



ANNUAL REPORT 2022



TABLE OF CONTENTS

Strategic Plan & Objectives	4-5
Organisational Chart	7
Our Board	8-13
President's Report	14
Treasurer's Report	15
General Manager's Report	16-17
Our People	18
Impact Statement.....	19
Program Reports	20-35
Collaboration, Partnerships & Acknowledgements	36-37



STRATEGIC PLAN

MISSION

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

VALUES

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

- Respect
- Collaboration
- Self-determination
- Equity
- Justice
- Optimism

GOALS

This Strategic Plan is underpinned by the Goals of our Constitution. These are:

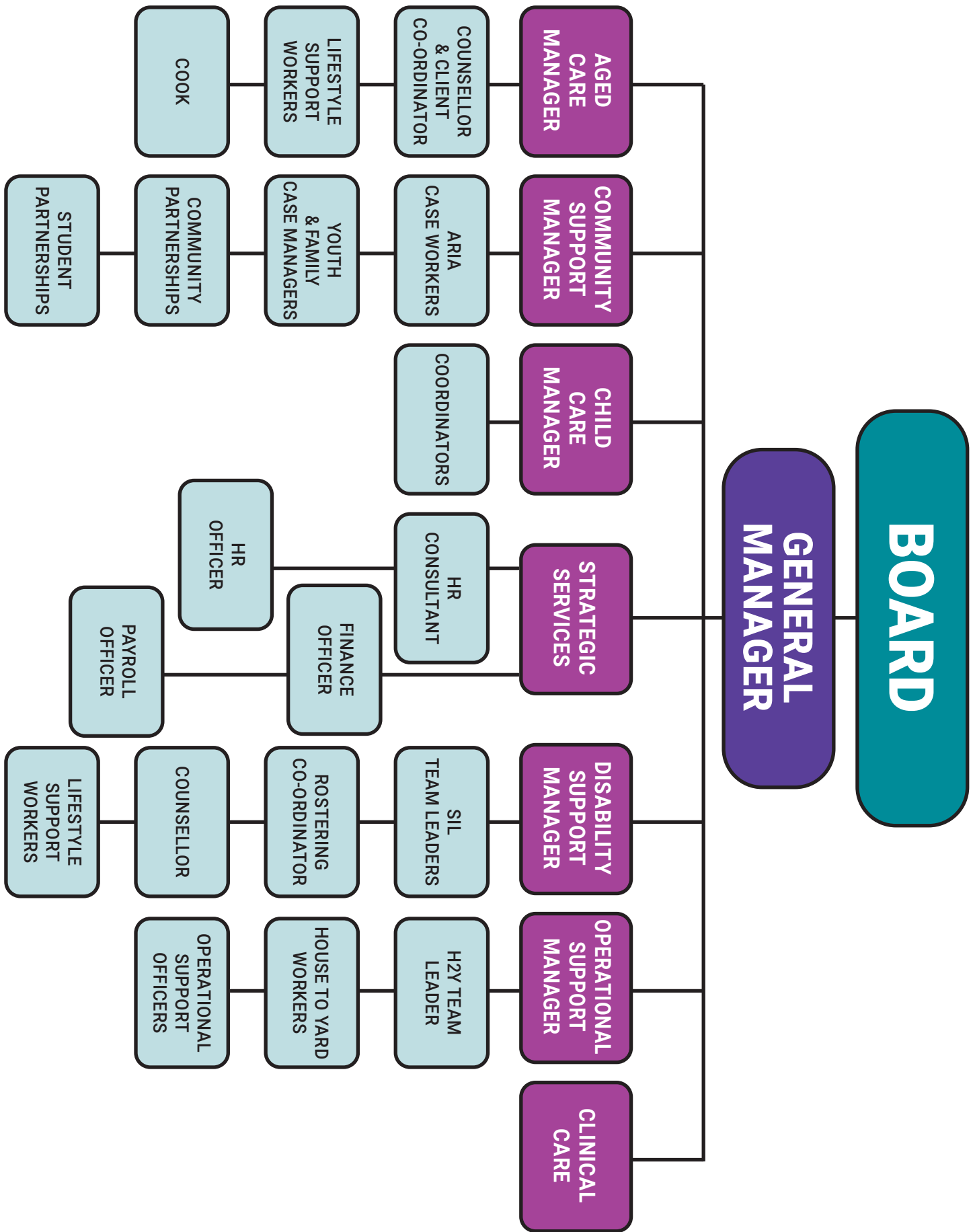
1. To focus the majority of our efforts toward providing direct assistance to those requiring relief from disadvantage.
2. To research and identify needs within our communities, and develop the means to adequately meet those needs.
3. To be a service provider of excellence, fully accountable to the individuals,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

STRATEGIC OBJECTIVES

1. **Client Centred:** Beaucare 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 need, responsiveness and quality.
2. **Organisational Sustainability & Growth:** Beaucare will be an organisation committed to quality performance in the areas of governance, risk management and reporting and will ensure our programs are financially viable for future growth.
3. **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.
4. **Place Based and Community Focused:** Beaucare will be a place-based organisation that understands, responds to, and advocates for, the needs of the Scenic Rim communities and will continue to do so through partnership, research and innovation. Beaucare will maintain a strong, place-based presence and reputation.



ORGANISATIONAL CHART



OUR BOARD

DAVID BRYANT PRESIDENT

David has an extensive and broad working history across the not-for-profit, private and public sectors, in Australia and internationally.

David commenced his management career in 1993, working with a consulting firm in Queensland and Canberra. David moved to Dubai (United Arab Emirates) in 1995 where he worked for four years as HR Director for a major civil and commercial construction company.

On returning to Australia in 1999, David worked at the Australian International Hotel School in Canberra and then the Department of Finance and Administration. This was followed by a HR Manager role with Shell before moving on to the role of Global HR Manager with Emirates Airlines back in Dubai. David relocated once more back to Australia and took on the role of HR and Corporate Services Manager with Anglicare and then HR Manager for the Department of Prime Minister and Cabinet.

Moving to Queensland in 2007, David took up the role of HR Director and Chief Operations Officer with STA Consulting Engineers, before moving on to Sun Engineering as their HR Manager. Senior management roles with Affinity Education and Master Plumbers' Association of Queensland following, leading to his role as HR Manager with the Royal Flying Doctor Service.

