



**suncare**  
community  
services inc.



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# Annual Report

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# 2011 - 2012

# Who We Are

## Our Vision

To become an acknowledged leader and innovator in the Aged Care, Disability and Community sectors based on our ability to consistently establish, influence and apply best practice services, principles and standards.

## Our Mission

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 Objectives

1. To develop and deliver support services that assist individuals to maintain personal independence and community engagement.
2. To promote health and wellbeing through individual and community programs.
3. To foster inclusiveness with cultural respect.
4. To work collaboratively with other community support groups, business entities, and all tiers of government, to address identified health and welfare issues.

Suncare Community Services Inc.'s financial statements for the year ending 30 June 2012 have been audited by KPMG. The audited financial statements are available on request at the Annual General Meeting. Suncare acknowledges the funding received from Queensland and Australian governments, that enables us to deliver services in our local communities.



Childers Multicultural festival



Michelle, Sue and Stephen  
at the Scarborough Memory Walk



Celebration of Country





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## President's Report

This year, Suncare has made significant improvements in the areas of financial management, governance, workplace health and safety and public relations. Members will notice our current marketing campaign, aimed at lifting our public profile and at developing our Responsive Care business. In addition we have taken a major step in the development of our Information Technology infrastructure, with the selection of a new Client Management software system which will be implemented at the beginning of 2013. It is pleasing to be able to report that our core business continues to flourish.

A combination of growth in our existing programs and the acquisition of new funding will see our annual revenue reach \$19 million in the 2012/13 financial year, while feedback from our clients reveals continuing high levels of satisfaction with the quality of our service. Congratulations to all our staff and volunteers for making these results possible.

Your Committee has actively contributed to Suncare's good results this year. A notable achievement was negotiating the payout figure for the government loan on our property at 89-91 Sugar Road, Maroochydore.

In November we shall complete a much-needed strategic planning project and, following that, a New Business Development subcommittee will oversee the further development of Suncare's business.

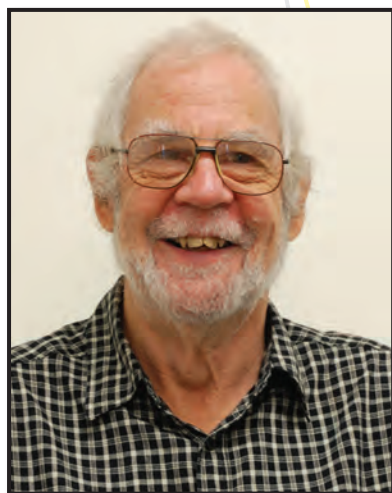
This year's Annual General Meeting marks the end of notable contributions to your Committee by two long-serving members. Beryl Allmark retires after seven years service, but will continue to run the fund-raising art classes in the Community Hall. Thank you, Beryl.

June Conolly also retires after 42 years on your Management Committee. June was a founding member of the organisation (then known as the Central Sunshine Coast Committee on the Ageing). She holds an amazing collection of archival material collected over many years. June has held the position of President and Secretary on the Suncare Executive Committee and is already a Life Member of Suncare.

It is with absolute pleasure that the Management Committee propose to nominate June as Patron of Suncare in recognition of her outstanding commitment since 1970. Thank you, June.

Finally, thank you to my fellow Committee Members for your time and commitment to Suncare during the past year.

**John Gosney**  
President



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2011/2012 proved to be another busy year for Suncare. Having just completed my first year as CEO in May 2012, it is timely to reflect back and highlight the many achievements throughout Suncare.

Notably, the Management Committee of Suncare successfully established a number of subcommittees to assist them in their work. These subcommittees comprise both Committee members and staff. Firstly, the Governance and Risk Management Subcommittee addressed corporate and clinical governance, work health and safety, audits, insurances, and policies/procedures. Good progress has been achieved in the last twelve months. Thank you to Greg O'Connor for chairing this subcommittee.

Secondly, the Public Relations Subcommittee has been particularly busy with a focus on building relationships with Local, State and Federal government councillors and ministers in order to raise the awareness of Suncare in government circles. In December 2011, we appointed Suncare's first Business Development Manager and commenced a solid branding, marketing and advertising campaign to promote Suncare to the community. Thank you to Russell Cooper for chairing this subcommittee.

Thirdly, the Finance Subcommittee, which has been operational for two years, has enjoyed significant achievements. Enhanced financial reporting and budgeting has been made possible by the excellent work of Mike Goulding, our Financial Controller, and his team. Mike has continued to streamline the financial system and finalise the integration of Regional Programs, Day Respite and Meals on Wheels which began in June 2010. As of 1 July 2012, all business units are now integrated. This was a huge project and I thank all staff involved who made this possible. Thank you to Alan Sinclair for chairing this subcommittee.

The Management Committee of Suncare and the Management Support Team (MST) further demonstrated their commitment to contemporary corporate governance by attending governance training conducted by Board Matters in August 2012. A governance plan has resulted from this workshop and will be actioned during this financial year.

The Information and Communication Technology (ICT) team made huge progress this year. The introduction of the intranet for staff and Committee has been a real hit and provides an excellent way to communicate and share news from all the centres and programs. This is particularly important for our staff in the remote areas of Queensland. The intranet is not just about work, it is a way of connecting the Suncare family - many enjoy hearing about the good news stories and partaking in the friendly rivalry generated. Technology will feature prominently in 2012/2013 with the increased use of assistive technologies within our facilities and with our clients, as well as greater focus on social media.

Suncare also prepared early for the Work Health and Safety Harmonisation laws that came into effect on 1 January 2012. We pride ourselves on the simplicity of our revised WH&S system, the training that has been provided to all staff and the way that staff have embraced our model of safety. I thank each and every one of you for making safety a part of everyday life at Suncare.

Other achievements include new contracts that were negotiated between the Queensland and Federal governments as part of the National Health Reform Measures, as well as being successful in new funding streams that complement our existing services. We continue to work relentlessly to promote the Suncare brand and to be recognised as a leader in community care in Queensland.

As always we remain passionate in our work and our desire to assist individuals, families and communities experiencing adversity. Thank you to all staff and volunteers who deliver remarkable client care and for your generosity of spirit.



To those who work behind the scenes, thank you for your dedication and commitment to Suncare, for without you, we could not deliver front line services. To our very important community partners throughout Suncare's geographical areas, thank you for sharing the journey with us and providing strength to our individual yet collective goals.

My sincere thanks to my colleagues on the MST who have embraced the challenges of our industry and remain purposeful in their pursuit of providing flexible care to our clients. Thank you to the Management Committee who generously volunteer their time to govern Suncare and finally, special thanks to John Gosney, our President who has provided leadership during a challenging year.

