



suncare
community
services inc.

ANNUAL REPORT 2012 - 2013





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Suncare acknowledges the Traditional Owners who have walked and cared for the land on which we work and live. We pay our respects to Ancestors and Elders past, present and future.

Suncare's practice framework is based on the strength of bringing community, family, relationships and culture together.

Suncare acknowledges Aboriginal and Torres Strait Islander people for gifting and shaping our practice framework thinking, as represented in the Aboriginal symbolism used within our Annual Report.

Front Cover:

Title: The Suncare Story

Material: Acrylic on Linen

Artist: Paul Calcott (Suncare Aboriginal and Torres Strait Islander Cultural Resource Manager)

This traditional dot painting is a fitting way to pay homage to Suncare's role as facilitator for local indigenous services. Its impressive proportions reflect Suncare's wide area of operation, from Rockhampton to Brisbane.

In the painting, a series of circles have been used to represent its nine offices, including outreach facilities in Longreach and Emerald.

Elders seated around two intertwined yarnning circles depict the management committee as they oversee operations. The circular motif is symbolic throughout the painting. Maroochydhore's Community Centre, where Suncare operates the Day Respite and Art programs, is also depicted by a large circle.

Suncare's association with Meals on Wheels is represented by animal tracks and coolamon baskets of food, creatively depicting bush tucker.

A variety of symbols represent communities, families and individuals helped by Suncare.



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Vision and Mission

For more than four decades, Queenslanders have turned to Suncare seeking support and respite as they care for loved ones who may be aged, ill or living with a disability or mental illness.

Suncare is a Queensland based community care organisation servicing metropolitan, regional and rural Queensland from Brisbane North to Rockhampton and across to Longreach. We listen to communities and connect with them to understand and identify local issues in ageing, disability and mental health. We respond by assisting people in need to remain living in, and engaged within, their own community.

Suncare clients are provided with a wide range of support and assistance including advocacy, education and information, referral and assessment, brokering, service coordination and community support. Suncare also provides direct services to the community such as counselling, respite, transport, social support, meals on wheels, transition care and in-home care. Our core charter includes:

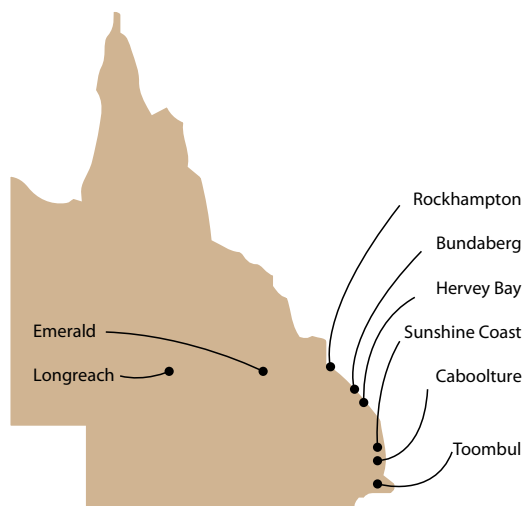
- Developing and delivering support services that assist individuals to maintain personal independence and community engagement
- Promoting health and wellbeing through individual and community programs
- Fostering inclusiveness with cultural respect
- Working collaboratively with other community support groups, business entities and all tiers of Government to address identified health and welfare issues

Suncare volunteers and staff strive to be flexible and innovative. We act responsively and respectfully by placing individual's needs first and foremost in all we do. We aim to find creative solutions within available resources, considering all aspects of an individual's total wellbeing - physically, emotionally and socially. Our inclusive approach respects the rights of individuals to retain their culture, religion, beliefs and opinions. We recognise that by engaging with others, and valuing their insights and input, we can work together to achieve more than we can on our own.

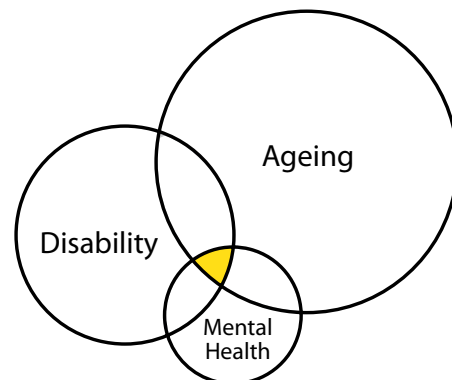
Our vision is to be leaders and innovators in community support and person-centred care, to enable our clients to feel:

- Equipped to make informed choices
- Engaged with their community
- Empowered
- Supported

The passion and commitment of our people together with our three foundation principles of resilience, recovery (re-ablement) and self-management have driven our growth and positioning to date. Harnessing these valuable assets, together with building a more corporate approach to our governance and management, are providing the ideal platform for the future of Suncare and its clients.



Suncare's person-centred services stretch across Queensland.



Our clients are drawn from diverse sectors of the community.

President and CEO's Report

The past twelve months have marked the most significant change in Suncare's 43 year history. In anticipation and response to significant social reforms occurring in Australia, we embarked on a deliberate path of planning, consolidation and restructure.

From a planning perspective, we developed a three year strategic plan for 2013-2016 and this was launched in April 2013. It guides us to strengthen our commitment to person-centred, flexible and responsive care in an environment of significant change. Of high priority was the enhancement of organisational capacity to respond to the rapidly changing needs of our clients, family members and carers, our local communities and partners, our workforce, our volunteers and our funders.

The relocation of Head Office in March 2013 was a key outcome of that planning. We moved from Maroochydore to new premises in Birtinya, close to the new Sunshine Coast health hub. This relocation resulted in the consolidation of services - Commonwealth Respite and Carelink Centre (Maroochydore office), Direct Respite Services, Responsive Care and Corporate functions. We have created a strong and happy team environment and our physical infrastructure enables us to work more efficiently and effectively. At our opening day a traditional Aboriginal dot painting was unveiled to beautifully depict Suncare's role within the community. The painting's impressive proportions reflect Suncare's wide area of operation, from Rockhampton to Brisbane. A series of circles have been used to represent Suncare's nine offices, including outreach facilities in Longreach and Emerald. A variety of symbols represent communities, families and individuals assisted by Suncare; past, present and future.

We also recognised that to position Suncare for the future, we needed to review our existing structures, systems and processes. That review resulted in a restructure of the Management Team and Human Resource function. New roles were created for a Corporate Services Manager, Chief Operations Manager and Strategic Development Manager. Human Resources have taken on a more strategic role, blending the goals of our strategic plan with the passion and commitment of our people underpinned by our three foundation principles of resilience, recovery and self-management.

The rollout of a new client management system, ComCare has been a significant investment. This software not only provides a smart, efficient and effective way of using resources and capturing data, it is a powerful tool in monitoring and reporting to our governing body and funders. ComCare was chosen as an enabler of person-centred practice, allowing us to capture individual's unique needs and deliver individual care plans that are sensitive to their values and preferences.

During the year, Suncare proudly launched its first Reconciliation Action Plan (RAP) demonstrating our commitment to working alongside Aboriginal and Torres Strait Islander communities. Our focus is to develop and build positive relationships, working together to close the gap and build a better future. We strive to deliver person-centred services and have made a commitment to providing respectful cultural training and support for staff and volunteers.

2012-2013 was a year of significant achievements and we thank you for sharing the journey with us.



John Gosney President

Sue Mason-Baker Chief Executive Officer



Suncare Service Model

Suncare has shaped its practice and vision around the fundamental belief that if we work with Head (Intelligence), Heart (Passion) and Hand (Hard Work) in balance, we begin to work towards the kind of communities that are responsive to the many different cultures, individuals, family and community needs that have and will continue to shape Australian society.

With Government reforms moving to ensure individualised planning and funding, Suncare will continue to build on its person-centred practice framework that is:

1. The cornerstone that underpins all others
2. An approach to service delivery and service development assuring service systems are integrated and developed in partnership with clients, carers, families, kinship groups and communities
3. A core commitment at all levels of our organisation

In demonstrable ways Suncare's development and growth has been based on person-centred practice beliefs ensuring our ability to provide approaches for people to connect with and direct what is important for them, to connect with other people, to connect with

their community, cultural group and lifestyle choices, their culture and their environment.

Suncare, through its acknowledgement and commitment to Australia's First People, is proud to receive the organisation's practice model diagram from the Nandjimidji art program. The model brings together the key principles, as seen by clients, about Suncare and its practices. Based on a person-centred approach, the model focuses on a person's strengths and unique needs and their support networks (culture, family, community and relationships). Our model focuses on a holistic life perspective with the hope of creating true inclusion for all people.

