

BURDEKIN COMMUNITY ASSOCIATION INC.

ANNUAL REPORT 2024-2025



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



**Burdekin Community
Association Inc.**

burdekincommunityassociation.org.au
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From little things, big things grow!
Community Information Centre circa 1976
The Support Centre
Burdekin Centre for Rural Health
Community Information Centre

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OUR MANAGEMENT COMMITTEE

President	Majella Meehan
Secretary	Brian Sorohan
Treasurer	Cathy McDonnell
Committee Members	John Furnell Treena List Cr. Fina Vasta
Life Membership	Joan Heatley OAM Joan Kennedy Roy Dickinson OAM William (Bill) Hodson
Honorary Membership	Brenda-Anne Parfitt (formerly Norman)

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

OUR SERVICES & PROGRAMS

Support Centre

Information and Referral Hub
Support Groups and Network Groups
Office and Meeting Room Hire
Visiting Community Services
Community Recovery Centre

Home Care Service

Burdekin Community Transport Program
Commonwealth Home Support Program
Home Care Packages Program
National Disability Insurance Scheme
Qld Community Support Scheme
Brokered Services
Non-funded Services

Housing and Community Support Service

Burdekin Community Support Service
Neighbourhood Centre Program
Crisis Accommodation Program
Dignity Program
Domestic and Family Violence Support Service
Safe Connections Program
SecondBite Community Connect Program
Specialist Homelessness Service
State Emergency Relief Program

Volunteer Service

Aged Care Volunteer Visitors Scheme
Be Connected Program
Community Information Centre
Volunteer Program
Work for the Dole Program

Burdekin Centre for Rural Health

Accredited Exercise Physiology Program
Burdekin Community Rehabilitation Centre
MyndKind Program
Older People's Action Program
Information and Referral Hub
Support Groups and Network Groups
Office and Meeting Room Hire
Telehealth Hub
Visiting Health and Wellbeing Services
Community Recovery Centre

OUR PREMISES

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 7611
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 and Saturday (by appointment)
9.00 am to 4.30 pm
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 7611

OUR STAFF & SUBCONTRACTORS

Management

Chief Executive Officer: Debra Cochran

Administration & Finance

Administration Officer-Finance: Julie Kupke, Chloe Statham

Receptionist: Cherie Fapani

Accounting Consultant: Amanjot (Jotty) Randhawa

Burdekin Centre for Rural Health & Burdekin Community Rehabilitation Centre

Service Manager: Donna Wood

Journey Coordinator: Holly Crew

Receptionist: Kaitlyn Harvey

Fitness Instructor: Vicky Brennan

Exercise Physiology/Exercise Scientist Subcontractor: Synergy Health Centre

Psychological Therapies Subcontractor: Sarah Lutkin, Phillip Murray, Rick Scott

Home Care Service

Service Manager: Diana Churches

Administration Officer: Kylie Lennox

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

Rostering and Administration Officer: Sasha Bell, Sharon Byrne, Shania Capper

Driver: Greg Hay, Brian Milton

Support Worker: Kathy Brennan, Sheena Capper, Amanda Corradi, Jocelyn Cullen, Susan Cursio, Kerrie Ellsley, Sky Isaac, Kerry Lee, Tracy Liotis, Carmel McGrath, Sianne Michielin, Karen Millican, Debbie Moffat, Mere Maria Noo, Gayle Ordorica, Jenaya O'Shea, Stefanie O'Shea, Beth Pearce, Emma Pickup, Kerri Prior, Susan Rains, Delisa-Jan Schwerin, Lisa Speer, Paula Tunbridge, Aicy Zaro

Cleaning Subcontractor: Louisa Thompson

Nursing Services Subcontractor: DAWN Services

Yard Maintenance Subcontractor: Ben's Handyman Services, KJ Dale, Mr Snippy, Munday Lawn Maint. Robert Moretto, Rock Solid Landscaping, Trin's Lawn Care and Handyman Services

Housing and Community Support Service

Service Manager: Rebecca Grogan

Community Services Officer: Aimee Cursio, Eboni Webb

Domestic and Family Violence Practitioner: Sharon Bodrozic, Rebecca Knight

Volunteer Service

Service Manager: Rita Quagliata

OUR VOLUNTEERS 2024 - 2025

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

Alida Favero, Arina Rada, Beverley Joy Edwards, Bob Bonassi, Brenda Matthews, Brian Sorohan, Carmel Farmer, Cathy McDonnell, Cecilia Howard, Clare Mcfadyen, Concetta Ybarlucea, Diana Holmkvist, Dianne Philips, Eddie Trvisan, Fiona Smith, Fiona Tomarchio, Geraldine Chandler, Giada Conte, Glady Sgarbossa, Glenis Cislowski, Hannah Gould, Jessica Wilcocks, Joan Andersen, Joanna Penny, John Furnell, Joseph Quagliata, Joyce (Jo) Rodgers, Judy Rich, Karen Gage, Loris Bradley, Lorraine Henderson, Lu Zhang, Madeline Janiola, Majella Meehan, Margaret Muilwyk, Margaret Taylor, Marieanne Griggs, Mark Viero, Marlis Campbell, Mary Arate, Masha Mahmoudi, Naomi Stephensen, Noel Brown, Nola Nendick, Paula Sexton, Ray Nendick, Rodney Williams, Rosa Torrisi, Rose Rodighiero, Ross Rummeny, Sam Caltabiano, Sonya Tweetie, Stephen Carkeet, Stephen Poli, Stephen Tunbridge, Steve Barton, Susan Martin, Suzanne Machin, Terence Morgan, Tom Castorina, Treena List, Wade Cook, Yvonne Wanchap

DONATIONS, GIFTS & IN-KIND SUPPORT 2024-2025

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 and donating food and toiletries for the Emergency Relief Program and Christmas Appeal.

Aimee Cursio, Alicia Thorne, Allan Clutterbuck, Alliance Pharmacy Home Hill, Amcal Chemist, Ayr Anzac Memorial Club, Bob Gould Fabrications, Brooke Tudehope, Burdekin Bowls, Burdekin Christian College, Burdekin Community Church, Burdekin Presbyterian Church, Burdekin Shire Council and Staff, Burdekin Singers and Theatre Company, Burdekin Uniting Church Auxiliary, Cheesecake Shop Hermit Park, Chris Budeja, Clayton's Plumbing P/L, Coles, Containers for Change, Cowboys, Debra Cochran, Despina Nixon, Don West Toyota, Dotty Daisy, Findex, Grand Chancellor Townsville, Guardian Pharmacy Home Hill, Harveys Range Tea Rooms, Hayward Hydraulic Repairs and Machining, Hi Way Motors, Home Hill Stock Feeds, Home Hill-Ayr Lions Club, Hudson Welding, Jennine Brown, Joyce Rodgers, June Rankin, K Hub, Kuranda Scenic Railway, Low Impact Exercise Group, L'Shu on Queen, Margaret Muilwyk, Marles Campbell, Maxi Built Machinery, ML Partners, Penny Lane, Performance Physio Group, Phelan's Pies, Q.I.T.E, QR Rail, QS Collection, R and L Vecchio Farming Trust, Regis, Rita and Joseph Quagliata, TMR Roadtek, Rose Hanson, Rotary Club of Ayr Inc, Scuderi Panel Beating, Sealink Qld, Services Australia, South Burdekin Community Financial Services Ltd, Tasha's Top Shop, Terry White Chemmart, The Ville, The Watermark Townsville, Toyota Dealers Association, Wilmar Sugar Ltd.

PRESIDENT'S REPORT

Majella Meehan

Distinguished Guests, Ladies and Gentlemen.

Welcome to the 50th Annual General Meeting of the Burdekin Community Association Inc. (BCA).

It gives me great pleasure to present my 20th Annual Report to you.

What an achievement for a community-based organisation. Fifty years of service. That is a milestone in the life of any organisation.

Congratulations and a special thanks must go to all who have gone before us. The services and supports that the BCA provides today have been built on the work and dedication of those who have gone before us.

I especially wish to acknowledge our life members, some of whom are no longer with us:

Bill Hodson;

Joan Kennedy;

Roy Dickinson OAM; and

Joan Heatley OAM

Joan was President for 26 years and I pay tribute to her (and to all the other life members) without whose dedication the BCA would not be the organisation that it is today.

The past and present Management Committee Members are also deserving of special mention. There have been many members and many of those have served for a number of years providing consistency and continuity for the BCA.

A special thanks also goes to the staff and volunteers, who, over the last fifty (50) years have all contributed to the success of the BCA. Included in that long list of staff is Brenda-Anne Norman (now Parfitt) who was made an Honorary Member in recognition of her contribution to the BCA. Bob Frazer, under whose leadership the BCA expanded to include the Burdekin Centre for Rural Health and the Burdekin Community Rehabilitation Centre and Bob Bermingham, who continued to steer the ship before handing over to Debra Cochran. All have helped navigate the BCA through very challenging times and have played a significant part in growing the BCA into the wonderful organisation we have today.