**Sue Mason-Baker**  
Chief Executive Officer (CEO)



## Direct Respite Services/Responsive Care (DRS/RC)

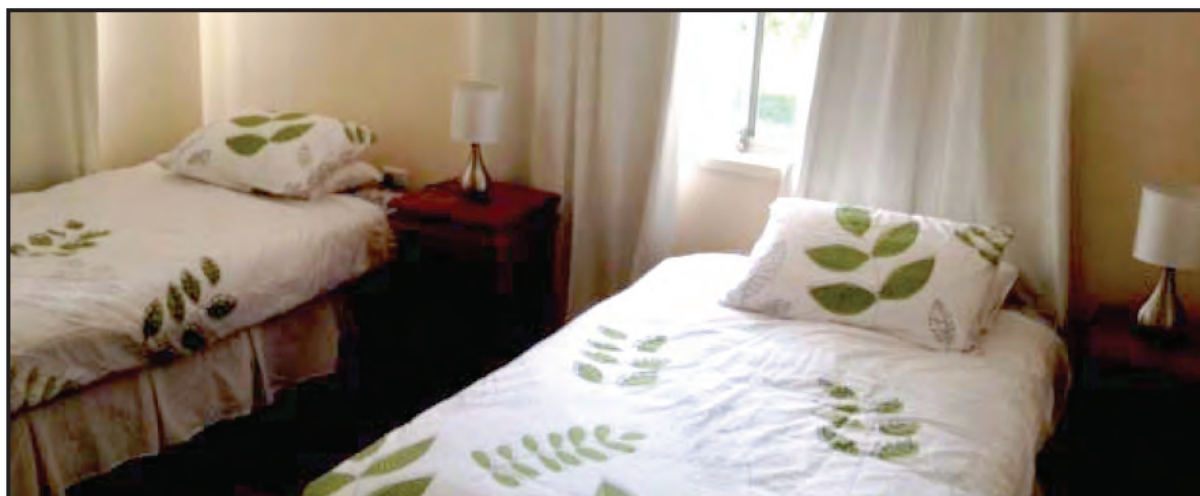
This year has seen the expansion of programs, refurbishment of facilities and the huge up skilling of the ever important Support Workers. Over all sites, DRS/RC have delivered approximately 112,300 hours of support.

The Cottage Program operating on the Sunshine Coast has continued to grow in popularity with frail aged clients accessing Boronia Cottage and Glasshouse Cottage, and has strengthened weekend respite services to young people with an intellectual disability from Dorney House Cottage in Maroochydore. The program has received overwhelming praise from Carers about the staff and the welcoming environment they find when they arrive, and has established partnerships with other organisations to complement their services.

Boronia Cottage at Bribie Island was closed in February 2012 for site development. To provide ongoing service, the program was relocated to a house in Morayfield. The Bribie Island site has undergone a rebuild to provide a wonderful, fresh, new respite environment for cottage clients. The new cottage is due to open by November 2012 and will boast large and modern living areas and en-suited bedrooms.



**Boronia Cottage**





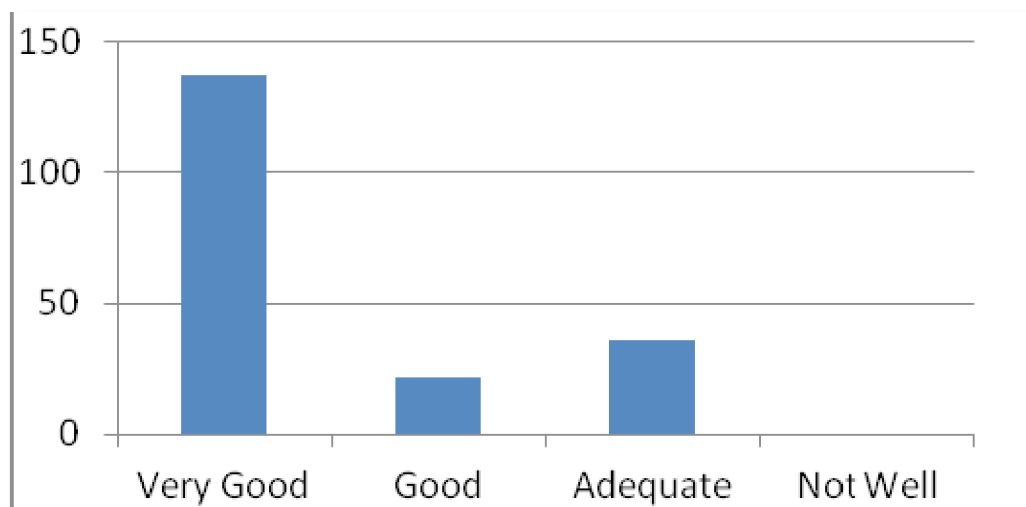
In early October 2011, the Veterans Home Care Program (VHC) expanded across Suncare sites with the Hervey Bay, Rockhampton and Bundaberg offices taking on services referred from VHC. The Bundaberg and Hervey Bay offices initially received a large number of referrals of existing clients from an outgoing provider and, in doing so, had to work diligently to build not only excellent Client/Coordinator rapport but excellent service provision. Both offices have now established themselves as reputable service providers for VHC services.

In addition to the Central Region taking on VHC services, the Head Office VHC Program was divided up into regions, with the Responsive Care Coordinators in Toombul and Caboolture taking on all clients in their geographical regions. This has facilitated a more local approach to care provision. Surveys were conducted for the North Brisbane region (Toombul, Caboolture and Sunshine Coast) and results showed that Suncare is providing quality services to our veterans who are, overall, very satisfied (see graph below).

The Transition Care Program (TCP), which Suncare only commenced services for in January 2011, saw steady growth across Sunshine Coast, Hervey Bay and Bundaberg sites. The Hervey Bay office proved themselves as the provider of choice, steadily receiving 90% of the service provision referred by the Hervey Bay TCP team. This is a huge achievement and credit to the responsive nature and hard work of the Hervey Bay team. The Sunshine Coast and Bundaberg offices have progressively increased the amount of referrals received from their respective TCP teams and continue to build upon existing partnerships.

Suncare was successful in the application for the Mobile Attendant Care Program. This will enable Suncare to provide services within the Gympie region to people with disabilities enabling them to remain living independently in their homes.

*How does the service meet your current needs?*



## Regional Centres

The hectic pace of change and development over the past twelve months has been breath taking. Our services, through our dedicated staff, continue to demonstrate a professional and client centred approach and a high commitment to the diverse client target groups that we service. Our regional programs continue to be in high demand and include the provision of community information, emergency Carer respite, cottage respite, specific programs supporting Carers of people with mental illness, disability and Carers who may be young or working as well as those who belong to Aboriginal and Torres Strait Islander and Culturally and linguistically diverse communities.

Our new Consumer Directed Care Respite Packages continue to grow and are in high demand. Our HACC Carer Counselling and Health and Wellbeing Programs have developed a strong community focus, working collaboratively with the Commonwealth Respite and Carelink Centres (CRCC) and other Suncare Programs, thereby creating a 'one stop shop' and integrated approach to service provision. Our centres and programs continue to develop robust government and community relationships and partnerships (including Medicare Locals, General Practice and Local Councils).

