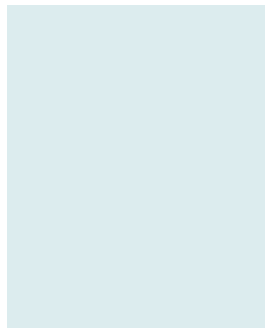
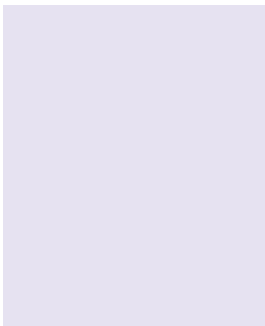
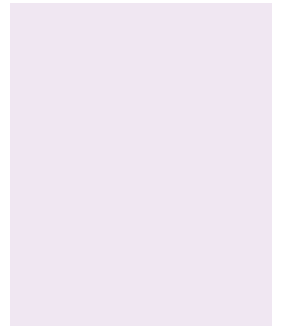


beaucare



ANNUAL REPORT 2025



TABLE OF CONTENTS

Strategic Plan & Objectives	3
Our Board.....	4-8
President’s Report.....	9-10
Treasurer’s Report	11-12
General Manager’s Report.....	13
Organisational Chart.....	14
Impact Statement.....	15
Staff Satisfaction Survey / Our People	16
Program Reports	17-32
Tilley Street.....	33
Collaboration, Partnerships & Acknowledgements.....	34-35



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. 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. 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. 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. 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



**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 50 years, working for Education Qld and for 10 years for the Catholic Education Office. In 2012 she retired from full-time 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.



**SIMON
McKENZIE**
VICE PRESIDENT

Simon is Senior Lecturer at the Griffith Law School on the Gold Coast. He holds a combined 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 commercial litigation lawyer, a policy officer in the Victorian Government working on family violence reform, and he has held roles at the Melbourne Law School, at the Supreme Court of Victoria, the International Criminal Court, and as 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 Beacare, he is currently President of the Board of Assembly 197, one of Tasmania's leading live arts companies.

OUR BOARD



**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.



**SOPHIE
WALKER**
SECRETARY

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

Sophie holds a Master of International Social Development.

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

OUR BOARD



**KATRINA
O'SHEA**

Katrina is a dedicated member of the Beaudesert community and the owner of a registered NDIS business, where she is committed to delivering high-quality, person-centred support to people with disabilities. With almost 20 years of experience in mental health and disability services, Katrina brings a wealth of expertise in leadership, mental health, disability support, positive behaviour support, research, evaluation, and stakeholder engagement.

In addition to her extensive experience, Katrina is currently pursuing a Master of Business, and holds professional qualifications in psychology and criminology, and registration as a behaviour support practitioner. Her career has seen her excel in both frontline and executive roles, where she has played a key role in driving innovation and continuous improvement within the sector. Katrina has also demonstrated leadership in project management, including key roles in the Asia Pacific International Mental Health Conference and the Recovered Futures Art Exhibition, both of which raised awareness about mental health recovery and community wellbeing.

Outside of her professional commitments, Katrina enjoys spending time with animals, gardening, and pursuing her passion for classic cars and hot rods.



**DEBRA
MOORE**

Debra has extensive experience in community, cultural and customer service with a strong focus on providing support and advocating for regional and remote areas. She currently works in local government and has also worked in Alice Springs and Tennant Creek providing liaison, development and implementation of grant funded health programs with Non-Government Organisations.

Debra is a graduate of the Australian Institute of Company Directors and a member of the Institute of Managers and Leaders, with formal qualifications in Business, Commerce and Community Welfare and Development. She has experience in strategic planning, risk management, policy, financial management and governance.

As a Beaudesert local since 2016, Debra is looking forward to being able to serve the community as a member of Beaucares Board.

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 a risk professional's association.

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 38 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 4 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 2025 Beaucare Inc. President's Report.

Beaucare is an organisation of which we can all 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 can meet all of our commitments to continue to support our clients into the future.

We strive to be an employer of choice. Beaucare employs excellent staff, 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 continues to lease the church hall next door for office space and have bought the property next door at 19 Tilley Street. We are grateful for the opportunity to acquire it, and the Operational Team and the Buildings Sub-committee are in the process of ensuring the building is ready for use by Beaucare. The plans for the building are very exciting. This excitement has lessened the disappointment of the loss of the KMLC building. I still feel a sense of indignation over the way in which we lost the building, a building that Beaucare built and maintained for 30 years, and with it, the loss of the name of one of Beaudesert's respected citizens, the late Ken Moran.

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. Louise, we thank you and 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, the Aged Care team, the Disability Support team and the

Child Care team. 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 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, the Board Treasurer, and Sophie, the Board Secretary, for their work this year. Due to work and family commitments, we farewelled Javier from the Board earlier this year.

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 8 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 2024/2025 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. Beaucare has taken the opportunity to expand its ability to deliver high quality services to the community to purchase an additional office premises adjacent to our Head Office and replace our lease of the Ken Moran Life Centre which had to be relinquished to Metro South Health. The Board has again budgeted for a surplus in 2025/2026 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. A big thankyou to our GM, Louise

who celebrated 10 years with Beucare this year and her contribution to the success of Beucare is invaluable.

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 1,674 hours (2024: 294) at a value of \$55,928 (2024: \$9,501). This total includes 1,128 hours (2024: 110) 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 one of our Board Members, and I would like to thank Javier for his invaluable contribution. Beucare has a strong governance focus and a highly qualified Board and Clinical Governance Committee and this positions Beucare 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 Beucare.





