

BURDEKIN COMMUNITY ASSOCIATION INC.

ANNUAL REPORT 2022-2023



***“To provide direct relief to the aged, families,
children and individuals who are experiencing poverty,
sickness, suffering, distress, misfortune,
disability or helplessness”***

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OUR MANAGEMENT COMMITTEE - Current

President	Majella Meehan
Secretary	Brian Sorohan
Treasurer	Cathy McDonnell
Committee Members	Steve Barton
	Treena List
	Mark Schofield
	Cr. John Furnell

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 provide direct relief to the aged, families, children and individuals who are experiencing poverty, sickness, suffering, distress, misfortune, disability or helplessness"*.

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:

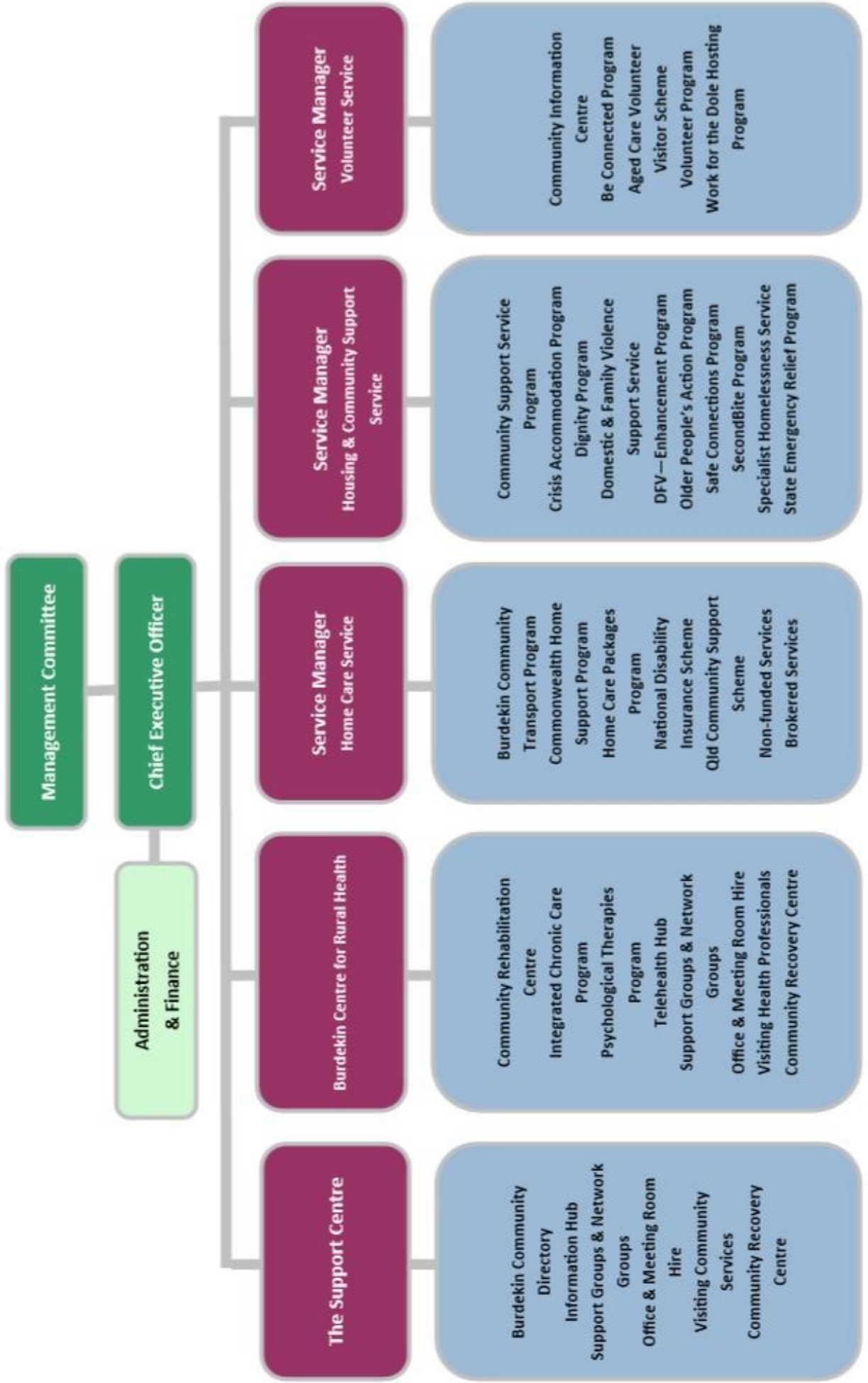
1. *Promote a coordinated (within BCA), and integrated (with other community service providers) response to address the social and welfare needs of the Burdekin community*
2. *Deliver efficient, effective, quality services to meet the needs of individuals, families and the community*
3. *Ensure equitable 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

Burdekin Community Association Inc.

Organisational Structure August 2023



OUR PREMISES

The Support Centre

130 Queen Street, Ayr QLD 4807

Hours: Monday to Friday 9.00am to 4.00pm

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

9.00 am to 4.00 pm

Mail: PO Box 815, Ayr QLD 4807

Telephone: 07 4783 7633

Facsimile: 07 4783 3990

OUR STAFF & SUBCONTRACTORS - Current

Management

Chief Executive Officer: Debra Cochran

Administration & Finance

Administration Officer: Chloe Statham, Julie Kupke

Bookkeeping Consultant: Bhree Caspanello

Receptionist: Jennine Brown

Burdekin Centre for Rural Health

Administration Officer: Annmaree Auer

Exercise Physiologist: Dale Agnew, Matthew Stark, Sam Matschoss, Zecke Roberts

Exercise Scientist: Matthew Holroyd, Richard Lim

Fitness Instructor: Lisa Tropea, Vicky Brennan

Mental Health Social Worker: Richard Scott, Melanie Usher

Psychologist: Phillip Murray

Home Care Service

Service Manager: Diana Churches

Administration Officer: Kylie Lennox, Ruby Brooks, Shania Capper, Sharon Byrne

Community Services Officer: Annette Grabbi, Dani McFadyen, Kylie Horan, Rosemaree Linton, Wendy Giardina

Driver: Brian Milton, Greg Hay

Support Worker: Francesca Barbera, Katlyn Bond, Kathleen Brennan, Vittoria Brennan, Melanie Butler, Sheena Capper, Amanda Corradi, Jocelyn Cullen, Susan Cursio, Kimberly Drysdale, Jacinda Goddard, Gerrieleigh Heaton, Charlotte Howie, Sky Isaac, Kerry Lee, Tracey Liotis, Bianca Malayta, Kim Mallon, Gwen Marshall, Carmel McGrath, Sianne Michielin, Karen Millican, Lynette Millward, Debbie Moffat, Megan Munro, Susan Oats, Gayle Ordorica, Stefanie O'Shea, Elizabeth Pearce, Joanna Penny, Emma Pickup, Catherine Powell, Kerri Prior, Colleen Scrase, Melissa Tuffin, Paula Tunbridge, Aicy Zaro.

Yard Maint. Subcontractors: Kylie Dale, Robert Moretto, Brett Munday, Alf & Nadia Previtera, Alf Wilkins

OUR STAFF & SUBCONTRACTORS - Continued

Housing and Community Support Service

Service Manager: Rebecca Grogan
Community Services Officer: Aimee Cursio, Melissa Swindley, Thomas Sarri
DFV Counsellor: Chloe Roberts, Rebecca Knight

Volunteer Service

Service Manager: Rita Quagliata

OUR VOLUNTEERS – 2022-2023

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

Teitia Agius, Joan Andersen, Mary Arate, Steven Barton, Noelene Bell, Bob Bonassi, Loris Bradley, Noel Brown, Ainesa Burley, Sam Caltabiano, Mary Caltabiano, Geraldine Chandler, Wade Cook, Beverley Joy Edwards, Carmel Farmer, Alida Favero, Grace Fiamingo, John Furnell, Aidan Griffen, Lorraine Henderson, Sarah Hutchings, Treena List, Suzanne Machin, Thea Maltam, Brenda Matthews, Cathy McDonnell, Clare McFadyen, Esther McIntosh, Majella Meehan, Terence Morgan, David Morris, Jenny Mulcahy, Ray Nendick, Nola Nendick, Joanna Penny, Dianne Philips, Stephen Poli, Arina Rada, Debbie Rapp, Joyce (Jo) Rodgers, Rose Rodighiero, Brian Row, Paula Sexton, Glady Sgarbossa, Robert Smart, Fiona Smith, Brian Sorohan, Fiona Tomarchio, Rosa Torrisi, Eddie Trivisan, Stephen Tunbridge, Gloria Vass, Mark Viero, Kay Walsh, Rodney Williams.

DONATIONS, GIFTS & IN-KIND SUPPORT 2022-2023

BCA would like to thank the following donors for their generous donations, gifts, bequests and in-kind support. We would also like to thank community members for making monetary donations to the Community Connections Magazine, 4x4x48hr Challenge Fundraiser and donating food and toiletries for the Emergency Relief Program.

A & B Rural, All Saints Anglican Church, Amcal Chemist, Ashworths, Annmaree Auer, Ayr Anzac Memorial Club, Ayr Camping World, Ayr Country Connection, Ayr Presbyterian Church, Bendigo Bank, Boating Camping Fishing, BMS Lasersat, Bob Gould Fabrications, Jennine Brown, Burdekin Baptist Church, Burdekin Bowl, Burdekin Community Church, Burdekin Printers, Burdekin Quarries, Burdekin Shire Council, Burdekin Uniting Church Auxiliary, Butcher On Queen, Butterfly Blue, BWS, Cafelicious, Marles Campbell, Catholic Women's League, Signal, Debra Cochran, Commercial Tavern, Dal Santos, Brett & Narelle Dellebaite, Delta Electrix, Distinctions Hair, Dominiques, Dotty Daisy, Henry Earle, Goulds Fabrications, Guardian Pharmacy Home Hill, Honeycombes Sales & Service, Helloworld Travel, Hotel Brandon, House of Hair, Naomi Jones, Julies Pharmacy, Kalamia Hotel, Elizabeth Lawrence, Rosemaree Linton, Craig Maitheson, Maxi Built Machinery, Michael's Menswear, Marlis Campbell, MacDonalds, ML Partners, Angela Morris, My VIP Nails, Nel's Skin & Beauty, Ron Northwood, NRGIZE, Penny Lane, Performance Physio Group, Phelan's Pies, Paulas Place, Penny Lane, Phoenix Hair, Rita Quagliata, Rotary Club of Ayr, Stephen Scuderi Crash Repairs, Naomi Stephensen, Suncorp Bank, SupaCheap Auto, Terry White Chemmart, Toyworld, Brooke Tudehope, The Ville Resort & Casino, Wilmar Sugar Ltd.

