

BURDEKIN COMMUNITY ASSOCIATION INC.

ANNUAL REPORT 2017-2018



“Assisting the aged, families, children and individuals who are suffering hardship and distress and improving the health and wellbeing of people in the region”

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Burdekin Community Association Inc.

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OUR MANAGEMENT COMMITTEE - Current

President	Majella Meehan
Secretary & Treasurer	Brian Sorohan
Committee Members	Catherine McDonnell
	Jan Jensen
	Joan Heatley OAM
	John Furnell
	Karen McKaig
	Kay Griffiths
	Steve Barton
	Treena List
	Cr Ted Bawden

OUR ORGANISATIONAL PROFILE

The Burdekin Community Association Inc. (BCA) is a not-for-profit, incorporated association, which strives to fulfil the unmet social, welfare and health needs of the Burdekin community. A diverse range of community services are delivered by the BCA to the Burdekin Shire. Since establishment in 1975, BCA has evolved to become one of the largest community organisations in the region.

The BCA is a registered charity, has an Australian Business Number, Income Tax Exemption and Deductible Gift Recipient status. Many of BCA's initiatives are made possible by the generosity of the Burdekin Shire Council, local service clubs, business houses and individuals.

Vision

Our Vision is *"for compassionate and connected communities where everyone is supported and free from hardship and distress."*

Purpose

Our Purpose is *"to assist the aged, families, children and individuals who are suffering hardship and distress and to improve the health and wellbeing of people in the region".*

Core Values

Our Core Values provide a platform for individual, team and organisation attitudes and behaviours, the way we work and interact with people.

- *Compassion. We bring holistic care, hope and inspiration through our understanding and empathy for others.*
- *Respect. We treat everyone with care and respect at all times.*
- *Integrity. We maintain the highest degree of ethical standards and put our values into action.*
- *Leading through learning. Our culture encourages innovation and supports learning.*

Operating Principles

Our Operating Principles include:

- *Responding justly and fairly*
- *Working in partnership*
- *Enabling and supporting improvements in the community services sector*
- *Being accountable for our resources and actions*

Strategic Objectives

We will achieve the BCA's Purpose through the following strategic objectives:

1. *Promoting a coordinated and integrated response to address the social and welfare needs of the Burdekin community.*
2. *Delivering efficient, effective, quality services to meet the needs of individuals, families and the community.*
3. *Ensuring equitable access to BCA services.*
4. *Advocating for social welfare in the community.*
5. *Providing community information, consultation and education on social welfare issues.*
6. *Developing a strong and resilient organisation.*
7. *Developing our people.*
8. *Operating in a financially responsible way.*
9. *Ensuring BCA has a continued funding base.*

Website: burdekincommunityassociation.org.au

Facebook: facebook.com/bca1975

OUR SERVICES & PROGRAMS - Current

The Support Centre

Burdekin Community Directory
Information Hub
Support Groups and Network Groups
Office and Meeting Room Hire
Visiting Community Services
Community Recovery

Home Care Service

Commonwealth Home Support Program
Home Care Packages Program
National Disability Insurance Scheme
Qld Community Care Program
Veterans' Home Care Program
Brokered Services

Housing and Community Support Service

Community Drought Support Program
Community Support Service Program
Crisis Accommodation Program
Dignity Program
SecondBite Community Connect Program
Specialist Homelessness Service
State Emergency Relief Program
Telstra Safe Connections Program

Seniors' Support Service

Be Connected Program
Older People's Action Program
Round-a-Bout Magazine

Volunteer Service

Community Information Centre
Community Visitors Scheme
Volunteer Program
Work for the Dole Hosting Program

Burdekin Centre for Rural Health and Burdekin Community Rehabilitation Centre

Chronic Conditions Program
Psychological Therapies Program
Schools Life Skills Program
Suicide Prevention Program
Telehealth Hubs Program
Support Groups and Network Groups
Office and Meeting Room Hire
Visiting Health Professionals
Community Recovery

OUR PREMISES

The Support Centre

130 Queen Street, Ayr QLD 4807

Hours: Monday to Friday
9.00 am to 4.00 pm (other times by arrangement)
Mail: PO Box 815, Ayr QLD 4807
Telephone: 07 4783 3744
Facsimile: 07 4783 3990
Email: bca@bcaburdekin.org.au

Burdekin Centre for Rural Health and Burdekin Community Rehabilitation Centre

12a Chippendale Street, Ayr QLD 4807 "Joan Heatley Centre"

Includes: The Bill Hodson Meeting Room

Hours: Monday to Friday
9.00 am to 4.30 pm (other times by arrangement)
Mail: PO Box 815, Ayr QLD 4807
Telephone: 07 4783 2711
Facsimile: 07 4783 7611
Email: bca@bcaburdekin.org.au

Community Information Centre

119 Queen Street, Ayr QLD 4807

Hours: Monday to Friday
10.00 am to 4.00 pm
Mail: PO Box 815, Ayr QLD 4807
Telephone: 07 4783 7644
Facsimile: 07 4783 3990

OUR STAFF & SUBCONTRACTORS - Current

Administration & Finance

Debra Cochran	Chief Executive Officer
Christina Rich	Finance Officer
Julie Kupke	Administration Officer
Kylie Lennox	Receptionist

Burdekin Centre for Rural Health

Tracey Hobbs	Service Coordinator
Annmaree Auer	Receptionist
Gemma Busiko	Exercise Physiologist
Jeanie Zonta	Rural Health Nurse
Lisa Tropea	Fitness Instructor
Venus Tufuga	Client Services Officer

Psychologists: Dana Corden, Jennifer Sergo, Justine Goddard, Manya Sheftsik, Phillip Murray

Home Care Service

Amber Betteridge	Service Coordinator
Rosemaree Linton	Assistant Service Coordinator
Kellie Elton	Client Services Officer
Tammy Prior	Administration Officer

Drivers: Brian Milton, Robyn Davies, Stephen Poli

Support Workers: Alaina Bollman, Anne Graham, Annemarie Meyer, Beth Pearce, Cheryl Parison, Christine Taher, Christine Watt, Debbie Moffat, Helena Penny, Jennifer Forman, Kathy Brennan, Kerri Prior, Kerri Robertson, Kerry Lee, Kim Barry, Leighann Fabbro, Lynne Kirkwood, Mary Caltabiano, Megan Munro, Miren Plaza, Patricia Olivari, Rhondalyn Robson, Sonya Wyburg, Stephanie O'Shea, Tamarisk Saxton, Tracy Liotis

Yard Maintenance Subcontractors: Alex Bojack, Alf and Nadia Previterra, Alfred Wilkins, Brett Munday, Brian and Jane Carmichael, Joe and Amanda Cremona, Kristan Ferrando, Kylie Dale, Philip Ferrando, Scott Marriot

Housing and Community Support Service

Rebecca Grogan	Service Coordinator
Sue Rains	Client Services Officer

Seniors' Support Service

Robert Lesca	Service Coordinator
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Volunteer Service

Rita Quagliata	Service Coordinator
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OUR VOLUNTEERS – 2017-2018

BCA extends a heartfelt thank you to all of our volunteers and their supporters who have contributed in many varied and often unseen ways.

Aiden Griffin, Ainesa Burley, Alan Gregory, Alyssa Smith, Amy Zunker, Angela Fabbro, Angela Gesah, Anne Fiamingo, Bernice Kugatoff, Beryl Thompson, Bianca Maggs, Billie Lee, Brian Sorohan, Catherine McDonnell, Christine Harper, Christopher Post, Crystal Baillie, Delphine Kingston, Desley Lewis, Dianne Noack, Don Fulton, Donna Poli, Edwin Grant, Ellen Eathorne, Emilia Gaskon, Esme Ball, Esther McIntosh, Frances Anu Bamaya, Gemma Byran, Geraldine Chandler, Gladys Sgarbossa, Glenis Cislowski, Gloria Vass, Gordon Rennie, Hannah Burrows, Jan Christofoni, Jan Jensen, Joan Heatley, Joan Andersen, Joe Pilchowski, John Furnell, John Hatherell, Jo Rogers, June Bosel, Karen McKaig, Kay Griffiths, Kay Walsh, Kelly Braun, Kerry Lee, Kevin Walsh, Kym Emmi, Leslie Heath, Lisa MacDonald, Loris Bradley, Lorraine Parravicini, Lydia Nielsen, Majella Meehan, Maree Ann Barham, Margaret McElroy, Margaret Milan, Maria Cardello, Mary Chatfield, Mary Middleton, Mervyn Pilchowski, Michael Murison, Miles Ohlson, Mina Cesconetto, Mindi Lennon, Noelene Bell, Rebecca Juan, Reginal Harvaris, Rhonda Williams, Rita Pilchowski, Robert Smart, Rodney Williams, Ron Matthews, Shiradean George, Steve Barton, Ted Bawden, Tegan Lawrence, Terry Dionysius, Thea Maltam, Toby Scammell, Treena List, Vanessa Williams, Vittoria Brennan

DONATIONS, GIFTS & IN-KIND SUPPORT 2017-2018

BCA would like to thank the following donors for their generous donations, gifts, bequests and in-kind support.

A & B Rural	A & L Seafood	About Town Bait & Tackle	Alfie's Bakery
Amanda Lando	Andersen Real Estate	ANZ Bank	Ashworth's
Autopro	Ayr Anzac Memorial Club	Ayr Bed & Breakfast	Ayr Travellers Motel
Barbara Betteridge	Beer Wine Spirits	Bev Moxham	Billabong Lodge Motel
Billie Lee	Bluey's Thrift Shop	BMS Lasersat	Bob Gould Fabrications
BQC Quarries	Brothers Leagues Club	Burd. Artisans Comm. Assn	Burdekin Bowl
Burdekin Concrete	Burdekin Floor Coverings	Burdekin Motor Cycles	Burdekin Motor Inn
Burd. Plaza Pharmacy	Burdekin Shire Council	Burdekin Uniting Church	Butterfly Blue
Cafelicious	Campbell Jewellers	Camping World	Chemmart Chemist
Chill Parlour	Cinnamon Street Kids	Commercial Tavern	Coral Coast Electrical
Cormack & Company	Country Connection	Cowboys Leagues Club	Christine Stewart
Curves	Dal Santos Deli	Dale Last MP	Delta Cinemas
Delta Cleaners	Delta Electrix	Dept of Human Services Ayr	Distinctions
Don West Toyota	Dotty Daisy Flowers	EA Stewart	East Ayr State School
Eathorne's Sportspower	Elaine Haller	Friendly Grocer	Fusion Cafe & Coffee Shop
G Christensen MP	Georgio's Hair & Beauty Studio	Get Fit Home Hill	Giru Hotel
Glenn Bretzke	Glen-Dell Fashion Boutique	Glicks Auto Plus	Grasso Financial Services
Health In Healing	Helloworld	Home Hill Discount Chemist	H/Hill Engineering Works
Home Hill Video	Honeycombes Sales & Service	Hotel Nova	Ian Hudson
Ispytit	Jade Body Fashions	John Furnell	John Honeycombe
Julie's Pharmacy	June Bosel	Kalamia Hotel	Kids Crossing
L'Shu on Queen	Landmark	Lilly May's Flowers & Gifts	Lions Club of Ayr
Lorraine Parravicini	Lucky Black Cat News	Luxe Hair & Beauty	Materialand
Maxi-Built Machinery	McDonalds Restaurant	Merna Bitter	Michael's Menswear
Michael Turner	Michels Restaurant	ML Partners P/L	Museum of Tropical Qld
My Pets Pet W/house	New Creation Church	Nicko's Diner	Oar & Horan Dentists
Paul & Susan Johnson	Paula's Place	Penny Lane Homewares	Performance Physio
Phoenix Hair Studio	Power of Beauty	Qld Fire & Emergency Services	Queen Street Car Wash
R, S & M Trenfield	Repco	Rita Quagliata	Ruddy, Tomlins & Baxter
Russell Dennis	Ruth Weston	Scuderi Crash Repairs	Scuderi Panel Beating
Selections	Shade FX	Share the Dignity	Shiralee Beauty
Sizzler	Snap Fitness	Spearritt's Jewellers	Sportfirst
St Francis School	Sugar Loaf Fast Food	SunWater Ltd	Supercheap Auto
Target	Terry White Chemist	The Coffee Club	The Senior Qld
Tosh's Store	Toyworld	Wassmuth Automotive	Watson's Butchery
Wilmar Sugar	Woolworths	WorkSharp Office Supplies	Zonta Club of Burdekin
H/Hill Seventh Day Adventist Church		Pathway to Holistic Health	S Siatta World of Fashion

