young people required support with mental health issues including anxiety, depression and suicidality. Family breakdown and difficult family communication was another trend.

The team worked collaboratively with many agencies and provided significantly increased support to the Kooralbyn International School. From January 2021 we worked with Headspace and STRIDE to ensure that their move to Beaudesert would be as seamless as possible and this opened up the opportunity to develop a strong understanding of the referral pathway requirements and other avenues of support.

We were very fortunate in August 2020 to recruit a very skilled Indigenous Support Worker who has worked with the team and broader Beaucare to enhance our awareness and understanding of the cultural issues many of our young people and families face. 13% of our clients identified as ATSI in the 20/21 year,



up from 9% the previous year. This talented worker has been instrumental in the significant increase of Aboriginal and Torres Strait Islander community members accessing all our programs for support and he has been able supported by the other professional members of our team.

COVID-19 impacted significantly on our ability to meet with young people at various times during lockdown periods but we managed to meet all contracted KPI's and keep support as strong and seamless as possible.

FAMILY SUPPORT

1,097 hours of support were provided to local families during the year. Given the impacts of COVID-19 this was a strong result and much of our work became focussed on keeping parents and carers as calm and as stress free as possible as they negotiated changed work arrangements, home schooling and relationship pressures.

The increase in local rental expenses also impacted very negatively on many families who were already struggling to meet their financial commitments, and while many people did not actually lose their employment and become unemployed, many took significant cuts to their hours of paid work, especially those in tourism and hospitality. The move to a more casualisation of the workforce has also put pressure on families, with women often being the main jugglers of child care, domestic duties and home schooling while at the same time juggling variable work hours.

We have felt privileged to work with families who have developed increased resiliency and managed to navigate the stress and anxiety of the past year with relationships intact and hope for their future prospects.

The team have worked tirelessly to meet the needs of everyone who has been referred to us and have been very grateful for the support of our Beaucare colleagues, especially those in ARIA and OSS in supporting us through a very challenging year.

Louise Dwyer
General Manager



PROJECT - PAPER CRANES

The Youth and Family Program at Beaucare are supporting people in the community to make 1,000 cranes with the hope to raise awareness of mental health.

Historically, in Japan 1,000 cranes symbolises hope and recovery, and is a beautiful story of community support.

SADAKO
and the
Thousand
Paper
Cranes



For more information on the story of "Sadako and the 1,000 Paper Cranes" go to:
https://en.wikipedia.org/wiki/Sadako_and_the_Thousand_Paper_Cranes



This project was inspired by a young person within the THRIVE program whose goal is to reach making 1,000 paper cranes, and has taken this under her wing to bring the community aboard to do so. This has led to other agencies and schools in the region to invite the THRIVE team to commence crane clubs. The aim is to reach 1,000 cranes and create beautiful displays that can be shared in the community and within Beaucare.

Tracy Kvassay

**Client Service Coordinator
Youth & Family Support Team**



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



COLLABORATION, PARTNERSHIPS & ACKNOWLEDGEMENTS

Beaucare acknowledges the following departments who support our work:



Aged Care - Australian Government under the Commonwealth Home Support Program and Home Care Packages

Disability Services - supported by funding through the National Disability Insurance Scheme.



Child Care Services - Queensland Government Department of Education and Training

Queensland Community Support Scheme - supported by funding from the Department of Communities, Housing and Digital Economy

Community Support Programs - supported by funding from the Department of Children, Youth Justice and Multicultural Affairs



Lady Bowen Trust - Be Connected, Small Grants



Scenic Rim Regional Council Community Grants

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

- Lahey & Walker
- SCT Logistics
- U3A
- Scenic Rim Discount Drug Store
- Zonta
- Coles
- GELITA
- Share the Dignity
- Hohl Plumbing
- GIVIT


NOTES



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Assessment & Referral Support
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Disability Support Services
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