The Commonwealth Respite and Carelink Centre Programs performed well against our contractual obligation over the past twelve months. Information calls (Carelink) increased significantly, Carer numbers have been maintained, and the number of services provided with our funding increased slightly. Our HACC Counselling and Health and Wellbeing Services increased support to Carers in providing a new range of workshops and events. Services to Aboriginal and Torres Strait Islander clients increased 8% and CALD clients remained consistent.



Work from the Nandjimidji Art Group

### There were many achievements throughout the regional centres during the year

Peter Bullimore, international speaker and founder of the Paranoia Network in the UK provided a two day workshop for consumers, Carers, service providers and psychologists in July 2012. First organised in our Toombul office, the workshops spread throughout our regions. The event was a collaboration between the Targeted Community Care Program and Independent Living Skills and provided a contemporary practice approach to mental health.

Extremely positive feedback was received with one attendee commenting;



Memory Walk in Maroochydore

*"Dear friends at Suncare,  
The Peter Bullimore seminar was wonderful, informative and very encouraging for me, helping me to better understand and support my son with schizophrenia. Congratulations and sincere thanks for all at Suncare who contributed to making the event run so well."*

In September, the Brisbane and Sunshine Coast Community came together to participate in The Memory Walk. The Memory Walk was a community event to honour the 500,000 Australians affected by Alzheimers or Dementia. In the Brisbane area Suncare and the Brisbane North Dementia Network worked in collaboration

with a number community members who staged the first ever Memory Walk in the Brisbane North area. Through everyone's input and efforts this event was a great success with over 150 people in attendance. In the Sunshine Coast Area the event had an attendance of 300 plus people from the community. Special Guest, Robyn Moore, provided laughs and tears and helped us connect to the importance of recognising this community need. On October 10th we celebrated Mental Health and Carers Week. The Suncare Family and Community Fun Day turned out to be a fabulous event for Carers, family and friends who are part of the Suncare family. The Fun Day was all about feeling good and enjoying the sunshine, good food, entertainment and good company.





The first annual Community Connections Expo was initiated by Maroochydore office in October 2011. The event brought together over 40 providers under one roof with over 250 guests receiving information. This year's event will now launch with Social Inclusion Week and will be an outdoor event with over 100 stall holders and a family fun day thanks to the support of the Sunshine Coast Council.

Suncare held the fourth Annual Community Care Expo at Redcliffe. The Community Care Expo was an opportunity to inform the Redcliffe community of community services in their local area. With a huge success being built on the previous three expos and for the first time in Redcliffe, the response was overwhelming. Unfortunately, due to space limitations, we had to turn away some service providers. The expo was attended by 62 service providers showcasing their services, with a wide range of services covering all areas from aged care, mental health, disability, lifestyle, legal and financial, home and community care, hearing and vision, funeral, mobility and assistive technology, child and adult therapies, support groups and independent living services. Over 200 community members attended.



**Suncare Display at the Community Care Expo**

Suncare has been developing partnerships with Medicare Locals on both the Sunshine Coast and Brisbane North. We have been working with the Metro North Brisbane Medicare Locals on a number of partnerships to be developed over the next 12 months beginning with the advertisement of a series of four Carer stories in their Locallink newsletter.

Maroochydore launched a Carers' network meeting as part of our Health and Wellbeing program. A resounding success, the meetings are set to continue throughout 2012.



**Staff at the Memory Walk in Brisbane**



Suncare hosted Health and Wellbeing forums in partnership with Carers QLD in Rockhampton. The monthly forums covered topics such as coping with loss and planning for the future. The workshops have been well attended and have given much needed information to our Carers.

Bundaberg office was able to re-locate its cottage facility from a privately rented unit, which did not wholly meet the needs of our client base, to a large five bedroom house. This re-location has not only been significantly more conducive in meeting the ever expanding needs and shortfalls in respite options in the Bundaberg and North Burnett regions, but has also allowed a consolidation of our cottage respite experience and a more flexible, viable venue for the facilitation of our support groups and structured activities.

We have been lucky to develop a strong working relationship with the owner, who shares Suncare's vision of providing a flexible and responsive model of service delivery and has been very supportive in modifying the infrastructure of the house to include a disability friendly bathroom that fosters independence where possible. This further enhances our ability to meet the needs of a wider cross-section of the community.



**Bundaberg Cottage**



## Cultural Integration

The last 12 months have provided some great opportunities to further build Suncare's reputation as a culturally safe service provider and advocate for Aboriginal and Torres Strait Islander Carers and the people they care for. This year also saw the growth and development of the Murri Connections art group from Brisbane North and increased involvement of Aboriginal and Torres Strait Islander community groups in Wide Bay.

Once again the Suncare Nandjimidji Art exhibition was a huge success - the event was held simultaneously at both the Novotel Resort Twin Waters and the Novotel Hotel Brisbane. This is an excellent example of Suncare and corporate Australia working in partnership to improve the quality of life for people with disabilities and their Carers.



**Art on display at the Nandjimidji Art Exhibition**



**Welcome to Country at the Nandjimidji Art Exhibition**

The art exhibition featured Sunshine Coast and Murri Connections artists, receiving some good media coverage that identified the exhibitions as a Suncare initiative, with the artists work being highly recognised and purchased. Part of these proceeds went back to the art groups to help provide future resources.

We also translated Suncare brochures and fact sheets into 9 languages for use at multicultural events. Suncare directly supported 209 Clients and 144 Aboriginal and Torres Strait Islander Carers across regional programs in 2011/12 representing a 9% increase in overall clients accessing services, reflecting the amazing commitment and dedication of our staff across all regions in providing culturally diverse services to our clients.





**Some great stories of personal achievement are emerging from the Sunshine Coast and Brisbane art groups and include:**

One young man with severe physical disabilities who joined the group with his mother 18 months ago, showed a great interest in painting but found it difficult to express his stories due to his disability. With funding from the public trustee we were able to link him with an established Aboriginal artist who mentored him to develop his skills and modified equipment to help him produce some amazing art work, one of which sold for \$900 at the last exhibition. He is now working toward having a solo exhibition. His mother and Carer stated that since joining the group his self-esteem has improved and his connection to culture and pride in his art work has also had a huge impact on his behaviours and life.

A young Aboriginal person coming to the group has been given the opportunity to grow and is undergoing a TAFE course in Indigenous support in order to be a further asset to his community.

An Aunty who joined the group as a referral from the Cultural Healing Team was very socially isolated. She states that the art group got her out of the house and assisted her to strengthen her relationship with her family.

**In addition to the enormous success of the art groups Suncare has progressed on other major initiatives in the last 12 months including:**

Suncare's first Reconciliation Action Plan was written and is currently with Reconciliation Australia for feedback. The Reconciliation Action Plan will showcase and formalise the work Suncare is already doing to support Aboriginal and Torres Strait Islander clients, their Carers and other services.

A new initiative saw the commencement of the Sunshine Coast Indigenous Assessment Team known as 'Yarn Up'. One of the biggest barriers to Aboriginal and Torres Strait Islander people accessing services is the current lack of culturally appropriate assessment models available to access support. The 'YarnUp' group comprises a range of services who meet to address access issues for clients with complex non-medical needs who fall through 'the gaps'. The model is gaining interest from other regions and government.