PRESIDENT'S REPORT

Majella Meehan

Good Evening Distinguished Guests, Ladies and Gentlemen

Welcome to the 48th Annual General Meeting.

This year, I will present my 18th Annual Report. I don't know where the years have gone, as it certainly doesn't seem that I have been President for that long.

The 2022-2023 year has been another challenging one for the BCA, which seems to be a "constant" that we have to deal with.

During the past year, we have had some internal re-structures and re-location of staff between the Support Centre and the Burdekin Centre for Rural Health, to enable resources to be better utilized and therefore, clients better serviced.

Funding, as always, is an issue with some of the funding bodies having a change in priorities and a change in the models of service delivery. Change is also another of the "constants" that the BCA has to deal with.

The BCA is in a strong financial position and with careful management, we intend to provide the best service that we can for the funds available. I suggest that you listen to the Treasurer's Report and view the audited financial statements published in the Annual Report.

As I reflect on the positives during the past year, I am pleased to report that the BCA continues to provide services across a wide range of programs, all of which support our community, and particularly the older members of our community and those who are in need of physical or mental health support.

However, with positives also come negatives. BCA, like many other organizations and businesses, is feeling the effects of the rising cost of living, which has the flow on effect to an increase in our overheads e.g. electricity, fuel and insurance costs etc. Also, like others organizations and businesses, the shortage of labour is also a challenge in continuing to provide service delivery.

While will continue to face these challenges, I am confident that the BCA will overcome them and continue to service the Burdekin Community for many years to come.

It would be remiss of me if I did not acknowledge and thank those with whom we have entered funding agreements, particularly the Department of Health and Aged Care; Department of Social Services; Department of Housing; Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts; Department of Child Safety, Seniors and Disability Services; Department of Justice and Attorney-General. I also wish to thank the Burdekin Shire Council for their continued support.

The BCA enjoys a good relationship with all levels of government, and I thank them for their consideration.

I also wish to thank those who donate to the BCA. They have been acknowledged individually later in this report. While BCA receives significant government funding, these donations allow us to provide services to meet local needs that fall outside the services provided under the funding agreements. There are so many worthy causes vying for your support, it is difficult to choose where to donate your valuable dollar. Thank you for your generosity and considering your local community in making this decision.

What you see tonight is, in some ways, the culmination of many hours of work by our dedicated staff and volunteers. But the BCA is not just about what you see tonight, but is also about all of the hard work done throughout the year to support the people of the Burdekin.

Each Service has provided a report on its activities over the past year and I recommend that you read those at your leisure.

Thank you to all of those staff and volunteers who make this possible.

As with any organization, it relies not only on its staff to be a success, but also on the team guiding the management.

To this end, I thank the Management Committee for their dedication and their wise counsel, in the making of those decisions that affect the long term direction of the BCA. Without an active and committed Management Committee, BCA would not be where it is today.

A special acknowledgement and thanks also goes to our CEO, Deb Cochran. Deb has been with the BCA in various roles for over twenty-two (22) years. Her knowledge of the individual services and history of the BCA is significant and that knowledge also helps her in her role as CEO.

Thank you Deb, for your commitment to the BCA, which is well "above and beyond the call of duty". Your wise guidance and broad vision is much appreciated.

Finally, thank you, our members and supporters, for coming tonight. The BCA appreciates your involvement and support.

Thank you.

TREASURER'S REPORT

Cathy McDonnell

Good evening Ladies and Gentlemen

I am pleased to be here at the BCA annual general meeting to present my Treasurer's Report for the 2023 financial year. The last few years' reports were headlined by the challenges the organization (and indeed the entire community) faced with living through the COVID period and its immediate aftermath. While that difficult time is mostly behind us now, other challenges are always evident, including recruiting in a time of low unemployment and dealing with an increased number of people looking for housing in a time of low rental housing availability. As always, the staff of BCA have risen to these challenges and addressed them with professionalism and efficiency.

In financial terms, BCA has had another successful year. For the 22/23 financial year, total income was \$5,199,666 and total expenses \$4,678,790 with a resulting surplus of \$520,876 which is retained for future years.

BCA maintains its strong financial position with equity of \$6,473,971. This provides a strong buffer against changing circumstances and continually rising costs. It also provides a safety net when trying to match service delivery against government funding. Federal funding in particular is increasingly being paid in arrears, which means that BCA needs to cover the costs of the programs it delivers through cash flow before it receives the funding for those services that have been provided.

A measure of good financial health is the Current Ratio. This is a liquidity ratio and tests the ability of an organization to meet its obligations as and when they fall due by comparing the organization's Current Assets with its Current Liabilities. In BCA's case, this ratio is 12.7, well above the benchmark of 1, putting BCA in a sound and stable financial position.

The BCA is able to continue providing services to the Burdekin community because of the generous support and assistance of the Burdekin Shire Council as well as local businesses, service clubs and our local community. Thank you all. The BCA is sincerely appreciative of your ongoing fundraising efforts, help and donations. Special thanks go to:

- Burdekin Shire Council
- Brett and Narelle Dellebaite
- The Burdekin Uniting Church Auxiliary

for their very generous donations. Thank you for your support.

The BCA could not function without the dedicated and committed team that it has, working tirelessly to secure funding to make the BCA possible and to ensure it can provide ever increasing services to cater to ever growing needs in the community.

As well as the challenges mentioned earlier BCA has faced the major challenge of inflation – providing much needed services in a time of rapidly rising costs. It is a credit to the CEO Debra Cochran and the staff and volunteers at BCA that they have managed this challenge on a daily basis and still ensured that the critical work of the BCA continues. Thank you all for your dedication and commitment.

With regards to the finance and administration functions of the BCA, I thank Deb and her dedicated team – Chloe Statham, Julie Kupke and Jennine Brown and bookkeeping consultant Bhree Caspanello - for their hard work and diligence.

Thanks too to Donna Sinanian and Danny Horan and their respective teams at Findex (Aust) for their audit services.

I also wish to thank my colleagues on the Management Committee for their support and their commitment to the Burdekin Community and the Burdekin Community Association. I look forward to working with them for another successful year.

Finally, thank you to everyone here for their attendance tonight and for supporting the Burdekin Community Association.

CHIEF EXECUTIVE OFFICER'S REPORT

Debra Cochran

Good evening everyone. I'm pleased to present my 13th report as CEO.

BCA had another busy and successful year. Our Team worked hard to help community members and people staying in the district for a short time. I encourage you to read the following Service Reports, which provide details of BCA's main programs and activities during 2022-23.

We secured \$4,557,968 in federal and state government funding for programs and activities for 2022-23. New service agreements or variations were negotiated for eight (8) existing programs and one-off grant applications successful for four (4) existing programs, Aged Care Workforce Retention, Get Online Week Open Day, two exercise bikes, automatic external defibrillator, Surface Pro and brochure holders. Fundraising activities were held and donations gratefully received from businesses, organisations and individuals.

The number of clients accessing our Community Rehabilitation Centre increased to 200 with 60 people using the centre each day. The Service helped clients to recover from surgery or serious illness, enjoy a healthier lifestyle, avoid a chronic disease or alleviate the symptoms, connect socially and stay out of hospital and residential care.

We were pleased to receive an increase in Community Support Service Program (CSS) funding, which enabled the recruitment of two additional Community Services Officers and for services to increase for the many adults and children affected by the high cost of living, domestic and family violence and/or homelessness. An additional Community Services Officer was also recruited for the Home Care Service so that we could increase our ability to partner with seniors and younger people with a disability and help them to meet their goals and remain living at home for as long as possible.

The *Aged Care and Other Legislation Amendment (Royal Commission Response) Act 2022* introduced measures aimed at improving accountability and transparency in aged care. Federal government Aged Care Reforms commenced in December with ongoing implications for governance and aged care programs. Two of the measures introduced included the Serious Incident Response Scheme (SIRS) for home services and the Code of Conduct for Aged Care.

The organisational wide focus on high quality service delivery, safety and reducing risk continued throughout the year. Third-party audits are ongoing for programs delivering aged care, disability care, domestic and family violence and homelessness services. Excellent results were achieved during the audit of seven (7) programs, the Home Care Packages (HCP) Program Assurance review of two key areas and assessment of clinical governance for the Psychological Therapies Program.

A challenge we've faced for the past couple of years is a Support Worker and Yard Maintenance Subcontractor shortage. Although we recruited a number of great people, it wasn't enough to meet the growing demand for aged care and disability care services. It was good to see the Fair Work Commission's 15% increase in award rates for direct aged care workers and 4.6% national minimum wage increase in July this year. The increase in wages along with changes in the child care subsidy amount and other initiatives will hopefully help to attract more workers to the sector.

In July, Commonwealth Home Support Program (CHSP) funding began being paid in arrears. This is in addition to HCP subsidies and supplements being paid in arrears since 2020-21 and the NDIS and Psychological Therapies program being on a fee for service basis. The impact on BCA's cashflow demonstrates how important it is that we continue to have sound financial management and that BCA remains in a strong financial position.

Looking ahead, we're excited about a number of new services, initiatives and improvements in information and technology. We've expanded the services that the Psychologist and Mental Health Social Workers can offer to include NDIS and HCP psychological therapies. The Fitness Instructors are now also able to offer fitness instruction to NDIS participants.

Our application for the Aged Care Volunteer Visitors Scheme (ACVVS), which replaced the Community Visitors Scheme (CVS) in July this year, was successful. Qld Community Support Scheme service types changed in July. Direct Care and Support services can include support with regular household tasks, personal care activities, as well as help to access the community and appointments. Community Connection Support is aimed at assisting the client to build capacity for independence through community participation and connection to stronger informal and formal supports and networks. The outcome of which helps address social isolation through increased community participation.

