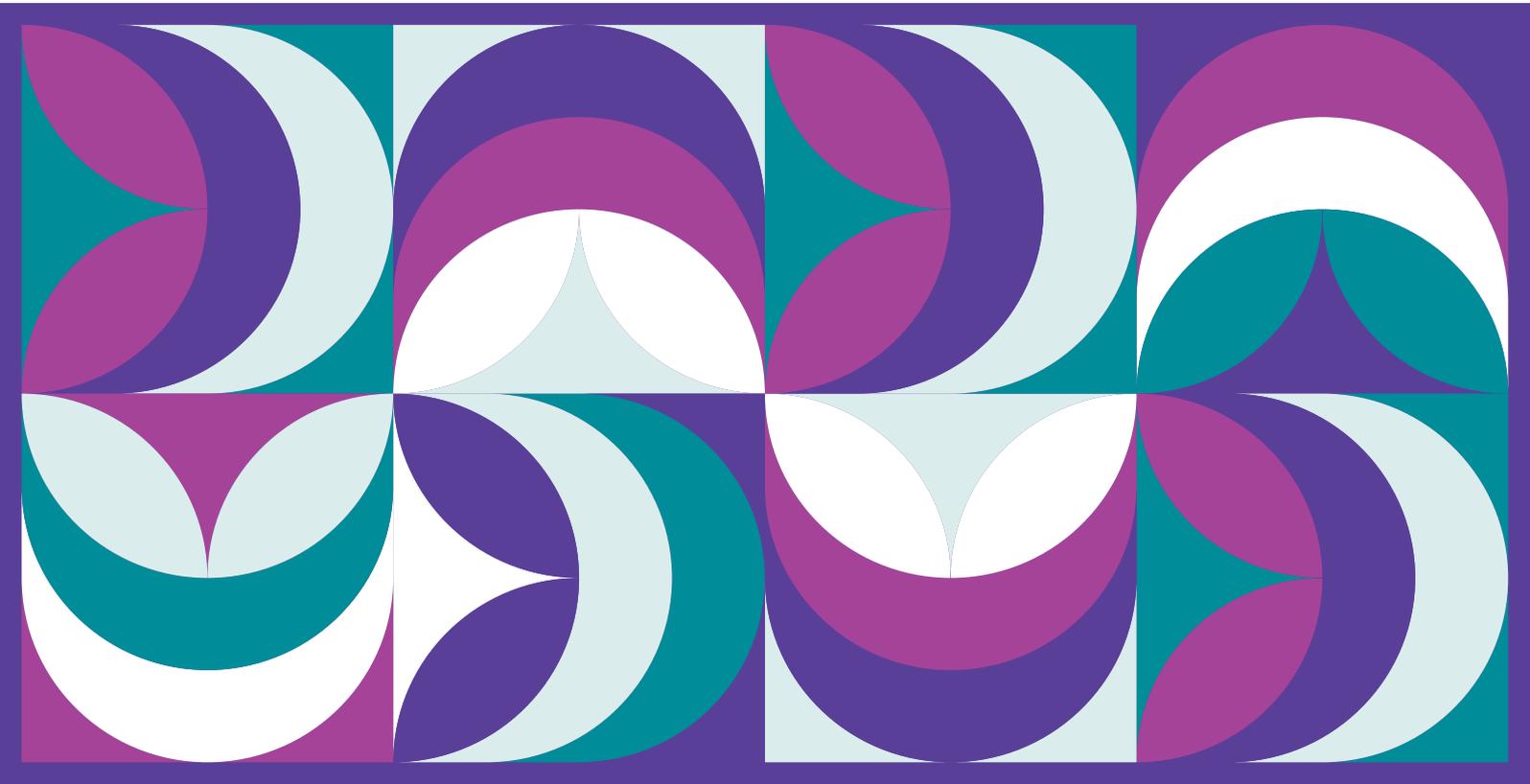




beaucare

ANNUAL REPORT 2023



# TABLE OF CONTENTS



Strategic Plan & Objectives ... 3  
 Our Board ..... 4-9  
 President's Report..... 10  
 Treasurer's Report ..... 11  
 General Manager's Report ... 12  
 Organisational Chart ..... 14  
 Our People..... 15  
 Impact Statement..... 15  
 Program Reports ..... 16-28  
 Collaboration, Partnerships  
 & Acknowledgements .... 30-31

# STRATEGIC PLAN

## MISSION

Beucare 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
- Equity
- Collaboration
- Justice
- Self-determination
- 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:** Beucare 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 and Growth:** Beucare 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:** Beucare 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 Focussed:** Beucare 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. Beucare will maintain a strong, place-based presence and reputation.



# 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 followed, 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 then moved into his current position as 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 Beacare in 2017 and has been a very active and proud supporter of the organisation, particularly in his role as President.

2023 will mark David's last year on the Board of Beacare as he formally steps down as President to embark on some new personal ventures.



# 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 49 years, working for Education Qld and for 10 years for the Catholic Education Office. In 2012 she retired from fulltime teaching as a Band 6 Principal with Education Qld. During her teaching career, Pamela has 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 3 days a week as a Learning Support teacher at a small school in the Scenic Rim.

Her tertiary qualifications include a Diploma of Teaching from Townsville Teachers' College, 1971 to 1973.

Prior to being on the Board of Beacare, her 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 Beacare 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 focussed 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.

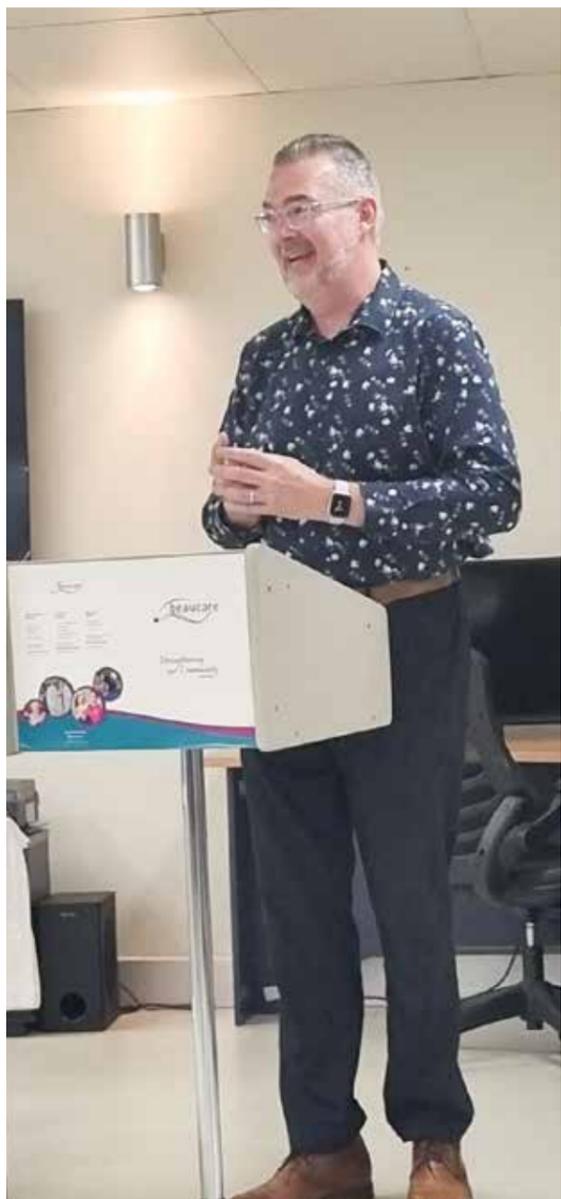
She has developed and managed a strong and successful enterprise in the private tertiary pathway sector and has a strong track record of consistently achieving targets, meeting deadlines, satisfying clients and a reputation for getting things done.