As the song goes "From little things, big things grow".

That is certainly the story of the BCA. From very humble beginnings down at the Information Centre at Plantation Park to now working from the Support Centre, the Burdekin Centre for Rural Health, the Burdekin Community Rehabilitation Centre and the Community Information Centre, having occupied various other locations along the way.

A special acknowledgement and thanks must also go to the Burdekin Shire Council, which has supported the BCA in so many ways. Your assistance has been very important in allowing us to provide such valuable services for the last fifty (50) years.

Also, a special thanks goes to our various collaborators from both Federal and State Government. Over the years, the BCA has delivered many programs funded by government. We currently deliver programs funded by the Department of Health, Disability and Ageing, the Department of Families, Seniors, Disability Services and Child Safety and the Department of Housing and Public Works.

While the BCA delivers many programs under government funding agreements, we are also fortunate to receive donations from the community. These donations have allowed us to be proactive in providing services to our community which would not otherwise have been available and have certainly helped us to this fifty (50) year milestone. A list of those donations appears in more detail in the Annual Report, but I would like to specifically acknowledge the following:

Burdekin Shire Council;

South Burdekin Community Financial Services Ltd;

Toyota Dealers Association;

R and L Vecchio Farming Trust;

Rotary Club of Ayr Inc; and

Burdekin Uniting Church Auxiliary.

The BCA is in a strong financial position, thanks to careful management by the past and current Management Committees and we will only remain so by continuing with that same care.

The environment in which we operate is challenging and will continue to be. Funding, staffing shortages and compliance continue to be the ever-present challenges in an ever-changing environment.

However, I am confident that the BCA will continue to weather these challenges well into the future, in the same way that that it has done for the past fifty (50) years.

Before closing, I must acknowledge the contribution made by the current Management Committee and thank our retiring member, Treena List, for her valuable input over the past 10 years.

Also, a special thanks to Debra Cochran, our very dedicated CEO. Debra has been with the BCA in various roles for twenty-five (25) years and has made a huge contribution to its success.

Lastly, thank you for coming along tonight and showing your support, especially on such a milestone occasion. The BCA values your 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 in this, BCA's fiftieth year of operation, to present my Treasurer's Report for the 2025 financial year. And in this fiftieth year I would like to acknowledge all the Treasurers who have come before me as well as all the members of the Management Committee and the BCA staff members of the past 50 years. It's a credit to the strength and commitment of the Burdekin community that the BCA has grown into the successful organisation that it is today.

In financial terms, BCA has had another successful year. For the 24/25 financial year, total income was \$6,242,380 and total expenses \$5,247,333 with a resulting surplus of \$995,047 which is retained for future years.

BCA maintains its strong financial position with net assets/equity of \$8,264,898. 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. Most of our cash reserves are tied to specific funding programs and are therefore kept in reserve for those programs.

A measure of good financial health is the Current Ratio. This is a liquidity ratio and tests the ability of an organisation to meet its obligations as and when they fall due by comparing the organisation's Current Assets with its Current Liabilities. In BCA's case, this ratio is 15.6, 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 the following people and organisations for their generous support:

Burdekin Shire Council \$40,400
Burdekin Uniting Church Auxiliary \$4,000
R and L Vecchio Farming Trust \$5,000
Rotary Club of Ayr Inc \$4,500
South Burdekin Community Financial Services Ltd \$10,000
Toyota Dealers Association \$5,000

Thank you very much for your support and generosity to those in need. The BCA could not function without the dedicated 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.

Thank you to our CEO, Debra Cochran and to her finance team for their hard work and diligence. Major changes to funded programs can often provide financial and operational challenges and it is a credit to Debra and her team for the way they competently and effectively handle these challenges. I note that the completion letter from the Auditors, Crowe Audit North Queensland commended the finance team on the high quality of the presented financial information and audit file". Well done. Thank you to the entire BCA team for their hard work including the many volunteers who give so much to this community.

Thanks too to Donna Sinanian of Crowe Audit North Queensland for audit services and to Findex (Aust) Pty Ltd for help with the asset depreciation register schedules.

I also wish to thank my colleagues on the Management Committee for their support and for 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. Together we look forward to another successful 50 years.

CHIEF EXECUTIVE OFFICER'S REPORT

Debra Cochran

Good evening everyone. I'm pleased to present my 15th report as CEO.

BCA had another busy and successful year. I'm very proud of the Association's ongoing success and achievements in service delivery and community development activities. I encourage you to learn more about our diverse range of programs and 2024-25 service delivery in the following Service Reports.

I'm pleased to report that we met BCA's strategic objectives including working with funding bodies and other agencies to fill gaps in service delivery and raise awareness of various welfare and health issues. Our service delivery increased, in response to demand, in a number of areas. In particular, aged care, mental health, emergency relief, transport and social support.

During the year we continued to work closely with the Townsville Domestic Violence High Risk Team and recently, the Department of Housing and Public Works, Housing Outreach Mobile Engagement Team. I'm confident that this collaboration, and our advocacy for those most in need, will continue to make a real difference.

The first year of the new MyndKind Program, where the Burdekin Centre for Rural Health (BCRH) provided Front Doors, Psychological Therapies and Journey Coordinator services, utilising Northern Queensland Primary Health Network (NQPHN) funding, was very successful. Operating hours were increased to include Saturdays.

Our application to expand National Disability Insurance Scheme services to include Group/Centre Based Activities was successful. We were proud to play a key role following the Tropical Low in January-February and helped to facilitate and deliver Community Recovery services at Recovery Hubs across the Burdekin, including the BCA Support Centre.

Grant income of \$5,515,384 was obtained for programs. A number of new service agreements and variations were negotiated for programs and growth funding secured. Grant applications were successful for Burdekin Centre for Rural Health services, Commonwealth Home Support Program services, a National Volunteer Week event, Get Online Open Day, public address system, Support at Home Program, new Aged Care Act transition and Qld Community Support Scheme staff training.

BCA was the very grateful recipient of the bequest of a house and contents by a long-term volunteer in October. After a huge effort by the Team to get the house ready for sale, we sold it in August 2025. The net proceeds will be used for Burdekin Centre for Rural Health services in the future.

The Team and I are continuing to rise to the challenges presented by the ongoing housing crisis, rising cost of living, increase in domestic and family violence, increased social isolation of seniors, ageing population and other issues. We are also successfully navigating significant changes to government programs, regulation, governance, Service Standards and other government requirements.

An example of BCA rising to a challenge in 2024-25 was that we faced the issue of the Northern Queensland Primary Health Network (NQPHN) decommissioning the very successful, long-term, Integrated Chronic Care Program in June 2025. The NQPHN informed BCA that their decision was based on its broader Chronic Conditions Strategy and was not a reflection on BCA or the quality and value of the services delivered. Thankfully we were able to continue delivering individualised rehabilitation and group exercise sessions, by starting a new partially funded Older People's Action Program 'Active and Social Seniors Group' and new Accredited Exercise Physiology Program in July 2025.

An ongoing challenge is the national workforce shortage of direct aged care workers, which is continuing to affect the Home Care Service's ability to increase services to meet demand. On a positive note, further award wage increases, for some aged care workers, will be implemented in October 2025 and 2026. These decisions aim to support the aged care system by attracting and retaining a skilled and diverse workforce.

The federal government has a new vision for aged care. The new *Aged Care Act 2024* will start in November 2025 and aligns with the launch of the new Support at Home Program. We've been preparing the upcoming changes so that aged care services continue seamlessly for existing clients and are also as easy as possible for seniors in need to access.

After managing the BCRH since August 2023, securing funding for the new programs and managing the implementation and transition, I was pleased to recruit a new Service Manager, Donna Wood, who commenced in the role in July 2025.

In closing, our work in 2024-25 was made possible thanks to our Team and the support of our funders, donors, partners and many caring community members. I thank the federal and state governments for funding BCA programs, Burdekin Shire Council, businesses, service clubs, community groups, other agencies and individuals for the support you have provided to BCA throughout the year.

I express my gratitude to our President, Majella Meehan and the other Management Committee members who provide support and excellent guidance. I also sincerely thank the Service Managers (Rebecca, Rita, Diana and Donna) and all other staff, subcontractors and volunteers who worked hard over the past year to provide a high standard of services to community members. Your contribution to BCA, support and dedication to helping others is significant and is making a huge difference to the lives and wellbeing of individuals and families.