The Burdekin Community Support Neighbourhood Centre Program (replacing CSS) starts in October. Activities include services that develop and/or coordinate groups and activities that focus on enhancing both personal and community support and the development of community capacity of people living within a defined geographical and/or cultural community. The Housing and Community Support (HCSS) team has embraced the changes and recently commenced a Make It Happen Life Skills Course, have plans for a Community Connections Group and undertaken study to be MoneyMinded Coaches to further help people experiencing financial difficulties.

The HCSS team will also have increased responsibilities under the Domestic Violence Support Service and Specialist Homelessness Service, due to the commencement of the Department of Justice and Attorney-General Domestic and Family Violence Integrated Service Responses High Risk Team. The information sharing provisions will support practitioners and service providers to share information about victim-survivors and people using violence to ensure appropriate actions can be taken to keep victim-survivors and their children safe.

Staff and I are involved in a range of Northern Qld Primary Health Network codesign activities to redesign mental health stepped care services and are preparing for potential funding opportunities. We've also applied to renew our NDIS Registration and added Group/Centre Based Activities.

In regards to information technology, we're looking forward to the implementation of the rediCASE client management system for the HCSS, Server cloud migration and upgrade of computers in October. In line with the Aged Care Reforms, we will implement a Home Care Package Program Consumer Advisory Body and Quality Care Advisory Body in December.

As BCA does in a number of areas, we deliver centre-based housing services without government funding. To help staff to support more people in need, we recently submitted a funding proposal to the Department of Housing for centre-based housing services and hope that this will be successful.

I wish to thank the funding bodies, Burdekin Shire Council, businesses, service clubs, community groups, other agencies and individuals for the support you've provided to BCA throughout the year.

I express my gratitude to our President, Majella Meehan and the Management Committee for their support and guidance. I also give a big thank you to our amazing team of staff, subcontractors and volunteers. As we demonstrate every day at BCA; it takes a village to make it all happen.

In closing, I look forward to the year ahead and thank you once again.

Tracey Wells – Service Manager

The Burdekin Centre for Rural Health (BCRH) is partially funded by Northern Queensland Primary Healthcare Network Limited (NQPHN). Programs funded under the NQPHN during 2022/23 included Integrated Chronic Care (ICC), Suicide Prevention Community Action Plan (SPCAP) and Mental Health Stepped Care Psychological Therapies Program (PT).

We are now in our twenty second year of operation to improve the health and wellbeing of our rural residents whilst improving their access to quality primary health care services.

Integrated Chronic Care Program

Individual Rehabilitation

Burdekin Community Rehabilitation Centre – The commencement of this year once again saw us subcontract Exercise Physiologists, Dale Agnew, Matthew Stark, Lachlan Matschoss, Sam Matschoss and Zeke Roberts from Synergy Health Centre P/L in Townsville to provide Exercise Physiology (EP) within our Rehabilitation Centre. The EP's provided initial assessments for new clients, clinical exercise prescription programs for new and existing clients and supervision for all clients whilst in the centre. Our Certificate IV Fitness Instructor, Lisa Tropea continued to assist the Exercise Physiologists with all aspects of service delivery. The centre operated at near full capacity at the beginning of the year and is now at full capacity as at the end of June 2023. It is unusual to have such a vast knowledge, experience and skill set provided by 5 different Exercise Physiologists, especially in a rural setting. Collectively, with over 30 years' experience dealing with clinical and mature aged populations our clients truly benefit from the variety of professional opinions making our Rehabilitation Centre a high-class facility which would rival any urban centre.

During this reporting period the centre and staff facilitated 8459 occasions of service attended by 820 individual clients, and received a combined total of 133 new referrals from the local GP's and Physiotherapist from Qld Health.

Early Intervention Activities – Group Classes

Functional Fitness Classes – The group classes continue to be very popular with numbers increasing. There were 8 weekly classes held in Ayr at our Rehabilitation Centre. During this reporting period, 604 individual participants attended 8092 sessions.

Mental Health Stepped Care Psychological Therapies Program

As a response to mental health reforms introduced by the Commonwealth Government from 2016 onwards, BCA was once again commissioned by NQPHN to provide the Mental Health Stepped Care Psychological Therapies Program for low to moderate intensity needs for services. These are primarily early intervention, goal-oriented Psychological Therapies providing short term interventions for financially disadvantaged people (who are in possession of a health care card, pension card or low-income card) with non-crisis, common mental health conditions of mild to moderate severity, or to people who have attempted, or who are at risk of suicide or self-harm.

The Psychologists subcontracted to BCA, operating out of the Rural Health Centre for this reporting period were Phillip Murray and Mental Health Social Workers, Sharon Thorburn, Richard Scott and Melanie Usher. The 'Fee for Service' contract continued throughout the financial year with a total of 99 referrals received for the Psychological Therapies Program and 376 occasions of service being delivered.

There was a definite need for the psychologists to deliver private sessions for clients who did not meet the criteria for the program, as this presented as a gap in service delivery within the community. All Psychologists were able to deliver private sessions with a total of 79 referrals received and 204 occasions of service being delivered. Unfortunately, Sharon Thorburn resigned in December 2022 and as such, is no longer subcontracting to the BCA. We would sincerely like to thank Sharon for her service and commitment to BCA and residents of the Burdekin during her time with us here, and wish her the best of luck for the future. We managed to successfully recruit Mental Health Social Workers, Richard Scott who commenced in February 2023 and Melanie Usher who commenced in March 2023. We now have a full complement of counsellors available offering both Psychological Therapies and private consultations ensuring we move into the new financial year in a very good position.

Suicide Prevention Community Action Plan Program (SPCAP)

The Burdekin Suicide Prevention Network (BSPN) was established by the Burdekin Community Association Incorporated via funding from the Northern Queensland Primary Health Network (NQPHN), in February 2019 to ensure broad-based, collaborative, community engagement on suicide prevention in the Burdekin. The Network brings together key members of the community with an interest in suicide prevention and has facilitated the development of a Community Action Plan (CAP) to help prevent suicide in the Burdekin. The BSPN adheres to the Life Framework (Living is for Everyone) – Australia's national framework for suicide prevention. It provides a

national strategy for action based on the best available evidence to guide activities aimed at reducing the rate at which people take their own lives.

The underpinning principles of the BSPN is that suicide prevention is everybody's business and that strong resilient communities that are able to understand and speak about suicide issues will also have the capacity to address the problem. We have seen a number of individual events aimed at suicide prevention throughout our community, however, until now, there has not been a coordinated, collaborative approach. To this end, the BSPN has played a key role in coordination, collaboration and resource exchange throughout the Burdekin area to build the community's capacity as a foundation for the development of effective suicide initiatives. The BSPN seeks to identify gaps in services and supports and collaboratively works to advocate for these gaps to be filled by agencies, organisations, bodies and groups.

As we have now completed the final year of the contract, it is timely to report the progress and accomplishments the SPCAP has achieved.

- Sourced representatives from each strategy of the Black Dog Institute's Lifespan Systems Approach Wheel for representation on the Network Committee. (People with lived experience, community members, BCA, Burdekin Shire Council, Qld Health, Education Qld, Queensland Police Service, Queensland Ambulance Service, Cores, PCYC, Standby support after Suicide, Funding Body NQPHN)
- Terms of Reference drafted
- Calendar of local events created
- Presentations to many local service providers and businesses including Burdekin Shire Youth Council
- Burdekin Support Services mapped
- Applied and successfully obtained grant of \$10,000 from Pacific Hydro for printing of local Service Finder Cards and supply of online "Suicide Prevention Training" for 400 community members through the Living Works "Start Program".
- Attended regular Sweet FM radio interviews discussing the SPCAP
- Suicide Prevention resources distributed electronically throughout networks on a regular rotation
- Culturally and Linguistically Diverse (CALD) specific information on suicide prevention sourced and delivered to CALD clients via local Home Care Services.
- Meetings held with Key Elders and First Nations members to help recognise and identify gaps within services.
- Regular collaboration with Burdekin Community Mental Health, BCA Psychologist and Connect to Wellbeing discussing processes and gaps.
- First Nations specific suicide prevention brochures, pamphlets, merchandise and information sourced and delivered to local Police Liaison Officers and Bur-Del Cooperative for distribution.
- Presentations to Baywatch groups – "Awareness of Emotions and Strategies" and "Take Time Out for Yourself – Lets Chalk about Mental Health" (resources distributed)
- "Let's Chalk about Mental Health" presented at Ayr State High School in collaboration with Selectability and Mental Health Week.
- Local Service Finder Cards distributed to all Secondary Schools (Ayr State High, Home Hill High, Burdekin Catholic School, Burdekin Christian College) and primary schools for their discretion on distribution (9 primary schools in and around the district)
- A4 flyers Service Finder Cards electronically distributed to businesses within Burdekin region to ensure saturation (Wilmar Sugar Mills, Sunwater, GP's, Chemists, Industrial Estate)
- Presentation of "Women in Sugar" on mental health and the SPCAP
- Presentation to Men's Shed Association members on Mental Health
- Annual community street walks for special Mental Health days including R U OK? Qld Mental Health Week, World Suicide Prevention Day, Mental Health Awareness month and World Mental Health Day. Information and resource bags distributed.
- Attendance at local community events, speaking with community members, providing information and resources. (Burdekin Shire Council annual Community Wellness Family Fun Day, annual Rotary Club of Ayr Duck Race, Sing it Out Youth event, annual Seniors Week Expo's, annual Fun and Fitness Expo, annual Australian Cane Cutters Expo).
- Stall held at BCA Centre for Rural Health for Mental Health Week, "Come and have a chit chat and a kit Kat" providing information, Service Finder Cards and resources. (62 people in attendance)
- Collaboration with Standby, Support after Suicide to present workshop "What do I Say, What Do I Do?" to help equip primary care workers to identify and support people in distress (2 local workshops & 1 virtual).
- 24hr helpline posters created, laminated and distributed to all local hotels. Placed on back of doors in all male and female amenities as well as local council amenities including caravan parks, information centres and local parks in Ayr, Home Hill Giru, Clare and Brandon (annually).
- Information shared to rural community Face Book groups (Clare Club, Giru Community, Millaroo, Woodstock and Burdekin Library Face Book)
- I-Bobbly app (Black Dog institute trial of world's first suicide prevention app designed for use by First Nations youth on mobile phones) distributed to schools
- 20000 local Service Finder Cards re-printed thanks to funding provided by Qld Government for distribution throughout the local schools and community events

- Resources provided for information bags for local events “Farmers and Friends Mental Health Evening” and “Ladies Mental Health Long Lunch” (approx. 360 in attendance)
- Provided the venue, facilitated and chaired and took minutes for bi-monthly Health Networking and SPCAP meetings held at BCA Centre for Rural Health
- In excess of 1500 information and resource bags distributed throughout the district

Regular (bi-monthly) Suicide Prevention Community Action Plan “Community of Practice Meetings” were held via ZOOM between all SPCAPS across the NQPHN footprint, as well as our own local SPCAP Steering Committee meetings. This ensures great networking and allows consideration to utilise resources/ideas already being utilised to develop new ways of working together to achieve better outcomes for people in our region.