Suncare, through its workforce development plan, will continue to build on staff understanding of person-centred care. The total commitment Suncare has, as an organisation, is to ensure that our model of practice is real for the many clients who honour us with their support.

We believe with Head, Heart and Hand in synchronicity, Suncare will further its person-centred model providing greater opportunities for our clients to exercise choice, control and self determination.

Service Model Description

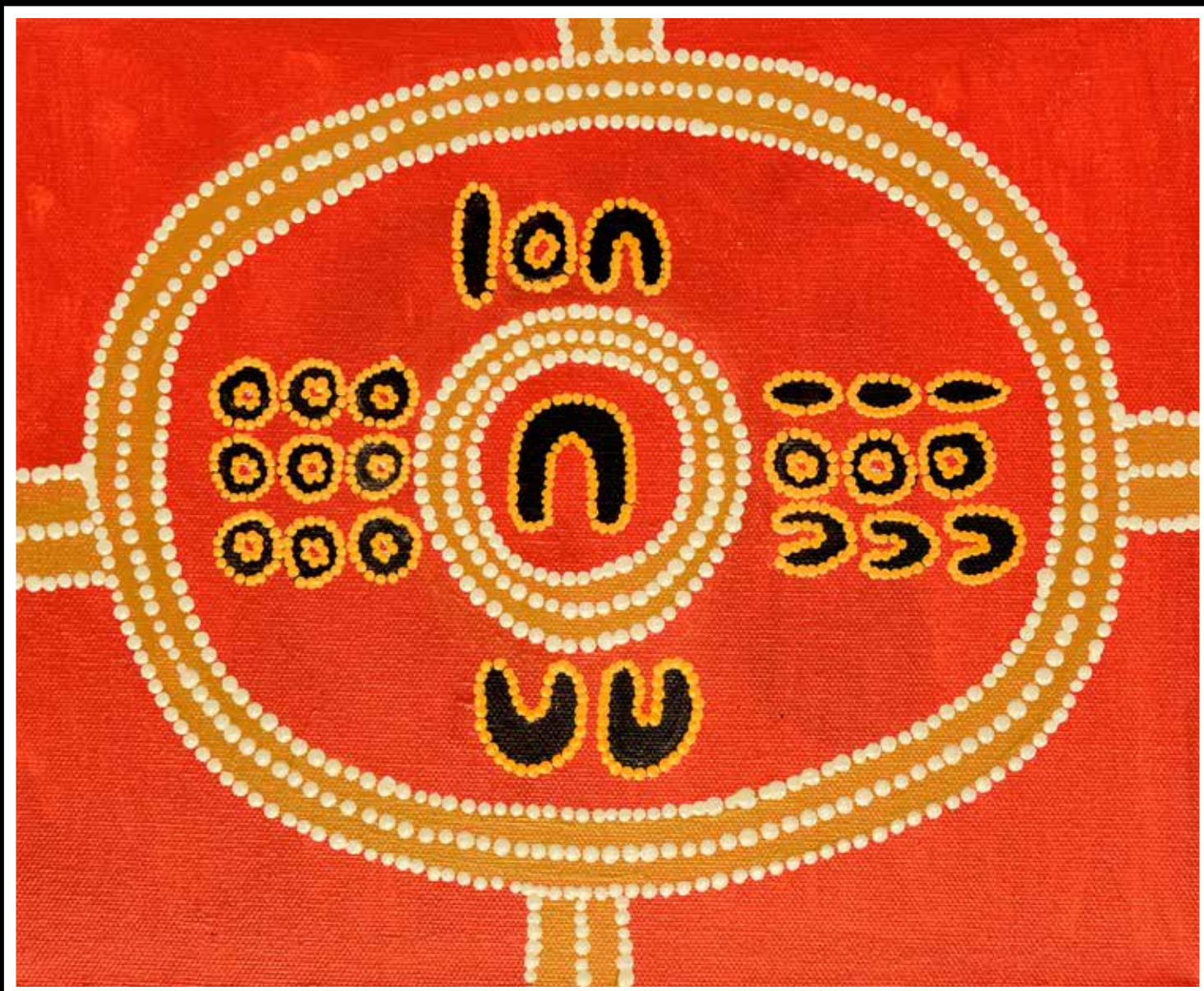
The painting (overleaf) depicts an interpretation of person-centred care, utilising Aboriginal symbols and storytelling in relation to social and emotional wellbeing leading to healing and strengthening of the spirit.

The painting shows the individual as the centre of the story. The next circle shows four different symbols representing the individual's connection to family, relationships, community and culture. The positioning of these circles, just outside the individual's personal circle, reflects the importance of these relationships in an individual's life.

The circles also represent a meeting place and coming together to yarn. This highlights the importance

of meeting with, and constantly engaging with, the individual as part of their journey through life bringing all these areas together. The colours are also significant:

- Red – represents the earth and our connection to the land
- Yellow – represents life (the yellow dots around the symbols are used to signify that we are living entities with soul and spirit, regardless of our background)
- White – represents the sacred ochre and shows that we will display respect and follow protocols when engaging with individuals in the community



Client/Consumer Service Achievements

Longreach LifeSkills Program

“*The LifeSkills Program has enhanced my daughter Josie’s life and has been very helpful in preparing for her goal of independent living.*”

Elizabeth, Longreach

Residents of the Central West who may be living with a disability, turn to the Longreach LifeSkills program to access aids and activities to stimulate their development of independent living skills. These activities include:

- Shopping, menu and meal planning/preparation
- Handling clothes and laundry
- Housekeeping and doing dishes
- Living in a communal setting
- Social interaction including outings
- Budgeting and handling money

The LifeSkills program was established in September 2012 and operates from Bush Cottage in Longreach. The program follows a person-centred care approach, whereby group and one-on-one activities are personalised to meet the specific needs and requirements of each individual client. The program also provides carers with the opportunity to speak with Suncare staff about respite opportunities, as well as their loved one’s ongoing developmental needs.

In 2012-2013 Suncare facilitated ten LifeSkills sessions for five clients. Carer feedback indicates that these sessions have helped to develop and expand our clients’ social interaction, especially for those who have experienced separation issues in the past. One of the program’s participants was initially very reluctant to leave Bush Cottage at the conclusion of the sessions. In response to her needs, we devised an exit strategy which has proved extremely successful.

Another client initially only attended the LifeSkills program for daytime activities. Through ongoing discussions with his carer, we implemented a progressive strategy of increasing his stays until eventually he felt comfortable taking part in overnight stays at Bush Cottage.

A number of new initiatives have sprung from ongoing liaison with carers in our region. The flexibility of the LifeSkills program allows considerable scope to incorporate suggestions from carers in relation to service provision. Based on this exchange of ideas, Suncare staff now attend detailed briefings outlining key issues and clients’ care needs, ahead of each LifeSkills session. At least one Suncare staff member who attended the previous session attends the next session. This offers a degree of continuity for our clients’ ongoing support and provides carers with a sense of reassurance.

In response to our clients’ interest in attending local events, we have introduced some weekend LifeSkills sessions to coincide with the Longreach Show and Longreach Rodeo. We have also undertaken further advertising to alert people to upcoming session times, via communication with other service providers in Longreach.

Collaboration with other service providers

In addition to accessing Suncare services, a number of our clients are also supported by Blue Care in Longreach. In 2012-2013 we established a strong collaborative relationship with Blue Care, thanks to regular liaison between staff members from both organisations. Together, we identified skills development issues that we can both adopt to offer support and reinforcement for our mutual clients. A number of logistical and support programs have been implemented following discussions between staff from both organisations.

We also have the support of many of the local businesses and tourist groups in Longreach who offer discounts to our LifeSkills program. We remain grateful for their support.

Client/Consumer Service Achievements

Hervey Bay

“Just a little note to say a big thank you.
Knowing Dad was being cared for and was safe, gave
us great peace of mind while we were away.”

Judy, Toogoom

In 2012-2013, Wide Bay carers and clients have benefitted from an increase in the range of services offered by Suncare Hervey Bay. The office's Responsive Care Program provides respite services to assist aged people and those living with a disability to remain living independently in their own homes. Since 2011-2012, the program has expanded by 50% and now includes:

- an upgraded staff management process, with more staff meetings and training sessions
- stronger relationships with the local and surrounding area
- regular networking with local council, the Commonwealth Respite and Carelink Centre (CRCC), Veterans' Home Care (VHC) and Queensland Health's Transition Care Program (TCP)

Suncare Hervey Bay is the preferred service provider for TCP within the Wide Bay region. Due to increased trust between TCP and our Responsive Care Program, we now maintain up to 90% of all TCP clients within our region, undertaking personal care, domestic and social support services.