2025 is a special year for BCA as we celebrate 50 years of the Association and we reflect on how much has been achieved over the years. I think it's important to note that, although a lot of time has passed and there has been tremendous change, the BCA's Purpose did not change. Our main focus is still on providing direct relief to adults and children through service delivery.

I look forward to continuing to support community members in the year ahead. Thank you very much for your support and for attending tonight.

Donna Wood — Service Manager

The Burdekin Centre for Rural Health (BCRH) and Burdekin Community Rehabilitation Centre (BCRC) were established in 2001 and 2004 respectively. This was accomplished through a combination of government funding and strong community support. Since then, the centres have continued to thrive, helping thousands of residents enhance their health and wellbeing.

Programs and Services offered during 2024-25 included:

- Burdekin Community Rehabilitation Centre
- Integrated Chronic Care Program (ICC)
- MyndKind Program
- Telehealth Hub
- Support Groups and Network Groups
- Office and Meeting Room Hire
- Visiting Health Professionals
- Community Recovery Centre

Burdekin Community Rehabilitation Centre (BCRC)

The Centre features a fully air-conditioned, purpose-built gym specifically designed for rehabilitation and preventative health programs. It caters to clients who have been referred by their doctor due to chronic health conditions, significant risk factors, or a desire to prevent illness and improve their overall health and wellbeing. We offer fully supervised exercise sessions, including regular monitoring of heart rate and blood pressure.

This year each client received a personalised program tailored to their individual needs, developed and overseen by our accredited Exercise Physiologists, Exercise Scientists and Fitness Instructor. In addition to physical activity, the centre provides healthy lifestyle education and informative sessions to support clients in achieving a healthier, happier, and lower-risk lifestyle. The qualified team is committed to guiding and supporting clients every step of the way on their journey to better health.

Burdekin Community Rehabilitation Centre Statistics

- 901 clients attended Individualised Rehabilitation Sessions
- 218 individuals attended Early Intervention Sessions (Functional Fitness Group Classes)
- 128 new referrals received from GP's and Physiotherapist.

Integrated Chronic Care Program (ICC)

Individualised Rehabilitation and Early Intervention sessions were delivered by the team at the Burdekin Community Rehabilitation Centre (BCRC). These services were provided free of charge to eligible clients. The Centre operates Monday to Friday from 7:00 am to 4:00 pm.

Clients who access the Rehabilitation Centre may be recovering from conditions such as cancer, heart attacks, strokes, or surgery, and/or may be managing chronic health conditions including heart disease, osteoarthritis, chronic obstructive pulmonary disease (COPD), peripheral vascular disease, diabetes, asthma, as well as balance or fall-related issues, among others. These services not only support recovery from illness and surgery but also play a key role in preventing chronic conditions, reducing hospital admissions and the need for residential care. They help to reduce travel outside the Burdekin Shire for rehabilitation and create opportunities for social connection.

Both new and existing clients benefit from clinically tailored exercise programs and close supervision from our experienced and qualified team. In 2024–25, our Accredited Exercise Scientist (AES) and Fitness Instructor worked in collaboration with Accredited Exercise Physiologists (AEP) and Accredited Exercise Scientists subcontracted from the Synergy Health Centre in Townsville.

Psychological Therapies Program (Connect to Wellbeing)

The Psychological Therapies Program is for people with low to moderate intensity need 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. Utilising funding by the Northern Queensland Primary

Health Network (NQPHN), our team of experienced mental health clinicians delivered Psychological Therapies consultations to eligible adults, young people and children. A total of 91 Psychological Therapies sessions were delivered to 30 clients.

MyndKind Program

On July 1, 2024 Mental Health Stepped Care services in Northern Queensland transitioned to a new model with the implementation of the MyndKind Program. The aim of this model is to provide more accessible and better coordinated mental health support across the region. MyndKind, which is funded by the Australian Government Department of Health, Disability and Ageing through the Northern Queensland Primary Health Network (NQPHN), which partners with 17 mental health services to support individuals, across North Queensland who experience barriers to accessing mental health services. Many of these individuals face challenges such as financial hardship, limited access to transport, and other obstacles that make it difficult to receive the support they need.

Front Doors Service (FD)

Provides immediate support, information and navigation for people with mental health, alcohol or other drugs and/or social support needs.

Psychological Therapies Service (PT)

Funded by the NQPHN the Psychological Therapies Program offers a confidential counselling and support service for individuals residing in the Burdekin region. This service is designed to help people positively manage the demands and challenges of daily life, and to build resilience in coping with the pressures of an increasingly fast-paced and ever-changing society. Sarah Lutkin (Clinical Psychologist), Phillip Murray (Psychologist) and Rick Scott (Mental Health Social Worker) are BCA's mental health professionals who offer sessions under the MyndKind initiative. A total of 83 referrals were received with 344 Psychological Therapies sessions delivered.

Journey Coordinator Service (JC)

As part of BCA's Mental Health Services Expansion, a new Journey Coordinator (JC) was appointed. Holly Crew (BCRH previous part-time Receptionist) was recruited to this position and commenced 26/08/24. The Journey Coordinator:

- Works with clients as an independent partner in their care journey and supports them with Identifying barriers and developing a personalised individual support plan to address mental health concerns.
- Provides step-by-step guidance and learning tools to build clients' capacity in coping with mental health stressors.
- Makes referrals to support services and external agencies that will support clients on their journey to wellbeing. Accessing self-management approaches including digital mental health services and low intensity group programs.

With continued program advertising, the number of individuals accessing the service grew from 3 in the first quarter to 81 in the fourth quarter. A total of 65 individuals accessed the Journey Coordinator service over 226 sessions.

The Journey Coordinator also commenced a weekly Mental Health Peer Support Group named Healing Waves. The JC endeavoured to provide a friendly, warm and safe space to share experiences and support one another through the journey of mental health. Attendees learnt and discussed topics such as self-care, mindfulness, stress management and more. 14 individuals accessed the Mental Health Peer Support Group over 5 sessions.

Psychological Therapies (Private)

In addition to delivering services under funded programs, the abovementioned mental health clinicians also provided private Psychological Therapies sessions for individuals who did not meet the eligibility criteria for the free Psychological Therapies Program. The clinicians accepted both GP referrals and self-referrals, offering greater accessibility for community members seeking mental health support. Fees were set at the discretion of each clinician and paid directly to the provider. A total of 69 referrals were received with 198 Private Psychological Therapies sessions delivered.

Telehealth Hub Services

Telehealth allows community members to attend appointments with participating medical professionals via real-time video. At the BCRH, we offer private meeting rooms equipped for Telehealth, providing a confidential and convenient setting for your consultation—no need to travel out of town and beneficial for those with limited or no transportation. Telehealth services were utilised on 3 occasions, by clients receiving specialist services.

Visiting Health and Wellbeing Services

Visiting Health and Wellbeing Services during the year included Centacare NQ, Bloom Hearing Solutions, Burdekin Hearing, Clarity Hearing and Balance, NQ Foot and Ankle Clinic, Synergy Health Centre and Subcontracted Mental Health Clinicians. These allied health providers gave the community the opportunity to access a variety of Health and Wellbeing Services.

BCRH Consultation Room Hire and Meeting Room Hire

The above Visiting Health and Wellbeing Services had the option to provide their services, through full day, half day and/or minimum 2-hour room rental. BCRH's Consulting Rooms were utilised by 8 Allied Health Providers on 117 occasions and 3 Subcontracted Psychologists/Mental Health Social Worker on 141 occasions.

BCRH's Meeting Room was accessed for meetings with services including Ayr Health Services, Stella Community and Flexi Qld, utilising the complimentary Wi-fi access, Digital Meeting Board, Disability access including toilets and shower and kitchen and tea/coffee making facilities. BCA's Housing and Community Support Service regularly used the meeting room to hold their Community Connections and Tai Chi sessions. The spacious off-street parking allows for easier and safer access to the building. BCRH's Meeting Room was utilised by 620 persons.

Medical Student Placement Support

During the 2024–25 financial year, the BCRH supported James Cook University (JCU) medical students on 25 occasions by facilitating Rural Placement opportunities. These placements are an essential part of BCRH's commitment to enhancing rural health education and encouraging future healthcare professionals to consider careers in rural and remote communities.

BCRH and BCRC Service Utilisation

A total of 10,158 individuals accessed services offered at the centre during the 2024–25 financial year — an increase of 1,934 people, representing a 23.52% growth compared to 2023–24. This included 7,183 contacts made via phone calls and walk ins, which represents reception being a strong initial point of service.

- 1119 Accessing Community Rehabilitation Centre
- 156 Accessing Psychological Therapies
- 136 Accessed Private Psychological Therapies
- 851 Visiting Allied Health Services
- 50 BCRH Facilitated Meetings
- 70 Other Service Provider Meetings
- 3 Telehealth Services
- 25 Medical Students
- 65 Journey Coordinator access

This rise reflects the ongoing community need for accessible rural health services and the expansion of available programs and clinician capacity.

