



Suncare
COMMUNITY SERVICES

ACKNOWLEDGEMENT OF THE TRADITIONAL OWNERS OF THE LAND

Suncare Community Services Ltd
acknowledges the Traditional Owners of the
country throughout Australia, their diversity,
histories and knowledge and continuing
connection to land and community. We pay
respect to all Australian Indigenous peoples
and their cultures, and to elders of past,
present and future generations.



COVER IMAGE: Jan Hackett,
Suncare customer since 2016.

Portrait Photography of
Customers and Staff by Paul
Fletcher, Fletcher Photography.

Contents

OUR VISION	3
A WORD FROM THE CHAIRMAN	4
A WORD FROM THE CHIEF EXECUTIVE	5
A CHANGING SECTOR	7
OUR MODEL OF CARE	9
ORGANISATION SNAPSHOT	13
OUR COMMUNITY	15
OUR PEOPLE	17
OUR VOLUNTEERS	19
THE YEAR IN REVIEW	21
OUR ACHIEVEMENTS	23
FINANCIAL REPORT	25
SUNCARE BOARD	27
EXECUTIVE LEADERSHIP TEAM	28



Making People's Lives Better

– Vision –

Making people's lives better

– Purpose –

Providing innovative, personal solutions that support people to live their life, their way.

– Values –

Innovative, Agile, Inclusive, Respectful, Authentic, Collaborative

Forty years ago, a small group of people had foreseen a need for day care, respite and meals services to help elder members of the Sunshine Coast community. Pragmatic and purposeful they came together to build what today is known as Suncare Community Services.

Change has been a constant over the last 40 years and today we find ourselves amid significant structural shifts to our industry. Although these changes are redefining how we plan and deliver care solutions to our customers, we are inspired by our vision, making people's lives better.

Empowered by our purpose, supporting people to live their lives their way, our people, enabled by technology are embracing this change, walking a new path with our customers creating innovative, personal solutions that have a positive impact on people's lives.

LEFT: Nicholas Canavan, Suncare customer since 2002.



A word from the Chairman

This past year has seen a continuing growth to our services and we have achieved a number of really significant milestones in the evolution of Suncare systems and processes. We are rapidly moving to a position where staff can work from any location or in fact, be totally mobile, where a much higher proportion of staff work directly with clients and where priorities and scheduling are managed locally to respond better to client needs.

Our new finance system is providing greater and more flexible insight into the cost of delivering a service overall and into the variation of cost by location. While these improvements may seem irrelevant to clients, they are actually enabling Suncare to deliver the services clients want, when they want them and at a cost they can afford.

Largely, Suncare focuses on assisting older people to stay in their preferred home as long as possible. We are one of a limited number of organisations working with the Commonwealth Government's My Aged Care program to perform the initial assessment of need through the Regional Assessment Service (RAS) program. We are also actively involved in providing transition care for people leaving hospital and short term restorative care as an aid to help clients overcome a problem that would otherwise require a move to residential aged care. These services are often the first engagement with community care that many older clients experience. As these services have developed over the past year, we have become increasingly aware that the client journey is one of moving through these initial services to higher levels of care from Home Support and Home Care services.

The big event of this past year has been the transition to Consumer Directed Care (CDC). Improvements to our systems and processes, and increased staff training, are enabling a deeper understanding of the client and the support they require in their journey towards Home Care services.

There can be no doubt that the government reform programs for both aged care and disability support include a focus on the cost of service delivery. In addition, the many new entrants to this sector are bringing service models and technical innovations that challenge the existing approaches. Our response has been a change program in Suncare over the past year with a significant focus on streamlining our organisation and reducing cost. This is reflected in a very significant improvement to the profit achieved over the year. The end result is that the Suncare Board and Executive feel that we are well positioned to continue the development of our services.

IAIN GREEN | Chairman



A word from the Chief Executive

The past year has proved to be a successful year for Suncare with a number of milestones reached and the foundation for a digital first computer system in place. This new digital first system will provide the backbone for both internal systems and also customer access systems. It will ensure that Suncare is able to provide our customers with the very best customer experience possible into the future by providing our staff and our customers with world best practice technology.