GENERAL MANAGER'S REPORT

LOUISE DWYER

2024/2025 has been another successful one for Beaucare on the back of the incredible commitment and resilience demonstrated by our team as we continued to provide high-quality services and support while facing significant challenges in responding to major government reforms.

Our commitment has continued to be focussed on meeting the goals of our clients and supporting their needs and we invested significant time and energy into the ongoing development of a highly skilled and specialised workforce who have delivered quality supports and advocated strongly for their clients and the broader community.

The complexity of our work has increased with the presenting needs of clients compounded by the additional issues of homelessness and domestic violence. We have been grateful for our partnership with the specialist DV service provided by YFS but continued to struggle to find any place-based support for our clients who experienced accommodation stress – for another year the Scenic Rim was disregarded in the provision of appropriate supports across many of the identified need areas. Funding in comparison to our neighbouring local government areas remained below that required to ensure the community is adequately resourced and our team have worked hard to support clients by pulling on the different strands of limited funding to reach maximum results. The ongoing uncertainty in both the NDIS and Support at Home programs has also led to additional confusion and ongoing anxiety for many of our clients and there does not

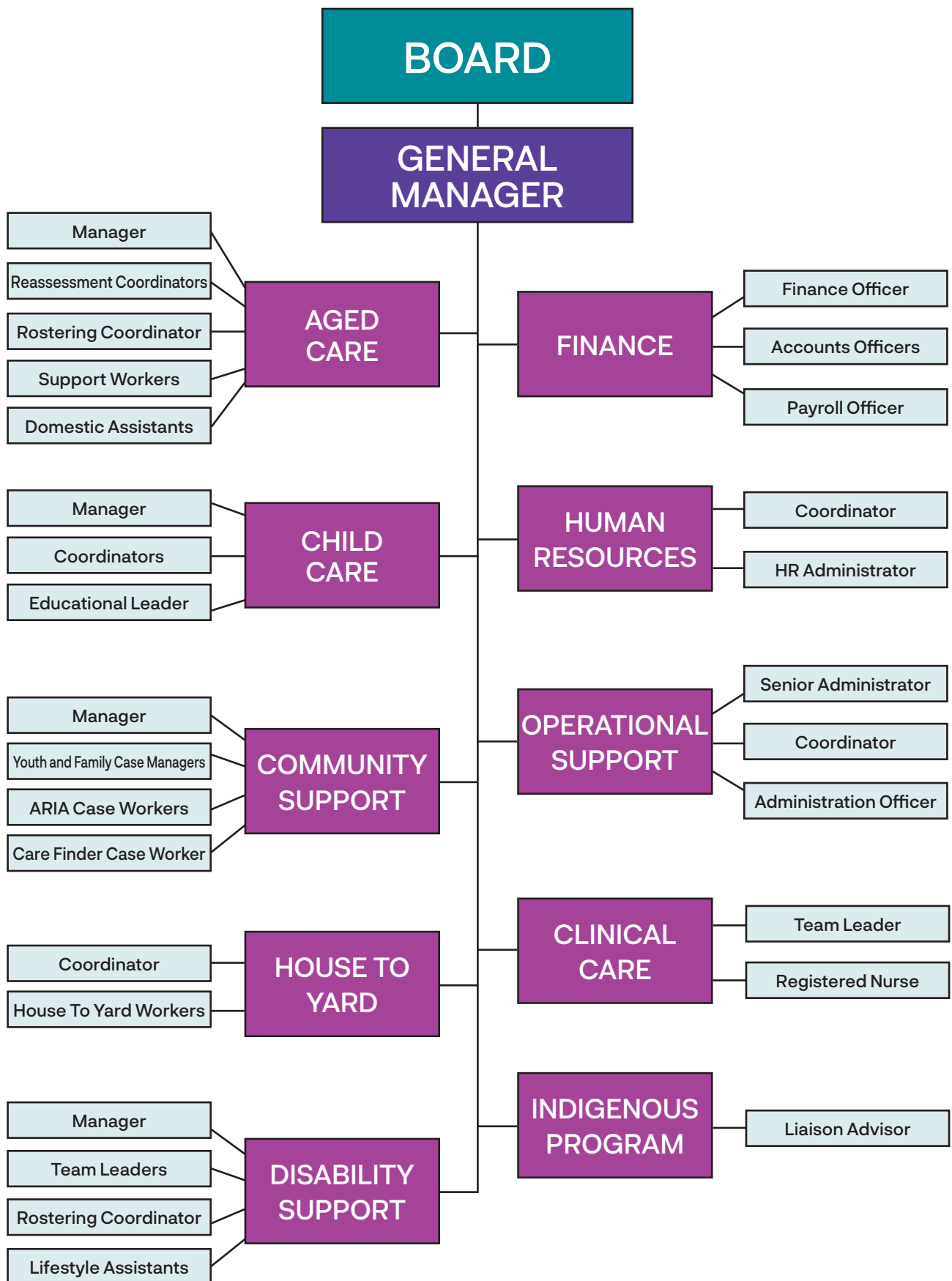
appear to be any significant light at the end of the tunnel. We will however remain optimistic that we will continue to navigate the changes successfully.

Together with the many challenges, we enjoyed some significant successes which will be detailed in this report. The receipt of \$100,000 through a Gaming Machine grant assisted with the planning for the incorporation of the Tilley Street premises and we look forward to operating our group programs from a customised client zone from late 2026. Our marketing strategy continued to be a reliance on 'word of mouth' referrals and all our programs saw growth in both client numbers and hours of service delivery, and client demand remained extremely high.