Funding and Donations

Throughout the 2024–25 financial year, the BCRH received vital funding and community support to enhance service delivery and support rural health initiatives. Key funding agreements and donations included:

- Mental Health Stepped Care (CTW) – Partial variation of existing agreement, active from July 2024 to February 2025.
- MyndKind Program (PS435) – Services agreement in place for 2024–2026.
- Integrated Chronic Care Program (PS305) – Funding variation supporting services for 2024-2025.
- Ayr Rotary Club Inc – Generous donation of \$4,500 towards the purchase of an exercise bike for the Rehabilitation Centre.
- Toyota Dealers Association – Donation of \$5,000—allocated to support BCRH initiatives.
- CommBank Staff Foundation – Successful community grant application resulting in \$20,000 in funding for BCRH.

These contributions have played a crucial role in supporting rural health services, programs, and infrastructure, and BCRH extends sincere thanks to all donors and funding partners.

Community Engagement and Program Promotion

To ensure the community remained informed about the services and programs offered by the Burdekin Centre for Rural Health (BCRH), a number of promotional and engagement strategies were implemented:

- Monthly newsletters were created and distributed to provide regular updates on services and activities.
- BCRH's room hire facilities and the newly launched Journey Coordinator (JC) Program were promoted regularly on BCA's Facebook page and through flyer distribution.
- Information packs were provided to new clients, including BCA's organisational profile, brochures, and details of available services.
- The Journey Coordinator attended meetings with various community services to actively promote the JC program.
- Newspaper articles were published in the local press to raise awareness of BCRH services, including the upcoming Older People's Action Program (OPAP) launched on 1 July 2025.
- Static display boards were placed outside the front of the centre each day to highlight BCA programs and other local health and wellbeing services.
- The BCRH team also participated in local events, hosting information stalls to engage directly with community members.
- In preparation for the conclusion of the Integrated Care Coordination (ICC) Program, letters were sent to existing clients advising them of the cessation of funding effective 30 June 2025. Clients were also informed of the upcoming Older People's Action Program, ensuring continuity of care and support where possible.

Challenges

The Integrated Chronic Care Program (ICC) was funded by the Northern Queensland Primary Health Network (NQPHN) and has been supported by the NQPHN since July 2015, with prior funding from other sources. Over the years, BCA has actively advocated for ongoing program funding, continually adapting the program to meet evolving community needs and funding body requirements. The ICC has played a vital role in supporting people recovering from a wide range of health conditions and surgeries. It has helped prevent the onset of chronic conditions, reduced hospital admissions and the need for residential care, minimised the need to travel outside the Burdekin Shire for rehabilitation services, and offered valuable opportunities for social connection.

Despite the success of the program, funding is provided on a contract basis, and unfortunately, BCA was advised the ICC would come to an end on 30 June 2025. The NQPHN confirmed that its decision to cease funding was based on its broader Chronic Conditions Strategy and was not a reflection on BCA or the quality and value of the services delivered. Over the life of the program, the ICC team had delivered thousands of individualised rehabilitation and group sessions to more than 250 community members annually. These services have helped residents live happier, healthier, and longer lives, enabling them to remain living at home for longer and avoid hospitalisation or entry into residential care.

Knowing how important the individualised rehabilitation and group sessions are for health and wellbeing, BCA wanted to find a way to continue to offer these services to the community. This led to the decision to transfer the Older People's Action Program (OPAP), that was within the Housing and Community Service, to BCRH, which would see a small fee to be payable by clients, with partial funding from OPAP. A new OPAP initiative called the 'Active and Social Seniors Group' was planned to commence on 1st July 2025.

In addition, a separate initiative named the 'Accredited Exercise Physiology Program' was planned to commence on 1st July 2025. This program was specifically designed to help individuals of all ages. Our Accredited Exercise Physiologists (AEPs) supervise all AEP Program participants and provide best practice exercise prescription to ensure that everyone performs exercises that are safe and appropriate for their goals and health conditions.

In the lead-up to the transfer of the Older People's Action Program (OPAP) to BCRH and the introduction of the new Accredited Exercise Physiology Program significant preparatory work was undertaken. This included:

- Clients formally notified of changes in programs
- Program planning and scheduling
- Client engagement and sign-up
- Appointment bookings and coordination

Human Resources

The 2024–25 financial year saw several key staffing changes and service adjustments to support the continued delivery of quality rural health services at the BCRH.

Recruitment and Staff Movements

- Holly Crew commenced as Part-time Receptionist on 22 July 2024 and was later appointed to the role of Journey Coordinator on 26 August 2024.
- Lu Zhang commenced as Part-time Receptionist on 28 August 2024.
- Kaitlyn Harvey commenced as Full-time Receptionist on 30 June 2025.
- Donna Wood was recruited as Service Manager with a scheduled commencement date of 7 July 2025.

Staff Training and Professional Development

Staff training and development remained a key priority throughout the year, recognised as essential to improving employee performance, productivity, and delivering high-quality services. These efforts contribute directly to enhanced organisational outcomes, increased efficiency, and a stronger competitive position within the sector.

The following training and/or professional development has been undertaken by BCRH personnel:

Journey Coordinator: NAPCAN - Child Abuse and Neglect Prevention/Mandatory Reporting Workshop; Cultura - Cultural Awareness Training; Emerging Minds Learning - Understanding Child Mental Health; Emerging Minds Learning - The impact of parental substance use on the child, The impact of family and domestic violence on the child and The impact of trauma on the child; Supporting LGBTQIAP + Young People Workshop; Standard Mental Health First Aid; Working with people with borderline personality disorder; Eating disorders; Trauma and Mental Health; SafeSide Framework for Suicide Prevention; Initial Assessment and Referral – Decision Support Tool Course; BrookRED Sharing your Story training.

Receptionist: SafeSide Framework for Suicide Prevention

Part time Receptionist: Commencement of Certificate IV in Mental Health

Psychologists and Mental Health Social Worker: Initial Assessment and Referral – Decision Support Tool Course

Moving forward the BCA's, Burdekin Centre for Rural Health will endeavor to continue to aid residents to develop or maintain a healthy lifestyle by reducing the risk of death, injury or illness through providing improved access to health services for individuals who need treatment, care and support.

Since commencing as Service Manager in July this year, I want to acknowledge the outstanding dedication and hard work of the BCA Burdekin Centre for Rural Health team – Journey Coordinator Holly, Receptionist Kaitlyn and Fitness Instructor Vicky along with the Administration-Finance Officers located at BCRH, Chloe and Julie. I also extend the appreciation to former BCRH staff members who moved on during the 2024-25 financial year – Exercise Scientist Lisa and Receptionists Kimberly and Lu – for their valuable contributions.

I have been warmly welcomed and well supported in my new role and I look forward to continuing to work alongside a fantastic team, who clearly uphold BCA's Core Values - Compassion, Respect, Integrity and Leading through learning - in every aspect of their work.

HOME CARE SERVICE REPORT

Diana Churches – Service Manager

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 almost 50 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 Services Officers, 1 Administration Officer, 3 Rostering and Administration Officers, 18 Part Time and 8 Casual Support Workers and 2 Bus 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 8 Subcontractors providing home and yard maintenance services and 1 providing cleaning 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 service users identified as facing social isolation.

I would like to take this opportunity to thank our service users and their families, fellow dedicated Home Care Service employees, BCA colleagues and 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 the Home Care Service.

Efficient and Effective Management –

All service users referred to the Service undergo a screening process to determine their functional need. The Home Care Service uses a wellness and reablement approach to support and promote independence of people living at home. This includes supporting service users 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 strive to meet our goal of commencing services within 2-10 days depending on the service users 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 2024-25 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 service users. These training sessions included but were not limited to Restrictive Practices, 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 Orientation Module, Infection prevention and Control. Updates of Policy and Procedure were also included. Support worker training is now conducted as a whole group session to promote teamwork and collaboration. All Support Workers and Bus Drivers also maintained their Apply First Aid and CPR qualifications. Home Care Service employees also 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 and NDIS clearance 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 service users attended. A Bowls night was held to celebrate Aged Care Employee Day, approximately 15 employees joined the fun. All employees received a certificate of appreciation for their commitment to BCA.

Safety –

The safety of our staff and service users 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 service users' health.

Quality –

The annual Service User 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 service users' lives. This survey also provides an opportunity to address any service user 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.

Unmet Needs –

The areas of unmet needs identified throughout the year included spring cleaning, transport to Townsville on Thursday. There have been delays for clients waiting for Home Care Packages or a higher-level package due to changes to the government assessment team. Service users were provided with Commonwealth Home Support Program funding while waiting for Home Care Package assessments to be completed.

