



beaucare

ANNUAL REPORT

2024

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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
- 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. Beaucare will seek to serve our clients by promoting access and flexibility and delivering exceptional program delivery. Programs and services will be sustainable, strengthened and expanded, where possible, driven by client need, responsiveness and quality.
2. 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 and opportunities.
3. Beaucare seeks to attract, retain and recognise the valuable contributions of all members of our team. We will continue to invest in, and develop, our people and strive to remain a preferred employer in our sector.
4. Beaucare will be a place-based organisation that understands, responds to, and advocates for, the needs of the Scenic Rim and surrounding communities through partnership, research, and innovation. Beaucare will maintain a strong, place-based presence and reputation while recognising community diversity.



OUR BOARD

PAMELA RYAN 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 Beaucare, 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 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 VICE PRESIDENT

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.



SOPHIE WALKER SECRETARY

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 Masters 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.



SIMON MCKENZIE

Simon is a Lecturer at the Griffith Law School on the Gold Coast. He holds Arts and Law Degree with First Class Honours in Law from the University of Tasmania and a PhD in International Law from the University of Melbourne.

He has worked as a government policy officer, a commercial litigation lawyer, a consultant for a Melbourne start-up, a researcher at the Supreme Court of Victoria, a lecturer at the University of Melbourne and a research fellow at the University of Queensland.

He has significant experience volunteering with organisations such as the Asylum Seeker Resource Centre, the Inner Melbourne Community Legal Centre, and the Clemente Program.

Along with his position on the board of Beaucare, he is currently a director of Assembly 197, one of Tasmania's leading live arts companies.

OUR BOARD



JAVIER BARA

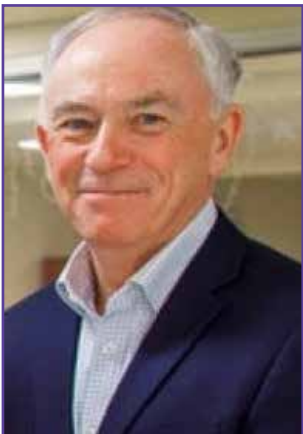
Javier Bara joined the Board of Beaucare in 2023, bringing a wealth of experience in occupational therapy and public health.

Holding a Master of Occupational Therapy and a Bachelor of Public Health & Health Promotion, Javier has previously worked on nationally funded projects and has actively contributed to the non-profit sector.

His expertise particularly shines in his work with vulnerable and priority population groups across Australia, including those in regional and remote areas.

Javier's commitment to service excellence and positive change is evident in his background as a board member for NDIS organisations and has focused on enhancing the lives of individuals with diverse needs.

He has operated a number of organisations and is a member of Australian Institute of Company Directors. Javier's dedication to driving positive change in the healthcare sector aligns seamlessly with Beaucare's values.



SIMON TELLAM

Simon's working experience is across a variety of sectors including banking, general insurance and health and care - in various roles.

Predominantly of late these roles have been in risk management of the business and governance. He has qualifications in economics, applied finance, risk management and is a member of industry associations in risk and governance.

He joined the Board of Beaucare in 2023. He is a graduate of the Australian Institute of Company Directors. Previous Board member on All About Living Limited - a home support services provider.





OUR BOARD

SUE HOOPMANN

Sue is a Registered Nurse with 37 years' experience in Aged Care and 25 years' in Disability Support working for not-for-profit

organisations, in roles from Registered Nurse to Clinical Nurse in Toowoomba/Crows Nest and as a Multi-Service Manager for 20 years overseeing community care with Home Care Packages, CHSP and a Disability Respite home in Warwick and Allora/Clifton. She managed disability block funded services then the NDIS funded clients.

Sue is employed with Akadia Training since 2016, teaching students in the Darling Downs and Scenic Rim areas, in Certificate III and IV in both aged and disability care and conducting clinical care, medication and case management workshops. She is also currently contracted by Queensland Health, for last 3

years, to perform complex Clinical assessments, and Falls, Hygiene and Continence assessments for elderly clients living in the Darling Downs region on Levels 2, 3 and 4 Home Care packages.

Over 5 years, Sue established and managed the Community Home Care Program for elderly clients on Home Care Packages in Killarney and surrounding areas, including the MOW program.

Sue has a Nursing Degree, Post Graduate Certificate in Health Services Management and qualifications in auditing and quality coordination, a Certificate IV in Disability Work and Cert IV Training and Assessment (TAE).

Sue lives and helps her husband manage a Rainforest Retreat in the Condamine Gorge near Killarney and has two adult children.







PRESIDENT'S REPORT

PAMELA RYAN

I am honoured to present the Beaucare Inc. President's Report for 2024.

Beaucare continues to be an organisation of which we can be proud.

It is a community organisation, begun in 1987 as the Beaudesert & District Health & Welfare Association, established by local people in response to local experiences. A name-change to Beaucare in 2005 and then Beaucare Inc. in 2013 didn't alter the service that Beaucare offers to people requiring relief from disadvantage, childcare, family support, youth development, aged care and care for people with a disability.

Beaucare operates under a Strategic Plan, and we adhere to, and are guided by, the 4 strategic objectives which are set out clearly in the Plan.

Beaucare is **client centred**. Our clients are the reason we exist, and the ARIA team is extremely skilled at assisting clients to access the services that they need with Beaucare, or directing clients to other services if there is another agency better placed to assist.

We operate in an environment of **organisational sustainability**. Beaucare is financially sound and is able to meet all of our commitments to continue to support our clients into the future. Scott will elaborate on the finances in his report.

We strive to be an **employer of choice**. Beaucare employs excellent staff, currently 94, who are guided in their important work by the Management Team, a group of dedicated and very professional people.

Beaucare is a **place-based** and community focussed organisation. Based in the Scenic Rim, the services extend into the Gold Coast and Logan.