PRESIDENT'S REPORT

Majella Meehan

Good Evening Distinguished Guests, Ladies and Gentlemen.

Welcome to the 43rd Annual General Meeting of the Burdekin Community Association Inc. It gives me great pleasure to present to you, my 14th Annual Report as your President.

I am pleased to advise that the Organisation continues to provide a wide range of services to the Burdekin community. An aging population, social disadvantage and difficult economic times continue to create demand for our services. The individual service reports are published in the Annual Report, and I urge you to read those at your leisure. The range and variety of services and the number of people whose lives are touched by the BCA is truly staggering.

There are many services of which I am very proud, but perhaps, the one that touches most lives is the Home Care Service which allows older members of our community to stay in the familiar environment of their homes for as long as possible. That is not to undervalue any of the other services that the BCA provides, all of which provide tremendous support and assistance to the community in so many varied and essential ways.

When I look back over the year, I am satisfied that the BCA a strong organisation. The achievements are many, and the detail of those can be found in the reports of the individual Services. What is also an achievement, is that we have been able to continue to operate in a difficult environment where the acquisition of funding is a continual challenge.

The welfare sector is most challenged in difficult times when the demand for our services increases, while at the same time, the availability of funding decreases. This leads to an expectation that we provide more services with less resources. The competitive process of tendering for services, particularly against regionally based outreach services, and what I might describe as, the dichotomy of putting a dollar value on outcomes in a sector where quantifying results cannot be measured only by a dollar value, is always a challenge.

I thank the staff and congratulate them, for the way in which they have been able to achieve and maintain the number of services in the way that they have. My thanks also goes, not just to our very loyal and dedicated staff, but also to our volunteers, without whom our services would be much reduced. The strength of any organisation is in the people who make it "tick", and we are very fortunate to have such a dedicated team.

My thanks goes to the Burdekin Shire Council for its continuing support. The Council has assisted the BCA significantly over the years and continues to do so. Your support is very much appreciated.

The support of our funding bodies, the Commonwealth Department of Health and Department of Social Services and the State Department of Communities, Disability Services and Seniors, Department of Housing and Public Works and Department of Child Safety, Youth and Women is very much appreciated and I gratefully acknowledge the contributions made by those Departments.

As an Organisation, we are very fortunate to receive the benefit of significant donations, and those donors are acknowledged in the Annual Report. These donors allow the BCA to be pro-active in the community, responding to the specific needs in our area, and providing assistance, which would otherwise not be available. We are very grateful to be able to do so.

One of our Management Committee members, Dr Kay Griffiths, is retiring tonight, after many years of service. Since Kay's retirement from General Practice, she and Martyn have been enjoying travelling. This is very unfortunate for us as we will miss Kay's breadth of knowledge and contribution to the BCA. We wish you all the best, Kay, and thank you for your efforts on our behalf, in what had been a very busy schedule.

I would also like to thank the Management Committee, all of whom are volunteers and very busy people. Thank you for your support, your wisdom and your dedication to the BCA and our community.

Lastly, but definitely not least, I thank our CEO, Debra Cochran. I often think of Deb as "a quiet achiever". She continues to manage the BCA and help guide its path. Her knowledge of the BCA and the environment in which we operate is enormous. On behalf of the Management Committee, the staff and volunteers and also, personally, I thank Deb for her contribution to the BCA, which I know is above and beyond the call of duty.

Thank you also for coming tonight and supporting the BCA. AGM's are generally not considered "prime viewing" but your support tonight is very encouraging. Please stay with us for a while and enjoy some fellowship.

TREASURER'S REPORT

Brian Sorohan

The last twelve months has been a challenging and interesting time for the staff at BCA, with ongoing uncertainty with Rural Health funding and many changes for the organisation and Services to adhere to.

It is through the efforts of Staff, Subcontractors and Volunteers that the BCA managed to remain in a secure and stable position and as you will note from the financial statements the net income over expenses shows a healthy surplus of \$433,058.

Even though this is considerably up from last year, it is important to remember that a large portion of the funds held are earmarked for current and future projects, whilst also ensuring the viability and longevity of the organisation in future years, with the gap between government funding and real service delivery costs growing.

We have established equity of over \$3,376,308. Even though this seems a lot of money, it must be considered that the BCA spends over \$3,241,465 annually in providing the much needed services our community heavily relies on.

The CEO and Service Coordinators spend tireless hours lobbying the government, meeting with various government and departmental representatives and preparing funding applications to ensure BCA receives the financial assistance that is greatly needed.

It also needs to be acknowledged that the BCA enjoys marvellous support and generosity from the Burdekin Shire Council, the local community, services clubs and businesses which enables the organisation to continue providing the much needed services for the Burdekin. This assistance, through the efforts of fundraising and generous donations, is sincerely appreciated.

Acknowledgment should also be given to all of the Staff, Subcontractors and Volunteers at BCA for their dedication and commitment in providing quality services with minimal operating costs and ever increasing workloads. Among them, very special thanks must go to our CEO, Debra Cochran, Finance Officer, Christina Rich, Administration Officer, Julie Kupke and Receptionist, Kylie Lennox.

Thanks should also go to the Crowe Horwath Audit Team Townsville for yet another efficient and successful audit and to Dan Horan and the team at Crowe Horwath Ayr for their consultancy services throughout the year.

In closing, I would like to extend a very special thank you to all of my colleagues on the Management Committee for their continued dedication and commitment to providing a quality organisation for our wonderful community.

CHIEF EXECUTIVE OFFICER'S REPORT

Debra Cochran

During 2017-18 the BCA assisted Burdekin residents in need, helping to relieve their hardship and distress and improve their health and wellbeing. Our work was made possible thanks to our hardworking Team and the support of our funders, donors, partners and many caring community members. The Annual Report for 2017-18 shows how our organisation contributed to the community and helped people in a wide range of areas.

BCA's operations continued to be efficient and effective. Key steps were taken in order to achieve the primary goals of the BCA Strategic Plan 2016-2020, with service agreement targets and outcomes met or exceeded and strong financial results achieved. Our productivity increased and costs were kept to a minimum. Our income was made up of Commonwealth 47.62%, State 17.20% and Other Sources 35.18% with grant funding of \$2,413,526 secured for our programs.

Our efforts to continue to receive government funding for allied health services were successful and a number of funding agreements were renewed, enabling BCA to continue to deliver our integrated network of programs and services throughout the Shire. One-off grants were received for the Community Drought Support Program, Be Connected Program, Domestic and Family Violence Awareness Walk and to update the signage on our buses.

Service delivery increased in seniors and disability support along with crisis, housing and allied health services. Service output particularly increased in the Home Care Service following the increase in consumer choice and availability of government funded Home Care Packages (HCPs). The number of people assisted to remain living at home, with a HCP, increased from 8 to 39, additional Support Workers were recruited and significantly more funding was spent with local and regional services and businesses.

New programs such as the SecondBite Community Connections Program were in demand with 1,471 people collecting free bread, vegetables and fruit at the Support Centre and 100 Dignity Program care packs being given to the Ayr Police Station, to assist adults and children affected by domestic and family violence, outside of office hours. This support was made possible by community donations and volunteer help.

A number of community events and information stalls were held and expo's, workshops and forums attended. We continued to facilitate the Burdekin Health Network, Domestic and Family Violence Network and remained ready to assist the Local Disaster Management Group with Welfare Coordination in the event that this was needed. The 2008 Commuter Bus and wheelchair lift were replaced, new personal computers purchased and installed at all premises, single touch payroll implemented and the Burdekin Centre for Rural Health and Community Information Centre communications transferred to the NBN.

Excellent results were achieved during Quality Reviews by the Department of Communities, Disability Services and Seniors of the Community Support Service Program and Older People's Action Program and the Department of Housing and Public Works of the Specialist Homelessness Service. We also successfully responded to a review of Rural and Remote Chronic Care Services by the Northern Qld Primary Health Network.

Funding uncertainty and short term service agreements continue to pose challenges. The fiscal environment remains tight at both the federal level and across most states and territories, while competition for government funding continues to grow. This is part of the ever changing world of human services and we will continue to do everything we can to ensure that BCA meets the increase in demands and expectations from the community and government and is in a position to take advantage of future funding and partnership opportunities.

I would like to thank our President, Majella Meehan and the Management Committee for their assistance and support. I also thank our wonderful Team for working so hard and for the teamwork, compassion and commitment they demonstrate every day. I reiterate Majella's thanks to the funding bodies, Burdekin Shire Council, service clubs, community groups, other agencies and individuals. The support received from the community is truly remarkable and without it much of our work would not be possible.

It's great to be part of such a collaborative, values-driven organisation that supports thousands of Burdekin residents every year. With ongoing significant change in the Not-for-Profit sector, I will continue to steer the organisation in a direction that is responsive to this change so that the people we support can realise the opportunities for greater choice and control over the services they receive and achieve their goals.

Whilst we must be responsive to an increasingly commercial environment, our Purpose and Values still remain at the heart of everything we do and we will continue to operate in a way that helps us realise our Vision of compassionate and connected communities where everyone is supported and free from hardship and distress. I look forward to the year ahead and thank you again for your help and support.

