



annual report  
2010/2011  
**suncare**  
community  
services inc.

**Our Vision**

Suncare aims to become an acknowledged leader and innovator in the Aged Care, Disability and Community sectors, based on its ability to consistently establish, influence and apply best practice service principles and standards.

**Our Mission**

Suncare aspires to strengthen the capacity of individuals, families and communities who experience adversity, in order to improve their quality of life and to assist them to remain living in, and engaged within, society.

**Our Values**

Suncare is successful because all our operations embody the following values:

- **Responsive**  
We tailor solutions to the individual and changing needs of people and communities.
- **Flexible**  
We present a range of options to meet client needs responding to individual changing circumstances.
- **Promote resilience and independence**  
We work with people to promote self management.
- **Inclusiveness**  
Proactively engage with diverse communities to participate in all aspects of the organisation.
- **Client Oriented**  
Service delivery that fits around assessed needs.

Suncare Community Services financial accounts have been audited by Focus Group Chartered Accountants. It is their opinion that the financial report of Suncare Community Services Inc, presents fairly in all material aspects the financial position of Suncare Community Services as at 30th June 2011 and its financial performance for the year then ended according to the relevant accounting policies and the Associations Corporation Act 1981 (Queensland) and Associations Incorporation Regulation 1999 (Queensland).

Suncare acknowledges the funding received from Queensland and Australian governments that enable us to deliver services in our local communities.



June Conolly cutting cake during Suncare week.

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# President's Report

2010/11 has been a year of significant change for Suncare Community Services. Perhaps the single greatest change has been the retirement of our first Chief Executive, Barbara Oldfield, and the appointment of her successor, Sue Mason-Baker. It is difficult to overstate the impact of Barbara Oldfield on our organisation. The development of our Commonwealth and State funded care programs in South-East and Central Queensland under Barbara's leadership saw Suncare grow to an annual turnover of over \$17 million. This year, as our first Chief Executive Officer, Barbara led the project to renovate our George Street premises, and the commencement of a project to integrate the regional programs with the Maroochydore Day Respite Centre and Meals on Wheels. Our Management Committee is confident that Sue Mason-Baker will be a worthy successor to Barbara Oldfield.

The George Street renovation and the integration project necessarily occupied a considerable proportion of Executive and Management Committee time. It is most pleasing therefore to see the continued development of new initiatives in our regional programs during the past year, such as the introduction of a \$1.3m Training Program for our staff.

This year sees the retirement of two long-serving members of our Management Committee. James Macready has been on the Suncare Committee Executive since 2005. Ray Anderson has been a member of our Committee since 2002 and most recently served as Vice President. These Committee members will be difficult to replace but we have been fortunate to attract several talented applicants to fill the vacant positions and we are confident that our Management Committee will continue to provide sound leadership of our organisation.

Next year promises to be a little less frantic than the past one, but there are still significant challenges to face. Among these are a review of our accommodation requirements, the implementation of the new Community Care Common Standards for Non-profit organisations, continued improvements to our financial and IT systems, and preparation for changes based on the National Health Reform. In addition our Committee intends to conduct a strategic review of Suncare's future directions based on our new integrated model.

Thanks to the volunteers, staff and management who have worked to make the year a successful one for our organisation.



John Gosney  
*President of Suncare Community Services Inc.*



Sue Mason-Baker  
*Chief Executive Officer (CEO) of Suncare Community Services Inc.*

2011 marks the first Annual Report for Suncare Community Services Inc. This signifies a new era in communication, enabling us to showcase the activities of the last twelve months and to celebrate our achievements.

Barbara Oldfield retired on 30 June 2011 after 17 years of service and it was during her last year that she was appointed Suncare's first CEO. She handed over a wonderful legacy of vision, inspiration, determination and innovation; giving us the multi-faceted organisation that we are today. On 23 May 2011, I took over the reins as CEO.

Another significant milestone was the retirement of Ingrid Pachmann in December 2010. Ingrid retired after 13 years of service having held the positions of Finance Manager and later Executive Officer. Both Barbara and Ingrid worked tirelessly to develop the various respite services and expand Suncare's geographical spread from Brisbane North through to Rockhampton, Emerald and Longreach.

Since its formation in 1970, Suncare has continued to provide care, support, information and referral services to members of the community. The way we deliver these services in the future will

be significantly impacted by the National Health Reform Agenda, the National Carer Strategy and the Productivity Commission Inquiry into 'Caring for older Australians'. The final report from this inquiry was released on 8 August 2011 and includes options for structural reform of the aged care system so that it can meet the challenges facing it in coming decades. We will closely follow the developments and decisions that arise from these reforms and strategies. The next two to five years will be remembered for significant change in the way health care and community care is delivered. We need to adapt and be flexible to meet these challenges and in doing so, we will be well positioned for the future. Suncare continues to monitor changes within the community services environment, remain informed and engaged with funding bodies, connected with our sector partners; and always responsive to the needs of our clients. We have established relationships with Medicare Locals in each of our regional areas so that the community services sector is represented in that model. The integration of Regional Programs, Day Respite and Meals on Wheels under a common management structure which started in June 2010 was completed this financial year. This

# CEO's Report

initiative has enabled Suncare to streamline corporate services and vastly improve the communication between all our services. We are now focused on promoting our services to the community under the one 'Suncare' banner and to be recognised as a provider of flexible, responsive and client centred services in our diverse and varied communities.

During the last twelve months, we have undertaken a number of building modifications that have enhanced service delivery. The premises in George Street, Maroochydore which house the Day Respite Centre, Community Hall and Meals on Wheels, were substantially renovated with funding derived from HACC capital grants and Suncare. It is pleasing to see so many client groups and external parties now using

the facilities. The Management Committee now has its own meeting room occupying the room previously used by Community Transport.

Workforce training was identified as a key deliverable during the year and a critical step in being prepared for the future. We successfully partnered with training organisations to deliver courses to 233 of our staff. These courses were specifically tailored to Suncare and included the practical application of learning into the workplace. This has been a tremendous effort by everyone involved and I thank all the staff for their commitment to Suncare's learning culture.

To all our staff and volunteers who remain dedicated to Suncare and committed to providing the

best care to our clients; you make Suncare an enjoyable place to work and more importantly, you make a difference in the lives of others. On behalf of the Management Support Team and the Suncare Management Committee, we thank you.