The values of respect, equity, collaboration, justice and self-determination underpin all the work that Beaucare does.

Beaucare has extended its footprint, leasing the church hall next door for office space. We also are in the process

of buying and moving into a property at 19 Tilly Street. The opportunity for Beaucare to be able to purchase the property came up, and on the recommendation of the Building Sub-committee, the Board approved the acquisition of the property. We are grateful for the opportunity to acquire it, and the Operational Team are in the process of ensuring the building is ready for use by Beaucare. Louise will probably elaborate more on these 2 premises in her report.

We are truly fortunate to have Louise as the Beaucare General Manager. She has continued to steer the organisation on a course of ensuring Beaucare provides opportunities for local people to maximise their quality of life. A simple thank you doesn't seem adequate Louise, but we give it with deep gratitude for your work and dedication.

Louise is supported by a very talented and committed Management Team, who oversee the excellent staff across all the sectors, and by the very competent Finance, Human Resources and Clinical Teams. Working alongside those Teams are the Community Support Team, the Operational Support Services Team and the Indigenous Liaison Advisor, all providing excellent service and advice. Thank you all for your work and dedication to our clients.

The Board is a strong skills-based board, who all devote personal time to Beaucare. The 4 new Board members have brought important skills to our deliberations, and I hope they have found being on the Beaucare Board a rewarding experience. I want to thank all the Board members and especially want to thank Scott, our Treasurer, and Sophie, our Secretary, for their work this year. We are all sad to be farewelling Caroline who has been on the Board for many years. She has served as Vice-President, Secretary and as Chair of the Building Sub-committee. Thank you, Caroline.

Finally, I want to thank everyone who is connected in any way to Beaucare. We have an excellent team of dedicated staff and a committed Board, and we look forward to serving the community in the years ahead.



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 7 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 and wage and price inflationary environment.

Beaucare has continued to make significant investments in upgrading its hard working assets, infrastructure and systems to generate operational efficiencies, tighter internal controls, and most importantly develop its people through professional development.

Beaucare achieved a surplus in 2023/24 on the back of maintaining excellence in service delivery whilst operating within our means despite a year with significant wage price rate increases and 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 Beaucare to reinvest these surpluses into future service and delivery initiatives and support for our communities in need. The Board has again budgeted for a surplus in 2024/25 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 294 hours (2023: 1,460) at a value of \$9,501 (2023: \$47,143). This total includes 110 hours (2023: 1,280) 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 2 of our Board Members, and I would like to thank them for their invaluable contribution, Caroline for 8 years, and Dafni for 1 year. I want to make specific mention of Caroline, who joined at a very challenging time for Beaucare, and rest assured Caroline with her strong clinical practice and governance skills and Dafni setting up our Clinical Governance Committee leaves Beaucare in a much greater service and clinically 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 Beaucare.



GENERAL MANAGER'S REPORT

LOUISE DWYER

It is with great pleasure that I provide this report outlining our achievements over the 2023/24 year. I continue to be extremely proud to lead such a committed and professional group of people who work tirelessly every day to support our clients. I want to acknowledge the tremendous effort which has been put into our results this year by everyone – staff, educators, clients, students, volunteers, and of course our Board who have continued to provide valuable support and high-level governance.

We again faced many challenges over 2023/24, but we were not alone in this, and it is our partnerships and industry/sector connections which have enabled us to support our clients with high quality, appropriate and safe services. Throughout the year Beaucare facilitated work across sixteen government contracts and additional fee-for-service supports through the NDIS, Family Day Care, In-Home Child Care, and Home Care Packages for people over the age of 65. This complexity in funding is challenging for our operational support staff who need to remain current with government and legislative changes and it is our ongoing engagement in thirteen peak industry bodies which provides us with the vital information we need to ensure our supports meet all compliance requirements.

Our positive impact on the local community is the reason we all come to work each day and during the year 2023/24 year we provided 479,289 hours of support, which calculates to over 10,000 hours each week of quality, compliant work. These hours were provided by 139 staff and 93 Educators

In order to keep our clients supported and satisfied, it is important that our staff feel valued and that their investment is recognised. Our anonymous annual employment satisfaction survey is one of the tools we use to ensure we are on the right track, and it was an extremely exciting moment for the Management Team when the following results were collated for 2023/24:

- 100% of respondents reported feeling motivated to do the best for our clients
- 100% of respondents feel engaged in the work they do
- 99% of respondents believe that Beaucare is making a meaningful impact on our community
- 97% of respondents feel proud to work for Beaucare
- 95% of respondents would recommend Beaucare as an employer to their family and friends
- 95% of respondents feel they are a good 'fit' for Beaucare
- 93% of respondents believe that their team works well together

Following on from the organisational restructure in early 2023 we developed and invested into a Middle Management Team whose primary role is to provide another layer of support to staff and to assist the Program Managers with their large workloads. External consultants provided workshops in managing difficult communication, supervising staff and managing time and stress. A strong plan was put in place for 360-degree reviews with follow up so that each new leader can identify their own personal strengths and the areas they may wish to work on. The Senior Management Team also attended three workshops building on our previous 360 review results and development of our preferred management styles, identifying how we best intersect and support each other, but also how we might best overcome the natural tensions which occur when working so closely together. I am extremely proud to lead a Management Team which has been stable for over seven years, and this provides us with a very solid foundation for ongoing growth and development.

All Beaucare clients are asked to feed into an annual satisfaction survey and the results were again very strong this year with 92% of our clients reporting that our staff understand their individual needs, that they felt

respected, valued and safe when Beaucare is working with them and that we deliver the care and services they want. We do not rest on our laurels however and there are several areas where we can improve our communication and add to our suite of supports and we will continue to work on this.