SERVICE & PROGRAM REPORTS

BURDEKIN CENTRE FOR RURAL HEALTH

Tracey Hobbs – Service Coordinator

The Burdekin Centre for Rural Health (BCRH) is partially funded by Northern Queensland Primary Healthcare Network Limited (NQPHN). Programs funded under the NQPHN during 2017/18 included Allied Health for Rural and Remote Communities, Health Promotion and Prevention, Rural Mental Health Services, Suicide Prevention and Telehealth Hub. We are now in our seventeenth year of operation to improve the health and wellbeing of our rural residents whilst improving their access to quality primary health care services.

Allied Health for Rural and Remote Communities Program

Burdekin Community Rehabilitation Centre - the Centre continued to operate under the watchful eyes of our two accredited Exercise Physiologists, Gemma Busiko and Dale Agnew with assistance from Cert IV qualified Fitness Instructor, Lisa Tropea. This staffing structure allowed programs to be written and implemented for clients who suffer from any form of chronic disease. During the reporting period, the centre facilitated 3,439 individual exercise sessions.

Gentle Exercise Classes - the classes are extremely popular with numbers increasing. There are three weekly classes held, 2 in Ayr and 1 in Home Hill. The Home Hill classes continued to operate out of "Pathway to Holistic Health" up until March when due to the increasing number of participants, the classes were moved to the Home Hill Bowls Club which is a larger area. Both of these venues have been available due to the generosity of the owners donating the facility free of charge. During the financial year 1,317 participants attend 123 classes.

Tai Chi for Arthritis Classes - Fitness Trainer and Accredited Dr Paul Lams Tai Chi Instructor, Lisa Tropea delivered two weekly Tai Chi classes with numbers continuing to increase. A total of 768 participants attended 72 classes. Interest has been received from residents of Home Hill with regards to the possibility of conducting Tai Chi classes over there. This is definitely something that will be considered for the new financial year.

Health Promotion and Prevention Program

A range of health promotion activities were conducted during the year including:

Healthy Eating Activity and Lifestyle Program (HEAL) - Two HEAL programs were conducted. The first course ran from 11th Oct to 29th Nov, with 6 participants commencing the course and 5 successfully completing the program. 80% of participants recorded a reduction in BMI, 80% recorded a hip measurement decline, 100% lowered their waist measurements. The second course ran from 14th Feb to 4th Apr 2018 and again there were 6 participants who commenced the course and 5 completed the program. 100% of participants recorded a reduction in BMI, 100% recorded a hip measurement decline, 80% lowered their waist measurements, 40% lowered their blood pressure and 80% increased their intake of fruit and vegetables.

In-School Health and Safety Education Sessions – held at 2 Primary Schools (Airville and Giru Schools) and 6 early education centres (Home Hill Kindy, Ayr Community Kindy, Giru Kindy, Bright Horizons Day Care Centre, Big Birds Child Care Centre and Burdekin Christian College), 19 Health Education sessions were provided to a total of 331 students. Topics presented included Germ Busters, Healthy Food Choices, Child Safety, Puberty, Cyber Safety and Peer Pressure.

Child Injury Prevention Day - held on 2nd Aug at BCRH with 236 students from East Ayr, St Francis, St Colmans, Giru and Home Hill Primary attending. Seven community organizations from Wilmar Sugar, Ergon Electricity, Electrical Safety Qld, WH&S Qld, Surf Lifesaving Qld, SunWater and Qld Ambulance Ayr provided interactive safety presentations to the students on the day. BCA Rural Health Nurse delivered a Healthy Nutrition presentation in the morning session as QAS was only able to provide staff to attend in the afternoon session. Costume characters from Wilmar Sugar, SunWater and Life Savers also participated this year.

Manned Information Displays and Health Checks - Community Information Street Stalls x 6 attended, with a total of 141 mini health screenings and information sharing occasions.

Community Information Street Stalls - held on 6th Jul, 12th Oct, 22nd Mar, and 24th May. A total of 19 clients were found to have abnormal readings as identified in relation to the Heart Foundation Guidelines and were advised and encouraged to follow up with their GP.

'Ready, Set, Go' Community Early Childhood Event - health information resources on healthy nutrition for children, during pregnancy, physical activity guidelines for 0-5yrs and posters were supplied for the event, to be held on Thursday 7th Sep. Information stall set up at event – 32 resource packs distributed by staff.

Burdekin Shire Council's QLD Day Fun and Fitness Expo Health Information Stand - held on 10th Jun. 26 people accepted to have a mini health screening and were provided with a range of up to date health brochures and 1 on 1 discussions. There were a number of abnormal Blood Pressure readings identified as per Heart Foundation Guidelines: 3 in High BP range and 8 in High/Normal BP range. 11 were encouraged to follow up with their GP for review of their elevated blood pressure reading and to have a repeat check of their blood pressure attended at GP surgery or local pharmacy.

Community Health Promotion - 5 occasions of information/education presentations and workplace promotion of Healthier Happier Workplaces programs attended during last 12 months.

Healthy Nutrition and Lifestyle Presentation - Two hour education session facilitated with PPP, hand out of brochures, activities and facility posters x 6 participants, provided to 'Steps Employment Solutions' for their 'young people' program on 1st May.

Healthier Happier Workplaces Program (HHWP) - New healthy workplace program promoted with Suncorp Bank Ayr on 10th Aug and an overview of program presented to staff x 4. Promotion of HHWP continued with Suncorp on the 2nd Nov. Email and phone correspondence was used for collection of a range of survey responses to plan their individual healthy workplace plan. Commencement of the program was planned to roll out in early 2018 when specific action plans and wellness strategies were to be decided. Ongoing negotiations with Suncorp continued in Jan, but unfortunately they decided not to participate in HHWP due to work demands. New negotiations with Ayr Burdekin Library were attended on 2 occasions in Feb and Mar with good interest being expressed. The next meeting for the HHWP at Ayr Burdekin Library was held on 10th May and we planned to commence the program in early Jun following approval from management. Education, information sharing and resources were provided. Unfortunately, upon NQPHN advice, HHWP has now been discontinued and has been replaced in favour of the MH4L Program.

My Health for Life Program (MH4L) - Two of the mini health screening participants from the Community Information Street Stall held on 22nd Mar met the eligibility criteria for the MH4L program. They were provided with MH4L information booklets and assisted to complete the MH4L Health Check Questionnaire to enable them to be referred to the MH4L six month chronic disease prevention program. Nine additional participants agreed to complete the 'AUSDRISK' Assessment and two of these participants met the criteria and were referred to participate in the 'Get Healthy' Program – 10 healthy lifestyle information sessions and phone coaching service. Two of the mini health screening participants from the Community Information Street Stall held on 10th Jun met the eligibility criteria for the MH4L program. They were provided with the above booklets and questionnaire and referred to the six month chronic disease prevention program. 20 participants from the community Information health screening events agreed to complete the 'AUSDRISK' Assessment tool and 7 met the criteria and were given contact details for referral to the 'Get Healthy' Program – 10 healthy lifestyle information sessions and telephone coaching service.

Monthly in-centre 'Health Week' static promotion displays - Eight displays presented in-centre: Jul - Diabetes Awareness; Aug/Sep - Dementia Awareness Month; Oct - Mental Health Week; Nov – Movember and Men's Health Month; Jan/Feb – Ovarian Cancer Awareness Month; Mar/Apr – Kidney Health Week; May/Jun - Men's Health Awareness Week

Monthly health articles - 9 'Older Persons' health tip articles and 8 monthly editions of BCRH Visiting Allied Health Services included into the BCA monthly Round-a-bout magazine.

Quarterly health promotion interviews: 2 face to face Sweet FM radio interviews attended and promotion of information. 16th Aug - CIPD/Child Safety, HEAL Program and Healthier Happier Workplaces program; 1st Nov - Dementia Awareness, Support Services and Programs; 15th Feb - Ovarian Cancer Awareness (sent via email for broadcasting); 23rd May - 'Men's Health Awareness' (sent via email for broadcasting).

Rural Mental Health Services Program

The Rural Mental Health Services Program offers a range of psychological services to all individuals, families and groups who, for various reasons may require help in learning to cope with the effects of the economic uncertainty within the Burdekin. This program continued to operate at capacity with 826 sessions of counselling delivered. Unfortunately two clinical psychologists, Eliza Birtles (child psychologist) and Sally O'Brien ceased as subcontractors with us on 14th and 29th August respectively. It proved to be very challenging sourcing a replacement child psychologist, however, I am happy to report that Manya Scheftsik has now joined the team. We now have 5 psychologists working out of the centre, subcontracted to BCA and they are Jennifer Sergo, Phillip Murray, Justine Goddard, Manya Scheftsik and Dana Corden. With the addition of the new psychologists, the waiting list was reduced to 13 children and 7 adults as at 30.06.18.

Schools Life Skills Program

This year the Schools Life Skills Program was presented by psychologist Jennifer Sergo. 6 grade six classes (with a total of 132 children) from East Ayr Primary, Ayr State Primary and St Francis Catholic Primary School were delivered over a 4 week period. Topics included Peer Pressure, Bullying, Tolerance and Friendship, Assertiveness. East Ayr Primary School kindly donated \$250 towards the costs of the program and this was the first year St Francis Catholic Primary School has participated in a few years.

Suicide Prevention Program

The Suicide Prevention Program delivers activities in alignment with the Australian Suicide Prevention and Aboriginal and Torres Strait Islander Suicide Prevention Service Guidelines. Funding received during this financial year did not cover the full amount of associated administration and Service Delivery costs of the program, therefore BCA reserve funds have been utilised to cover all expenses. This program encourages and promotes a regional approach to suicide prevention including delivering community based activities and liaising with the local hospital and health service as well as other service providers to ensure appropriate follow-up and support arrangements are in place at a regional level for individuals and families who may have been impacted by suicide. In order to address these issues, workshops covering mental health and suicide awareness, with the emphasis on prevention and education of participants about mental illnesses were presented. Areas covered were how to recognise signs of a possible mental illness or crisis and how to seek help. All workshops contain a suicide awareness/prevention component. For the 2017/2018 year, 5 workshops were conducted with 47 community members participating.

Workshop Topic	Facilitator	No. of Participants	Venue
Health, Wellbeing & Depression	Venus	7	BCRH
Healthy Wellbeing	Venus	10	Bur-Del HACC Centre Base
R U OK?	Venus	6	BCRH
Yarning Circles	Relationships Australia – Fay Gee-Hoy	11	BCRH
Domestic Violence Presentation	Fay Gee-Hoy (Relationships Australia & Enid Surha (Qld Health))	13	BCRH

Existing partnerships between local and regional Service Providers as well as Community Mental Health (Qld Health) continue to provide information sharing and networking. The FAB (Focus, Achieve, Believe) support groups remain popular, with a continued presence of clients from within the community including the Bur-Del Centre Home Base. The group meets fortnightly and provides participants with peer support and an environment in which the participants can enjoy activities such as art, board games, sing-a-longs, bbq's, morning teas and general support for each other. A total of 27 FAB Support Group Sessions were held during the financial year with 134 people attending. The Suicide Prevention Focus Group is run bi-monthly in conjunction with Burdekin Health Network Meetings. Representatives from the Burdekin and Townsville including BCA, Church Leaders Assoc., Burdekin Men's Shed Assoc., School Based Health Nurses, Qld Health Indigenous Health, Burdel, Centrelink, CORES, Burdekin, Women's Centre Townsville, Disability Services, NQDVRS, Victims Assist Qld, Life without Barriers, Act for Kids and Qld Service either attend in person, or if unable to do so, receive minutes and correspondence via email.