The Department of Veterans' Affairs (DVA) Veterans' Home Care Program has also nominated Suncare as its first choice to provide a range of innovative, flexible services that respond to veterans' needs within the Wide Bay community. After direct meetings with the VHC unit in Eight Mile Plains, the Hervey Bay responsive care team now receives more business in our area for DVA clients both with domestic services and also with home and garden maintenance. In 2012-2013, we have endeavoured to embrace all opportunities with the DVA and VHC services.

Having relocated to a more central office in Pialba, Suncare Hervey Bay is better equipped to provide clients with an inviting atmosphere from which to access a range of support services depending upon their individual needs. At an administrative level, we have adopted a Suncare uniform to help clients easily identify carers and other service providers. The uniform gives clients a very professional and reassuring first impression upon meeting their carer/service provider. This small change has also had a big impact on staff morale.

“Without support from Carer Respite my move to Brisbane would have been impossible. Thank you for the excellent support and assistance.”

Jane, Gin Gin



Hervey Bay opened its new Suncare office on 8 July 2013

Bundaberg

In January 2013 Bundaberg was ravaged by floods in the wake of ex-Tropical Cyclone Oswald. For many of the region's carers, aged and people living with a disability, it was a distressing reminder of the anguish caused by Cyclone Yasi back in 2011. For the second time in as many years, Suncare reached out to offer support to those affected by:

- Contacting carers, via Red Cross registries and evacuation centres
- Identifying and addressing urgent needs
- Facilitating residential respite for seniors and young people living with disabilities
- Coordinating further respite during clean-up and recovery

Carers of children with Autistic Spectrum Disorder (ASD) faced especially high needs during this period. Local schools were closed, so consequently carers could no longer access the regular respite they were accustomed to receiving during school hours.

In response to the needs of parents/carers, Suncare developed an Autism Spectrum Disorder (ASD) respite group. Fun activities were arranged for the children to resume some type of normality and interact with their peers facing similar circumstances. This respite alleviated stress and gave parents/carers comfort and hope as they faced the clean-up ahead.

As a result of the positive feedback we received, Suncare went on to develop the Saturday Superkidz Group. Under the watchful eye of three trained workers, children living with ASD have the opportunity to participate in mainstream activities and develop friendships with peers who share a similar diagnosis.



My Suncare Story – From Flood Recovery to Family Recovery

When the floods hit Bundaberg, two of our long term clients lost everything. However, they took solace in the fact they still had each other. After all, their relationship was their most cherished possession.

The husband was living with advanced dementia and his wife was his primary carer. After the floods, they relocated to live with relatives who offered them room and board. The husband was growing increasingly distressed, owing to his new surroundings and a disrupted routine. Unfortunately, with these behaviours escalating and proving unsociable, their temporary accommodation was deemed untenable.

Eventually, the pair's insurance company financed accommodation at a resort in nearby Bargara. Although the resort was beautifully appointed and designed for holidaymakers, the primary carer admitted to feeling incredibly isolated. Sadly, increasing violence and pressure on the caring role created an increasingly complex situation, leading to sleep deprivation and constant fatigue.

The carer met with a Suncare facilitator, who empowered her to articulate what she considered would be the most effective form of respite. She requested a period of 24-hour support for a duration of four days. Later, she also sought additional in-home respite during the afternoons.

Equipped with restorative sleep and some time to absorb the information she had received from her Suncare facilitator, she felt ready to make some longer term decisions. Eventually she decided to place her husband into permanent care. Although it was an emotional and testing time, the carer knew in her heart that her husband needed to relocate in order for him to have his care needs met.

With the floods and her worries behind her, the carer reconnected with her Suncare facilitator to express her gratitude for the compassion she and her husband had received. The floods may have wiped out her home but, thanks to Suncare, their relationship remained intact.



Client/Consumer Service Achievements

Young Carers

The Young Carers program is a Government initiative to help young carers balance their caring role alongside their educational development. Given their regional location, Bundaberg's young carers have limited access to recreational outlets and sometimes experience feelings of isolation as they juggle their responsibilities at home and school.

In 2012-2013 Suncare coordinated a range of young carer excursions, including a trip to Australia Zoo. Throughout the day our young clients nursed koalas, fed kangaroos and saw crocodiles for the first time. The feedback from the group was overwhelming – not only did they have a fun day out but they broadened their outlook, networked with their peers and grew their understanding of Australian wildlife.

For the girls, a pamper morning with a local AVON consultant also proved popular, particularly given that many of them had never had the opportunity to seek help or ask questions about their maturing bodies. All of the participants received free products tailored to their skin tone. The activity was a huge success and helped boost the girls' self-esteem by providing them with practical ways to help with their skincare.

Celebration of Country Day

The Celebration of Country Day took place in Childers on 19 February 2013 and was arranged to coincide with the launch of Suncare's Reconciliation Action Plan (RAP). The day of festivities included a bush tucker morning tea and a handprint painting activity for staff and guests.

After the success of the Celebration of Country Day, Bundaberg Support Facilitator Nigel Rice was invited to attend a female Aboriginal Elder's home in Gin Gin. It was a great honour for Mr Rice to be included and he was delighted to have the opportunity to meet with some key representatives of the Aboriginal and Torres Strait Islander (A&TSI) community. This opportunity allowed Mr Rice to share information about Suncare's services and how they may help to support the A&TSI community in Gin Gin.

Suncare Bundaberg also attended two sessions of the First Peoples Disability Network (FPDN) meeting. We "yarned" about disability and ways that we could be a voice for Aboriginal people and their families.



Suncare's Paul Calcott and Bundaberg locals enjoy Celebration of Country Day

Client/Consumer Service Achievements

Kawana House

In late March 2013 Suncare opened the doors to its new headquarters at Kawana House. Located on the banks of Lake Kawana, this impressive new facility is large enough to accommodate up to 50 staff and volunteers. The office's contemporary fit-out and water views provide a welcoming environment for visiting clients and a comfortable base for hard-working volunteers. Boardroom facilities are also available.

Community Care

In 2012-2013, we introduced our clients to some of Australia's most well recognised advocates for community care. In September 2012, Ita Buttrose, the President of Alzheimer's Australia, joined us as Keynote Presenter for the Positive with Age event, accompanied by Noeline Brown, the Ambassador for Ageing. Noeline Brown was our guest again in January 2013 for a relaxed luncheon where carers were given the opportunity to get up close and personal with this much loved Australian.

For our clients living with Autism Spectrum Disorders, and their carers, we arranged a special presentation prepared by Professor Tony Attwood who is a Clinical Psychologist and a leading expert in Asperger's Syndrome. Suncare's ongoing commitment to supporting people living with a mental illness was also on display in October at the Mental Health Expo. A support facilitator from the Commonwealth Respite and Carelink Centre (CRCC), together with Suncare's

Aboriginal and Torres Strait Islander Cultural Resource Manager, helped to coordinate and promote the event.



Ita Buttrose and Suncare CEO Sue Mason-Baker



Noeline Brown at the Positive with Age event

Client/Consumer Service Achievements

“I enjoyed the company and laughing and talking with others...feeling the freedom to be me for a while.....the hosts were wonderful!”

Robyne, Coes Creek

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Independent Living Skills Program

At a grassroots level, Suncare's Independent Living Skills Program (ILS Program) continued its ongoing commitment to assist individuals with mental illness to develop the skills and confidence necessary to live independently in the community. The ILS Program is funded by the Department of Communities. Recently, we have forged a strong and effective partnership with the Mental Health Respite: Carer Support Program (MHR:CS). Thanks - in part - to this relationship, MHR:CS clients receive solution-focused support aimed at developing the skills necessary to live independently in the community, therefore helping to alleviate the recipient's overall dependence on their carer.

Carer Connections

Our Carer Connections event, held over four days in July, provided carers with invaluable respite as

well an opportunity to share their stories and meet people facing similar responsibilities. Participants in Suncare's Working Carers Program also benefited from a weekend getaway, with workshops targeting stress, emotional wellbeing and relaxation. Afterwards, the group was offered complimentary 30 day access to an online health network. They also received ongoing motivational emails with links to free relaxation techniques. These initiatives were aimed at encouraging carers to continue to care for their own health and wellbeing, long after the weekend respite.

Suncare is dedicated to helping support carers to avoid compassion fatigue and burnout. This philosophy also extends to our Young Carers Program, aimed at school-aged children balancing study and their caring commitments. To acknowledge our Year 12 young carers, Suncare hosted a weekend at Noosa. The graduates enjoyed two days of fun and laughter, in addition to some well-deserved pampering.