The individual program reports will give an overview of each area, and I am incredibly proud of the work completed over the past year by the management and staff of our four service streams and the strategic support staff who have provided financial, administrative and HR advice and support. Everyone who is part of our Beaucare team has contributed to our success through their dedication in putting the people we support at the heart of everything we do.

I would also like to acknowledge the significant contribution of our Board who volunteered their time and expertise to provide staunch support, governance, and leadership and who have been instrumental in guiding Beaucare through another successful year.

ORGANISATIONAL CHART



IMPACT STATEMENT

Aged Care

26,939 hours of support
492 clients

Clinical Care

795 hours of support
227 clients

House to Yard

3,091 hours of support
161 clients
18 tonnes of green waste removed

Community Support

4,715 hours of support
2,264 clients

Disability Support

94,494 hours of support
23 clients

Emergency Relief

\$38,857 disbursed
512 clients

Child Care

365,118 hours of care
65 Educators
320 Families
395 Children

Strategic Support

16,435 hours
of support

STAFF SATISFACTION SURVEY

In 2025 Beaucare Staff participated in a Staff Satisfaction Survey – we are pleased to report that Beaucare remains an Employer of Choice with the following feedback received:

100% of respondents feel proud to work for Beaucare

98% of respondents would recommend Beaucare as a good place to work

100% of respondents feel they are a good fit for Beaucare

100% of respondents are engaged in the work that they do

95% of respondents feel valued by their Manager and colleagues

94% of respondents feel the people they work with treat each other with respect and their team works well together

95% of respondents feel Beaucare genuinely cares about their wellbeing

OUR PEOPLE

15 - 25	11%
26 - 35	11%
36 - 45	29%
46 - 55	26%
56 - 65	20%
66 - 75	3%

QUALIFICATIONS OF OUR WORKERS

Masters	1%
Bachelor	11%
Advanced Diploma	4%
Diploma	14%
Certificate	45%
Trade Qualified	2%
Studying	11%
Nil	12%

WHERE OUR WORKERS LIVE

Logan	52%
Scenic Rim	47%
Gold Coast	1%



AGED CARE REPORT

DIANNE GODLEY

During the past year the Aged Care Team has continued to deliver essential services to clients in the Scenic Rim and surrounding areas. As we reflect on the successes and the challenges during the past twelve months, a highlight is our focus on the commitment to deliver client centred care. We have listened to the voice of our clients to shape services that reflect their goals, preferences and values with a focus on their individual strengths, and we have worked hard to deliver personalised support which enhances quality of life for our clients. I would like to extend my gratitude to our incredible staff, as their unwavering commitment to the wellbeing, dignity and independence of our clients is inspiring and the challenges we faced were managed with resilience and empathy.

Our service provision was consistent with the previous year, and the Home Care team continued to provide entry level Commonwealth Home Support Program services such as Domestic Assistance, Individual Support, Group Outings and Fitness Programs. The Living Long and Loving It Group Program has reconnected with clients who have not accessed this program since pre-Covid, and many have rejoined the outings on a regular basis.

A key success this year was the strong participation of clients with their individual goal and care planning. Our client care focussed on the wellness and reablement approach and the concepts of 'successful ageing' and 'healthy ageing'. All clients had a dedicated Care Coordinator who completed face to face assessments,

developed personalised care plans, assisted to coordinate services, liaised with My Aged Care for support plan reviews, communicated with other service providers and provided advocacy when required with the assessment team from My Aged Care. Strong advocacy at all levels has ensured that our clients' concerns and care needs were recognised by the assessment team, and assistance was provided to help clients understand complex terms and funding arrangements.

Including client feedback in continuous improvement is essential and our clients were provided with various opportunities to engage in the feedback and complaints process via reassessment interviews, direct communication regarding services, consumer advisory groups and the annual client survey. This year we received over 100 instances of direct feedback outside the formal survey which identified staff are kind, respectful, courteous and provided high-quality care and this is testament to the strong, experienced and qualified staff who truly care about the clients they support. Of course, we have identified that there are still further improvements to be made with the consistency of staff and days services are delivered, as clients report they value the consistency of staff members. The annual feedback survey reported clients felt respected and were directly involved in identifying their goals and care planning which improved their independence, health, well-being and general quality of life. Beaucare continues to be identified as an organisation which is well run, and the majority of our clients agreed that they would recommend our services to family or

friends. To further support this outcome, the Aged Care Quality Commission conducted a targeted review which focussed on Beaucare governance responsibilities, and Beaucare met all areas and was congratulated on our cooperation and commitment to transparency, accountability and quality.

The wait times for assessments by My Aged Care continued to be a challenge for all clients with wait times for initial phone assessments ranging between 2-6 weeks and, if progressing to a home face-to-face comprehensive assessment, it was another 6 weeks wait. If clients were assessed and complex care needs were identified, the wait time for a home care package assessment was another 10+ months, and if clients were then approved for a home care package the wait time for funding was 12+ months thus resulting in wait times of 18-24 months. The growing demand for support to enable older people to remain in their own homes placed a significant strain on the existing program but we are hopeful that with the introduction of sector reforms an increase in funding will be available to the most vulnerable clients.