In 2019, David took on the role of Senior HR Projects Officer with ISS Global Support Services before moving on to the position of Senior HR Business Partner with Concentrix (one of the world's largest call centres). In 2020, David moved to the role of Coordinator People and Culture with the Gold Coast City Council.

David has now commenced in the position of People and Culture Manager for Village Roadshow, managing the HR space for Warner Bros Movie World, Wet'n'Wild, SeaWorld, Paradise Country, Outback Spectacular and Top Golf.

David joined the Board of Beaucare in 2017 and has been a very active and proud supporter of the organisation, particularly in his role as President.



OUR BOARD

PAMELA RYAN

VICE PRESIDENT

Pamela Ryan has lived in Beaudesert since 1976. She is married with 3 adult children, who were born in Beaudesert and educated at Beaudesert schools, and she has 5 grandchildren.

She has been a teacher for 48 years, working mostly for Education Qld and for 10 years for the Catholic Education Office. During her teaching career, Pamela has taught in many schools in North Qld and the Scenic Rim. In 2012 she retired from fulltime teaching as a Band 6 Principal with Education Qld. She presently works 3 days a week as a Learning Support teacher and does casual supply teaching employment at schools in the Scenic Rim area.

She has been involved in many professional bodies and is a Life Member of the Queensland Teachers' Union.

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.



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

CAROLINE HENNESSEY SECRETARY

Caroline is strongly committed to providing health and community services to the Scenic Rim region and has a long history with Beaucare, both with being on the Board and also utilising the services for her family and clients over the years. She has held the positions of Secretary and Vice President on the Beaucare Board and has Board experience in the areas of strategic planning, risk management, advocacy and encouraging and supporting community centered and focused programs.

Caroline has several years experience as a Paediatric Occupational Therapist in Beaudesert and she has worked previously in several Brisbane hospitals and community health settings both in Management and Clinical positions. Presently she works with children mostly on the National Disability Insurance Scheme to achieve their independence goals and functional outcomes. She believes in teamwork and helping families support their children to maximise their potential and lead productive and happy lives.



OUR 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.

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.



SOPHIE WALKER

Sophie has over 25 years experience in strategic communication and stakeholder engagement for consultancy, government, and non-government organisations across a range of sectors, most recently telecommunications and water. Starting her career as a journalist, Sophie moved into community development and engagement, and gained experience working in Indonesia, Vietnam, England and Canada.

Sophie holds a Master of International Social Development and is an Affiliate Member of the Australian Institute of Company Directors.

Since 2005, Sophie has lived in the Jimboomba/Beaudesert area with her husband, two daughters, and three horses and is looking forward to contributing to the Beaudesert community as part of the Beaucare Board.



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 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 Conoco Phillips 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.



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 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.



OUR BOARD

SUE WAINWRIGHT

A keen interest in people and communities has directed Sue's life to some unusual and interesting work places and added some exciting challenges. Marriage, family and growing coffee and cattle in PNG until Independence, Sue returned to Queensland working to improve commercial production levels in cattle using new artificial breeding techniques upgraded since her earlier years of working with CSIRO.

As a result, government and industry support enabled worldwide travel through developing countries, successfully promoting increased production with Australian genetics through balancing new technologies with established local and traditional management practices.

After a further move to explore new and expanding developments and opportunities in Northern Territory, the untimely death of her husband again altered her direction and Sue accepted a new challenge, in the position of CEO of Playgroup Northern Territory, working to improve early childhood education and maternal/child welfare support across the NT, assisting isolated families on cattle stations, mining towns and new industry initiatives like solar power, wind farms and communication settlements. Her special interest was in developing practical early learning services for Aboriginal children and families in remote communities, often partnering with other community organisations such as health, disability and aged care to provide services more economically.

COVID-19, family and distance eventually prompted her return to Queensland, where her dedication to community prompted her interest in Beaucare and her delight in the opportunity to contribute as a member of the Board in her new home area.





PRESIDENT'S REPORT

DAVID BRYANT

Welcome to the Annual Report for 2021/2022. Without doubt, Beaucare and its fantastic team and clients have had an exceptionally challenging time over the past two years. The word "unprecedented" comes to mind, but we have taken heart in the fact that Beaucare has not been on this journey alone. The whole world has shifted and it is with my sincere thanks to all of Beaucare's team members that we have managed to successfully steer our way through the very rocky waters of COVID-19. Certainly we are not over the pandemic yet, and there will continue to be ongoing challenges in that arena for many years to come. But Beaucare is committed to deliver time and time again to our valued clients, with a focus on continuously improving not only the quality of our services but also being smarter about how we deliver.

The Board is committed to building a stronger and even more robust platform for Beaucare's future, and with this in mind we have made ongoing strategic investments in not only our staffing levels, but also Smart Rooms, our Payroll system, our client tracking system and across our IT systems to take us hopefully leaps and bounds ahead of issues such as cyber attacks and increased demand for our services.

Beaucare is in a very sound financial position as a result of the leadership decisions of the Board and the management team around investments, property and asset management. Beaucare has taken on the lease of the Lutheran Church Hall next door to its main office in Tina Street, meaning that our employees are better able to appropriately serve the needs of our clients.

I applaud every member of the Beaucare team for their hard work, dedication and commitment to the often challenging roles that they undertake. You have the Board's unwavering support and

commitment in all of the daily endeavours that you undertake!

Beaucare is proud to be a locally based service provider. Our reputation in the community as a high quality service provider has been well earned and is certainly not taken for granted. I attribute this to each of our valued team members being a personal marketing guru for building not only our client base but also for attracting and retaining talent into the organisation.

And of course, the clients of Beaucare are what makes each of our roles so rewarding and fulfilling. I am sure that everyone at Beaucare has an ingrained sense of pride and achievement knowing we are all doing whatever we can to assist those who seek our help. We don't do what we do for the glory or the accolades – we do what we do because we love working with the community that we serve.

I also want to acknowledge our funding partners, our key Government partners, the local community leaders, our suppliers, our contractors and everyone who helps contribute to making Beaucare the amazing place it is.

The management team deserves special mention for their dedication, commitment, enthusiasm and general approach to get in and get stuff done! And also the Board members themselves also deserve credit – they give their time and effort freely and in doing so are creating a phenomenal organisation that is well placed to continue into the long term.

The coming year will, I am sure, continue to provide us with interesting and eventful challenges, but having weathered the pandemic storm, I believe Beaucare is now stronger to move us into the future.