Home Care Packages Program (HCP) –

Providing 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 service user's health, safety and wellbeing. The Home Care Packages Program will end on October 31 2025 and all current Home Care Package Service Users will transition to the new Support at Home Program.

Commonwealth Home Support Program (CHSP) –

CHSP is an entry level home help program funded by the Australian Federal Government to assist older people to live in their own home for longer. CHSP will also transition to Support at Home Program but not before July 2027. The changes that are being made now are to better align the program with the new Aged Care Act and to make the transition to the Support at Home Program easier when the time comes.

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 a wide variety of support services.

Queensland Community Support Scheme (QCSS) –

QCSS is supported by funding from the Queensland Government and provides support to people under 65 or under 50 for Aboriginal or Torres Strait Islander, 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.

Burdekin Community Transport Program (BCT) –

BCA is supported by funding from the Queensland Government to provide community transport locally and to Townsville to access medical appointments and social activities. This is a vital service for those in the community who for a variety of reasons do not have access to private transport.

Brokered Services –

The Home Care Service is currently providing brokered services to several Service Users through myHomeCare and OzCare. For example, Veteran' Home Care Program and Carer Gateway services.

Unfunded Services –

The Home Care Service provided short-term assistance in the form of Transport to individuals not assessed or eligible for funded services. This allows those waiting for funding to commence or unable to access funding to maintain their independence to access the community.

Future Demands –

This year has seen an increase in demand for the CHSP Program, our team is well positioned to change and grow with our diverse mix of individuals working in the team. We endeavour to ensure that every challenge and opportunity will be met with passion and dedication ensuring we assist those in our community who need us most.

The Support at Home Program (SaH) will replace the Home Care Packages Program and Short-term Restorative Care Program November 1 2025. SaH will include separate amounts for Ongoing Services, Assistive Technology and Home Modifications, a Restorative Care Pathway and an End of Life Care Program. Current Home Care Packages Program Service Users will continue to receive the same level of funding and services and have a guarantee of not being worse off under the new program.

SaH promises improved access to services, products, equipment and home modifications to help people stay healthy, active and socially connected to the community. The new program will introduce a means tested client contribution for some of the services included. The Strengthened Aged Care Quality Standards will improve outcomes for older people and outlines clear expectations for providers.

We approach the transition from Home Care Packages to the new Support at Home Program (SaH) with renewed confidence following the backdating of the start of SaH until November 1 2025. The Department is expected to release 20,000 new Home Care Packages before November 2025, a further 20,000 in December and 80,000 in 2026. This is to assist with waiting times for packages and with the increase in the number of older people in Australia.

New Aged Care Act

The New Aged Care Act will commence on November 1 2025 and this will focus on a rights-based approach to care, giving older people more power to make their own choices about their care. A new Statement of Rights will replace the Charter of Rights and outlines the rights of older people, providing more autonomy, privacy, respect and safety.

There is an emphasis on supported decision making including a registered supporter role to assist with the decision making process. A single assessment team has been introduced to make entry to the Aged Care system simpler. Information about what to expect from providers will be more transparent and accessible for Service Users.

Providers will be more accountable with expectations from the Aged Care Quality and Safety Commission being increased and made clearer. The new Strengthened Aged Care Quality Standards contain more detail on expectations, use clear language, align with the Aged Care Act and reflect the Statement of Rights.

The inclusion of a whistle blower policy protects aged care workers, service users and their families to report concerns without fear of reprisal. This should all mean that Service Users are provided with quality services that protects their autonomy, dignity and safety.

2024-25 Service Delivery Statistics

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2024-2025 Financial Year Actuals	HCP		CHSP		NDIS		QCSS		BCT		Brokered		Unfunded	
	Client No.	Hours	Client No.	Hours	Client No.	Hours	Client No.	Hours	Client No.	Trips	Client No.	Hours	Client No.	Trips
Domestic Assistance	99	5856	267	6071	7	799	11	427	-	-	10	507	-	-
Community Connections	-	-	-	-	-	-	5	130	-	-	-	-	-	-
Social Support	62	3017	64	898	2	33	5	170	-	-	1	54	-	-
Personal Care	42	2688	18	546	1	356	-	-	-	-	-	-	-	-
Respite Care (in Home)	12	861	2	38	-	-	-	-	-	-	1	94	-	-
Home Maintenance	66	2062	82	2228	3	121	4	96	-	-	-	-	-	-
Transport	15	198	65	2220	-	-	-	-	31	1250	1	1	35	78
Total	296	14682	498	12001	13	1309	25	823	31	1250	13	656		

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

A multitude of other services, Care Management and Package Management are provided under the Home Care Packages Program, which are not itemised within this service list (Client Services, Care Related Services and Items).

Rebecca Grogan – Service Manager

The following report presents information regarding the data reported and milestones reached in service delivery for the 2024–2025 financial year. The current funded programs in this report are:

- Burdekin Community Support Neighbourhood Centre Program (BCS)
- Crisis Accommodation Program (CAP)
- Older People’s Action Program (OPAP)
- Specialist Homelessness Service (SHS)
- State Emergency Relief Program (SERP)

The Housing and Community Support Services (HCSS) remains essential in addressing the diverse and complex needs of vulnerable individuals in our community. Among the most critical challenges we face are homelessness, domestic and family violence, and the well-being of older adults. Persistent housing shortages, rising cost-of-living pressures, and increasing complexity of client needs continue to impact the Burdekin. Despite these challenges, the HCSS team has remained committed to providing essential support, promoting BCA services, and fostering community awareness and engagement through a range of initiatives.

Future Plans and Acknowledgments for HCSS

The future plans for HCSS are centred on exploring new avenues for community development and engagement in alignment with the Neighbourhood and Community Centres (NCC) funding. This alignment will enable us to design and implement new programs specifically tailored to meet the evolving needs of our community. One key project currently in development is education and resources to help create a sustainable and resilient community, we are hoping through this to strengthen local capacity, enhance preparedness, and support long-term wellbeing across the Burdekin region.

In light of the ongoing housing crisis, rising cost of living, and the persistent issue of social isolation among older community members, we will continue to collaborate closely with stakeholders to effectively address these critical challenges.

Our commitment to staff development remains a priority, ensuring that our team is equipped with the skills and knowledge necessary to deliver high-quality services. Additionally, we will actively seek and incorporate community feedback to ensure that our programs and initiatives are responsive to the needs of those we serve.

This report would be incomplete without acknowledging the exceptional dedication and hard work of the HCSS team members: Aimee, Rebecca K, Donna, Sharon and Eboni. A special congratulations to Donna, who has recently moved on from our team to become the BCA Burdekin Centre for Rural Health Service Manager. As part of this transition, the OPAP funding has now been integrated as a program within the Rural Health Centre.

The HCSS team would also like to extend our gratitude to the volunteers who have supported us, whether by assisting with reception duties, contributing to our magazine’s articles, production, and distribution, or in any other capacity. Your contributions have been invaluable. Special thanks to the Administration team for their daily support in service delivery, including managing calls, handling behind-the-scenes tasks like emptying bins, and preparing our monthly financial reports.

Thank you to the dedicated members of the Management Committee, who take time out of their busy lives to provide governance and guidance for the BCA. To our CEO, Debra, your leadership and steadfast dedication to both the Burdekin community and our organization have been pivotal in guiding us towards ongoing success and growth. Your continued support and guidance are deeply appreciated. Finally, as Service Manager I extend my gratitude to the Queensland Government for its continued provision of funding contracts, which are essential to the work we do.

The respective departments where the funding contracts management all are managed through:

- Families, Seniors, Disability Services and Child Safety
- Department of Housing and Public Works

Staff Training and Study:

- WESNET - Safe Phone training 1 and 2 modules.
- NQWLS: Domestic and Family Violence Masterclass - Empowering Frontline Workers
- Mental Health First Aid
- Penny Gordon and Q-Shelter Supervision Skills
- Recognise and Respond appropriately to domestic and family violence CHCDFV001
- Tai Chi for Arthritis - Certified Instructor
- Department of Justice:
 - Need to know coercive control and the law training
 - Coercive control and domestic and family violence
 - Working with culturally and linguistically diverse people
 - Delivering integrated service responses
 - QLD DFV information sharing guidelines
 - Worker safety and wellbeing
 - Level 3 Multi-agency dynamic risk assessment and safety management
 - Level 2 Safety planning tool
 - Level 2 Risk assessment tool
 - Level 1 Screening tools

The following information provides a comprehensive overview of the significant milestones and accomplishments achieved across each of our funded programs, highlighting our ongoing commitment to supporting those most in need.

