



suncare
community
services ltd



2015
annual report

www.suncare.org.au

We help individuals and families feel empowered in the choices they make and the way they live their lives.



Bundaberg Senior Support Worker Sharee Middleton with carer Merle Lydiard.

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.

Chairman and CEO's report

Now in its 44th year, Suncare continues to consolidate its strengths and diversify its service delivery as we celebrate our achievements over another successful year.

Of significance was our transition in January 2015 from an incorporated association operating in Queensland to a company limited by guarantee (CLG), allowing us to now operate across State boundaries. This move provides exciting new opportunities for renewed funding programs, including Suncare's successful tender to deliver the Regional Assessment Services (My Aged Care) program in six Queensland regions. Suncare led the consortium for this tender, and is one of 13 lead agencies across Australia chosen to deliver the Federal Government's reform program.

In November 2014 we farewelled CEO Sue Mason-Baker. We acknowledge her commitment to Suncare during the past four years in which she oversaw many significant positive changes to the organisation. We wish her well in her new endeavours.

Russell Mason started as CEO in June 2015. With a keen interest in technological change and digital innovation we look forward to collaborating with our partners to ensure that Suncare proactively manages the further introduction of new, innovative and sometimes disruptive technologies into this sector.

The Suncare Strategic Plan (2013-2016) is scheduled to be refreshed soon. The changing policy landscape, as well as industry advances in innovation and technology, means that now is a good time to review and update our strategy. This is an exciting phase in our organisation's history and for positioning Suncare to meet the current and future needs of our community.

Earlier this year Suncare completed a review of our first Reconciliation Action Plan (RAP) 2012-2015 and established a Nandjimidji Consultative Committee to assist in monitoring and implementing the RAP. We are proud of our achievements and are committed to strengthening our relationships, deepening our mutual respect and promoting future opportunities.



Finance Director Alan Sinclair, Chairman Iain Green, Deputy Chairperson Angela Massy and CEO Russell Mason.

Innovation training began in July 2014 about how we can improve client experiences and workplace productivity.

The Drought Relief Program continues to provide creative and innovative programs to rural communities in Central Queensland affected by the ongoing drought. Our Drought Relief Coordinator Ingrid Miller is a dedicated worker overseeing vital community activities to help maintain community spirit and resilience in these regions.

Suncare now operates nine centres in metropolitan, regional and rural locations in Queensland with the opening of the Gympie office in November 2014. The Toombul and Caboolture offices are being consolidated into a new office at North Lakes, scheduled to operate by mid-November 2015.

On behalf of the Board of Directors we thank our volunteers, staff and our many community partners for their dedicated support and commitment to Suncare.

Chairman, Iain Green

CEO, Russell Mason



Inland Beauty Photography Showcase entry
Official gate opener [by Sarah McGlinchey, Boulia].

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About Suncare

Suncare's core business is to understand community needs and develop innovative responses for people who are ageing, living with a disability or mental illness. Technology is integral in enabling us to respond more effectively to client needs and further cementing our position as a provider of choice in Queensland.

Our programs and services are inspired by our vision, mission and values:

Our vision is to be strong leaders and innovators in community support and person-centred care.

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

Suncare aims to embody the following core **values** in all our operations:

- Flexibility and innovation: being responsive, respectful and thoughtful when we deal with people and develop creative solutions to help them.
- Quality of life: considering all aspects of an individual's wellbeing 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.

Community response

Suncare provides front line services in the following three areas, from Brisbane to Rockhampton and inland to the Central West:

- Community care
- Respite care
- Allied health and nursing

National health and disability business solutions

Suncare is at the forefront of innovative practices that create an efficient best practice care business environment within Queensland by tailoring solutions for our government and community partners.



Maroochydore Day Respite Centre Administration Officer Jean Maddison and Cheryl Knight.



Jimmy Sproule enjoys a cuppa with Support Worker Muriel Robb at Bundaberg's Sugar Cane Cottage.

Our service model

WHY WE HELP

We help individuals and families feel empowered in the choices they make and the way they live their lives.

WHO WE HELP

People who are ageing including their carers.

People with a disability including their carers.

People affected by mental illness.

WHAT ARE OUR CORE SERVICES

Community care.

Respite care.

Allied health and nursing.

COMMUNITY CARE

Transport

Home and garden

Personal care

Social support

Domestic assistance

Meals on Wheels

Community access

RESPITE CARE

In-home respite

Cottage respite

Day respite

Community respite

ALLIED HEALTH AND NURSING

Nursing

Occupational Therapy

Physiotherapy

Mental health

Carer counselling



PEOPLE



308 STAFF
(full-time & part-time)



82 new staff hired this year

81%

56 NEW IDEAS



submitted by staff as part of the innovation program



32% **55-65**
staff are years old



435 donated **169,650** hrs
VOLUNTEERS

\$4.2 million **4**
donated Valued at \$25
SERVICES ph



PLACES

44+ YEARS IN OPERATION



9 office locations



6 COTTAGE RESPITE facilities



covering over
37,000km² OF TERRITORY



travelled **325,000km**



CLIENTS AND SERVICES



3832 SUNCARE clients

94%

overall CUSTOMER SATISFACTION



185,086 hrs of direct service activities

60,205
activities/services
provided to additional
4929 carers

\$21 million delivered
value of **FY15**
CONTRACTS



30 FUNDED CONTRACTS
plus individual packages



DIGITAL PRODUCTIVITY

23% of WEBSITE TRAFFIC from
MOBILE/TABLET devices

9000



paper pages SAVED due
to **MOBILE** devices in field

Our people

Our focus on people is critical. Great people deliver better solutions.