Telehealth Hub

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 consultation and ensure the appointment runs smoothly. A Telehealth consultation uses video cameras and a computer screen to connect to a specialist or health professional, thus ensuring there is no need to travel out of your home town. This year, the hub was utilised on nine occasions with various specialists from Townsville and Brisbane.

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

During 2022-2023 a TOTAL of 6705 unique individual people accessed services offered at the Centre: 4130 people visited/contacted the centre with enquiries or to obtain information and referrals.

- 820 individuals accessed the Rehabilitation Centre
- 1393 individuals accessed 47 Visiting Allied Health Professionals
- 162 individuals accessed the Psychological Therapies Program
- 124 individuals accessed Private Psychology
- 55 individuals accessed BCRH facilitated meetings
- 9 individuals accessed the Telehealth Services
- 12 JCU Medical Students attended the centre

Our consulting rooms were utilised by 46 visiting Service Providers on 268 occasions. The Bill Hodson Meeting Room continued to be utilised by BCA facilitated community network meetings, i.e. Health Network Meeting and Suicide Prevention Community Action Plan (SPCAP).

Allied Health Placements for 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 twelve 4th year students across a range of services and activities with BCRH staff and visiting allied health professionals.

Staff training and personal development – While development programs increase employees’ future performance and growth, staff training is more about learning new skills and acquiring specific knowledge that staff can apply to bring out significant improvements in their current job roles, which in turn increases job satisfaction and morale.

This year, the following training and/or development programs has been completed by staff at the Rural Health Centre. QCOSS – An Introduction to Cultural Integrity; QCOSS – The Human Services Quality Framework; QPR Institute – QPR Suicide Prevention Gatekeeper Program; First Aid Basics; Cardiopulmonary Resuscitation; Anglicare – Suicide Prevention for Seniors; RediCASE; QFES – Fire and Disaster Safety Training; Mental Health Foundation Australia - Substance Use (Drugs) and Mental Health Symposium; Open Arms – Depression, Anxiety, Work Overload, Relaxation and Stress Management; Burdekin Shire Council—Guardian Training for LDMG; Anglicare – Older Persons Mental Health – Grief and Loss in Later Years; CQ University – Mental Health First Aid for Fitness Trainers; Anglicare – Self-care for Aged Care & Health Professionals; Living Works – Safe Talk; Standby, Support after Suicide – What do I say, what do I do; TRACC – Wheel of Wellness.

The Year Ahead

I would like to personally thank my staff at the Burdekin Centre for Rural Health, Annmaree Auer and Lisa Tropea for their ongoing and unwavering support of both myself and the centre. Your commitment in what can be described as some uncertain times is to be commended.

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

HOME CARE SERVICE

Diana Churches - Service Manager

Home Care Service –

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 46 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 Manager, 4 Community Service Officers, Administration Officer, 3 Rostering and Administration Officers, 32 Support Workers and 2 Drivers. The Home Care Service is currently using a Nursing Subcontractor to assist with Nursing assessments, reviews and medication reconciliations for clients. The Service engaged 5 Subcontractors providing Home and Yard 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, QCSS Access Point, routine audits, assessments, reassessments and home visits. A number of BCA volunteers also assisted the 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 dedicated Home Care Service employees, BCA colleagues, volunteers, subcontractors, BCA management and the community for their ongoing support. I especially would like to thank our CEO, Debra Cochran for her support in the management of Home Care Service.

COVID-19 –

With the lessening of restrictions for COVID-19, the Home Care Service continues with increased safety measures put in place during the pandemic. These safety measures include COVID-19 screening questionnaire prior to entering residences, additional infection control and COVID-19 specific training sessions, field staff temperature testing each morning before work, staff are not permitted to work if they are unwell in general or show symptoms of COVID-19, increased use of PPE including wearing gloves and sanitize/wash hands regularly, and a free influenza vaccination program for all staff. Our priority is for the wellbeing, health and safety of clients, employees and volunteers working with our clients in the community and we will continue to closely monitor and follow advice from the Department of Health and Aged Care.

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 includes 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. However due to a shortage of Support Workers we have had to close the portal for CHSP and QCSS for part of the year.

Continuous Improvement –

The Home Care Service is dedicated to providing a high-quality service. During the 2022-2023 financial year our employees participated in a number of BCA and Home Care Service activities including training, information sessions and functions. Support Workers participated in regular training sessions to enhance their knowledge and ability to deliver a high standard of quality care to our clients. These training sessions included, but were not limited to, Violence, Abuse and Neglect of Older Persons, Skills in aged and community dementia care, Workplace Health and Safety, Diversity in Aged Care, Understanding Ageing, A guide to etiquette and communication with people with a disability, manual handling, manual handling for personal care, NDIS Worker Orientation Module, COVID-19 Online Training Modules, Infection Prevention and Control. Updates of Policy and Procedure were also included. All Support Workers and Bus Drivers also maintained their Apply First Aid and CPR qualifications. Home Care Service employees attended a range of other local and regional professional development training sessions. All Home Care Service staff and Home Maintenance Subcontractors are also required to hold a current Blue Card, NDIS worker clearance or Yellow Card Exemption to comply with conditions set by our funding bodies.

Events –

The Home Care Service assisted in the delivery of the BCA Christmas Party where volunteers, staff and clients attended.

Safety –

The safety of our staff and clients and service quality 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 Notifications, 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.

Quality –

The annual Client Satisfaction Survey was distributed with a large number of survey's completed and returned. The essence of the feedback gained from the survey was how important the Service was to enhancing client's lives. This survey also provides an opportunity to address any Client concerns. In addition to the annual survey the Home Care Service conducts home visit and telephone Quality Assurance to ensure ongoing client satisfaction. Our Complaints Analysis shows complaints regarding service provision were resolved effectively in accordance with BCA Policies and Procedures. The Home Care Service underwent a QCSS certification review, HCP and CHSP Desk Assessment and HCP Program Assurance Review—Commonwealth Unspent Funds which went very well.

Unmet Needs –

The areas of unmet needs identified throughout the year included spring cleaning, transport to Townsville on Thursday and where the available service was fully booked. There was also a significant waiting list for referrals to some programs which we tried to alleviate by onboarding Support Workers and Yard Maintenance Subcontractors as they became available to work. In this instance, clients were provided with information and/or referrals to other funded and private services.

Future Demands –

This year has seen an increase in demand for the CHSP Program and our team is well positioned to change and grow with our diverse mix of individuals working in the team. We are employing a new Community Services Officer to assist with the workload for the coming year. 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.

Home Care Packages Program (HCP) –

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 Client's health, safety and wellbeing.

Commonwealth Home Support Program (CHSP) –

CHSP is an entry level home help programme 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 (individual), Personal Care, Flexible Respite, Transport, Home Maintenance.

National Disability Insurance Scheme (NDIS) –

NDIS supports a better life for people with a significant and permanent disability and their families and carers. The Home Care Service is a registered NDIS provider for registration groups Accommodation/Tenancy assistance, Assistance with daily personal activities, Assistance with travel/transport arrangements, Innovative community participation, Development-Life Skills, Household tasks, Participate Community, Ex Phys Pers Training, Therapeutic Supports.

Queensland Community Support Scheme (QCSS) –

QCSS is supported by funding from the Queensland Government and provides support to people who, with a small amount of assistance, can maintain or regain their independence, continue living safely in their homes, and actively participate in their communities. Services provided under QCSS include:

- In-home Supports - People with a disability or condition, under 65, or under 50 for Aboriginal and Torres Strait Islander people, that impacts their ability to live safely and independently
- Community Connection Support - People with a disability or condition, under 65, or under 50 for Aboriginal and Torres Strait Islander people, that impacts their ability to live safely and independently

Burdekin Community Transport Program (BCT) –

BCT is supported by funding from the Queensland Government and provides Community Transport locally and to Townsville to access medical appointments and social activities. Transport provided under BCT is available to people who experience transport disadvantage and are:

- under 65 years of age; and
- unable to access, or have limited access, to other transport options, including public or private transport or transport funded through other funded/subsidised schemes; or
- an unpaid carer, travelling in their role as a carer.

Brokered Services (e.g. Veterans' Home Care Program) -

Services were brokered between the Home Care Service and a number of other providers such as WorkCover, OzCare, Wellways Carer Gateway Service, Queensland Country Care Navigation Program. Blue Care, MyHomeCare and Premium Aged and Community Services.

Patient Travel Subsidy Scheme (PTSS) -

The Patient Travel Subsidy Scheme is an Australian Government funded scheme to support eligible patients travelling for specialist health services not available locally.

Unfunded Services –

The Home Care Service provided short-term assistance to individuals not assessed or eligible for funded services.