**Suncare participates in the following committees and groups, increasing our profile on both a local and national level:**

- We have a Suncare representative, one of only two from Queensland, on the First Peoples National Disability Network Australia (FPDN). The group is commonwealth funded and is rapidly becoming known as the peak advisory group on the support needs of Aboriginal and Torres Strait Islander people with disabilities and their Carers.
- Paul Calcott, Aboriginal and Torres Strait Islander and Cultural Resources Manager, is the Sunshine Coast representative on The Aboriginal and Torres Strait Islander Disability Network Queensland.
- Suncare has an advisory group representative with the Department of Aboriginal and Cultural Affairs to develop a support model for post release detainees from correctional facilities through art groups. This reflects Suncare's growing influence in policy and service development of community based programs.
- Suncare is a member of the Multicultural Network on the Sunshine Coast and is part of the planning group for the Sunshine Coast multicultural information day held at Sunshine Plaza.





# Mental Health Independent Living Skills Program

The Maroochydore Independent Living Skills Program is based at our Head Office and is funded to provide short to medium term support, specifically for the provision of maximising an individual's independent living skills and social support to adults between the ages of 18 – 64 years, living with a severe to moderate mental illness.

The intention of the program is to provide flexible and appropriate support to overcome barriers that impact on the individual's capacity to reach their fullest potential and aspirations, within a recovery framework. The level of support is guided by the individual's changing needs and circumstances, e.g. increasing or reducing support as needed.

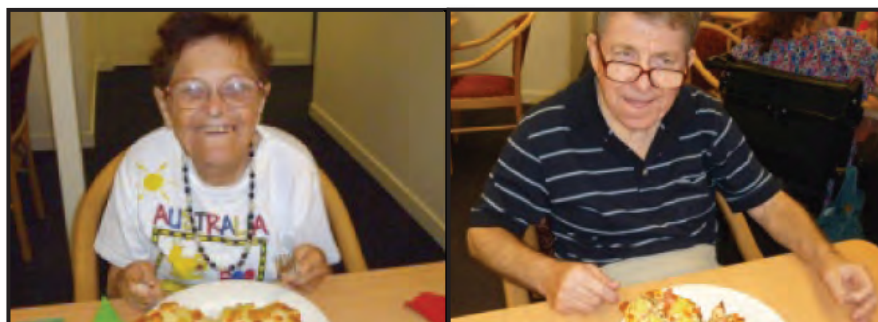
The success of this program was marked in October with Suncare winning the state wide Queensland Health 2011 Mental Health Award in the Carer Organisation category.

## Maroochydore Day Respite Centre

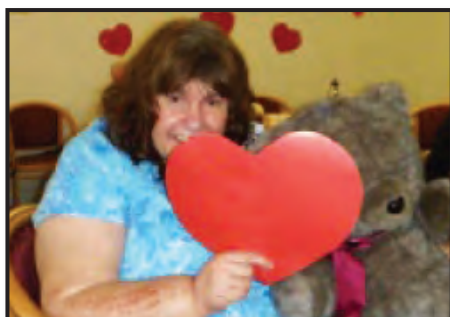
The Maroochydore Day Respite Centre provides Home and Community Care (HACC) services. Our centre has five funded service streams including centre based day respite where the aged, and those with a disability, enjoy social interaction, group activities, and short trips away. The centre is a great place for our clients to meet. They are greeted each day by our friendly, dedicated and caring staff. Morning tea is always ready upon arrival. Our clients enjoy a freshly cooked lunch and dessert each day and this is a focal part of the day where they catch up with their friends.

Activities in the centre are planned by our Activities Officer and include karaoke, singing, entertainers, craft and card games. The latest addition is a bubble machine which the clients love. Our clients also enjoy fortnightly lunch outings providing variety to their day. We are always looking for new ways to bring enjoyment to the lives of our clients and they have provided some great feedback during "Have Your Say" days.

Our Seekers group (disability group for under 65s) has been developing their skills in cooking simple main meals, and learning about recycling and safety at home tips. They have had a great time making pizzas, and working on their own scrap book containing brochures, recipes, photos and Ten-Pin bowling score sheets which they shared with their families. This generated lots of fun and laughter.



**Pizza Making**



**Valentines Day**



**Ten Pin Bowling**



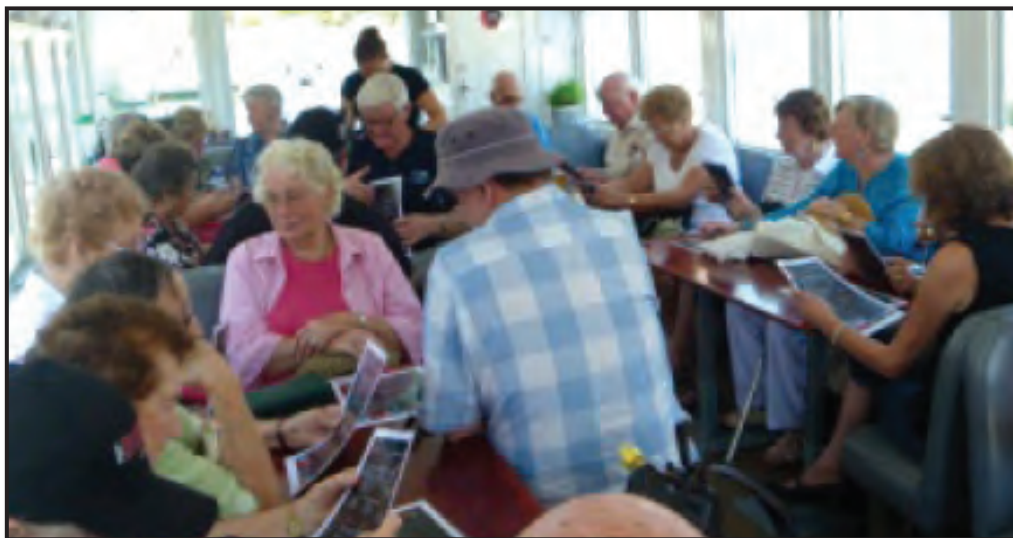
## Volunteers

We had a great time at our Volunteers Breakfast held at the Ramada Resort this year. We have a very large number of volunteers who work in Social Support, Day Respite, Grey Mates, Transport, Craft and the Art groups. Many of our Volunteers work or have worked in more than one of our services and without their dedication and support we would not be able to provide the amount of help to the community that we do.

## Digital storytelling

Georgia Powell from the University of the Sunshine Coast has made great strides with the Occupational Therapy program and all staff and clients see her as a valuable member of the workforce. The collaboration and interface of this joint project with Sunshine Coast University is proving mutually beneficial and all parties are pleased with its implementation and success. The program consists of an occupational therapist from the University, who has been placed with us to oversee occupational therapy student placements.