We hire the best people using targeted recruitment and selection methods. We nurture and support our staff through talent management systems and include engagement activities to converse with our teams about how to continue to improve the workplace environment.

We work smarter.

We value our staff and, in turn, they value our clients.

Professional development and learning is a new focus at Suncare, with a dedicated coordinator tasked with reviewing and delivering all our staff training and development needs.

Innovation training

In November 2014 Suncare introduced an innovation training program across the organisation which encouraged discussion and the generation of innovative ideas to improve client experiences, the workplace environment and productivity at Suncare.

The workshops highlighted the various steps of innovation from identification through to immersion and implementation. Staff were encouraged to continue to participate and generate ongoing ideas.

Vivienne James from the Sunshine Coast's Kawana office came up with the QuickCheck4U concept (see page 20), an idea that moved its way through the entire innovation process to become a new service which is now promoted and delivered across the country.

More than 56 ideas have already been submitted by staff, with more anticipated during the next financial year.

Generating new ideas about how we can improve current processes allows us to operate differently and generate new ways to support our communities.

After being successfully awarded a major new contract from the Federal Government, our experienced Human Resources team was put to the test and passed with flying colours. More than 40 talented people were hired within six weeks from an application pool of over 1400 people. Those 40 people have been inducted, trained and are now part of a high performing team.



Professional development and learning is a new focus at Suncare, with a dedicated coordinator tasked with reviewing and delivering all our staff training and development needs.

A day in the life of a scheduler at Suncare

This year we wish to celebrate the work of our scheduling team. When asked to describe what their job entails their response was as follows:

SCHEDULING



Imagine you have some serious jigsaw puzzles: Not those easy 48-piece ones you gave your niece for her birthday, but the harder ones around 1000 to 3000 pieces. And you have a few 3D puzzles too. Someone has tipped the boxes together and you have to start sorting them. Then you find some pieces are missing and you notice some odd, random pieces that don't match anything else. And you are asked to make one big amazing piece out of all these puzzles.

That's what scheduling is like – it's putting together client visits into work runs so that one worker can do them one after the other without travelling too far, without having the client sit around all day wondering if anyone will turn up. You have to keep in mind the need to meet the organisation's business goals and that you aren't scheduling staff outside their terms and conditions. And every day is different. And every client is important. Scheduling is about understanding your goals before you start so that you can focus on achieving them. And just when you think you've got it done, you either gain or lose a client, or a worker unexpectedly goes on leave and so you start rebuilding that section of the puzzle again."



Accounts Officer, Amy Congdon.

First Peoples

Suncare recognises the unique place our First Peoples have held in our nation's history, as well as the critical role today's First Peoples have in designing and implementing appropriate services for people who identify with Aboriginal and Torres Strait Islander culture.

In 2015 Suncare established a Nandjimaḍji Consultative Committee, tasked to influence and advise on the quality and practice of Suncare services with specialised knowledge and understanding of Aboriginal and Torres Strait Islander culture, and to assist in the implementation and monitoring of the Suncare Reconciliation Action Plan (RAP).

A review of the first Suncare RAP 2012-2015 has now been completed. Although we can be proud of the organisation's many achievements there is still a great deal we need to do to strengthen our relationships, deepen our mutual respect and promote opportunities for a constructive future.

Key activities include:

- Formal partnership with both the First Peoples Disability Network Australia and Synapse organisations to establish a cohesive network of specialised services.
- Nandjimaḍji Art and Yarning Circle (see page 23).
- Painting of a full size outrigger canoe for the National Outrigger Championships held on Lake Kawana, Sunshine Coast (see page 25).

Of the 112,000 service activities provided by Suncare over the year, more than 6000 (5.4%) service activities were provided to support almost 200 (3.4%) clients who identified as Aboriginal and Torres Strait Islander.



Our volunteers

 **435** donated
VOLUNTEERS **169,650** hrs

\$4.2 million
donated Valued at \$25 ph
SERVICES

Volunteers are an integral part of our care delivery business. We value our volunteers and are proud that more than 400 volunteers choose to spend some of their time with us.

Volunteers can choose from a variety of tasks and get involved in activities which are both rewarding and provide a learning experience, including using new technology systems.

Volunteering can even lead to employment; ten volunteers transitioned to paid employment at Suncare in the past 12 months.

Suncare takes a talent management approach, investing in the infrastructure to recruit, develop, place, recognise and retain volunteer talent.

We not only have many fabulous volunteers here at Suncare - our staff also participate in corporate volunteering, contributing a minimum of one day at a volunteer activity.

Suncare Learning and Development Coordinator Bec George participated in the Guide Dogs Queensland's assisted surfing day at Maroochydore.



A day in the life of a Suncare volunteer

Our volunteers have a wide variety of skills and experience and can choose from many different rewarding experiences at Suncare.

Our model below is Suncare volunteer Judy Fitton from Buderim who volunteers at Kawana House with various administration duties.

Meals on Wheels:
I deliver nutritious meals

Day respite:
I help clients build friendships

Greymates:
I visit and bring joy and friendship to isolated clients

Transport:
I transport clients keeping them connected to the community

Administration:
I support Suncare staff and keep myself active and connected to business clients

Kidney Support Network:
I give great foot massages during your dialysis



Our places

Regional centres

Suncare prides itself on working compassionately and genuinely listening to the needs of individuals, carers and family members. Our aim is to identify their own strengths, goals and aspirations, and to address their needs in timely and creative ways.

We provide safe and respectful services to all members of our communities and promote the wellbeing of Aboriginal and Torres Strait Islander (First Peoples), Culturally and Linguistically Diverse (CALD), and Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) individuals, their carers and family members.