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.



**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 water and telecommunications.

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 four horses.





# OUR BOARD

## DAFNI BROWN

Dafni Brown is a Registered Nurse with 15 years' experience in the Aged Care Industry with a Master's Degree in Health Practice,

Gerontology. Throughout these years, she has progressed in different roles as Clinical Nurse, Clinical Consultant, Quality Manager, Care Manager, Director of Nursing and Interim Facility Managers/CEO.

Managing and leading a team from small facilities to large facilities, for profit or not-for-profit, all come naturally to Dafni. She uses her empathy, passion, extensive experience and knowledge to promote a high standard of clinical governance and care to residential aged care facilities. She has been involved in projects in implementing business strategies, change management in IT, documentation and introducing new innovative tools.

Dafni also worked as Support Coordinator in the Disability Sector and was a Director of Nursing (DON) leading a team, not only managing Aged Care but also both the Home/Community Care and Commonwealth Home Support Program (CHSP) programs.

She proudly volunteers to different causes such as Walk for Dementia and Cycle for Cancer to bring awareness and raise funds for research and was one of the medical aid volunteers during the Commonwealth Games.

Dafni is currently working for Community Business Australia as one of their skilled and qualified Aged Care Specialists and works with her husband on her time off to run their own plumbing and gas fitting business. She is dedicated in giving back to the Beaudesert Community as a member of the Beaucare Clinical Review Committee and contributes to achieving Beaucare's Strategic Objectives.



# 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.



## 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.





# PRESIDENT'S REPORT

DAVID BRYANT

I was very fortunate to have been welcomed onto the Board of Beucare back in 2017.

This was my first ever Board role, and I was warmly embraced into the Beucare family.

It was a little bit of a baptism by fire dealing with some of the initial HR issues to assist the General Manager, but in hindsight this was a great way to learn about the organisation and indeed about the entire team.

Although I commenced as an "ordinary" Board member, I rapidly progressed up to Vice President and ultimately as President for the last three years. And that is due to the genuine warmth and sincerity from the Board and the entire Beucare team that has continued to shine as each year has gone by.

We have all witnessed a lot of changes of faces, but with each change we have seen new ideas, new challenges, new enthusiasm and new perspectives come into the organisation – and for each challenge, Beucare has adapted and evolved and come out stronger than ever. I believe that is down to the wisdom and experience and spirit of the team in doing what they do every single day!

Beucare's finances have continued to remain strong, and this will set us up for an exciting period of future development, be it in services, assets, people, programs, outcomes and deliverables.

We continue to thrive under pressure in the field of accreditations, and with the ever-changing legislative landscape. Each assessor visit may give us an increased sense of pressure, but if we view each visit as an opportunity to learn, grow and develop, then this can only be a positive outcome.

Our buildings and the logistics of fitting an ever-growing team into fit-for-purpose facilities, will continue to be a focus moving forward. If we are to further service the community, then space will need to be a key focus of future planning.

With all of the challenges of operating a business come the usual rules and regulations. But I can honestly say that from a policy development and compliance perspective, Beucare is at the forefront of having an amazing culture where policies and procedures work as guidelines for everyone to operate within, rather than being used as big-stick weapons to ensure compliance.

This is another credit to everyone on the team for your diligence and efforts in this regard.

Of course COVID-19, although far less prominent nowadays, brought with it a stimulation to embrace technology like never before - Teams meetings, iPads for client services and support, online apps, upgrading of the payroll and finance systems, being more cyber-security aware, and so on – these are all positive developments that our business has well and truly embraced.

And with our dedicated and highly professional team members also comes the honour of serving the community. Beucare's reputation in the region is unsurpassed, and even from a Board member's perspective I can see the impact that everyone on the team has on the lives we touch in the community. It is a credit to you all what a difference you are making to peoples' lives!

Of course, I must make special mention that working with Louise as General Manager has been both an honour and a privilege. Beucare's future is in very safe and secure hands.

Working with the Board has also been an absolutely positive experience for me. The Board meetings themselves have been highly constructive and engaging, and that is in no small part down to the very capable and professional colleagues who have been on this journey with me. The Board volunteers their time and do not put in the effort for the glory or rewards of the role – this is our way of giving back to the community, and that I believe is at the heart of what makes Beucare so special.

My stepping down from the Board after many years represents an opportunity for a new period of development, growth and strategic direction. At all levels, Beucare is very well equipped to move boldly into an even brighter future.

My sincerest thanks and best wishes to everyone at Beucare for this wonderful journey!



# TREASURER'S REPORT

SCOTT DORRIES

Beucare 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 6 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.

Beucare 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.

Beucare achieved a small surplus in 2022/23 on the back of maintaining excellence in service delivery whilst operating within our means despite a year with significant wage price rate increases and an inflationary pressure environment and remains in a sound financial position, with sufficient reserves to meet its commitments. With this cost control and efficiency focus and government support funding we have been able to ensure most programs are in surplus and this positions Beucare to reinvest these surpluses into future initiatives and support for our communities in need. The Board has again budgeted for a surplus in 2023/24 and further renewal investments in sweating assets to achieve further efficiencies, improved corporate/financial governance, and further benefit to people in our communities. Beucare will continue to strategically adopt a back to basics and benefitting the local area approach for the provision of its community services. Beucare 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 Beucare and the Scenic Rim Community. Last year we were fortunate to have students and volunteers working with Beucare for a total of 1,460 hours (2022: 1,194) at a value of \$47,143 (2022: \$36,464). This total includes 1,280 hours (2022: 946) 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.

This year we farewell 4 of our Board Members, and I would like to thank them for their invaluable contribution, Lynne for 7 years, David for 6 years, Vivien for 3 years and Sue for 2 years. I want to make specific mention of Lynne and David, who joined at a very challenging time for Beucare, and rest assured Lynne with her strong advocacy skills and David with his strong leadership skills leaves Beucare in a much greater service focussed and operationally and financially sustainable position that continues to deliver much needed supports for the Scenic Rim Community.

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



# GENERAL MANAGER'S REPORT

LOUISE DWYER

The 2022/23 financial year was one of much greater stability than the previous two, with the impacts of the COVID-19 Pandemic lessening and the main focus of our energy returning to providing high quality client supports.