Burdekin Community Support Neighbourhood Centre Program (BCS)

In September 2023, Burdekin Community Association Inc. (BCA) entered into a new five-year funding agreement under the Queensland Government's Neighbourhood Centres Initiative. Now at the halfway point of this agreement in 2025, BCA continues to build on the strong foundations established through this initiative, which forms a key part of the Communities 2032 vision. This vision emphasises fostering communities where all people are supported and empowered to connect, participate, contribute, and thrive. Through this initiative, BCA has been able to host a range of activities and events tailored to the unique needs of the Burdekin community.

Key aspects of the Neighbourhood Centres Initiative and our funding milestones include:

Community Development: Providing an inclusive, welcoming space that encourages community members to connect with each other and participate in community development opportunities.

Access to Support: Offering pathways to both formal and informal supports, ensuring individuals can access the help they need to build wellbeing and resilience.

As BCA moves through the second half of this funding term, our focus remains on strengthening community connections, enhancing local participation, and contributing to a more connected and resilient community. The following data has been collected and reported as part of this initiative.

Projects milestone - the HCSS developed and undertook the following Projects.

- 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
- Loneliness Writing Project
- Cooking classes on a budget
- Community Christmas food hamper drive/collection and distribution – 49 hampers made and handed out in the two weeks before Christmas.
- Collaboration between senior students at Burdekin Catholic High School Homelessness awareness
- Sustainability Project – looking into ways for community self-sufficiency and sustainable practices to help ease the cost of living burden
- Community Recovery Hubs - Ayr x10 days, Giru x 3 Days, Clare x 1 day, Home Hill x 14 days

Community Events milestone – the HCSS participated, developed, organised and/or implemented the following community events.

- Attended the Ayr State High School 'Wear it Purple Day' – provided information advice and created resources
- Ayr State High School and Home Hill State High School Careers Expo – presenter and community services information stall
- BCA Client Christmas Party
- Burdekin Seniors Expo – presenter and community services information stall
- Harmony Day - Everyone Belongs
- Burdekin Domestic and Family Violence Prevention Month Walk
- Survivor morning tea and clay workshop
- QPS DFV prevention morning tea
- Rotary Club of Ayr Inc Norm Perry Duck Race – information and advice stall

Resources/Tools milestone

- Host to the Burdekin DFV Network meetings
- static board displays with information and awareness campaigns
- Presenter at Home Hill High- healthy relationships
- Person Centered Emergency Preparedness facilitator training
- Disability and the Health System Training
- Seniors Month activities and resources
- Information stall Home Hill
- NQ Regional Neighbourhood Centre Network meetings
- Ayr Community Services Sector Network meetings
- Townsville District Information Sharing and Networking Forum re DFV
- Meeting with Burdekin Shire Council regarding homelessness issues in the Burdekin

Community information advice and or referral: 8170 individual assistance with information advice referral or a service

Community Engagement milestone – BCA HCSS developed, organized and/or implemented Community groups

- Women's Empowerment Group - weekly
- Money Minded Program delivery
- Shark Cage Workshop (DFV), 8 weeks each – x 3
- Person Centered Emergency Preparedness for individuals
- Make It Happen Life Skills group
- Tai Chi for Arthritis
- Community Connections Group

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

Homelessness is a lack of suitable safe and secure housing. The SHS and CAP Homelessness 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 the 2024-2025 financial year the Crisis Accommodation Program accommodated 8 separate tenancies comprising of **30 individuals** including children for the duration of need.

The Burdekin Community Association 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 ending 30th June 2025, the HCSS assisted **563 services** users who were experiencing homelessness and **997 services** users who were at risk of experiencing homelessness with center-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 ERF funding to buy tents, bus tickets and in some circumstances assistance with rental arrears and accommodation cost.

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

During this year we have delivered relief packages to families and individuals. The following data provides an insight of the statistical data of the relief provided during the 2024-2025 financial year.

	2024/2025	2023/2024	2022/2023	2021/2022	2020/2021	2019/2020
Never previously Accessed ERF	303	140	144	101	107	114
Previously have Accessed ERF	202	168	196	219	112	161
Are Receiving Centrelink benefits	471	192	307	276	192	255
Not receiving an income at time of assessment	34	88	35	39	17	20
Aboriginal & Torres Strait Islander peoples	68	34	71	94	22	63
Clients each year	505	308	342	320	209	275

Community Pantry—SecondBite Program

Weight of food saved from landfill	Amount of people assisted through the program
20324 kg	9484 people

Older People’s Action Program

Older persons access support services for a variety of reasons, and these services are essential in providing the necessary assistance and care to meet the unique needs of the older population. Here are some of the key reasons why older persons access support services and how we help them here in the Burdekin.

Within our Community group, we focus on fostering inclusivity through interactive activities such as conversation starter cards, trivia and quizzes, which encourage meaningful dialogue and participation. In addition, the group enjoys a monthly sausage sizzle at Plantation Park, creating a relaxed and welcoming space for members to gather. Feedback has been overwhelmingly positive, with participants expressing how these opportunities for engagement have sparked conversations, built friendships, and enhanced their overall sense of belonging.

Community Connections Magazine (4 per annum): a valuable tool for engaging, informing, and connecting with the older community members (especially those without access to social media), ultimately fostering a stronger sense of belonging.

Access to Information and Resources: The importance of providing clear information and resources to older adults and their caregivers about available support services, eligibility criteria, and how to access assistance. Many older adults we see face barriers to accessing information, such as limited digital literacy or language barriers.

Community/community center-based development, coordination and support: 697 hours, 462 Service users

Information, advice, individual advocacy, engagement and/or referral: 211 hours, 1010 service users

Domestic Violence Support Service (DVS)

Counselling and court support services are essential in supporting individuals affected by domestic and family violence. These services provide emotional support, advocacy, and guidance to help survivors recover and rebuild their lives. Counsellors work with survivors to create personalised safety plans for themselves and their children, while court support staff offer information about legal processes, connect clients with legal assistance, and accompany them to hearings. To maintain best practice, staff regularly complete specialised training, webinars, and professional development to stay current with legislation, policy, and funding requirements, ensuring the delivery of high-quality, effective support.

Milestone that were met under this program:

Children who received support: 85 and 888 hours

Women who were offered support: 530 and 1783 hours

DFV court and court support services: 395 and 399 hours

Rita Quagliata - Service Manager

Community Information Centre (CIC)

The Community Information Centre was first established in 1975 and is still proudly serving the Burdekin after all these years. The CIC 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 achievements and the contribution of the CIC and the people who work diligently within. During the year the Information Centre was staffed with 10 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 6748 people.

The Centre is a pathway to promote the regions services, work, events, attractions etc. The role of the CIC is to spread community awareness and information to all community members and visitors to our district and to develop a greater sense of place and pride amongst the community. Our beautiful winter attracted many visitors to the Burdekin, and the CIC has been a pit stop by several Grey Nomads as they're travelling through.

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, Burdekin Falls Dam, 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, doctors, medical centres, restaurants and cafes, road information, caravan parks, museums, lawn mowing services, 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.

Statistics

The number of visitors to the CIC have slightly decreased from 7155 last year to 6748 this financial year. Walk-in visitors and local enquires continue to represent the largest proportion of these enquires, which is indicating the success of location and promoting the service as a broad information hub.

Walk- ins, local enquiries, browsing, Work and Accommodation etc	6523
Tourism	142
Phone Call Enquiries	83
Total Number of people	6748

I would like to extend a warm thank you to our CIC volunteers. The spirit of volunteering is in their hearts. Without their dedication, commitment and passion, the centre would not be what it is. Thank you for the many hours spent at the CIC.

Aged Care Volunteer Visitors Scheme (ACVVS)

The ACVVS is an initiative funded by the Federal Government which seeks volunteers to provide companionship and friendship for older people who may be socially isolated, lonely, or who don't have the opportunity to leave their homes very often. Volunteer Visitors are provided to our older people who are either living in their home or reside in our local aged care facilities.

There are thousands of elderly Australians living in their home or in residential care, who endure feelings of isolation, sadness, loneliness and depression. The ACVVS can greatly contribute to an older person's happiness; and enable them to feel connected and fulfilled. Since conception over 31 years ago, the ACVVS 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 ACVVS, 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. When recipients transition from Home Care to residential care, visitations continue with their Volunteer Visitor, continuing their bond and friendship. and provide companionship".

The success of the ACVVS, is solely dependent on the commitment of the Volunteer Visitors and the quality of the match of their 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 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 and group visits. During the 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 (little stuffed crochet animals, beanies, knee wraps), made by a few of our talented volunteers, have brought immense joy and is treasured 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, community visitors from all backgrounds are essential and welcomed at BCA. Volunteering as a community 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.

Total number of occasions of service during 2024-2025 was 3062 slightly lower compared to last year 4049.