The significant cost of living pressures our community members are facing led to significant additional pressure on our teams, especially in relation to homelessness, and aged care supports – ARIA continue to provide a valuable community service in identifying appropriate and available supports when existing Beaucare programs cannot. The Board continues to invest significantly into this program to ensure that our Community Centre becomes a 'one stop shop' for people seeking supports. Our relationships and networks with other service providers is a strength of our model and this year we have seen the following partnerships support our Community Centre:

- Lives Lived Well – support for people with concerns related to alcohol and other drugs
- YFS Financial Counselling
- Services Australia
- Caxton Legal Service
- Murrigunyah Family & Cultural Healing – sexual assault support service
- DV Connect
- Parents Next

Beaucare also continues to chair and facilitate the Beaudesert Services Interagency bi-monthly.

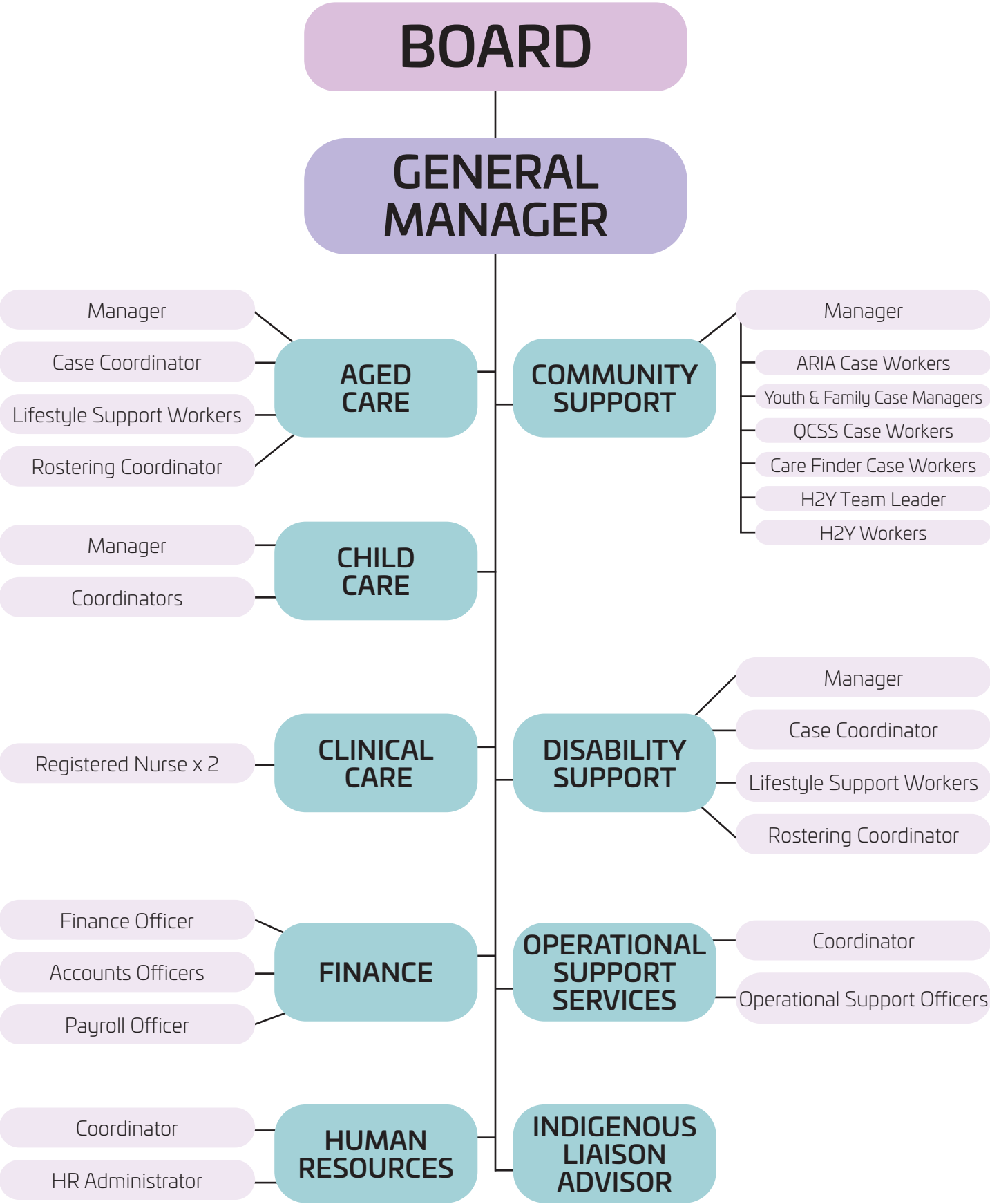
Financially we had another successful year with a \$232,542 surplus and this is a testament to the hard work our Management Team invest into ensuring they run programs to budgets, under the strong oversight of our Finance Officer and Treasurer. Effectiveness and efficiency gains continue to be identified and rolled out across each program area and our Government contracts provide foundational funding which value adds to the fee for service programs.

Finally, I express my appreciation and gratitude to our Board. The governance of Beaucare has again been strong and robust with healthy and vigorous discussions when required, but always within a framework of mutual respect. There have been some significant challenges, including the need for greater and more appropriate space, ensuring strong clinical governance, and ensuring our staff are looked after and valued under limited unit costing models. The stability of our Board and the strong leadership provided by Pam has been instrumental to our ongoing, strong performance.

Theodore Roosevelt once said that *"Far and away the best prize that life has to offer is the chance to work hard at work worth doing"* and I have won the prize in that the past year has certainly been one of hard work but absolutely work worth doing.