Service Delivery Breakdown 2022-23

2022-2023 financial year actuals	HCP		CHSP		NDIS		QCSS		BCT		Brokered (including VHC)		PTSS		Unfunded	
	Client No.	Hours	Client No.	Hours	Client No.	Hours	Client No.	Hours	Client No.	Instanc es	Client No.	Hours			Client No.	Hours
Domestic Assistance	122	6741	233	5739	9	872	16	353	-	-	28	1,057	-	-	-	-
Social Support	70	3354	33	329		232	11	51	-	-	1	54	-	-	-	-
Personal Care	50	3887	11	158	3	524	4	106	-	-	1	55	-	-	-	-
Respite Care (in- home)	24	2208	4	92	-	-	-	-	-	-	2	109	-	-	-	-
Home Maintenanc e	89	2071	74	1958	7	128	6	156	-	-	-	-	-	-	-	-
Transport	20	571	65	857	1	34	-	-	12	1020	4	9	76	670	11	50
Total	375	18832	420	9133	20	1790	37	666	12	1020	36	1284			11	50

* Client totals denote the number of clients assisted in each program. In some instances, one client may receive multiple services. A multitude of other services are provided under the Home Care Packages Program which are not itemised within this service list (Client Services and Care Related Services and Items).

HOUSING AND COMMUNITY SUPPORT SERVICE

Rebecca Grogan - Service Manager

The following reports will present information regarding the BCA Housing and Community Support Service (HCSS). The data will include the milestones reached in service delivery for the 2022-2023 financial year. The current Funded programs in this report are Community Support Service (CSS), Specialist Homelessness Service (SHS), Crisis Accommodation Program (CAP), State Emergency Relief Program (SERP), Older People's Action Program (OPAP), Domestic and Family Violence Support Service (DVS).

BCA Housing Community Support Services play a pivotal role in addressing the diverse and complex needs of vulnerable persons. Among the most pressing challenges faced by our community are homelessness, domestic and family violence and the well-being of older persons.

There is still an absence of enough secure and affordable housing and the community members are reporting an increase in hardships. Vulnerable community members are facing difficulty with access to essential resources. This is putting them at greater risk of being affected by numerous health issues.

The cost of living is continuing to rise, along with service users in distress. Every morning outside the Support Centre building there is a growing number of service users waiting to access the produce each day from our Community Pantry.

Our HCSS team has continued to promote BCA services and community awareness and engagement milestones through various initiatives. Please refer to the following comprehensive overview of the significant milestones and accomplishments achieved during the 2022-2023 financial year in each of the funded programs.

Community Support Service Program (CSS)

Each year we set out an annual work plan to ensure that the Service meets the target milestones to deliver a minimum number of activities ('milestones') comprising of at least **five (5) Projects**. A project is an individual or collaborative enterprise planned with specific resources, implemented and evaluated to respond to identified community issues, targeting a particular group. **Five (5) Events**. An event is a discrete public occasion organised to provide information, resources or activities to promote greater public awareness of particular social issues for a targeted group and **five (5) Resources/Tools**. Resources are materials and tools (including virtual) to provide information about and/or facilitate referral to services and activities that enhance personal and community support; and/or to promote greater public awareness about social issues.

During 2022-2023 the following outputs were delivered under CSS.

7666 individuals were assisted with Information, Advice, Referral or a Service

Projects milestone

- SecondBite program food collection
- Supply Home Hill one day a week with SecondBite collection
- DFV Practice Standards training – assist with improving the development of the sector
- Shark Cage (DFV) 8-week program
- Collaborating with NQDVRS to assist with sector capacity building through education workshops
- Christmas hamper applications for both Salvation Army and St Vinnies

Community Events milestone

- DFV Survivor Luncheon
- Harmony Week Open Morning
- Red-bench official opening – guest speaker on DFV services in the Burdekin
- Red Rose Rally
- Seniors Month movie and morning tea
- BCA client and volunteer End of Year luncheon

Resources/Tools milestone

- Host to the Burdekin DFV Network meetings
- Community Information stall outside of Woolworths
- Local Disaster Management Group meetings
- Continually creating new static board displays with information and awareness campaigns
- Training in the new DFV Common Risk and Safety Framework tools
- DFV Perpetrator Intervention training
- Disaster Management refresher course
- Guardian IMS refresher system training
- Program of events and posters for Seniors Month
- Facebook information and campaigns

- Community information stalls at local events
- Community information advice and or referral

Specialist Homelessness Service (SHS) and Crisis Accommodation Program (CAP)

Homelessness is a lack of suitable safe and secure housing. The SHS and CAP Programs seek to reduce the number of people who are homeless or at risk of becoming homeless in the Burdekin through offering assistance with services that help people:

- Secure housing
- Stay in their housing
- Enhance their capacity for becoming independent, self-sufficient, and connected with suitable community and social resources.

During 2022-2023 the Crisis Accommodation Program accommodated 10 separate tenancies comprising of 29 individuals including children for the duration of need.

The BCA is the only funded SHS service within the region. The funding does not cover centre-based homelessness services; however, the demand for services exists. During the financial year, the Housing and Community Support Service assisted **876 services users** who were at risk of or were experiencing homelessness with centre-based services including but not limited to social housing applications, Rent Connect applications, advocacy with private rental, support to stay safe when no other housing options were available by using Emergency Relief funding to buy tents, bus tickets and in some circumstance’s assistance with rental arrears and accommodation cost.

State Emergency Relief Program (SERP) and the Community Pantry – SecondBite Program

During this year we delivered 359 relief packages to families and individuals. The following data provides an insight of the statistical data of the relief provided during the 2022-2023 financial year.

	2022/2023	2021/2022	2020/2021	2019/2020
Never previously Accessed ERF	144	101	107	114
Previously have Accessed ERF	196	219	112	161
Are Receiving Centrelink benefits	307	276	192	255
Not receiving an income at time of assessment	35	39	17	20
Aboriginal & Torres Strait Islander peoples	71	94	22	63
Clients each year	342	320	209	275

Community Pantry – SecondBite Program

Weight of food saved from landfill	Amount of people assisted through the program
26422 kg	3057

Older People’s Action Program (OPAP)

The Older People’s Action Program case management model of support that is person centered and inclusive. Case managed client support can include a brief interaction or a more formal assistance to help connect older community members needing a resource or referral to other supports these include but are not limited to My Aged Care navigation and advocacy, Centrelink appointments and payment applications, Form filling, Public and social housing, Legal and Counselling referral information and pathways, Elder abuse and Family Domestic Violence information and referral. The program also helps with resourcing local engagement opportunities through the Community Connections magazine, annual Seniors month activities.

Support - Community Support - Older People - experiencing (or at risk of experiencing) social isolation milestones **target hours per annum 696**- seniors month movie morning luncheon, senior’s month resources, elder abuse referral pathways resources, Community Connections Magazine, supported with accessing services through ongoing appointments. Completed **708 hours** of service delivery and assisted **498** individuals.

Information, Advice and Referral - Older People - experiencing (or at risk of experiencing) social isolation **target hours per annum 216** - 216 hours were spent delivering these outputs to 215 individuals during the course of the year

Domestic Violence Support Service (DVS)

Counselling and a court support services for domestic violence survivors and perpetrators are essential. They help survivors recover from relationships that were abusive providing psychological, emotional, and advocacy. During support survivors are all assisted to develop their own Safety Plan guided by the assistance of a Counselors for themselves and their children. Court support services often provide legal advocates with information about legal proceedings, connect survivors with legal help, and attend court hearings.

During the year the employees who work within this space complete training to ensure that the services are delivered following the best practice standards and framework for working with people affected by domestic and family violence.

Milestone that were met this year under this program:

- Children who received support:**45 and 812 hours**
- Women who were offered support:**124 and 1325 hours**
- DFV court and court support services:**250 and 423 hours**

The Future plans for the HCSS involve working towards new community development and engagement opportunities to align with the new direction of the newly transitioned CSS funding to what will now be known as the Burdekin Community Support Neighbourhood Centre Program (CSNC) funding, this will give opportunity for the service to develop new programs to suit the needs of the community.

With the housing crisis and cost of living, and social isolation with the older community members still emerging as a major societal issue we will continue to collaborate with stakeholders to assist community to address these issues.

This report would not be complete without acknowledging the outstanding work and dedication of the HCSS team members Aimee, Chloe, Melissa, Rebecca K and Thomas. You all bring your commitment and efforts and have not only driven our success but also created a vibrant and collaborative workplace that I am proud to be a part of. A big Thank-you to Each one of you, you play an integral role in working towards the BCA purpose, and I am continually impressed by your professionalism, innovation, and willingness to go the extra mile.

Thank you to the volunteers who have helped the HCSS team, including taking our calls when on reception and helping with keeping magazines going by providing articles, production, and delivery to the community. I want to thank the Administration team for helping out every day with service delivery, including answering our calls, emptying the bins, and doing the behind-the-scenes work sending through our monthly financial report. Thank you to all BCA departments who help the HCSS team at some point and make it a happy and enjoyable workplace.

I would like to also extend gratitude to the dedicated members of the Management Committee who take time out of their already busy lives to provide governance and guidance for the BCA.

Deb our CEO. Your leadership and unwavering commitment to the Burdekin Community and our workplace have been instrumental in guiding the organisation toward continued success and growth. Thank you for your continued support and guidance.

Thank you to the Queensland government for the continued provision of funding contracts. The respective departments where the funding contracts management all are managed through:

- Department of Child Safety, Seniors and Disability Services
- Department of Housing
- Department of Justice and Attorney-General
- Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts

VOLUNTEER SERVICE

Rita Quagliata - Service Manager

Community Information Centre (CIC)

The Community Information Centre could not function without the ongoing dedication, participation, commitment of our volunteers. Every year our CIC volunteers, provide many hours of their time, giving to their community a professional, informative and reliable service. I trust that this report will reflect our achievement and the contribution of the CIC and the people who work diligently within. During the year the CIC was staffed with 18 volunteers, who committed their time and skills in providing an efficient and invaluable service for their community and were able to proudly serve, greet, assist and provide information to a total head count of 8272 people.

The Centre is a pathway to promote the regions services, work, attractions and events etc. The role of the CIC is to spread community awareness and information to all visitors to our district and to develop a greater sense of place and pride amongst the community. The CIC received a small amount of funding this year for extra brochure holders. This will enable the volunteers to provide more local information. We also have internet access again, which has provided opportunities, having information more readily available.