On February 27, 2017 the Commonwealth government introduced a significant change in the method of allocating Home Care Packages for older Australians. The consumer directed care (CDC) system, combined with Suncare's focus on in-home care, has enabled us to optimise our model of care to provide them with the care they want, when they want it, in the location they choose.

To support our model of care we are continually upskilling our staff to ensure that they have the skills, training, and equipment necessary to excel in their work. In this time of industry change, we bring our staff together for an annual conference to update them on changes, impacts and our plans to pivot through them, new technology and research, share learning and best practice and above be inspired by the work and lives of others. Last year we heard from Christine Brydon, who has early onset dementia. Her story was insightful and uplifting and I feel one of the most amazing stories have heard. Her book is essential reading.

As a committed, digital first care provider, we are at the forefront of delivering new technology to our customers. In 2017, we partnered with Curo to trial a new assistive technology platform with a select group of customers. A cloud based hub and app platform, Curo combines in-home mobility sensors, task reminders, notifications and alerts, and other independence insights that enable Suncare staff to adapt care in real time and the carer family to know their loved ones are safe and well.

Finally, with a focus on optimising our costs to our model of care, we have finished this year in a strong financial position which will enable Suncare to invest in new systems, research and staff training.

I commend this year's annual report to you and would like to thank the Board for their continued support, our staff for their ability to adapt to the changes and innovation with passion and enthusiasm, and finally to our customers, who have chosen Suncare as their care provider.

RUSSELL MASON | Chief Executive



A Changing Sector

Australians are living longer, due largely to improvements in health care and general wellbeing and with a large cohort of aging baby boomers, the number of older Australian will grow significantly. Population projections indicate that by 2050 an estimated 3.5 million Australians are expected to access aged care services. Older Australians are also seeking greater diversity in terms of service quality and range.

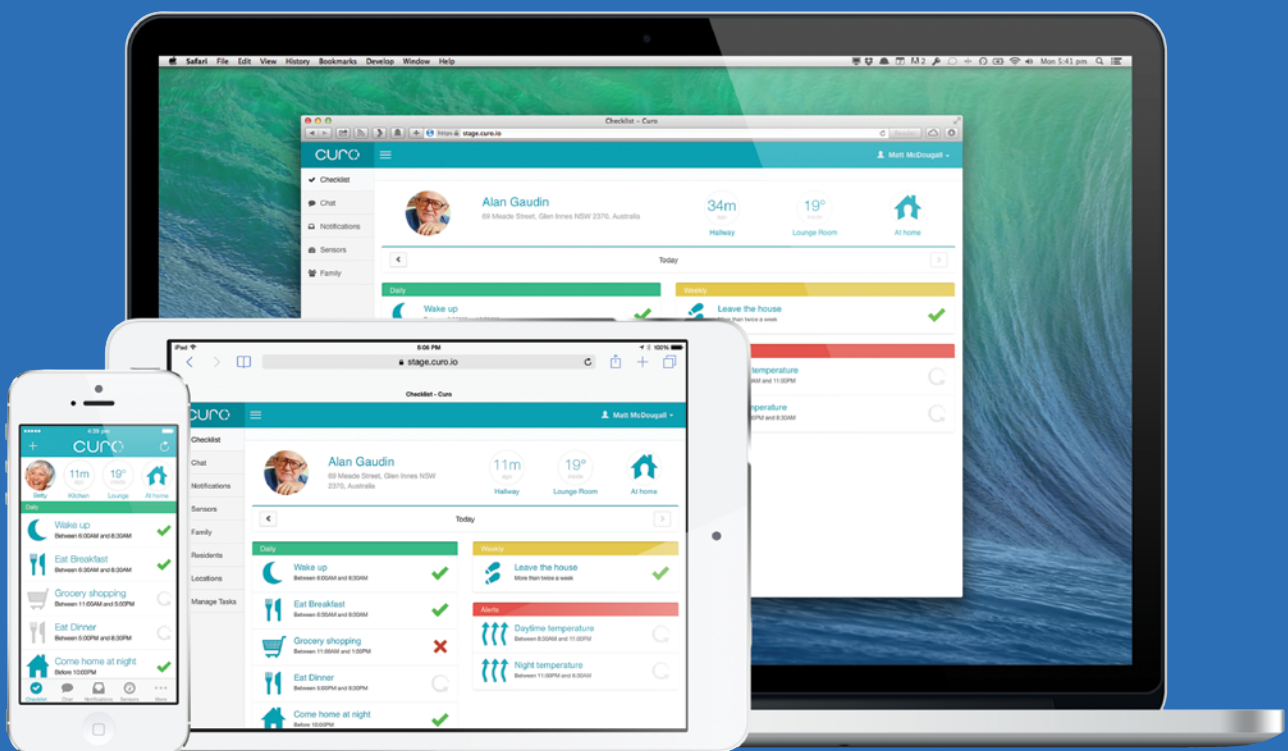
The aged care system has undergone significant change in recent years, to be able to meet these changing needs. Consumer Directed Care (CDC) is all about giving people choice and control. It gives people and their carers a say in the very type of care they receive as well as who will provide them that care.