ORGANISATIONAL CHART



OUR PEOPLE

OUR PEOPLE

QUALIFICATIONS OF OUR WORKERS

WHERE OUR WORKERS LIVE

15-25	13%
26-35	10%
36-45	27%
46-55	27%
56-65	18%
66-75	5%

Masters	2%
Bachelor	9%
Advanced Diploma	5%
Diploma	13%
Certificate	42%
Trade Qualification	2%
Studying	13%
NIL	14%

Logan	58%
Scenic Rim	40%
Gold Coast	2%

IMPACT STATEMENT

SERVICE DELIVERY HOURS

Aged Care	30,253 hours
Child Care	362,832 hours
Disability Support	71,960 hours
Community Support	4,681 hours
H2Y	3,689 hours

Employee Hours	122,369
Volunteer Hours	184
Student Hours	110



AGED CARE REPORT

DIANNE GODLEY

The Aged Care Team have experienced another successful year delivering a range of home care services across our funded programs within the communities we support. This was achieved by clearly understanding client expectations to achieve their individual goals for maintaining and improving their function, increasing their independence and autonomy. Our goal remains to provide person-centred quality care, which is flexible, transparent and equitable by a team committed to understanding clients' individual needs.

Help at home can improve the quality of life for our aged clients, and by receiving quality care tailored to individual needs our services help support our clients' goal to remain healthy at home. Our extensive services offered include the provision of Domestic Assistance, Individual Support, Personal Care, Flexible Respite, Group Programs, Nursing and Allied Health including Physiotherapy, Podiatry and Occupational Therapy. Personalised supports are provided within the lower Logan River Valley region which includes Jimboomba, Yarrabilba, Tamborine, Canungra, Beaudesert, Kooralbyn and Rathdowney and all areas within this location. In the 2023/24 financial year the team provided care and support to 372 Commonwealth Home Support Program (CHSP) clients and 65 Home Care Package (HCP) clients with a combined direct support of 30,253 hours through 13,803 instances of support. The team consists of 25 Support staff, two reassessment coordinators and one rostering coordinator.



The Aged Care Team are dedicated and compassionate in their care for our clients. Every day the staff go above and beyond to continue caring for the most vulnerable in our

community and supporting them to live enriched, safe lives. General feedback included that staff are kind and caring, do fantastic work and have at times brought joy into an otherwise depressing situation and their efforts are truly appreciated. Through client feedback we have identified there are still improvements to be made such as consistency, choice of service, additional services, how and when they are delivered. Staff availability is our leading barrier to consistency of service delivery, and recruitment of additional staff has increased to mitigate this challenge. In spite of client requests, we are unable to guarantee the same worker every time and we have implemented a model of three preferred workers, however, there is still scope for improvement, and we will continue to monitor our progress to support successful client outcomes. Clients were also provided an opportunity to join our Consumer Advisory Body which meets to discuss direct client support and quality improvements.

We have continued to experience a steady growth in our Home Care Packages (HCP) largely through transitioning existing CHSP clients. We pride ourselves in providing local care and case management services including clinical health assessments and care planning with clients in their home. The individual annual reassessments from our dedicated small team have assisted in clients accessing additional services, and our advocacy services to support clients with support plan reviews from My Aged Care from the regional assessment services or ACAT team have resulted in better outcomes for support to meet clients changing individual needs.

Our community disaster and planning response was once again utilised after the severe weather event on Christmas Day. This event severely impacted clients in the areas of Tamborine Mountain, Tamborine Village, Cedar Grove, Cedar Vale and Jimboomba, and in many other areas of the Scenic Rim. Power and phone outages presented communication issues, however, when deemed safe for staff to venture out into the

community, our Disaster Plan was enacted with staff members completing risk assessments and home visits to clients in the directly impacted areas and providing information on recovery and support. In addition, over 120 aged clients in the less affected areas were also contacted by phone with the disaster information and we received overwhelming positive feedback from clients for this.

Wait times for our clients to access additional service supports continue to remain our greatest challenge with HCP assessment wait times of between 26-32 weeks, and then if approved for the HCP or a higher-level HCP it can take an additional 9 to 12 months for it to flow through the system. Beaucare continues to advocate to the Department of Health through our Funding Manager and peak bodies of the shortages and lengthy waits within our service region.

The program has been further challenged this year by the changes in funding models, proposed and delays in aged care reforms and industrial award changes. The award changes impact rostering as staff's minimum periods of engagement was increased and no service gaps for our support staff. We would like to thank our clients for their patience, adaptability and flexibility during the initial impact phase of these changes.

Beaucare has referral partners that provide a pipeline to

add valued additional care. Some of our partners include Allied Health providers such as Ritco, Absolute Physio, Mariette Nahujisen, Beaudesert Podiatry, Centacare and TransitCare. Our team also works closely with the Social Workers, Nurse Navigators and Palliative Care from Queensland Health from Beaudesert, Logan and the Gold Coast. Earlier this year a team from Beaucare were involved in a site visit with South Burnett Care at Kingaroy and were provided the opportunity to share information on service delivery, HR and financial processes and to share continuous improvement initiatives.

Development of our workforce and ensuring worker skills, knowledge and capability was a focus of the 2023/24 year with staff being provided access to develop or enhance their learning through our linkage with Akadia Training, and other platforms such as ALIS learning, Central Queensland University and Dementia Australia. Beaucare increases our collaboration across teams by the Annual Staff Conference, which was held late November, and an All-Staff Team Meeting in July. Staff provided feedback that these opportunities gave them a chance to socialise and create better working relationships.

Our vision for the 2024/25 year is to continue to deliver aged care with compassion and resilience with a focus on quality and safety for our clients.





CHILD CARE REPORT

MONICA LANGFELDT

Family Day Care

The Family Day Care program currently operates in a broad geographical sweep from Currumbin in the south to North Brisbane, west to Ipswich and everywhere in between.

The program employs five Coordinators who are highly skilled and qualified including a Bachelor qualified kindergarten teacher who is employed as our Educational Leader. The changes to the team resulted in our entire team living locally for the first time and we are already reaping the rewards of this in removing some of the time and travel barriers.