I would like to thank our many community partners from Metropolitan Brisbane, through the Sunshine Coast and in regional Queensland. Our success is enhanced by the quality relationships that we have with you and we look forward to increased participation and collaboration in the future. Finally, thank you to the Management Committee for your commitment to governing Suncare. We value your time and contribution and your ongoing commitment to the broader community.



Monthly Suncare Mangement Committee Meeting.



Committee Members (Left to Right) - Greg O'Connor, June Conolly, James Macready, Iain Green, John Gosney, Olwyn Kerr, Beryl Allmark, Alan Sinclair.

# Direct Respite Services/ Responsive Care

Another extremely busy and eventful year for Direct Respite Services/Responsive Care with over 150 Suncare support workers delivering over 100,000 hours of services to our communities from Rockhampton through to Toombul. There has been a consistent stream of positive feedback and compliments received from clients in all areas.

Direct Respite Services has managed to secure new funding streams which include the Transition Care Program and the allocation of Consumer Directed Care packages.

Suncare was also successful in being awarded Veterans Home Care (VHC) provider contracts for both Brisbane North region, which we already held, plus a new contract for Central Region. The services provided under these contracts include domestic assistance, respite, social support, personal care and basic home and garden maintenance.

Rockhampton Responsive Care has demonstrated excellence in service delivery to DSQ clients with a new offer of further funding to expand the Independent Living Skills program out to Longreach. The Cottage Respite program has developed well this year by improving on client access, occupancies and satisfaction rates.



Emu Park Respite Facility.

Coochin Hills Day Respite Centre at Glasshouse Mountains has successfully redeveloped their cottage facility, now located in a beautiful refurbished external building.

The Hospice Group on Bribie Island have recently gained significant funding to rebuild Boronia Cottage. Boronia Cottage will then be purpose built, with great amenities to support our clients. The rebuild is due to be completed mid 2012. This year we have made great progress in the development of training available to Suncare support workers. The introduction of e-learning to facilitate the annual mandatory competency training has proven to be very

effective and efficient with positive staff feedback.

Our partnerships with Workforce Improvement Initiatives Pty. Ltd. (WII- the funding developer) and Community Services Training Centre (CSTDC the registered training organisation – RTO) have provided the opportunity for all support workers to achieve a Cert IV in Home and Community Care. Once complete they will hold the key competencies they will need to deliver continued excellent services into the future.

*"We look forward to the new business activities planned for our future to stabilise the work available to Suncare support workers, and also the continuity of income to support the ongoing development of Responsive Care and Suncare as an Organisation."*



Maud St Cottages.



Glasshouse Cottage.

# Maroochydore Day Respite Centre

## Maroochydore Day Respite

Centre has undergone a major transformation this year. The centre has become fully integrated with the transition of major administration functions to the Suncare Sugar Road office. The integration means that Suncare now provides a consistent approach to core functions such as administration, human resources and education, workplace health and safety, finance, and quality systems for the centre.

The centre has also undergone a makeover with a major renovation and an extension to the existing building. The Day Respite Centre has been completely refurbished including new toilets suitable for disability access. The centre now has a modern feel with dedicated office spaces and recreational areas. Funding of the renovation has been made possible through a State HACC capital grant, support from the Management Committee, and efforts of fundraising groups over a number of years.

The Maroochydore Day Respite Centre has a team of twenty four full and part time staff who run the HACC funded services located at the George Street premises. The Personal Care service has been relocated to the Sugar Road building. The Day Respite service operates six days per week, Social



Renovated Day Respite Centre.

Support and the Community Alternate Transport Service (CATS) operate five days per week each, and the Allied Health services are provided two to four days per week.

The exceptional help from our team of volunteers makes the service Suncare provides possible. The volunteers assist with activities such as outings, art and craft, music and entertainment, games, meal preparation, and transport for clients. A Volunteers Breakfast was held this year to celebrate the support provided by this exceptional team of over 120 talented individuals who help make the Day Respite, CATS and Social Support programs possible.



Art Group Activity Day.

## Day Respite Program

A review of the Day Respite program has been completed as part of the Suncare integration process. This has included a review of the staffing structure, existing program delivery, entry processes, and a review of service delivery to ensure that the program meets HACC guidelines.

Our ability to meet HACC performance targets has been affected by a reduced floor space during the renovations, as well as the review of the program and subsequent changes. It is anticipated that the performance will improve substantially from August 2011 following the completion of building works. Clients are transported to and from the facility using four vehicles including two small buses. The number of one way journeys for clients totals over 11200 per year. Meals are provided each day including trips to local restaurants and clubs. Approximately 6500 meals were provided in the past year. The meals provided as part of the program are now varied each month with input from clients who are now being encouraged to submit recipes.

The programs delivered through the centre from Monday through Saturday are varied and include entertainers, picnics, exercise



Day Respite Craft and Australia Day Activities.



sessions, enablement programs, art and craft, games, theme days, and excursions to local attractions and community facilities such as museums and libraries. Cooking programs, information technology lessons and photography projects are also planned for the coming year. The program varies with a five week rotation for excursions to ensure that all clients have the opportunity to participate in the community based activities. Two consumer representatives were elected this year to help ensure consumer input into the program. Consumer feedback on the programs offered is an important part of the quality improvement process and has included feedback mechanisms such as feedback forms, inclusion

of consumer representatives on interview panels, and client surveys.

The Seekers Group is a program for people aged 65 years and under with disabilities. The program provides activities such as sailing, ten pin bowling and fishing, as well as a variety of community excursions. Centre based programs include music, games, computer lessons, cooking, and craft, as well as enablement programs and information sessions. Two staff and two volunteers provide the program for up to twenty clients each week. Input from the group is an important element to the program development.

# Maroochydore Day Respite Centre

## Community Alternative Transport (CATS)

In the past year Community Alternative Transport Service (CATS) has provided 24,440 one way journeys to eligible clients in the region. Staff schedule the use of 6 vehicles and allocate runs for a team of volunteer drivers Monday to Friday. A shopping bus also runs once a day on week days. Reasons for needing the service are varied, the major uses are for medical and dental appointments, shopping and carer support. The CATS program successfully met HACC targets this financial year.

## Social Support

Social Support provides a variety of services to clients to assist them in activities in the community. The program operates with one car, a large people mover and a 25 seat bus to provide over 12,500 hours of support per year. This tremendous effort is achieved with three part time staff and a small team of volunteers.