Aged Care reforms placed significant pressure on providers during the course of the year with the introduction date initially set for 1 July 2025, however we received an announcement in late June that the program had been postponed to 1 November 2025. The Department of Health and Ageing have communicated the following key changes:

- **New Aged Care Act:** This Act will introduce new obligations and conditions for providers, including a risk-based regulatory model and strengthened Quality Standards to ensure safe and quality care.
- **Statement of Rights:** A new Statement of Rights will outline the rights of older Australians, enhancing transparency and accountability in aged care services.
- **Financial and Prudential Standards:** Updated standards will strengthen financial management across the Aged Care sector, ensuring better financial oversight.

- **Support at Home Program:** This program will help older Australians remain living at home longer, providing more options for care.
- **Support for Providers:** Providers will have access to support and guidance to navigate these changes effectively.

These reforms aim to improve the quality of care and ensure that older Australians receive equitable and sustainable services and Beaucare has worked closely with the Department of Health and Aged Care and our peak body Ageing Australia to ensure a streamlined, seamless change for our clients.

Our strategic vision for the 2025/2026 year is to continue to deliver support which is fully person-centred and enables clients to continue to live an active, self-determined and meaningful life.





CHILD CARE REPORT

MONICA LANGFELDT

The Beucare Child Care program operates our Family Day Care program throughout South East Queensland with Educators spread from the northern suburbs of Moreton Bay, down to the NSW border and across to Ipswich. Our service numbers remained steady over the past year with some growth in the North Brisbane area.

Compliance is always a significant part of the work conducted by our team and this was increasingly so, with the focus of national media and the community on issues which were identified within the broader childcare system. We continued to meet all compliance requirements and throughout the year the program undertook a partial assessment against the National Quality Standards – this was a new process conducted by the newly formed Regulatory Flying Squad and seven of our Educators were selected to undergo assessment together with the service audit. We received only a few days’ notice and were very pleased that the service “Met” all the required quality areas and was assessed as “Exceeding” the requirements for Governance and Leadership with very strong positive feedback given by the auditors. An additional external audit of the Child Care Subsidy arrangements was successfully completed with a focus on our processes and compliance. Beucare met all areas with only one recommendation for improvement, and we were advised that Beucare would be used as a case study for illustrating best practice.

Together with the focus on quality, the past year saw the successful recruitment and

retention of highly skilled and experienced Coordinators who were able to support our Educators to meet the challenging demands of providing childcare. Increased support of the Educators included the following areas:

- Documentation planning including support in identifying and including critical reflection practices and observations
- Behaviour guidance strategies – support to understand behaviours and Coordinators supported Educators to work to meet the individual needs of children by identifying the child’s needs, triggers and reactions. Planning then occurred to ensure best practice in supporting the child to self-regulate and succeed in their interactions with others
- Increased focus on child protection and the importance for children of having a safe environment, and supportive relationships
- Increased focus on safety and prevention of serious accidents including water safety, safe sleeping and transport

The Beucare Indigenous Liaison Coordinator also engaged and met with Educators to provide resources and cultural awareness activities. This collaboration was extremely valuable and resulted in an increased knowledge of culture both in the Educator’s physical environment and in the experiences they were providing for the children.

The annual Beucare Family Day Care

Conference was held at the Yarrabilba Tavern and was very successful with 30 Educators attending. The conference sessions included:

- Identifying, understanding and responding to children exhibiting a range of behaviours caused by neurodiversity
- Risk assessments and Educator compliance
- Sustainability and Recycling

A successful grant application resulted in our In Home Care program utilising the funds to increase both Educators and families and a 20% increase was achieved. The In Home Care guidelines were updated to meet standards, and the Department of Education is now regulating In Home Care with staff and Educators all undertaking additional training to ensure we met compliance.

Over the coming year we expect to continue to see a tightening of legislation and quality compliance against the standards. Retaining our existing strong team of Coordinators will be a priority so that we can in turn recruit and retain high quality Educators who work

collaboratively with us to meet all compliance requirements and ensure that the children in our care are supported in a safe, stimulating and fun environment. To support this there will be an increased focus on:

- Child protection with the Federal Government providing updated principles and guidelines to assist organisations like Beucare to adjust and this work which will involve children, families, Educators, staff, management and the broader community
- Ongoing development and assessment of Educator knowledge and understanding
- Promotion and growth in the In-Home Care program

I would like to take this opportunity to thank our Coordinators and Educators for all the work completed over the past year to ensure that Beucare remained compliant and a provider of high-quality care. I would also like to thank the Board for their ongoing support and commitment to ensuring our program is viable and our processes are up to date and best practice.





DISABILITY SUPPORT REPORT

JO PERRY

The 2024/2025 year with Beaucare's Disability Support Program has remained stable over the past twelve months, with all supports remaining similar, in particular Supported Independent Living (SIL), and Group supports.

Beaucare's three Supported Independent Living (SIL) properties are at capacity, delivering a total of 62,946 hours during the year. Beaucare has three participants in each property, with the final property onboarded successfully transitioning a third participant to 5-day per week support. The success of these arrangements is due to the work undertaken to support our participants in their transition to achieve a more independent lifestyle which benefits both the participant and their family. The rewards for management and staff in achieving successful living arrangements for participants are immeasurable, often with three steps forward and two backwards along the way but with gratifying results as we see participants living cohesively together.

Beaucare's SIL Teams have demonstrated their dedication through their amazing and professional support – encouraging participants to live their absolute best lives, encouraged to be independent, and challenged each day to achieve something new. Beaucare SIL properties are well maintained with a high standard of cleanliness – and all this is achieved by encouraging participants to complete as many of the normal household duties 'with' our workers, rather than workers doing 'for' participants! Essentially, we live in hope that one day our participants will no longer need our support,

and in the future might live some areas (or all) of their lives independently. This is ultimately our goal in supporting people with disabilities and what we aim to achieve as a committed, cohesive team.