This year two occupational therapy students and Georgia have been working with some of our clients to make a short digital film that allows everyday people to share aspects of their life story. Digital stories are often compelling and emotionally engaging as we discover the varied pasts of our clients. These multimedia movies - combining photographs, video, animation, sound, music, text, and often a narrative voice - have given us great pleasure. We give our thanks to our clients for sharing their lives with us.



**Social Support clients on a river cruise**

## Social Support

Social Support continues to provide a variety of services to assist elderly clients with activities in the community such as shopping, banking, going to appointments or just having a chat.

The Social Support Service has once again exceeded targets for the 2011/2012 financial year. Chris Barling does a fantastic job organising lots of social functions like coffee club, mystery lunch, restaurants, walks, trips to concerts and gardens. Our clients always have a great time.

## Community Alternative Transport Services (CATS)

We have seven cars on the road every day transporting clients to medical appointments, hair dressers, social events and, without our wonderful team of Volunteer drivers, we would not be able to assist so many elderly people to remain independent in their homes for as long as they do.



# Carer Counselling Program

The HACC Carer Counselling Program presently covers Brisbane North, Pine Rivers, Caboolture, Sunshine Coast and surrounding districts. Over the past year there has been a steady increase in the number of clients referred to the service for both individual counselling and workshop attendance. Presenting issues vary from Dementia, Mental Health and Disabilities, with an increase in diagnoses of Autism Spectrum Disorder and Aspergers across the region.

Our dedicated counsellors continue to do a fantastic job implementing relevant initiatives to address the varying needs of the Carers accessing the program. The evaluations show that the Coffee Groups, Workshops, Counselling (face to face and telephone) and the Couples Retreats, continue to provide valuable information and support to the Carers.

The following feedback is testament to the positive impact these supports have on Carers and evidence of the hard work the Counselling team do;

*"I look forward to these sessions so much, because of the Counsellors and Admin Staff's wisdom and the interaction between the other Carers"*

*"These workshops help me to cope with the demands I face being a Carer. They are my respite."*

*"Thank you. After counselling I felt better about myself and have started doing things differently – letting some things go".*

*"Before this retreat I wondered if I should leave my husband. After doing the Couples Retreat, I am learning to fall in love with him all over again – I can see hope for us now".*

*"This retreat has saved my marriage. Thank you!"*

Collaborative partnerships continue to be established within Suncare and key external service providers. The HACC Counselling Program is becoming well recognised and continues to grow.





## Health & Wellbeing Program (HACC)

The Health and Wellbeing program presently covers Brisbane North, Caboolture and surrounding districts, Sunshine Coast (including Gympie) and Rockhampton.

Over the past year, the Health & Wellbeing program has developed and delivered a number of key initiatives, all of which are designed with the Carers physical, emotional and social wellbeing in mind. The program provides support and information to Carers on key issues, through educational workshops, information, sessions, newsletters and media.

Current projects include monthly Carers luncheons, community radio and workshops on key issues, identified by the Carers. Carers luncheons provide an opportunity to network, enjoy time out from their Carer role, listen to guest speakers on key topics and find out about future information sessions and workshops. Topics addressed by guest speakers have included:

- Public Trustee; Wills, Power of Attorney (POA), Health Directives
- Good Mental Health
- Dementia
- Depression

Feedback from the Carers luncheons has been excellent with some Carers marking the monthly event as a “must do” on their calendar.

Workshop topics have included:

- Visits to LifeTec (information on assistive technology)
- Safety in the Home
- Importance of Self Care
- Managing Challenging Behaviours
- Money Matters

The luncheons and workshops also provide an opportunity for the Carers to register for attendance at the HACC Counselling Programs therapeutic workshops.

The Health & Wellbeing teams have built strong networks within the communities they work. In addition to the dedication and hard work of the Health & Wellbeing team, working collaboratively with community organisations and other key stakeholders has been a key contributing factor to the success of the program.



**Health & Wellbeing Carers Luncheon**



**Health & Wellbeing Forum**



## Meals on Wheels

Meals on Wheels Maroochydore is considered one of the larger MOW services in Queensland, supplying over 60,000 meals per year and an additional 7500+ to Queensland Police Service. The service is supported by over 200 volunteers and includes participation from Centrelink, Corrective Services, Work for the Dole, Mental Health and Disability programs. Volunteers undertake various tasks within the program from office duties and kitchen duties through to the delivery of meals. 26 volunteers are required daily to deliver the meals and the kitchen regularly has up to 18 willing helpers each day.

The service maintains a high profile in the community, regularly attending meetings as a member of Queensland Meals on Wheels, Sunshine Coast Regional MOW and the Sunshine Coast Community Advisory Committee. Our peak body, Qld MOW, provides excellent resources to assist in the promotion of the service and has employed a Marketing Officer who is developing a marketing strategy to assist all MOW services in Qld. Maroochydore MOW continues to receive the support of a State MP as an active volunteer and an appreciation from other State, Federal and local council representatives.

The price of the standard meal to the client was raised by 50c as at 1st July, to \$8.00. The standard meal consists of a hot soup and main course, and a dessert and juice delivered to the client at lunch time. The cost of the meal is on a par with the State average. The service reviews the menu and operation regularly, with all clients visited at the commencement of the service and then annually, or more frequently if required.

The service has increased the meal options available to clients and provides flexibility in delivery to ensure it remains competitive and captures its share of the market. Collaboration with other services and the assistance of a Qld MOW nutritional advisor ensures the service meets the needs of the client base.

Total Meals
60,000

Active clients
246

Donations
\$6160.00





The majority of staff have achieved nationally recognised minimum certification level training.

The table below shows detailed figures across each qualification type.

Qualification	Places	Enrolled	Completed	%
Diploma of Management	44	44	43	97%
Certificate of Front Line Management	17	17	17	100%
Certificate IV HACC	129	129	114	88%
Certificate IV Project Management	10	10	10	100%

This training has now set the benchmark for how all future learning and development will be undertaken at Suncare as well as increasing our expectation of staff qualification and performance levels.



**Graduation ceremonies for staff across our regions**

As a result of the training program Suncare has expanded the diversity of the range of work that can be undertaken. Training was delivered in a flexible format with programs tailored to meet business and individual needs.

The Human Resource Department currently manages in the region of 650 paid and unpaid workers and is responsible for overseeing all recruitment, orientation, performance, and training and compliance requirements. The Criminal History Screening currently required by our funding bodies necessitates all paid staff and volunteers to have two to three separate police checks. This alone has necessitated the addition of a full time trainee to our HR department to manage this volume of monitoring.

An application is underway to become registered to do our own on line Criminal History Screening through a program called CrimTrac. Benefits will include a much faster turnaround time for criminal history results when starting new employees.

We acknowledge the valuable contribution of all our administration trainees, one of whom, Christie Wiggins, who is now our Administration Officer at the Maroochydore Day Respite Centre, was recently awarded the 'Bob Marshman Trainee of the Year Award for the North Coast Region'. Christie will now proceed to the State Awards.