Suncare's centres span across metropolitan, regional and rural locations across Queensland.

Our new Gympie office opened in November 2014, as part of an initiative funded by Queensland Health using a distributed delivery model in partnership with both United Synergies and Open Minds, to fill a gap in mental health support services in the region.

Our services empower people to remain in their own homes and communities.



Uncle Key performed an Aboriginal smoking ceremony to open our Gympie office. He is pictured with Cliff Hutchings.

Table 1. Services delivered across Suncare's centres

Service type	Hervey Bay	Bundaberg	Rockhampton	Brisbane North	Sunshine Coast	Gympie
Domestic	✓	✓	✓	✓	✓	✓
Personal care	✓	✓	✓	✓	✓	✓
In home respite	✓	✓	✓	✓	✓	✓
Residential respite	✓	✓	✓	✓	✓	✓
Cottage respite	✓	✓	✓	✓	✓	
Community access	✓	✓	✓	✓	✓	✓
Social support	✓	✓	✓	✓	✓	✓
Home and garden	✓	✓		✓	✓	
Transport					✓	
Allied health	✓				✓	
Nursing					✓	
Mental health	✓	✓	✓	✓	✓	✓
Carer counselling				✓	✓	✓
Young Carers	✓	✓	✓	✓	✓	✓



Trevor Foley volunteers at the Bundaberg centre twice a week keeping our fleet cars in good condition.



Bundaberg Support Worker Claven Stallan with Betty White who receives regular domestic and home and garden services.



Young carers from Brisbane's northern region attended an adventure camp at Lake Moogerah.

Each area also provides the following additional programs:

HERVEY BAY

- Over 50s group Goomeri (monthly day trips and special events)
- Over 50s group Kilkivan (monthly day trips and special events)

BUNDABERG

- SuperKids (fortnightly activities for children with autism spectrum disorder)
- Carer support group (weekly peer support plus outings)
- F4 (Fit, Fun, Full and Fantastic – additional support for Young Carers)

ROCKHAMPTON

- Lifeskills - most weekends at the cottage, independent and social skills education

SUNSHINE COAST

- Nandjimidji Art and Yarning Circle connects Aboriginal and Torres Strait Islander people with mental illness and disability and their carers
- Maroochydore Day Respite Centre (social activities designed to develop, maintain and support social interaction and independent living)
- Carer respite (monthly lunches and social outings, peer support)

TOOMBUL/CABOOLTURE (NOW BRISBANE NORTH)

- Carer respite (regular social activities and peer support)

GYMPIE

- CHIME program (see page 17)
- Housing and support programs
- Disability support programs