ACVVS Home Care

Occasions of Visits 1024

ACVVS (one on one) Residential

Occasions of Visits 1106

ACVVS Home Care & Residential Care

Postcards - Aug 24, Dec 24, Feb 25, Apr 25, Jun 25 464

ACVVS HC & Res Telephone support (in-between visits) 408

ACVVS RES Group Small & Large 60

Total number of occasions of service 3062

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.

Be Connected Program

The BCA Seniors Computer Kiosk has been operational for 17 years, providing a tailored technology session for learners 50 years and over. Since 2018, BCA has been a network partner with the Good Things Foundation Be Connected program. 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 of 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 Be Connected Program 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 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.

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 three amazing tutors have tutored 262 learners, slightly lower compared to last year 313. The reason for the decline is our tutor availability. The constant call out for tutors has been ongoing. 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 or refusal to learn about technology. Once the basics are in place, our seniors can go on to acquire skills that help them probe into the digital world more confidently and safely.

In October last year we organised the "Get Online Week Open Days" which were held for 3 days. The sessions were "How to Be Tech and Scam Savvy". We promoted the event on Sweet FM, on Facebook, circulated flyers/invitations to past, present learners and BCA clients. On the first day 16 learners booked appointments for a one-on-one face to face session. We had 4 tutors in total assisting in these sessions. Over the 3 days we had a total of 43 attendees and their feedback was very positive and they appreciated our knowledge and assistance.

Volunteer Service

This year the BCA celebrated its 50th 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 volunteer their time and have the responsibility for steering the organisation and complying with all 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 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 of our volunteers are a vital part of our social, economic, cultural and environmental fabric and volunteering delivers immense value to our organisation, 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 one's satisfaction with self and life, it lowers the frequency of hospitalisation and boost a person's health and wellbeing.

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

The Volunteer Service has 61 active volunteers. Volunteer recruitment was slow during the year. I am constantly advertising and promoting the demand for volunteers on social media and our local radio. 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 schoolteachers, workers on RDO's, people on the Jobseeker Payment Program, retirees and school placements etc.

Home Hill House: One of our former volunteers passed away last year and donated her home to BCA. A group of volunteers and myself emptied the contents of the house. It was a great effort and all accomplished in a matter of days.

School-based Volunteer Work Placement: We have established a working relationship with Ayr State High School (ASHS) to assist students in developing the skills required to undertake a Certificate II in

Active Volunteering (CHC24015). The certificate is a qualification designed for entry level volunteer work experience where work takes place under direct, regular supervision within clearly defined guidelines. It assists students in developing foundational skills to participate in the sector, including what it means to be doing work experience, how to prepare to volunteer for work experience, how to navigate different environments, how to communicate effectively, build confidence, basic work safety, use of technology and approach basic writing tasks.

We are continuing to support Year 11 students from ASHS to complete their Certificate II in Active Volunteering and the certificate contributes to the students Queensland Certificate of Education (QCE). The students are required to undertake hours of work experience within the community. The students have been volunteering their time at the BCA's Support Centre and Burdekin Centre for Rural Health. The aim of their learning is to gain basic workplace knowledge, skills and experience through volunteering, while also providing a service to the community. HOD Teaching and Learning at ASHS, has expressed that they are grateful to have developed a working relationship with BCA and appreciate the time the organisations staff is providing to support ASHS students while undergoing their volunteer placement.

Fundraising: The Volunteer Service carries out most of the organisations fundraising for our yearly events: - The Service collected 80 donations in the early part of the year, sold 300 tickets in the Rotary Club Community raffle and raffle and money board tickets outside the CIC, Coles and Woolworths. The money raised was slightly higher this financial with a total of \$5620 compared to the previous year of \$3844.

Grants: Haughton Sustainable Communities Fund (\$878), Get Online Week (\$1000), Wilmar Sugar (\$700).

Recruitment Drive: - Recruitment drives are constant and ongoing. Several drives were carried out during July, September and November 2024, January, March, May 2025. Following the recruitment drives, 18 interviews were conducted and 10 volunteers recruited.

Volunteer Service Delivery Breakdown of Hours: The breakdown of voluntary hours for this financial year was lower than last year with a total 30025 hours compared to last year 33014. These hours are a combination of CIC, ACVVS, telephone support, fundraising, Be Connected Program, BCA services, community and volunteer groups. This is still an incredible contribution that cannot conservatively be measured as a dollar value alone.

Methods used to Recruit Volunteers: Centrelink, Designer Life Ayr, Busy at Work, Workforce Australia, TAFE, Church and Community groups, Ayr State High School, Sweet FM, Walk ins and word of mouth, Volunteers, personal and business contacts.

Events and Promotional Activities: National Volunteer Week, Get Online Week, Harmony Day, International Volunteers Day/Christmas Party, Seniors Month, Safe Work Week, Volunteers Morning Tea, Volunteers Luncheon and the "Yarn Group", which was incredibly busy creating beautiful knee wraps, teddy bears, beanies and other knitted items for the elderly.

WHS and TRAINING: The safety of staff, clients and volunteers is paramount. Throughout the year 13 WHS inductions, 3 WHS Audits and 2 Fire Drills were carried out.

Training and Information provided/circulated to staff and volunteers:

- Workplace Health and Safety Queensland, Health & Safety in the Workplace session, Topics covered: - Working with aggressive customers/clients; Working in hot conditions; Chemical Handling and Handling Hazardous Waste; Slips trips and falls.

- Cyber Safety Information session
- Queensland Fire and Emergency Services (QFES) facilitated “Fire and Disaster Safety and Fire Extinguishers Training” session.
- “First Aid training” facilitator Maryann Peterson, from the Jobshop
- Circulated “The Mentally Healthy Workplace Toolkit
- Circulated “Looking After Ourselves and Back Care
- Health and Safety In The Workplace
- Inductions/Activity Work Plans with Risk Assessments
- Tutor kiosk training
- Information Centre volunteer training
- Circulated Heart Foundation “Move More Sit Less Be Active“
- Circulated “Healthy Workplace Activities at a Glance”
- Handout/QFRS Training and Emergency re ‘Practical Tips for A Safer Home Guide’
- 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 organisation.

TESTIMONIALS

- Client said that he would be happy to have new Support Worker as permanent, she is a brilliant worker.
- Client said that his Support Worker was amazing and did a great job.
- Clients family said they were impressed by Support Workers actions when their mother was unwell and an Ambulance had to be called.
- Client's son expressed his gratitude towards BCA for arranging to take his mother to an appointment in Townsville in the bus on a day that the bus does not usually go to Townsville and was required as his mother is in a wheelchair.
- Client called to express their appreciation for services provided and everything BCA had done for them.
- Clients family called to say thank you to BCA for the support we had provided to their mother over the years, they were extremely thankful for the help and support.
- Client moving away called to say how happy they had been with all Home Care Service staff and are thankful for the wonderful service they received.
- Clients family member called to thank BCA for being helpful and understanding towards her mother.
- Client called in to say that his Support Workers had done a very good job and he would like to have them again.
- Client called in to request her Support Worker permanently as she had done a very good job.
- The exercise class has helped me a lot.
- I continue to speak highly of your services, keep it up
- It is amazing how you always have a fun library with different books.
- It's fantastic to know the services available now for mental health and informed the Journey Coordinator they 'feel better already after our appointment'.
- Visitor was very happy with the electronic meeting board and complimented the quality and sound and how brilliantly it worked.
- Client thanked the Journey Coordinator for all the help in setting up appropriate supports to manage her mental health
- Client said her mobility has improved since attending rehab
- Client said exercise classes are helping his injury
- As a newcomer, volunteering here has been such a valuable experience for me. It not only helped me improve my language and connect with the community, but it also paved the way and prepared me for my future career. Overall, it has been a really positive experience. I'm truly grateful for this opportunity, and thank you for giving me this chance.
- Before joining Community Connections, I often felt lonely. As I got older, it seemed harder to make new friends and find ways to stay involved in the community. But this has been enjoyable. I feel welcomed and supported.
- The facilitators and other participants have created a warm, encouraging environment. It's not just about meeting new people. We've shared stories, laughter, and even helpful advice.
- It is nice to have somewhere to go for a cuppa and chat with other people.
- Joining the local Tai Chi group has been a positive experience for me. I've met new people, and it's been great to stay active and engaged.
- Tai Chi has helped me to keep moving, it also motivates me to leave the house.
- Thank you for the food, it is very helpful.
- Very grateful for the free bread
- Everybody is very helpful at BCA

REMUNERATION STATEMENT

The Office of Fair Trading requires that the Association's Management Committee must disclose remuneration paid and any benefits given to committee members, senior staff, and their relatives at its annual general meeting.

For the 2024-25 financial year, the association paid 4 people a total of \$430,432.56 in remuneration and benefits.