The processes of induction and orientation with student placements and volunteers have been greatly streamlined and systemised to cater for the needs of these groups.



**Christie, receiving her award**





# Work Health and Safety

WHS continues to be a practical and collaborative process that is both increasingly understood and simply applied by all Suncare workers, and there is strong connection at all levels within the organisation. The uncomplicated understanding of WHS concepts have allowed a consistent approach to the Risk Assessment and Risk Management process according to task, with clear belief that, where the task directly relates to the individual requesting support, that person and their unique circumstance, lies at the centre of this process.

Suncare has been able to meet the challenges of a Harmonised National Work Health and Safety framework, which commenced in January 2012, with a minimum of fuss. This was made possible due to the steady preparation work that was carried out in the previous year to align practices to the principles of the new WHS Act, Regulations and Codes of Practice. This has allowed Suncare to maintain flexible, responsive service delivery, without causing disruption to individual care arrangements, as well as providing a platform to identify compliance to changing regulatory obligations. Suncare's WHS Policy, Procedures and daily tasks have been reviewed against this new legislation, identifying a relevant continuous improvement approach to our evolving WHS system.

Suncare has also expanded the WHS process to share information with external stakeholders over the past 12 months, by engaging in forums, safety sessions and developing working partnerships with other non-government organisations both locally and across each Region. These have allowed us to discuss issues which are common to most Community Based organisations, and seek solutions that benefit both the organisation as well as the individual seeking services.

An example of this is the "Safety Tips at Home" session, which is being provided to Carers and Clients through the Health and Wellbeing Program. Tips for fire safety, electrical safety and medication safety in a person's home have been shared with groups as diverse as Over 50's Clubs, the Country Women's Association and Carers directly linked to Suncare services. The focus is to offer simple ideas that can be used by each person to enhance their own independence, and empower any conversation between them and a service provider coming into their home.

The key to Suncare's success over the past 12 months has been the willingness of workers at all levels to apply effective risk management practices to guide the performance of each task. The dedication each worker has shown to be actively involved in "their" health and safety, to have a say and make recommendations based on their own level of expertise is a clear demonstration of the positive process we have, and will continue to follow. WHS at Suncare is practical, collaborative and simple. It has a unique language that is understood by all, owned by all and shared by all, and it is a process which seeks to make each task as safe as practicable while maintaining a Person Centred approach to each individual circumstance. It does not get any better than that!



The ICT Team consists of Priscilla Jones (ICT Manager), Martin James (ICT Administrator) and Travis Tolhurst (ICT Officer). The team has been busy this year keeping up with new technology and implementing that across the organisation while supporting our staff and clients.

Some of the projects and events undertaken were:

### Intranet

Suncare adopted an intranet page that has made communication across all of our offices and with our Management Committee easier and quicker. The adoption of this intranet site has allowed the electronic streamlining of processes with the aim of reducing our dependence on paper.



# Information Communication Technology

## Social Media

Suncare has adopted Social Media in the last year and has had more of a presence on the social media platforms. Suncare can be found on Facebook, Twitter, Linked In and YouTube. We are currently also in the middle of a website upgrade and re-design.



## Assistive Technologies

Suncare has decided to implement Assistive Technologies into our organisation to help us give better options to our clients. Assistive Technology is a device or system that provides people with practical solutions to everyday life activities. Suncare has started this project by equipping our Respite Cottages with Assistive Technologies to help our clients. Also in partnership with LifeTec, we are rolling out Webinars on Assistive Technologies so that our staff are trained in providing the best information to our clients.

## ICT Annual Survey

The ICT Team conducted their annual staff survey and feedback included:

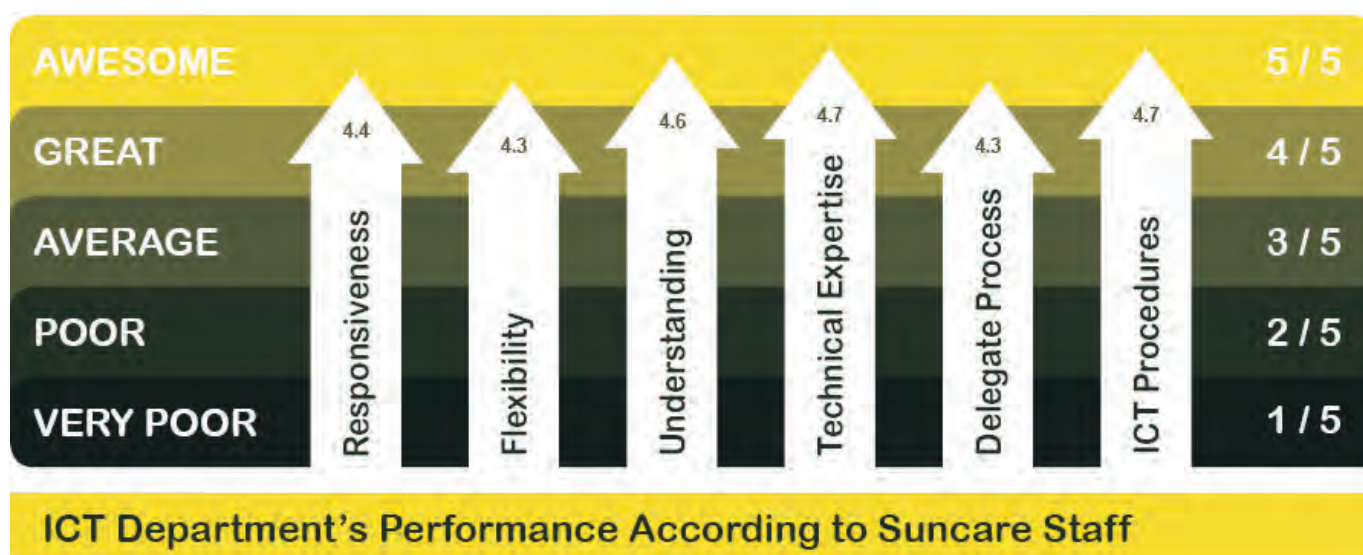
"I would like to express our appreciation to our ICT Department for our snazzy, new printer. All the extra features have been very useful when compiling the newsletter. It's faster and BIG! It's a mean machine!!!"

"The efficiency of our new Maintenance Log is extremely helpful and is of great assistance at keeping me organised. Thank you very much!"

"The intranet - I prefer being able to access the bulletins/daily messages etc. instead of receiving several all staff emails."







### Server and Hardware Snapshot

Suncare now runs a total of 20 servers, comprising of 11 physical, and 9 virtual. The 9 virtual servers are installed and run within only 4 physical servers, meaning its carbon footprint is much smaller, due to the smaller power consumption. Running servers virtually also makes it much easier to server swap in cases of power failures, and physical server failures.