The decision three years ago, to facilitate Home Care Packages for our aged care clients, saw strong growth in this program, and the development of our Clinical Care Team lead to a more comprehensive assessment and care experience for our clients. Our commitment to support community members in financial distress allowed us to support families during a very difficult period and who otherwise would have been at risk of losing their accommodation. The ARIA team, who are internally funded through Beaucare funds, supported over 1,700 people to seek appropriate supports. One benefit we saw from the COVID-19 arrangements was the increased ability for our operational staff to work from home and remotely, enhancing their work/life balance and aiding Beaucare to provide a less stressful workplace. During the year we also saw significant growth in Child Care and Community Support and NDIS supports remained stable.

Beaucare staff continued to work towards our four strategic imperatives with the goals of providing direct assistance to community members requiring relief from disadvantage, fostering strong collaborative relationships, being a fully accountable service provider of quality services and identifying and advocating for services to meet the needs of the people living in the beautiful Scenic Rim.

Our staff numbers grew from 88 in July 2022 to 97 by the end of June 2023 which gave us the opportunity to increase our service hours. We also saw additional positions created in the HR Team and in specialised Indigenous supports. I can't say that recruitment has been easy, and we have struggled at times to find staff of the quality we want, but our Beaucare team continues to be highly skilled, compassionate, accountable and passionate about our community and the people we support.

The housing crisis which developed throughout the year added significant pressure to our work. It is difficult for our clients to focus on quality outcomes around community linkage, psychosocial health and financial stability when their ability to live in safe and suitable housing is in jeopardy. Our teams worked very hard to ensure that we integrated service delivery and advocated for our clients to ensure they were not at risk of homelessness.

An external review of our Aged Care Program gave us the reassurance that we were delivering a high standard of care, while at the same time provided a roadmap for us to develop the program further and create the opportunity for growth. The Beaucare Board also undertook a comprehensive review which confirmed that performance and commitment was very strong and provided some enhanced tools for measuring our strategic success.

I am incredibly proud of the effort of everyone at Beaucare involved in meeting the quite onerous requirements of our auditing regime. We successfully met the requirements of our mid-term NDIS audit in November 2022 and again undertook snap audits in Child Care.

The past year has enabled the Management Team to utilise more creative thinking and we all took part in intensive leadership development including a 360-degree review of our performance, followed by significant mentoring and support to meet both our personal leadership goals and those needed by Beaucare to continue to place us at the centre of sector development locally, and allow us to remain optimistic about the opportunities to come. I would like to take this opportunity to thank all the Managers for their professionalism and skills and the collegial and respectful way they work with each other, their teams, the Board and me.

I would also like to thank the Board for another year of effective, stable and strategic leadership where robust communication has been encouraged and the provision of high quality support has always been the desired end result. The Board continued to show how much they

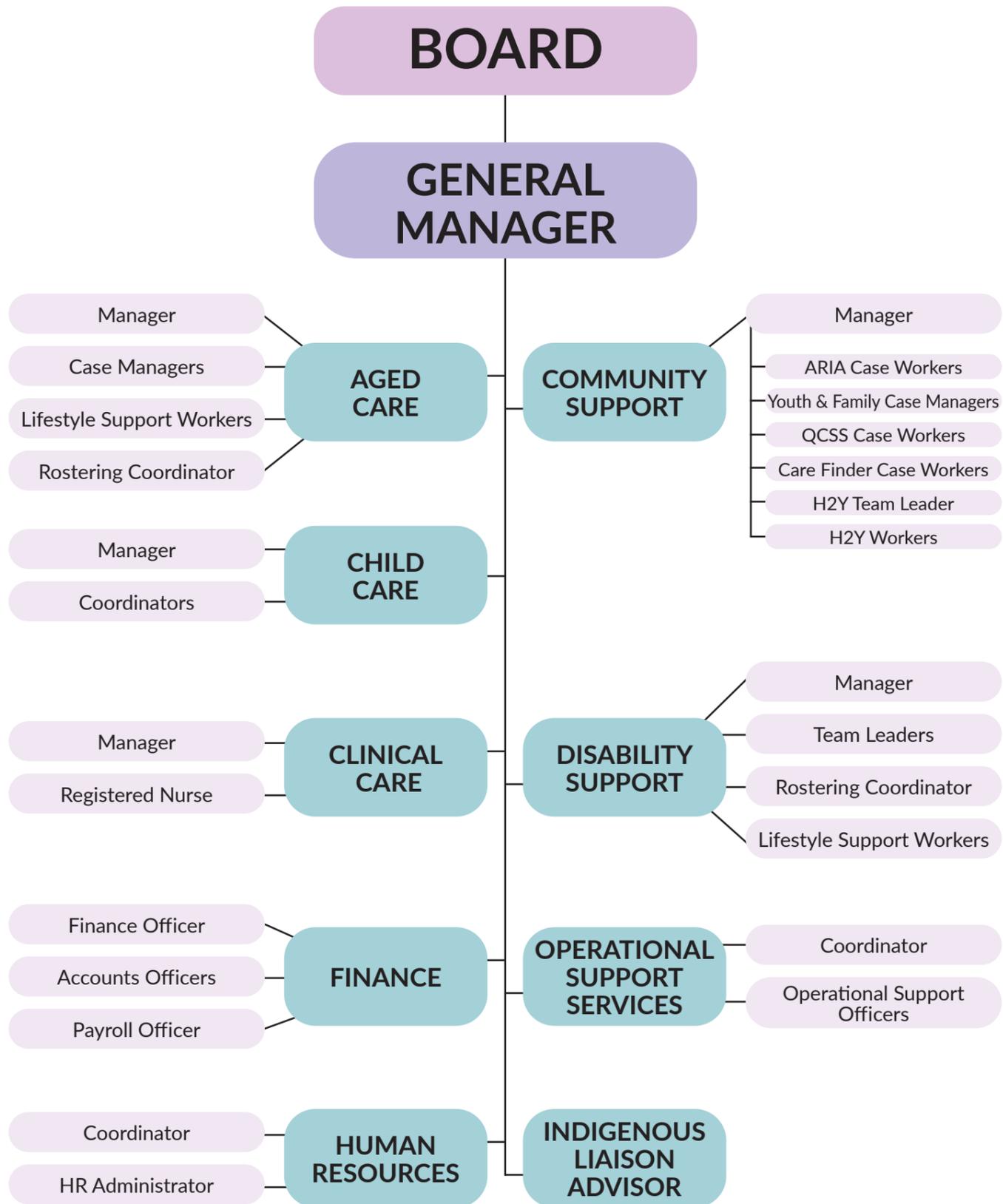
valued our work by providing all permanent staff with an additional week (pro-rata) of Beaucare Leave.

We have some significant turnover in the Board this AGM and I am very grateful to Lynne, Vivien and Sue for keeping our leadership stable under some very trying conditions. Thank you and goodbye also to David, who

has been a very effective and solid President, providing wise counsel when required, ensuring strong compliance against all governance requirements and making the past two years a very enjoyable experience. I look forward to continuing to work with Pam, Caroline, Scott, Sophie and Dafni in the year ahead and to welcoming our new Board members.