Young Carers take time out at Noosa

Caboolture

In 2012, program feedback identified a need for carers to acknowledge and nurture their own health and wellbeing, in addition to the needs of the loved ones they care for. In order to support this need, the Caboolture Commonwealth Respite and Carelink Centre (CRCC), in collaboration with Suncare's Carer Counselling Program, developed a Craft Group specifically for carers. The aim of the Carer Craft Group is for the carers to take time out from their caring duties and connect with other carers in a light-hearted and supportive environment.

Together with CRCC staff, the Carer Counsellors help to facilitate these workshops. The counsellors' presence is a calming influence for carers, who often arrive feeling stressed and overwhelmed due to their caring role. Additionally, having counselling services on hand allows the carers to open up about their experiences and access the support needed for the challenges they face.

The program was launched in December 2012 with participants invited to learn how to create hand-made

Christmas Cards. The first workshop was attended by eight carers however, since then, the group has doubled its participation rate.

As well as providing social opportunities for carers, the activities offer a productive diversion from their caring role and help to increase their self-esteem through a sense of achievement.

To date, the carers have enjoyed making a range of crafts from jewellery, to memory boxes and decorative beaded eggs for Easter. The carers have certainly embraced the Carer Craft Group and have recently volunteered to conduct a crocheting workshop for participants of the Carer Craft Group.

In line with Suncare's commitment to Consumer Directed Care, after each workshop clients are given the opportunity to provide feedback and ideas for future sessions.

To date, feedback has been exceptional with comments such as:

“*This group has changed my life. Before I started coming to the group, I used to sit at home and eat all day. Now, instead of being a couch potato feeling sorry for myself, I do my craft. It gives me a purpose in life and is just for me. Now I no longer eat all day. I do my crafts instead and I have lost 8 kilos. I am so happy now that even my husband has noticed it and recently took me to the craft shop to buy more things.*”

Tracy, Caboolture

We look forward to the continuing success of this group.



Client/Consumer Service Achievements

“I was amazed by all the hard work the organisers had done...I felt as if my little bag of goodies was made with love just for me.”

Patricia, Morayfield

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My Suncare Story – New Friends, Familiar Faces

After one of the initial craft workshops, volunteers and staff noted that one female carer appeared to be extremely anxious during the activities. The carer lacked confidence and presented as though she may be suffering from low self-esteem. She was hesitant to initiate solo projects and very reluctant to engage in group conversations.

Jane, a Suncare support worker, was contacted to see if she may be able to help this carer relax and enjoy the craft activities, without the fear and trepidation that had plagued her at the earlier workshop. Jane agreed to attend the next Craft Group and sit with the carer throughout the activities. Gradually, the carer began opening up and slowly started to interact with the other carers.

By the third craft session, the carer was relaxed, full of ideas and able to make her own decisions when designing her craft pieces. She was comfortable chatting with the other carers and began sharing stories with the group.

Today, Jane says the carer no longer needs her to shadow her during the workshops; she is independent, inspired and considered to be one of the group's most imaginative attendees.

Jane says this particular carer's experience is not unique. Jane has witnessed many initially reluctant carers grow to embrace their activities within the Craft Group. They now look forward to each workshop and the opportunity to extend their creativity with new friends and familiar faces.



“Keep these wonderful events happening – I love them!”

Tracey, Morayfield

”

Toombul - Mental Health Week Achievement Awards

In October 2012, Suncare Toombul (in partnership with the Metro North Hospital and Health Service) was recognised for its "significant contribution to improving the lives of people with mental illness and their families and/or carers". It was a great privilege to be acknowledged as the joint winner of the Consumer/Carer Award for the Mental Health Family & Carer Connections Initiative. We were delighted to have one of our carers, Chris Baker, join us to accept the award.

The Mental Health Family & Carer Connections Initiative was designed to promote good mental health and wellbeing between carers, families and individuals living with mental illness. The initiative provides community awareness and monthly education sessions aimed at reducing stigma. In addition, the program explores the concepts of wellness for carers, families and individuals, with an emphasis on innovation and creating practices that build on meaningful connections within the community.

Carers

Whilst we are conscious carers need time out to enjoy social activities away from the home, we don't presume to know what shape those events should take. So, naturally, our carers are instrumental in developing and implementing recreational activities to enjoy with their peers. Based on their input, carers have enjoyed regular morning teas and luncheons, family days, art exhibitions and high teas. Our young carers also took part in a camp hosted by Suncare staff and volunteers.

In response to feedback from clients experiencing difficulty navigating respite options, Suncare Toombul published a Guide to Accessing Residential Respite. Feedback from carers indicates that this reader-friendly booklet is extremely useful in offering tips on how to seek and secure respite facilities. Tips, contact details and frequently asked questions are also included in this concise carer guide. After having read the guide, carers have expressed a sense of feeling empowered, and less daunted, by the prospect of accessing respite services.



Tricia Carter, Carer Consultant (Metro North Hospital and Health Services), is joined by Sheryn O'Grady, Support Facilitator

Maroochydore Day Respite Centre

The Maroochydore Day Respite Centre provides structured group activities designed to develop, maintain or support our clients' capacity for independent living and social interaction. A range of funded programs are available, including:

- Day Respite Program
- Social Support Program (Sunshine Arts Group and other recreational activities/excursions)
- Community Alternative Transport Services (CATS)
- Personal Care
- Allied Health Services (Occupational Therapy, Podiatry, Bowen Therapy)

In 2012-2013 the Maroochydore Day Respite Centre embraced consumer directed care with the introduction of Have Your Say Days. These feedback sessions presented clients with an opportunity to share their ideas in a comfortable and supportive forum. Together, the clients offered a range of suggestions for future programs and activities they would like to see incorporated into the Respite Centre. Our clients' voices were heard and Suncare staff are actioning these requests, as they begin planning activities for 2013-2014.

Digital Story Telling

Client feedback indicates that our six week Digital Story Telling Program was a huge success. The process began with clients contemplating a part of their lives they would like to celebrate. Together with support from carers, family, volunteers and Suncare staff, the clients then set about visually documenting that one aspect of their lives. At the end of the six week program, which included mentoring for blogging, as well as photo and video editing, the clients presented their online stories to their peer group at the Respite Centre. The stories were wonderfully well received and our inspired clients are already looking forward to taking part in a similar program in 2013-2014.

Community Alternative Transport Service (CATS)

In 2012-2013, thanks to CATS, our clients accessed more than 17,500 journeys for shopping trips and medical appointments. We would like to acknowledge the efforts of more than 60 dedicated and loyal volunteer drivers. Their contribution has a significant impact on the lives of our clients. For example, in 2012-2013 CATS provided thrice weekly transportation for a gentleman who visited his wife in an aged care facility at Nambour. The cost of his journey was estimated to be around \$70 for a round trip using a taxi service. CATS has allowed him to visit his wife more frequently.



“It has been eight years since my accident and today I finally got up and danced with the respite staff. Thank you all – I can’t wait to surprise my wife!”

Barry,
Maroochydore.

Carer Counselling Program

“*“This service is exemplary. . . it saves lives. . . it allows us to unload our hurt and burden. I highly commend all those who make this program possible and extend my sincere appreciation to the Government authorities for funding this much needed service to the carer community.”*

Lorraine, Bli Bli

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Suncare understands that carers often prioritise the needs of their loved ones ahead of their own personal wellbeing. To help combat compassion fatigue and burnout – two diagnoses that can threaten the carer's ability to sustain a caring role - we offer a range of innovative and flexible resources aimed at empowering clients to embrace self care.

Thanks to funding from Commonwealth Home and Community Care (HACC Commonwealth) and Community Care (Qld Health) Suncare is able to offer a range of counselling services that can take place face-to-face, on the phone, in the home or within a group environment. Client confidence is assured with our degree qualified counsellors who operate within professional, legal and ethical boundaries.

Suncare's Carer Counselling Program supported carers from Brisbane through to the Sunshine Coast and surrounding districts. Some clients described our service as a “lifeline”, which is a reassuring indication of successful consumer directed care in action.

Carers' Seminar

In February 2013, the Carer Counselling Program facilitated an Autism Spectrum Disorder and Asperger's Seminar. The event, which took place at the

Lake Kawana Community Centre, drew an audience of close to 400 carers, school personnel, doctors, psychiatrists, psychologists and counsellors.

Dr Michelle Garnett kindly stepped in for Professor Tony Attwood, who was unwell, and presented his work. Professor Attwood is internationally acclaimed as a leading expert in Asperger's Syndrome and Autism Spectrum Disorders. Attendees were provided with invaluable insights into both diagnoses.

