



**suncare**  
community  
services inc.



# 2014

## ANNUAL REPORT



# CONNECTED ORGANISATION ENGAGED CLIENT

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.

## FRONT COVER

Technology plays a major part in Suncare's successful person-centred service delivery. Through strong connections, Suncare reaches out to individuals, families and communities efficiently and effectively.



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# ABOUT SUNCARE

## SUNCARE TODAY

SUNCARE COMMUNITY SERVICES INC. IS HARNESSING THE POWER OF NEW TECHNOLOGY AND GROWING WITH IT. WE SEE INNOVATION AS AN ESSENTIAL ELEMENT FOR A CONTINUALLY IMPROVING AND SUSTAINABLE ORGANISATION.

Established in Maroochydore on the Sunshine Coast in 1970, Suncare has experienced substantial growth, now covering the most populated areas of Queensland from Brisbane to Rockhampton and inland as far as Longreach.

Our core business has always been understanding community needs and developing innovative responses with individuals and families in the ageing, disability and mental health sectors. That is still our primary focus but technology now allows us to respond more effectively to client needs, enabling us to provide a better service and further cement our position as a provider of choice in Queensland.

So what drives us to continue to grow, improve and thrive? At Suncare everything we do is inspired by our vision, mission and values.

Our vision is to be strong leaders and innovators in community support and person-centred care. We believe that our clients should be able to:

- Make informed choices.
- Enjoy being part of their community.
- Feel supported and empowered.

Our mission is to help individuals and families feel empowered in the choices they make and the way they live their lives.

To facilitate this transformation we:

- Create tailor-made solutions in partnership with individuals and carers that ensure personal decisions are respected by Suncare volunteers and staff.
- Work hard to understand and engage with all communities.
- Stay up-to-date with industry and technological advances so client records are both secure and easily accessible.

Suncare's priority is to understand and identify local issues in ageing, disability and mental health and help those affected continue to live in and feel part of their community. We achieve this by providing a wide range of support and assistance including advocacy, education, assessment, referrals, brokering, service co-ordination and community support as well as direct services like counselling, respite, transport, Meals on Wheels, transition care and home care.

Suncare's values guide our actions to create meaningful relationships with our clients.

Our core values are:

- Flexibility and Innovation – Being responsive, respectful and thoughtful when we deal with people and developing creative solutions to help them.
- Quality of Life – Considering all aspects of an individual's well-being and respecting their choices.
- Team Work – Actively listening, engaging and valuing all opinions so we can work together to provide the best solutions.
- Inclusiveness – Respecting diverse cultures, religions and beliefs.

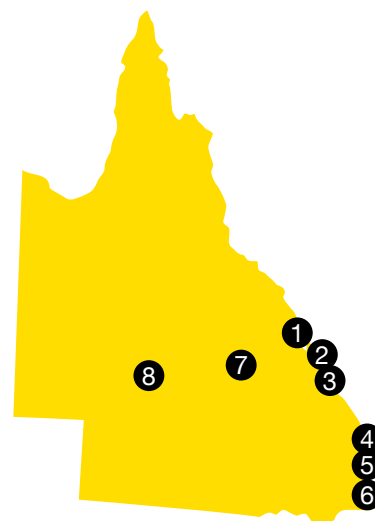


Our clients are drawn from diverse sectors of the community.

## THE FUTURE OF SUNCARE

Technology will continue to play a major role in Suncare's success in the future as new challenges develop. These challenges include a rapidly ageing population, the shift in government funding from block funding to consumer directed care, increased expectations from later generations and the changing nature of the market place. We anticipate that these challenges will open up new opportunities for partnerships and look forward to creating new improved solutions for these challenges and others which are yet to come.

In the long-term, Suncare will continue to be a trusted and valuable provider for individuals, carers and families who turn to us knowing their choices and beliefs will be respected. Suncare's commitment to innovation and more traditional input from other community support groups, businesses and Government sectors will continue to build confidence in our services far into the foreseeable future.



1. Rockhampton
2. Bundaberg
3. Hervey Bay
4. Sunshine Coast
5. Caboolture
6. Toombul
7. Emerald
8. Longreach

Suncare's person-centred services stretch across Queensland.



# PRESIDENT AND CEO'S REPORT

## SUNCARE HAS BEEN SERVING THE COMMUNITY FOR OVER FOUR DECADES.

We compassionately listen to the needs of our clients to identify and find timely, creative ways to address those requests. We are extremely proud of the many ways in which we assist individuals to remain living independently and engaged with their community.

We are also working in a rapidly changing and highly competitive environment across aged care, disabilities and mental health. Government reforms and changing client expectations urge us to develop new and innovative ways of delivering services to our clients. Most profoundly, technology offers many solutions, both in terms of improved services and lower service delivery costs.

The restructure that commenced last year has been completed with the stabilisation of key senior positions. Significant resources have been committed to ensuring robust systems are in place for Client Management, Finance, ICT, Human Resources, Workplace Health and Safety and Business Development. In response to rapid changes in consumer directed care, Suncare has developed a workforce capability strategy which includes an on-line performance management system and a learning and development framework. We recognise the importance of having a competent and flexible workforce that is responsive to the needs of our clients and this is an area of ongoing investment.

We have also invested in how we market our services. Consistent with our strategic plan for 2013-2016 and against a backdrop of increased competition and higher levels of engagement with our clients, Suncare appointed a Marketing Manager in May 2014. In conjunction, our new website was launched in April with further functionality underway which will enhance user experience.

In July 2013, we implemented our new client management system called ComCare. Integrating ComCare was a huge task as we embedded new business processes, established centralised scheduling, re-designed practices to support consumer directed

care and introduced mobile technology for our support workers. This mobility platform has reduced double handling of client information and staff rostering. It has enabled real time client information to support delivery of care.

In March 2013, we moved our head office along with a number of services into new co-located offices on the Sunshine Coast. This year we experienced the full benefit of this change as the new site has delivered us a more flexible base for a growing future. The move also enabled us to sell the old Sugar Road site and this has bolstered our reserves. Sound and prudent financial management has created capacity to invest in our future, particularly in terms of technology and innovative service delivery.

During the year, we conducted a staff satisfaction and external client survey. On both counts, we received very high positive ratings. Of particular note, 91% of clients were satisfied overall with Suncare service delivery and this is a testament to the efforts of all staff and volunteers.

The year has not been without challenges. The roll out of Government reforms, specifically the ongoing development of the My Aged Care website and national contact centre, resulted in the loss of our Carelink program. Unfortunately, this meant redundancies for some staff and the re-direction of others to different roles. On a positive note, Suncare was successful in winning a tender for the delivery of social support services across the Sunshine Coast and Gympie region. Furthermore, we welcomed the opportunity to deliver drought relief assistance to communities in central Queensland with funding available from April to December 2014. The impact of drought on rural and remote communities can never be under-estimated and Suncare feels privileged to walk amongst the locals to offer assistance. Suncare is working collaboratively with many other service providers to ensure that drought funding is used in the most effective way with greatest positive impact.

“WE ARE EXTREMELY PROUD OF THE MANY WAYS IN WHICH WE ASSIST INDIVIDUALS TO REMAIN LIVING INDEPENDENTLY AND ENGAGED WITH THEIR COMMUNITY.”



Pictured above: Suncare's corporate office overlooks the beautiful Lake Kawana.

A number of funded programs that were due to end on 30 June 2014 were extended for a further twelve months while the Government consolidates its plans for the evolution of these services. We keenly await the release of information on the new Carer Support Centres and Commonwealth Home Support Program as we prepare for upcoming tenders that will shape our future.

To prepare for these tenders, Suncare has launched an innovation program. The objective is to find innovative alternatives for delivering services that further enhance the quality of our services whilst at the same time reducing our cost and increasing revenue. The innovation program recognises that staff directly involved in delivering our services often have the best insight into improvement options because they interact with our clients on a daily basis. Our mobile workforce has the ability to log 'bright ideas' on their phones which are forwarded to Head Office for assessment and identification of opportunities to improve practices and processes.

We have trained a core team from across Suncare in our innovation program and they will be involved in identifying, assessing and implementing improvements. We see innovation as an essential element for a continually improving and sustainable organisation.

Technology is offering new opportunities and solutions across a vast spectrum of services and Suncare is engaging in this to ensure more appropriate, timely and lower cost care. The future will also involve more collaboration between organisations as we seek to bring a wider range of services to clients. Suncare is well positioned to participate in this future.