The program includes one to one shopping assistance, visiting programs, and group activities. The group activities include morning walks, aquasize classes, a coffee club, art and craft, trips to events such as plays, concerts and garden shows, lunches at restaurants and clubs, and a very popular “Mystery Lunch” program. The Sunshine

Crafts mornings are conducted by a group of hard working and talented volunteers in the Maroochydore Community Hall. These mornings are extremely popular and are open to the general public. Funds raised go to the Social Support Service.

The Social Support Service has exceeded targets for the 2010/2011 financial year. This has been achieved through efficient use of larger vehicles and group activities conducted by staff and volunteers.

## Allied Health

A contracted podiatrist visits the centre on a fortnightly basis providing up to 350 basic podiatry consultations per year. This year

has also seen the introduction of an Occupational Therapy service. Massage Therapy is a private service provided under the Allied Health program, this is not a HACC funded program however it is a quality and affordable service provided within the centre.

## Personal Care

Personal Care has undergone a restructure this financial year. All clients in the service have received a comprehensive assessment of needs to ensure that service is delivered in accordance with HACC requirements and client needs. The service has been relocated to the Sugar Road site where re-establishment and growth of the service will take place in the coming year.

## Maroochydore Day Respite Centre Community Hall

The Maroochydore Community Hall is managed through the Maroochydore Day Respite Centre. The hall is a highly utilised community facility used by both Suncare programs and the local community. Proceeds from the hire of the hall are put towards programs conducted at the centre. Each week the facility comes alive with mental health programs, the Seeker Program, and various fundraising activities and celebrations. In addition to this the hall and surrounding buildings are used by dance groups, language classes, bowls clubs, church groups, support groups and other private groups.



Maroochydore Day Respite clients planting out new planter boxes outside the hall.



CATS Staff Member Jean and Volunteer Peter.



A number of music groups use the hall.



# Meals on Wheels

In the past year Meals on Wheels has provided 65351 meals to HACC eligible clients, plus an additional 7768 to the Queensland Police.

This service has participated with Work for the Dole Programs, Community Service programs, Youth Justice Services, Steps Programs for sheltered Volunteers, and The Mental Health Association of Qld.

Meals on Wheels is still currently a member of, and attends regular meetings with the Sunshine Coast Community Advisory Committee.

Marketing: We have continued to raise the profile and awareness of the Service in the past year, with developed advertising resources and networking with other community groups and representatives.

Liaison staff have manned several stalls and expo's and our client numbers have been increasing steadily.

The Service has continued to partner Clear Hearing, 60s and Better, and Volunteering Sunshine Coast at expos and had combined presentations at various resorts in the MOW catchment.

Both MOW vehicles feature advertising which is effective in

making the public and clients aware of the Service in the community.

Qld Meals on Wheels (QMOW) featured an article on the van in Custos magazine and encouraged other MOW Services in the State to profile their own Service, stating that MOW is "More than just a meal."

MOW now has a State MP as an active Volunteer and an appreciation from other State and Federal Representatives.

Operation: The Service is continuing to meet all client demands and has met its obligation as per the Service Contracts agreement.

The result of the most recent audit against the National standard was most successful thanks to the help of staff, clients, volunteers and committee representative Ray Anderson.

The menu is constantly under review and set up for a five week rotation. Client Liaison officers are visiting all new clients at commencement of service and reviewing all clients annually, this has given a more personal touch to the service and ensures that clients needs are being met.



Lyne, kitchen volunteer, making sandwiches.



Kitchen in action, with recently renovated vinyl floors.

The Service has increased the options and varieties of food combinations supplied to the client in an effort to capture market share. This is done in collaboration with other Services and QMOW

Catering continues to be steady with regular customers taking advantage of our excellent product, funds raised from this activity subsidises all meals going out of the kitchen, enabling the cost to the client to remain low.

The number of regular catering clients has increased slightly, with the price of the product having been recently increased.

Finance: The meal subsidy has remained the same this year at \$2.40 per meal. Subsidised client meals price has recently been raised to \$7.50 and meals to unsubsidized clients e.g. other services, are \$9.90 per meal. The cost of the meal to our clients is still less than the State average of \$8 per meal.

MOW continues to monitor client responses to cost of living increases and the effect on the Service.

This coming year we have planned combinations of new processing methods and the use of new equipment in an effort to reduce

power consumption. Donations: Meals on Wheels gratefully recognizes the support received from Bunnings', Sunshine Coast Daily, Beefy's Pies on Buderim, Strawberry Fields, North Coast Foods, Buderim Uniting Church, Peter Stanard along with others in the community who have regularly donated goods to the service.

The donation of a daily newspaper is particularly appealing to the client group. This assistance of donations adds value to the Service as well as reducing the cost of product, maintaining the low cost of the meal to clients.

Several cash donations were received over the year, with Maroochydore Lions, and several members of the public generously supporting the service.

Meals on Wheels continues with the partnership with Woolworths food recovery program and in turn has been able to pass on surplus goods to the food co-op in the neighbourhood.

Human Resources: Meals on Wheels is fortunate to have a strong team, with both dedicated staff and volunteers enabling the provision of a quality service to the community. Due to the recession many more people are volunteering to meet



Garin, kitchen volunteer.

commitments to Centrelink and this has benefitted MOW with well qualified and highly skilled volunteers coming through. CBA and Bunnings send a volunteer once a week as part of Corporate Volunteering and this arrangement is very successful.

Thanks to the Uniting Church in Buderim for their continued support providing meal delivery drivers from within their members and the use of the depot for an assemble point for the Buderim drivers.

# Meals on Wheels

Staff training this year included Food Safety Supervisor, Computer program use, and attendance to Dementia awareness program.

Staff are committed to professional development providing the service with a skilled and trained workforce.

WH&S: With the installation of the walk in freezer more space has been made available in the kitchen and used as work areas, reducing cramped work conditions.

Parking for the Service continues to be identified as a major risk with

all volunteers aware of risks both departing and arriving for meal delivery.

This year no Time Loss injuries were recorded, and less injuries recorded the majority being minor cuts. One client suffered a trip when trying to enter the building. Minor injury was recorded.

Committee matters: MOW takes this opportunity to thank all out going Committee members for their generous contribution of time to the programs and welcomes all the new members and newly appointed executive members.