# ORGANISATIONAL CHART



# OUR PEOPLE

## OUR PEOPLE

18-30 years	13%
31-40 years	21%
41-50 years	26%
51-60 years	33%
61-70 years	7%

## QUALIFICATIONS OF OUR WORKERS

Masters	3%
Bachelor	13%
Advanced Diploma	7%
Diploma	16%
Certificate	47%
Currently Studying	11%
Trade Qualified	3%

## WHERE OUR WORKERS LIVE

Scenic Rim	38%
Logan	57%
Gold Coast	3%
Tweed	1%
Brisbane	1%

# IMPACT STATEMENT

## SERVICE DELIVERY HOURS

Aged Care	32,515 hours
Child Care	350,414 hours
Disability Support	80,313 hours
Community Support	3,085 hours
H2Y	3,566 hours
Employee Hours	120,158
Volunteer Hours	180
Student Hours	1,280



# AGED CARE REPORT

DIANNE GODLEY

The Aged Care Team has continued on our journey to work in partnership with our clients to provide individualised, safe and quality care by a team who know their job well, and who have a good understanding of the client's individual care needs and their choices. Our core goal over the past year has been to provide consistent, high quality services, grow our program with new clients and ensure ongoing development of our team's skills.

Most Beaucare services are place-based within the Scenic Rim and during the year our team delivered services to Flagstone, Logan Village, Tamborine Mountain, Canungra, Beaudesert, Kooralbyn, Rathdowney and all the areas in between. During the year we supported 296 Commonwealth Home Support Program (CHSP) clients, and 62 Home Care Package (HCP) clients, with 19,765 direct support hours delivered through domestic support, social support, respite, allied health, and personal care. As part of our growth trajectory and providing clients with greater choice for services, we also successfully engaged additional Allied Health providers and linked clients to access goods and equipment via GEAT2Go Program.

Our team are strong, experienced, resilient and flexible and are committed to quality care for our clients. I would like to personally congratulate our staff who embed in their work every day, our mission of maximising the quality of life for our clients. We continued to receive high satisfaction ratings from our clients which was consistent with the previous year. Over a third of our clients were contacted to participate in the annual survey and 96% of surveyed clients reported that Beaucare had provided the care and services they needed to meet their assessed needs and goals. General feedback included that our team members go above and beyond and show initiative when providing services.

Making our supports easy to access is critical to preventing additional barriers and over the past year we have implemented the Square payment facility, which has enabled clients to 'tap and pay' at the time of the service, with clients reporting this has made it easier to pay for services without having to pay via cash or direct

deposit. Furthermore, SMS appointment reminders have been introduced and all clients with a mobile number receive an SMS the day before as a reminder of the time of their services, and I am sure these initiatives have contributed to the positive feedback received from clients that our communication has been clear, timely and on point.

During the year we received a significant increase in demand for Individual Support to assist clients shopping, medical and specialist appointments and to engage with friends for a catch up coffee or movie. Care planning for clients has also increased as we also provide education and advocacy support for our clients when accessing additional support via My Aged Care. We successfully recruited an additional reassessment coordinator to provide extra care planning support for clients, in particular when clients have faced some health challenges or recent discharge from hospital. Clinical supports such as wound management, palliative care and health and wellbeing initiatives also increased as we worked in collaboration with the Clinical Care Team to further support client health goals.

Supporting our clients to connect with likeminded people through our Social Support Group Programs has enabled clients to report them feeling less distressed, lonely, isolated and disconnected from community, family and friends. During the first part of the year the Living Long and Loving It Program was still recovering from the COVID-19 shutdowns, and the rise of COVID-19 cases within the community, understandably causing a reluctance in clients to meet in groups. However, over the last few months of the financial year, the program welcomed new clients, and we were able to increase our outings and other wellness activities. The Kooralbyn and Beaudesert Men's Groups continued to flourish and to further support men in our community, and planning was finalised for the Jimboomba Men's Group.

One of the key initiatives over the year was to strengthen the knowledge and skills of our workforce. Training and skills development included access to qualified trainers to complete Certificate III Individual Support, a Wound Management Education Program, Palliative Care and

Dementia Care courses which has built our worker knowledge to improve care and support. The continued national shortage of qualified workers continued to place pressure on all Home Care Providers nationally. Beaucare linked with the Home Care Workforce Support Program which is a federal government funded program conducted by Skills Hub which is designed to raise awareness of career opportunities in the sector to attract and recruit new care workers to the sector. This initiative successfully linked four new Aged Care workers who we welcomed to the Beaucare team.

The many aged care reforms flowing on from the Royal Commission into Aged Care (2021) continued to be embedded for our clients, and these reforms put older Australians first and improved quality, safety and choice within the sector. The Support At Home program was extended with a new implementation date of 1 July 2025 and all our existing programs were extended to that date. Reform initiatives implemented on 1 December 2022 included the enhanced Code of Conduct for Aged Care workers, and the Serious Incident Response Scheme (SIRS) which was expanded to home-care to ensure

our clients have the confidence and trust in the care services we provide. Prior to this reform Beaucare had a very effective incident management system in place, however, the SIRS program requires providers to report to the Quality Commission if the incident relates to one of the eight reportable incidents. Both the enhanced code of conduct and reporting of incidents has provided greater transparency to identify, manage and resolve incidents during the delivery of care for our clients.

In 2021, the Royal Commission report recommended that the Aged Care Standards to be reviewed and this work was undertaken by the Aged Care Quality and Safety Commission. As a result, from 1st July 2024, the Standards are being strengthened, particularly in the key areas of nutrition, dementia, governance and clinical care. Beaucare will be prepared for this and the 'Stronger Standards, Better Aged Care Program' will support providers like Beaucare to deliver a standard of care which ensures our clients will receive the right level of care to meet their individual needs, goals and preferences, and keep our clients connected to friends, family and their community.





# CHILD CARE REPORT

MONICA LANGFELDT

The past year has been a very productive one for Child Care with significant continued growth in the Family Day Care program. Our service hours increased at the same time that additional legislative and regulatory processes were creating significant additional imposts on the program. During the year our service had 13 Educators join us due to another service closing their Family Day Care program. These Educators work across both the Gold Coast and Acacia Ridge and lead to monthly service hours increasing from 17,628 to 26,178 hours per month with an average of an extra 8,550 hours per month.

The Family Day Care program currently operates in the areas from Currumbin to North Brisbane, Ipswich and everywhere in between. This has created the wonderful diversity of Educators that we now have registered with Beacare Family Day Care and over the past 12 months the service has become more culturally diverse with 14 Educators and the majority of their families having English as a second language. Families cultural backgrounds include Korea, China, Malaysia, Guatemala and India.

The team grew during the year with two new coordinators starting, one to replace a position and one a new position to assist with the growth. All our team members are highly skilled and knowledgeable and bring very sound skills and capability to the team.

The federal government has made significant changes to the family Child Care Subsidy (CCS) with an increase in subsidy to most families now at 90%. Family enrolments have increased over the past 2 years with families specifically wanting smaller groups of children to prevent risks of illness to their children. This is a tangible result of the COVID-19 pandemic which has been beneficial for us with Family Day Care continuing to be of high demand for families.