There have been a number of developments within Suncare at Governance level. An important decision by the Management Committee has been to propose the transition of Suncare from an incorporated association operating only in Queensland to a company limited by guarantee (CLG). This will allow us to operate on a national basis governed by the Corporations Act. Greater responsibilities of directors and increased audit requirements exist under a CLG structure and this makes it the preferred option for Government contracting arrangements.

The Management Committee believes that it has now become an essential requirement for our future development. Members will be asked to vote on this proposal at the Annual General Meeting in September 2014.

In March 2014, our past President, John Gosney resigned from the Management Committee to embrace more opportunities to travel and enjoy retirement. John has been a long standing volunteer of Suncare, a member of the Management Committee and President of Suncare for three years. He continues to volunteer with his wife Gillian. We are very grateful to John for the time he dedicated to Suncare during a period of enormous Government reform and significant change. We extend our very best wishes to John and Gillian.

Finally, it is a pleasure to be part of an organisation that fosters and demonstrates Suncare's values on a daily basis. Thank you to all our dedicated staff, Management Committee, volunteers and other supporters for your energy and your willingness to embrace the many changes occurring within Suncare.



**Sue Mason-Baker**  
Chief Executive Officer



**Iain Green**  
President

“SOUND AND PRUDENT FINANCIAL MANAGEMENT HAS CREATED CAPACITY TO INVEST IN OUR FUTURE, PARTICULARLY IN TERMS OF TECHNOLOGY AND INNOVATIVE SERVICE DELIVERY.

# SUNCARE SERVICE DELIVERY AREAS

## SUNCARE OFFERS SERVICES IN NEEDS ASSESSMENT AND REFERRALS, COMMUNITY SUPPORT, CARE CO-ORDINATION AND LINKING TO BROKERED PROVIDERS.

We pride ourselves on working compassionately and listening intently to the needs of individuals, carers and family members. Our aim is to identify their strengths, goals and aspirations, as well as finding timely and creative ways to address their needs.

Suncare services empower people to remain in their own homes and their community. Our services to people with disabilities are grounded in the Queensland Your Life Your Choice Framework which enables people with disabilities and their families to have greater choice and control over the disability services they receive. Similarly, our aged care services are underpinned by the Commonwealth Living Longer Living Better reform which provides older Australians with more choice, control and easier access to a full range of services, where they want it and when they need it.

“ I WISH TO TAKE THIS OPPORTUNITY TO SAY A BIG THANK YOU TO ALL SUNCARE STAFF FOR EVERYTHING THEY HAVE DONE FOR ME AT MY HOME AND ALSO FOR THE RESPITE I HAD AT FAIRFIELD COTTAGE. FOREVER IN MY GRATITUDE.

LINDA

Suncare provides safe and respectful services to all members of our communities and promotes the wellbeing of First Peoples, Culturally and Linguistically Diverse (CALD) and Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) individuals, their carers and family members.

We provide person-centred, inclusive and responsive services to meet the needs of every individual and work in collaboration with the person to achieve their goals.

Suncare is fortunate in that it receives supplementary funding through State and Commonwealth programs. These include:

### STATE

- Community Care
- Emergency Response
- Independent Living Skills (ILS)
- Transition Care (TCP)
- Mobile Attendant Care (MAC)
- Your Life Your Choice (YLYC)

### COMMONWEALTH

- Home and Community Care (HACC)
- Veterans' Home Care (VHC)
- National Respite for Carers (NRCP)
- Targeted Mental Health (TMH)
- Partners in Recovery (PIR) host provider
- Consumer Directed Care Packages (CDC)
- Consumer Directed Respite Care Packages (CDRC)

The service areas of Suncare fall into three main areas:

- Respite Care
- Community Care
- Allied Health

“ I CAN'T EXPRESS HOW HELPFUL YOU HAVE BEEN TO BOTH OF US. THIS IS ALL SO NEW FOR US ALL, THANK YOU FOR EXPLAINING IT ALL. THE PATIENCE, KINDNESS AND HELP PROVIDED TO THE FAMILY HAS ALLOWED US TO CONTINUE CARING FOR OUR SON.

JENNY



## RESPIRE CARE

SUNCARE BELIEVES CARERS PLAY AN INVALUABLE ROLE IN OUR COMMUNITIES.

### CARERS

Respite Care is by far one of the largest service areas for Suncare. All Suncare Centres across our geographic reach run programs through the National Respite for Carers Program (NRCP), Working Carers, Consumer Directed Respite Care (CDRC), Cottage Respite, In-home Respite, and Day Respite. In addition Suncare operates an Afterhours (24/7) Emergency Respite service as a safety net to ensure that support is available to carers at all times.

The majority of the support provided by the Suncare Respite Care Team is for people who are ageing, people with disabilities, people with mental illness and/or their carers. As with all Suncare services, the needs of the individual remain paramount in shaping the way respite services are tailored and delivered. These services help maintain and build resilience in the caring relationship, and promote the quality of life of all family members.

All Suncare Respite Care services have been enabled by technology, none more so than our Cottage Respite services.



## COTTAGE RESPITE IS A SERVICE CREATED TO REFLECT OUR COMMITMENT TO SUPPORT EVERYONE IN OUR COMMUNITY.

### COTTAGE RESPITE

Driven by our aim to provide flexible and tailored solutions, cottage respite gives both carers, and the people they care for, a break from their day-to-day roles.

Suncare's respite cottages provide a 'home away from home' where carers can comfortably leave their charges knowing they are in the safe hands of qualified, experienced and caring staff. Cottage Respite can be used on a regular basis, or as holiday accommodation for people with special needs. Suncare provides cottage respite at:

- Bribie Island – Boronia Cottage
- Sunshine Coast – Glasshouse Cottage and Dorney House Cottage
- Hervey Bay – Kookaburra Cottage (dementia specific)
- Bundaberg – Sugar Cane Cottage
- Rockhampton – Jacaranda Cottage and Fairfield Cottage
- Longreach – Bush Cottage

Each cottage offers a different style of accommodation to suit the needs of our unique clients and their carers.

Technology has significantly improved the safety and security of our clients without intruding on the relaxed, pleasant environment afforded in a homely environment. Where it is deemed to be helpful, as in our dementia specific Kookaburra Cottage in Hervey Bay, the cottages have been fitted-out with Tunstall GSM wireless technology to enable silent monitoring. Sensor mats for beds and doors are available as well as personal alarms with all staff fully trained in the use of this new technology. The end result is for clients to have unrestricted access around the cottage while, at the same time, allowing workers to non-intrusively monitor a client's location at all times.

This year the placement of laptop computers with a secure log-in has certainly boosted staff efficiency, and the secure transmission of client information has improved our environmental footprint by reducing the need to fax or print documents.

It has been a welcome challenge for Suncare's Support Workers to learn new systems and experience the benefits made from their investment of training time.





“PROVIDING  
OPPORTUNITIES FOR  
YOUNG PEOPLE TO  
SUCCEED IS THE MOST  
REWARDING PART OF  
MY ROLE.  
SUNCARE SUPPORT WORKER



## COMMUNITY CARE

THE ULTIMATE AIM OF SUNCARE COMMUNITY SERVICES IS TO BUILD THE QUALITY OF LIFE OF OUR CLIENTS, MAXIMISE THEIR LEVEL OF INDEPENDENCE, RETAIN THEIR CAPACITY TO STAY LIVING IN THEIR OWN HOMES AND PARTICIPATE IN COMMUNITY LIFE.

Suncare Community Services includes Community Alternative Transport, Meals on Wheels, Social Support, Personal Care, Domestic Assistance, Home and Garden Maintenance and Independent Living Skills.

COMMUNITY ALTERNATIVE TRANSPORT SERVICE ASSISTS FRAIL AGED PEOPLE, CARERS AND PEOPLE WITH A DISABILITY AGED 18 YEARS OR OLDER TO ATTEND MEDICAL AND OTHER APPOINTMENTS.

### COMMUNITY ALTERNATIVE TRANSPORT SERVICE (CATS)

In 2013/14 the service provided 20,000 trips to 530 clients with the wonderful assistance of 250 volunteers.

The service continues to expand and, in 2014, the Medical Hub Friday service was established after identifying a need to transport clients to and from Sunshine Coast health precincts. This provides clients with door-to-door assistance and helps to minimise their overall stress.



THE 2013/14 PERIOD HAS BEEN A GROWTH YEAR FOR SUNCARE'S MEALS ON WHEELS MAROOCHYDORE.