TREASURER'S REPORT

SCOTT DORRIES

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 5 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.

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 small surplus in 2021/22 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 2022/23 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. Beaucare will continue to strengthen its relationships with its business and community partners and maximise its return on cash and other assets employed to fund its growing programs.

An external audit has been provided by our 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.

The role of volunteers and students 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 1,194 hours at a value of \$36,464. This total includes 946 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.



GENERAL MANAGER'S REPORT

LOUISE DWYER

It has certainly been another successful, but highly challenging year for Beaucare.

The impacts of the pandemic combined with housing scarcity and reduced social and health outreach services hit our community hard and at times we have scrambled to provide the required wrap around supports for our more vulnerable community members. We continue to advocate for additional accommodation, drug and alcohol, mental health and allied health services for our region.

We saw continued stability in service hours across all our programs and our amazing staff continued to provide supports regardless of the many additional pressures, including the impacts of the COVID-19 pandemic.

Our Board were again extremely effective in their oversight and governance, and management and staff have worked hard to achieve against the expectations of our Strategic Plan.

Quality service delivery is always our priority and through our annual client feedback surveys, informal feedback loops and client meetings we were able to determine that our quality of support has remained high. Beaucare is also audited regularly against four external quality frameworks and it is very pleasing that we again achieved full compliance in all areas, with no non-conformities in any program. During the 2021/22 year external auditors interviewed over 50 of our clients across programs and this anonymous feedback also supports our belief that we are providing services which are professional, caring and effective, and leading to positive impacts on people's lives. Some of the external auditor feedback provided in our reports included:

"It is noted that feedback from all participants and

their representatives was consistently positive, with comments such as 'they [Beaucare staff] are very approachable', 'you can talk with them about anything', 'they are always willing to help', 'never had a complaint', 'they listen, are helpful and responsive', 'my daughter is so happy in the SIL house she is reluctant to come home anymore'." (Disability Support Program)

"Consumers felt that Beaucare enabled them to do the things they wanted to do and that they participate in the community...consumers and representatives reported that they felt safe and that staff demonstrated an understanding of their needs and preferences....confirmed that staff are gentle, treat them kindly and with care, respect their individuality and accommodate their preferences." (Aged Care Program)

"The scheme's philosophy included the statement 'we believe all children should feel safe, secure, respected, valued, cared for individually free from bias or discrimination and should have a strong sense of identity' and this was reflected in the feedback, environment, policies and procedures and practices observed and sighted by the Authorised Officer." (Child Care Program)

"Clients interviewed provided very positive feedback, commenting on the practical, warm and supportive service. All the clients could point to improvements in their own lives or family functioning which they said were directly related to the assistance they had received from Beaucare." (Community Support Program)

Being a local 'employer of choice' is something we aspire to and the Board and Management Team have worked very hard over the past year to support our staff. For the first time in our history a wages bonus was paid in December 2021 to all staff employed for 12 months or

more. This bonus was in appreciation of the ongoing quality services provided by staff during the additional stress of the pandemic, and in recognition of the year being financially successful on the back of their hard work. We have also initiated an external employee support program and continue to invest significantly in staff development and training.

Recruitment across the sector remained difficult and our team of 92 staff in December 2021 had dropped to 79 by the following January due largely to staff choosing not to follow the Government's COVID-19 vaccination mandate. Numbers were back to 88 in June but we were, and will continue to be, on a constant recruitment campaign.

I cannot speak highly enough of the Beaucare Team. Managers took on significantly increased workloads, strategic staff developed additional skillsets, and our support staff went above and beyond to ensure that our clients were well supported during the course of the year. This is what makes working at Beaucare such a positive and inspiring experience for me.

Organisation sustainability is always a key focus as if we are not a robust and viable organisation, we cannot provide quality services and adequately resource our staff to support our clients. Our end of year result was very pleasing with a small surplus indicating ongoing viability and we were able to provision for the investment of \$1 million dollars into a managed fund, the first time Beaucare has moved outside standard cash investments.

Throughout the year we invested in additional power equipment for our House to Yard team, additional personal protective equipment for support staff, updated our client management system, took out a lease on the Lutheran Church Hall to provide more office space, maintained our two buildings to a high standard and kept our staff connected through upgraded IT to assist them to work remotely. Excluding JobKeeper payments our income grew 11% to over \$6 million and our wages bill grew by 8% to nearly \$5 million – this is especially pleasing given that the vast majority of our staff live locally and spend

their disposable income with local suppliers.

I would like to thank our Treasurer, Scott Dorries for his oversight and commitment to the ongoing job of ensuring high quality financial governance.

Being place based and community focused is our point of difference against many of the other services operating in the Scenic Rim. During the year we continued our outreach office at Tamborine Mountain for 3 days per week and provided in-home support across the region (and far beyond for our Child Care Program).

Our ability to provide supports in the more rural and isolated areas of the Scenic Rim continued and our staff travelled over 570,000 kilometres throughout the year to meet client need, with our fuel bill increasing by 22% over the previous year.

None of this great work could happen without the support of an amazing Management Team, committed and highly skilled Strategic Team and a professional and effective Board and I would like to thank David Bryant our President, for his wisdom and mentoring skills and the Board members for their diligent, intelligent and decisive leadership throughout the year. Beaucare is again well positioned to embrace the challenges of the coming year.



OUR PEOPLE



AGE OF OUR WORKERS

18 - 30 years	13%
31 - 40 years	28%
41 - 50 years	27%
51 - 60 years	24%
61 - 70 years	8%



QUALIFICATIONS OF OUR WORKERS

Masters	3%
Bachelor	15%
Advanced Diploma	7%
Diploma	7%
Certificate	40%
Currently Studying	11%



WHERE OUR WORKERS LIVE

Scenic Rim	51%
Logan	40%
Gold Coast	7%
Ipswich	2%

IMPACT STATEMENT

SERVICE DELIVERY HOURS



Aged Care

28,801



Child Care

212,089



Disability Support

74,746



Community Support

5,262



H2Y

4,851



Employee Hours

113,732



Volunteer Hours

248



Student Hours

946



COMMUNITY SUPPORT

MADELINE KELLY

2021/22 AGM Report - ARIA

The Assessment, Referral, Intake and Advocacy Program provides individualised support and advocacy to clients in the community experiencing a range of issues which impact on their overall wellbeing. The program is designed to support any member of our community to access services in a safe and caring manner with professional, experienced and understanding staff able to provide strategies specific to the client's individual needs.