We would like to take this opportunity to thank the staff, their families and all the volunteers for their dedication and tireless effort over the past year. Various times have been particularly difficult with extreme weather conditions making meal delivery very difficult and unpleasant.

Thank you also to staff and volunteers for their patience, tolerance and unwavering support of the Service during the refurbishment.



Motor vehicle donated by Ferguson Cannon Lawyers and AusCare Pharmacy.



Volunteer (left) assisting with meal preparation and Mary (right) volunteering in the office.



Meals on Wheels relies on paid staff and volunteers to deliver the service.

# Regional Services

The past year has seen significant change and development within our programs against a background of significant reform on the national front in community care. Achievements in relation to the programs include:

**Commonwealth Respite and Carelink Centres (CRCC)**

All centres continue to be well utilised by the community for information provision and carer respite support. Information calls to carelink has increased across both regions due to extensive marketing and promotion through carebus, CRCC newsletters and events held. Our ability to maintain respite requests with less funding this year has either been maintained or increased within National Respite for Carers Program (NRCP). This is largely due to the skills and continued dedication of our staff in sourcing other options to meet consumer needs for support in a client centred and professional manner. This has recently been recognised and acknowledged by recent ISO audits and positive client feedback.

The centres have been successful in gaining consumer directed respite packages in 2 funding rounds. As of this report CRCCs in both regions are managing a total of 29 packages. The feedback from the initial pilot in Sunshine Coast



Sharon and Patricia from Caboolture Office

has been extremely positive. The centres have been busy in forging strengthening relationships with a range of community partners and networks across both regions including local councils, superclinics and medicare locals. The strength of these relationships is evidenced by the popularity of service provider network breakfasts and engagement with council or government. Suncare’s name is gradually increasing across different communities.

Young carers program has seen an increase in carers assisted. There are many amazing stories of the impact this program has had on many of these young people and how resilient they are. There has been a number of camps and events held over the past year with many young carers forging

friendships and supports. Working carers program continues to grow with increased supports provided to carers with joint caring and work responsibilities. There has been a mixture of innovative respite packages, carer education initiatives and retreats provided.

The Carers Mental Health Respite Program continues to grow substantially (13%) over the past year. This program has very dedicated staff passionate in this area. Suncare has been involved in Recovery Oriented Mentoring Program (ROMP) and is becoming recognised in the sector for innovation and development of family centred models of support.

In February this year the Sunshine Coast CRCC and the HACC Carer Counselling Service relocated to new offices at 26 Memorial Ave, Maroochydore. This was a key point in making our services more visible and accessible to Carers, Service Providers and the public for face to face inquiries and counselling services.

Sunshine Coast in collaboration with Caboolture piloted the new Consumer Directed Respite Care program this year. The outcome of the pilot is a key milestone in providing more choice and control to Carers about their respite needs. The program is now fully operational expanding into Brisbane North and Hervey Bay areas with 29 consumer directed respite care packages overall.

**Carer Counselling program (HACC)**

This program is relatively new and had received an increase in funding this year. The number of carers accessing face to face and group education sessions is increasing to the point where the program is close to achieving its targets. Our skilled counsellors have been extremely busy implementing a wide range of initiatives that support carers and families to be resilient.

**Carers Health and Wellbeing Initiative**

This exciting brand new program has hit the ground running with a specific focus on developing initiatives and strategies that support carers and families to maintain their health and wellbeing. This program will work closely in partnership with other programs within Suncare and the community.

**Cultural program**

This initiative provides a strong resource base to support Suncare in developing services and supports that are culturally appropriate. We are gradually becoming known across both regions as a culturally appropriate and ‘safe’ organisation in Aboriginal and Torres Strait Islander communities. Suncare has developed a number of ‘yarning circle art groups’ that

are a key link to the community. Suncare sponsored an impressive art exhibition recently. Our networks has resulted in an increase in Indigenous people accessing our services- up to 9% of some programs are indigenous identifying clients. We are currently employing A&TSI and CALD community engagement facilitator to bolster our support to these communities in some areas.



Day Respite Centre Bus.



Suncare vehicles in the Australia Day Parade.

# Human Resources

Across all programs within Suncare we currently have 127 permanent staff, 156 support workers and approximately 350 volunteers, giving the Human Resource Department a total of 477 personnel to manage.

In general terms we have an exceedingly stable workforce with minimal turnover other than natural attrition and our low Workcover statistics would indicate our policies and procedures are equating to a safe workplace.

Changes in other managerial positions include Finance Manager, Day Respite Centre Manager and two Regional Programs (CRCC) Centre Managers in Bundaberg and Caboolture.

The integration of HR and payroll systems for Meals on Wheels and Day Respite Centre under one centralised umbrella at Head Office in Sugar Road is now complete.

The process saw its share of challenges with different payroll systems , back pays, salary and position description reviews. All induction orientation and letters of offer are undergoing renewal under a common Suncare banner. The changes posed challenges to all business units, however, with the completion of this integration and HR restructure, has come



closer working relationships with staff in all locations.

The roll out of 'e3 learning' allowed all mandatory training to be done online. The completion of all 5 modules by the entire workforce and has been a major achievement and a more efficient use of time and financial resources.

The introduction of the new modern SACS Award (Social Community Home Care & Disability Services Industry Award 2010) saw the need for revised letters of employment for all staff under the new salary reclassifications, a major task that required review of all line management and organisation structures before we could complete. An extension to the EBA was renegotiated for Support Workers to 31.12.2014 with conditions reflective of the

new modern awards, conditions and rates of pay.

The HR and Training Department embarked on an extensive training regime that encompassed the entire workforce simultaneously, a logistical challenge of mammoth proportions. To this end, in the latter part of 2010 Suncare contracted WII (Workforce Improvement Initiatives Pty Ltd) to source and apply for, on our behalf, government training funding to train and develop our workforce. We have been successful in securing over \$1 million dollars in funding to train our staff in nationally accredited qualifications.



(Left and Right) - Staff undergoing training for Cert IV HACC (Home and Community Care).

Suncare secured the services of trainers and RTO's who assisted us in the writing of all elective modules to serve Suncare's workforce requirements. Courses and numbers of staff enrolled are listed below:

- 139 = Cert IV HACC (Home and Community Care)
- 11 = Cert IV Project Management
- 17 = Cert IV Frontline Management
- 56 = Diploma of Management
- 10 = TAE (Training & Assessment )

Since May this year all staff have committed to participating in their respective qualifications while ensuring we remain fully operational. The evaluation of this process will be completed later

in the year. It is also significant that many of our support workers had never studied prior to this endeavour and had no computer literacy. To push through the anxiety and fear is highly commendable.