## MEALS ON WHEELS

A key element to this growth period was a major fundraising event. This event was hosted by the Buderim Pool Adult Swim Squad and organised by Swim Fit and Tracy Mitchell. The Buderim Charity Swim Event featured 97 participants swimming a total of approximately 1000 km. Funds totalling \$16,150 were raised, a major success, allowing for the Meals on Wheels Mitsubishi car to be replaced.

Another success was a grant of \$35,000 from the Community Gaming Fund. This grant enabled the purchase of a 15kw/hour solar system which is now reducing energy costs for Meals on Wheels, the Maroochydore Day Respite Centre and the Community Hall.

Meals on Wheels now uses Xyris Foodworks software to fully analyse all recipes enabling the service to comply with Government recommended nutrition levels. The use of this technology enables us to be leaders in our field. With the use of Gismow software we have grown the service by 25% bringing the client total to 400, one of the largest services in Queensland.

Pictured left: Tracey Mitchell, Buderim Swim Fit- Adult Squad and Hamish Ogg, Meals on Wheels Manager. Below: Hon. Steve Dickson MP and Hamish Ogg, Suncare Meals on Wheels Manager celebrate the Buderim Charity Swim Event.

“IT IS WITH GREAT REGRET THAT THE TIME HAS COME FOR ME TO COMPLETE MY INTERNSHIP AT MEALS ON WHEELS MAROOCHYDORE. I HAVE ENJOYED THE CHALLENGES, GAINED NEW SKILLS AND MET A TRULY UNIQUE ASSORTMENT OF AMAZING, SELFLESS PEOPLE, ALL OF WHOM ENDEAVOUR TO MAKE THE WORLD A BETTER PLACE, ONE HEALTHY MEAL AT A TIME.

MICHAEL



SUNCARE RECEIVED ADDITIONAL FUNDS FROM COMMONWEALTH HOME AND COMMUNITY CARE (HACC) TO PROVIDE SOCIAL SUPPORT FOR THE BRISBANE NORTH REGION.

### **SOCIAL SUPPORT**

This additional funding for social support has enabled us to extend services into the Gympie region where the uptake has been the highest. Suncare is currently establishing a permanent office in Gympie. Social Support allows people to stay connected to their communities in various ways. The aim of social support group activities is to give clients the opportunity to connect with others who have similar interests and build new relationships. The focus on providing opportunities to individuals through social activities in group sessions proves incredibly beneficial to users.

Activities included:

- Mystery bus tours.
- Morning/afternoon walking groups.
- Exploring Sunshine Coast's fantastic venues and attractions.

Technology is a key enabler of social support and engagement for aged care clients. Google Earth has been particularly interesting as it has assisted staff to deliver reminiscence activities where clients are able to see places they lived when younger, explore parts of the world never seen or visited, and to share stories about these places.

THE KEY TO EMPOWERMENT IS THE DEVELOPMENT AND MAINTENANCE OF INDEPENDENT LIVING SKILLS.

### **INDEPENDENT LIVING SKILLS**

In Longreach, Suncare assisted disability clients with independent living skills training which serves to enhance recipient's lives, build their confidence and self-esteem, and maximise their level of independence. With support from Suncare and another service provider, one young woman was sufficiently equipped with independent living skills that she was able to take possession of her own home unit.

Independent living support is also provided at the Maroochydore Day Respite Centre as well as being integrated into many other services throughout the organisation. Young carers are strongly supported through a wide range of funded programs and include; tutoring support, financial assistance with school uniforms, equipment and sport, psychology, counselling and driving lessons. Our young carers activity has grown by 25% this year helping school-aged children balance study and caring commitments.

Technology is also improving services for young carers, for example through a private Facebook group which enables members to connect with and support each other.





## SUNCARE IS DELIVERING DROUGHT RELIEF ASSISTANCE TO CENTRAL QUEENSLAND.

### DROUGHT RELIEF

Suncare was pleased to accept an offer from the Department of Social Services to provide help to communities in Central West Queensland to ensure they receive much needed assistance to improve the resilience and wellbeing of farmers, farm families and communities. Ingrid Miller, our Drought Support Coordinator, is local to the Central West. Living on the land herself, she has first-hand experience of the difficulties faced by people in the region. Even in just a short period of time her service has witnessed great success by supporting local services, attending events, and meeting with individuals to reduce their immediate distress and to link them into longer term community services in their area. One initiative was to produce "The Bush Bible", a hard copy and on-line service directory to help people locate services that best meets their needs.

This initiative was so successful a request was made to duplicate it in other drought affected areas of Queensland.

Suncare has been able to sit down with clients away from their own home and assist them in accessing much needed financial assistance. From meeting stakeholders in Blackall to sending information to a service provider in Mount Isa within a matter of minutes, this has all been achieved with Suncare's technology infrastructure. Remote capable technology has been essential for this role and has significantly contributed to the success of the program across Western Queensland.

“IT'S GREAT THAT YOU CAN COME OUT TO US AND HELP OUT. IT'S SO MUCH EASIER TO TALK TO SOMEONE WHO IS LOCAL AND KNOWS OUR AREA AND WHO UNDERSTANDS OUR SITUATION.

DOUG



## ALLIED HEALTH

IN 2013/14 THE SUNCARE ALLIED HEALTH TEAM HAS GROWN SUBSTANTIALLY.

### NURSING AND OCCUPATIONAL THERAPY

Suncare Allied Health services include Nursing, Occupational Therapy, Mental Health care and Counselling. From two team members we now have a permanent staff of two Community Nurses, two Occupational Therapists, four professionally qualified Counsellors, two mental health professionals, a casual Community Nurse and casual Allied Health Assistant.

This team delivers exceptional care to our community clients in their transition from hospital to home, in their on-going recovery and re-enablement, and in maintaining their tenure in their own homes, and in the community.

The development of an Allied Health Clinic Day at the Maroochydore Day Respite Centre has just started providing in-house access to Occupational Therapists and has been very successful. The number of clients has grown quickly and continues to grow at a steady rate.

The Allied Health Team has also started the Suncare Instagram page to connect with the community and to share the day-to-day activities of an Occupational Therapist. It has been well received and depicts the fun our staff have while working to achieve great results with the transition care clients.

In 2014 our Occupational Therapists started providing Manual Handling training to external organisations, building a new service delivery and fee-for-service area of focus. The training was valuable.

SUNCARE REMAINS COMMITTED TO PROVIDING A RANGE OF SUPPORT TO THOSE IN OUR COMMUNITIES AFFECTED BY MENTAL ILLNESS.

### MENTAL HEALTH CARE

The aim of Suncare's Mental Health services is to provide flexible, recovery-focused support tailored to individual needs. We focus on helping individuals to actively participate in and contribute to their community, and to promote understanding and acceptance of mental health illness throughout our communities.

Suncare is very experienced in delivering Mental Health services designed to assist carers and care recipients who live with mental health illness.

To achieve the best results we form partnerships and work hand-in-hand with our clients, health professionals and other community-based services, to allow a holistic approach to recovery.

This year we noted an increase in demand for respite requests from carers of children with an Autistic Spectrum Disorder (ASD) diagnosis and many families with several affected children. Families affected by ASD often need help when children experience difficulties at school.

Suncare also noted an increase in carers with their own diagnosis of mental health issues or ASDs. We provide education and information for these carers around their own diagnosis to assist them in their caring role.

Suncare's Partners in Recovery service aims to support people who experience severe and persistent mental illness with complex needs, and their carers and families. For some people, having little or no access to the internet and social media technologies only serves to compound their difficulties. This is a significant barrier to participating in community life and can certainly increase a sense of social isolation.

In 2014 Suncare facilitated the purchase of, and training in the use of, tablet technology, and have witnessed first-hand how something as simple as an email and Facebook account can open up a world of social connection and sense of belonging.

Our Mental Health Services Team also collaborated with psychologist Adam Bear on the Sunshine Coast to allow carers access to on-line tools for managing extreme behaviours. This is another exciting development in the use of technology to improve the quality of life for people affected by mental illness.

IT IS IMPORTANT THAT CARERS KNOW THAT THEY ARE NOT ALONE ON THEIR JOURNEY.

### COUNSELLING

Suncare's Counselling Team are the unsung heroes of the Allied Health Team. Carers may be faced with the deepest of life struggles and doubt whether, and wonder how, they will be able to take their next step. During these times our Counsellors walk beside the carer with compassion, guidance, and practical and steadfast support.