Whilst working to achieve goals, staff have logged enormous hours on the ground, delivering a total of 94,494 hours throughout the year. This has often involved covering long shifts and overtime when staffing is desperately short due to a variety of reasons, primarily however due to the inability to recruit enough suitable people, which is a sector-wide issue across Australia. With the recent plans to safeguard participants under the NDIS and investigations underway across the sector, we hope for more equitable employment rewards and conditions for fully qualified personnel across all levels of support.

Beaucare prides itself in providing staff with all the tools they need to succeed and provide excellence in support. Over the past year close to 240 hours of training has been allocated and completed by direct support staff to support them to remain compliant under the NDIS Practice Standards and Quality Indicators. Not only does the training meet our compliance requirements, but it also ensures our staff are gaining valuable skills to succeed and support the many differing disabilities and situations that they manage in their day-to-day work. The NGO Platform which Beaucare has invested in includes training for Positive Behavior Support, Complex Needs – Bowel and Mealtime Management, Diabetes, Epilepsy, Safe

Food Handling, Manual Handling, Infection Control, and Incident Reporting and many other topics. Support to ensure our staff could access and complete their training was provided by the Human Resources Team, who remained vigilant around compliance and ensured that regular updates for training were requested and rostered by our Team Roster Coordinator.

The ever-popular group support that has been offered by Beaucare for well over a decade remained as strong as ever. With a creative monthly program carefully crafted and designed by the Team Coordinator and Team Leaders, this program continued to excite participants with a large variety of both in and out-of-centre activities. Newer activities introduced over the past year have included Lawn Bowls, Camping Skills Workshops at Scenic Rim Parks, Sensory Art/Craft Activities, and Sports Simulation. With the end of our lease on our long-term group centre KMLC, the group moved to another community space in the area which is both a change in scenery and an opportunity to expand activities and ideas.

In closing, I would like to acknowledge my wonderful team of committed, skilled and professional staff. Our high quality and dedicated Team Leaders, Coordinator, and

Direct Support Staff are the backbone of the Disability Support Team with Beaucare. I feel privileged and incredibly proud to manage this team who support each other as colleagues and provide Beaucare participants living with disabilities the opportunity to thrive and live the life they choose.





COMMUNITY SUPPORT REPORT

AINSLEY HINKINS

It has been another successful year for the Community Support program, with the team remaining stable, referral pathways and service delivery strengthened and the team relocated to the Church Hub which provided more space, particularly for the work with student placements. The additional Family Support Program has been effectively embedded into the team, the Care Finder Program has been funded for another 4 years through the local Primary Healthcare Network and disaster recovery support was delivered on Tamborine Mountain following ex-tropical cyclone Alfred.

Over the last year the four Youth and Family Case managers in THRIVE (youth and family support) have delivered 1,805 hours of case management to young people and 2,235 hours of case management to families in the region. Cost of living pressures, access to affordable housing, mental health issues, NDIS navigation and school advocacy are some of the key issues we have supported families with. Primary reasons we worked with young people included issues around self-harm, suicidality, mental health, school advocacy, family conflict and transitioning to independence.

The team delivered several groups to the community including the Creative Queens program for young women in school years 7-10. Supported by a local female indigenous artist, Creative Queens provided a safe, accessible safe space for young women to connect with an indigenous art project which was at the heart of the group. This program was funded by EmpowHER through

the Scenic Rim Regional Council, and we are hopeful we can provide this again in 2026. A before-school program in term 2 of 2025 was offered to primary school students, 'Fuel for School' provided a space for breakfast, homework support and social connection and the Kooralbyn International School invited us back for a second year to facilitate workshops with the senior students on supporting respectful relationships.

Most of the impact from Cyclone Alfred in this region was on Tamborine Mountain, and the ARIA team provided psychosocial supports at the Disaster Recovery Hub initially after the event and provided outreach for a further 6 weeks following the closure of the Hub. Beaucare's strong referral pathways enabled an effective support model for disaster impacted individuals, one of the primary reasons people presented to our service was for aged care support and systems navigation. The Beaucare ARIA workers were able to seamlessly support with linkages to the aged care system.

During the year the ARIA team supported with 1,921 presentations to our Neighbourhood Centre with the primary reasons for presentation consistently being emergency financial relief and support with navigating aged care systems. The program continued to respond to PoliceLink referrals and predominately provide linkages for people to access parenting support, aged care, mental health services, alcohol and drug misuse, homeless supports and services for young people. The number of First Nations people presenting to our community centre

increased with 13% of people identifying as First Nations and 4% identifying as culturally and linguistically diverse.

Community Support hosted five student placements over year including Bachelor of Social Work and Human Services, Certificates in Youth and Community Services and several team members completed additional study across health, counselling, psychology, social work and human services.

It has been another successful year for the Community Support team and I am grateful for the dedication and commitment the team have demonstrated in serving our local community and I look forward to continuing this work in 2026.





CLINICAL CARE REPORT

JODIE HOLLMAN

The focus of our team throughout the past 12 months has been on primary community health care, and we have worked with each program area to ensure that clients are provided with high-quality health information and support. With the departure of the Clinical Care Manager in 2024 the program was restructured, and we welcomed Jodie, a registered nurse with over 25 years of experience in community health to our team, giving us two registered nurses with a broad range of skills and experience.