Suncare is fortunate to enlist the valuable assistance of approximately 350 Volunteers who provide support to the DRC, MOW, Carebus, Greymates and all CRCC and other regional programs. The management of the volunteer workforce requires all the same HR processes as our paid workforce and as such we are currently undergoing a complete review of all HR documentation, orientation, induction policies and procedures including a registration

process to ensure compliances such as criminal history are maintained. This area of the HR department will be a major focus of development for the coming year.

This past twelve months has been challenging on our workforce to say the least, with many upheavals and changes and we have asked a great deal from our staff, however it is with pride that I can congratulate them all for their resilience and loyalty in going the extra mile.

Suncare's ICT Department has had a busy and productive year as Suncare continues to grow. Internally we have 2 ICT team members who are supported by our external ICT company Secure Access who have been working with Suncare for over 11 years now. We have seen many changes and upgrades when it comes to our Information Communication Technology (ICT) systems. Some of these include:

- Server upgrades (We currently have 14 physical servers). A dedicated server was installed for Security and Monitoring purposes to better protect Suncare staff and our systems.

- Our ICT Disaster Recovery, Business Continuity and Risk Assessment processes were assessed and a document was updated and new procedures put into place. This included a new backup system and rotation was created for better backups and offsite external backups. Also a backup ADSL link was installed in the event of failure.

- Maroochydore Day Respite Centre and Meals on Wheels were integrated onto the one Suncare ICT System along with the rest of Suncare's offices.

- Maroochydore CRCC Office was relocated to a new office and along with that was the project of upgrading the ICT Systems to include a new office.

- Our email system was upgraded to include archiving and compliance systems.
- Our ICT Acceptable Use Policy was updated to include Social Media and Email use.
- Our new website launched this year and a website team was formed to monitor and take care of the website.

- Our mobiles were transferred over to the Suncoast Community Telco and by doing this we saved money and contributed to the local business community.

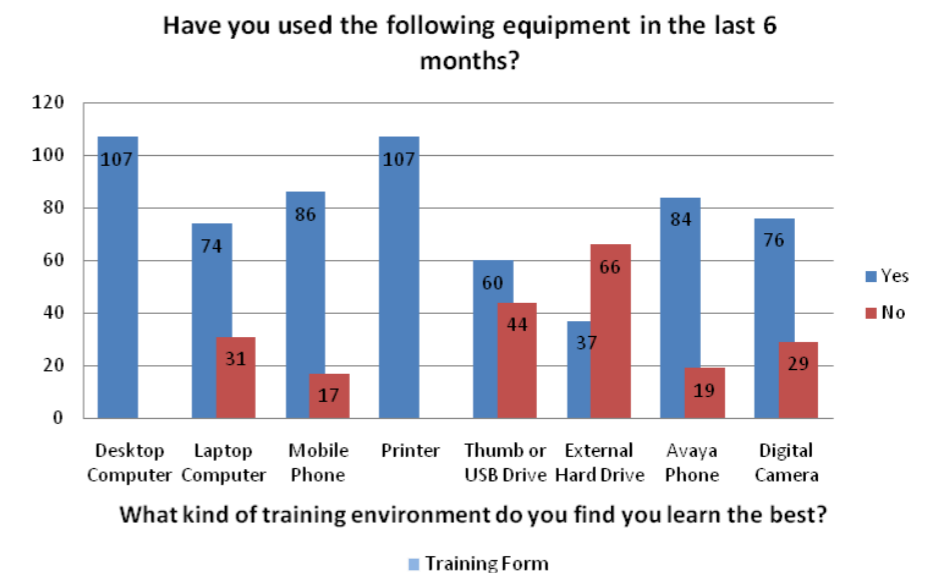
- We have started to roll out a tablet trial/project to Suncare staff. This will help us be able to use technology more efficiently with our clients and help us to successfully serve our community.

- A Microsoft audit was conducted for software compliance.

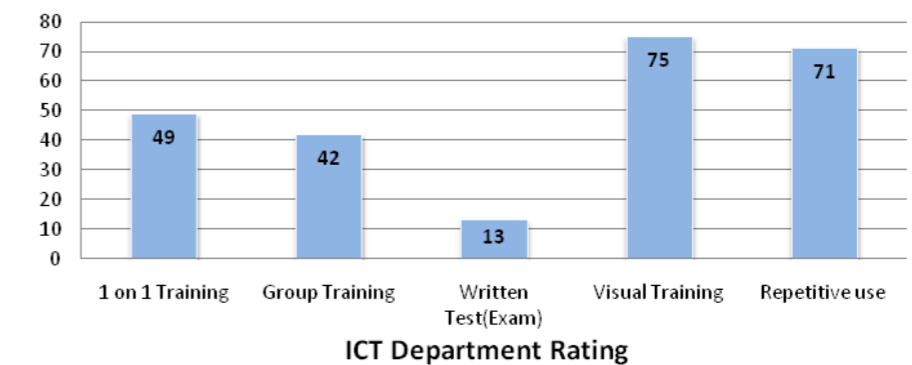
- Along with Secure Access, Suncare donated 7 PC's and 2 servers to help out the Sunshine Coast Community Hospice.

- An ICT Staff Survey was conducted to measure training needs of staff what they were happy with and where they think improvements should lie. Please see below for some of the results.

- Due to the launch of our new email address @suncare.org.au we celebrated Suncare Week from 15th – 19th November 2010. We had numerous activities across all offices from BBQ lunches to door prizes and Suncare Trivia.



Sugar Road celebrates new look suncare.org.au.



# Quality Management

Suncare Community Services Inc. is supported by the Quality Team who work to monitor and improve the quality of the organisation addressing issues of internal auditing and process improvement. Managing information, accreditation and compliance with standards is part of this role as is workplace health & safety, marketing and client feedback. Successes of the team over the year have been:

- reaccreditation with ISO 9001:2008 – (quality management system) standards and Queensland Disability Service Standards.
- successful participation in the National Respite for Carers Program Quality Reporting Process
- review and repackaging of workplace health and safety policy and procedures.
- redesign and improved usability of the [suncare.org.au](http://suncare.org.au) website.
- review and rationalisation of the controlled master document list.