The Beacare Family Day Care program and four of our coordinators were nominated for the Family Day Care Australia awards. These nominations come from current Educators and combined with strong annual feedback are a testament to the high quality supports being offered.

We had eighteen Educators nominated for the Educator of the Year awards with one Educator having over 200 nominations from her families and the community within which she operates. This Educator has provided an excellent service specialising in school age children, the Educator has a teaching background from her country of India, and this is very evident in the school age focussed planning that occurs with her service. The Educator provides flexible hours and assists the school age children to access extracurricular activities after school including soccer and swimming training. Literacy, sustainable practices, recycling and health are high areas of focus for her service always with an emphasis on fun.

Our Educational Lead Coordinator visited all our Educators during the year and supported them to build on their amazing environments and continuing planning to reach for the highest quality in each service.

Beacare engaged an external consultant in 2023 to work with the coordination team to further develop a meaningful Quality Improvement Plan. This was an excellent process, especially due to having a fairly new team, and it was an opportunity to review where the service was currently meeting the National Quality Framework and the areas that could be improved upon. Having an external consultant created a fresh look at the teams' values and goals moving forward.

Beacare Family Day Care again held our annual Conference on Tamborine Mountain and this was subsidised for Educators as it was seen as a good way to welcome our new Educators and encourage as many as possible to attend. The majority of our Educators attended with 41 coming together to learn, engage and network - it was a wonderful opportunity for everyone to come together and the conference sessions included a review of the National Quality Framework changes, planning and documentation requirements, inclusion and working with a diversity of culture. We had wonderful weather in comparison to the torrential rain of the year before and we were able to enjoy the amazing views from Eagle Heights.

Family Day Care is a sector that always has significant

change occurring and over the past few years we have adjusted to changes caused by government adjustments, regulatory authority changes, Centrelink payment arrangement alterations, pandemics, natural disasters, etc, and we meet these challenges with ongoing optimism and energy to provide the best possible supports to educators, families and children in the communities that we service.

These accomplishments are only achievable by having a cohesive coordination team that is supported by the Beacare Board and General Manager. The coordination team is developing into a strong and skilled team with high quality values, and I sincerely look forward to working with them all in 2024.

## In Home Child Care

In Home Child Care is a state agency approved childcare service provided to meet the needs for families that are not able to access other forms of childcare. This can be due to complex needs or working outside normal care hours, such as shift work, overnight and weekends.

Beacare In Home Child Care is currently providing services throughout Southeast QLD and as far north as Sunshine Coast and west to Biloela. The program currently supports 28 Educators to provide between 3,500 - 4,100 hours of care per month to up to 30 families.

Some of the family needs being worked with include:

- Carer working shifts outside normal hours
- Children with behaviours that prevent access to other childcare services or where they have been refused access and excluded from other childcare services
- Children "at risk" including foster children and children in kinship care
- Children that have medical conditions or significant health issues preventing them from accessing other childcare arrangements
- Children who live with disabilities which prevent them from being able to access other childcare
- Isolation - rural and remote areas where there are no child care services within 50kms
- Families with complex needs including parents with health issues/disability that prevent them accessing early childhood services for their children
- Multiple birth situations which are complex for families including mental health/physical limitations for parents etc.

The Beacare In Home Care program works with a balance of 50% families having complex needs and 50% having eligibility due to shift work requirements.

In Home Care has been highlighted over the past few years due to the COVID-19 pandemic, as it became a significant support to many essential workers including nurses, doctors, ambulance, grocery store staff that worked nights, police, etc.





# DISABILITY SUPPORT REPORT

JO PERRY

The Disability Team has worked through another year which has brought about both many successes and challenges.

One of the most successful supports noted has been the relocation of three Supported Independent Living (SIL) participants to a home which will be their 'forever home'. The SIL property is a new residential property within the Scenic Rim community and this newly built home is already loved by all three participants who have their own bedrooms, significant living space and a bedroom for carers to be on site 24 hours a day, seven days a week. It is always extremely fulfilling to support three participants who have chosen each other as life-long housemates, and we can see their ongoing individual development as they enjoy the benefits of friendship and companionship which is age appropriate and as similar as possible to what they would experience if they did not live with disability. Additionally, each participant has built on their own capacity to manage their home, setting realistic goals and tasks to be completed as part of being a co-tenant within a group situation.

Our group program remained unchanged throughout the year as it provides such rich opportunities for friendship, community linkage and socialisation. NDIS announced major changes for the way groups will be managed and the work funded which we were anticipating would lead to significant changes but the planned roll out has been delayed and we will continue as usual until we are required to alter our processes and delivery. The delay was a very welcomed announcement, as our group participants truly love this program as it stands and are responsible for much of the planning and decision making. Our staff enjoy supporting the many in centre and out of centre activities we are able to offer including yoga, gardening, craft, cooking, music, golf, tennis, discovery parks, and beach visits.

Over the past year the Disability program purchased access to a training platform – NGO, and this has provided our staff with online professional development which includes the ability to complete mandatory training required under NDIS standards via the online platform.

The training is well structured and has great content, keeping our staff compliant and well informed for many areas of their role including medication administration, professional boundaries, epilepsy, effective case notes, duty of care, dignity of risk, etc. Staff have logged over 100 hours in training time during the year, which is a commendable achievement given their competing demands and one that will no doubt benefit them and the team in providing a theoretical background for the support work delivered at a grass roots level.

Opportunities to stay in touch with the sector are invaluable and as the Program Manager, I attended the NDIS Conference in Sydney in June. It was of great solace to note that organisations in the disability sector are on common ground nationally – experiencing the same pressures of growing SIL vacancies, declining profits, staff recruitment challenges and high staff turnover, and inequitable wage increases from government to meet the current pricing structures. I hope over the coming months the Government NDIS Review will bring about some solid change in these areas, so that we can go about providing quality support without these added issues that interfere with participant care and our ability to go 'over and above', which is what we have always tried to achieve.

Recruitment has been the major challenge for the year with limited staff available in a market with high demand and vacancies. Beaucare's Human Resources Team has worked in conjunction with the Disability Team on a continual recruitment program, with the aim eventually to have rosters and supports well covered, and staff on standby for shift coverage when required. By the end of June we employed over 30 staff, with this being Beaucare's largest team. We have remained at capacity with supports, keen to take on additional participants but waiting for the team to grow and remain stable to ensure this can be achieved. Our service delivery for the year totalled 80,313 hours, with 53,710 hours delivered as Supported Independent Living hours (SIL).

In closing I extend my thanks to everyone in my team – Team Leader, Coordinator, and direct support staff.

Everyone has worked cohesively throughout the year with dedication and resilience to ensure participants were well supported. This has often been achieved through long hours, sometimes challenging supports,

and teamwork. The rewards in return show participants who are aiming to achieve NDIS goals and reaching them step by step, growing with independence and skill to live happy and meaningful lives.