The seminar included an in-depth presentation that focused on strategies to improve social understanding and friendship skills for children as young as three years to young adults with Autism or Asperger's Syndrome. Another session offered clients tips on how to manage challenging behaviour in children with Autism. Clients were given strategies to assist with:

- Repetitive behaviour
- Emotion management
- Cognitive Behaviour Therapy
- Self-injurious behaviour
- Social understanding
- Coping with change

“*“I care for my three children with varying levels of Autism and Asperger's. Before today, I was ready to give them up. After today's seminar, the practical strategies we learned have given me the hope to go on. I can't thank you enough for the support this seminar has given me.”*

Megan, Corran

”



“Before I came to this retreat, I had no hope for our relationship and was ready to leave. Now I see my partner through different eyes and know there is hope for us.”

Lee, Palmwoods

”

Relationship Retreats

Carers within relationships often face additional challenges in sustaining long-term bonds. In 2012-2013 Suncare established Couples Retreats for Carers. This new initiative was embraced by parents, grandparents and foster carers who support loved ones that may be frail aged, living with a disability, or experiencing chronic illness.

The retreats were facilitated by qualified counsellors. In cabin accommodation and tranquil surroundings, the couples relished the opportunity for some much-needed time out. On the first day of the weekend retreats, couples were given the chance to take part in interactive relationship building activities. During the evening, a romantic candlelit dinner was followed by a recommitment ceremony. There was also plenty of free time for couples to reconnect and process the insights they had received.



Aboriginal and Torres Strait Islander Support Services

To further build on its commitment to Aboriginal and Torres Strait Islander people, Suncare launched its Reconciliation Action Plan (RAP) to cement its commitment to community and country. Suncare is dedicated to providing safe, culturally respectful respite and support services to Aboriginal and Torres Strait Islander Elders and people living with disability or mental health issues. In addition to its service supports to Aboriginal and Torres Strait Islander people, Suncare initiated and participated in a range of Celebration of Country events. These events celebrated the resilience shown by Australia's first peoples, keeping culture alive and well for the future.

Nandjimadji Art Group

This initiative seeks to address an identified lack of culturally safe support groups and issues such as social isolation. We aim to provide a safe environment where Aboriginal and Torres Strait Islander people living with a disability, and their carers, can come together and connect culturally, share stories and build resilience through art and yarning. The group addresses areas of social and emotional wellbeing through:

- connecting to community
- connecting to family and culture
- healing the spirit before healing the physical

The Nandjimadji Art Group celebrated its third annual

exhibition at the Novotel Twin Waters Resort and its second exhibition at Novotel Brisbane. We gratefully acknowledge our host and sponsors, Novotel.

Aboriginal and Torres Strait Islander Assessment Team

We further developed our assessment team consisting of local Aboriginal and Torres Strait Islander and non indigenous service providers who deliver culturally safe support to recognise and seek to improve initial assessment processes and procedures that can form the greatest barrier to Aboriginal and Torres Strait Islander people accessing services.

The group comes together regularly to review complex support needs in consultation with eligible individuals. Yarn Up also regularly meets with families and individuals in round table discussions in order to put together a care and support plan that best meets both their immediate and long-term requirements.

In recognition of the models of support that Suncare currently provides, a member of the Yarn Up team was fortunate to be invited to attend a round table discussion at Parliament House, regarding the provision of supports and services to indigenous people with a disability in urban environments. The team member was also asked to attend a second meeting to offer insights and input in the area of service delivery to Aboriginal and Torres Strait Islanders living with mental illness.



Artists from the Nandjimadji Art Group

Meals on Wheels

For more than four decades Sunshine Coast residents, who have encountered difficulty preparing home-cooked meals, have turned to Meals on Wheels (MOW) Maroochydore for nutritious meals to help enable them to live independently. Recognised as one of the state's largest MOW services, in 2012-2013 the Maroochydore branch supplied 67,400 meals to more than 350 clients from Mountain Creek to Bli Bli.

We are very conscious of our clients' medical needs. Given that most people who access our service may be frail aged, ill, convalescing, living with a disability or acting as a carer, we are committed to delivering healthy meals that offer significant nutritional value. In 2012-2013 MOW's fulltime staff undertook dietetics and nutrition training. Equipped with this knowledge, we are now in a position to make better informed and educated decisions as we prepare our clients' menus.

Certification

MOW Maroochydore sought and attained certification with SGS - an international inspection, verification, testing and certification company. Six monthly audits of MOW's HACCP and Food Safety Program will be carried out to ensure clients receive meals that comply with the requirements of the FSANZ Food Standards Code. We have also purchased new software [Foodworks] to analyse all recipes and formulations

making sure meals comply with the recommendations of the Nutritional Guidelines.

Volunteers

Our pool of volunteers is also steadily growing. MOW Maroochydore now attracts close to 350 volunteers who assist with meal preparation, deliveries, maintenance, client visits and a myriad of other activities. Volunteers are drawn from a range of community initiatives including Work for the Dole, New Start, Mutual Obligation, Community Services, Youth Justice and Sunshine Coast Independent Living Skills program. In addition, participants involved in university community engagement programs join other dedicated volunteers wanting to participate in an iconic community service. The Queensland Government and Volunteering Queensland estimate that - assuming a volunteer participation value of \$20/hour - MOW Maroochydore annually benefits from \$140,000 of volunteer valued time.

Volunteer retention rates are high, thanks to trained and competent staff delivering induction programs that help empower these volunteer participants to deliver quality service. In return, voluntary support staff enjoy rewarding work and are eager to provide feedback to further enhance their clients' experience.



Meals on Wheels Maroochydore benefits from \$140,000 of volunteer valued time

Service Innovations

Supporters

In 2012-2013 our community engagement also extended to networking with local businesses to help establish strategic partnerships and garner financial and operational support for our endeavours. We acknowledge ongoing contributions from the Maroochydore and Mooloolaba Lions and Lioness' Clubs and the Order of the Eastern Star.

MOW's enduring relationship with Woolworths continues to expand Suncare's capacity to provide this crucial support.

Environmental Responsibility

In a push to become more environmentally responsible, MOW Maroochydore donates vegetable waste to the community garden at the Neighbourhood Centre. Clients and volunteers are also welcome to access the recycled scraps for their own personal use. In addition, we have installed two, 300 litre rooftop solar water boosters and an LPG booster that are proving to be a cost-effective alternative to our pre-existing electric hot water system. A five year payback period is expected on this expenditure.

Funding is also being sought for solar panels with a view to installing sustainably powered air-conditioning units at our premises in Maroochydore which house Meals on Wheels, Day Respite Centre and Community Hall. We hope to be able to offer clients and volunteers a more comfortable atmosphere in which to connect and enjoy Suncare services all year round.



Meals on Wheels Maroochydore supplied 67,400 meals in 2012 - 2013

First Peoples National Disability Network Australia (FPDN)

This board is made up of Aboriginal and Torres Strait Islander (A&TSI) people living with a disability and their carers who may be Aboriginal or Torres Strait Islanders.

The FPDN board is Commonwealth funded and is recognised as a peak advisory body in representing the needs of A&TSI people living with a disability. FPDN has recently developed a ten point plan in the delivery of services and supports to A&TSI people living with disabilities. The plan was accepted in full by Jenny Macklin the Minister for Families, Housing, Community Services and Indigenous Affairs.

Suncare having representation on this board greatly increases our profile in the arena of disability service delivery to the A&TSI community. Our partnership with FPDN demonstrates Suncare's commitment to engaging, and building stronger relationships with the A&TSI community.

National Aboriginal and Torres Strait Islander Dementia Advisory Board

This national advisory board addresses issues relating to Dementia within the A&TSI community. This board is currently developing protocols around assessment and service delivery in rural, remote and urban Australia.

Suncare's involvement with the dementia advisory board provides us:

- The opportunity to have input into the development of culturally appropriate assessment and service delivery models
- The opportunity to keep service users informed

Sunshine Coast NAIDOC Planning Committee

This committee is made up of both Aboriginal and non-Aboriginal members representing service providers and local communities on the Sunshine Coast.

Suncare has had representation on the committee for the past seven years and is well respected for its support and hands-on involvement in annual events.

Suncare currently auspice the funds and donation for the event, providing a transparent process and accountability for the community based committee.

Suncare has an information stall each year promoting our Aboriginal and Torres Strait Islander programs and for the past few years has sponsored the children's area and an adult painting shed.