Meetings/Events Attended - Bi-monthly Health Network meetings; Building Safer Communities Action Team (BSCAT) meetings; Domestic and Family Violence Network meetings; Child Injury Prevention Day; Pathways to Care Workshop (Tville); Suicide Prevention meeting with the Tville Community Suicide Prevention Network; BCA Strategic Planning workshop; Local Disaster Management Group meetings.

Joint promotional events attended:

The Suicide Prevention staff were part of the Mental Health Week festivities in October. We partnered with the Ayr Hospital Mental Health Unit to facilitate an information stall held in Queen St Ayr. 50 information packs were distributed to the general public as well as local Business Houses for display in lunch rooms. 80 Information bags were also distributed during the Qld Day Fun and Fitness Expo held at Hutchings Lagoon. 50 Information bags as well as Beyond Blue Resources were given to Qld Police Service as part of their activities for Mental Health Week. South Sea Islander Day of Celebration held at Gudjuda and 12 Indigenous information packs distributed. 100 Information bags and resources were handed out at the Burdekin Shire Councils Community Wellbeing event held for Mental Health Week. Staff attended the Aust. Cane Cutting Championships and distributed 20 information bags. Grow and Show Day held at Clare was attended with 100 information bags being distributed.

Information Distribution in the Community - Information stalls were conducted quarterly, rotating between Coles Supermarket, Queen Street (outside the CIC building), BCRH premises, East End Shopping Centre and Bur-Del Centre Base. A total of 412 information packs were distributed to Burdekin residents during the financial year.

Telehealth Hubs Program

The Centre is equipped with a Telehealth Hub. A Telehealth Hub is a central location available for clients to access Telehealth Technology, for use when a specialist appointment with a health practitioner who is not located in our local community is required. We provide all equipment required for a Telehealth consultation with a specialist or other health professional. A Telehealth consultation uses video cameras and a computer screen to connect to a specialist or health professional that is located outside of the community. The Centre, in conjunction with NQPHN (who provide the equipment) continue to work together to ensure the facility is used to its full capacity. The hub has been utilized on 9 occasions this financial year, with most of the appointments taking place in the last quarter of the year.

Centre Facilities – Visiting Health and Wellbeing Services and Meeting Room Use

During 2017-2018 a total of 13,689 people accessed services offered at the Centre:

- 10,332 people accessed Centre Based Allied Health Services and Health Promotion Activities;
- 2,591 people accessed the 26 visiting health professionals;
- 766 people attended wellbeing courses and group meetings;
- 4,209 people visited/contacted the centre with enquiries or to obtain information and referrals.

Our consulting rooms were utilised on 371 occasions by the following visiting Service Providers: Bloom Hearing, Burdekin Hearing, Clarity Hearing, Healthy Sleep Solutions, Judy Satish Podiatry, Kumon, North West and Remote Health (Exercise Physiology, Physiotherapist), North Qld Foot and Ankle Centre, O'Brien Psychology, Nth Qld Primary Healthcare Ltd, Northern Australian Primary Health Limited (Exercise Physiologist, Dieticians, Diabetic Educator, Counselling), Tropical Therapy Services, Qld Legal Aid, Tville Lower Limb Clinic and Centacare. The Bill Hodson Meeting Room continued to be utilised by health related support groups, community groups and training providers during the year.

Allied Health Placements of Medical Students - BCRH assisted with the placement of James Cook University 4th year medical students in allied health clinics. BCRH coordinated allied health placements for six 4th year students across a range of services and activities with BCRH staff and visiting allied health professionals.

Community Consultation - The Service continues to seek input from the members of its Community Consultative Committee regarding service gaps within the community. However, due to a declining number of committee members being available, meetings have been placed on hold until such time as additional members can be sourced. Staff were also involved in the Burdekin Health Network Group, Burdekin Safety Community Action Team, Local Disaster Management Group and the Domestic and Family Violence Network ensuring the Service is well informed of health and wellbeing issues and gaps within the community.

Staff training and personal development - CPR/First Aid Refresher Course (J. Zonta, G. Busiko, L. Tropea); Working with Interpreters and Cultural Awareness (all staff); Pathways to Care (V. Tufuga and T. Hobbs); Workplace Health and Wellbeing Workshop (J. Zonta); My Health 4 Life Facilitator Training (J. Zonta); BCA Strategic Planning Day (all staff)

The Year Ahead - The BCRH would like to thank our clients, colleagues, subcontractors, volunteers, NQPHN, CEO, Debra Cochran and the BCA Management Committee for their ongoing support and assistance throughout the year. I would personally like to thank and acknowledge my loyal and dedicated staff, Jeanie, Venus, Lisa and Gemma for their hard work and commitment which in turn helps to ensure my job is as satisfying and rewarding as it is.

BCRH continues to face the uncertainty of receiving ongoing funding. This uncertainty could have the capacity to impact on our ability to attract and retain subcontractors and current staff. However, with our dedicated and committed team, we look forward to another year of assisting clients, delivering services and maintaining our valued partnerships with Health and Community Service Providers and working with our visiting Allied Health Services to fulfil the Service Mission – *Healthy Communities – Now and for the Future.*

BURDEKIN COMMUNITY DIRECTORY

Debra Cochran – Chief Executive Officer

The Burdekin Community Directory 2017-2019 is a comprehensive guide to all of the different community services, clubs, volunteer organisations and much more in the Burdekin. The Directory has been produced for many years with the objective of providing relevant information of local services available within the Burdekin region and outreach services from Townsville. The cost of a hard copy of the Community Directory is \$10.00 and it is also available on the BCA website for free.

The Directory provides information on the following services including, but not limited to:

Accommodation and Housing Services	Medical and Related Services
Arts and Crafts Groups	Services Clubs
Burdekin Electorates Office/Council	Services for Children and Young People
Business, Development, Environment and Tourism	Services for Ethnic Groups
Child Care Organisations	Services for Families
Churches	Services for People with a Disability
Education	Services for the Aged
Emergency Services and Welfare Assistance	Services for Women
Employment Agencies and Opportunities	Social and Cultural Groups
Halls and Meeting Rooms for Hire	Sports and Recreational Clubs
Legal Services	Support Groups/Self Help and Agency Sponsored
Media – Newspapers, Radio, Television	Volunteering

HOME CARE SERVICE

Amber Betteridge – Service Coordinator

The Home Care Service continued its long tradition of providing quality in-home services and community care for frail older people and younger people with a disability and their carers in the Burdekin Region. With over 39 years of experience helping people our team is dedicated to achieving our overall objective; to enhance the independence of the people in these groups and to avoid or delay their premature admission to long term residential care.

The growing Home Care Service team consisted of the Service Coordinator, Assistant Coordinator, Client Services Officer, Administration Officer, 29 Support Workers and 5 Bus Drivers. The Service engaged 10 Subcontractors providing Home Maintenance services. The Home Care Service team provides a high level of service and responds to client needs as required and identified through My Aged Care, routine audits, assessments, reassessments and home visits. A number of BCA volunteers also assist Home Care Service by providing a telephone support service for clients identified as facing social isolation.

I would like to take this opportunity to thank our clients and their families, fellow Home Care Service employees, BCA colleagues and volunteers, subcontractors, BCA management and the community for their ongoing support. Home Care Service team members are a growing group of dedicated employees who I would personally like to thank for their assistance and support throughout the year. I especially would like to thank our CEO, Debra Cochran for her support whilst transitioning into my role as the new Service Coordinator.

Efficient and Effective Management – All clients referred to the Service undergo a screening process to determine their functional need. The Home Care Service uses a wellness approach to support and promote independence of people living at home. This included supporting clients to identify their strengths and goals. Care was provided as an integrated package of services that responded to their assessed needs as an individual. We successfully met our goal of commencing services within 2-10 days depending on the clients’ identified priority for service provision.

Continuous Improvement – The Home Care Service is dedicated to providing a high quality service. During the 2017 to 2018 financial year our employees participated in a number of BCA and Home Care Service activities including training, information sessions and functions. Support Workers attended a number of training sessions to enhance their knowledge and ability to deliver a high standard of quality care to our clients. These training sessions included Cultural Diversity – Communicating across Cultures, Health and Safety in the Workplace, Infection Control, Professional Boundaries and Culture and Mental Health. All Support Workers and Bus Drivers also maintained their Apply First Aid and CPR qualifications. Other Home Care Service employees attended Forgotten Australians in Aged Care and Community Care and Dementia training. All Home Care Service Staff and Home Maintenance Subcontractors are also required to hold a current Blue Card in addition to undergoing a National Police Check to comply with conditions set by our funding bodies.

Safety - The safety of our staff and clients and the quality of services is of the utmost importance with annual competency assessments conducted with Support Workers on Infection Control and Chemical Handling. Staff also complete Workplace Health and Safety Audits, Client Risk Notification Forms, Manual Task Analysis Forms, Hazards and Incident Reports when required. Our Service uses environmentally friendly cleaning products which provides a safer working environment and has minimal impact on clients’ health. Home Care Service staff also attended a number of Safe Work Week activities.

Quality – The annual Client Satisfaction Survey was distributed with 93% completed and returned. The essence of the feedback gained from the survey was how important the Service was to enhancing clients’ lives. This survey also provides an opportunity to address any client concerns. In addition to the annual survey Home Care Service conducts home visit and telephone Quality Assurance to ensure ongoing client satisfaction. Our Complaints Analysis shows that we rectified the small number of informal complaints regarding service provision within 2 working days and in accordance with BCA Policies and Procedures.

Events – The Home Care Service assisted in the delivery of a number of events during the year. This included the BCA Christmas Party where volunteers, BCA staff and clients including Home Care Service clients were in attendance. The Home Care Service also collaborated with other BCA services and community groups to deliver and assist with Seniors Week 2017.

Unmet Needs - The areas of unmet needs identified throughout the year included lawn mowing, cleaning of walls, ceilings, lights, high fans and windows, bathroom renovations, tree lopping and minor handyman repairs. To address these areas of unmet needs, clients were provided information about available services and provided referrals to relevant service providers and government bodies.

Future Demands - With the fast paced increase in the Home Care Package Program and the NDIS Program our team is well positioned to change and grow with our diverse mix of individuals working in the team. This will ensure that every challenge and opportunity will be met with passion and dedication ensuring we assist those in our community who need us most.