Throughout 2023/24 our 55 Family Day Care Educators provided 318,931 hours of care to families and our 36 In Home Care Educators provided 43,901 hours of care.

The Federal Government has implemented significant changes through both legislation and the National Quality Framework in the past 12 months which

created a large amount of work to update policies and procedures to match the new requirements and to ensure that our team, our Educators and families were kept updated and compliant. The focus areas included:

- Safe sleeping
- Transport
- Water safety
- Fire evacuation and lockdown procedures
- Educator assessments and suitability

From 1st July 2023 it was mandatory that all Educators must have a completed qualification in Early Child Care with the minimum qualification being a Certificate III in Early Childhood Education. This is above the requirements for childcare centre workers who are able to be working towards the qualifications. This has led to a drop off in the start-up of new Educators who have not worked in childcare before as they need to gain their qualifications first. There has been however an increase in Educators that have worked previously in childcare centres now wishing to change to running their own Family Day Care service as the possible income which can be earned is now more in line with what they can earn in a centre.

The Service's Educational Leader has visited all our Educators across the year and held monthly Educator Teams meetings looking at focus areas. The Quality Improvement Plan was also reviewed and updated regularly. Educators are now being assessed for their knowledge and understanding of policies across the year with coordinators documenting and identifying any gap areas individually with the educators.

The Beaucare Indigenous Liaison Coordinator has been engaged through the team meetings and has been providing appropriate cultural resources to Educators



and commenced visits to some of them, providing ongoing advice regarding their curriculum material and learning environments.

In June we again held the annual Beaucare Family Day Care Conference on Tamborine Mountain with 30 Educators attending. As always, it was a wonderful opportunity for everyone to come together and Beaucare was again able to subsidise costs allowing us to welcome new Educators and encourage as many educators to attend as possible. The conference sessions consisted of:

- Brain development and behaviour guidance
- Educator well-being
- Nature play / Sustainable practices
- Future Planning
- Further development of Educator training and how this is delivered to Educators

In Home Child Care

In Home Child Care is a state agency approved childcare service to meet the needs for families that are not able to access other forms of childcare due to complex needs or shift work. The Childcare Subsidy is approved to allow the provision of flexible hours that meet the family's needs. Care can be provided during the day, overnight and during weekends and is normally in the family home.

Beaucare In Home Child Care is currently provides services throughout Southeast QLD and our role is to engage, monitor and support the Educators. Family eligibility for the service can include:

- Shift work families that are unable to access other forms of childcare due to hours of work
- Children "at risk" including foster children and children in Kinship care
- Children that are not able to access other childcare due to:
 - Medical conditions
 - Disabilities – that may prevent the child being able to access other childcare
 - Behaviours – where other services have ceased or excluded a child due to behaviours

- Families who live in isolated areas – rural remote or where there are no services with spaces within 50km
- Families with complex needs which can include families that have parents/carers with health issues/disability that prevent them accessing early childhood services for their children
- Multiple birth situations which can be complex for families mental health/physical limitations for parent etc.

In Home Child Care has not historically been regulated by Government previously and now sits under the Education Department with a specific In Home Care team. The Education Department has developed training modules for In Home Care Educators educators which we have implemented with all our Educators and staff.

The In Home Care program was successful with a two year Community Sustainability grant to assist the program to recruit Educators that are suitably trained and experienced to meet the family's needs. This funding will ensure the program is viable over the 2024/25 and 2025/26 years.

We are aware that we face increased compliance requirements to bring In Home Care more in line with the rest of the childcare sector and the entire Child Care Team remain passionate and committed about working through these changes as they are released as part of a National Framework and ensuring a high quality service for our Educators and the families they support.





DISABILITY SUPPORT REPORT

JO PERRY

The 2023/24 year was a very stable one for the Disability Team with our 33 amazing staff providing high quality supports 24/7, 365 days a year. During the past year we increased our Supported Independent Living (SIL) hours and now have three well established and managed SIL properties in the area, concretising Beaucare's place-based strategy to support clients in the Scenic Rim.

Over the 2023/24 year we successfully delivered 71,960 hours of support, with 47,326 of those hours being direct SIL with most of our clients receiving full funding to allow them the benefits of supported independent living. Two long standing clients transitioned to SIL over a period of months to ensure all aspects of living in a new home, with new housemates, was managed with care and patience so that the end result is harmonious and success of the share arrangements set up our clients for long term viability.

Our SIL arrangements now include:

- one property supporting three male clients
- one property supporting three female clients
- one property supporting one female and two male clients



All our SIL clients are supported to develop greater skills to live independently within these arrangements and for some, it has been an opportunity to flourish alongside new housemates learning to cook, prepare meals, clean their own homes, care for pets, and negotiating relationship joys and tensions brought about by shared living. Our team support clients by giving them the confidence to make as many decisions as possible and guiding them to achieve great outcomes and achieve individual goals.

While we celebrate the outcomes of our successful SIL delivery, this area of support has been a difficult space to negotiate through the NDIS. Our aim is to ensure clients are a good match for each other, yet NDIS funding and the required transition periods often fall short, making this outcome something that needs to be financially subsidised significantly by Beaucare to ensure the best long-term arrangements. Beaucare has balanced the need for clients to be safe, comfortable, and compatible by absorbing the financial shortfalls for an interim period, ensuring our clients are in a home best suited to their needs.

In addition to our SIL support, the group program remains a popular offering for many of our long-term clients. Activities newly introduced over the past year include creating products using resin, around the world theme days, drama/musical theatre, line dancing, tennis, and outdoor camping skills - all of which provide active engagement, mental stimulation, encouragement and the use of fine motor skills and most importantly, provide enjoyment.