# COMMUNITY SUPPORT REPORT

AINSLEY HINKINS

## ARIA (Assessment, Referral, Intake and Advocacy Team)

The inflation experienced this year particularly in housing, food and fuel prices has placed additional pressure on people living in our community, and the team supported 492 people to access Emergency Relief supports to the value of \$38,593. The total number of clients supported through the program this year was 1,781. Housing instability and stress across all demographics has been a theme throughout the year with an increased risk of people losing current accommodation and increased vulnerability due to a lack of available rental accommodation in the region.

Financial distress and aged care are consistently the primary reasons for presentation to the Community Centre. Additionally, the team have supported clients to link in with services for poor mental health, substance misuse, domestic and family violence, grief and loss, relationship stress and chronic health concerns with 590 external referrals facilitated over the year. Strong referral pathways are a key to supporting the community and these are strengthened through the Beaudesert Interagency, which Beaucare co-ordinates and chairs bi-monthly. The team also responded to 164 referrals received via PoliceLink – a direct referral pathway for our local police and themes for referral are similar to the support needs identified through the general ARIA enquiries.

In March this year the Care Finder program was launched, this program is funded by the federal government through the Brisbane South Primary Healthcare Network (PHN) and was developed in response to recommendations from the Royal Commission into Aged Care. The program aims to provide older people with complex needs the intensive support needed to navigate the aged care system and connect with appropriate services - the program aligns with the ongoing work the ARIA team has conducted for the community via the Aged Care specialist over the last 5 years. The Care Finder target populations are older people experiencing social isolation, a lack of informal supports, limited decision-making ability, on a low income and homeless or at

risk of being homeless. Since March 2023 the Care Finder position has supported 13 vulnerable older people to understand the aged care services available to them and to support with the initial assessments and connection with services. Once clients are connected to the services they require, our team will continue to check-in with clients to ensure services are meeting their identified needs.

Service delivery for the Queensland Community Support Scheme is also delivered by the ARIA team and provides community connection supports to people with chronic health conditions or disability. The program's aim is to support clients to access services which build capacity and increase independence and these supports can include advocacy, linkages to other support services, social support and transport. During the year, the ARIA team provided 851 hours of support.

The ARIA team were supported with three student placements this year, two students were completing their Bachelor of Social Work and completed 500 hours of support with one student becoming an employee at the completion of their placement, one Diploma of Community Services student and one Certificate III in Community Services student completed 120 placement hours each.

## Community Centre

The main program operating from our Community Centre is ARIA, making us a one-stop shop for anyone in the community with the need for a human services response, but the Community Centre is also a vibrant space for local community groups to come together, and groups regularly using the space include University of the Third Age and Women of the Cloth. Several external agencies use our space to provide outreach services to the local community including drug and alcohol counselling, Centrelink supports, financial counselling, domestic and family violence supports, social groups and pre-employment services.

The Dignity Bathroom is available to anyone in the community and was used 52 times last year to support people experiencing homelessness - very generous

donations were received from the community to keep the bathroom well stocked with towels and toiletry items.

Some of the community engagement activities we undertook included partnering with Beaudesert Hospital to support with NAIDOC week celebrations, the annual Beaudesert Show, supporting with the facilitation of a weekly Indigenous men's group, youth BBQ's and a school holiday program for young people, the Jimboomba and Beaudesert Carers Expos, Scenic Rim Get Savvy events, and Under 8's day. The annual Christmas Appeal and back to school program provided financial support to local families.

## THRIVE

The THRIVE program provides support to vulnerable young people and families. Our aim is to strengthen young people's relationships with their family, their community and to engage in education, training and/or employment. Our work with families aims to build their capacity to improve the wellbeing and safety for children, young people and all other family members and to develop strategies that lead to healthy, resilient and nurturing environments.

Throughout the year THRIVE case managers provided 1,425 hours of support to 108 young people and 808 hours of support to families across the Scenic Rim. The primary issues seen in our youth referrals were complex mental health issues including anxiety, depression, self-harm and suicidality, disengagement from school and family conflict. Supporting young people to access specialised supports for mental health, safety planning and strengthening informal support networks have been key goals for clients. A case manager is placed two days a week at The Kooralbyn International School and other referrals for the program are received from the remaining local schools, community organisations, medical centres and the ARIA team. We have developed strong partnerships with HeadSpace, YFS, ACCORAS and the CYMHS services which assists us to support our young people.

The main impact on families during the year was the increased cost of living, particularly food, fuel and rental costs which created considerable financial stress for families. Domestic violence, substance misuse, relationship strain between parent and child are also common reasons for referral to the program. The impacts of long wait times for appointments and often expensive testing for assessment of children with developmental issues are creating additional complexities for families to manage and we seek to support families as they navigate the complex world of health assessments and triaging.

## House to Yard

The House to Yard team provides gardening and maintenance services to vulnerable people in our community. The past year was a stable year with retention rates for clients very high and service delivery hours consistent despite seasonality. As one of the few agencies providing garden and minor home maintenance, our services are in high demand, and we rarely have any vacancies for new clients. Last year the H2Y team delivered 3,566 hours of support and removed over 50 tonnes of green waste from client properties.

Despite an annual deficit for the last 7 years our Board has continued to support the program to ensure these services are kept available to the community, particularly in the more rural and remote areas of the Scenic Rim where there are no other service providers operating. During the past year management of expenses has been particularly challenging with the rising costs of fuel and machinery parts for equipment – the theft of one of our trailers, fully stocked with equipment also impacted on our costs. The annual client feedback for the program was very strong, indicating high levels of satisfaction with the service.





# CLINICAL CARE REPORT

JILLIAN HAYNES

The past year has been one of growth for the Clinical Care Team. We saw many changes in the aged care sector as a result of the Royal Commission findings in 2021 and one of those involved the need to provide a strong focus on clinical governance to ensure safe and quality care.

To meet this requirement Beaucare brought together some field specialists to create a Clinical Governance Review Committee (CGRC), holding our inaugural meeting in June this year. Our specialists include Dafni Brown, who has joined both the Committee and our Board. Dafni brings extensive residential aged care experience and is a specialist in clinical consultation. Sue Hoopman has also joined the CGRC, Sue's 53-year nursing career includes 34 years in the aged care sector and 19 years in disability. Sue is a familiar face at Beaucare as she provides Certificate 3 and 4 Individual Support training for both Aged Care and Disability and also provides our medication training for support staff. We are extremely grateful to have such knowledgeable and skilled specialists to oversee and provide guidance and advice so that we can continue to provide high quality, best practice care for our clients. In May this year, we also welcomed our second Registered Nurse who comes from an aged care nursing background, has extensive clinical knowledge, and has been a perfect fit to create a strong clinical team.

The Clinical Care Team have focussed on continuous quality improvements throughout the year, which has led to the development of simpler health assessments, designed to help clients feel engaged rather than feeling overwhelmed with the process. While there has always been a strong focus on quality palliative care in the home, the introduction of in-depth care planning has commenced and the continued development of our relationship with the Metro South Palliative Care Team has been important in guiding the process. Our care plans are designed to provide valuable information for clients, their families, our support workers who care for clients in the home, and for allied health professionals who may attend the home during a critical event. We look forward to continuing our work with the Aged Care Team to develop and implement dementia care plans to assist our care workers to provide safe, informed care.