Our involvement and support of the NAIDOC days has played a large part in promoting our service and developing our profile. Suncare was a key sponsor of the first NAIDOC on the Sunshine Coast with the Carebus (mobile information unit) being the only information stall present on the day.





Suncare Patron June Conolly (OAM) with CEO Sue Mason-Baker

My Suncare Story: National Acclaim for Local Hero

On Australia Day 2013, Suncare Patron June Conolly was awarded the Medal of the Order of Australia for her service to the Sunshine Coast community. We gratefully acknowledge Mrs Conolly for her voluntary support of Suncare over 41 years, during which time she embraced various roles including President, Secretary and Chairperson of the Fundraising Committee.

Mrs Conolly joined Suncare at its inception, back in 1970, when it began as a Meals on Wheels service, operating from a single kitchen. Since then, her dedication and commitment has helped steer wide ranging initiatives that have touched the lives of thousands of carers, frail aged people and people living with a disability. Some of the services Mrs Conolly has overseen include:

- A Community Hall: supporting many social groups from bowling for the disabled to dancing lessons
- Meals on Wheels: providing over 60,000 meals annually
- A Day Respite Centre: providing care for over 6,800 client visits per year
- A Regional Carer Respite Service: providing help to approximately one third of the entire Queensland population in a region encompassing Brisbane to Rockhampton, and out through to Longreach.
- Community Alternative Transport Service (CATS): raising funds to donate a vehicle to accommodate wheelchair patient transport

Having officially retired from the Suncare Management Committee in September 2012, Mrs Conolly leaves a lasting legacy of compassion, empathy and tireless commitment that other volunteers will aim to emulate for years to come.

Paul Calcott, Aboriginal and Torres Strait Islander Cultural Resource Manager

My Suncare Story: Mentoring and Management

In 2012-2013, Paul Calcott, Suncare's Aboriginal and Torres Strait Islander Cultural Resource Manager, instigated a range of policies and procedures to support our Reconciliation Action Plan (RAP). In addition, he cemented his involvement with the First Peoples Disability Network (FPDN).

Paul's role also includes facilitating the Nandjimidji art group – a cultural collective for Aboriginal and Torres Strait Islander people living with a disability. Under Paul's tutelage, these budding artists meet weekly in a culturally safe environment to share stories and connect to their culture.

Paul Calcott is well qualified in this area and is a Wiradjuri man from central New South Wales. He contracted polio as an infant and has first-hand experience of the challenges facing Aboriginal people living with a disability.

Having worked within the disability sector for almost three decades, Paul is a passionate advocate for the provision of community services that are both consumer-driven and culturally respectful.

In his leadership role within Suncare, Paul acts as an inspiring mentor for other indigenous people living with a disability. An established artist in his own right, Paul's paintings feature in Government agencies and private collections both within Australia and internationally. Paul draws great strength from supporting other indigenous Australians living with disabilities and admits his role with Suncare is quite possibly his greatest work of art.



Client Feedback

Suncare supports people to maintain their independence, engage with their community and be involved with the planning and delivery of services provided to them.

Integral to this approach is the feedback received from our clients, for this guides our improvement processes, gives us an increased understanding of our clients' needs and allows us to engage with the people who are at the centre of our service delivery.

We have developed multiple processes to allow clients to provide this feedback in a way that best suits them. This includes online surveys, client forums, compliment

and complaint processes and a telephone survey program.

Central processes such as the telephone survey provide us with feedback from sites across the organisation and allow us to form a Suncare-wide picture of how our services are performing. These surveys provide opportunities for service improvement and client feedback is always welcome.

Client forums have allowed us to look at specific programs and involve the clients in how these services are planned and delivered.

What have our clients said?

Questions asked across service centres and client groups	Feedback received
Did you feel your call was dealt with promptly and efficiently?	96% agreed
Was the staff member who assisted you helpful and understanding?	93% agreed
Were you satisfied with the access process?	94% agreed
Were you given clear information?	85% agreed

An analysis of the results shows that client feedback has not changed since last year and remains very positive. We have taken the opportunity to understand how information is delivered when clients first contact us. In response, we have redesigned our brochures and amended the way we advise about rights and responsibilities as well as the complaints process.

We will continue to monitor the type of information given to our clients and use their feedback to further improve the clarity of the information we distribute. We also seek feedback from our business partners and those services that partner with us to deliver support

to the clients. Forums and service visits are used as the preferred methods to obtain this feedback.

Accreditations

We have continued with accreditation against AS/NZS ISO 9001:2008 and were successful with the recertification process conducted in June 2013.

Suncare successfully gained certification against the Human Services Quality Standards and participated in the Community Care Common Standards quality review process conducted by the Department of Health and Ageing.



Corporate Services

We successfully managed the relocation of Suncare's Head Office from its Sugar Road location to its new offices in Birtinya, overlooking Lake Kawana on the Sunshine Coast. We also took the opportunity to relocate a number of services including the Commonwealth Respite and Carelink Centre Maroochydore, Direct Respite Services and Responsive Care to this new location.

The new premises offer a modern, open plan work environment that is both conducive to improved teamwork and operational efficiencies. This in turn enables Suncare to better support the people we serve. The team continues to work on securing appropriate rental and accommodation for its regional offices to help us deliver our services to clients.

Human Resources

Early this year, Suncare made a decision to engage a Human Resource Consultant. Gary Bartlam brings significant commercial and corporate expertise to the role and has been instrumental in leading the processes in redefining Suncare's HR strategy, workforce development plan and workplace initiatives. These directions will further add to Suncare's commitment and development of person-centred planning, in an increasingly competitive world.

This strategy will ensure that Suncare is an employer of choice and that its people have the capability to deliver its chosen sectors.

Information and Communications Technology (ICT)

In 2012-2013 our ICT department implemented a toll-free 1800 Suncare phone number to act as a single point of contact for the entire organisation. The department also assisted in the relocation of four Suncare offices and coordinated with several service providers to ensure we delivered smooth relocations. The department successfully moved all ICT equipment and infrastructure within timeframes and with limited down-time.

Another major milestone this year has been the implementation of ComCare. After a vigorous selection process ComCare was chosen as the new client management system. We believe the software will give us a platform to build our future, to enable a mobile workforce, to ensure our scheduling is efficient and ensure our workers have access to timely information. The system is able to deal with the future demands of e-health with the PCEHR (Personally Controlled Electronic Health Record) already set up within the system and a client portal under development and soon to be released.

In the next twelve months the ICT team will build on this platform developing:

- A new informative, client focused internet site
- A focus on social media and clients' access to these resources and information
- New innovative ways for clients to access services through Information Technology (taking advantage of the NBN network in regional areas)

In line with all aspects of the organisation, Suncare's ICT team will continue to develop ways to support our clients' ability to lead independent lives.



The impressive view from Suncare's new Birtinya headquarters

Corporate Services

Marketing

The engagement of a Strategic Development Manager will enable a range of corporate and operational marketing activities to be designed to improve information available and to build awareness of our services and brand.

In 2012-2013 Suncare through its strategic vision process implemented a range of activities to focus on its corporate and operational activities designed to improve the information available to clients and consumers and to build awareness of our services and organisational brand.

Whilst many of these strategies will be consolidated during 2013-2014 they include:

- The appointment of a Strategic Development Manager responsible for marketing
- Development of a new website
- Branding and development of social media platforms
- Consolidation of client data interface (ComCare)
- Consolidation of brand and organisational information

In response to significant social reforms and changing care and work environments across Australia, Suncare will continue to engage and discuss partnership and formal linkages with like-minded organisations to ensure its capacity to meet its strategic vision.

WH&S

Work Health and Safety has continued to develop and expand during 2012-2013, with some innovative operational and strategic principles being clearly displayed. These include :

- Strong connection and proactive collaboration between Committee, Management and Teams, through working groups, sub committees and project teams
- Pride of ownership for risk management identification through site inspections, program assessments and activity risk management assessments across each Centre and each department
- Clear, practical, solutions focused communication and responsive action from staff at all levels of organisational responsibility
- The strengthening of Workcover practices, utilising structured and individual return to work strategies which support injured workers to return to work in a safe, respectful manner

Suncare continues to link organisational risk management principles to existing and evolving programs, with a clear focus towards understanding and supporting specific individual circumstances. It is very pleasing to advise that Suncare's simple approach to Work Health and Safety has also been shared and adopted by external partners within the Human Services industry over the past 12 months.

Commercial Services

Our Commercial Services team continues to grow and develop existing services. We have built a strong reputation for direct service delivery through offering high quality flexible service. The team continues to explore opportunities to grow and strengthen our business and business model. In addition, we have invested heavily in new software to enable us to manage direct service delivery by optimising efficiency and performance. Research has also been undertaken to understand our customers' expectations, to know the market we operate in and to identify gaps in the market.