The volunteers received many requests for places to see and things to do within the Burdekin. Information provided for the Sweet Days Hot Nights in May, our beaches, The Yongala, Mt Inkerman, Cornford Lookout, Charlies Hill, Brandon's Heritage Precinct, where to catch a barra, fishing spots, camping areas, markets or walking areas. Other frequent enquires were in relation to directions, maps, bus timetables, tides, employment, accommodation, backpackers' accommodation, doctors, medical centres, restaurants and cafes, road information, caravan parks, museums, lawn mowing services, GP surgeries, garage sales, Centrelink information, transport, entertainment, tutoring services, child care facilities, local events and scenic tours etc. To accommodate these requests, the Centre is open Monday to Friday, between 9am to 4pm. This wonderful service has been reaffirmed by the amount of accolades received and given by many locals and visitors. All praise is documented in the CIC "Positive Feedback Journal".

Statistics

The number of visitors to the CIC slightly decreased from 10221 the previous year to 8272. Walk-in visitors and local enquires continue to represent the largest proportion of these enquires, which is indicating the success of location, promoting the service as a broad information hub.

Walk- ins, local enquiries, browsing, Work and Accommodation etc	7916
Tourism	208
Phone Call Enquiries	148
Total Number of people	8272

The spirit of volunteering is in the hearts of our volunteers and I thank them all for their contribution towards the Information Centre. Without their support the CIC would not survive. We are all a critical piece of our local community, requiring the harmonized efforts of many people determined to see the Centre continue to succeed. Thank you to all for your support during 2022/2023.

Community Visitors Scheme (CVS)

This report represents the valuable contribution of our Volunteer Visitors towards the (CVS) for 2022-23. There are thousands of elderly Australians living in their home or in residential care, who endure feelings of isolation, sadness, loneliness and depression. The CVS can greatly contribute to an older person's happiness and enable them to feel connected and fulfilled. Since conception over 30 years ago, the CVS has improved the quality of life for many aged care recipients who participated in the scheme. As the program evolved and expanded it developed a greater focus on recipients identifying with special needs. To be eligible for the CVS, the recipient must be on a Home Care Package or HCP waiting list. Visits do not replace any of the services provided under the package, but rather enhance the service. This program is also available to Residential Care residents. When recipients transition from Home Care to Residential Care visitations continue with their Volunteer Visitor, continuing their bond and friendship. The purpose of the Volunteer Visitor Scheme CVS continues to "connect people, reduce loneliness and provide companionship".

The success of the CVS program, is solely dependent on the commitment of the Volunteer Visitors and the quality of the match of the recipient. Volunteer Visitors have not been easy to find. However, with ongoing promotion on Sweet FM and word of mouth, I was fortunate to recruit and have had the pleasure to work with many loyal and committed people who have a shared passion for enhancing the quality of life, companionship and social connection for our vulnerable.

Throughout this period and as we look ahead, our highest priority is to continue to remain vigilant in our approach and practices in relation to the health and safety to our volunteers. To continue to ensure they are kept informed, protected and supported, so that they can best care for their own needs and the needs of our clients.

We have a wonderful relationship with both Aged Care facilities and in the residential setting, Volunteer Visitors have contributed by providing one on one visitations and group visitations. During the group visitations craft, cultural and fun game activities we can see the joy, fun and laughter that they're all having. To top it off, the prizes the residents have

been winning, the little stuffed crochet animals, have brought them a lot of joy and they all treasure them immensely.

This program continues to keep people connected and has empowered our clients. This is vital for all our elderly to 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 require. People in our aging society come from a variety of different social and cultural backgrounds. Therefore, Volunteer Visitors from all backgrounds are essential and welcomed at BCA. Volunteering as a Volunteer Visitor is a rewarding experience! By befriending an older person living in the community or in an ACH, volunteers have a chance to make a positive difference to their life, as well as their own.

CVS Home Care	2022-2023
Number of Visits	3201
CVS (one on one) Residential Care	
Number of Visits	1109
CVS Home Care & Residential Care	
Postcards - Aug, Dec, Feb, Apr, Jun	700
CVS HC & RC Telephone support (in-between visits)	<u>768</u>
Total number of occasions of service	5778

Telephone Support -continues to be a valuable service that our volunteers provide to our clients. These calls are a friendly chat to see how they're going and in between visits. Many clients experience loneliness, due to families being busy or live away. The feedback from clients has been very positive and they always look forward to a friendly chat.

Postcards - have been incredibly popular. Postcards have been another alternative method of staying connected, and letting our clients know that we are thinking of them.

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 their respective community. In conclusion, I would like to take this opportunity to thank all the past and current volunteers who have generously given their time for this service. 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 consequential service to many of the aged care residents and community recipients.

I'm pleased to report that the BCA's tender for the Aged Care Volunteer Visitors Scheme, replacing CVS from July 2023, was successful.

Seniors Computer Kiosk

The BCA Seniors Computer Kiosk has been operational for 14 years, providing an intricate technology session for learners 50 years and over. BCA has been a network partner with the Good Things Foundation Be Connected program since 2018. The Good Things Foundation Australia was launched in August 2017 and we continue to work together to fix the digital divide. The Be Connected program is an initiative that plays a significant and vital role to support and help develop the digital skills and confidence to our senior learners. This program is an Australia wide initiative empowering all Australians to thrive in a digital world. It bridges the gaps by providing community organisations (such as ours) with the resources, funding and collaboration opportunities to deliver training and internet access to our seniors.

The BCA one on one Senior Computer Kiosk sessions are fully tailored to help our learners to understand the fundamentals of their devices. Even though one of the biggest misconceptions ever stated, was that people over 50 and 60 plus are out of touch with technology. These personalised sessions, enable many seniors to get started and to get real benefits from learning about the "digital world", including finding new friendships, and building a support network. Our seniors are finding that learning new things can be fun! Many of our seniors have gratefully mentioned, that these sessions have been extremely beneficial to them and they're immensely grateful for the help that they receive when required. They enjoy learning at their own pace and learning everything from how to access the internet, sorting out phone issues, making video calls or setting up a new device. During the financial year the kiosk has been busily available for many seniors wanting to learn how to use their device or having issues with their device.

The kiosk has assisted learners of all ages, from 50 to 95 who have been actively attending these sessions, gaining knowledge of the basics about their devices, to wanting to learn more about cyber safety, shopping, buying and selling, banking online or, just to digitally connect with family etc.

Our professional team of currently 3 amazing tutors have held 321 sessions, slightly lower compared to last year 471. The reason for the decline is our tutor availability. Without the volunteer tutors we would not be able to offer this valued and important service. The Kiosk operates twice a week, however arrangements will be made if bookings are required on a day that is preferred by the learner.

A constant call out for tutors has been an ongoing task. Our tutors have encouraged our seniors with simple day-to-day usage of computers and smartphones and through identifying a list of relevant skills that are most helpful to them. Through acquiring computer or smartphone knowledge, it helps to remove their fear and refusal to learn about technology. Once the basics are in place, our seniors can go on to acquire beginner skills that help them probe into the digital world more confidently and safely. In October last year we organised the Good Things Foundation "Get Online Week Open Day" with 18 attendees participating in the day. This provided an opportunity to promote and create

awareness of this wonderful service. Once again, many thanks to our marvellous Volunteer Tutors. Without their support, patience, commitment and availability, this service would not continue.

Volunteer Service

This year the BCA celebrated its 48th Birthday, an amazing milestone. It is appropriate to acknowledge our volunteers who have contributed many hours for many years, in assisting the BCA in our time of need and growth and in the delivery of some services. The Management Committee who volunteer their time and have the responsibility for steering the organization and conforming with all of the governance requirements. The unwavering dedication and commitment and continual generosity of all our volunteers has enabled us to continue serving our community.

The BCA volunteers have a broad range of knowledge, offering a rich and valuable community service. This report includes all volunteer involvement within the BCA, community activities, events, projects, fundraising, recruitment, promotions and evaluations, awareness-raising through community events and training etc. We recognize that each and every one of our 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 could be intense.

The Volunteer Service currently has 63 active volunteers and over the years since COVID-19, recruiting volunteers has been a struggle. I seem to be constantly advertising and promoting the demand for volunteers on social media and our local radio. Five recruitment drives were carried out during the year, in August, October, January, March, June. Following the recruitment drives, 46 interviews were carried out. The interviewees consisted of new residents, jobseekers, retirees.

Our volunteers come with various abilities and we have a job for everyone who wants to contribute and participate. Our current volunteers consist of new residents to our community, retired school teachers, supply teachers, workers with RDO's, people on Jobseeker Payment Program, retirees and placements etc. The Volunteer Service carries out most of the organizations fundraising for our yearly events: - Seniors Month, National Volunteers Week, BCA Client Christmas Party, International Volunteers Day, Safe Work Month just to name a few. The Volunteer Service collected 190 donations in the early part of the year. The Service also promotes the Rotary Community Raffle annually and sold 300 raffle tickets.

Areas of volunteer involvement:- Our volunteers continue to represent many of BCA's groups and services. Volunteer's contribution in these services can be long term or ongoing, short term or occurring every year or only once a year.

Volunteer Service Breakdown of Hours: - The breakdown of voluntary hours for this financial year was higher with a total of 32225 compared to last year 24560. These hours are a combination for CIC, CVS, Telephone Support, Fundraising, Computer Kiosk, Organisational Services, Community and Volunteer Groups. This is an incredible contribution that cannot accurately be measured as a dollar value.

Types of Hours:- Support Centre and Burdekin Centre for Rural Health - 42%; Community - 25%; Groups - 25%; Short term - 8%

Recruitment Resources: - Centrelink, Designer Life Ayr, Busy at Work, Community Solutions, Workforce Australia, TAFE, Church and Community groups, Schools, Sweet FM, Walk ins and word of mouth, Volunteers, personal and business contacts.

Events, Promotional Activities & Fundraisers: - Harmony Day, National Volunteers Week, International Volunteers Day, Safe Work Week staff/ volunteers, Seniors Month, Senior Computer Group Open Day, Volunteers Morning Tea, Cultural Group Regis Ayr and Home Hill, Regis Volunteers We Thank YOU, BCA AGM, World Smile Day, BCA Staff and Volunteer Christmas Party, Fundraising (CIC, Coles and Woolworths), Fundraising Rotary Community Raffle. During the

year I advertised for the need for yarn. We had a huge response. I received enough yarn to fill an entire room. My little "Yarn Group" has been incredibly busy creating beautiful knee wraps and other knitted items for the elderly.