### Workplace, Health and Safety

The Workplace Health and Safety team have had a very busy and productive year in 2011, with many exciting changes and new practices implemented.

In January we began a full review of the WHS system, including all documentation, reporting and recording tools, orientation

and Induction training and staff practices across the whole organisation. This review identified a range of changes that were necessary, to ensure that Suncare maintains its place as an industry leader in the provision of care, and we made the decision to rewrite the complete system. During this process we have:

- Developed a new 3 tiered Documentation system to guide the actions of staff at all levels, allowing greater flexibility to meet individual needs, proactive staff action to maintain safety and ensuring legislative compliance.
- Developed new reporting and recording tools (forms and recording methods), which are simple to use, easy to monitor, and provide valuable statistics.
- Retrained all staff to understand WHS as a very practical, task orientated process. This training also developed Suncare’s new and unique health and safety language, which can now be heard in all areas of Suncare Service delivery.

Suncare now has a WHS process that is simple, proactive and collaborative. All staff uphold the rights of individuals by understanding key points of WHS legislation, and these guide our actions and interactions, whether in an office, in the community or in a person’s home. This is a system

that every person in Suncare can be justifiably proud of.

### What Our Clients Said

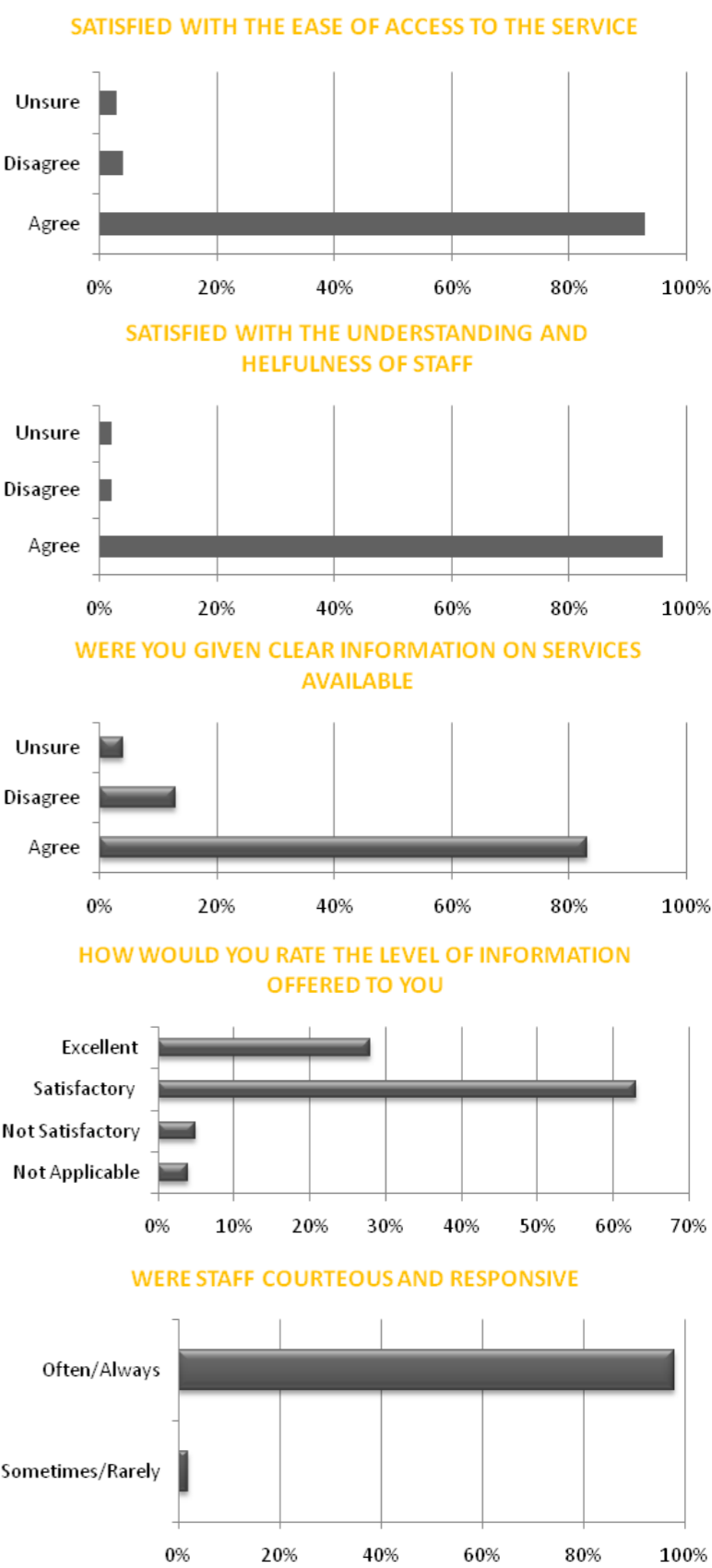
Client surveys were conducted throughout the year and results indicate a high level of satisfaction. Clients indicated they were particularly satisfied with access to the service, the helpfulness of staff and the efficiency of the service. These results are illustrated in the first two charts.

Those surveyed also indicated an area where improvements could be made, this was around satisfaction with the provision of clear information on the services available to them.

Forty seven formal complaints were recorded and have been actioned. The majority of these, 55%, related to other service providers who were contracted by us to deliver a service, 30% related to our service delivery or communication and 11% related to dissatisfaction with the limitations of our funding guidelines.

### What Our Partners Said

The quality team also maintained service agreements with over two hundred organisations that work with us to deliver the services of the National Respite for Carers Program. We surveyed these providers during the year and results rated us highly for efficiency, responsiveness and the prompt response to issues and complaints. The fourth and fifth charts illustrate some of the feedback.



# Maroochydore Community Renovation Project

After 6 months of research and detailed planning and a further 7 months in construction the Maroochydore Community Centre renovation has been completed. The finished cost of the project was \$694,370. \$482,590 of this investment was found through capital grants from the Home and Community Care (HACC) program, with Suncare Community Services Inc contributing the remainder. The project was deliberately designed to be completed in 3 stages in an attempt to minimize disruption to service delivery to clients.