Service Delivery - The Home Care Service team continued to engage with stakeholders regarding ongoing service delivery with the office contact totals for 2017-2018 financial year as follows:

	2017/2018 financial year totals
Telephone calls	7,396
Office visits / Home visits	1,689

NOTE: Text messages and enquiries resolved at Reception are not shown in these totals

The Home Care Service provides support under the following programs:

- Home Care Packages Program (HCP)
- National Disability Insurance Scheme (NDIS)
- Commonwealth Home Support Program (CHSP)
- Queensland Community Care Services (CC)
- Veterans’ Home Care Program (VHC)

- Home Care Service unfunded services
- Home Care Service brokered services

Home Care Package Program - The Home Care Package Program (HCP) provides support to older people with complex care needs to live independently in their own homes. A wide range of support services are provided under HCP including a variety of in-home support services, transport, home maintenance/repairs/modifications, access to allied health services and a large range of other care related services pertaining to the clients health, safety and wellbeing. During 2017-2018 the Home Care Service assisted 39 clients receiving Home Care Packages. These clients received the following support:

	Hours/instances
In-home support services (hours)	1034.75 hours
Transport (instances)	125.50 instances
Home maintenance/repairs/modifications (instances)	158.50 instances
Allied Health Services (instances)	130.00 instances
Other care related services (instances)	1395.00 instances

National Disability Insurance Scheme - The National Disability Insurance Scheme (NDIS) supports a better life for people with a significant and permanent disability and their families and carers. The Burdekin Community Association Inc. is a registered NDIS provider for a wide variety of support services. During 2017-2018 the Home Care Service assisted 8 clients with the following support services under the NDIS:

	Client No.	Hours
Assistance in House Cleaning and Other Household Tasks	5	315.92
Assistance In Self-Care	1	381.50
Assistance to access community, social and recreational activities	2	82.42
Assist Transport	3	181.92

Commonwealth Home Support Program - The Commonwealth Home Support Programme (CHSP) is an entry level home help program funded by the Australian Government to assist older people who can mostly – but not completely – live and cope on your own, and don't yet need higher levels of support at home. Services provided under CHSP include domestic assistance, social support, personal care, respite care (in-home), home and garden maintenance and transport.

Qld Community Care Program - The Qld Community Care Program (CC) is supported by funding from the Queensland Government and provides basic non-medical support services to younger people with a disability or condition that restricts their day to day living and their carers allowing them to continue living at home. Services provided under CC include domestic assistance, social support, personal care, respite care (in-home), home and garden maintenance, transport and counselling/support, information and advocacy.

Veterans' Home Care Program (VHC) - The VHC Program is an Australian Government program designed to assist those veterans and war widows/widowers who wish to continue living at home, but who need a small amount of practical help. Sadly, 2017 is the final reporting period for VHC following the recent open tender outcome. We are pleased to report that from November 2018, these services will be reported through the Brokered Service after the Home Care Service was successful in entering a brokerage agreement to provide services on behalf of the new VHC Service Provider for the area.

Brokered Services - Services were brokered between Home Care Service and a number of other providers such as PresCare and Blue Care.

Unfunded Services – The Home Care Service provided short-term assistance to individuals not assessed or eligible for Commonwealth Home Support Program (CHSP); Community Care (CC) and Veterans' Home Care (VHC) for transport.

2017-2018 financial year actuals	CHSP		CC		VHC		Brokered		Unfunded	
	Client No.	Hrs	Client No.	Hrs	Client No.	Hrs	Client No.	Hrs	Client No.	Hrs
Domestic Assistance	303	8561.92	33	993.42	18	395.50	17	415.67	0	0
Social Support	201	1331.58	32	297.25	0	0	0	0	0	0
Personal Care	11	1127			0	0	0	0	0	0
Respite Care (in-home)	21	683.92	12	152.92	0	0	0	0	0	0
Home Maintenance	122	3553	16	248	2	10.50	2	22.25	0	0

Transport	130	1234.92	27	260.92	0	0	0	0	24	104.42
Counselling / Support, Information and Advocacy	0	0	25	29.17	0	0	0	0	0	0
Total	517*	16492.34	64*	1980.66	19*	406	20*	437.92	24*	104.42

* Client totals denote the number of clients assisted in each program. In some instances one client may receive multiple services.

HOUSING AND COMMUNITY SUPPORT SERVICE

Rebecca Grogan – Service Coordinator

The 2017/2018 financial year was another busy year for the Housing and Community Support Service (HCSS) team that is staffed by myself and Sue. The coordination of numerous programs has continued and these include the Community Support Service (CSS), Specialist Homelessness Program (SHS), Crisis Accommodation Program (CAP) and State Emergency Food Relief Program (ER). None of the work that is done through the HCSS could be done on my own and as the Service Coordinator, I would like to thank everyone who supported the Service throughout the year. This includes the collaboration with services providers in our community, community members and their support and the Queensland government for funding our programs and the departments that manage the contracts. These include the Department of Communities, Disability Services and Seniors, Department of Child Safety, Youth and Women and the Department of Housing and Public Works.

I would like to also thank my fellow work colleagues especially the HCSS Client Services Officer, Sue who works with myself daily to help deliver services to those in need. Thank you for the assistance received from the volunteers this year, especially with the SecondBite Program. Thank you to the Administration team for assisting with helping out every day with service delivery that includes answering our phone calls, greeting visitors and doing the behind the scenes work. Thank you to the other departments here at the BCA who assist when needed and help make working for the BCA an enjoyable and friendly workplace. Thank you to the Management Committee for their services and a special thanks to Debra our CEO who without her support and encouragement I would not be where I am today. Deb's guidance has continued to help me grow as a person and as a professional and I look forward to another great year ahead working with the BCA family and the Burdekin Community.

Specialist Homelessness Service and Crisis Accommodation Program

The BCA's Specialist Homelessness Service (SHS) and the Crisis Accommodation Program (CAP) are both funded by the Department of Housing and Public Works (DHPW) under annual funding agreements. BCA head leases 5 properties from the DHPW under the CAP funding agreement. Under the management of the CAP there are no restrictions on gender, trend of employment or cultural and language diversity. Any person is eligible to apply if they are experiencing or at risk of experiencing homelessness. There are many causes of homelessness ranging from domestic and family violence in the home to mental health issues and severe financial hardship. Every person who enters the program is guaranteed the right to safe, affordable and stable housing for the duration of their tenancy and receives support and Case Management through weekly home visits or if required centre based appointments with appropriate referrals to support services. The BCA Specialist Homelessness Service strongly encourages both clients within the program and people applying to enter the program to apply for social/public housing through the DHPW.

The CAP and SHS 3 year service agreement ended on the 30th of June 2018. The BCA was however fortunate to sign with the DHPW for a new 5 year contract. As part of the transition to a new contract, the HCSS participated in a DHPW Service Review. The new contract stays very similar to the previous agreement with milestones and reporting much the same. These include OASIS financial and performance reports along with the use of the Qld Homelessness Information Platform (QHIP) and also using the Specialist Homelessness Information Platform (SHIP) where information is extracted and downloaded on the Australian Institute of Health and Welfare (AIHW) – Specialist Homelessness Online Reporting (SHOR). The Service also submits a Community Housing Annual Financial Return (CHAFR) which is due by the end of October each year.

We were fortunate this year and into next year to remain "maintenance exempt" for the 5 CAP properties, although we do have some responsibilities to maintain the properties. These include yard and garden maintenance, minor non-structural damage caused by tenants, cleaning of properties after a client has exited the program, and to report any maintenance or repairs to the building and asset management team. This year we spent some of the surplus

maintenance sinking fund to rodent and weather proof the garden shed at one of the properties and this is now being used to store some furniture that can be used in the properties.

The HCSS stays up to date with requirements and connected with other relevant organisations in the sector by going to network meetings and training. During this year these have included attending the HHAN (Hinterland Housing and Homelessness Network) quarterly in Townsville which has in attendance other Community Housing Providers within the region and DHPW Officers. Training has included Working with Complex and Demanding Clients' workshop, Working with Interpreters, Understanding Trauma (delivered by the Australasian Housing Institute), Qld Housing Inspection Checklist (QHIC) mobile app, SHIP User and Community Recovery Factsheet workshop.

Specialist Homelessness Service and Crisis Accommodation Program Statistics

CAP tenants exit into long term housing	7
People housed in CAP properties	33
Clients who were seeking immediate accommodation but were not housed in CAP	44
Centre-Based CAP Client Appointments	54
Housing/Tenancy related referral	62
Drop In enquiries	786
Email and telephone	863
Accommodation support – assistance to access services to stay in current accommodation	134
Correspondence support - letters to help access rental grants and bond loans	52
Third party enquiry	11
CAP Home visit	210
Clients assisted for Domestic and Family Violence (DFV) specific	26
Crisis relief referrals made to other provider in area - Salvos and Vinnie's	129

Community Support Service Program (CSS)

BCA is funded by the Department of Communities, Disability Services and Seniors for the Community Support Service Program under an annual funding agreement. The purpose of the CSS is to assist those in the Burdekin community who may be experiencing hardship and crisis and to help them to improve and sustain their quality of life through the implementation of the following funding milestones. Projects (develop and/or implement 4 per annum to address identified issues which may include delivery or participation by a target group). Community Events (organize, implement or participate with 4 per annum). Resources and/or Tools (develop and provide Service and Centre information products). Below is list of the events/achievements for each specific categories target milestones for the year.

Projects

- The HCSS is actively involved in bi-monthly Building Safer Communities Action Team meetings.
- Qld Indigenous Family Legal Services (QIFVLS) now work collaboratively with the BCA with the QIFVLS team effectively using the Support Centre and the HCSS/reception looking after the booking schedule.
- Burdekin DFV Service Provider's Network meetings are organised and facilitated by the HCSS team.
- Waste not want not – SecondBite Program - The BCA partnered with Coles Ayr and SecondBite to help provide nutritious food for those in need. The Coles store and the BCA have committed to collecting food that is still edible but surplus to the stores needs and would otherwise be going to landfill. This program provides those in need with access to nutritious food free of charge.
- Safe Connections Program - the BCA partnered with WESNET who in 2014 partnered with Telstra to help women impacted by domestic violence to stay safely connected. Telstra provides smartphones, pre-paid credit and information on the safe use of technology to WESNET for distribution to support women impacted by domestic violence. The BCA is now the local distributor of these phones.
- The Dignity Program - to assist the Ayr Police Station who are helping domestic and family violence survivors after office hours. The care packages have basic items to assist those in need after hours with snack food, toiletries, clothes and information. The program received a donation from Burdekin Zonta Club to assist in purchasing the required items and staff and volunteers put these packs together.
- Received Donations from the Share the Dignity program and distribute these to people in the community in need.
- Anti-Poverty Week non-perishables donation drive/campaign - With an increase of unemployment throughout the region the numbers of new clients accessing our services seeking support have increased and with limited State funding for Emergency Relief, we used Anti-Poverty Week to help to raise awareness in the community for both those needing assistance and to call on support from the community.