In the past, funding was allocated to approved providers of in-home services like personal care and nursing who then offered a package to a customer — and if that customer wanted to change providers, any unspent funds from their package were forfeited.

The new system will see consumers funded directly, allowing them to decide how the money is spent, and any remaining funds will remain with them when they move to a new provider. This gives people greater choice, and their care is based on their actual needs. It has also meant that organisations who provide these services have had to look at not only the way in which they do business, but the types of services they offer and how they are offered.

Suncare has always had a strong commitment to providing quality service to our customers. Our model of care has the customer at the centre of the care team, surrounded by people delivering the support they need. A shift towards a more agile workforce and autonomous teams with a reduced management structure is permitting Suncare to be more responsive to the changing conditions whilst still providing a very personal and individual service.

LEFT: Kassandra Fletcher, Support Worker, Suncare. Kassandra has been providing in-home care services for Suncare clients since 2015.



Our Model of Care

Suncare's model of care is all about providing a continuum of high quality, personalised care and services that result in our customers experiencing a sense of trust, belonging, connection and confidence as they live as independently as possible in their own homes.

We are placing our customers' goals, aspirations and needs at the centre of our care model. We recognise that these will change over time in volume, scope and intensity. Our commitment to our customers is that we will walk alongside them in their journey and be responsive to their changing needs, providing the right service, at the right time, in the right place, with the right people.

At Suncare we embrace technology as we believe that it plays an integral part in this relationship. Real time, intuitive platforms and data solutions that simultaneously enhance quality of care and communication between the individual, the carer, their family and Suncare.

CUSTOMERS CARE MODEL



LEFT: Suncare works collaboratively with mobile app based technology platform providers like CURO to enhance the quality of our in-home care solutions.

Objectives

Our model of care focuses on our customers' goals and strengths. It empowers our customers to maintain control of and participate in informed decision-making about the care and services they receive. The objectives of our model are to deliver high quality care and services that:

- maximise our customers' independence to live in their own homes and improve their quality of life
- promote inclusivity and incorporate cultural differences and diversity
- vary in intensity and duration as customers' needs change over time
- provide flexibility and delivered locally with equity of access
- are integrated, seamless and delivered consistently
- incorporate innovation and new technologies
- are based on teamwork and collaboration

Service Delivery

Suncare's Service Delivery Model is based on innovative, inclusive, agile, respectful, authentic and collaborative care provision.

At the forefront of delivery are our personalised customer care-teams that are led and managed directly by a Support Coordinator. The size and make up of a customer's care team is determined by the individual's personal goals, aspirations and needs. Customers are actively encouraged to participate in the recruitment and selection of their care-team members, promoting a sense of belonging, cohesion and trust.

Serving Queenslanders

From humble beginnings serving customers on the Sunshine Coast, today we serve over 3,000 customers across Rockhampton, the Capricorn Coast, Bundaberg, Hervey Bay, the Fraser Coast and Greater Brisbane.