The Clinical Care team work collaboratively with all four of the Beaucare programs to support clients, carers and staff. During the past 12 months the team have been able to provide creative and flexible solutions in a number of areas.

Supporting the Aged Care program with health assessments, post hospital assessments, wound care and general nursing supports continued to be our primary focus. This day-to-day work combined with maintaining full quality compliance and preparation for the new Support at Home program has kept us very busy, and we are committed to ensuring that the changes have only positive impacts for our clients.

Our work with the Community Support team has been varied and included support of both young people and adults together with community information events. The team led a diabetes education session, with the goal to increase health literacy in the community. The feedback we received was very positive and we are committed to working together to continue to provide these opportunities for

our community members. This combined with strong collaborative networking with other service providers was a highlight of the year and the development of strong partnerships with services such as Dementia Australia will ensure we can support our clients to achieve their individual goals and live independently for as long as possible.

Our engagement with the Disability Support team continued with training and support of staff in medication management and wound care, the development of policies and work instructions and advice in regarding complex client issues. We will continue to work with the program to ensure ongoing compliance against all health related quality guidelines.

Throughout the year, the ongoing support of the Clinical Governance Review Committee ensured that our work was being monitored and reviewed appropriately. Attendance at this committee allows us to continue to address safe, effective, high-quality care with a focus on continuous improvement. Having external and some non-clinical reviewers feed into our client responses to strengthen our understanding of the issues that our staff and clients encounter has been invaluable.

During the year ahead we will be developing a Memory Circle group to provide ongoing support for members of our wider community who experience memory loss or are supporting someone with memory issues. We will continue to work within a strong clinical governance framework to ensure we meet all external quality requirements, but above all, to ensure that we provide our clients with the best possible outcomes.

HOUSE TO YARD REPORT

It has been another year of challenge for our team in meeting the requests for mowing and yard maintenance services. Two key long-term employees were unavailable for a portion of the year and this led to other team members stepping up and the Coordinator going “back on the tools”. The first three quarters of the year were warm and wet which had the team working 5 days a week but the fourth quarter brought cooler, drier weather which has allowed the team to draw breath and move back to the 4 day per week staff model.

The internal maintenance program has continued with staff maintaining and servicing equipment and this has resulted in minimal loss of time due to breakdowns and equipment being off-line.

During the year, the H2Y program underwent a restructure resulting in the Senior Administrator – Strategic Support undertaking the rostering duties and using her broad range of skills and abilities in administration to better support the Coordinator. The program is now overseen by the General Manager, and everyone has worked hard to identify the impact of the changes required to meet the new Support at Home program. Through a rigorous internal review it was identified that many of our clients were being overserviced and this has created a significant challenge as we work to reduce services without impacting on the client’s ability to live safely in their own home. This overservicing was due to the vague guidelines and our compassion and dedication to our clients in ensuring their gardens were not just safe, but also brought pleasure to support their wellbeing. We will

again move to a side-line in commercial work during the year ahead to support clients who require more than a safety mowing service.

The commitment and flexibility of the team during the past 12 months is acknowledged and we are all excited see what the year ahead brings, especially in our ability to provide commercial services to meet the additional needs of our older clients. I particularly wish to thank our Coordinator who has worked tirelessly to ensure team morale is high, quality services are provided and changes are communicated effectively and sensitively to clients.





FINANCE & PAYROLL REPORT

REBECCA SEAGER

The 2024/2025 financial year was one of challenge, change and growth as Beaucare navigated the ever-increasing costs of doing business and implemented necessary changes to adhere to new legislation, while 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 saw financial stability this year with a slight turnover increase of 3.15% to \$8million – a \$220,000 increase on the 2023/2024 financial year. Beaucare's diversity and resilience has never been more important than now and places the organisation in a sound position to maintain viability in an ever changing and challenging financial landscape.

The focus of the Finance Team over the past year has been quality improvement and increased efficiency and one of our core achievements in this space was the implementation of the automated accounts payable system TRAILD. This system not only increases efficiency for the Management Team in approving invoices, but it also strengthens our fraud and risk practices with cross referencing against national databases for supplier detail and increases accuracy by removing manual inputting of invoices into our accounting software. As an added bonus, this system removes the need to print invoices thus reducing Beaucare's carbon footprint!

2024/2025 saw several changes in the payroll space with a 3.5% Fair Work wage increase and the implementation of the second 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 the continuation of a 6.25% above award payment in Disability wages, and work continued to improve equity in this space. As an additional support for staff the fortnightly payment of travel allowances was changed to weekly so that the financial impact on staff was reduced and additional Beaucare Leave was once again approved by the Board to continue this year for permanent staff and I know the staff are grateful for the ongoing generosity of the Board in recognising the work they do and offering above award employment conditions which continued to place Beaucare as an employer of choice. In 2024/2025 the team processed over \$5million in wages to our valued employees!

In order to meet legislative changes in Child Care the Finance Team collaborated with the Child Care Team to roll out Centralised Payments – this was a considerable shift in process for our staff, Educators and families alike as it moved the collection of parent gap fees from the Educators to Beaucare. I am pleased to say the transition was generally well accepted and I thank the team for their hard work in this space.

The Child Care program also underwent a Federal Child Care Subsidy Audit with a significant focus on compliance, especially

around attendances and financial record keeping – Beaucare passed this audit with flying colours, so much so that our organisation was chosen as a case study which is testament to our strong processes in this space.