Throughout the 21/22 year, ARIA responded to 1,870 clients presenting with a range of issues including poor mental health, substance misuse, domestic and family violence, relationship stress, accommodation distress and homelessness, financial strain, chronic health concerns, aged care enquiries and social isolation. Of the clients serviced by this program this year 339 enquiries were with regard to Aged Care support, and 942 hours of support were provided to clients supported under the Queensland Community Support Scheme (QCSS).

One of the main functions of this program is to identify gaps in services and advocate for client and community needs. This includes connecting clients with supports, both internal and external to Beaucare and ensuring they are supported to meet their goals. Community connection is a vital part of our response and all the team have worked hard to create strong and meaningful working relationships with other support organisations in the Scenic Rim, so that we can enhance client opportunities for support. During the course of the year, the ARIA team completed 409 internal referrals, and 735 external referrals to support agencies aligned with client goals.

Providing emergency financial relief to the community is a major part of the ARIA client work. The program is funded to provide financial support to clients residing in the Scenic Rim, generally in the form of food and fuel vouchers and assistance in purchasing prescription medications. Taking into consideration the significant rise in the cost of living over the last six months, on top of the housing crisis, financial support needs have increased significantly and over the past 12 months approximately \$34,000 in emergency relief has been dispersed to community members together with \$5,000 in accommodation support.

Housing instability and stress continues to be an issue with increased risk of losing current accommodation attributed to the ongoing rental crisis and affordability concerns for vulnerable families. The ARIA team have worked alongside our partners in the community to make connections, and a considerable number of referrals to specialist housing support services have been completed. Unfortunately, these programs are often at capacity, and cannot take on additional clients given the immense housing pressure across the state. ARIA staff continue to prioritise the exploration of further support options and referral pathways for clients and have worked hard to partner with other external support services for food parcels, financial counselling, and advocacy for grant funding and government assistance.

COVID-19 continued to impact throughout the year, with ongoing spikes in cases across the community and some lockdown requirements. The community experienced financial hardship during this time, which coincided with the Christmas period. December and January were

some of the busiest months in the ARIA program, with significant increases in emergency relief funding being dispersed.

Along with ongoing pressures around the COVID-19 pandemic, February 2022 saw an unforeseen rain event sweep through the Scenic Rim and South East Queensland, resulting in significant flooding across the region. The ARIA team worked closely with the Scenic Rim Regional Council to ensure victims of this disaster had access to emergency financial funds, donations for basic supplies and ongoing support through Beaucare and other services to rebuild their lives after considerable loss.

Aged Care continues to be an ongoing theme for clients presenting to ARIA, with approximately 20% of client needs being specific to Aged Care support. These enquiries tend to be from members of the community seeking connection to services and assistance in navigating the My Aged Care system. ARIA's specialist aged care coordinator works closely with these clients and their carers to ensure they are accessing and receiving the supports they require.

Beaucare Community Centre

The community support offered at Beaucare is a central part of our connection and commitment to the Scenic Rim. Our programs continue to prioritise connecting with services and assisting clients who reside in the Scenic Rim, acknowledging the limited resources in this region. The Beaucare Community Centre remains a community hub in Beaudesert, promoting wellbeing through information and resources, learning opportunities, and support groups. We are proud of our dynamic centre, which is supported by a team of passionate and dedicated staff members.

With the COVID-19 impacts and mandates becoming more manageable, the Community Centre again commenced developing community events and outreach opportunities to serve the community. During the course of the year the community centre supported alcohol and other drug support groups, financial counselling services, domestic and family violence

counselling for women and children, Centrelink community engagement, sexual assault support services, and several groups specifically for men. The Community Centre also provided appropriate space for groups such as University of the Third Age, Women of the Cloth, Footprints, ARKADIA, Mercy Family Services and many training organisations.

Over the next twelve months we will work hard to continue embedding required services in our centre, plan more events for people in the community, and creating more opportunities for growth, education, support and access to services.

THRIVE

The THRIVE program focuses on targeted Youth and Family support for community members.

The program faced significant pressure this year, with three staff leaving their employment with us in January due to the COVID-19 vaccine mandate. This saw a decline in the support hours provided while we recruited to the new positions and inducted our new case managers. The program has been fully staffed since May and case management hours have again increased with all referrals over May/June able to be accepted into the program.



Youth Support

Youth Support is focused on providing support services to vulnerable young people and strengthening their relationships with their families and support networks. The overarching aim is to support young people to achieve their identified goals, experience positive relationships with their family and community, engage in education, training and employment, and live safe, stable and healthy lives.

This year, THRIVE have provided 1,235 hours of support to 150 young people in the Scenic Rim community, with referrals predominantly being received through local schools, family and friends, and self-referrals from the young people themselves.

The dominant theme identified through working with young people has been in relation to mental health issues including anxiety, depression and suicidality. It is noted that alongside these issues run complex family dynamics and relationships, which seem to feed into the mental health instability being demonstrated by our young people. It is clear to see that young people experiencing poor mental health are more likely to disengage from education and support, which is why the work in this program is so important. The team have been able to achieve positive outcomes through working with young people in a way that makes them feel safe, heard, and also challenges them to meet their potential.

Another key theme seen through referrals is targeted support around transition to independence. Many young people are overwhelmed when entering adulthood and have not been given the skills or opportunities to work towards independence. Our team have assisted many young people aged between 18-21 to develop stability in their living arrangements, find employment, engage in training and education and learn the key skills to get through day to day life.

The team have worked collaboratively to strengthen partnerships with partner agencies in order to meet the needs of young people in the

community. Two THRIVE case managers support young people at The Kooralbyn International School, providing two days per week support to students through therapeutic sessions. Staff also work closely with Headspace, STRIDE and ACCORAS to ensure there are clear pathways for young people to access mental health support.

The team are very eager to start working on some exciting youth events in the coming year, and would like to ensure young people are involved in brainstorming and event planning. The focus is to ensure the program is operating in a way that young people identify with, to increase their likelihood of engagement and positive outcomes. We look forward to continuing our work with the incredible young people we have in the Scenic Rim.

Family Support

The Family Support program aims to build capacity of families to function in a way that improves their wellbeing and safety, and ensures healthy functioning for children, young people and their family members.