Suncare Counselling services are provided to individuals or groups and can be face-to-face or via phone and/or email. Often other members of the Suncare Services Team identify that a carer maybe in distress and could benefit from counselling support.

During 2014, we noted an increase in the number of carers presenting at risk of self-harm or suicide during counselling because of diagnosed depression and the overwhelming demands of their caring role.

Helping these carers find the hope and resilience to continue life and their caring role is rewarding for counsellors who often hear words like 'you've helped save my life' and we know that for some carers, this sentiment is literally true.



# NANDJIMADJI

THE DEVELOPMENT OF SUNCARE'S NANDJIMADJI ACTIVITIES DEMONSTRATES SUNCARE'S COMMITMENT TO SOCIAL JUSTICE AND ITS VALUE OF SOCIAL CAPITAL.

There are few First Peoples-specific disability and carer focused service delivery organisations in South East Queensland. Suncare is leading the way. The traditional meaning for the word Nandjimadji is "To Lighten the Load".

The Nandjimadji Art Group continues to build strong support and recognition within the local First Peoples and mainstream community. The Annual Nandjimadji Art Exhibition held at the Novotel Twin Waters Resort again proved a great success. Opening night saw over 150 guests in attendance, including local Elders and community members, Senator Claire Moore and the Honourable Mal Brough MP. The art exhibition also attracted excellent media coverage as one of the Sunshine Coast's premier art events. A group of Hervey Bay teachers and young indigenous artists attended the exhibition, and were given a private tour and information session about the group.

The exhibition incorporated 3D art works, literally adding an entire new dimension to the art, and over 20 individual works by multiple artists were purchased during the exhibition. Paul Calcott, First Peoples Business Manager, produced and presented a major art piece depicting the Novotel Twin Waters Resort in recognition of their support. The piece was officially unveiled during Reconciliation Week. In addition, a completed series of works produced by the Art Group, since mounted on the outside of Suncare's Maroochydore Community Centre, was officially unveiled in the presence of the Honourable Fiona Simpson MP.



Pictured above: Hon. Mal Brough MP, Respected Elder Aunty Alice, Suncare CEO Sue Mason-Baker and Suncare First Peoples Business Manager Paul Calcott at the Nandjimadji Art Exhibition. Right: Hon. Fiona Simpson MP and Suncare First Peoples Business Manager Paul Calcott at Reconciliation Week art unveiling. Bottom: One of our talented artists and carer, Allison Clarey at the Nandjimadji Art Exhibition.



## FIRST PEOPLES

SUNCARE IS COMMITTED TO BEING A CULTURALLY SAFE ORGANISATION THAT WELCOMES AND EMBRACES DIVERSITY.

Nandjimaaji activities allow Suncare access to first-hand information regarding the development and provision of services for First Peoples service users. Paul Calcott, First Peoples Business Manager, has positions on local, state and national boards giving Suncare the opportunity to provide input into models of service delivery whilst raising our profile with Government and First Peoples communities.

Specific national boards and advisory groups include:

- First Peoples Disability Network Australia: the national peak advisory group on issues relating to Australia's First Peoples living with disability.
- National Aboriginal and Torres Strait Islander Dementia Advisory Group: a national network group identifying, co-ordinating and disseminating information about dementia within First Peoples' communities.
- Arts Access Australia: the national peak body for arts and disability in Australia.
- National Disability Insurance Scheme (NDIS): working group with Mental Health Council of Australia, studying supported decision making with diverse groups, and organisational readiness.
- Queensland NDIS Aboriginal and Torres Strait Islander Community Capacity Building Reference Group.

Suncare also has a strong relationship within the local community:

- The Sunshine Coast Indigenous Assessment Team.
- The Sunshine Coast National Aborigines and Islanders Day Observance Committee (NAIDOC).
- Representation on the University of the Sunshine Coast Indigenous Advisory Board.



Pictured: Local Elders Aunty Alice and Aunty Betty enjoying the Nandjimaaji Art Exhibition.





“THE NANDJIMADJI ART  
PROGRAM CHANGES LIVES.  
HON. SENATOR CLAIRE MOORE



# CENTRE HIGHLIGHTS

SUNCARE STRONGLY BELIEVES THAT PROVIDING LEISURE ACTIVITIES AND EVENTS IS AN ESSENTIAL WAY TO SUPPORT OUR CARERS IN THE COMMUNITY.

Our leisure activities and events give people much needed time out from their caring role and the opportunity to meet and socialise with other carers. We are constantly coming up with ways to improve our most popular leisure activities and events throughout Queensland, as well as introducing new ones and encouraging more carers to attend. Many success stories come from these varying activities and events which are a simple, fun way to alleviate the loneliness, isolation and stress that many carers experience.

## BUNDABERG

In November, Bundaberg carers jumped at the chance to 'shop-til-you-drop' at the Eumundi Markets. The road trip aimed to provide an enjoyable break for our carers while facilitating and encouraging all important peer support. At the end of the day our carers were tired but happy with many asking for a repeat event next year. The day achieved its goals of allowing carers to share their experiences, realise they are not alone in the challenges they face and form strong, supportive relationships with fellow carers.

Bundaberg also participated in Harmony Day 2014. The event was a cultural respect day for everyone who calls Australia home – from the traditional land custodians to those of different nationalities around the world. By participating in Harmony Day activities, we gained a better understanding of how all Australians from diverse backgrounds equally belong to the nation and enrich it. It was a great day to give a brief overview of Suncare's support services and make some great contacts with key personnel.



Pictured above: Harmony Day celebrations in Bundaberg with Suncare team member Nigel Rice (on right).

## HERVEY BAY

Suncare continues to support two over-50s groups in our rural areas around Hervey Bay. These groups provide vital support systems in remote communities, especially during and after natural disasters like drought, fire or flooding. We help these groups by providing a support facilitator who organises transport, co-ordination and resources for events like Christmas in July, mystery bus trips and a Christmas party. Suncare also organises rural information sessions and events in partnership with Centrelink in Hervey Bay.

## MAROOCHYDORE DAY RESPIRE CENTRE

Suncare was fortunate to receive a grant for the purchase of a digital piano for the Maroochydore Day Respite Centre. The piano will provide many hours of entertainment for our clients and staff. The centre at Maroochydore has a great vibe and our clients love to hear music from all eras. We have a number of talented clients who can now demonstrate their skills and involve everyone in some good old sing-alongs!

## ROCKHAMPTON

As part of the celebrations for Disability Action Week in September 2013, Suncare staff joined other key organisations to provide a Beach Day Out at Yeppoon Beach. The event included beach activities which could be enjoyed by all including those with a disability. Over 780 people attended this successful event and plans are well under way to make this an annual event. Suncare also organised a Young Carers Camp on the Gold Coast during the school holidays. The camp was attended by young carers from Rockhampton, Cairns and Townsville and allowed people to enjoy all the fun and activities on offer at the Gold Coast including a long-awaited trip to Dreamworld.

## SUNSHINE COAST

Sunshine Coast holds well attended monthly Carer Network Luncheons where expert speakers talk about relevant topical issues on ageing, disabilities and caring with the chance for carers to ask questions. Mindset coach, Mandy Napier, was one of our favourite luncheon speakers in 2014 with a strong turnout from the community who came to hear her talk about self-care. In 2014, due to feedback and popular requests, similar luncheons were held every second month in the Gympie region with a fantastic turn-out of carers at both these events.

To help carers retain a strong sense of self and understand the importance of following their own interests we also held a 'Carers Got Talent' segment that highlighted the often hidden and exceptional talents of carers with attendees sharing a huge range of creative talents covering everything from art and poetry to musical entertainment.

## TOOMBUL

The Carers Recreation Group (CRG) continues to meet monthly providing coffee mornings, educational talks and outings for carers. These events are attended by a Counsellor and support facilitator and give carers an opportunity to ask questions and voice concerns about problems that affect them or the person they provide care for. Over the past year there have been many activities as well as a Carer Christmas Lunch. Information sessions have covered meditation, stress relief techniques, funeral services, and personal and home safety delivered by a Police Liaison Officer.

These events and activities make an immediate difference to carers' lives by providing them with social and intellectual stimulation and a chance to talk about their role as a carer. The variety of activities and a relaxed approach to information sessions has already enhanced the health and well-being of many of our carers and helped them understand they also need to care for themselves. Some carers said that even though they had never tried meditation before, they noticed their anxiety and stress levels decreased after the session and would now continue to experiment with meditation at home.