## Stage 1

Early in February 2011 the renovations began on Renovation of the Community Hall. This first stage of the project was completed 7 weeks later. In this section of the renovation:

- The old stage was removed and replaced with storage rooms
- New entrances to the Hall were built to improve access
- The Kiosk was moved to make way for a new MOW Reception area
- The doorway from the Hall to Day Respite Reception was moved to improve access
- A new Server Room was built to update and integrate IT services for the complex

## Stage 2

Stage 2 of the project, renovation of Meals on Wheels and Day Respite Services, commenced immediately and were completed, on time, in mid June. This stage of the project presented some unique challenges in that it entailed the temporary removal of the entire Day Respite operation into the newly renovated Hall, while the building was completely stripped out and rebuilt. At the same time the Meals on Wheels service coped with installation of a new large walk-in freezer and replacing the vinyl on the kitchen floor while continuing to cook and deliver meals to clients!

## Stage 3

The last stage of the project consisted of constructing a new Transport Office adjacent to a new all-weather covered Drive Thru at the eastern end of the building. This section of the project was estimated to take 12 weeks but was actually completed in half that time!

## Congratulations

Many staff and clients have expressed their appreciation of the new facilities that they will continue to enjoy over future years.

Congratulations should go to Ryan Designer Homes, Leverage Project Management and Element Design not only for the quality of finish they have produced, but also for the cooperative manner in which they and their employees and sub-contractors collaborated with Day Respite and Meals on Wheels staff, volunteers and clients throughout the course of this disruptive renovation.

The managers, staff and volunteers of Maroochydore Meals on Wheels and Day Respite services are also to be congratulated on their forbearance and good humour during the completion of this important work.

*“Thank goodness the renovation is finally finished! All the new modern surfaces and revamped activity space really add a new fresh dimension to the entire building!”*



Renovation - Before and after.



# Community Partnerships



Nandjimadji Art Exhibition.

During the year we looked to partner with other community services providers and private enterprise.

As part of this year's NAIDOC week celebrations, Suncare Community Services sponsored in partnership with Novotel Twin Waters Resort, the inaugural "Nandjimadji " art exhibition. Nandjimadji is a Gubbi Gubbi word meaning to lighten the load.

The exhibition consisted of art works by Aboriginal and Torres Strait Islanders living with a disability or caring for someone who is. It was the result of our strong connections with local Traditional Owners and Community Elders who whilst supporting Novotel with a community engagement initiative informed them of the Suncare Community Services art group / yarning circle and our need for a suitable

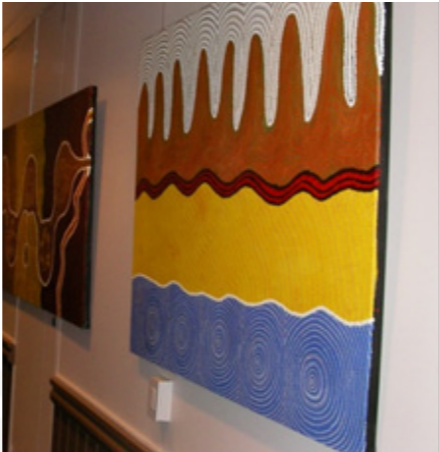
exhibition venue. Novotel offered the venue for a week free of charge and provided the catering for opening night at below cost, they also waved any commissions or cost involved with credit card transactions in the sale of art pieces.

Novotel have now offered to display art works from the group throughout the resort promoting the individual artist and assisting with sales of the pieces.

### Celebration of Country

For the past 2 years we have held a local community event called Celebration of Country Day.

The day provided the opportunity for local indigenous service providers, community groups and Elders to come together and celebrate the resilience of the Aboriginal and Torres Strait Islander cultures in surviving



into the 21st century. It is an opportunity for us to reaffirm our commitment to working together with mutual respect into the future. The event is becoming a well respected gathering within the local community, attracting around 100 participants from local indigenous and non indigenous service providers and individual community members and leaders. This year the event was strongly supported in its planning and presentation by local services and supports such as Sunshine Coast Council, Kabbali HACC, Cultural healing and Community health.



Paul at Celebration of Country.

### EastCoast Apprenticeships

Suncare Community Services along with EastCoast Apprenticeships partnered together to help local apprentices get some much needed work on the Sunshine Coast. This work would not have been possible without the Apprentice Work Teams initiative which is funded by the Department of Education, Employment and Workplace Relations (DEEWR), the Department of Employment, Economic Development and Innovation (DEEDI) and Construction Skills Queensland and run by the Group Training Association of Queensland and Northern Territory.

The work involved constructing and fixing many structures including carports, BBQ shelters as well as building walkways and cabinets within Suncare's Maroochydore facilities.

The project provided the apprentices with six weeks of valuable work and experience in a time when building and construction is limited on the Sunshine Coast.

The lasting improvements provided through this community partnership will be appreciated by staff and clients across the organisation. All the apprentices displayed a consistently high level of skill and enthusiasm that is so very much appreciated.