During the year we changed our staff recruitment strategy, which brought about an ongoing and proactive approach to continually seeking high quality staff to join our team, rather than just advertising intermittently. This resulted in the required additional staff needed to take some load off rostering tasks and gave us a solid base for a more permanent roster. Best of all, this allowed us to open up capacity to support three new clients. We have found it easier to attract the high caliber of staff we need due to their interest in joining a stable and well-respected organisation, and in receiving the benefits of secure employment. Our support of staff includes

professional development which is an area our Board have invested in significantly, especially in required NDIS training in specific supports such as mealtime management and positive behaviour support. Our staff training hours for the 2023/24 year totaled over 300 hours, which is a significant commitment to staff and their roles.

In keeping with Beaucare's willingness to both reward and value our teams, the Board generously approved a 6.25% pay increase for support workers in the Disability Team. This commenced in July 2023 and was in recognition of a Government increase to Aged Care wages.

Being a registered provider with NDIS brings about the challenges of formal auditing which we worked our way through with a full audit, ensuring our program is both compliant and valued highly through participant feedback and interviews. It was a very pleasing result overall, especially when considering the enormity of the NDIS Practice Standards/Quality Indicators and the pressure to provide evidence, train staff, and report appropriately – while also providing quality support to our clients.

Overall, the year 2023/24 was a stable one brought about by a skilled team of professionals who I thank wholeheartedly for their ongoing commitment to the people we support, and to each other. The key elements of working as a team shines through every day and this flows over to our clients who receive consistent support from staff who genuinely care about achieving their outcomes and goals, ultimately leading to greater independence for the clients receiving our care.

I look forward to another year working with the Beaucare Disability Team and trust they too will continue on the ever-changing and demanding NDIS journey with Beaucare.





COMMUNITY SUPPORT REPORT

AINSLEY HINKINS

It has been a successful year for the Community Support team following the restructure of THRIVE, implementing an additional family support program and six months of recovery work following the Christmas evening storm event on Tamborine Mountain.

THRIVE

The THRIVE team employed four new workers at the beginning of the financial year replacing three existing positions externally and another internally. This change, with the additional family support funding from August 2023, created an opportunity for a senior case manager to support with the more complex case work. This year the team have provided 2,521 case management hours to 101 families in the region. Cost of living pressures and the significant shortage of affordable housing in the region have impacted negatively on families and is a key reason people have accessed our service. The lack of a homelessness service or crisis accommodation in the region has created significant challenges to adequately support families who are referred to us experiencing

accommodation stress. The range of issues being case managed are complex and most families required support with financial hardship, fractured family relationships and conflict, anxiety, depression and lack of school engagement for their children.

In the Youth program we provided 2,160 case management hours to young people in the region. Our partnerships with The Kooralbyn International School, Beaudesert High School, Beaudesert and Tamrookum Primary Schools provide young people with additional supports to remain engaged at school or to seek alternative pathways. Key presenting issues for young people have included self-harm, suicidality, anxiety, depression, school disengagement and fractured family relationships. The THRIVE team has supported with local school events including Under 8's Day at Beaudesert Primary, Sports Day at Beaudesert High, and developing and delivering workshops on respectful relationships to senior students at Kooralbyn International School in partnership with headspace.

Through the Community Centre THRIVE has delivered school holiday programs at the end of each school term offering a variety of health and wellbeing activities for young people. These activities have included sports, dance, cooking, music and art activities. The group programs provide a safe space for young people to build social connections, foster resilience and learn new skills and are offered at no cost to local families which is often a barrier to young people accessing mainstream school holiday programs.

ARIA & Community Centre

The ARIA team has continued to provide community members with information and referrals to external organisations to support with their presenting needs. The increased cost of living and homelessness presentations has increased demand for emergency financial relief and the use of the onsite Dignity



Bathroom. Last financial year ARIA responded to 1,778 client enquiries and generated 598 referrals to external agencies, we provided \$51,710 in food and fuel vouchers and the Dignity Bathroom was used 198 times. Our Dignity Bathroom usage has tripled in the last twelve months and is a reflection of the housing crisis in Queensland.

ARIA received a total of 124 Policelink referrals (a direct referral pathway for local Police) with primary reasons for referral including family conflict, drug and alcohol misuse, mental health, counselling, domestic and family violence, youth and family services and housing.

The Care Finder Program operated for the first full year and produced solid outcomes for the people we worked with. 34 older people were referred to the Care Finder through either self-referral, Queensland Ambulance Service or My Aged Care Assessment Services to provide intensive support to navigate the Aged Care system and other relevant services. The lack of capacity within the Aged Care sector has presented some challenges in connecting people with ongoing support however to date we have been largely successful in securing increased supports for clients. The Care Finder program continues to work with people even once supports are in place to ensure client needs are being adequately met.

The Community Support team provided support to the Disaster Recovery hub at the Vonda Youngman Centre on Tamborine Mountain following the destruction the Christmas Day storm created within the community. Throughout January the team responded to 188 enquiries, supported the Department of Communities Grants team with lodgement of 105 community grants and conducted 11 face to face welfare checks. Additional disaster recovery funding for the remainder of the financial year enabled ongoing support to the community via emergency financial relief, referrals for the community to Mental Health services, Insurance Council of Australia, advocacy support through Legal Aid Natural Disaster help, Aged Care and cultural services.

In addition to the school holiday programs the Community Centre hosted 17 programs, activities and events fostering social connections and inclusion and supported 29 local families and 5 individuals through our annual Christmas Appeal.

House to Yard

The 2023/24 year has been a stable one for the House to Yard team, they delivered 3,689 hours of garden and minor home maintenance services predominately to older people in the region to support them to live independently in their own homes. Demand for the service remains high as we are one of the only providers of home maintenance services in the region and the client base is stable with very little turnover. Our Board continue to support this service despite the high expense to income ratio understanding it is a vital service for older people to live safely in their own homes. The workforce within the team is also stable and consistent with two staff members recently celebrating 6 years of service on the mowing crew.