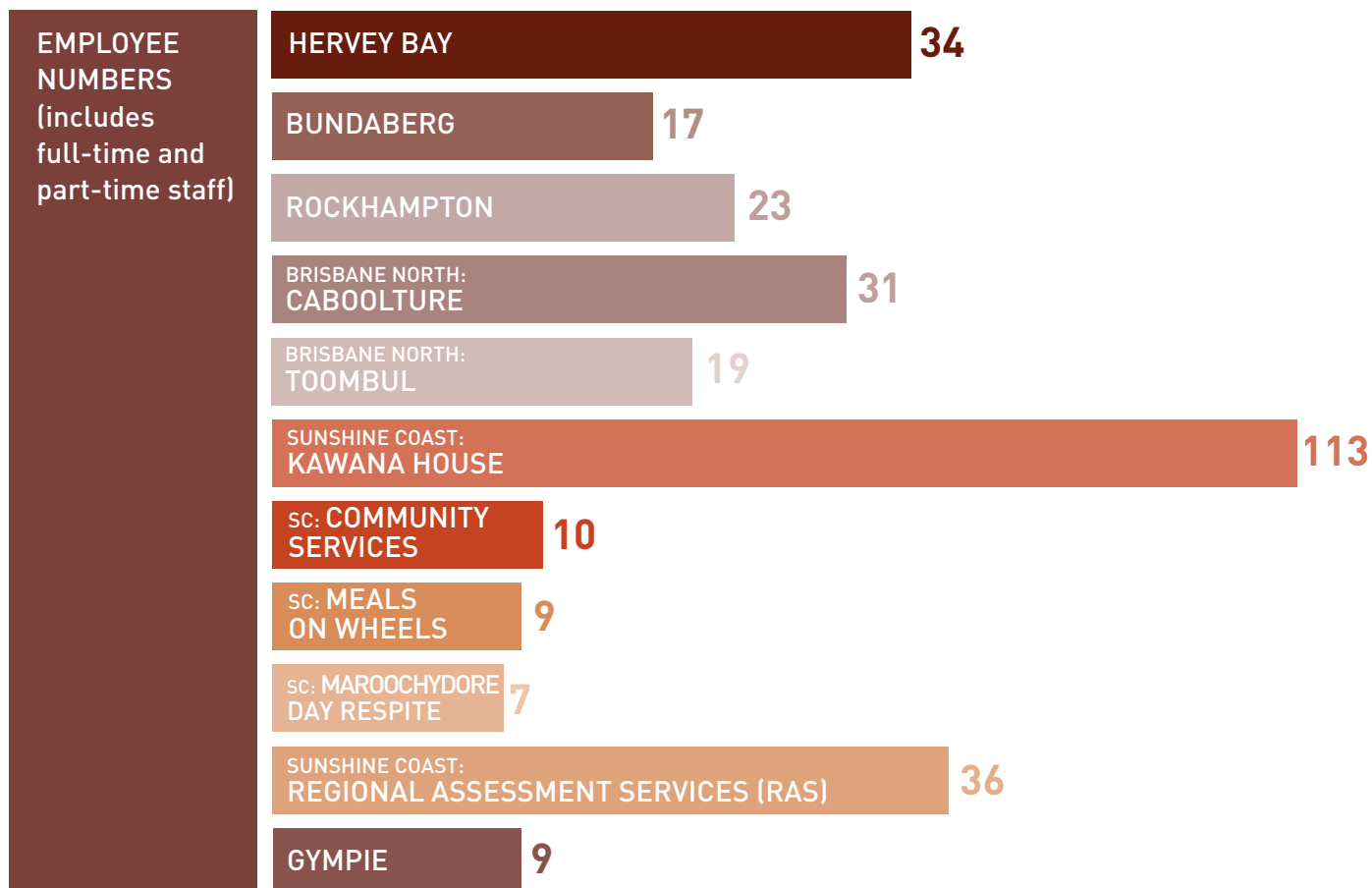
Our impact

Suncare retained positive growth across the whole organisation for the last period as we diversified to meet the changing needs of our client base, putting us in a good position for renewed funding programs and as a provider of choice.

Table 2. Overview of Suncare's direct services for 2014/2015

Measures	# Clients	# Services provided	# hours provided
Total	3832	92,460 (↑ 1183)	185,086
Brisbane North	739	8502 (↑ 365)	19,159
Bundaberg	422	4982 (↑ 559)	12,182
Counselling	402	1322 (↓ 1664)	3763
Day Respite Maroochydore	13	52 (↓ 13673)	-
Hervey Bay	470	9160 (↑ 459)	14,053
Rockhampton	125	3430 (↓ 1546)	10,129
Sunshine Coast	1962	65,305 (↑ 16,683)	125,800

Note: Increases/decreases reflect changes against 2013/2014. The reduction in numbers reflects loss of the counselling program and the merger of Day Respite into the Sunshine Coast reports.



Our achievements and partners

Regional Assessment Services (My Aged Care)

The Federal Government's recent aged care reform introduced the Regional Assessment Services program to create a consistent nation-wide approach towards the assessment of aged care recipients.

Suncare led the consortium that won the tender to provide Regional Assessment Services in six Queensland regions, creating a significant change to the organisation's operations. Suncare is one of 13 lead agencies across Australia chosen to deliver this important reform activity.

Critical to the development of the successful tender were the strong partnerships developed during this process. Our partners helped provide geographic reach, cultural diversity, reputation, specialty knowledge and skills and overall - and most importantly - encouragement and support. We say **thank you**.

Our Regional Assessment Services partners

- Vision Australia
- Indigenous Wellbeing Centre
- SBcare
- Diversicare
- FSG Australia
- Spot4You

Helping people remain in their homes for longer, with assistance that is tailored for each individual.

What is the Regional Assessment Services program?

Regional Assessment Services is a face to face assessment undertaken by a trained Home Support Assessor to work out aged care service needs and then refer people to appropriate Commonwealth Home Support Program services.

Clients use the My Aged Care national contact centre and portal.

In addition to leading one bid, Suncare was also part of another consortium led by Serendipity (APM) which won the tender for a different Regional Assessment Services region.



CONTRACTS, TENDERS AND GRANTS

REGIONAL ASSESSMENT SERVICES contract with over **19,000**  home-based assessments expected per year

\$185k
over 30 months
CARERS ROCK project

Workplace for Wellness grant \$15k

Partners in Recovery grant (Bright Ideas) \$10k

\$5k
YOUNG
CARERS program

\$70k
KABBARLI

DISABILITY events funding **\$5k**



DROUGHT RELIEF program extension

CHOICE **\$65k**
SUPPORT Service

CHIME

The CHIME (Connectedness, Hope, Identity, Meaning, Empowerment) program provides holistic support to residents referred by the Gympie Mental Health team to assist them to live in their community and avoid hospital admission.

CHIME enables people to build skills and confidence to navigate their community, meet new people and proactively manage their health and wellbeing.

The program is delivered as part of a consortium using a geographical distribution model with Open Minds in Maroochydore, United Synergies in Noosa and Suncare in the Gympie region.

Since November 2014 the Gympie office has supported 45 clients, providing services for people who live with severe mental health to increase their independence and connectedness.

www.openminds.org.au/chime



Kidney Support Network

The Kidney Support Network, founded in 1981, provides quality support services for people living with kidney disease and their families and carers.

In 2014 the Kidney Support Network lost the majority of its funding following government reform changes. The network approached Suncare in November 2014 to partner together and in July 2015 Suncare took over management of this program.

The Kidney Support Network has four opportunity (Op) shops across three regions including Brisbane, Sunshine Coast and Mackay, serviced by 65 volunteers.

Services also include:

Circulation therapy: Thirty-five volunteers provide

hand and foot massage services for renal patients receiving treatment in hospital.

Art loan program: A range of diverse and interesting local art is provided on loan to renal units across Queensland which help promote an atmosphere of enjoyment and inclusivity.

Transport: Volunteers specialise in providing regular, reliable door-to-door transport to and from hospital dialysis for renal patients.

Accommodation: Comfortable and affordable accommodation in the community to patients, their carers and families who require treatment in Brisbane.

Childhood Kidney Support Network: aims to enhance the lifestyle, health and wellbeing of children, teenagers and young adults who have kidney disease, and their parents, through a variety of programs and services.

Fundraising: Many local community sub branches raise much needed funds to support renal clients. Most of the volunteers have been touched by renal disease in some way and are passionate about kidney health and raising awareness.