- Burdekin Christmas Hamper Register - maintained and collected details for those in need or alone requiring assistance at Christmas.

Community Events

- “Take a Stand Walk with Me” on the 26th of May 2018 was the second annual Burdekin Domestic and Family Violence Network event. This event was to raise much needed community awareness for support and prevention of DFV in the Burdekin community.
- Seniors Week Bus trip to Mio College – the HCSS Service Coordinator attended and assisted with other BCA staff during this event.
- 25th of November Zonta Club White Ribbon Day Walk to eliminate domestic violence
- September BCA 42nd Annual General Meeting
- Grow and Show Day at Claredale Pastures - Participated as an exhibit alongside others that included farming, food and family entertainment for two days.

Resources/Tools

- The HCSS has up-to-date service brochures
- The HCSS is incorporated with the BCA website and Facebook page
- Static board with information that is change regularly to raise awareness about current issues or campaigns
- Attended Local Disaster Management Group meetings and required training to be up-to-date with the requirements for Disaster management.
- Free Women’s Legal Advice Clinic and Qld Indigenous Family Violence Legal Service clinic - As these services are an outreach service that come from Townsville and are delivered from the Support Centre, the HCSS team manage the booking schedule for the Burdekin clinics.
- The HCSS has incorporated our Emergency Relief with offering support and referrals for clients along with being in a collaborative team with the other ER providers in the community.
- DFV Network meeting correspondence – HCSS distributes information to the network along with facilitating the meetings.
- Stall at the Australian Cane Cutting Championships - Information stall that offered brochures of all of the BCA services available. The purpose of going to this event was to offer information to community members, promote services available and pathways to access services.
- Created resources for the Burdekin DFV Network to distribute to community members for awareness of services available in the Burdekin and to also promote the message to end domestic and family violence.
- Radio interview on Sweet FM
- Attended the Ready Set Go event sponsored by the Shire Council and handed out BCA information packs.
- Presented a Safety Net Information Session that covered safety and privacy when using smartphones and computer devices

Community Drought Support Program (CDS)

A new Community Drought Support Program service agreement was granted this year. The funds are to assist Burdekin residents who have been financially burdened by the effects of the drought on the household income. To access this program clients are required to complete an application form. During the 2017-2018 financial year the program received 20 applications for assistance and these were approved. 15 applications were under the 2017 agreement and 5 under the new funding agreement that has been available since May 2018. This will continue thorough to 31st of January 2019 or until the funds have been completely dispersed.

Emergency Relief Program (ER)

This year the Emergency Relief Program (ER) received state funding through the Department of Communities, Disability Services and Seniors. The ER program works as a collaborated food relief effort with the St Vincent de Paul (Home Hill Conference) who offer food relief on a Monday afternoon whilst the HCSS team offer food relief on a Wednesday afternoon. This financial year we saw an increase in the number of people needing to access this service. We assisted 6.9% more people than last year with 8.1% of the 246 individuals not receiving any sort of income at the time of assessment. This was mostly due to clients having recently becoming unemployed and income support payments such as Newstart not having begun.

Emergency Relief Program Statistics

	2018/2017	2017/2016	2016/2015
Never previously accessed ERF	106	97	50
Previously have accessed ERF	140	133	138
Are receiving Centrelink benefits	177	222	187
Not receiving an income at time of assessment	20	5	1
Identify as ATSI	40	31	25
Clients annually	246	230	187

Safe Connections Program (SCP)

The BCA partnered with WESNET who in 2014 partnered with Telstra to help women impacted by domestic violence to stay safely connected. Telstra provides smartphones, pre-paid credit and information on the safe use of technology to WESNET for distribution to support women impacted by domestic violence. The BCA is now the local distributor of these phones.

Waste not want not – SecondBite Program

This is our first year to report on the SecondBite Program. This program has been fantastic for our community with nearly 1,500 occurrences of assistance provided to those in need who accessed nutritious food that would have otherwise gone to landfill. The program is also utilising volunteer assistance to help in collecting the food each day.

Weight of food saved from landfill 2017/2018	Amount of people assisted through the program
2754.5 kg	1471 individuals

Domestic and Family Violence Month Grant

“Take a Stand Walk with Me” - this was our second annual walk for DFV awareness held on May 26th 2018. This was a 3 km walk through the track at Plantation Park with a free sausage sizzle afterwards. Along with a craft table for the children and a table that was set up full of free resources. This year BCA was fortunate to receive a Qld government DFV Prevention Month grant. This grant allowed the BCA, as part of the Burdekin DFV Network, to purchase resources for the event which included Yo-Yo’s, banner pens, re-usable bags and magnets. These resources were created specifically for the Burdekin with the relevant crisis numbers and community services printed on the products. This year we had an increase in registered walkers with 102 actually registered but an estimated 150 in attendance including children.

SENIORS’ SUPPORT SERVICE

Robert Lesca – Service Coordinator

I hereby wish to present my seventeenth annual report for the Burdekin Older People’s Action Program (OPAPS). This calendar year completes the three year Service Agreement (1/01/2016 – 30/12/2018). As per usual, another busy year assisting seniors to access services and entitlements so that they can live independently in their own homes for as long as practicable.

Working under the BCA banner with its range of services is a distinct advantage for clients as we are able to on-refer in-house with the majority of enquiries. What is coming to the fore is the increasing number of clients with complex issues who have found it difficult or confusing to comply with the necessary documentation to access benefits or entitlements. These clients require advocacy intervention and in the main I have been successful to satisfy their needs. However I often wonder how many clients that need advocacy intervention do not seek assistance, do without and put it into the ‘Too Hard Basket’. A summary of the Services activities are listed below.

Information, Advice and Referrals:

Health: Information as to services that are available for seniors to; remain healthy, active, enable them to live safely and independently in their own homes, actively engage in community events and be a part of the community. E.g. referrals to:- Burdekin Community Association Services, My Aged Care, Qld Health Patient Travel Subsidy Scheme, Qld Transport Taxi Subsidy Scheme, Disability Parking, Qld Housing, BCA Rehabilitation Centre, BCA Rural Health Centre for telehealth, psychology services, suicide prevention program, health promotion and prevention program, functional fitness and tai chi classes, Mobility aids, partner Dementia Support Services and healthy eating/nutrition.

Financial: General Centrelink benefits E.g. Age pensions, Disability pensions, Carer allowances, Carer payments, Health care cards, Sickness benefits, Newstart allowances, Nominee requirements, Rental assistance. Qld Govt., Seniors Discount cards, Companion cards, Centrelink requirements as to overseas travel and financial hardship.

Legal: Advice as to the need for an Enduring Power of Attorney, Advanced Health Directives and Wills. These clients were on referred to Legal Aid or local Solicitors, Accountants and Financial Advisors. Also awareness of Elder Abuse, Housing and rent assistance, Financial Counseling, Domestic and Family Violence counselling, Grandparents Support, Carers Support, SecondBite Program, Emergency Relief Program, Home Support Program, Home Care Packages Program.

Social Isolation: The availability and affordability of Mobility Scooters on loss of drivers license, supplied contacts for; seniors craft groups, social groups, men’s shed, computer/social club, transport and referral to Mates for Mates support.

Information Technology: Availability of Seniors Broadband Kiosk, contacts supplied for local Computer Group and Library computer program, assistance to purchase affordable computers, advice re: mobile phone and scam awareness.

Miscellaneous: Advice as to access overseas part pensions, divorce, home and motor vehicle insurances, Aged Home admissions criteria, superannuation withdrawals, drivers licensing, grandparent issues, energy subsidy, blue card requirements, Seniors Week events, inability to access services for seniors in wheel chairs/mobility scooters reported to local council, NBN concerns/medical alerts, Volunteering and Department of Immigration.

Social Support: Loneliness, depression, dementia, parkinson's disease, financial hardship and health.

Community Publication- Round a Bout Magazine:

As a vehicle to share information to the wider community, the Service compiles items of interest, such as public notices as to senior's clubs, health information, provider information services for seniors, recreational events and articles provided by seniors. This is a monthly 32 page publication with 1,400 copies printed and I am assisted by seniors and volunteers to source information and distribute. This year we have printed and distributed six editions of Round-a-Bout which has grown from a 32 page magazine to a 36 page magazine to disseminate useful and informative information.

Information, advice, individual advocacy, engagement and referral:

Total Hours for above = **174 hours.**

As a follow up from the '**Information, Advice and Referrals**' a number of these have migrated to **Case Management**; short term and others ongoing and complex.

Case Management:

Centrelink benefits and entitlements: To access these benefits it involves a lengthy process of document completion, accessing required formation, photocopying and accompanying to the local Centrelink office to lodge. This is necessary as some clients do not feel confident to lodge and are to a degree in awe of the process. I do offer this advocacy service as to be certain that the documentation is lodged. I advise the clients that with most claims there are follow up requests for further documentary evidence and to call in for me to process within the required time. I follow these procedures for Age pensions, Disability pensions, Carer allowances, Carer payments, Sickness benefits and Newstart allowances. Other benefits; such as Health care cards, Nominee requirements and Rental assistance usually do not require extensive case management. I have had numerous successes with this mentioned process as clients have been granted benefits/entitlements and retrospective payments from original lodgment dates. Recently one client was retrospectively granted his age pension and with a retrospective payment of \$11,000.00.

Miscellaneous Documentation Support: The following assistance is usually the completion of documents, certifying photographic I.D., photocopying for record purposes and mailed on behalf of the client or clients lodge at local service provider centers; Health Patient Travel Subsidy Scheme, Qld Transport Taxi Subsidy Scheme, Disability Parking, Qld Housing, Qld Govt. Seniors Discount cards, Companion cards, divorce, Nominee requirements, Rental assistance, Exemption from Home Care Package fees, superannuation withdrawals, blue card requirements and Department of Immigration.

Information Technology: At The Support Centre we have a Seniors Broadband Kiosk which is open during business hours. One-on-one training is offered to our senior cliental to access the numerous agencies which support them; e.g. My Gov., My Aged Care etc. This resource is invaluable as support agencies close doors and are mainly available online. If they not have a PC the endless wait on 1800 or 1300 numbers is becoming unrealistic. To assist them with these challenges we offer 'One on-one-training in our Computer Kiosk. This year we facilitated with the assistance of volunteers 282.50 hours of one-on-one training to 82 seniors. We also advise these seniors to join the local Computer Group for ongoing information or learning tool. Also I have assisted seniors to purchase affordable computers.

Case Management:

Total Hours for above = **686 hours.**

Seniors Week 2017:

Our Burdekin Seniors Week commenced on the 17th August, 2017 and the final event was on the 25th 2017. The BCA coordinated and promoted all the events and also our Home Care Service team attended to the registration of seniors attending the seven events. The Burdekin Shire Council was extremely helpful in promoting the events on their networks. We at the BCA did likewise with network groups and also promoted in our 'Round a Bout' publication for two consecutive months.