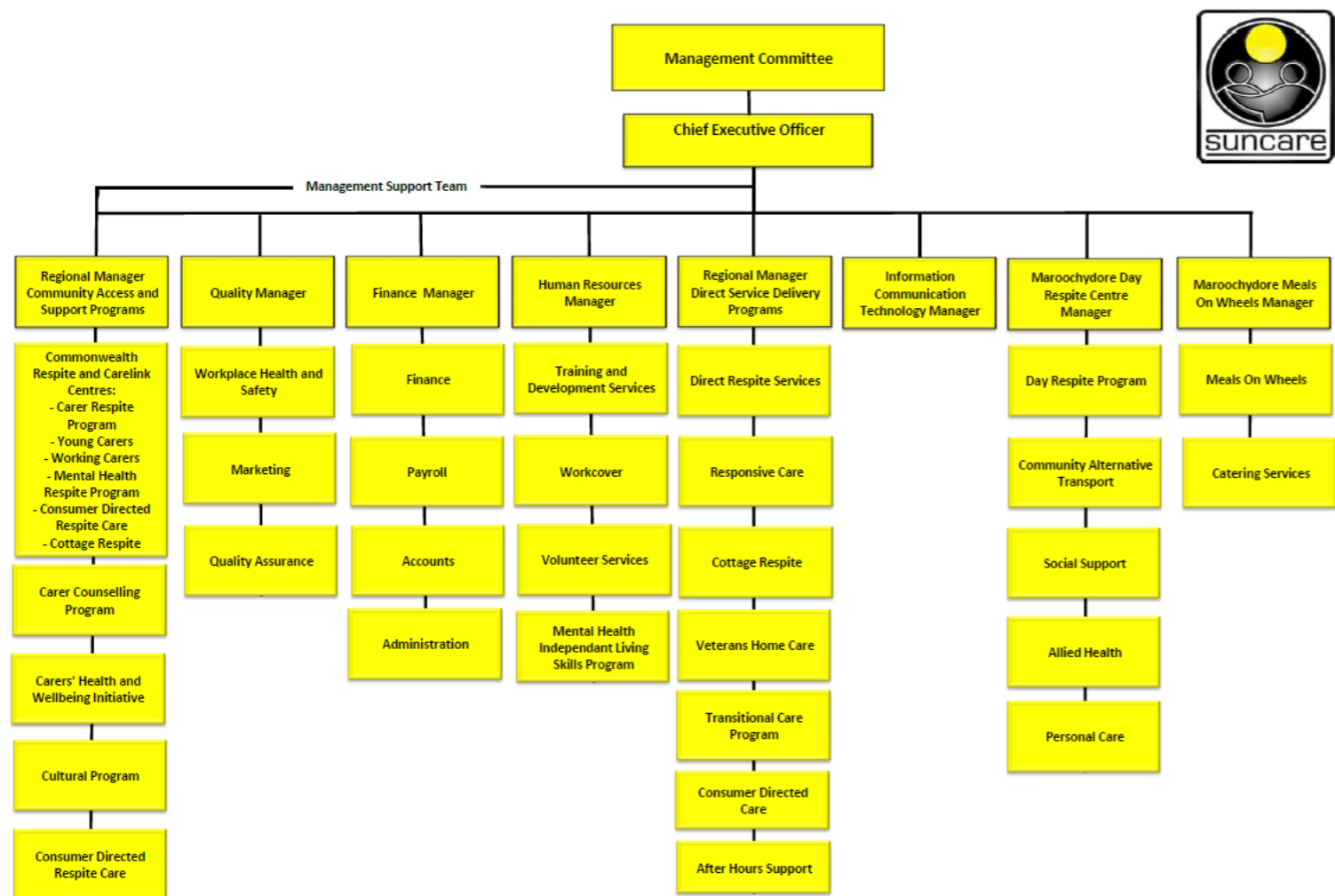
"Our thanks also go out to EastCoast Apprenticeships for partnering with Suncare Community Services to provide this opportunity for our organisation and the apprentices."



Sue Mason-Baker with EastCoast apprentices.



Improvements at Sugar Road, thanks to the apprentices.



Maroochydore Suncare Head Office Direct Respite Services Responsive Care	85-91 Sugar Rd, Maroochydore, QLD 4558 P.O. Box 5122 Maroochydore BC, QLD 4558	Phone (07) 5409 5900 Fax 5409 5900 Email <a href="mailto:info@suncare.org.au">info@suncare.org.au</a>
Maroochydore Commonwealth Respite & Carelink Centre	26 Memorial Ave, Cotton Tree, QLD 4558 P.O. Box 1024 Cotton Tree, QLD 4558	Phone (07) 5443 7966 Fax 5451 1580 Email <a href="mailto:marinfo@suncare.org.au">marinfo@suncare.org.au</a>
Maroochydore Day Respite Centre	2-6 George St, Maroochydore, QLD 4558 P.O. Box 5122 Maroochydore BC, QLD 4558	Phone (07) 5443 7655 Fax 5443 1770 Email <a href="mailto:MDRCadmin@suncare.org.au">MDRCadmin@suncare.org.au</a>
Maroochydore Meals on Wheels	97 Memorial Ave, Maroochydore, QLD 4558	Phone (07) 5443 3246 Fax 5479 0388 Email <a href="mailto:MOW@suncare.org.au">MOW@suncare.org.au</a>
Caboolture Commonwealth Respite and Carelink Centre	19 Hayes St, Caboolture, QLD 4510 P.O. Box 1627, Caboolture, QLD 4510	Phone (07) 5498 3315 Fax 5428 0277 Email <a href="mailto:cabinfo@suncare.org.au">cabinfo@suncare.org.au</a>
Toombul Commonwealth Respite and Carelink Centre	10 Walkers Way, Nundah, QLD 4012 P.O. Box 1374 Nundah, QLD 4012	Phone (07) 3256 8033 Fax 3256 8522 Email <a href="mailto:toominfo@suncare.org.au">toominfo@suncare.org.au</a>
Pine Rivers Commonwealth Respite and Carelink Centre	Shop 22, Stratpine Plaza, 447 Gympie Road, Strathpine, QLD 4550	Phone (07) 3205 7122 Fax 3205 7188 Email <a href="mailto:info@suncare.org.au">info@suncare.org.au</a>
Bundaberg Commonwealth Respite and Carelink Centre	4 Adams St, Bundaberg, QLD 4670 P.O. Box 2238 Bundaberg, QLD 4670	Phone (07) 4151 1500 Fax 4151 1500 Email <a href="mailto:buinfo@suncare.org.au">buinfo@suncare.org.au</a>
Hervey Bay Commonwealth Respite and Carelink Centre	Shop 4/13, Main St, Pialba, QLD 4655	Phone (07) 4124 7288 Fax 4128 4877 Email <a href="mailto:hvinfo@suncare.org.au">hvinfo@suncare.org.au</a>
Rockhampton Commonwealth Respite and Carelink Centre	57A Alexandra St, North Rockhampton, QLD 4701 P.O. Box 9609 Park Avenue, QLD 4701	Phone (07) 4926 6377 Fax 4928 4591 Email <a href="mailto:Rockinfo@suncare.org.au">Rockinfo@suncare.org.au</a>
Emerald Commonwealth Respite and Carelink Centre	Shop 6, Post Office Square, 104 Egerton St, Emerald, QLD 4730 P.O. Box 1697, Emerald, QLD 4720	Phone (07) 4982 0200 Fax 4982 2099 Email <a href="mailto:EmeraldCRC@suncare.org.au">EmeraldCRC@suncare.org.au</a>
Longreach Commonwealth Respite and Carelink Centre	19 Duck St, Longreach, QLD 4730 P.O. Box 1, Longreach, QLD 4730	Phone (07) 4658 0204 Fax 4658 0182 Email <a href="mailto:LongreachCRC@suncare.org.au">LongreachCRC@suncare.org.au</a>



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