Drought Relief Program

The Drought Relief Program supported 42 community events, activities and projects in 2014-2015 across Suncare's target area (almost ¼ of the state). This resulted in greater access to drought-related information and services for people in need whilst also supporting vital community activities to help maintain community spirit and resilience despite the ongoing drought.

Innovation has been instrumental to the program's growth since it started in May 2014. This program has become more creative and resourceful in engaging and assisting people due to the ongoing drought which continues to impact rural communities and families.

Suncare has successfully used community events to reach out to people in need through activities such as football games, gymkhanas, horse sports, race days and field days which provide an informal social environment, whilst also offering relevant drought information and resources.

Drought Relief Program - cont

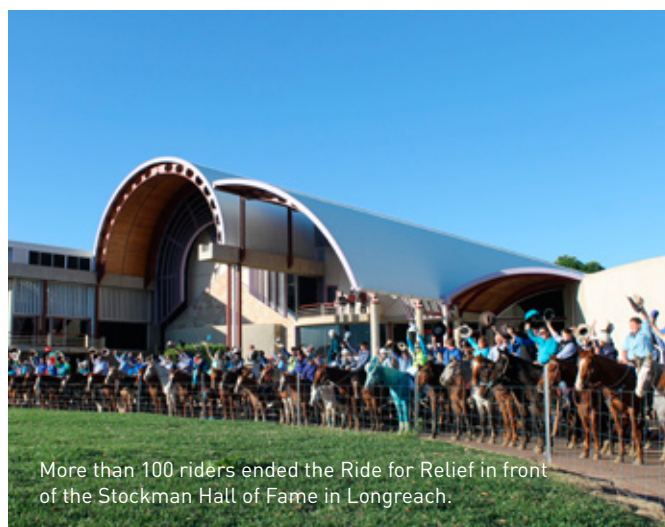
- **Monday Motivation Series** - a weekly series of mental health and wellbeing tips emailed to more than 220 people living in remote areas or isolation. Topics included exercise, reading, relaxation, water, creativity, looking out for your neighbour, maintaining your productivity and sleep. Local media attention helped boost the contact list by nearly 100 people.
- **Western Bush Bible** - continues to be a vital resource which is now also distributed by the Queensland Police Service. Officers across our region regularly visit local stations to promote the booklet.
- **Community information days** - local services and agencies provided drought resources and information, while psychologist Dennis Hoiberg highlighted the importance of personal wellbeing and looking after ourselves.
- **Rule your week** - A bright and practical fridge magnet with seven simple daily tips to reduce stress and maintain wellbeing throughout the week - every week.
- **Brighter banking fact sheet** - Financial Advisors and Rural Financial Counsellors helped produce a leaflet which provides tips about planning for the future, communicating around finance and the bank, and implementing simple business tips to maintain viability and reduce stress levels.

Ride for Relief Drought and Mental Health Awareness Horse Ride

The highlight for the year was the Ride for Relief Drought and Mental Health Awareness Horse Ride on 20 June. More than 130 horse riders gathered in Ilfracombe and rode 27km to Longreach to boost awareness of the drought and promote rural mental health. Over 52 agencies, businesses and individuals helped to bring the event together.

The horse ride was followed by a dinner at the Australian Stockman's Hall of Fame featuring a live stockman's show and guest speaker, Tyson Murray, an Afghanistan Veteran who shared his struggles with post-traumatic stress disorder and how he overcame tough times.

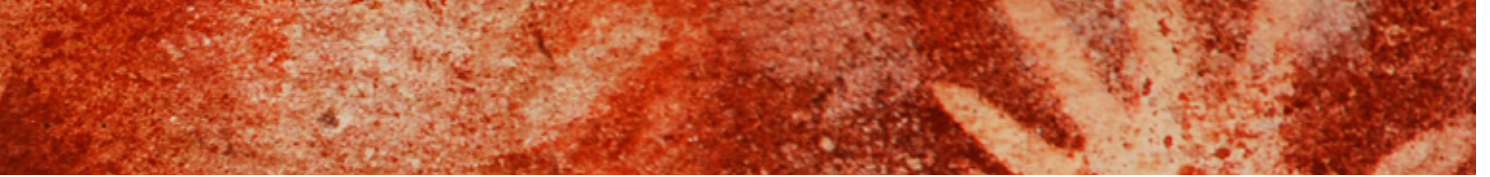
The event lifted the spirits of the community and was a great way to positively boost drought awareness.



More than 100 riders ended the Ride for Relief in front of the Stockman Hall of Fame in Longreach.



Riders dressed in blue to support mental health awareness for the Ride for Relief.



The Inland Beauty Photography Showcase was an initiative by our Drought Relief Coordinator Ingrid Miller to encourage people to send photos which positively reflected the drought and highlighted the resilience of the land and people. More than 85 entries were submitted from across central west Queensland, with entries posted on Suncare's Facebook page and winners announced in the Longreach Leader.



QuickCheck4U

QuickCheck4U is a fast, cost-effective online Australian police history checking service available to individuals and organisations across Australia.

Suncare originally developed this initiative 2012-2013 to streamline police checks for its own staff and volunteers by establishing an agreement with CrimTrac, which partners with police agencies in Australia to provide the National Police Checking Service.

As a result, the time taken to receive results for a staff member's police history has been substantially reduced. Previously, the delay could be more than 10 days which impacted on Suncare's ability to quickly assign workers to clients.

A project team was established to explore how this service could also be provided as a Suncare product to other organisations and individuals looking for a fast turnaround of police check results.

Initial feedback indicated that prospective customers were interested in this service.