OPERATIONAL SUPPORT SERVICES REPORT

STACEY KLIMPEL

The ongoing necessary expansion of strategic supports for program areas lead to a restructure within the team with Human Resources and Finance forming their own teams leaving the Operational Support Team to have a more distinct focus and commitment to tailor-made solutions for each of the program areas. This ensures that we provide the support needed to ensure our current required outcomes are met and we can prepare for future challenges.

I started in the role as Operational Support Coordinator in the later part of the year and it has proven to be one of the best opportunities for me personally so far. This role encourages me to utilise my strengths, and I have had the chance to start training to ensure solid succession and growth within Beaucare. This happens through all of the broader Beaucare Team being supportive and always ready to help when needed which is a testament to Beaucare's mission, vision and values.



There have been many challenges for the team over the past year, however our staff have risen to meet all challenges admirably and have demonstrated their dedication and commitment to Beaucare.

From an operational perspective, the introduction of the Square payment processing system has proven to be both cutting edge and user friendly in nature and has allowed clients to go cash free if they wish, and at the same time cuts down on the challenge of cash for both our staff and the clients.

Over the past year the Team answered over 18,000 calls, supporting clients and staff and it is a point of difference that our phone system allows clients to engage with a real person from the moment the phone is answered - no automated instructions or numbers to push to talk to someone!

While we offer support to all the programs, the three core demands over the past 12 months have been:

1. Aged Care Services – roster changes and bookings, and additional service enquiries
2. Community Support – new client enquiries, emergency financial relief supports and use of the Dignity Bathroom
3. Child Care Services – enquiries from parents, carers and educators, new care enquiries and Educators requesting support to develop their own Family Day Care business.

The IT partnership we enjoy with TechPath has played a critical role in the delivery of Beaucare's information technology initiatives and the integration of processes within Beaucare. This partnership continues to increase our operational efficiency.

Looking to the future, we are forecasting more growth and are excited about the space prospects the building initiatives will bring.

In finishing I would like to acknowledge the entire team for their dedication and remarkable contribution to Beaucare's journey over the 2023/24 year. I am filled with excitement and enthusiasm for the ongoing opportunities for growth and further innovation.





HUMAN RESOURCES REPORT

TARYNN BEMENT

As I reflect over the past year, it has been a year filled with both challenges and opportunities for the Human Resources Team. We have worked tirelessly to streamline and implement improvements to our processes in recruitment, onboarding, staff compliance and training, all of which are aimed at improving the efficiency of how we work.

While our recruitment efforts have been successful, we continue to face challenges due to the competitive nature of the local job market. Recruitment figures for last financial year reflects the growth of the organisation with over 100 interviews conducted and 43 new staff onboarded. We recruited for numerous positions across the organisation – Youth and Family Case Workers, Disability and Aged Care Workers, Home Care Package Coordinator, ARIA Worker, Accounts Officer, Educational Leader, Operational Support Manager, Child Care Coordinator, House to Yard Worker along with Community Support student placements. We continue to utilise opportunities within the local community to talk to local job seekers at events such as the Jobs Now Scenic Rim Expo along with the Beaudesert Show. In February, we reached 103 staff, and we continue to hover around 100 staff with fluctuations month to month.

Our Employee Satisfaction Survey results showed increases in all 4 benchmark results compared to last year, with improvements noted in areas such as pride,

recommendation, future commitment and motivation. This is a fantastic achievement, and we will continue working towards maintaining and improving staff satisfaction across all programs.

This year we placed a stronger emphasis on staff compliance to ensure that all mandatory certifications are kept current. Our team has worked hard to improve communication between staff, the HR team and Managers, ensuring a smoother process for tracking and managing expiry dates - as demonstrated by the success of the Human Services Quality Framework (HSQF) Audit and NDIS audit. I would like to take the opportunity to thank all staff for their commitment to our ongoing success. Looking ahead, we are looking to implement a new HR software system aimed at further streamlining our processes – with a focus particularly on the functions of compliance tracking and onboarding. It is anticipated that this system will enhance efficiency, reduce administrative challenges, and provide the Management team with better access to HR data.

Leadership Circle profiling continues for our management team with our external HR Consultant, Nerolie. BeauCare is investing in professional development for our middle managers, of which I am fortunate to be a part of. To ensure that the middle management team are equipped to lead their teams effectively, support staff and foster a positive working environment, we have been fortunate to attend tailored workshops to enhance people management skills including effective supervision, time and stress management and de-escalation training.

Thank you to my team member Siobhan whose contribution has been instrumental to the progress we have made, and I am sincerely thankful for her ongoing commitment. Thank you to Louise and the Management team for their continued guidance and leadership. Your support has provided the HR team with the direction and resources required to thrive in what has been another fantastic year.





FINANCE & PAYROLL REPORT

REBECCA SEAGER

The 2023/24 financial year was one of growth and challenge as Beaucare navigated the ever-increasing costs of doing business whilst continuing to achieve high quality client support. Through diligent management, Beaucare finished the year on a sound surplus and continues to maintain strong financial viability.