Our main challenge this year has been caused due to our small size as with only two clinical staff, our capacity to provide on-going clinical care is limited, such as in the case of a chronic wound which may require months of treatment. This has led to the development of strong working relationships with multiple specialist teams from Queensland Health facilities who participate in telehealth sessions, local general practitioners who review wounds and provide dressings if required and local pharmacists who assist us to source dressing materials that are not readily available in our small community. Building these relationships is important for us and for our clients, as it supports us with scope to provide ongoing professional clinical care.

The Clinical Care Team would like to acknowledge the strong work being done in the other program areas and thank them for the great support during the year. We would also like to acknowledge the excellent lifestyle support workers who diligently relay important health information which has then been instrumental in the ongoing health and wellbeing of our clients.

We are forecasting more growth over the next few years, and with the addition of allied health professionals we are looking forward with excitement to continuing our focus on providing safe and quality care.



# OPERATIONAL SUPPORT SERVICES REPORT

CARISSA NOBLE

Over the past year, the Operational Support Services (OSS) Team has embarked on a transformative journey marked by growth and innovation. The OSS team has risen admirably to the challenge, demonstrating unwavering professionalism and a steadfast commitment to driving Beaucare's success. A pivotal juncture in September 2022 saw us initiate the strategic overhaul of our IT infrastructure, complemented by a non-binding service agreement forged with TechPath.

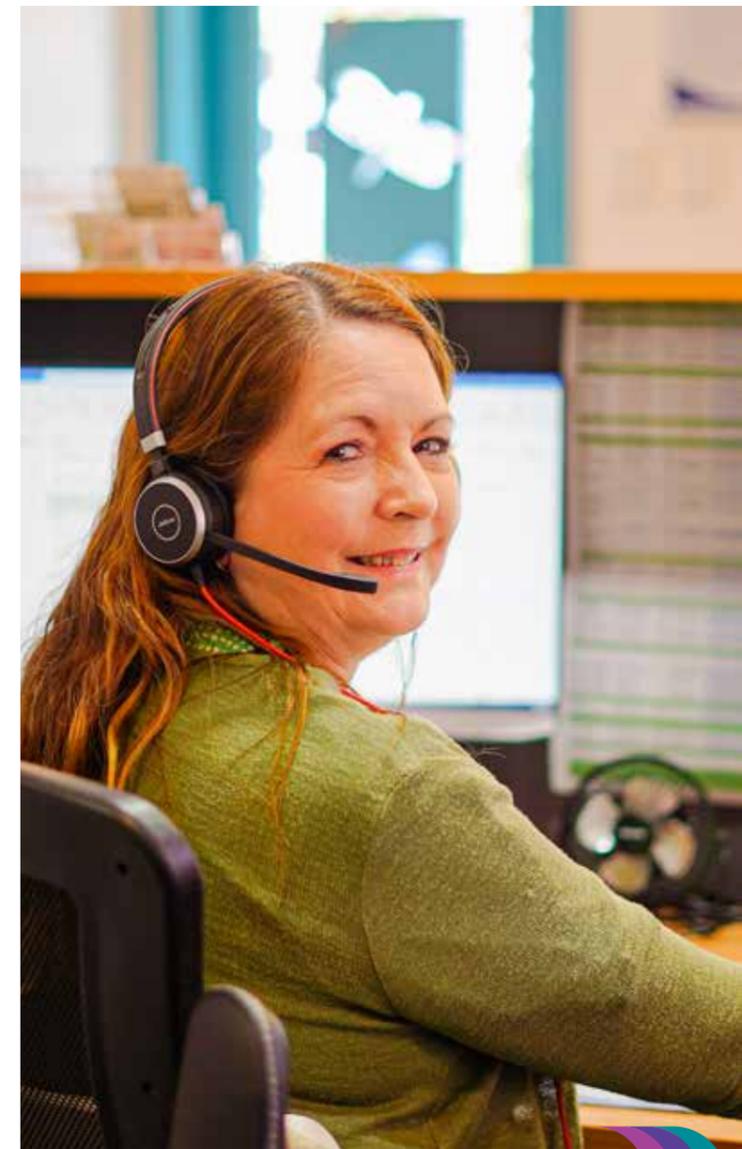
Simultaneously, we introduced two distinct yet synergistic systems to enhance our services. Firstly, the implementation of ClickSend, an email to SMS communication platform, revolutionised client/staff interactions. This efficient mode of communication has facilitated connections while optimising engagement. Secondly, the integration of Square, a cutting-edge tap-and-go payment system, has empowered our Aged Care clients to swiftly make service payments. The user-friendly nature and robust functionality of these systems have garnered praise from both our dedicated staff and valued clients.

By March 2023, an opportune moment for Beaucare's expansion emerged. The OSS Manager assumed the mantle of Community Support Manager, instigating the evolution of the Operational Support Services division. This transformation led to a division of the team's responsibilities—half of the OSS team transitioned to establish the new Finance Team, while the remaining members formed the reinvigorated OSS admin team. I assumed the role of OSS Coordinator, a testament to our team's adaptability and growth and the Beaucare commitment to succession planning and ongoing development for every member of our team.

Our ongoing dedication during the year was palpable through our ambitious project to transition from TRACCS to Health Metrics eCase. This significant initiative underscored our commitment to tailor-made solutions. The process was characterised by perseverance, and we remained hopeful that it will provide our teams with a customised product aligned precisely with our unique requirements.

Heartfelt appreciation is extended to the entire

team for their unyielding dedication and remarkable contributions to Beaucare's journey over the past year. A special acknowledgment is also extended to the broader Beaucare community for their unwavering patience and steadfast support of our Administration function throughout this transformative period. As we stand on the cusp of the next twelve months, I am filled with excitement and optimism, embracing the forthcoming opportunities for growth and innovation with open arms.





# HUMAN RESOURCES REPORT

TARYNN BEMENT

It has certainly been a very busy year for Human Resources and absolutely reaffirms the need for HR to be a standalone Beaucare program. Our data shows that recruitment continues to be a major focus with nearly 100 interviews conducted and 57 new staff recruited across the programs throughout the course of the year. The magical 100 staff mark has eluded us so far with continual staff movement, however it is certainly looking as though we will reach this figure over the coming months!

In January we partnered with the Beaudesert Bulletin for a special recruitment advertorial for nine roles across all programs and this was a huge success with 27 interviews conducted in February alone. During the year we also partnered with several local employment agencies who certainly assisted in providing a continuous stream of applications for our Aged and Disability programs. We were kept very busy reviewing position descriptions and interview questions.

The 2023 Employee Engagement Survey results indicated that the large majority of respondents are happy and feel proud to work at Beaucare and also feel valued at work. A full list of the results were shown at the staff meeting held in June and an action plan was implemented incorporating a leadership development program.