The project team obtained broker status with CrimTrac, and launched a website in June 2015, **www.quickcheck4u.com.au**, where people can apply online for Australian police checks.

QuickCheck4U helped more than 20 customers in its first eight weeks of service, with projected growth expected to generate an income stream for Suncare's community programs.

QuickCheck4U features

- online application form
- identification documents can be uploaded online
- results generally available within 48 hours
- pre-payment systems for organisations for multiple police checks
- telephone and email support

Meals on Wheels

Meals on Wheels has continued to develop methods and tools to further enhance the service to meet the needs of a changing client base.

This year we designed a program of events to promote the service to a broader section of the community.

- In January Suncare held a volunteer recognition event marking 1000 years volunteering for the service. More than 80 volunteers attended, including those who volunteered 20 years ago. It was a successful event which fostered greater community recognition and potential new clients.
- An ANZAC luncheon for about 100 guests, with the majority Vietnam veterans.
- In May we celebrated Volunteer Week with a morning tea for about 80 people.
- A Christmas in July event brought mid-year festive joy for 120 people from a variety of groups, providing the opportunity to promote Suncare's services.
- About 130 people attended a Senior Week event sponsored by State Member for Maroochydore Fiona Simpson and State Member for Buderim Steve Dickson. Buderim Mountain School provided a real treat for

guests, with entertainment from Alan Winter and Sunshine Brass.

- About 12 people attended each of the three Saturday sewing sessions and made 55 cot blankets for the Supporting Teenagers with Education, Mothering and Mentoring (STEMM) program. The mornings have been a great volunteer engagement activity topped only by Henry's date and ginger scones.
- Meals on Wheels purchased first aid kits for its Buderim drivers through a successful funding application from State Member for Buderim Steve Dickson.
- Meals on Wheels continued its drive for technical excellence through our partnership with the University of the Sunshine Coast. We hosted two fourth-year graduate students to undertake project work on the use of calcium supplements in meals and the switch to fibre board packaging.

 **420+**
CLIENTS

 **200**
VOLUNTEERS

68,131
meals DELIVERED


 **12**
RUNS
DAILY



Meals on Wheels volunteer Yulan Lawson.
Photo credit: Martin Johnson.

"To all of you who make this wonderful service possible, I really don't know how we would have coped without Meals on Wheels. On behalf of my father Malcolm I'd like to thank you all for your hard work and caring hearts. God bless you all."

Debbie - 14 August 2015

Young Carers program

Suncare Community Service is part of the Young Carers Respite and Information Services Program through its role as a Commonwealth Respite and Carelink Centre operator.

Young Carers is an Australian Government Department of Social Services initiative which supports young people who are looking after family members who have long term illness, mental health illness, disability or who are frail aged.

Support is available to young people up to 25 years of age and is aimed at helping the carer balance their home responsibilities with attending school and other studies.

Through Suncare, students under the age of 18 who have a significant caring role can access respite and education support. The program offers activities aimed at enhancing academic and life skills, reducing social isolation and encouraging peer support. Assistance includes tutoring sessions, driving lessons, school supplies and job-seeking skills as well as social activities such as youth and leadership camps and pool and pizza nights.



Young Carers attended an annual camp on the Gold Coast run by YWAM Townsville.

“Chris (tutor) has been an absolute legend and we cannot thank you enough. You have helped Heath so much and have made the last two terms a barrel of positive learning and fun! Heath dreaded getting a tutor at first now he dreads when they have to leave. Thank you so much, I appreciate your support more than you could possibly know.”
(Mother of young carer 14 years)



STATISTICS



158 YOUNG CARERS

189



38 NEW CARERS

Total CARE recipients

Young carers aged 13-18 years
56%

Caring for people aged 25-64 years
54%

23% Caring for family members aged up to 14 years

Aboriginal or Torres Strait Islander
8%

TOP REASONS for caring role:
Mental illness and autism

Nandjimadji art exhibition

The Nandjimadji Art and Yarning Circle is a Suncare initiative offering a creative and supportive environment for Aboriginal and Torres Strait Islander people who are living with a mental illness or disability, and their carers. It brings them together to connect culturally, share stories and build resilience through art and yarning.

Since 2011 the Sunshine Coast group has held an annual exhibition to showcase their art and raise funds for the artists and the Nandjimadji Art Group.

Last year, 22 people exhibited their work at the Novotel Twin Waters Resort and raised approx. \$5000. Guests at the launch included State Member for Maroochydore Fiona Simpson MP, Queensland Senator Claire Moore, Sunshine Coast Councillor Jenny McKay and Sunshine Coast Hospital and Health Services CEO Kevin Hegarty.

The exhibition highlights the important role art plays in Indigenous culture and is a boost to the artist's self-esteem, giving them opportunity to engage with people and tell the story of their art and culture.

Nandjimadji originates from the Sunshine Coast's Gubbi Gubbi language meaning 'to lighten the load or make something less heavy', aptly chosen to represent the Nandjimadji Art and Yarning Circle.



Fiona Simpson MP, Russell Mason, Senator Claire Moore, Aunty Alice, Councillor Jenny McKay, Aunty Betty and Paul Calcott.





Inland Beauty Photography Showcase entry
Ladies winner: Golden fleece (by Kylie Hauff, Blackall).

Nandjimadji ceremonial canoe

Suncare developed local and national relationships with the Outrigger Canoe Club community following several community engagement meetings with organisations on the Sunshine Coast.

Working with the Mooloolaba Outrigger Canoe Club and Australian Outrigger Canoe Racing Association (AOCRA), we identified existing challenges in encouraging Aboriginal and Torres Strait Islander people to become involved in the Polynesian / islander activity of outrigger canoeing.