We have built a strong commercial platform to enable us to continue to grow our services. The reforms in aged care, disability and mental health provide Suncare with a unique opportunity to continue to build on its client commitment through further partnership and collaborative development.

Finance

In 2012-2013 the Finance team was focused on improving the financial information provided to the Management Committee, the CEO, Program Managers, external stakeholders and regulators. We have spent considerable time ensuring our financial processes are defined and internal controls are in place. We have committed to monthly financial forecasts to ensure the Management Committee can make timely strategic and operational decisions.

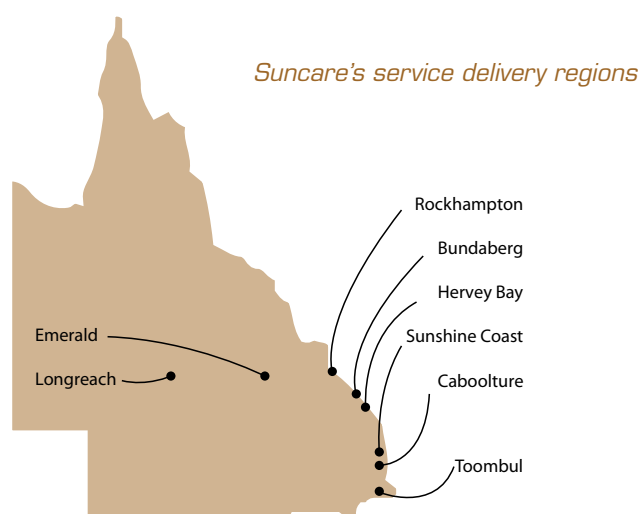
The Finance team continues to provide:

- Monthly reporting and financial analysis
- Annual budgets
- Program budgets
- Capital expenditure budgets
- Funding acquittals
- Payroll processing and reporting
- Treasury management
- Financial audits



About Suncare

- 40+ years experience in community care
- Independent community driven not for profit organisation
- Individualised and responsive services committed to choice and control
- Well resourced with strong financial and workforce plans in place
- Leadership and management



Clients

- 13,350 clients supported with 189,000 contacts
- 158 A&TSI clients with 632 contacts
- 71,412 calls logged with Commonwealth Respite Carelink Centres



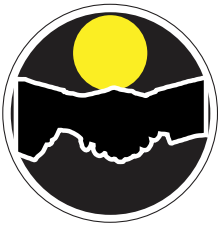
Meals on Wheels

- 67,400 meals provided
- 320 volunteers undertaking 70,000 hours of service
- \$140,000 volunteer contribution (assuming a value of \$20/hour)



Staff

- 320+ staff
- 68 support facilitators
- \$120,000 volunteer contribution for Day Respite (6,000 hours x \$20/hour)
- \$305,000 volunteer contribution for Social Support (15,250 hours x \$20/hour)
- \$280,000 volunteer contribution for Community Alternative Transport (14,000 hours x \$20/hour)
- Key staff capacities and competencies ensure individually planned and innovative supports driven by clients
- Workforce development and professional development programs



Partners

- Participate and affiliate with 55+ local networks
 - Member and affiliate with 15+ peak and lead associations related to aged care, disability and mental health services
 - Suncare provides and maintains support and links with specialist community organisations related to Aboriginal and Torres Strait Islander communities
 - Culturally and linguistically diverse communities
 - Lesbian, gay, bisexual, transgender and intersex communities
 - Financially and socially disadvantaged communities
-



Quality

- Human Services - Quality Standards
 - Community Care Common Standards
 - AS/NZS ISO 9001:2008
-



Service Model



- Individually driven care planning
- Person-Centred and Inclusion developed
- Resilience and recovery orientated
- Based on best practice

Financial Performance

The financial statements presented in this Annual report are an extract from the audited financial report and are included to provide a snapshot of the financial result of the organisation. Suncare recorded a net operating surplus of \$293,702 for the 2012-13 financial year.

Statement of Comprehensive Income for the year ended 30 June 2013

	2013	2012
Revenue	\$18,582,984	\$18,060,328
Less: expenses		
Employee & Brokerage	\$13,845,696	\$12,120,623
Administration	\$3,619,408	\$3,798,823
Other	\$824,178	\$818,075
Surplus for the year	<u>\$293,702</u>	<u>\$1,322,807</u>
Other Comprehensive Income		
Revaluation of Property, plant & equipment	\$-225,100	\$3,046,198
Other comprehensive income for the year	<u>\$-225,100</u>	<u>\$3,046,198</u>
Total Comprehensive Income	<u>\$68,602</u>	<u>\$4,369,005</u>

Statement of Financial Position as at 30 June 2013

	2013	2012
Assets		
Cash and cash equivalents	\$4,447,130	\$4,095,369
Trade and other receivables	\$472,574	\$272,548
Inventories	\$13,294	\$13,779
Total current assets	<u>\$4,932,998</u>	<u>\$4,381,696</u>
Property, plant and equipment	\$6,208,021	\$6,474,687
Intangibles	\$259,986	\$121,058
Total non-current assets	<u>\$6,468,007</u>	<u>\$6,595,745</u>
Total assets	<u>\$11,401,005</u>	<u>\$10,977,441</u>
Liabilities		
Trade and other payables	\$1,448,347	\$987,061
Interest-bearing loans and borrowings	-	\$300,000
Employee benefits	\$1,296,899	\$1,145,604
Deferred government grants	\$191,745	\$138,343
Total current liabilities	<u>\$2,936,991</u>	<u>\$2,571,008</u>
Interest-bearing loans and borrowings	-	-
Employee benefits	\$115,063	\$126,084
Total non-current liabilities	<u>\$115,063</u>	<u>\$126,084</u>
Total liabilities	<u>\$3,052,054</u>	<u>\$2,697,092</u>
Net assets	<u>\$8,348,951</u>	<u>\$8,280,349</u>
Equity		
Reserves	\$3,011,153	\$3,236,253
Retained earnings	\$5,337,798	\$5,044,096
Total equity	<u>\$8,348,951</u>	<u>\$8,280,349</u>

Management Committee



JOHN GOSNEY

President

*Master of Information Systems
Bachelor of Arts (History)
Graduate Diploma in Training and Development*

Starting as a volunteer driver for Meals on Wheels and the Day Respite Centre, John has progressed to the position of

President of the Management Committee, while continuing with his driving duties.

John enjoys using the management skills developed during his career in IT management and consulting for the benefit of Suncare. During his three years as President, Suncare has undergone significant changes including:

- the combination of all business units into one integrated management structure
- development of a strategic plan for the whole of Suncare
- a revised management structure
- a new, skills-based Management Committee

All of these changes are designed to best prepare Suncare for sector reforms.

John's vision for Suncare is to see the organisation remain a viable provider of community services, without losing its unique caring culture.



IAIN GREEN

Vice President

Bachelor of Engineering (Electrical)

Post Graduate Diploma in Computer Science

Having worked as a Senior Manager at PricewaterhouseCoopers and as a General Manager at Rio Tinto, Iain is well versed in a

wide range of techniques that support better management practice, including strategic planning, project management, quality assurance and procurement/tender development.

For the past four years Iain has been drawing upon his wealth of experience to help guide the evolution of new systems for Suncare's administration and management. He hopes that by adopting more advanced in-house procedures for behind-the-scenes staff, Suncare's clients will directly benefit from more timely, cost-effective and quality service.



OLWYN KERR

Secretary

Bachelor of Justice and Legal Studies

Associate Degree in Law

Justice of the Peace (Qual)

A ten-year tenure within the Suncare Management Committee is just part of Olwyn's commitment to serving the

community. She is also on the Executive Committee of Volunteering Sunshine Coast and has formerly been a recipient of a Bendigo Bank Community Service Award.

Olwyn's professional life mirrors her personal passions. Her role as Community Relations Manager for Guide Dogs Queensland fulfils her drive to advance the lives of people living with vision impairment. Olwyn's extensive legal expertise has also proved beneficial in helping steer Suncare's governance to ensure clients receive the very best care and attention available.



ALAN SINCLAIR

Treasurer, Chair of Finance Committee

Certified Practising Accountant

Alan served as Administrator for Lifeline Brisbane for just over 20 years. From there, he was promoted to the position of State Manager Financial Services for

Lifeline Community Care QLD. Upon retirement, Alan was determined to further his commitment to using his financial acumen for the benefit of those in need.