This year, 897 hours of support were provided to vulnerable families in the community, with referrals predominantly coming from our internal referral service ARIA, and schools in the local area.

It is no secret that families are struggling significantly with the pressures being faced currently including the ongoing impacts of the pandemic on health and employment and the rising cost of living. Families coming into the program are struggling to keep stable accommodation, and provide basic care resources such as food, fuel to get to and from school and appointments, clothes and school supplies. This also impacts the ability of families to access medical assistance and assessments for potential diagnoses, given the cost and limited accessibility in our rural community.

These ongoing sources of stress for families has had a major impact on mental health, which is an evident theme in family support; that when families are pushed so hard by so many things

that are outside their control, they become depleted, which has an impact on their functioning.

Case managers have been able to work with families to access support around financial counselling, alcohol and other drug use, relationship stress and individual counselling, domestic violence, and connection for disability supports. The team continue to work strongly alongside housing services, to assist families to secure stable and appropriate housing and accommodation.

We are a passionate team who work alongside the families to build their capacity over time, so they are able to feel confident in their abilities to provide a safe and stable environment for their children and themselves. The next twelve months is an opportunity for us to further strengthen our ties with the community, to then increase opportunities for our clients. We feel privileged to have the opportunity to meet such incredible families and help them achieve their goals.





OPERATIONAL SUPPORT SERVICES

AINSLEY HINKINS

The Operational Support Services team have worked with optimism and goodwill throughout what has been a challenging and somewhat unsettling year. In the last twelve months, we welcomed three new team members to replacement positions in finance and reception along with a new rostering position.

To accommodate the growing staff cohort at 44 Tina St the General Manager approached the Lutheran Church committee to negotiate the use of their Church Hall at the rear of the Church grounds next door to our 44 Tina St premises. The Church committee generously agreed to lease this space to Beaucare and throughout January and February, a renovation of the internal building to create office space was completed and the OSS team moved in March. This has been a welcomed and successful addition to our workspace at the main office.

During the COVID-19 lockdowns, the team demonstrated flexibility and adaptability and provided seamless support functions to the Beaucare Programs by working in a hybrid work from home and office model. Our technology makes these transitions seamless and post lockdowns we have continued to offer staff work from home opportunities where this is mutually beneficial and overwhelmingly staff appreciate the flexibility this provides them.

We continue to look for opportunities to improve our processes and technology and to support this the Board approved a \$100K investment in a new system for our Aged Care and Disability Support programs. The objectives of the project were to select a software vendor Beaucare can collaborate with through our next phase of growth and provide a cloud based solution with

enhanced functionality for the Home Care sector. Throughout the year considerable effort was given to developing the new system design and a bottom up process was applied to ensure all key users had an opportunity to provide input into the functions. Data migration from our existing CRM was the next phase of the project in preparation for testing. The new system will be phased in gradually through 22/23 to minimise disruption and risk to current operations.

The significant growth in new educators and family enrolments within Child Care has increased the need for finance and administration support which the OSS team has provided, the growth in Home Care packages in conjunction with increased package utilisation by our clients has also increased both accounts payable and receivable processing volumes.

September 2022 marks 6 years of partnership with our IT Managed Services provider CodeBlue, and the end of our second three year support contract was seen as an opportunity to review our IT infrastructure and identify opportunities for improvement. Beaucare has engaged an external company TechPath to complete an independent review of our current IT infrastructure and this will drive the development of a new road map to ensure Beaucare systems are robust and reflect sound security practices.

Our goals for the 2022 - 2023 financial year include a focus on the implementation of the new CRM system, progression of any potential issues identified from the IT audit, the refining of processes in line with funding changes to the Commonwealth Home Support Program and to support growth within the Home Care and NDIS space.

HOUSE TO YARD

AINSLEY HINKINS

During 2021/2022 year our House to Yard team have had a huge challenge maintaining client properties over significant and persistent wet weather in October, February, March, April and May with major flooding events in October and February. Multiple working days were lost and the team faced ongoing difficulties in accessing client properties, particularly in the more rural and remote areas of the Scenic Rim which presented some significant hurdles in providing service delivery.

In 2021 we welcomed a new team leader to the program which enabled more direct leadership and mentoring of the team, it also increased our capacity for providing 'handyman' services to clients. The growth in Home Care Packages has had a direct effect on the increase in demand for all services, and to date we have been able to meet this additional demand. The community need for garden and lawn maintenance services continues to be high.

The House to Yard program was reviewed during the external Aged Care audit in February and the auditor provided positive feedback on the program's performance systems and processes and identified nil non-conformities.

During the 21/22 financial year the House to Yard team delivered 5,008 hours of lawn mowing, gardening and minor home maintenance, this was an increase of 60% on the previous financial year. The expense-to-income ratio continues to be a challenge and the substantial increase in fuel prices has had a detrimental impact on budget results, given the kilometres we travel and the number of power tools the team relies on. Beaucare is however totally committed to continuing this program as if we did not, many vulnerable clients in the outer lying areas of the Scenic Rim would be left unsupported, and we look forward in the next year to continuing to support our clients to live independently in their own homes.





CHILD CARE

MONICA LANGFELDT

Family Day Care

It has been a very eventful and exciting year for Beaucare Family Day Care.

The program has now been operating since 1997 (that's over 25 years!) and we are well known in the child care sector for being a quality service which strongly advocates for the best outcomes for children and families.

During the 2021/22 year the service had significant growth in both new educators and families. Our educator numbers increased from 22 to 41 – an 86% increase and included new educators operating their businesses in the North Brisbane, Gold Coast, Regents Park, and Park Ridge areas. Service hours increased from 13,203 hours per month to 22,406 hours per month, a 70% increase.

The increase in educators has been a direct result from an advertising campaign that has been implemented for Facebook and Google advertising and which is proving to be highly successful. Four of the new educators have significant child care backgrounds including being directors of other child care services and have set up amazing child care environments.

The growth we have facilitated has been a significant achievement given that many services have lost hours or closed down due to their inability to manage the very difficult environment we have had over the past three years. To add to our supports, we recruited an experienced Educational Leader specifically to work with educators to ensure strong educational planning and to set up their homes to achieve the best outcomes from their environment for the children in care.

Our Family Day Care program was again nominated for Family Day Care Australia awards and one of our educators, Bharti Dhillon, was a regional finalist for the Family Day Care Australia Educator of the Year awards for the Gold Coast region. Bharti was also profiled in the Jigsaw magazine for her work with the 1,000 cranes project for children and youth mental health which was an initiative of the Beaucare THRIVE team.