The Finance Team as part of strategic support is well placed to support and contribute to each team in the organisation, and we are very grateful to be able to function in roles that help to make a difference. 2024/2025 saw the team relocate back into the main office at 44 Tina Street and we have thoroughly enjoyed being back in the “centre of the action.”

Once again it was a busy year! The below table is a summary of some of the volumes of transactions processed by the team over the course of the year:

	2024/2025
Supplier Invoices	2,600
Credit Card Transactions	1,400
Client Invoices	2,600
Client Payments	2,400
Home Care Package Statements	660
Child Care Attendance Records	14,352

MGI South Queensland again conducted our annual financial audit – this will be our seventh year working with MGI and I would like to thank the MGI team for their thoroughness and professionalism.

Our focus for 2025/2026 will be on continuing to provide high-quality financial support to the Board and Management Team. We will be focussing on preparing for the implementation of Support at Home in the Aged Care program, as well as working towards additional increased efficiencies and cost saving measures.

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





HUMAN RESOURCES REPORT

TARYNN BEMMENT

The past year was one of learning and development for our small team. As to be expected, recruitment was a strong focus with over 70 interviews conducted. These interviews resulted in 49 new workers, students or volunteers joining Beaucare across a range of roles - Aged Care Domestic and Support Workers, Disability Lifestyle Assistants, Men's Group Facilitator, Community Nurse, Receptionist, Rostering Coordinator, H2Y Workers, ARIA Case Worker, Childcare Coordinator, Accounts Officer, Youth and Family Case Manager along with Community Support Student Placements and volunteer cooks. Each new worker takes approximately 9 hours to recruit and onboard. We continued to collaborate with various agencies to ensure that we connected to quality candidates efficiently.

Staff Satisfaction Survey results for the year were excellent showing an increase in satisfaction across all areas. Staff engagement was strong with feedback highlighting that staff felt engaged, connected, and supported. This was a reflection on Beaucare and the Management Team who had ensured that staff felt valued and supported in the complex and varied work they do. During the year ahead we will continue to focus on the ongoing importance of workforce engagement and retention strategies.

One of the highlights of the year was the Staff Conference which brought all programs together to learn, reflect, and celebrate our achievements. Our keynote speaker, Trevor Hendy, captivated the room with his stories

of personal growth and resilience which resonated with everyone. It was a wonderful opportunity to catch up with fellow staff members, share a meal with each other and get to know a little more about our Management Team in the Q & A session!

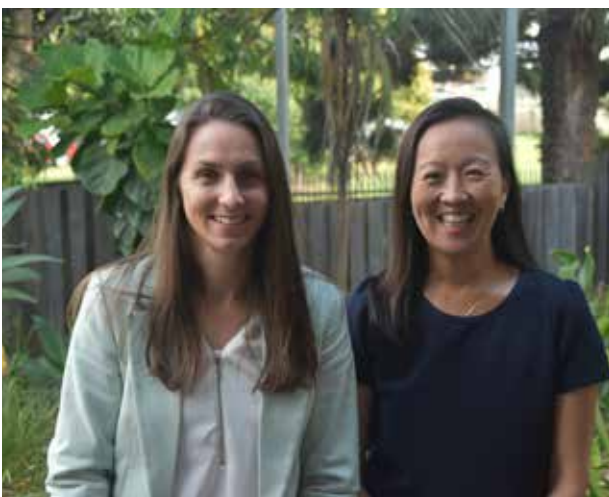
As part of Beaucare's commitment to professional development, our Middle Manager team undertook a 360-degree review. This gave them a clearer picture of their strengths and opportunities for growth and helped shape specific goals to focus on in the months ahead. With the support of our HR consultant these managers will continue building on their progress through a one-on-one coaching program. I feel privileged to be part of this journey and I am excited about what the next chapter brings.

This year we implemented key changes from the Work Value Case including new classification and pay structures along with changes to the casual conversion process. Further reforms are expected in the areas of Gender Undervaluation and preparations are underway to ensure that this will be a smooth transition for affected staff.

Our HR software project faced some unexpected hurdles but remains a high priority. Once implemented, it will streamline processes and ensure that our staff remain compliant across all programs. We also rolled out staff ID cards across the organisation which has reduced costs and been a more efficient and valid way for staff to identify themselves as working for Beaucare.

A review of HR internal functions and responsibilities was completed with the result being clearly defined roles which has ensured greater accountability and efficiency across the team and has also allowed a focus on more strategic work. This has also ensured that we remain compliant and well positioned when required to respond to evolving sector requirements.

I would like to thank my team colleague who works tirelessly to meet the demands of the job and our commitment to the Beaucare values and “The Beaucare Way” is paramount to our team’s success. I would like to extend my thanks to Louise and the Management Team for their ongoing guidance and support. I still have so much to learn, however with their support and leadership, I am confident that 2025 will be my year for growth, both professionally and personally.



INDIGENOUS LIAISON ADVISOR REPORT

KELVIN CATTLIN

The past twelve months were very successful for my program with significant progress made in building and strengthening partnerships with Indigenous and non-Indigenous services, enhancing culturally safe support pathways for both women and men, and reconnecting First Nations men with community, culture, and self through groupwork.

Partnership and collaboration are the keystones of all the work undertaken in the program and significant time was spent on attending community activities, meeting with key people and other services and developing the necessary relationships needed to undertake this work. Existing relationships were further developed and many new ones invested in.