The ICT team currently manages 227 machines (PCs and laptops combined). All new PCs being purchased through Acer are part of their GreenPC program, helping to reduce our energy consumption. Further information can be found at (<http://www.acer.com.au/ac/en/AU/content/green-pc>). In the last 12 months we have also distributed 12 Acer Tablets throughout the organisation, which has enabled staff members to work in the field, and "on the go". Tablets are a small handheld PC with touch screen capability, which will also help to reduce the need and reliance on paper and paper based forms.

## Marketing and Promotion

This year saw the commencement of a community awareness and branding campaign that has seen television, radio and print media advertisements promoting the services of the organisation as well as bus advertising across our regions.

As part of this campaign a dedicated phone number has been established as an entry point into Suncare services. 1800SUNCARE appears on our advertisements.

The Public Relations and Marketing Subcommittee has undertaken a mail out campaign to politicians representing areas across our regions. We are providing information about our organisation and seeking support for the organisation into the future.



## Marketing and Promotion

Other promotional events took place across our regions and include:

### Suncare Week

This year we had our Annual Suncare Week and the theme was **'Learn something new about Suncare'**. The ICT Team had a Suncare Trivia Game across the organisation that asked questions about staff members across the 12 sites.



Priscilla and the Suncare Week cake

### Senior Movie Day

Suncare held a Seniors Movie Day at the Maroochydore Cinemas in November. It was catered by our Meals On Wheels program and a great morning was had by all. Each of the participants received a goodie bag and Morning Tea from Suncare. The ICT Team also got to go up and see how all the Movie Magic happens which was great to experience.



The seniors enjoying lunch supplied by Meals on Wheels

Sue and Martin at the Seniors Movie Day



## Morning Tea for Autism

Suncare held a morning tea for **Go Blue for Autism** on the 3rd April. We asked staff to wear all blue and to make a donation for the cause.



**Robyn, Amy, Martin and Deborah at the Go Blue for Autism Morning Tea**

Suncare has also sponsored a local Futsal club sporting branded jerseys at all their matches. Suncare colours are used as well as our logo.



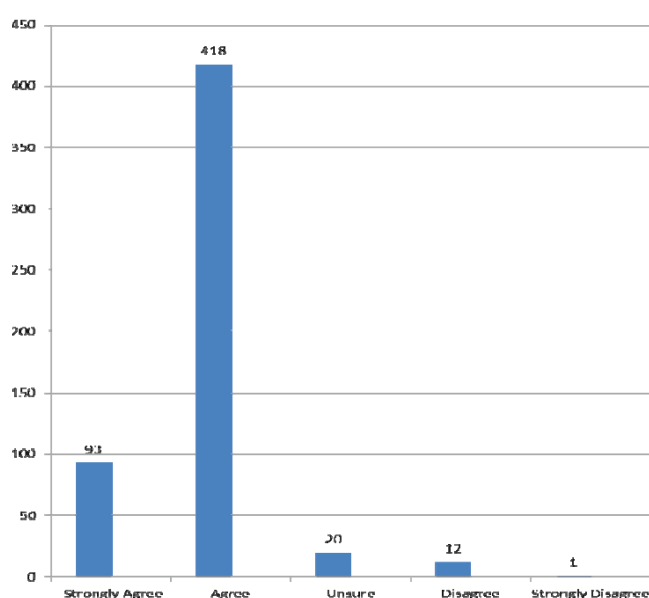


# Quality Management

This year saw external audit visits for certification against ISO and the Disability Services Standards. Suncare retains its certification in relation to these standards. Auditors completed site visits at Maroochydore Sugar Rd, Maroochydore Day Respite, and Commonwealth Respite and Carelink Centres at Maroochydore and Rockhampton.

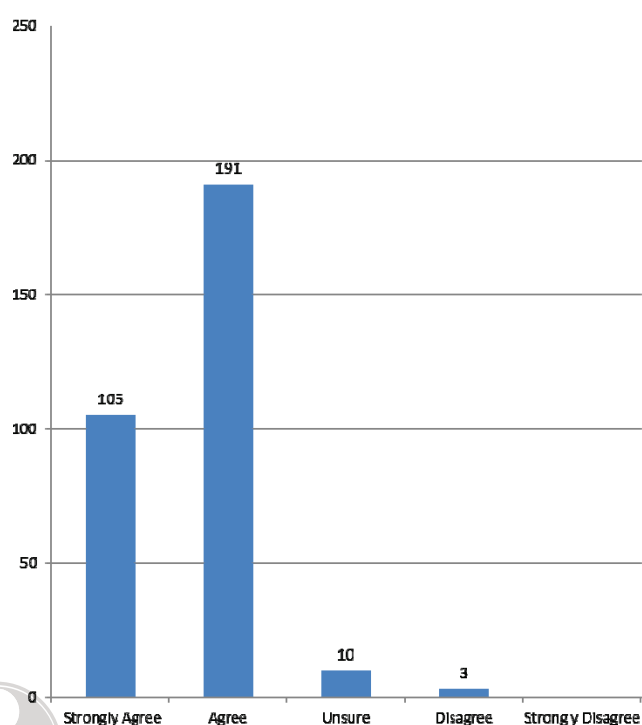
During the year we sought feedback from both our clients and our partner service providers. Feedback was obtained from telephone surveys, client forums, online through Survey Monkey (preferred by young and working Carers) and partner service provider forums.

Client feedback was very positive as the following charts demonstrate. Suncare's goal is to survey 5% to 10% of the clients accessing services during the year. We have exceeded these targets which ensures we have a good response to each question.



## Overall, you are satisfied with the service?

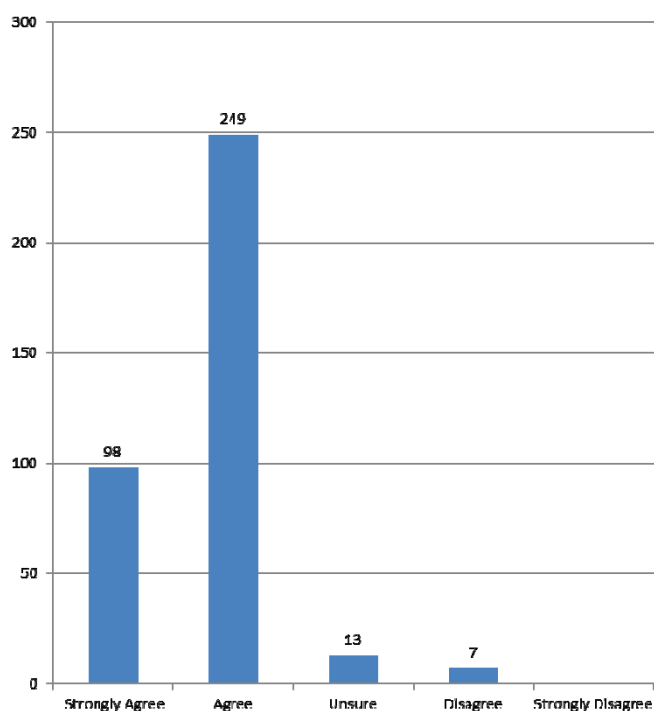
544 Clients were surveyed during the 12 month period representing 14% of the carer respite, counselling and direct respite services clients.