Fundraising:- Money raised throughout 2022/23, was slightly lower, a total \$3043 compared to 2021/22, \$3445

Grants:- 2023 Haughton Sustainable Communities Fund \$7353.39, Good Things Foundation \$1000, Wilmar Sugar \$600

BCA Volunteer Groups/Services/Projects:- CIC, CVS, Yarn Group, Home Care Telephone Support, CVS Telephone Support, Distribution of BCA Community Connection Newsletter, Computer Kiosk, Support Centre and Rural Health Centre Reception Support, Rehab Centre Support, Fundraising Group, BCA Volunteer Network Group, Seniors Month Activities, Information Stalls, Management Committee and many other organizational activities whenever requested.

WHS & Training:- The safety of staff, clients and volunteers is paramount. 25 x WHS inductions, 3 x WHS Audits, 2 x Fire Drills, were carried out. Training and information provided/circulated - Health and Safety in the Workplace, facilitated by Leanne Connell from Workplace Health and Safety Queensland. Topics covered: - Working with aggressive customers/clients; Working in hot conditions; Chemical Handling and Handling Hazardous Waste; Slips trips and falls; Open Arms Presentation, Community Engagement and Regional Peer Coordinator, Depression, Understanding Anxiety, Work Overload and Doing anger differently, Relaxation and Stress management.; Cyber Safety; QFES "Fire & Disaster Safety and Fire Extinguishers Training"; First Aid training; The Mentally Healthy Workplace Toolkit; Looking After Ourselves and Back Care; Taking Care of your mental health in the Workplace; Safe Work Australia "Work Well 365"; Inductions/Activity Work Plans with Risk Assessments; Guide to Working Safely in People's Homes; Heart Foundation "Move More Sit Less Be Active"; Healthy Workplace Activities at a Glance; 'Practical Tips for A Safer Home Guide'; Tutor kiosk training; CIC and One on one Telephone Communications training for volunteers.

CONCLUSION

I would like to thank the many volunteers who gave their time freely during the past year to support the BCA and the volunteer service. They have been a fundamental building block in every progressing step. Without their support many of the services provided would not have been achieved. These dedicated people make time to perform these duties, often taking time from their already busy schedule. My thanks go to you all for your loyal support and friendship over the past year.

I extend my sincere thanks to our CEO Debra Cochran, for her support, inspiration, motivation, foresight for future planning, adaptability to changing circumstances, for being approachable and a great leader. I would also 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

- I am very happy with my Domestic Assistance worker and I hope she never leaves.
- Thanks for your kind service and help, I appreciate it.
- All help received is very much appreciated, helpers display kindness and understanding.
- Extremely satisfied with booking of bus as well as drivers – very friendly, wonderful happy attitude and always great service. Very reliable.
- I am satisfied with all the care and help I receive and thankful to be getting it.
- The bus drivers are our angels – they take good care of us. I always feel safe with them.
- I am pleased with the transport to have access for patient travel. The Secondbite food really helps as it allows me to access a wider variety of foods. The staff have been pleasant and I feel respected when I come into the centre.
- The staff are very supportive. I have been helped in regard to housing and also supported in the various housing applications I have lodged. My mother and children have also been supported and we have received many different referrals to other agencies. If I have any problems I know I am always welcome to discuss any issues I have.
- You are always helping me out. The Secondbite food has helped me out a lot. I feel comfortable talking to the staff and I feel welcomed and not judged.
- Thank you for all the help you have given me over the last few weeks. I would not have been able to sort it out on my own and I feel relieved that you have been able to make it happen for me.
- I have been helped with important documents that I have written.
- To be alone is hard to manage after a trauma, the support, friendship and togetherness from BCA have helped no end.
- I feel that this group has made me stronger and gave me the knowledge to be stronger and have better ways to express my feelings and needs. The BCA staff is so amazing and supportive with everything I need. I am so grateful and thankful for all your help and support.
- BCA has helped us in many ways and are always there to help us they are an amazing group of individuals. They have helped with housing for our young family and are always there to help with overwhelming situations.
- I asked Rita to organize a volunteer to go and see Carol and I just called Carol to follow up and she said she is lovely and she is really happy we suggested volunteers because it has helped improve her mood and loneliness 100% and feels she can be there better for her husband after she has someone to debrief and chat to. She is really enjoying her time with the volunteer and wanted to thank us all!
- My daughter lives in Brisbane and she contacted Rita to organise someone to visit and check on me. My volunteer and I have become very good friends. When she isn't visiting me, she'll ring me. Thank you, Rita, for my beautiful friend who is now a part of my life.
- When Rita approached me to become a Volunteer 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. She doesn't go out much. But she is a joy to be around.
- I enjoy playing the activities that Rita has planned for us. We have had the Horse Race game, Food Bingo, Pass the Parcel, Sevens, and other card games and games. We all win a prize and never go back to our room empty handed.
- Rita has been wonderful. She has given my wife and I, two wonderful people who visit us every week.
- I have known Rita for many years. She is a lovely caring generous lady. Thank you for everything you have done for me and for the lovely ladies that check on me regularly.
- Thank you to Lisa/support staff for being welcoming and supportive. Created a positive environment.
- The book nook is such a great idea.
- You guys are doing a really good job.
- Thanks heaps for everything you do.
- I appreciate your help.
- Thanks for the brochures, I found what I was looking for.
- How lucky is Ayr for having this building.
- I'm glad I don't have to drive to Townsville for this appointment, it's great coming here, only five minutes from home.
- The E.P.'s are great. Really nice and helpful.
- I'm glad I decided to come here, it's opened up ample support.
- Thank you, always helpful.
- Lisa is so good with us clients, very patient and caring.
- Thanks for the support given to my clients on arrival for appointment.
- Rehab is the most important part of my day. Keeps my mind active and feet moving.
- Phil is very helpful. I'm grateful for the service.
- Thanks for having a chat and listening to me about the issue I'm having with my hearing aide.



Burdekin Community Association Inc

ABN: 97 257 970 913

Financial Statements

For the Year Ended 30 June 2023

Burdekin Community Association Inc

ABN: 97 257 970 913

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For the Year Ended 30 June 2023

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Burdekin Community Association Inc

ABN: 97 257 970 913

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2023

		2023	2022
	Note	\$	\$
Revenue	9	5,199,666	5,236,488
Employee benefits expense	9	(3,056,581)	(3,072,471)
Depreciation and amortisation expense		(76,825)	(67,153)
Other expenses	9	(1,545,384)	(1,496,040)
Surplus for the year		520,876	600,824
Other comprehensive income for the year		-	-
Total comprehensive income for the year		520,876	600,824

The accompanying notes form part of these financial statements.

Burdekin Community Association Inc

ABN: 97 257 970 913

Statement of Financial Position

As At 30 June 2023

	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	2,690,789	2,343,907
Trade and other receivables		34,776	50,264
Other financial assets	5	3,686,713	3,374,288
Other assets		19,096	19,096
TOTAL CURRENT ASSETS		6,431,374	5,787,555
NON-CURRENT ASSETS			
Property, plant and equipment	6	586,535	618,912
TOTAL NON-CURRENT ASSETS		586,535	618,912
TOTAL ASSETS		7,017,909	6,406,467
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	358,604	271,429
Employee benefits	8	147,475	144,084
TOTAL CURRENT LIABILITIES		506,079	415,513
NON-CURRENT LIABILITIES			
Employee benefits	8	37,859	37,859
TOTAL NON-CURRENT LIABILITIES		37,859	37,859
TOTAL LIABILITIES		543,938	453,372
NET ASSETS		6,473,971	5,953,095
EQUITY			
Retained surplus		6,473,971	5,953,095
TOTAL EQUITY		6,473,971	5,953,095

The accompanying notes form part of these financial statements.

Burdekin Community Association Inc

ABN: 97 257 970 913

Statement of Changes in Equity For the Year Ended 30 June 2023

2023

	Retained Surplus	Total
	\$	\$
Balance at 1 July 2022	5,953,095	5,953,095
Surplus for the year	520,876	520,876
Balance at 30 June 2023	6,473,971	6,473,971

2022

	Retained Surplus	Total
	\$	\$
Balance at 1 July 2021	5,352,271	5,352,271
Surplus for the year	600,824	600,824
Balance at 30 June 2022	5,953,095	5,953,095

The accompanying notes form part of these financial statements.

Burdekin Community Association Inc

ABN: 97 257 970 913

Statement of Cash Flows For the Year Ended 30 June 2023

	2023	2022
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	5,203,987	6,545,171
Payments to suppliers and employees	(4,513,180)	(7,072,654)
Interest received	13,566	45,313
Finance costs	(536)	(460)
Net cash provided by/(used in) operating activities	10 <u>703,837</u>	<u>(482,630)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	<u>(44,528)</u>	(62,995)
Net cash provided by/(used in) investing activities	<u>(44,528)</u>	(62,995)
CASH FLOWS FROM FINANCING ACTIVITIES:		
Net increase/(decrease) in cash and cash equivalents held	659,309	(545,625)
Cash and cash equivalents at beginning of year	<u>5,718,194</u>	6,263,819
Cash and cash equivalents at end of financial year	4 <u><u>6,377,503</u></u>	<u>5,718,194</u>

The accompanying notes form part of these financial statements.

Burdekin Community Association Inc

ABN: 97 257 970 913

Notes to the Financial Statements

For the Year Ended 30 June 2023

The financial report covers Burdekin Community Association Inc as an individual entity. Burdekin Community Association Inc is a not-for-profit Association, registered and domiciled in Australia.

The principal activities of the Association for the year ended 30 June 2023 were to see fulfilled the unmet social, welfare and health needs of the Burdekin community by providing a range of services while working to attract needed services to the district and cooperating with kindred organisations.