“THE CARERS  
NETWORK  
LUNCHEONS ARE  
THE HIGHLIGHT OF  
MY LIFE.

LORRAINE



Pictured right: Glenise Hawken Support Facilitator at Gin Gin Seniors Expo.

# VOLUNTEERS

## VOLUNTEERS ARE AN INTEGRAL PART OF SUNCARE'S SUCCESS.

Suncare's Volunteer program offers a wide range of opportunities to volunteers. As well as the more recognised services such as Meals on Wheels and the Community Alternative Transport Service, Suncare volunteers also donate their time and expertise in administration support, producing newsletters, skills training, fleet maintenance, events, and social support services. Suncare does not limit them to working solely in one area, allowing them to connect with multiple groups.

Technology has opened the pathway for volunteers to be more connected to the organisation and opportunities. The internet in particular sees volunteers searching websites such as Go Volunteering and Linkki for opportunities that interest them.

Volunteers gain personal reward and our clients gain not only social interaction but, more often than not, a friend. Volunteers willing to donate their time and experience teaching those who did not grow up in the age of technology can be of great assistance by helping keep the aged and socially isolated stay connected. Our volunteers teach elderly clients to use computers for card games, brain teasers, crossword puzzles, and Sudoku, providing excellent opportunities for Suncare clients to exercise memory and increase information processing and concentration. Volunteers also provide assistance with email, Facebook and Skype, all great resources for family interaction.



Pictured above: Caboolture volunteers and staff.

### SUNCARE VOLUNTEERING SNAPSHOT

Bundaberg has two dedicated volunteers. They have provided social support to clients, assistance around the office and at Suncare's Sugar Cane Cottage for over two years. Caboolture has a team of nine volunteers who have volunteered for up to nine years operating the Carebus (Mobile Information Unit). In 2013/14 the Carebus visited hospitals, medical centres, shopping centres, and approximately 160 libraries in the Caboolture region, spreading the message about support options available and Suncare's services.

In 2013/14 Maroochydore Day Respite Centre volunteers provided social support, centre-based respite, transport and implemented the Broadband for Seniors program offering individual training to build skills and gain confidence in computing and using the internet.

Volunteers also provided lessons to individuals in online banking, surfing the internet, email and Skype.

In Rockhampton volunteers assisted a mens group to go out into the community and in Toombul they are supported by three very dedicated volunteers who prepare the bi-monthly newsletter. Volunteer Week 2014 provided the opportunity to thank our volunteers by sharing morning tea and presenting them with a certificate and gift card.

Meals on Wheels is ably supported by 237 volunteers who deliver meals and provide a smile and a chance for a catch up to people living in the community. Volunteers were recognised at a Christmas lunch in 2013. This was an opportunity to celebrate and praise them for the invaluable work they do in the community.

Pictured right: Toombul staff and volunteers organise collection of Christmas presents. Volunteer Coordinator Louise Knight, with some of our wonderful volunteers celebrating Volunteer Week.







“I HAVE VOLUNTEERED FOR SUNCARE FOR OVER 3 YEARS. I WASH FLEET CARS, MOW LAWNS AT THE RESPITE COTTAGES AND DO MAINTENANCE JOBS. I APPRECIATE BEING RECOGNISED IN VOLUNTEER WEEK CELEBRATIONS.

VOLUNTEER BILL FITZSIMMONS

## SUNCARE WEEK

EVERY YEAR IN NOVEMBER DURING SUNCARE WEEK OUR EMPLOYEES SPEND TIME IN THE COMMUNITY HELPING THOSE IN NEED.

Suncare Week becomes more important to us every year providing an opportunity for staff members to go the extra mile, to better understand our clients' needs and to become more integrated into our communities.

Bundaberg employees chose diverse voluntary work according to their skills and interests. One Suncare team member helped a computer group for the over sixties, another person supported a young adult group and one employee visited a home affected by flooding to help with the clean-up. At the Gracie Dixon Day Respite Centre, where many of the clients suffer from dementia, a Suncare team member helped organise simple, fun, mind-stimulating games. Other employees gave blood and one staff member joined the local Meals on Wheels.

At Caboolture the team wanted to give back to their community and spent two days volunteering at Caboolture Community Action Group sorting clothes for market day. Support staff also donated food items to Friends of

the Street Crisis Centre and helped the Artisans Guild wrap Christmas gifts at a local shopping centre.

The Kawana House team delivered Christmas hampers to charities, volunteered at the local Hospice Op Shop, volunteered at Guide Dogs Queensland wrapping Christmas presents and, even during these many activities, gave blood. The opportunity to provide valued help and let relevant charities know about Suncare's services was also an added bonus.

The Maroochydore Day Respite Centre participated by donating bikes, food hampers and Christmas gifts to the local Salvation Army. Suncare Week turned into a community celebration and event providing clients with entertainment. Guests enjoyed a special Suncare Meals on Wheels cake.

Staff from the Rockhampton office volunteered at their local Meals on Wheels helping deliver meals to local residents in need. Toombul office staff donated blood and wrapped Christmas presents at a local shopping centre to raise money for Nundah Activity Centre. Staff members also supported HAND Disability Service at a garden working bee, donating garden plants and also collected and delivered Christmas presents to patients at the Children's Hospital.

A Suncare staff member described her voluntary work experience during Suncare week as 'eye-opening' and, throughout Queensland, Suncare team members enjoyed the opportunity to give back to their community. Discussion is well under way about how staff can best use Suncare Week in 2014 by finding voluntary opportunities which are as worthwhile for staff as they are for the organisations, individuals and wider community they help.



Pictured left: Staff member Neil Kleinhans delivering baskets to Church of Good Shepherd. Above: Vanessa Walsh prepares morning tea during Suncare Week.





# TECHNOLOGY HUB

## COMCARE

IN 2013/14 SUNCARE COMPLETED A MAJOR TRANSITION FROM SEVERAL OUTDATED DATABASES TO A COMPREHENSIVE COMMUNITY CARE CLIENT MANAGEMENT SYSTEM CALLED "COMCARE".

The introduction of ComCare into Suncare service centres places Suncare in an optimal position for future growth. The use of this technology greatly improves our ability to concentrate on improving services and focusing our time on doing what we do best. With simplified and automated processes in place, staff are empowered with the ability to spend much less time on administrative tasks, and more time on delivering quality services and care needs to the people who we support.

With the ComCare mobile application, over 150 of Suncare's support workers have 24-hour secure access to client information, real-time rosters and the ability to submit time-sheet data.

Suncare's support workers, Nurses and Allied Health professionals have applauded ComCare, marking the database as a revolutionary system for accessing information 'on the road' and enhancing their ability to function as a mobile workforce.

The increased efficiency of having instant access to client records and information improves the delivery of appropriate care needs to our clients and their families. This process promotes re-enablement, empowering the individual to actively contribute to their care-planning activities and decisions that affect their lives, improving quality-of-life outcomes.

Suncare is committed to quality assurance processes especially at a local level to promote continuous improvement. Support workers submit their ideas and feedback from clients directly into their phones through ComCare immediately updating our Continual Improvement register. Feedback submitted through this mobile functionality is received by the Quality Assurance and Innovation Teams and initiates timely responses and appropriate actions. Not only does this process help us identify and improve the quality of our products and services, but also engages our staff and clients fostering a culture of collaboration and inclusion.

ComCare also contributes further to organisational sustainability with the capacity to centralise regional administration functions and processes. This has led to efficiencies, reducing travel time and service delivery costs.

The improved functionality through ComCare has enabled administration efficiencies, improved communications, improved our quality systems, enabled more secure data storage and enhanced our risk strategy, while also enabling us to concentrate on our key aim of delivering quality services at a competitive price.

## ICT DEBATE

### CAN APPS REPLACE SERVER-BASED SOFTWARE?

Suncare is regarded as the benchmark for certain systems that other industry players are just now adopting, so it was no surprise that in June 2014 Suncare ICT Manager, Priscilla Jones, was asked to captain a team to debate apps versus server-based software. Priscilla captained the winning team for the negative in the Great Debate at IT conference Make HASTE. The thought-provoking debate stimulated discussion looking beyond the traditional server-based software model in favour of smart device apps to provide desired functionality and reduce ICT costs in aged care.

The team provided a convincing argument stating standalone apps do not allow businesses to share information effectively and that apps cannot replace server-based software for any meaningful home or aged care service delivery.