The events were as follows:

Wednesday 16th August-Catholic Women's League-Morning Tea. This was attended by 25 members and guests. Mr and Mrs Vernon were the guest speakers and gave us an insight into their work in supporting an Orphanage in Vietnam.

Thursday 17th August-Seniors Computer Group-Information Morning. The group organized guest speakers Melissa Kelly and Dave from Harvey Norman. Presentation topics were how to be wary of card scams and to always have Internet Security installed on our P.C's.

Friday 18th August-Burdekin Shire Council Lunch. This was held in the Burdekin Theatre Foyer and was attended by 74 seniors. Also attending the event were, Mayor Lyn McLaughlin, Councillor Ted Bawden and our CEO Debra Cochran. The event was spirited on by John Furnell and entertainers Ricky Romeo and singers from BCH. Glenis Cislowski from the Burdekin Historical Society had a collage of photos on display with a supporting presentation. Also lucky door prizes were and are always popular at these events.

Monday 21st August (am)-Burdekin Men's Shed Association Inc.-Open Day. This event was well attended by 22 members and guests. Also in attendance were Mayor Lyn McLaughlin who addressed the attendees, B.C.A. CEO Debra Cochran and MC members John Furnell and Treena List.

Monday 21st August (pm)-Burdekin Community Assn. Inc. Bus Trip. Our event for Seniors Week was a bus trip to the Mio College, Clare. Bus trips always popular and we filled the bus to capacity with 53 seniors. Our BCA support staff tagged along in our service vehicles. On arrival Debra Cochran (CEO) and John Furnell (MC Member) welcomed all and to enjoy the afternoon of entertainment, raffles and lucky door prizes. 'Windmill Cafe' supplied us with afternoon tea with Kerri Mio addressing our group on the facilities that are presently available at the site and their aspirations for the future.

Tuesday 22nd August-Seniors Friendship Group-Morning Tea, Cent Sale and Entertainment. Sixty-eight members and guests attended the morning. The morning tea and cent sale was followed by local community members who provided entertainment.

Wednesday 23rd August-Home Hill Friends and Neighbours Craft Group-Display. Twenty nine members and guests attended the event. Members displayed their handicraft, some of which was on sale. As usual morning tea was great and the Craft Group's Anniversary Cake was cut by Beryl Leet.

Friday 25th August (am)-L.B.H.A. Home Hill and Home Hill State School, Generations Connect Morning Tea. A first for Seniors Week where we invited the Home Hill State School to participate in this event. The morning constituted of a one on one conversation with eight year 6 students and eight aged care residents. Refreshments supplied by the LBHA.

Friday 25th August (am)-Burdekin Machinery Preservationists-Display. Mainly members and three guests attended the morning. However this event is always interesting as the members explain the procedures and procurement of engines and what is involved in the restoration of these magnificent machines.

BCA Meetings Attended: Coordinator's meetings 29 and Staff meetings 10.

Other Meetings: Burdekin Shire Council Seniors Advisory Group Meetings 5. Carers Meetings 3.

Functions attended: Chronic Disease Workshop 2017, The Good Things Foundation Webinar 2017, BCA Safe Work Week-'Fire Safety' 2017, BCA International Volunteers Day Lunch 2017, BCA Clients, Staff and Volunteers Christmas Social 2017, BCA Time Management Training 2017, BCA Strategic Planning Workshop 2018, National Volunteers Week morning tea 2018, National Volunteers Lunch 2018, Burdekin Men's Shed Association Inc. meetings (3) and Friendship Group Meetings (2).

Department of Communities, Disability Services and Seniors: Completed and submitted four quarterly 'OASIS' reports for the 2017 calendar year for the Department.

Good Things Foundation: Completed and submitted a funding submission for \$1,500 to update our Kiosk software and hardware. We were successful and purchased two stand-alone computers and updated software. Have been doing regular reports to the Foundation 'Be Connected' every Australian online.

Coordinator Absences: Annual Leave 19 days, Sick Leave 16 days and Public holidays 5.

I would like to thank the many volunteers who gave their time freely during the year to support me with all of the program activities. Without their support many of the Program objectives would not have been achieved. These dedicated volunteers make time to perform these duties often taking time from an already busy schedule. My thanks go to you all for your loyal support and friendship over the past year.

I would also like to take this opportunity to sincerely thank our CEO for her friendship, support and encouragement, the Management Committee for their support and to all the Burdekin Community Association staff members for their friendship and support. I would also like to recognize and thank the Queensland Department of Communities, Disability Services and Seniors for the funding of this essential Program.

VOLUNTEER SERVICE

Rita Quagliata – Service Coordinator

Another AGM, what is happening to the years? That's what happens when time runs away from us. However it gives me great pleasure to put pen to paper for the Volunteer Service annual report, to capture a sense of positive fulfillment and satisfaction as we review the last year's achievements. The Volunteer Service had 89 active volunteers, and over that period, recruitment largely kept pace with employment and relocation. We continued to attract several new volunteers for many of our job specific areas. BCA has an outstanding image within our community and continues being an attractive volunteering destination for jobseekers, early retirees and new residents to our community.

This report includes all volunteer involvement within the BCA, community activities, events, projects, fundraising, stats, recruitment, promotions and evaluations, awareness-raising through community events and training etc. At BCA we recognize that volunteers are a vital part of our social, economic, cultural and environmental fabric and volunteering delivers immense value to our organization, our community and individuals. It's a great way for people, regardless of their age, cultural background, location or circumstances, to get involved in the community and make a positive contribution. Research has also found a significant connection between volunteering and good health, it helps to alleviate depression and increases ones satisfaction with self and life, it lowers the frequency of hospitalization and boost a person's health and wellbeing.

Our volunteers provide many services in many areas where paid staff are unavailable. Volunteers are a valuable contribution to BCA and our community, from both an economic and social perspective and are a huge part of BCA's lifeblood. The dependency on volunteers has increased and the demand may increase further in the future. Factors such as the ageing population and changes in the delivery of social services will put more demand on volunteers. If we look at demand for service and shortage of volunteers, then the impact on some of our services can be intense.

Fundraising and requests for donations has been ongoing for the Volunteer Service. The Service collected 220 donations in the early part of the year; with myself and two other volunteers assisting. The donations are used at our yearly events:- Seniors Week, National Volunteers Week, Harmony Day, BCA Clients Christmas Party, International Volunteers Day, Safe Work Month just to name a few. The Volunteer Service also promotes the Rotary Community Raffle annually and sold 300 tickets. The Volunteer Service assists in allocating volunteer tutors for the Computer Kiosk, relief on reception, office cleaning and much more.

Volunteer Contribution Statistics - During the period July 2017 to June 2018 we had 89 volunteers, which consisted of jobseekers, retirees, supply teachers, an aged care employee and new residents to the Burdekin wanting to volunteer.

Recruitment Drive - During the year, I conducted four specific recruitment drives, in August 2017, October 2017, January 2018 and May 2018. Subsequently, following the recruitment drives, 73 interviews were conducted. The interviewees consisted of new residents, jobseekers, retirees. A total of 43 were recruited during the year. BCA is a host organization for the Work for the Dole Program and a registered organization with Centrelink for jobseekers who require approved voluntary work on Community Work Programs such as Newstart.

Volunteer Service Delivery Hours – Volunteers/Jobseekers hours for service delivered, was a total of 42291 hrs, slightly higher than previous financial year 38970 hrs. Community Information Centre was a total 11893 hrs, slightly higher than previous financial year 8580 hrs. Community Visitor Scheme (CVS) hours were a total 4457 hrs, slightly higher than previous financial year 4239 hrs. Telephone support (in-between visits or unable to attend), slight increase 969 calls, compared to 689 previous year. In office- Info/referrals/requests:- 1311 hrs compared to 1250 hrs. Volunteer Group Meetings, down slightly 792 hrs, compared to last year 890 hrs.

Recruitment Resources - Workways, Centrelink, Max Employment, Church and Community groups, Schools, Sweet FM, Townsville Tropical Therapy, Walk ins and word of mouth, Volunteers, personal and business contacts.

Events, Promotional Activities and Fundraisers - Australia Day, Harmony Day, Volunteers Morning Tea, National Volunteers Week, International Volunteers Day, Safe Work Week (staff/volunteers), Seniors Week, Senior Computer Group Open Day, Connect Our Generations (LBHA Home Hill), Interagency Aged Care Forums, Qld Day Burdekin Fun, Fitness and Lifestyle Expo, Australian Hand Cane Cutting Championships Expo, Mio College Expo, BCA AGM,

BCA Staff and Volunteer Christmas Party, Fundraising (CIC, Coles, Woolworths, Rotary Community Raffle, Councils Coffee Hamper donation, Shade FX Umbrella donation)

Work for the Dole Program (WFD)/Fundraising - Money raised throughout 2017/18, was slightly lower this financial year, a total \$8583.50 compared to last year, \$8868.58. (Volunteer Shirt donation - Don West Toyota \$250.00, Wilmar Sugar donation \$500.00, Work for the Dole Program \$7000.00)

Type of Hours – Support Centre and Rural Health Centre - Organizational services and activities 55%, Community 21%, Groups 15%, Short term 6%, Episodic 3%. Our volunteer's continue to assist many of the BCA's groups and services. A volunteer's contribution in these services can be long term or ongoing, short term or occurring once a year.

Volunteer Groups/Services/Projects - BCA Community Information Centre, Community Visitors Scheme, Mental Health Projects/Expo/FAB Group, Telephone Support, Round A Bout, Computer Kiosk, BCA Reception Support, Fundraising Group, Emergency Relief Assistance, SecondBite Program, BCA Volunteer Network Group, Seniors Week Activities, Information Stalls, BCA Management Committee, BCRH Community Consultative Committee and many other organizational activities whenever requested.

Training - Throughout the year a wide range of training has been provided/information circulated:

- Inductions/Activity Work Plans with Risk Assessments. Tutor kiosk and Information Centre volunteer training; One on one Telephone Communications Training and basic Telephone Techniques Training for volunteers.
- Attended BCA Strategic Planning Workshop and Working with Interpreters and Cultural Awareness Training (Diversicare). Reinforced "Tobacco Laws of Qld". Ordered and Distributed signage from Qld Health for BCA premises.
- Coordinated training sessions in First Aid training (Jobshop); Fire Safety at Home and Workplace (QFES); Enhancing our Mental Health and Wellbeing (J. Barbargello); Diabetes Prevention and Education; Community and Electrical Safety and Energy Efficiency (Ergon Energy); Health and Safety in the Workplace (WHSQ)
- Circulated Cyclone Kit Check List; Looking After Ourselves and Backcare; Healthy Eating Activity and Lifestyle Program (HEAL) flyer; Guide to Working Safely In People's Homes; Move More Sit Less Be Active (Heart Foundation); Healthy Workplace Activities at a Glance; Positive Solutions for Difficult People at Work; Enhance Your Resilience and Well-being at Work; Culture, Communication and Conflict workshop information (VNQ); Practical Tips for A Safer Home Guide (QFRS); Shifting Nutrition Guides (Diabetes Qld)

Community Visitors Scheme (CVS)

The Community Visitors Scheme has achieved its fundamental objective and will continue to assist and enhance links between people living in an Aged Care Home (ACH) and the wider community and improving the quality of life for these elderly people. The CVS was first introduced by the Department of Health in 1992 to recruit volunteers to provide friendship and companionship for recipients of Australian Government-subsidized aged care services who were socially isolated or at risk of social isolation and loneliness. Until 2013, the CVS provided one-on-one visits in residential care settings only. The scheme was then expanded and now includes Group visits in residential care and One-on-one visits to consumers of home care packages (HCPs). In August 2016, the Department engaged Australian Healthcare Associates (AHA) to review the CVS. The need has been identified to continually improve the care and support offered to older people within the community.