During the past year there has also been an increase in educators facing circumstances where they are now the sole income in the family and the coordination team has focused on supporting these educators to build strong business acumen and to remain resilient in working through change.

I am very proud of the work done to successfully support children, families and educators through the very challenging landscape of the past year. Families have been referred to appropriate supports for case management, financial and counselling supports. Coordinators have assisted educators to provide safe, hygienic and stable environments focussing on positive outcomes for children while still having as much fun in care as possible, knowing that children are also going through a range of feelings and confusion with the world around them.

Beaucare Family Day Care Conference - We were fortunately able to hold the Beaucare educator conference this year at Tamborine Mountain even though the day saw some extreme rainfall on the Mountain and beyond. Professional facilitators provided training sessions on:

- Educator wellbeing – mindfulness

- Difficult conversations - assisting educators to be more confident in communicating with families as part of running their own business
- How to run a professional business - setting strong guidelines for educators to work with as part of a professional business.

Priorities for next year will include ongoing training on risk assessment and child protection and business management. As always, we will have a strong focus on seeking feedback and input from all our program participants to ensure inclusion and collaboration in decision making and seek to continue to provide a high quality service to our educators and families.

We have had some staff changes over the past year but now have a highly competent and experienced team who I would like to acknowledge and congratulate on their work. This has been a very busy time with multiple educators starting at the same time, and the coordinators have all worked together in a positive and professional manner with a strong commitment to working with the educators and families.

I would also like to congratulate all our educators who have worked through some very challenging times over the past few years with child care subsidy changes, floods, bushfires and of course, the COVID-19 pandemic and kept the children in their care and their own families safe and well. Educators have been extremely supportive to their families and our staff which has been greatly appreciated.

Last but not least, Beaucare continues to thrive and assist so many families, children, educators and staff under some amazing leadership. I am very grateful to work with Louise and value her never-ending positivity. Louise and the Beaucare Board have valued the knowledge and experience of the Management Team during very difficult times and allowed strong input into decisions from Managers which has enabled the programs to continue to grow and develop in a very difficult climate.

In Home Child Care

In Home Child Care meets the needs of families that are otherwise unable to access other forms of child care. These families are assessed as eligible by the In Home Child Care State Agency, and the reasons for support can include shift work, families living in rural remote areas and families that have complex needs.

Families with complex needs include those with children who have high medical needs, those with children or parents living with a disability and those where children need one-to-one supports due to their behaviours, which may be difficult to manage in other child care settings. In Home Child Care also provides a safe child care option to children with health issues, where a group child care setting poses increased risks to the child's health. This has been particularly important during the COVID-19 pandemic where children and parents have been at greater risk of illness.

The In Home Child Care program currently supports families throughout South East QLD and also in some rural remote areas including Dalby and Biloela. Over the course of 2021/22 the In Home Child Care program has had growth from 22 families and 22 educators to 32 families and 32 educators. Growth of support hours over the same period has been 3,306 hours per month to 4,921 hours of care per month – an increase of 49%.

In June the In Home Child Care program was able to support families and educators that were registered with another service that closed suddenly. This is very exciting as it will lead to working with families on the Sunshine Coast and in western Queensland with families living on isolated farming properties. These families have chosen to transition to Beaucare to ensure that they have continuity of In Home Child Care supports and retain their existing educators.

There has been significant shortage of educators across the child care sector and especially those

available to support families for In Home Child Care. A strong focus on promotion, recruitment and support has led to our successful outcomes.

In Home Child Care monitoring now takes place via a hybrid model of face to face visits to the home, online visits through Microsoft Teams and phone calls. The focus is always on providing strong educational experiences for the children, engaging children and families to connect with their communities and providing safe environments for children with strong routines, especially for families with parents working outside normal hours such shift workers, those on demanding rosters and those who fulfil on-call roles.

Over the next year we will continue to provide service to families who are eligible and promote In Home Child Care. The In Home State Agency aims to transition families with complex needs to other longer term support services, to assist children to access mainstream child care/school and to return to mainstream services where possible. We will assist and support families transitioning to other services when this occurs.

I would like to acknowledge the hard work of the Child Care team in assisting families to prepare for In Home Child Care services and supporting our educators to work with families in situations which are often very challenging.





HUMAN RESOURCES

NEROLIE GOLDER

During the 2022 financial year HR has continued to up-grade processes in our journey to being an employer of choice, while at the same time providing the necessary day to day services answering queries, supporting recruitment, induction and payroll, preparing employment contracts, monitoring compliance, managing HR data, filing and correspondence and taking part in various audits. The COVID-19 pandemic has continued to challenge our small team with lockdowns, the vaccination mandate, staff illness and shortages and continual postponement of planned events.

Recruitment has been particularly challenging in 2022 due to the shrinking labour market, and the departure of some staff to become independent disability carers. Sourcing prospective staff, interviewing and inducting the successful applicants requires a significant amount of time and resources to ensure we employ the right people and set them up for success.

Beaucare has always focused on ensuring that our staff feel supported so that they can provide optimum support for our clients. This has been particularly important throughout the pandemic and in 2022 we enhanced that support by implementing the following wellbeing initiatives:-

- An Employee Assistance Program which provides 24/7 independent, confidential counselling support to assist staff with work and/or personal issues.
- A workplace banking program to help staff with their financial wellbeing. This provides access to financial health checks, banking benefits such as discounted offers on

everyday banking and home loans and special offers for retail, sport and travel discounts.

- Conducting a People at Work survey to assess workplace risks that may cause stress or impact psychological health so that we may better target support and training and manage hazards. An action plan in response to this is currently under development.

Other significant projects have included updating our 'Work with Us' section on the Beaucare website so that people can submit an expression of interest, implementing an on-line training platform (in conjunction with NGO Training) for our Disability Support staff, implementing the changes arising from the review of the Social, Community, Home Care, and Disability Services Award, and assisting with the implementation of eCase (for rostering). Projects yet to come are a full day staff conference for professional development purposes later in the year and implementing the action plan arising from the People at Work survey.