Mooloolaba club's Adaptive Paddling program was also identified as a key activity. Members of the Suncare Nandjimadji Art and Yarning circle have since joined this program (recreational and competitive paddling for people with a disability).

The ceremonial canoe project was born following a suggestion by Suncare to unite these activities; the Art and Yarning Circle painted a 13-metre outrigger canoe which became the centrepiece of several national and international events.

Following the presentation of six ceremonial paddles to AOCRA at the Trans-Tasman Gubbi Gubbi Challenge in 2014, the Nandjimadji ceremonial canoe was blessed and launched at the National Outrigger Sprint Titles at Lake Kawana (Sunshine Coast) in January 2015. The canoe is due to take centre stage again at the World Outrigger Titles hosted by AOCRA in 2016, with adaptive paddling crews competing in this event.

The outrigger canoes artwork has since expanded to the annual Nandjimadji Art Exhibition, with additional canoes to be painted for the World Titles competition events in 2016.

Suncare has also hosted the No Limits website directory promoting come and try days, supported by funding from the Department of Communities Child Safety and Disability Services. This directory lists organisations on the Sunshine Coast which support people with disabilities to become involved in sport and recreational activities.






Client satisfaction




Suncare had an overall improvement in satisfaction from 91% to 94% this period. Also of note, 96% of respondents agreed that Suncare services are reliable, an improvement of 2% over last year's result.

My husband had a stroke and didn't cope well with change; the cottage catered to this.




SUNCARE SERVICES ARE RELIABLE

	2013	2014
	94%	96%
	5%	4%
	1%	0%




SUNCARE STAFF CARE ABOUT ME AS A PERSON

	2013	2014
	88%	95%
	10%	5%
	2%	0%

SUNCARE STAFF HAVE THE RIGHT KNOWLEDGE AND SKILLS TO DELIVER SERVICES

	2013	2014
	88%	92%
	11%	7%
	1%	1%

OVERALL, I AM SATISFIED WITH SUNCARE

	2013	2014
	91%	94%
	8%	6%
	2%	0%

At age 93 it's important to keep independence and this service helps.

Suncare provides the services and communicates well with me so I have peace of mind about mum being looked after.

The frozen meal is a good idea. I get a fresh meal delivered and a frozen one for the next day.

Suncare always delivers what's promised and anticipates needs.

Clients also presented us with opportunities to improve over the next year. Most notable were comments around communication, when workers were running late or when some element of their service had changed, eg a different worker. Our clients are saying we can communicate with them when things change. Some initiatives are already underway to improve our service in this regard.

Financial statement

Statement of profit or loss and other comprehensive income
For year ended 30 June 2015

	2015	2014
Revenue	19,541,634	18,647,411
Other Income	75,723	144,854
Cost of Sales - Meals on Wheels	(291,471)	(268,768)
Personnel Expenses	(11,706,167)	(11,384,517)
Brokerage Expense	(3,706,114)	(2,685,014)
Administration Expense	(3,424,297)	(4,198,497)
Other Expense	(100,140)	(115,138)
Depreciation & Amortisation Expense	(473,883)	(507,938)
Net Financing Income	187,476	153,785
Net Profit/(loss)	102,131	(213,822)

Statement of Financial Position As at 30 June 2015

	2015	2014
Cash	5,939,611	4,999,043
Receivables	678,938	550,080
Inventory	15,352	14,517
Property, Plant & Equipment	3,046,403	3,263,017
Intangibles	212,427	256,435
Payables	(1,355,359)	(1,217,786)
Deferred Government Grants	(774,322)	(283,136)
Employee benefits & Provisions	(1,416,127)	(1,337,378)
Net Assets	6,346,923	6,244,792

Suncare Board of Directors

Our Board of Directors consists of professionals who are dedicated to delivering flexible, innovative and responsive services to our clients, drawing on their extensive experience across a range of industries including business, finance, aged care and community services. We thank them for their generous contribution towards Suncare's ongoing success.



Iain Green CHAIRMAN
BEngElec, GradDipCompSc

Having worked as a Director at Pricewaterhouse Coopers and General Manager at Rio Tinto, Iain supports Suncare to adopt advanced in-house systems and business practices so our clients can benefit from more timely, cost-effective and quality service.



Angela Massy DEPUTY CHAIRPERSON
CertIVTrain&Assess, AdvDipProfEdit&BusWrit, CNCSQMCP

Angela is the Marketing Manager in the animal nutrition division of a privately owned Canadian company. With considerable experience in marketing, communications and strategic planning, Angela offers Suncare unique perspectives on how to broaden its reach in the community.



Alan Sinclair FINANCE DIRECTOR
CPA

Alan is a former Financial Services State Manager for Lifeline Community Care Queensland. He provides valuable insights and recommendations for Suncare's finance team, particularly in the area of government grants.



Olwyn Kerr COMPANY SECRETARY
BJust, AssocDegLaw, CertIVFinServ, CertIVBCorp&FacMgt, CertIVWkpTrain, JP (Qual)

Olwyn's extensive legal expertise, combined with her association with Volunteering Sunshine Coast and Guide Dogs Queensland, helps to steer Suncare's governance to ensure clients receive the best care and attention available.



Anne Livingstone **DIRECTOR**
DipBusExp

Anne has more than 35 years' experience in the community service sector, focused in community-based care. Her specific interests are in workforce development, service model redesign and the public policy reform. Anne has been the Research and Development Lead for Global Community Resourcing since 2010.



John Loxton **DIRECTOR**
FCA, FIPA

A Life Member of Suncare, John is a Fellow of the Institute of Chartered Accountants and a Registered Company Auditor. Suncare draws upon John's extensive expertise in taxation, auditing and superannuation matters.