The role of the CVS Program provides a much needed Social Support Service which was recognised as an unmet need and demand and now includes volunteer visits to people receiving Home Care Package Program (HCP) funded packages and group visits in residential aged care. It will focus on decreasing social isolation and loneliness and increase interactive relationships between volunteers and the older community. It is vital that our older citizens continue to maintain links with the community and be empowered to have a greater say in the way they are receiving care. It's also important to be able to resolve concerns with the quality and type of aged care services they receive and also be made more aware of events and activities that they can become involved and participate in.

Statistics	2017	2018
(One-to-one) Aged Care Home (No. of visits)	1002	1149
(Sml group activity of 2) (No. of visits)	1027	1055
(One-to-one) Community (No. of fortnightly visits)	2210	2253
Telephone support (Calls between visits)	689	969

The CVS performance reported a higher percentage achieved during the last financial year for the CVS Home Visits one-on-one which had received 2253 visits, compared to the previous year 2210 visits to recipients in the wider community. Telephone Support is provided to recipients when visitors are unable to attend. Telephone support increased to 969 compared to last year 689 calls. There was also a slight increase in the CVS (ACH) with 1149 visits compared to last year 1002 visits. The CVS Group was 1055 compared to last year 1027 visits. The Program operates with a team of 25 to 30 community visitors for 30 recipients visited fortnightly. The value of this program to all recipients cannot be underestimated. The generosity and capacity of volunteers to share their time with elderly people continues to reflect the commitment of individuals to the community.

I would like to take this opportunity to thank all the past and current volunteers who have generously given their time to the program. Their participation has played an important role in reaffirming the value of volunteering. Their commitment and dedication ensured that the program continued to provide a service to many of the aged care residents and community.

Community Information Centre (CIC)

The 2017- 2018 Annual Report is an opportune time to reflect on the year that’s been and the achievements and contribution of a committed group of people who work diligently at the Centre. Over the past year, the volunteers have greeted approximately 11900 visitors, to our district, a record for the Centre. I have been fortunate to have the support, commitment and skills of a team of 30 volunteers who continue to deliver a service with pride and commitment to their work. The volunteers have a strong emphasis and focus for providing an excellent service for BCA and for their community. This is extremely evident, by the compliments and accolades they receive and their work performance. They willingly commit their time and skills in providing an efficient and invaluable service for all. These volunteers enjoy their work immensely and endeavor to provide accurate and expert assistance for each and every request.

The Centre has been busy, having an overwhelming torrent of visitors requiring information and assistance. Our beautiful weather has welcomed many visitors to the district during the winter. Many of the requests received vary, from our popular tourist attractions, local fishing spots to camping areas, markets or walking areas. Other frequent enquires are in relation to doctors, medical centres, restaurants and cafes, bus timetables, tides, employment, accommodation, backpackers accommodation, road information, Alcoholics Anonymous, caravan parks, maps, directions, museums, lawn mowing services, garage sales, Centrelink information, local transport, entertainment, events, tutoring services, child care facilities etc. as well as enquires re: cane fires, scenic tours, mill tours, cane harvesting or any information about the sugar industry. To accommodate these requests, the Centre is opened Monday to Friday, between 10am to 4pm.

Statistics - The figures accentuate the increased activity occurring at the centre during the year. The number of visitors to the CIC increased immensely this year 11893, compared to last year 8580. Walk-in visitors and local enquires continue to represent the largest proportion of these enquires, which is indicating the success of the location, promoting the service as a broad information hub.

	2017	2018
Walk –ins, local enquiries, work and accommodation, browsing, pamphlets etc	7085	10280
Tourism enquiries	426	479
Telephone Call Enquiries	1069	1134
Total Number of People (per head)	8580	11893

Conclusion

A special thank you to all Volunteers the past, present and future. For they are the lifeblood of many organizations; seen as a fundamental building block of our society and has been around for centuries. It has always been in people’s nature to help. It brings to life the noblest intentions of humankind - the pursuit of peace, opportunity, freedom of choice and caring for others without any expectations.

A special thank you must go to Debra Cochran, our Chief Executive Officer, for her ongoing leadership and dedication. Debra has led BCA to continue to deliver on our vision, without losing sight of growth and change. I would like to extend another special thank you to our Management Committee, for their continued dedication and valuable time, in making BCA a pronounced community organization.

TESTIMONIALS

“Educators will continue to use Nurse Jeanie’s safety rule concepts in discussions throughout the year. Thank you Nurse Jeanie, the kids loved it.” (Client)

“I don’t speak good English and Rita organised a wonderful Italian lady to visit. We have become very good friends..... rings me and visits me often. I am very happy and fortunate to have Rita and part of my life.” (Client)

“I enjoy playing an old Italian card game called Briscola. Rita told me she enjoys the game too. Rita asked around and she found some other players who know the game. I now pass the time doing something that I enjoy doing.” (Aged Care Resident)

“I finally received my age pension and I also have received \$11,000.00 back pay. This is a good Kick Start as I have been living on superannuation since end of last year. Did not know what to do next.” (Client)

“I lost my job due to season finished I am waiting on Centrelink payments to start I do not know when that will be; thank you for your help with food.” (Client)

“I love the activity that Venus gives to us. The brain teasers and puzzles are good because we get to use our brains; it gets our minds going.” (Client)

“I needed this bread to last me till pay day.” (Client)

“I told my solicitor that if it was not for you I would have given up with Age pension claim. Just too hard. Thank you for assisting me with my age pension claim. You made it look so easy. I have been telling friends to see you if you have any problem’s. Rob was just marvelous.” (Client)

“I was a single mother to 5 children and we were about to become homeless after the real estate did not renew our lease. I was also 7 months pregnant with my 6th child, I went and saw the BCA and the housing service gave us a house to live in. We were then lucky enough to be helped to get a long-term house through public housing.” (Client)

“My arthritis is much better since coming to the Rehab Centre. I strongly believe my risk of developing type 2 diabetes is dramatically reduced.” (Client)

“My recovery from my operation would not have been as successful without having attended the Rehab Centre.” (Client)

“My shoulder requires surgery in the coming months due to an old injury. I have been very impressed with the level of knowledge of the staff regarding my injury and the advice they have given me on how to manage my injury. It is actually feeling a bit better which I didn’t think was possible. I am even able to ride my quad bike again.” (Client)

“Rebecca helped me to ring Ergon and they put me on a payment plan, I was about to have my power disconnected. I did not know what to say to them on the phone thank you for helping me to call.” (Client)

“Rita has been wonderful. She has given me two wonderful people who visit me every week and one rings me from her new home up north every week too. I enjoy having people visit me. I would be lost without the visitors that come to see me.” (Client)

“Thank you for everything. I/we would not have been able to do what was required of my family with Centrelink requirements and other help. I don’t know what I would have done without you.” (Client)

“Thank you for helping dad over the past years.” (Carer)

“Thank you for your time and patience to read and explain documents, as I cannot read or understand.” (Client)

“Thank you very much for much needed assistance.” (Client)

“Thank you, you are helping a family of seven.” (Client)

"The HEAL program has helped me to lose weight, start exercising a little bit and know what I should be eating to live a healthier lifestyle. Thank you Jeanie, this has been so good." (Client)

"The Round a Bout is an informative publication." (Client)

"I have osteoarthritis and if it wasn't for your Rehab Centre I wouldn't be able to walk now. The staff are great and they know what they're doing. They gave me exercises to do and I've been able to maintain things." (Client)

"Delighted with all the help it allows me to remain in my own home." (Client)

"Getting first class service - very happy." (Client)

"The Transport service is a wonderful service and keeps me in touch with the community." (Client)

"The Service Coordinator was brilliant when explaining about the Home Care Package - understood it all very easily." (Client)

"BCA is unique. There aren't many organisations providing such a range of services. We're very lucky." (Client)

"Your fees are low. I think you should be charging more." (Client)

"You're at BCA. You must be a nice person." (Community member)

"There wasn't an organisation anything like BCA where I used to live. How great is this." (Client)

"I don't need help just yet but it's good to know about the services being there." (Community member)

"I find Rita Quagliata to be a caring, very compassionate woman, who is concerned about the Burdekin community. Therefore she tries her very best to help and guide her group of volunteers. Who in turn help tourists and the citizens of Ayr, Home Hill and the wider community. I am sure Rita would continue to serve the community through the backing of the BCA." (Volunteer)

"When Rita approached me to become a community visitor, I wasn't certain whether I could find the time in my busy life. She said to me; just meet the client before you decide. I am glad I met the client. I love my client. Both husband and wife are beautiful people. I enjoy their company immensely and they enjoy mine." (Volunteer)

"We are pleased to be able to continue to work in conjunction with Burdekin Community Association's Volunteer Service Coordinator. Volunteer work is a valuable opportunity for injured workers to be able to regain their skills and confidence within a work environment, whilst they are undertaking treatment or rehabilitation of their injury. BCA has a well-organised volunteer induction process and provides a range of volunteer opportunities. The Volunteer Service Coordinator provides regular feedback on workers' progress and attendance and is timely in her communication. We appreciate the opportunity BCA provides for injured workers to remain engaged with, and to contribute back to, their local community." (Tropical Therapy Services)

"I am a Work for the Dole Consultant for Workways, my role is to liaise with Hosts in the Community for Work for the Dole Activities. Workways have held a successful number of Work for the Dole Activities with Burdekin Community Association. Rita Quagliata has always worked with Workways in a very professional manner, it is always a pleasure to work with Rita. Rita has always shown herself as professional in her role as a Work for the Dole Supervisor as well as helpful and caring to the job Seekers, which is very important when working with long term unemployed Job Seekers. The Job Seekers learn new Skills in Admin in a Work place environment, which is very valuable for them to carry into employment and are able to have this experience on their Resumes. The Feedback received from Job Seekers in regards to working a long side Rita and Burdekin Community Association is one of positivity and they feel they are achieving the skills they need to re-enter the Workforce. Workways hope to continue working with Burdekin Community Association into the Future." (WorkWays)