DISABILITY SUPPORT

JO PERRY

The twelve months covered by this report have been a period of consolidation of supports for our Disability Team, while still operating within the confines of our new 'COVID world'. Staff and clients have gone about their activities using PPE when appropriate, and socially distancing as a matter of course. Our number one focus has been to continue support safely and according to all government directions, while continuing to access our community as much as possible to ensure normality in our clients' lives.

Beaucare has a cohort of over 30 strong and professional disability support staff who work across numerous shifts and types of work, including group support, community access, individual support and support for independent living (SIL). During the 21/22 year the team delivered over 80,640 hours of support, 24 hours a day and seven days a week for some of our clients. The team have worked tirelessly to cover shifts so that clients are supported at all times, even in the midst of some very challenging waves of flu and COVID-19 infections amongst the team. This has been our main challenge and has been faced by all disability support providers, as there are insufficient staff numbers to meet all the needs of clients. Our staff are our greatest asset, and we continue to advocate and seek solutions to ease this workforce crisis which is being faced by the entire sector.

During the year many clients have also gained more exercise and control in managing their NDIS Plans, an outcome we welcome and this has led to a movement away from staff employed by organisations and toward the employment of independent workers. We applaud the flexibility this gains the client, and are pragmatic about the

high quality staff we have lost to independent work.

Community access in a fun and safe way has always been one of our team's unique and popular programs. Group activities have been a fixture of our supports for over fifteen years and the program is still as strong as ever, offering group support four days per week. A monthly schedule is developed in advance with clients hosting their own group meetings to provide feedback on the activities, discuss possible new activities, and present ideas for the different ways the group activities can be delivered. This ensures that the activities and experiences cater to the needs and interests of the current group participants and the monthly group program is then distributed to all our regular clients. The group have also enjoyed some new activities this year including:

- Indigenous dot art
- Jamming with GTM – a local music studio
- African Drumming
- Canvas paint pouring
- Golf

During the year, Beaucare proudly added a third Supported Independent Living home to our program. This third property currently supports two participants, with a third participant to join later in 2022.

The three SIL properties have been fully staffed 24 hours a day, seven days per week and clients are supported to manage the upkeep of their own home with staff rostered for overnight sleepover support and community access. Sleepover supports include personal care, meal preparation, medication and overnight assistance.

Community access shifts include planning, money management, the keeping of ledgers and ensuring attendance at scheduled appointments. Over the past year, the team was restructured and recruitment of two Team Leaders and a Senior Lifestyle Support worker has assisted with the smooth operation of our three SIL properties. The Team Leaders take responsibility for managing the many allied health appointments, upkeep of daily client schedules, medication and personal protection equipment audits, behaviour recordings and reporting, and staff training.

Another component of our restructure was the employment of a Rostering Coordinator to prepare the fortnightly client/staff allocations across all types of work and ensure we were meeting all required support needs. Our rosters are ever evolving, and change daily to cater for the individual circumstances of our clients and of course, our staff availability. During the COVID-19 outbreaks many roster changes were required as we supported clients in our SIL properties to remain safe and minimised the number of staff accessing to avoid any cross infection. This work has been managed incredibly well by

our team and I am very proud of the remarkable skills and dedicated support shown in the use of PPE, social distancing and enhanced hygiene procedures. I cannot applaud our clients or staff loudly enough for their courage, resilience and positivity during difficult periods of lockdowns and isolation.

With 2021/22 behind us, we can celebrate another successful year of support activities. Although we have remained at capacity, we have continued to provide consistent hours of support to all clients. In the year ahead I am looking forward to the rollout of our new NGO staff training platform which will ensure our staff can easily access the information and skills development they need for the work they do daily as Beaucare is committed to upskilling our staff, as this assists us to ensure that compliance with our own high quality expectations and the required legislation remains a high priority.

In closing, I would like to express again a huge thank you to my team, who are a group of committed and compassionate people making a difference in the lives of our clients living with disabilities.





FINANCE OFFICER

REBECCA SEAGER

This year we have once again finished in a solid financial position even though we faced many challenges. Winston Churchill said that “we make a living by what we get, but we make a life by what we give” and this certainly speaks to what Beaucare does on a daily basis.

My position as Finance Officer was moved this year from the Operational Support Services Team into a stand-alone role reporting directly to the General Manager and Finance, Fraud and Risk Committee. This has allowed me to focus

more strategically and look at future goals and objectives, rather than just focussing on the month to month financial picture.

During the year we faced the challenge of the final stage transition for MYOB Advanced – the payroll component. This has streamlined many of our payroll functions and a Payroll Officer was recruited in late June 2022 – this is a new position for Beaucare and illustrates the growth in staff numbers together with the complexities of the current industrial wage system including allowances and on-call arrangements. Beaucare prides itself on paying staff on time and according to what they are entitled to, and our Payroll Officer provides another layer of support to ensure this happens.

There were some significant investments made during the 21/22 year including the lease and fit out of the Lutheran Church Hall, a staff bonus in recognition of the additional stress of the pandemic, a new client management system, a SMART room and the creation of an investment portfolio to ensure better returns on our invested funds.

Work has commenced on a unit costing project which will be my main focus over the coming months. This will assist us to have a much greater understanding of the costs and cost drivers for each specific program area which will then influence our future decisions.

I would like to thank the Management Team for another fantastic year, the Finance Team for their tireless work in keeping the Beaucare finance processes rolling, our HR Administration Officer for her back up payroll support and the Treasurer for his wise counsel and guidance. I could not do my job without the commitment, hard work and humour of my colleagues.





CLINICAL CARE

JILLIAN HAYNES

My focus over the past year has been on building the Beaucare clinical processes and developing positive and professional working relationships with the allied health professionals we partner with. This includes occupational therapists, physiotherapists, speech pathologists, exercise physiologists, podiatrists, dieticians, local GP's and hospital discharge planners. Together we have worked to create safe home environments for our Beaucare clients, improving their overall health and wellbeing, and providing them with choice by offering a range of services across a range of allied health providers.

I have spent this year working predominantly with the Aged Care program, but am expanding support to the Disability and Community Support programs by continuing to develop procedures to meet the external quality guidelines and implement new ideas that provide Beaucare clients with an effective service, which meets their personal needs and choices. Training has been provided for staff in medication management, bowel and wound care and subcutaneous injections, and I am extremely impressed with the level of enthusiasm, dedication and skill shown by our support staff. Our staff are the eyes and ears for Beaucare clients, and have done a wonderful job in assisting to care for (and heal) some very complex wounds, and provide assistance for clients experiencing difficulty managing their daily medications or requiring support with bowel and personal care. This type of support significantly assists our clients to live independently, which is always our goal.