## Overall, you are satisfied with the staff assisting?

544 Clients were surveyed during the 12 month period representing 14% of the carer respite, counselling and direct respite services clients.



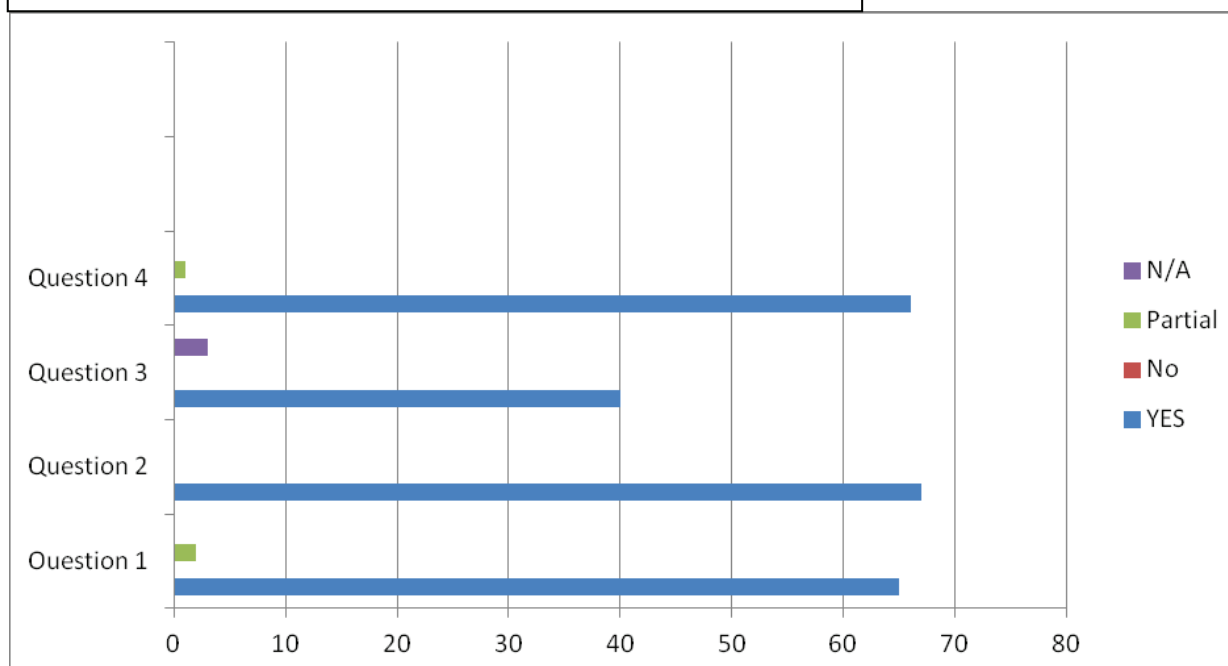


**You are satisfied that the call was dealt with promptly and efficiently?**

524 Clients were surveyed during the 12 month period representing 17% of the carer respite and direct respite services clients.

Service provider forums provided the following feedback on our Commonwealth Respite and Carelink Centre network.

- Question 1: Were requests/referrals followed up promptly and efficiently?  
 Question 2: Are staff courteous and responsive to your requests?  
 Question 3: When you raise complaints or issues were they dealt with promptly?  
 Question 4: Are you satisfied with the service that you receive?



# Suncare Locations

## **Maroochydore - Suncare Head Office**

85-91 Sugar Rd, Maroochydore, QLD 4558  
P.O. Box 5122 Maroochydore BC, QLD 4558  
Phone (07) 5409 5900  
Fax (07) 5409 5900  
Email [info@suncare.org.au](mailto:info@suncare.org.au)

## **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 (07) 5451 1580  
Email [marinfo@suncare.org.au](mailto:marinfo@suncare.org.au)

## **Maroochydore - Meals on Wheels**

97 Memorial Ave, Maroochydore, QLD 4558  
Phone (07) 5443 3246  
Fax (07) 5479 0388  
Email [MOW@suncare.org.au](mailto:MOW@suncare.org.au)

## **Maroochydore - Day Respite Centre**

2-6 George St, Maroochydore, QLD 4558  
P.O. Box 5122 Maroochydore BC, QLD 4558  
Phone (07) 5443 7655  
Fax (07) 5443 1770  
Email [MDRCadmin@suncare.org.au](mailto:MDRCadmin@suncare.org.au)

## **Maroochydore - Direct Respite Services**

85-91 Sugar Rd, Maroochydore, QLD 4558  
P.O. Box 5122 Maroochydore BC, QLD 4558  
Phone (07) 5409 5994  
Fax (07) 5479 2311  
Email [info@suncare.org.au](mailto:info@suncare.org.au)

## **Caboolture -**

Commonwealth Respite and Carelink Centre  
19 Hayes St, Caboolture, QLD 4510  
P.O. Box 1627, Caboolture, QLD 4510  
Phone (07) 5498 3315  
Fax (07) 5428 0277  
Email [cabinfo@suncare.org.au](mailto:cabinfo@suncare.org.au)

## **Toombul -**

Commonwealth Respite & Carelink Centre  
10 Walkers Way, Nundah, QLD 4012  
P.O. Box 1374 Nundah, QLD 4012  
Phone (07) 3256 8033  
Fax (07) 3256 8522  
Email [toominfo@suncare.org.au](mailto:toominfo@suncare.org.au)

## **Pine Rivers -**

Commonwealth Respite and Carelink  
Centre Shop 22, Strathpine Plaza,  
447 Gympie Road, Strathpine, QLD 4550  
Phone (07) 3205 7122  
Fax (07) 3205 7188  
Email [info@suncare.org.au](mailto:info@suncare.org.au)

## **Bundaberg -**

Commonwealth Respite and Carelink Centre  
4 Adams St, Bundaberg, QLD 4670  
P.O. Box 2238 Bundaberg, QLD 4670  
Phone (07) 4151 1500  
Fax (07) 4151 1500  
Email [buinfo@suncare.org.au](mailto:buinfo@suncare.org.au)

## **Hervey Bay -**

Commonwealth Respite and Carelink Centre  
Shop 4/13, Main St, Pialba, QLD 4655  
Phone (07) 4124 7288  
Fax (07) 4128 4877  
Email [hvinfo@suncare.org.au](mailto:hvinfo@suncare.org.au)

## **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 (07) 4928 4591  
Email [Rockinfo@suncare.org.au](mailto:Rockinfo@suncare.org.au)

## **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 (07) 4982 2099  
Email [EmeraldCRC@suncare.org.au](mailto:EmeraldCRC@suncare.org.au)

## **Longreach -**

Commonwealth Respite and Carelink Centre  
Sparrow Lane, Longreach Q 4730  
P.O. Box 1 Longreach Q 4730  
Ph: (07) 4658 0204  
Fax: (07) 4658 0182  
Email: [longinfo@suncare.org.au](mailto:longinfo@suncare.org.au)







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Annual Report  
2011 - 2012  
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