By the end of the year our relationship had strengthened with the following services:

- Institute for Urban Indigenous Health – a community health service that leads the planning, development and delivery of health, family wellbeing and social support services
- Metro South Health – general health supports, mental health referrals, and 715 health checks which are a bulk billed assessments used to identify whether Aboriginal and Torres Strait Islander people of any age are at risk of illness or chronic conditions
- Corporate Culcha – work with organisations to develop strategies to support the employment and retention of Indigenous employees – supported us Men’s Mental Health
- Lives Lived Well – supported with alcohol and drug counselling using trauma-informed practices
- NDIS Ipswich & Logan – Advocacy for First Nations access disability support
- YFS – Domestic and family violence services
- Qld Ambulance and Qld Police services – collaborative emergency and safety response
- Department of Women, Aboriginal and Torres Strait Islander Partnerships – employment pathways for First Nations clients
- Aboriginal and Torres Strait Islander Legal Service – support and referrals
- Murrigunyah Family & Cultural Healing Centre – redress scheme, case management, and healing for trauma survivors; Men’s Group – cultural burning and yarning circles (Firestick); community housing supports
- Link-Up QLD - Stolen Generation support
- Neighbourhood Centres Qld – attended local meetings and engaged in strategic discussions

These relationships resulted in Beaucare's regular involvement in strategic planning with Metro South Health, and the NDIS Logan/Ipswich for improved First Nations outcomes. There was also involvement at the Hemmant Flexi-school, Flagstone Community College and Yourtown to support young people.

Men's Art and Healing Program

A major highlight of the year was the successful launch of the Men's Art and Healing Program, which grew from an initial 10+ participants to 15–20 per session. The program provided a safe, cultural space where men can Walk on Country and learn about traditional artefact-making materials and reconnect with culture through storytelling, yarning circles, and shared healing while building confidence and resilience while crafting didgeridoos and other cultural artefacts.

Proudly, ongoing funding has been secured to continue the program into its second phase. This not only acknowledges the program's impact but affirms the community's desire for deeper cultural reconnection.

"Each didgeridoo, every spoken word, and every step forward reflects inner strength and cultural pride."

Together with the above work my position allowed me to provide individual support to clients who otherwise may have found it difficult to engage with mainstream services – often due to a history of poorly managed and ineffective supports which were unable to be tailored to the individual client's needs.

I was also able to support with disaster recovery and support coordination and attended the Hub on Tamborine Mountain regularly. Community education and cultural promotion was a key strategic priority and lead to strong relationships internally with the Disability, Child Care, Clinical and Community teams and this work will again be a focus of my ongoing work in the year ahead. My support of the Aged Care program came through ensuring the clients who could not be supported internally were referred to

appropriate providers and together with ARIA, were supported to reach out to the other referral partners.

The past year was a time of constant growth, connection, and cultural engagement. Through my role as Indigenous Liaison Advisor for Beaucare, I've had the privilege of forming strong cultural connections across South East Queensland and beyond – walking alongside mob, listening, sharing, and supporting healing and empowerment through culture.

I would like to thank Beaucare for the ongoing support of my role. This commitment has been instrumental in allowing me to walk this path and continue to be a bridge between services and community.

As we look ahead, I'm excited to keep building relationships, walking together with our First Nations community, and supporting mob to grow stronger through cultural connection, identity, and shared knowledge. Together, we are not only creating programs – we're nurturing pride, healing, and a future grounded in culture.



TILLEY STREET

Over the past few years Beaucare has been “bursting at the seams” with additional client friendly space becoming more difficult to access. Beaucare was extremely grateful to the Bingley family to be granted a very generous first offer on their neighbouring home at 19 Tilley Street. We were privileged to support Marg to live at home safely but ultimately the decision was made that a residential facility would provide the additional support Marg required.

The purchase of Tilley Street feeds into our long-term vision for Beaucare and was timely given the heartbreak we felt at the Ken Moran Life Centre being relinquished to Metro South Health with no financial reimbursement for our significant investment.

Work commenced with the team from Hurley Architects Pty Ltd who will design, and project manage each phase of refurbishment

and building. A Board sub-committee, very capably chaired by Simon McKenzie, is overseeing the work, a planning application has been lodged, and we are hopeful that building work will commence in early 2026.

The Tilley Street site will be incorporated into the existing Community Centre building at 44 Tina Street and will provide us with customised spaces for our groupwork and community development work and ease some of the existing pressure on the current available space. With the rapid expansion and growth in our community, this resource will I am sure be fully utilised from Day 1.

Management and staff are extremely grateful that we have a visionary Board who are highly skilled and are very willing to undertake such a project to ensure that our ongoing space requirements are met.



COLLABORATION, PARTNERSHIPS

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:

Emergency Relief Consortium

Headspace Consortium

Beaudesert Interagency

Child Safety Critical Friend Panel



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

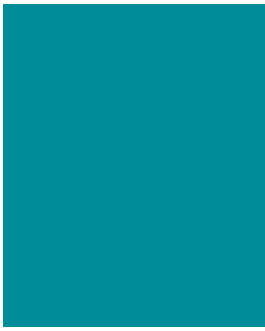


Queensland Community Support Scheme - supported by funding from the Department of Communities, Housing and Digital Economy

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

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
- Mundoolun Community Centre
- Qld Police Service
- Qld Ambulance Service
- Sri Selva Vinayakar Koyil (Ganesha Temple)
- Mununjali Men's Group
- Lions Club Beaudesert



beaucare

44 Tina Street, Beaudesert 4285
(07) 5541 4216

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



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