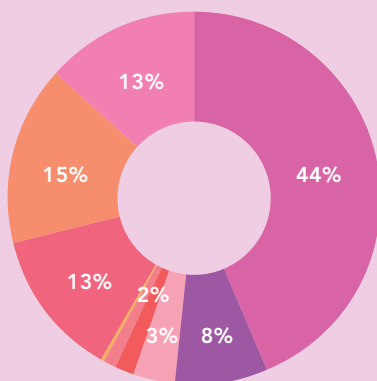


Organisation Snapshot

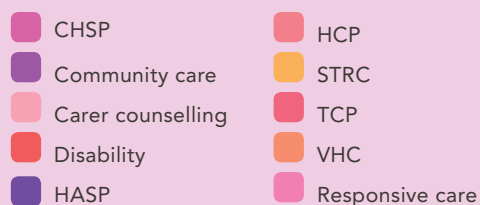
A fast growing organisation of 327 staff and 212 volunteers, Suncare provides a diverse range of care assessment, in-home care and respite services to over 3700 aged and disabled customers across Central and South-East Queensland. Customers under care increased 54% since 2016.



CUSTOMERS UNDER CARE
+54% VERSUS 2016



CARE SERVICES (% CUSTOMER BY SERVICE TYPE)



ASSESSMENTS

OUTCOMES



1

1.2

CARE ASSESSMENT VS CARE SERVICE OUTCOMES

LEFT: John Scroggie, Suncare customer since 2014.



Our Community



Over our 40 years of operation Suncare's work has become a major contributor to the welfare and quality of life for the elderly and disabled in the Queensland communities we serve. None of this would be possible without the encouragement and support of the community leaders and the wider community at large.



We thank our Patron June Connelly and the life members of Suncare Community Services for their ongoing support and contribution.

We thank the 112 volunteers who generously give of their time and to help others.



We thank Aunty Betty McMahon and all the elders and members of the Aboriginal and Torres Strait Island communities.

We thank our community leaders in all our regions who in support our work and events throughout the year. We would like to thank Senator Claire Moore, Ted O'Brien MP, Member for Fairfax, Andrew Wallace MP, Member for Fisher, Fiona Simpson MP, Member for Maroochydore, Brittany Lauga MP, Member for Keppel and Councillor Jason O'Pray, Sunshine Coast Council.



ABOVE:

1. Senator Claire Moore
2. Andrew Wallace
3. Fiona Simpson
4. Brittany Lauga
5. Cr Jason O'Pray
6. Aunty Betty McMahon
7. Ted O'Brien

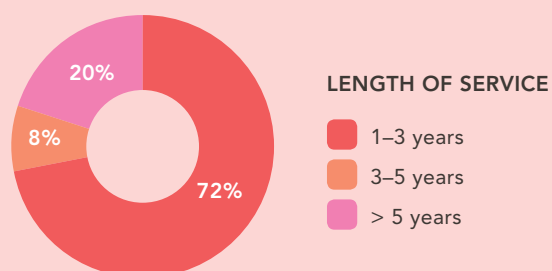
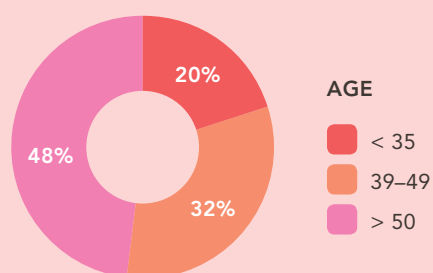
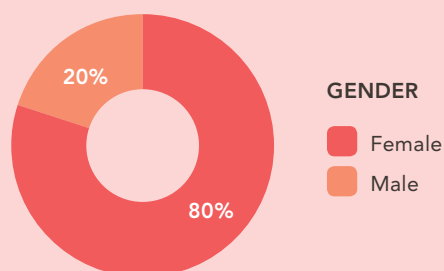
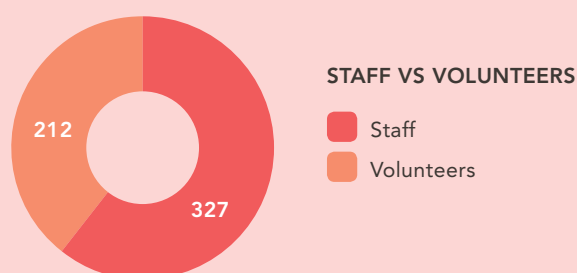
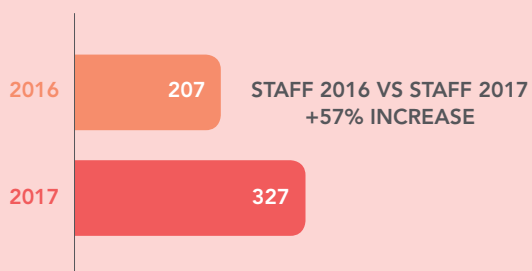
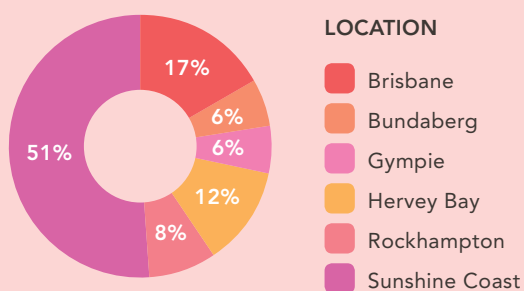
OPPOSITE PAGE: Deborah Taylor, Suncare Customer since 2015.