Human Resources was split off completely from the Payroll Team with a separation of roles but we continued to work together closely with the implementation of the Work Value Case and the Aged Care pay increase whilst also investigating options for increased remuneration for the Disability program. We also incorporated the introduction of Family and Domestic Violence leave.

Other major things to note over the year was the implementation of actions from the People At Work Survey including review of the Bullying and Inappropriate Behaviour Policy, monitoring of psychosocial hazards through the Safety and Wellbeing Committee and the updated Respect at Work changes. Leadership Circle Profiling for the Management Team was completed and work in this area will continue with our external HR consultant. The HR team also took over WorkCover

reporting, provided support for a successful NDIS audit and used opportunities such as the 2022 Beaudesert Show to recruit for positions.

The team grew to three members in May and I am very appreciative of the support provided with the daily administrative duties such as staff compliance, recruitment, answering queries along with getting the mountain of paperwork and emails we receive under control. The team also sadly farewelled our embedded HR consultant who will continue to work with us on an ad hoc and as needed basis providing further coaching and mentoring.

A huge thank you also to the Management Team who were very supportive and understanding as I navigated my way in my new role as Human Resources Coordinator. I look forward to another year being part of an organisation who are doing such great things in our local community.



# FINANCE & PAYROLL REPORT

REBECCA SEAGER

The 2022/23 financial year can be summed up in three words, change, challenge and accomplishment. With an ever-changing financial market and consistent increased costs of doing business, this year Beaucare has focussed on sound financial practices and sustainability whilst maintaining a high standard of service delivery and has once again finished the year on a sound surplus.

Beaucare has grown significantly over the past several years, and in 2022/23 Beaucare's turnover increased another 10% to \$6.8 million. With this growth comes an increase in volume of processing, and the Finance Team have been busy this year! In 2022/23 we processed:

- 2,500 supplier invoices
- 1,100 credit card transactions
- 2,700 client invoices
- 3,400 client payments
- 702 Home Care Package statements
- 15,321 childcare attendance records

In late June 2022 Beaucare employed a dedicated Payroll Officer. The inclusion of this role meant that payroll processes were able to be improved and expanded and in 2022/23 the inclusion of additional reporting to Managers and consolidated internal reporting really strengthened our payroll processes. During the year we saw the implementation of a 4.6% wage increase in July 2022, the introduction of Family and Domestic Violence Leave, the implementation of "Beaucare Leave" - an above Award condition being trialled by the Beaucare Board, and preparations for the implementation of changes brought about by the Aged Care Fair Work Value Case. A total of \$4.48 million in wages to our valued employees was processed by Payroll including the management of complex salary sacrifice arrangements.

During the year we saw a move by two of our largest funding sources, Commonwealth Home Support Program (CHSP) and Home Care Packages, to payment being made in arrears rather than in advance. This change brought a stronger focus on cash flow management and resulted in improvements in cash flow forecasting - this

being one of my focusses for the year and I am pleased to say Beaucare remains in a strong position in this regard.

MGI Audit and Assurance again conducted our annual audit this year - this was our fourth year working with MGI and I would like to thank Stephen Greene and his team for their thoroughness and professionalism.

A restructure of internal programs in March 2023 brought the Finance Team under my leadership and I have thoroughly enjoyed working closely with our skilled and competent finance professionals as we worked through greater efficiency in processes and bedded down as a solid unit - my team impressed me every day with their diligence, strong work ethic, good humour and tenacity and I cannot wait to see what we can accomplish in 2023/24.

Our focus for the coming year will be on continuing to streamline and improve Beaucare's financial processes. We will be implementing additional security measures as part of our fraud and risk prevention, working on team structure, finalising training for the backfill of positions to ensure continuation of service during staff leave and working on the implementation of necessary process adjustments to meet upcoming legislative changes across the sector.

I would like to thank the Management Team for another successful year, the Finance Team for their tireless work in keeping the Beaucare finance processes rolling, and Scott, our Treasurer for his wise counsel and guidance. I could not do my job without the commitment, hard work and humour of my colleagues.

After much planning 2023 was the year Beaucare employed an Indigenous Liaison Adviser whose role is to support our staff to provide culturally appropriate services, support individual clients requiring culturally sensitive case management, advocate for our local community and build relationships with Elders and services to ensure Beaucare is providing the right responses, in the right way, for each individual and their circumstances. After only several months in the job we have already seen strong outcomes in our relationships with clients and other specialist services and a strengthening of our own internal understandings, unconscious bias and sensitivity in working with our Aboriginal and Torres Strait Islander community members.



We are very grateful that we could welcome Kelvin Cattlin to this new role. Kelvin is a father of six and grandfather of three and a proud Wamba Wamba/Wemba Wemba man from NW Victoria and SW NSW. Kelvin has provided a little of his personal journey below:

The last 8 years of my life I have spent assisting and connecting with Culture and working with community.

I started my journey in community service with MDAS in Swan Hill, Victoria working as a patient transport driver before quickly moving positions within MDAS and

becoming the local justice worker assisting probation and parole in helping Mob finish corrective orders and community work under Koori Justice Unit.

After 2 years working for MDAS my family relocated to Cairns where I obtained employment with Wuchopperen Health Service in the family wellbeing program, in the role of Intensive Family Support Worker. The focus of this position was to assist ATSI clients by advocating for their rights while working toward re-unification.

A short return to Victoria for family reasons saw me working in partnership with Haven in outreach homeless support, linking homeless people with food and short-term housing. After returning to Cairns I rejoined the family wellbeing program but as a Youth Support Worker, linking in with correctional centres and QPS.

I moved to Beaucare Beaudesert with family to be closer to bushlands to access my Cultural artefacts of country. I started in the THRIVE program and built connections across Beaudesert and surrounding areas working with all Cultures, and recently I was fortunate to start my new role as Indigenous Liaison Advisor. In my current role I support ATSI identified clients of all ages and family dynamics while building service support for Beaucare and the Beaudesert community across South East QLD in all areas of community service, Aged Care, Disability, Child Care, Justice and health.

My passion is to continue working with Mob and bridging the gap in society, while continuing to connect with my Culture and teaching the next generation.



# COLLABORATION, PARTNERSHIPS AND ACKNOWLEDGEMENTS

Throughout this year Beucare has continued to invest significantly in fostering partnerships and collaborative networks to strengthen our communities.

Beucare networks with other agencies in the following ways:

Greater Beaudesert Mental Health Network  
Local Level Alliance

Emergency Relief Consortium  
Beaudesert Interagency



Beucare 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



**Queensland Government**



**Lady Bowen Trust** - Be Connected, Small Grants



**Scenic Rim Regional Council** Community Grants

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

- U3A
- Zonta
- Hohl Plumbing
- Beaudesert Bowls Club
- Scenic Rim Discount Drug Store
- Coles
- Share the Dignity
- GIVIT


**beaucare**

44 Tina Street, Beaudesert 4285  
(07) 5541 4216

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

Assessment & Referral Support

Community Support

Aged Care Services

Disability Support Services

Child Care Services

House to Yard Maintenance



Search Beucare Inc  
Search Beucare Family Day Care