They went on to argue that these services inherently require centralised databases to interact with in order to determine appropriate care in accordance with the consumer's need. Apps fragment data sets and cannot provide patient-centred care.

Intelligently, the team outlined the distinct challenges of data fragmentation, privacy and data management to prevent non-integrated apps being considered as an effective solution, but stated apps can support server-based systems and, if correctly implemented provide a valuable, incremental addition to care delivery.

## SUNCARE INTRANET

### SUNCARE'S INTRANET IS EVER-EVOLVING TO BETTER MEET THE ORGANISATION'S NEEDS.

The 2013/14 year saw two major projects which assisted in significant advancements in the informational sharing capabilities of SharePoint 2010 (the internal intranet host) and the improvement of administrative and operational processes.

The first of the two major projects involved the development of a web application database. This database allows the recording of call details within the after-hours emergency service. This database replaced a manual email reporting system while the new system allows for streamlined processes with standardised web forms and automated time sheets for operators. Since its implementation in October 2013, over 6000 calls have been successfully received and recorded.

The second of the two major projects provided a considerable upgrade to the employee portal of the intranet. This provides managers with better access to information and simplified processes whilst reducing printing costs.

The new financial year will see the further upgrade to SharePoint 2013 Intranet and the incorporation of a document management system as part of our continual improvement program.

## SUNCARE EMPLOYEE USER PERSPECTIVE

'Suncare's Intranet is a great place to get current information, interesting updates and connect socially. In the last year the intranet has been utilised to its full potential and has become a great tool for enhancing connectedness. The Afterhours Portal is great for knowing what's happened out of usual business hours.'

SUNSHINE COAST

'The Suncare Intranet is very user-friendly, providing the user with information on every aspect of the Suncare organisation. It is particularly useful in the case of the sole-worker when access to a person at the time needed is not always possible. Of great benefit are the IT tips and the daily alerts. The Qudos document storage system is also accessible from the intranet. This ensures that all policy documents used are the most revised and up-to-date version, enabling Suncare to provide consistent and quality-controlled service across the organisation. The intranet provides an excellent means for employees to connect with each other, receive feedback and exchange ideas. For a sole-worker it is as good as having another staff member in the office!'

EMERALD

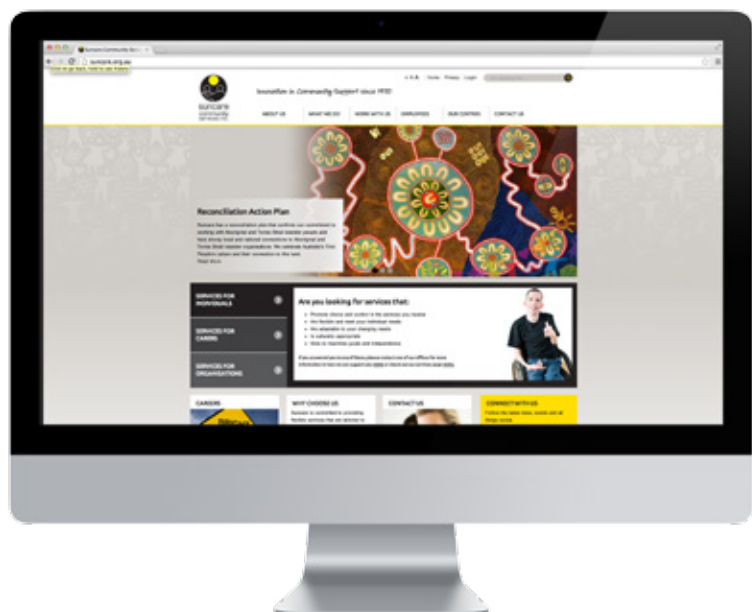
## SUNCARE WEBSITE

### SUNCARE USED THE 2013/14 PERIOD TO BUILD BRAND AWARENESS THROUGH THE REDEVELOPMENT OF THE CORPORATE WEBSITE.

The new site proves to be a cleaner, more navigable, online face for the organisation. As mobile device viewing has increased by 50% in the past year a focus was placed on utilising responsive design techniques to ensure the website is compatible with all device platforms.

In addition, Suncare employed a stronger social media presence which resulted in an 8000% increase in website traffic from our social media platforms including Facebook, Twitter, LinkedIn, YouTube and Instagram.

In response to these initiatives, Suncare saw a 13.2% increase in total unique website users in the 2013/14 financial year.







## SUNCARE EMPLOYEE USER PERSPECTIVE

'The upgrade of the website has been a useful tool for our Assessment Officer to discuss with carers who use a computer. We advise them to browse the site for more information and invite them to look for our Facebook page. The Sunshine Coast office hosted a website focus group prior to going live, which consisted of support workers, clients and volunteers to test the website and provide us with feedback. Much of the feedback has gone into the development of Stage Two of the site and was a valuable exercise to fully understand how the website can enhance the business and connect with the community.'

SUNSHINE COAST

'The Suncare Website is innovative and easy to navigate with sections for carers, service providers and individuals to obtain information which is relevant to their specific needs. It is extremely useful for both employees and clients to access information about the Suncare service provision. Clients can register to receive electronic newsletters or to be contacted by a staff member. The website also provides up-to-date information regarding upcoming events, programs, and Suncare's mission and values. For people and organisations in the state's rural and remote areas, the use of electronic equipment is the most effective way to communicate and stay informed of the most up-to-date services available.'

EMERALD

'The new and improved website has been a welcome addition to our portfolio. It is easy to use, very friendly, and useful to visitors.'

HERVEY BAY

## IPAD GRANT

We were successful in winning a grant to provide iPads to the Allied Health Team who now use this technology to complete assessments and to educate clients. The iPads will form part of a trial where clients are able to borrow them to use as a therapy tool.

“ IT HAS BEEN BENEFICIAL TRIALLING DIFFERENT TYPES OF LAPTOPS/TABLETS TO ASSIST IN MAKING THE ALLIED HEALTH/ NURSING TEAM'S DOCUMENTATION SYSTEM MORE EFFICIENT.

STAFF MEMBER



# CORPORATE SERVICES

## BUSINESS DEVELOPMENT

SUNCARE'S 2013-2016 STRATEGIC PLAN HAS A STRONG EMPHASIS ON INNOVATION AND BUSINESS DEVELOPMENT.

The Business Development activity is responsible for the preparation of funding tenders and grants, aiding organisational growth and identifying partnership opportunities. Funding successes included the securing of almost 7,000 additional client output hours for Commonwealth Home and Community Care Social Support in the Brisbane North Region. In addition, through the Queensland Community Care Non-Operating funding round, Suncare was successful in their bid for additional equipment for the Maroochydore Day Respite Centre, aiding carer support funding and activity programs for clients.

Suncare's capacity and responsiveness to deliver community support was rewarded with \$535,000 in funding to assist communities in Central Western Queensland ravaged by drought. As a sign of our versatility, Suncare was also awarded a grant from the Commonwealth Australia Bank to support our Young Carers program in Bundaberg to assist and acknowledge the commitment of these special, young people. Advancements with technology have provided efficiencies and cost savings, ensuring Suncare continues to be competitive in a changing community services environment.

## HUMAN RESOURCES

IN HUMAN RESOURCES THE USE OF TECHNOLOGY HAS BEEN STEADILY INCREASING OVER THE PAST DECADE.

Human Resources technology has expanded from once simple payroll solutions to large-scale software systems. Human resource management systems, recruitment tools and performance management review systems are just a small taste of the ever-expanding software programs in this field. Suncare aims to be at the forefront of this movement in order to strengthen our commitment to a strong, people driven culture and to reinforce our focus on high performance.

In 2013 the Human Resource Team focused their attention on the use of technology to drive performance. Our aim was to improve the clarity of communication with team members and to provide clear performance expectations throughout the organisation. Suncare will use this information to recognise both individual and team accomplishments and make better informed decisions in regards to training and development. After a robust selection process Suncare selected Cognology to deliver this system and achieve our aim. The team continues to seek and identify opportunities to improve employee engagement and performance whilst utilising technological advances to position the organisation as an employer of choice.

## DEDICATED STAFF

Suncare's services are provided by a dedicated team of staff who are selected based on their passion for working with the aged, people living with disabilities and mental health illness. They are also committed to our organisational values and care principles. Appointed staff undergo an extensive hiring process with interviews, professional reference checks and criminal record screening. Organisational orientation and mandatory training is also a requirement of employment. In 2013 the employee survey revealed that 91% of staff answered in the positive regarding Suncare living its values.