Belinda von Bibra **DIRECTOR**
MBA BBiotechInnov (Hons)

With a background in biotechnology commercialisation Belinda has driven the development of new products for startups through to large multinational corporations in Australia and internationally. Belinda is the National Research Director for the Emergency Medicine Foundation, and has a passion for innovation and translating research into commercial outcomes.



Justin Duncombe **DIRECTOR**
JP (Qual)

Justin is a Meals on Wheels volunteer and recently retired from Lions Clubs International after 30 years' service. Justin was awarded a Melvin Jones Fellowship from the Lions Clubs International Foundation for his dedicated humanitarian services. He brings extensive managerial and accounting experience to his role and is passionate about promoting Suncare.



Karon Rogers **DIRECTOR**
BBus, GradDip AICD, FAICD, FCPA, FGIA

Karon has more than 30 years' commercial experience in financial executive roles covering financial stewardship, treasury, statutory reporting, corporate governance, and company secretarial. Her experience spans manufacturing, tourism, government, construction and higher education sectors.

Suncare executive team



Russell Mason

Chief Executive Officer

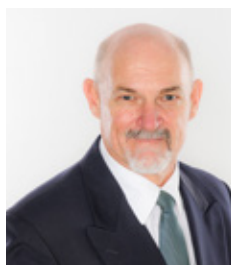
Russell commenced at Suncare Community Services Ltd in June 2015. His career has included several senior management and board positions. Russell is an active member on numerous industry boards and has been a director of the Australian Association of Convention Bureaux, the Queensland Tourism Industry Council, and a former member of GoDigitalQld. Russell is Treasurer of the Australian Smart Communities Association, a member of the Sunshine Coast Health and Wellbeing Investment Attraction Task Force, Chair of the Australian Institute of Company Directors Committee for the Sunshine Coast and a fellow of the Australian Institute of Management (AIM). Russell holds a Master of Business, Bachelor of Business and a Graduate Certificate from the Australian Institute of Company Directors.



Mike Goulding

Corporate Services Manager

Mike is a leading finance and management professional and has worked across a range of industries, including manufacturing, commerce and healthcare. His roles include St Vincent's and Holy Spirit Hospitals, Ramsay Health Care and Affinity Health. Mike holds a BSC (Hons) in Finance and Accounting and is a Chartered Management Accountant. Mike is committed to improving Suncare's operational and information systems to enhance our client services.

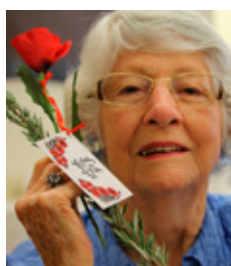


Richard Johnson

Chief Operations Manager

Richard is a committed professional with a broad range of knowledge and experience in leadership and management of community services including disability services, mental health, personal counselling and business.

Richard actively developed and managed multiple community services throughout Central Queensland and did extensive work in Fiji reviving the non-funded Lifeline organisation. He has been acknowledged nationally and internationally for his work heading up the state-wide Lifeline Community Recovery program which provides counselling support to people affected from natural disasters and critical incidents. Richard has also served on numerous community organisation boards and committees, and is currently a member of the Board of Queensland Council of Social Services. Richard began his career as a registered nurse. He also holds degrees in Social Science, Counselling and a Masters Degree in Counselling.



Our patron

June Conolly, OAM

June is a tireless supporter of Suncare Community Services. During her 42 years of dedicated service she held most committee positions from President to Secretary, as well as Fundraising Chairperson. June officially retired from the management committee in 2012. Suncare continues to hold June in the utmost esteem and thanks her for helping to shape Suncare into the organisation it is today.



Acknowledgement

Suncare Community Services Ltd thanks the Federal and State Governments for their ongoing financial support and assistance.

Our services

Domestic services

Respite services

Personal care services

Transport assistance

Allied health services

Case management

Your life your choice

Aged care support

Mental health support

Regional Assessment Services (My Aged Care)

Kidney Support Network

Home and garden maintenance

Meals on Wheels

Disability support

Volunteer services

QuickCheck4U

Nursing services

Care planning

Carer support

Residential respite

Carer counselling



suncare
community
services ltd

SUNCARE HEAD OFFICE

Suite 7/1 Innovation Parkway, Birtinya
PO Box 519 Buddina, QLD 4575

p 07 5436 3900
1800 SUNCARE

f 07 5436 3993

e info@suncare.org.au

SUNCARE LOCATIONS

ROCKHAMPTON

102 Denham Street, North Rockhampton

p 07 4921 9500

CABOOLTURE

19 Hayes Street, Caboolture

p 07 5498 3315

TOOMBUL

10 Walkers Way, Nundah

p 07 3256 8033

MAROOCHYDORE DAY RESPITE

2-6 George Street, Maroochydore

p 07 5443 7655

BUNDABERG

4 Adams Street, Bundaberg

p 07 4151 6400

HERVEY BAY

9/10 Liuzzi Street, Pialba

p 07 4124 7288

MEALS ON WHEELS

97 Memorial Avenue, Maroochydore

p 07 5443 3246

GYMPIE

58 Channon Street, Gympie

p 07 5482 5287

Cottage Respite facilities

Boronia Cottage (Bribie Island)

Maple Cottage (Sunshine Coast)

Jacaranda Cottage (Rockhampton)

Kookaburra Cottage (Hervey Bay)

Sugar Cane Cottage (Bundaberg)

Rainbow/Whale Cottage (Hervey Bay)

www.suncare.org.au