Burdekin Community Association Inc

ABN: 97 257 970 913

Financial Statements

For the Year Ended 30 June 2025

Burdekin Community Association Inc

ABN: 97 257 970 913

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For the Year Ended 30 June 2025

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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 2025

		2025	2024
	Note	\$	\$
Revenue	9	6,242,380	6,017,790
Employee benefits expense	9	(3,383,517)	(3,326,484)
Depreciation and amortisation expense		(76,938)	(92,520)
Other expenses	9	(1,786,878)	(1,802,906)
Surplus for the year		995,047	795,880
Other comprehensive income for the year		-	-
Total comprehensive income for the year		995,047	795,880

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 2025

	Note	2025 \$	2024 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	4	2,740,927	1,763,776
Trade and other receivables		270,952	353,607
Other financial assets	5	5,272,006	5,059,650
Other assets		34,469	26,040
TOTAL CURRENT ASSETS		8,318,354	7,203,073
NON-CURRENT ASSETS			
Property, plant and equipment	6	504,900	561,430
TOTAL NON-CURRENT ASSETS		504,900	561,430
TOTAL ASSETS		8,823,254	7,764,503
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	7	290,684	249,590
Employee benefits	8	241,814	216,286
TOTAL CURRENT LIABILITIES		532,498	465,876
NON-CURRENT LIABILITIES			
Employee benefits	8	25,858	28,776
TOTAL NON-CURRENT LIABILITIES		25,858	28,776
TOTAL LIABILITIES		558,356	494,652
NET ASSETS		8,264,898	7,269,851
EQUITY			
Retained surplus		8,264,898	7,269,851
TOTAL EQUITY		8,264,898	7,269,851

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 2025

2025

	Retained Surplus	Total
	\$	\$
Balance at 1 July 2024	7,269,851	7,269,851
Surplus for the year	995,047	995,047
Balance at 30 June 2025	8,264,898	8,264,898

2024

	Retained Surplus	Total
	\$	\$
Balance at 1 July 2023	6,473,971	6,473,971
Surplus for the year	795,880	795,880
Balance at 30 June 2024	7,269,851	7,269,851

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 2025

	2025	2024
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from customers	6,086,344	5,548,428
Payments to suppliers and employees	(5,113,437)	(5,208,787)
Interest received	237,474	175,671
Finance costs	(466)	(435)
Net cash provided by operating activities	10 <u>1,209,915</u>	<u>514,877</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Purchase of property, plant and equipment	<u>(20,408)</u>	<u>(68,954)</u>
Net cash used in investing activities	<u>(20,408)</u>	<u>(68,954)</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Net increase in cash and cash equivalents held	1,189,507	445,923
Cash and cash equivalents at beginning of year	<u>6,823,426</u>	<u>6,377,503</u>
Cash and cash equivalents at end of financial year	4 <u><u>8,012,933</u></u>	<u><u>6,823,426</u></u>

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2025

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 2025 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 Material Accounting Policy Information

(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 2025

2 Material Accounting Policy Information

(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 2025

2 Material Accounting Policy Information

(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 2025

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

	2025	2024
	\$	\$
Cash on hand	1,150	1,150
Bank balances	2,739,777	1,762,626
Total cash and cash equivalents	2,740,927	1,763,776

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:

	2025	2024
	\$	\$
Cash and cash equivalents	2,740,927	1,763,776
Other financial assets	5,272,006	5,059,650
Balance as per statement of cash flows	8,012,933	6,823,426

Notes to the Financial Statements

For the Year Ended 30 June 2025

5 Other Financial Assets

	2025	2024
	\$	\$
Fixed term Deposit 2503 and 2504	3,725,085	3,584,164
Fixed Term Deposit 2501	1,546,921	1,475,486
Total other financial assets	5,272,006	5,059,650

6 Property, Plant and Equipment

	2025	2024
	\$	\$
Buildings		
At cost	552,235	552,235
Accumulated depreciation	(215,988)	(202,182)
Total buildings	336,247	350,053
Office equipment		
At cost	349,430	334,699
Accumulated depreciation	(278,570)	(248,262)
Total office equipment	70,860	86,437
Furniture, fixtures and fittings		
At cost	63,155	62,360
Accumulated depreciation	(48,855)	(45,867)
Total furniture, fixtures and fittings	14,300	16,493
Motor vehicles		
At cost	315,007	315,007
Accumulated depreciation	(231,514)	(206,560)
Total motor vehicles	83,493	108,447
Library resources		
At cost	11,628	11,628
Accumulated depreciation	(11,628)	(11,628)
Total library resources	-	-
Total property, plant and equipment	504,900	561,430

Notes to the Financial Statements

For the Year Ended 30 June 2025

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 Equipment \$	Furniture, Fixtures and Fittings \$	Motor Vehicles \$	Total \$
Year ended 30 June 2025					
Balance at the beginning of year	350,053	86,371	16,559	108,447	561,430
Additions	-	19,613	795	-	20,408
Depreciation expense	(13,806)	(35,190)	(2,988)	(24,954)	(76,938)
Balance at the end of the year	336,247	70,794	14,366	83,493	504,900

	Buildings \$	Office Equipment \$	Furniture, Fixtures and Fittings \$	Motor Vehicles \$	Total \$
Year ended 30 June 2024					
Balance at the beginning of year	363,859	66,754	16,568	139,354	586,535
Additions	-	66,779	2,175	-	68,954
Disposals-cost	-	(23,968)	-	-	(23,968)
Disposals-accum. depreciation	-	22,429	-	-	22,429
Depreciation expense	(13,806)	(45,623)	(2,184)	(30,907)	(92,520)
Balance at the end of the year	350,053	86,371	16,559	108,447	561,430

Notes to the Financial Statements

For the Year Ended 30 June 2025

7 Trade and Other Payables

	2025	2024
	\$	\$
CURRENT		
Trade payables	170,362	134,374
GST payable	44,026	-
Other payables	68,948	107,870
Accrued expenses	7,270	7,455
Credit card	78	(109)
Total trade and other payables	290,684	249,590

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.

8 Employee Benefits

	2025	2024
	\$	\$
CURRENT		
Annual leave	157,745	144,449
Long service leave	84,069	71,837
Total current employee benefits	241,814	216,286
NON-CURRENT		
Long service leave	25,858	28,776
Total non-current employee benefits	25,858	28,776

9 Internal Charges - Revenues and Expenses

The revenues and expenses of the Association are presented net of internal charges amounting to \$1,063,862 for the year ending 30 June 2025 (30 June 2024: \$1,602,632) 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.

Notes to the Financial Statements**For the Year Ended 30 June 2025****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:

	2025	2024
	\$	\$
Profit for the year	995,046	795,880
Cash flows excluded from profit attributable to operating activities		
Non-cash flows in profit:		
- depreciation	76,938	92,520
- net loss on disposal of property, plant and equipment	-	1,539
Changes in assets and liabilities:		
- (increase)/decrease in trade and other receivables	73,001	(294,424)
- increase/(decrease) in trade and other payables	42,319	(140,336)
- increase/(decrease) in employee benefits	22,611	59,698
Cashflows from operations	<u>1,209,915</u>	<u>514,877</u>

11 Contingencies

In the opinion of those charged with governance, the Association did not have any contingencies at 30 June 2025 (30 June 2024:None).

12 Commitments

In the opinion of those charged with governance, the Association did not have any commitments at 30 June 2025 (30 June 2024: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 Person's 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 07-09-25

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 2025, 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 material accounting policy information, 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 2025 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, 7th September 2025

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, Findex Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

For the year ended 30 June 2025

PROFIT AND LOSS ACCOUNT

	2025	2024
Income		
Grants	5,515,384	5,321,356
Interest received	237,466	174,148
Gift and Donation	105,150	86,326
Service Fees	278,806	339,950
Fundraising	14,542	11,381
Other income	9,399	10,397
Property Income	87,695	77,136
POS: Auspice	152,570	134,967
Internal Transfers	769,210	759,619
Internal Charges	136,020	348,457
Total Income	7,306,242	7,263,736
Less: Expenses		
Depreciation	76,938	92,520
OPS: Administration costs	603,520	628,470
OPS: Professional and other	211,763	228,696
OPS: Auspice	802,068	808,164
Others costs	528,689	568,397
Internal transfers	147,842	358,129
Service Activities	117,988	60,421
PM: CAP Properties	3,945	2,876
PM: Service aids	69	290
PM: Motor vehicle costs	43,408	48,791
Staff: On-costs	598,694	602,085
Staff: Allowances	101,787	106,444
Staff: Training and Development	21,767	16,547
Staff: Other Costs	179,132	113,222
Staff: Wages	2,873,585	2,832,805
Total Expenses	6,311,195	6,467,857
Surplus for the year	995,047	795,879