Beaucare once again saw steady financial growth this year with a turnover increase of 14.7% to \$7.8million – a \$1million increase on the 2022/23 financial year. As always, an increase in growth resulted in an increase in the financial workload and the below table highlights the increase in processing work over the previous 12 months:

	2022/23	2023/24
Supplier Invoices	2,500	3,100
Credit Card Transactions	1,100	1,800
Client Invoices	2,700	2,700
Client Payments	3,400	3,800
Home Care Package Statements	702	720
Child Care Attendance Records	15,321	15,853

2023/24 saw several changes in the payroll space with a 5.75% Fair Work wage increase and the implementation of the first round of the Fair Work Value Case for our Aged Care support workers. In recognition of the disparity in wages, and the equally important work the Disability team do, the Beaucare Board approved a 6.25% above award increase to Disability wages in line with the Aged Care increases, and work continues to improve equity in this space. In addition, Beaucare Leave which was trialed in the 2022/23 financial year was once again approved by the Board to continue this year and I know the staff are grateful for the ongoing generosity of the Board in recognising the work they do and offering employment conditions which continue to place Beaucare as an employer of choice. In 2023/24 Payroll processed \$4.97 million in wages to our valued employees!

2023/24 saw a continuation of our standing funding contacts as well as the implementation of a new Targeted Family Support contract. Additionally, in response to the Christmas storm event which impacted large portions of the Scenic Rim, Beaucare was funded to undertake a Disaster Recovery project with the Community Support Team

offering supports on Tamborine Mountain. This temporary contract will continue in 2024/25 as supports are still very much needed in the impacted areas.

Child Care legislative changes were a large part of our focus this year with the implementation of mandated EFT payments for families. This was a significant change and required the Finance Team to work closely with the Child Care Team as we navigated these changes with the Educators and their families. We are grateful for the support of the Child Care Team as well as the understanding and cooperation of Educators and families. With the move to centralised payments in 2024/25 we will continue our work in this space as we formulate processes and policies to support this change.



MGI South Queensland conducted our annual audit this year – this will be our fifth year working with MGI and I would like to thank Stephen Greene and his team for their thoroughness and professionalism.

Our focus for 2024/25 will be on continuing to provide high quality financial support to the Management Team and Board. We will continue to focus on quality improvement measures to increase efficiencies and manage the growing workload which is a natural part of a growing organisation.

I am constantly impressed by the hard work and commitment shown by my team in taking growth and changes in their stride and I am grateful to work with such a dedicated and resilient team.

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 the Treasurer for his wise counsel and guidance. I could not do my job without the commitment, hard work and humour of my colleagues.

INDIGENOUS LIAISON ADVISOR

During 2023/24 year my role involved comprehensive engagement across all Beaucare programs with active participation in Community Support, Aged Care, Child Care, Disability Support and the Clinical Care teams. I have also successfully developed strong connections across the Scenic Rim and Logan areas, addressing the key concerns and barriers affecting First Nations community members with the most significant concerns being:

- Strong and reliable health supports – both physical and mental health
- Education pathways
- Access to aged care
- Access to the NDIS
- Appropriate and affordable housing
- Cultural understanding and support

My role has included coordinating and assisting with referrals and identifying appropriate referral pathways to enhance service delivery and integration. I have had a steady engagement with the Youth and Family support programs and provided cultural advice and support as needed to staff, together with direct client case management to ensure that the team is well equipped to address the needs of our younger clients. ARIA intake of ATSI clients has increased over the past year, reflecting a growing need for ongoing support and advice.

An expanded involvement in Child Care has led to me providing cultural advice and resources to Educators through in home visits. I have assisted with the integration of the Indigenous alphabet into our early learning environments which helps young children recognise Australian native animals, plants and cultural symbols. Another notable project still in development is the Educational Mascot Program. This involves different mascots rotating across Educators which educate children about the cultural significance and connections of various Australian animals. This work will be ongoing as I look for other opportunities to upskill Educators so they can embed Aboriginal perspectives into their curriculums and foster meaningful relationships with local Aboriginal communities.

Over the year, engagement in group sessions with our Disability Support program included boomerang making and painting workshops which provided our clients with the opportunity to learn about Indigenous culture in a hands-on way. I was also able to facilitate

the participation of several aged care clients into group programs, increasing their community connection.

Beaucare's Clinical Care Team continued to provide valuable support, assisting with health needs and offering advice for the mob. This collaboration has been beneficial in addressing health issues within our First Nations community.

A significant part of my role is to build effective partnerships and during the year this included the development of strong networking relationships with:

- Hospital Liaison Officers
- Identified workers
- Nurse Navigators
- Chronic Care Teams
- Palliative Care Teams

Murrigunyah have collaborated in a significant partnership by providing support to victims of sexual assault and ongoing trauma. Murrigunyah staff work from Beaucare to provide counselling, assist with redress and victims' assistance applications. This partnership has highlighted the profound impact of sexual trauma on individuals and now allows Beaucare to offer a culturally safe space for clients to share their stories and access culturally sensitive supports.

A key component of my role is also the ongoing education of Beaucare staff, and this is done by attendance on invitation to Team Meetings, presentations at Staff Meetings and one on one support and advice to Management and their teams.

The role I undertake has provided Beaucare with valuable opportunities to contribute meaningfully to the community, educate our staff, and share my cultural heritage more widely. The experience gained over the past 12 months has led to both Beaucare's cultural understanding and my own personal growth and underscores the ongoing commitment to closing the gap and supporting the needs of our local First Nations community. My primary objective is, and will remain, identifying and addressing service gaps for our First Nations community, advocating for expanded service offerings, and advancing cultural competency within the workforce. This work is dynamic and continuously evolving and my commitment is to ensure our services remain inclusive, culturally sensitive and effective, promoting equitable access and outcomes.

NOTES



COLLABORATION, PARTNERSHIP

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



PS AND ACKNOWLEDGEMENTS

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



Queensland Government



Scenic Rim Regional Council Community Grants



CommonwealthBank

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

- U3A
- Zonta
- Hohl Plumbing
- Scenic Rim Discount Drug Store
- Coles
- Share the Dignity
- GIVIT
- Murrigunyah
- DVAC
- Beaudesert Primary School
- Caxton Legal
- Brisbane South PHN
- McAuley College
- Aatrox



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Assessment & Referral Support

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