The functional and presentation currency of Burdekin Community Association Inc is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of those charged with Governance the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*, and the *Associations Incorporation Act 1981 (QLD)* (as amended by the *Associations Incorporation and Other Legislation Amendment Act (QLD) 2020*) ('the Act')

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 *Presentation of Financial Statements*, AASB 107 *Statement of Cash Flows*, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures*.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The financial statements and material accounting policies all comply with the recognition and measurement requirements in Australian Accounting Standards.

2 Summary of Significant Accounting Policies

(a) Revenue and other income

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Association expects to receive in exchange for those goods or services.

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Association have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Grant revenue

Grant revenue is recognised in profit or loss when the association satisfies the performance obligations stated within the funding agreements

Notes to the Financial Statements

For the Year Ended 30 June 2023

2 Summary of Significant Accounting Policies

(a) Revenue and other income

If conditions are attached to the grant which must be satisfied before the association is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Where sufficiently specific performance obligations do not exist within the agreement, the revenue is recognised on receipt, unless the entity is constructing a non-financial asset, in which revenue can be recognised over time in line with measurable completion of the obligation to construct this asset.

Other income

Other income is recognised when it is received or when the right to receive payment is established.

(b) Income tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(d) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(e) Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Notes to the Financial Statements

For the Year Ended 30 June 2023

2 Summary of Significant Accounting Policies

(f) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for significantly less than fair value have been recorded at the acquisition date fair value.

Land and buildings

Land and buildings are measured using the cost model.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight line and reducing balance basis over the asset's useful life to the Association, commencing when the asset is ready for use.

The depreciation rates used for each class of depreciable asset are shown below:

Fixed asset class	Depreciation rate
Buildings	2.5%
Furniture, Fixtures and Fittings	10-100%
Motor Vehicles	13.33-40%
Office Equipment	5-100%
Library resources	25%

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(g) Employee benefits

Provision is made for the Association's liability for employee benefits, those benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

Notes to the Financial Statements

For the Year Ended 30 June 2023

3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - employee benefits provision

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

Key estimates-useful lives of assets

The Association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

4 Cash and Cash Equivalents

	2023	2022
	\$	\$
Cash on hand	1,150	1,150
Bank balances	2,689,639	2,345,145
Undeposited funds	-	(1,191)
Suspense clearing accounts	-	(1,197)
Total cash and cash equivalents	2,690,789	2,343,907

Reconciliation of cash

Cash and Cash equivalents reported in the statement of cash flows are reconciled to the equivalent items in the statement of financial position as follows:

	2023	2022
	\$	\$
Cash and cash equivalents	2,690,789	2,343,907
Other financial assets	3,686,713	3,374,288
Balance as per statement of cash flows	6,377,503	5,718,194

Notes to the Financial Statements

For the Year Ended 30 June 2023

5 Other Financial Assets

	2023	2022
	\$	\$
Fixed term deposit 2503	2,289,288	1,981,736
Fixed Term Deposit 2501	1,397,425	1,392,552
Total other financial assets	3,686,713	3,374,288

6 Property, Plant and Equipment

	2023	2022
	\$	\$
Buildings		
At cost	552,235	552,235
Accumulated depreciation	(188,376)	(174,570)
Total buildings	363,859	377,665
Office plant and equipment		
At cost	372,416	342,372
Accumulated depreciation	(305,662)	(280,845)
Total office plant and equipment	66,754	61,527
Furniture, fixtures and fittings		
At cost	102,194	88,486
Accumulated depreciation	(85,626)	(84,342)
Total furniture, fixtures and fittings	16,568	4,144
Motor vehicles		
At cost	295,563	295,563
Accumulated depreciation	(156,209)	(119,987)
Total motor vehicles	139,354	175,576
Library resources		
At cost	11,628	11,628
Accumulated depreciation	(11,628)	(11,628)
Total library resources	-	-
Total property, plant and equipment	586,535	618,912

Notes to the Financial Statements

For the Year Ended 30 June 2023

6 Property, Plant and Equipment

(a) Movements in carrying amounts of property, plant and equipment

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

	Buildings	Office Plant and Equipment	Furniture, Fixtures and Fittings	Motor Vehicles	Total
	\$	\$	\$	\$	\$
Year ended 30 June 2023					
Balance at the beginning of year	377,665	61,527	4,144	175,576	618,912
Additions	-	30,460	14,068	-	44,528
Disposals-cost	-	(416)	(360)	-	(776)
Disposals-accum. depreciation	-	315	381	-	696
Depreciation expense	(13,806)	(25,132)	(1,665)	(36,222)	(76,825)
Balance at the end of the year	363,859	66,754	16,568	139,354	586,535

	Buildings	Office Plant and Equipment	Furniture, Fixtures and Fittings	Motor Vehicles	Total
	\$	\$	\$	\$	\$
Year ended 30 June 2022					
Balance at the beginning of year	391,471	42,801	5,035	184,576	623,883
Additions	-	32,820	-	30,175	62,995
Disposals	-	(813)	-	-	(813)
Depreciation expense	(13,806)	(13,281)	(891)	(39,175)	(67,153)
Balance at the end of the year	377,665	61,527	4,144	175,576	618,912

7 Trade and Other Payables

	2023	2022
	\$	\$
CURRENT		
Trade payables	159,965	215,600
GST payable	5,862	9,044
Other payables	180,931	34,990
Accrued expenses	7,455	7,455
Credit card	4,391	4,340
Total trade and other payables	358,604	271,429

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

Notes to the Financial Statements
For the Year Ended 30 June 2023

8 Employee Benefits

	2023	2022
	\$	\$
CURRENT		
Annual leave	125,917	122,526
Long service leave	21,558	21,558
Total current employee benefits	147,475	144,084
	2023	2022
	\$	\$
NON-CURRENT		
Long service leave	37,859	37,859
Total non-current employee benefits	37,859	37,859

9 Internal charges-Revenues and Expenses

The revenues and expenses of the Association are presented net of internal charges amounting to \$1,818,075.04 for the year ending 30 June 2023 (30 June 2022:\$1,306,092.18) which have been offset in the statement of profit and loss to reflect the substance of the transactions and does not detract the ability of users both to understand the transactions, other events and conditions that have occurred and to assess the entity's future cash flows. The internal charges presentation has nil effect to the overall total comprehensive income.

10 Cash Flow Information

(a) Reconciliation of result for the year to cashflows from operating activities

Reconciliation of net income to net cash provided by operating activities:

	2023	2022
	\$	\$
Profit for the year	520,876	600,824
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	76,825	67,153
- net loss on disposal of property, plant and equipment	80	813
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	17,887	47,903
- increase/(decrease) in trade and other payables	84,778	(1,194,561)
- increase/(decrease) in employee benefits	3,391	(4,762)
Cashflows from operations	703,837	(482,630)

11 Contingencies

In the opinion of those charged with governance, the Association did not have any contingencies at 30 June 2023 (30 June 2022:None).

Burdekin Community Association Inc

ABN: 97 257 970 913

Notes to the Financial Statements For the Year Ended 30 June 2023

12 Commitments

In the opinion of those charged with governance, the Association did not have any commitments at 30 June 2023 (30 June 2022:None).

13 Economic Dependence

The association is economically dependent on grant funding it receives from various Government Departments. Whilst the association would be able to continue if these funds were no longer provided, it would be at a reduced capacity with a reduction in the number and variety of the programs it currently operates.

14 Events After the End of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

15 Statutory Information

The registered office and principal place of business of the association is:

Burdekin Community Association Inc
130 Queens Street
AYR QLD 4807

Burdekin Community Association Inc

ABN: 97 257 970 913

Responsible Persons' Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

Responsible person  Responsible person 

Dated 14.09.23

Independent Auditor's Report to the Members of Burdekin Community Association Inc

Opinion

We have audited the special purpose financial report of Burdekin Community Association Inc (the Association), which comprises the statement of financial position as at 30 June 2023, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the Responsible Persons' Declaration.

In our opinion, the financial report of the Association has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act (Qld) 1981 (as amended by the Associations Incorporation and Other Legislation Amendment Act (QLD) 2020)*, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2023 and of its financial performance and cash flows for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013* and the and the *Associations Incorporation Regulation (Qld) 1999*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional & Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee of managements financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act (Qld) 1981 (as amended by the Associations Incorporation and Other Legislation Amendment Act (QLD) 2020)*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee of Management for the Financial Report

The committee of management of the Association are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act (Qld) 1981 (as amended by the Associations Incorporation and Other Legislation Amendment Act (QLD) 2020)* and the needs of the members. The committees responsibility also includes such internal control as determined is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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Independent Auditor's Report

to the Members of Burdekin Community Association Inc (cont.)

In preparing the financial report, the committee of management are responsible for assessing the ability of the Association to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee of management either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by those charged with governance.
- Conclude on the appropriateness of those charged with governance's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

Crowe Audit Australia
CROWE AUDIT AUSTRALIA



Donna Sinanian
Partner

Townsville, 14th September 2023.

The title "Partner" conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, PwC Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australia external audit division and Union SMSF Audit. All other professional services offered by PwC Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

Burdekin Community Association Inc

ABN: 97 257 970 913

For the Year Ended 30 June 2023

Profit and Loss Account

	2023	2022
	\$	\$
Income		
Grants	4,557,968	4,543,816
Interest received	13,566	45,313
Gifts and donations	94,813	74,585
Service fees	383,423	480,938
Fundraising	10,579	6,371
Other income	56,764	17,584
Property income	90,569	76,536
OPS: Auspice	152,786	70,000
Internal transfers and charges	1,657,273	1,227,436
Total income	7,017,741	6,542,579
Less: Expenses		
Depreciation	76,825	67,153
OPS: Administration costs	561,841	462,027
OPS: Professional and other	171,685	82,805
OPS: Auspice	913,958	546,528
Others costs	541,859	518,232
Internal transfers	729,275	632,493
Service activities	50,719	94,275
PM: CAP Properties	5,263	1,773
PM: Service aids	1,081	4,944
PM: Motor vehicle costs	48,156	40,351
Staff: On-costs	550,022	553,917
Staff: Allowances	121,360	136,342
Staff: Training & development	8,043	15,157
Staff: Other costs	128,728	199,939
Staff: Wages	2,588,050	2,585,819
Total Expenses	6,496,865	5,941,755
Surplus for the year	520,876	600,824





Happy 48th Birthday BCA