“A BIG THANK YOU TO ALL THE DEDICATED WORKERS WHO HAVE SUPPORTED ME, YOU ARE NOW THE PROVIDER OF CHOICE FOR ME. I'M VERY GRATEFUL FOR THE SUPPORT AND FLEXIBILITY IN THE SERVICE YOU PROVIDE.

SOPHIE

“THANK YOU TO THE SUNCARE TEAM FOR ALL THE WONDERFUL WORK YOU HAVE DONE.

BERYL



## ICT

THE ICT TEAM HAVE EXTENSIVE INDUSTRY EXPERIENCE AND A DIVERSE RANGE OF SKILLS, WHICH ENABLES FLEXIBILITY AND CAPABILITY WHEN ADAPTING TO ORGANISATIONAL NEEDS AND INDUSTRY FLUCTUATIONS.

Suncare's infrastructure and ICT needs continue to evolve to accommodate growth. Our staff has reliable access to effective ICT resources with more time to spend with clients, and are empowered to utilise available resources to gain maximum productivity.

A few highlights of 2013/14 were:

- Roll out of a mobile workforce.
- Implementation of a new web based unified communications client.
- Organisation wide ICT Training.

## STAFF TESTIMONIALS:

“I FEEL THAT SUNCARE IS VERY PRIVILEGED TO HAVE SUCH A ROBUST AND ACTIVE ICT DEPARTMENT. IT IS RUN VERY WELL, HAS GREAT PROCESSES IN PLACE AND GREAT RESPONSE TIMES. WELL DONE!

“THE ICT TRAINING SESSIONS WERE VERY SUCCESSFUL AND HAVE ASSISTED NOT JUST ME BUT ALSO MY DIRECT REPORTS IN MAKING THEIR DUTIES MORE EFFICIENT AND STREAMLINED. SESSIONS WERE WELL FACILITATED AND FLOWED SMOOTHLY.



## MARKETING

SUNCARE HAS ACCOMPLISHED MUCH DURING ITS 40+ YEARS OF SOLID ACHIEVEMENTS.

Our brand is synonymous with caring and support in the Queensland community.

In 2013/14 Suncare continued to build on its successful reputation. We hosted many events and engaged with local, State and Federal Government politicians.

With the appointment of a Marketing Manager in May 2014, Suncare will consolidate its position by:

- Ensuring its communication strategies continue to engage internal and external stakeholders.
- Creating value propositions that address clients' needs.
- Developing and launching tailor-made packages to meet individual needs.

## SERVICE DELIVERY OPERATIONS

IN TODAY'S WORLD OF ACCOUNTABILITY IT IS IMPERATIVE THAT SUNCARE IS ABLE TO CLEARLY DEMONSTRATE POSITIVE OUTCOMES FOR OUR CLIENTS AND BUILD ON SOCIAL CAPITAL FOR OUR COMMUNITY.

With this in mind, Suncare's Support Workers are equipped with outcome measurement tools on all of their 'smart' devices that can be used to measure and record our impact on clients' lives. While these tools are still in the early phases of implementation, this advancement will shortly enable Suncare to monitor and celebrate real-time improvements in our clients' quality of life. We frequently hear funding bodies talking about the 'social return on investment' that they require from their beneficiary organisations - and rightfully so! As resources are scarce and the level of need in our community is vast, every dollar must count towards making a difference.



## QUALITY

### SUNCARE CONTINUALLY LOOKS FOR WAYS TO CONNECT WITH ITS CLIENTS AND SEEK FEEDBACK ON OUR SERVICE DELIVERY.

Feedback is used to improve our services, gain an understanding of what people are looking for in their service provider and to offer the opportunity for people to be involved in how their service is delivered. Feedback opportunities are presented in traditional ways such as surveys and forums, but the use of technology allows us to receive feedback instantly through our website and social media.

Technology is also assisting with the expansion of our ComCare database to receive, track and report client feedback through the Feedback Incident Management System (FIMS) module. For the first time this year, Suncare engaged the services of an external provider to complete a phone survey across a sample of our entire client group, allowing for an analysis of feedback by someone external to our organisation. The chart below shows some of the results from this survey.

Our external quality audit program continues to successfully retain certification against ISO standards. Suncare participated in the Department of Social Services Quality Review in which each of Suncare's sites were visited by a quality reviewer. This process provided enormous benefit to Suncare's continuous improvement program. This year, Suncare was also successful in retaining certification against the Queensland Government Human Services Quality.

#### 'OVERALL I AM SATISFIED WITH SUNCARE'

MEAN SCORE	PERCENT FAVOURABLE	PERCENT UNFAVOURABLE	PERCENT NEUTRAL
6.55	91%	2%	7%

➤ HIGHEST LEVELS OF **OVERALL SATISFACTION** ACROSS ALL CLIENT TYPE AND SERVICE LEVELS

## WORKPLACE HEALTH AND SAFETY

### SUNCARE'S WORKPLACE HEALTH AND SAFETY (WHS) SYSTEMS AND PROCESSES HAVE CONTINUED TO DEVELOP IN THE 2013/14 FINANCIAL YEAR.

A range of new responsibilities and opportunities were given to the WHS Manager and include:

- The October 2013 inclusion of the WorkCover Claims Management Process and the Rehabilitation and Return to Work Facilitation. These areas allow for the streamlining of injury reporting, risk reduction, injury claims and return to work processes. The ComCare system is also utilised to record information, deliver statistics, and guide positive actions.
- The January 2014 development and implementation of Suncare's 2014-2016 Operational Risk Management Strategy. This strategy identifies key risk mitigation activities to be undertaken in order for Suncare to fully benefit from the Management Committee's strategic vision. These strategies involve key organisational stakeholders maintaining an active involvement in risk identification and management across targeted areas of business in order to both reduce costs and impact to staff.

In tandem with existing statutory and organisational responsibilities, these additions to WHS have created a wealth of opportunity to not only hear individual stories but work with individuals and teams across the whole of business. This supports best practice growth across both operational and strategic platforms. The FIMS module of ComCare will allow improved recording and tracking of workplace incidents and risks.



## FINANCIAL STATEMENT

### STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR-ENDED 30 JUNE 2014

	2014 \$	2013 \$
REVENUE	18,647,411	18,281,349
OTHER INCOME	144,854	114,995
COST OF SALES - MEALS ON WHEELS	(268,768)	(283,515)
PERSONNEL EXPENSES	(11,384,517)	(10,944,537)
BROKERAGE EXPENSE	(2,685,014)	(2,901,159)
ADMINISTRATION EXPENSE	(4,198,497)	(3,619,408)
OTHER EXPENSES	(115,138)	(95,795)
DEPRECIATION & AMORTISATION EXPENSE	(507,938)	(438,593)
NET FINANCING INCOME	153,785	180,365
INCOME TAX EXPENSE	-	
NET PROFIT/(LOSS)	(213,822)	293,702

### STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2014

	2014 \$	2013 \$
CASH	4,999,043	4,447,130
RECEIVABLES	550,080	472,574
INVENTORY	14,517	13,294
PROPERTY, PLANT AND EQUIPMENT	3,263,017	6,208,021
INTANGIBLES	256,435	259,986
PAYABLES	(1,251,749)	(1,448,347)
DEFERRED GOVERNMENT GRANTS	(283,136)	(191,745)
EMPLOYEE BENEFITS PROVISIONS	(1,337,378)	(1,411,962)
NET ASSETS	6,210,829	8,348,951

# OUR CLIENTS AND SERVICES



## 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



## SUNCARE IN 2013/2014

**4,000**

CLIENTS ASSISTED

**189,000**

HOURS OF SERVICE RECORDED

**193,000**

KILOMETRES TRAVELLED

**8**

COTTAGE RESPITE FACILITIES MANAGED

**10**

QUEENSLAND LOCATIONS OPERATED IN

**9**

DIFFERENT SERVICE TYPES OFFERED UNDER

**42**

DIFFERENT PROGRAMS



## CLIENT SATISFACTION SURVEY

A SAMPLE OF 272 CLIENTS WERE SURVEYED IN 2013/2014

**91%**

WERE OVERALL **SATISFIED** WITH SUNCARE

**94%**

FELT SUNCARE SERVICES WERE **RELIABLE**

**89%**

REPORTED THAT THEY **TRUST SUNCARE TO DELIVER** WHAT THEY PROMISE

**91%**

FOUND SUNCARE SERVICES TO BE **GOOD VALUE FOR MONEY**



# OUR PEOPLE

## SUNCARE MANAGEMENT COMMITTEE

THE SUNCARE  
MANAGEMENT  
COMMITTEE  
COMPRISES A GROUP  
OF PROFESSIONALS  
DEDICATED TO  
DELIVERING SERVICES  
THAT ARE FLEXIBLE,  
INNOVATIVE AND  
RESPONSIVE TO  
CLIENT NEEDS.