Our People

It's our people who make Suncare a brand that our customers love. A diverse and passionate group of staff and volunteers, from all over Central and South East Queensland that come together every day, united by a common goal to support and help our customers live their lives the way they choose.

To help them do that, they are supported by an inclusive leadership style, technology, flexible work practices, personal and professional development that creates a culture in which people love what they do and thrive. If we love what we do, then so will our customers.



LEFT: Jane Simpson, Community Services Manager, Suncare. Jane celebrates 15 years of service with Suncare in 2017.



Our Volunteers

Suncare Community Services is very fortunate to have 212 Volunteers who generously give their time and energy to help others in their community. A diverse and eclectic group of people they they provide everything from transport and respite, to preparing meals to those in need.

VOLUNTEERS PROFILE – DIANNE LEWIS

A passion for helping others in need has been a lifelong vocation for Dianne Lewis. A former Police woman from Wangaratta, North East Victoria, she worked in the Women's Division where she was responsible for the welfare of women and children, a role that took compassion and understanding.

After leaving the Police she mixed her knowledge of security with a love for talking with people as a security advisor at the Marriott, Grosvenor Square in

London. Returning to Melbourne, Dianne became involved in volunteer work with Eastern Palliative Care, a not-for-profit home-based palliative care service. With a passion for genealogy, she became a Biography volunteer, helping clients tell and record their life stories for themselves, their families and the community.

A frequent visitor to the Sunshine Coast, Dianne moved from Victoria in 2016. Soon after she began volunteering with Suncare and has been a regular at the Maroochydore Day Respite Centre with her own special brand of care. Dianne says it is a privilege to volunteer. Her greatest reward being able listen to their stories and help people of all different ages. 'There are so many amazing opportunities to help in the community by volunteering' she said.

If you would like to help others and volunteer with Suncare in your community, please call 1800 786 227 or email info@suncare.org.au



There are so many amazing opportunities to help in the community by volunteering.

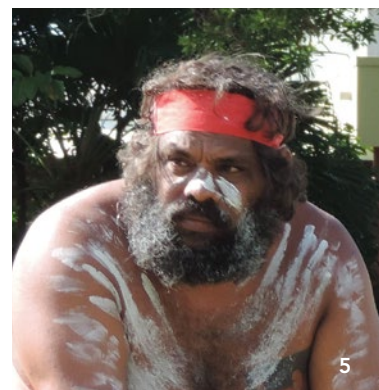
– Dianne Lewis

LEFT: Dianne Lewis, Volunteer,
Maroochydore Day Respite Centre.