The ARIA space continues to be a wonderful platform to allow me to think outside the box, and I still enjoy very much learning about the team's

challenging client interactions and having the opportunity to provide clinical input to assist with positive outcomes.

The most exciting outcome of the past year was our ability to grow our clinical care to the point where a second registered nurse was needed and I was pleased to welcome my new colleague so I can truly say that Beaucare now has a Clinical Care Team! The year ahead will see us focus on strong clinical governance with the development of a clinical review panel and work towards meeting all the external quality requirements for aged care and disability support. Our primary aim however will be to continue to provide the highest quality care possible to our wonderful clients who inspire us every day.





AGED CARE

DIANNE GODLEY

During the past year the Aged Care Team continued to focus on providing the best care outcomes for Beaucare clients by working in partnership with them to determine their individual goals and care needs and then providing flexible and appropriate services to meet their needs. The environment over the past twelve months has continued to be challenging. COVID-19 lockdowns, lengthy isolation periods, illness, and flooding created additional barriers to be overcome in ensuring the continuity and consistency of quality care to our clients. The sector-wide shortage of staff also impacted on our program as it constrained our ability at times to meet the increasing care needs of existing clients and to support community members seeking care for the first time. In spite of all this, we were able to achieve a very positive outcome as over 98% of scheduled services were delivered.

Beaucare provided services to community members in our region through both the entry level funding available under the Commonwealth Home Support Program (CHSP) and the more individualised funding provided under Home Care Packages (HCP). Over the last twelve months, we supported 274 CHSP and 63 Home Care

Package clients. Collectively, we have provided 18,693 hours of direct client support to people over the age of 65 and an additional 227 hours of domestic assistance for clients under the ARIA program's Queensland Community Support Scheme (QCSS) contract.

Over the past five years, Beaucare has identified a significant underutilisation of aged care services by men in our community and at the same time we have moved from the philosophy of care to a philosophy of independence and wellbeing. As a result we developed Men's Groups at both Kooralbyn and Beaudesert and these groups have played a pivotal role, with the attendees challenging the stereotype that only frail, dependent male clients are the recipients of aged care services. The Men's Groups have supported male community members to break down the barriers that aged services are only provided for women, and by women. The men's program includes outings to places of interest, guest speakers and outdoor activities and the groups have developed a strong camaraderie which has attracted ten new members during the past year. As a result of our work in this area the gender gap amongst our clients has narrowed with 39% of our CHSP clients and 50% of our Home Care Package clients being male – this is against a national average of 35%.

Beaucare's main aim is to provide high quality, consistent and cost effective aged care services. As mentioned previously, during the past year we have overcome significant challenges with the four major ones being:

COVID-19 Pandemic:

Outbreak management and planning and infection prevention and control was at the



forefront of our care. To ensure the safety of our clients all staff and brokered providers required double vaccinations for COVID-19. All staff were trained in infection control, use of personal protective equipment, and infection risk minimisation. Staff were provided with additional hygiene resources such as face masks, gloves and hand sanitiser. Rapid Antigen Tests were made available to all staff. At times illness and required isolation periods amongst our staff resulted in a significant number of services being rescheduled to alternate days, times or workers.

Recruitment:

There continued to be a national shortage of workers within the aged care industry and over the past two years, COVID-19 has placed further pressure on existing staff. Attracting new workers to Beaucare was critical to ensuring we can provide high quality, consistent care as was the retention of our existing staff. Beaucare applied for the Aged Care Workforce Bonus Payment offered by the Federal Government and paid this to all eligible staff in two instalments over the year. Other strategies we used to support our team included the introduction of an Employee Assistance Program, provision of a personalised Tablet device, paid travel time, opportunities to increase skills through job training including nationally recognised training – (Certificate III with linkage to Akadia Training) and team engagement through regular team meetings.

Wait times:

Lengthy wait times for My Aged Care Assessment via the Regional Assessment Service (RAS) for CHSP, Aged Care Assessment Team (ACAT) comprehensive assessment for HCP has at times impacted on our ability to provide care in the timeframes it is required. Advocacy has been provided to clients when accessing higher level assessments, with most clients successfully accessing a Home Care Package or higher level Home Care Package. Beaucare monitored outcomes of ACAT assessments and completed care planning when Home Care Packages were funded, to ensure services were transitioned promptly.

Grief and loss:

Supporting our clients through their grief and loss is a common thread in our program and we recognise that both clients and carers face additional challenges when also socially isolated. Our team is fortunate to have the skills of two qualified counsellors who can recognise when our clients or carers are struggling with personal concerns or their carer responsibilities and who then provide client-centred counselling. This counselling model adopted a flexible approach to providing counselling services, offering supportive counselling and therapeutic interventions aimed to assist clients to overcome social, emotional and mental health problems that without effective intervention could lead to more serious health problems. Over the last twelve months clients have reported they now have additional coping strategies for managing their grief and loss, and have been able to engage with friends again and access community activities.

Our annual client feedback survey was conducted in May and June 2022 and 95% of our clients reported that they were provided the opportunity to participate in making decisions about what services and support they receive, and that care and services had been provided to meet their identified needs and goals. As client choice was identified as our key goal, 87% of our clients surveyed reported their choice of care and services was included in their care plan, and that if Beaucare was not funded to provide a service, we linked clients with other suitable agencies to provide the support. 94% of clients indicated our services contributed to their wellbeing. Beaucare also successfully met the requirements of the Quality and Safety Commission's Quality Standards with our external audit in February confirming that we were meeting all requirements of all standards with no areas identified for improvement. As this was our first full external audit in five years and the first to include Home Care Packages we feel that the foundation has been set for a very strong and successful year to come.

COLLABORATION, PARTNERSHIPS AND 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:

Greater Beaudesert Mental Health Network
Local Level Alliance

Emergency Relief Consortium
Beaudesert Interagency



Beaucare acknowledges the following departments who support our work:



Australian Government

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:

- U3A
- Zonta
- Hohl Plumbing
- Sri Selva Vinayaker Temple - Ganesh Temple
- Scenic Rim Discount Drug Store
- Coles
- Share the Dignity
- GIVIT



NOTES



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

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



**Search Beaucare Inc
Search Beaucare Family Day Care**

www.beaucare.org.au