These individuals draw on experience from a range of industries that includes information technology, engineering, law, finance, aged care, marketing and international advocacy. We thank them for their generous contribution to the success of Suncare.



**IAIN GREEN**  
**President**

With management experience at both Price Waterhouse Coopers and Rio Tinto, Iain is well versed in a wide range of management techniques that support better practice including strategic planning, project management, quality assurance and procurement and tender development. This experience helps to guide system enhancement and development to benefit Suncare's clients with timely cost-effective and quality service provision.



**ALAN SINCLAIR**  
**Treasurer**

A former Financial Services State Manager for Lifeline Community Care Queensland, Alan provides valuable insights and recommendations for Suncare's Finance Team, particularly in the area of Government grants. With a lifetime of service in the community Alan is committed to utilising his financial acumen to benefit those in need. As Suncare Treasurer Alan provides ongoing insight and assistance to the Finance Team especially in the area of Government Grants.



**ANGELA MASSEY**  
**Vice President**

Angela is ideally equipped to assist Suncare raise its profile. Angela is a Marketing and Administration Manager with experience as a business consultant in the areas of project management and strategic planning. She brings a unique perspective to assist Suncare achieve its long-term business goals.



**OLWYN KERR**  
**Secretary**

With over a decade of service to the Suncare Management Committee, Olwyn provides a wealth of knowledge and experience to the organisation. Her passion for community service is reflected in her professional life as the Community Relations Manager for Guide Dogs Queensland. Olwyn's extensive legal experience has proved beneficial in steering Suncare's governance and corporate structures.



**JOHN LOXTON**  
**Committee Member**

A Life Member of Suncare, John is a Fellow of The Institute of Chartered Accountants as well as a Registered Company Auditor. Suncare draws upon John's extensive expertise covering matters of taxation and auditing through to superannuation.



**JUSTIN DUNCOMBE**  
**Committee Member**

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 Marketing Committee.



**ANNE LIVINGSTONE**  
**Committee Member**

Anne has been involved in the community care service sector for over three decades - specifically in the areas of service delivery, research, and development. Additionally, Anne has been involved with multiple national and international activities regarding carer support initiatives and innovative service delivery through technological reform. Anne currently serves as Research and Development Lead at Global Community Resourcing. She is committed to delivering innovative, quality and responsive community services through person-centred care.



**AUNTY BETTY MCMAHON**  
**Committee Member**

Aunty Betty is a recognised and well respected Elder of Sunshine Coast First Peoples. Her commitment to the community includes working with homeless Aboriginal expecting mothers, visiting them and providing support for their personal and pastoral needs.

Aunty Betty has contributed to numerous organisations over the years and is a founding member of North Coast Aboriginal Community Care and Health (NCACCH). She is of the Gorang Gorang language group and has resided in Currimundi on Gubbi Gubbi land for the past 31 years.



**DEBRA WILKINSON**  
**Committee Member**

Debra has over 30 years experience working in the community and most recently at the Capricorn Coast Hospital and Health Services for the past five years as Nurse Unit manager for the Adult Community Health team. This role has included the development and delivery of a range of primary health care services through networking across the areas pertaining to Adult Health including Local Community Services, Generalist Community Health Services, Health Promotion Programs, Aged Care Services, Home and Community Care (HACC) and Hospital Avoidance and Sub- Acute Care Services.



**PRUE FLEMING**  
**Committee Member**

Prue is a Project Manager for the International Mining for Development Centre. She provides developing countries with Australian expertise in building a sustainable mining sector. Her achievements paired with her knowledge of grant and funding processes, across both Government and private enterprise, have proven to be a vital asset to Suncare.



## SUNCARE EXECUTIVE TEAM

THE SUNCARE EXECUTIVE TEAM DRAWS ON COLLECTIVE EXPERIENCE THAT SPANS FINANCE, HEALTHCARE AND AGED CARE WITHIN BOTH PRIVATE AND PUBLIC SECTORS.

Led by Chief Executive Officer Sue Mason-Baker, these individuals are committed to person-centred community care that empowers carers and people who may be living with a disability, mental illness or a chronic condition.



**SUE MASON-BAKER**  
**Chief Executive Officer**

Sue brings extensive experience to her position as Suncare's Chief Executive Officer. Former roles include Director of Business at St Vincent's Hospital, Lismore, as well as a Directorship with The Summerland Credit Union. To help ensure Suncare delivers innovative and flexible person-centred care, Sue draws upon her considerable knowledge of the private hospital system, public hospital funding, aged care facilities and community services.



## OUR PATRON

Suncare Patron, June Conolly, Medal of the Order of Australia recipient for her service to the Sunshine Coast community, is a tireless supporter of Suncare Community Services Inc. Mrs Conolly has held most committee positions from President to Secretary, as well as Fundraising Chairperson and in 2012 officially retired from the Management Committee after 42 years of dedicated service. Suncare continues to hold Mrs Conolly in the utmost esteem and thanks her for helping to shape Suncare into the organisation it is today.



**RICHARD JOHNSTON**  
**Chief Operations Manager**

Richard is a committed professional with a broad range of experience in the areas of Disability Services, Mental Health, personal counselling and business. Richard has developed and managed multiple community services throughout Queensland including the Lifeline Community Recovery Program which has been widely recognised across State and Federal Government. Richard's experiences and commitment make him integral to Suncare's future success.



**MIKE GOULDING**  
**Corporate Services Manager**

A leading finance and management professional, Mike has worked across a range of industries, including manufacturing, commerce and healthcare. His resume includes roles with St Vincent's and Holy Spirit Hospitals, Ramsay Health Care and Affinity Health. Within Suncare, Mike is committed to improving operational systems to enhance the services requested and required by our clients.

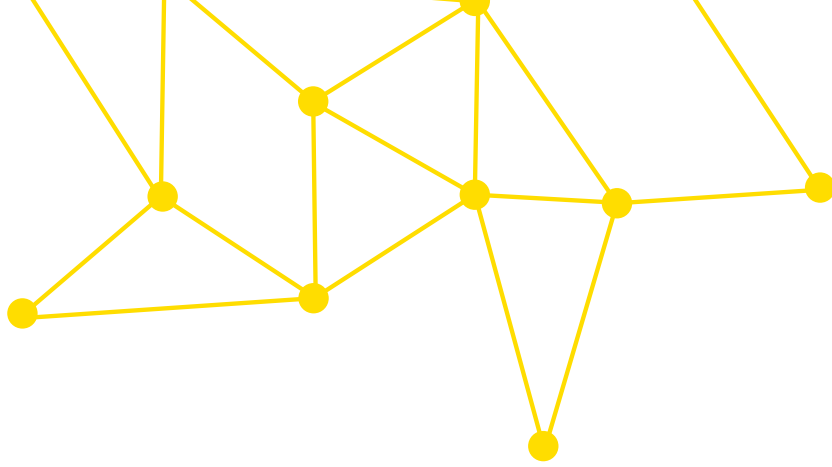


## ACKNOWLEDGEMENTS

SUNCARE COMMUNITY SERVICES INC. THANKS THE  
FEDERAL AND STATE GOVERNMENTS FOR THEIR  
ONGOING FINANCIAL SUPPORT AND ASSISTANCE.

We would also like to extend a very special thank you to all our service providers, volunteers and supporters including individuals, families, businesses and clubs for their loyalty, dedication, generous contribution, ongoing commitment and support of Suncare throughout the year.





**suncare**  
community  
services inc.

## SUNCARE HEAD OFFICE

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**1800 SUNCARE**  
**F** 07 5436 3993  
**E** [info@suncare.org.au](mailto:info@suncare.org.au)

[suncare.org.au](http://suncare.org.au)

## SUNCARE LOCATIONS

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QLD 4575  
Level 2/1 Innovation Parkway  
Birtinya  
QLD 4575  
07 5436 3900

### Toombul

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Toombul  
QLD 4012  
10 Walkers Way  
Nundah  
QLD 4012  
07 3256 8033

### Caboolture

PO Box 1627  
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

PO Box 1  
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  
QLD 4670  
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