As Suncare Treasurer, Alan continues to nurture his passion for serving the community. Over the past three years, he has provided ongoing insights and recommendations for Suncare's Finance Team, especially in the area of Government Grants.

Management Committee



MELISSA CULLEN

Committee Member, Chair of Governance & Risk Management Committee
Bachelor of Arts/Law
Barrister-at-Law

As a Barrister, Melissa is accustomed to liaising with clients. Within Suncare she has found a community that places clients at the pinnacle of the agenda. This philosophy

embodies Melissa's own generous and supportive nature.

Within just one year, she has already made a considerable contribution to Suncare thanks to a legal career that spans more than a decade.



ANNE LIVINGSTONE

Committee Member, Chair of Business Development Committee

Anne has been involved in the Community Care Service Sector for over three decades in the areas of service delivery, policy, industry advocacy, research and development.

Anne's extensive experience includes involvement in a number of national and international

service development activities in the areas of Carer Support Initiatives and Innovative Service Delivery through technological reform. Previously Anne had a ten-year tenure with Aged Care Queensland and currently is Research and Development Lead for Global Community Resourcing. Anne is committed to delivering innovative, quality and responsive community services through person-centered models of care.



PRUE FLEMING

Committee Member
Bachelor of Arts (Honours)

Prue's social conscious aligns well with Suncare's supportive role within the community. Her day job sees her helping provide developing countries with Australian expertise in building an economically and environmentally sustainable mining sector.

As a Project Manager for the International Mining for Development Centre (IM4DC), Prue is accustomed to liaising with AusAid, the centre's key funding body. Her knowledge of grant and funding processes, across both government and private enterprise, is proving to be a vital asset to Suncare.

On a personal note, Prue has aged parents and first-hand experience of Suncare's compassionate support of Queensland seniors.



ANGELA MASSY

Committee Member, Chair of Public Relations Committee
Advanced Diploma in Professional Editing and Business Writing
Certificate IV Workplace Training and Assessment

Angela Massy is ideally equipped to help Suncare raise its profile and become more visible and known in the local communities in which we operate.

Angela is a Marketing and Administration Manager with additional experience as a business consultant, specialising in the areas of project management and long-term strategic planning. She brings to Suncare unique perspectives on how to broaden its reach within the community.



JUSTIN DUNCOMBE

Committee Member
Justice of the Peace (Qual)

The Maroochydore community has long benefited from Justin's contributions. He is a Meals on Wheels volunteer and an active member of the local Lions Club. Most notably, Justin was awarded a Melvin Jones Fellowship for his outstanding

support of club endeavours.

Justin brings extensive managerial and accounting experience to his role within Suncare and is passionate about promoting Suncare and is a vital member of the Public Relations Committee.



JOHN LOXTON

Committee Member
Chartered Accountant
Fellow of the Institute of Chartered Accountants

As a Life Member of Suncare, John previously served on the Committee for a decade (from 1977 to 1987). He returned to the Committee last year and is enjoying the opportunity to once again serve and support

our purpose.

John is a Fellow of The Institute of Chartered Accountants as well a Registered Company Auditor. His diverse background in financial services provides Suncare, and in turn its clients, with a unique opportunity to draw on a range of skills and expertise that cover matters of taxation and auditing, through to superannuation and beyond.

Management Team



SUE MASON-BAKER

*Chief Executive Officer
Bachelor of Business
(Accounting)
Certified Practising Accountant
(CPA)*

Sue is a Graduate Member of the Australian Institute of Company Directors, having previously held a directorship with The Summerland Credit Union and was Chairperson of their Board Audit Committee.

Sue is currently serving on the

Board of the Sunshine Coast Community Hospice Ltd as Treasurer and holds a committee position with Volunteering Sunshine Coast.

Sue has held senior finance roles, including Executive positions, in diverse industries - manufacturing, property, healthcare and community services. Of significance was her time at St Vincent's Hospital, Lismore where she was the Director of Business and member of the Executive Team. She has extensive knowledge of the private hospital system, public hospital funding, as well as Aged Care facilities. Sue also spent time in GP clinics and joined Suncare in April 2010 as Finance Manager and member of the Management Team.

In May 2011, Sue was promoted to the role of CEO. Sue's vision for Suncare is to be the preferred provider of community services in the local communities in which we operate and to be an employer of choice.



MARK CLISSOLD

*Strategic Development
Manager
Bachelor of Arts
Bachelor of Social Work
Graduate Diploma in
Management
Formal training through the
Australian Institute of Company
Directors*

Mark has over 30 years experience working within government and community care

sectors. He commenced his career in North West Queensland, working closely with rural remote communities and then throughout Queensland and the greater Darwin region. From direct client work, Mark has transitioned to various management roles culminating in his current position as Strategic Development Manager with Suncare.

Mark maintains a passionate belief in the role community care can and should undertake to ensure isolated and marginalised people within our community receive individualised support to be fully included and share in Australia's financial, cultural, spiritual and community wealth.



MIKE GOULDING

*Corporate Services Manager
Bachelor of Sc (Hons) Finance
and Accounting
ACMA – Chartered Management
Accountant*

Mike is a leading finance and management professional, qualified in accounting, with extensive management experience. He has held significant finance and corporate leadership roles in manufacturing,

healthcare and commerce, including roles with St Vincent's and Holy Spirit Hospitals, Ramsay Health Care, and Affinity Health. Mike has also held executive management positions, contributing to the success of both profit and community sectors.

In his role as Corporate Services Manager, Mike is committed to the improvement of financial data and analysis, ICT strategy and operations, Work Health & Safety systems and quality. Mike's ultimate aim is to ensure these services support and enhance the operational performance of the services we provide to our clients.



NICK HANSEN

*Chief Operations Manager
Bachelor of Arts (Psychology)
Postgraduate Certificate in
Health Service Management*

Nick joined Suncare in August 2013 as Chief Operations Manager. He has over 10 years of community health and aged care senior management experience within the not-for-profit sector. Throughout his career, Nick's consistent

achievements include the development and review of innovative service models to support aged care reform across community care services and the positive positioning of established service delivery frameworks to support service growth and diversity. Nick has a strong passion for a person-centred approach to care and support services, which underpins his management style and operational service delivery and development.

Acknowledgements

- Medicare Locals
Brisbane North, Sunshine Coast, Wide Bay, Rockhampton
- United Synergies
- Carers QLD
- Diversicare
- Leading Age Services Australia (LASA)
- MyTime Buderim
- Community Access Respite Services
- Alzheimer's Australia
- Enoggera Respite
- Petrie Respite
- Uniting Church Chermside
- Pine Rivers Neighbourhood Centre
- Metro North Mental Health Hospital and Health Services
- Centre Care Family Services Fortitude Valley
- Burnie Brae
- Care Connect
- Disability Services Queensland
- Feros Care
- St Vincent's Care Services
- Woolworths
- Queensland Police Service
- Maroochydore Neighbourhood Centre
- Employment Services
- Buderim lawn cemetery
- Sunshine Coast Regional Meals on Wheels Group
- Queensland Meals on Wheels
- University Sunshine Coast
- Australian Catholic University
- Griffith University
- Community service
- Youth justice
- Lions Club/Lioness Clubs, Mooloolaba and Maroochydore
- The Order of the Eastern Star
- Hot 91.1 fm
- Australian Hearing
- Commonwealth Bank Australia
- Bunnings
- Longreach
 - o Longreach Outback Aussie Tours
 - o Stockman's Hall of Fame
 - o Radio 4LG-Longreach
 - o Australia Post
 - o School of the Air
 - o Aviation Museum

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SUNCARE LOCATIONS

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07 3256 8033

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Caboolture
QLD 4510
19 Hayes Street
Caboolture
QLD 4510
07 5498 3315

Rockhampton

PO Box 9609
Park Avenue
QLD 4701
189 Musgrave Street
North Rockhampton
QLD 4701
07 4921 9500

Longreach

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Longreach
QLD 4730
1 Sparrow Lane
Longreach
QLD 4730
07 4658 0204

Emerald

PO Box 1697
Emerald
QLD 4720
Shop 6 Post Office Square
104 Egerton Street
Emerald QLD 4720
07 4982 0200

Maroochydore Day Respite

PO Box 684
Maroochydore
QLD 4558
2-6 George Street
Maroochydore
QLD 4558
07 5443 7655

Bundaberg

PO Box 2238
Bundaberg
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4 Adams Street
Bundaberg
QLD 4670
07 4151 6400

Meals On Wheels

97 Memorial Avenue
Maroochydore
QLD 4558
07 5443 3246

Hervey Bay

9/10 Liuzzi Street
Pialba
QLD 4655
07 4124 7288



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