IMAGES (CLOCKWISE):

1. MDRC ANZAC celebration
2. Angela Gifford MD Able Community Care
3. Nandjimagdji Art Exhibition
4. Caloundra Air Museum
5. Reconciliation Coastal Walk
6. Seniors Week Sunshine Coast Marathon



The Year in Review

THE SPIRIT LIVES – ANZAC EVENT

More than 80 guests attended The Spirit Lives commemorative event for the ANZAC centenary held at the Maroochydhore Community Centre on 19 April.

Meals on Wheels Maroochydhore (MoW) and Suncare hosted the event which included Vietnam Veterans, War Widows and ex-servicewomen who celebrated together with June Conolly, one of the original founding committee members for Meals on Wheels Maroochydhore. June received a Living Legend award in 2013 for her valuable contribution and dedication over the years.

The Spirit Lives marks 100 years since Australia's involvement in the First World War, an important period of national commemoration honouring the service and sacrifice of our original ANZACs, and the generations of Australian servicemen and women who have defended our freedom in wars, conflicts and peace operations throughout a century of service.

NANDJIMADJI ART EXHIBITION

This year's Nandjimidji Art Exhibition was a great success, with guests, artists, organisations and key dignitaries from the Sunshine Coast, Brisbane and Gold Coast attending the opening event at the Sunshine Coast Hospital and Health Service as part of NAIDOC week.

MC Uncle Paul Constable-Calcott introduced Brent Miller whose Welcome to Country and didgeridoo performance captivated the audience, as did the wonderful dancers who followed.

Senator Claire Moore, Shadow Minister for International Development and the Pacific, officially opened the exhibition before guests made their way to the hospital foyer following Brent Miller's ceremonial didgeridoo walk. Artists were on hand to speak about their stories and explain how their art has helped them to heal while maintaining their strong connection to spirit and culture.

WALKING FOR RECONCILIATION

Suncare and the Sunshine Coast Reconciliation Group hosted an event at Cotton Tree Park as part of the 3km Reconciliation Coastal Walk along Alexandra Headland.

National Reconciliation Week runs annually from 27 May - 3 June. These dates mark two milestones in Australia's reconciliation journey: The 1967 referendum and the historic Mabo decision, respectively.

CELEBRATING INDIGENOUS CULTURE ON THE COAST

Suncare staff and volunteers attended the annual Booin Gari festival this year. The event celebrates Indigenous culture on the Sunshine Coast and was held in Lions Park in Noosaville in April. There were many stalls surrounding the Suncare table featuring traditional art and craft workshops, storytelling circles and a range of activities, including cultural dancers and singers. Suncare's support for this event featured our connection between the Indigenous community and the services we provide. The stall also provided the perfect opportunity to showcase some of the artwork from the Nandjimidji Art Group and Yarning Circle.

MEN'S GROUP VISITS QUEENSLAND AIR MUSEUM IN CALOUNDRA

A trip to Caloundra to visit the Queensland Air Museum proved a huge success with one of Suncare's Men's groups. The tour around the museum was very interesting with lots of reminiscing, bringing back happy memories. Carers reported that the group thoroughly enjoyed the trip and look forward to the next outings through the Maroochydhore Day Respite Centre.

SENIORS WEEK 2017 – SUNSHINE COAST MARATHON

The Sunshine Coast Marathon at Mooloolaba had the perfect weather to enjoy some Queensland winter sun back in August, but the Suncare Team was not quite ready to run the 42.2km marathon this year! With a group of staff members, customers, carers and volunteers, the Suncare team donned their bright yellow t-shirts and joined the hundreds of other participants to run, jog or walk the 2km trail along the esplanade, at a much more leisurely pace.

The Suncare team was joined by some wonderful ladies and gentlemen from the Buderim Meadows Hibiscus Retirement Village, who proved to be a spritely team and kept the spirits high with their jovial banter.

The walk was a time for young and old to chat and enjoy each other's company, and many fascinating stories were told about times gone by. Once the final team member had crossed the finish line, everyone headed over to the Alex Surf Club for refreshments.

The walk was a remarkable success and we are looking forward to entering again next year.

WORKSHOP PROVIDES INSIGHTS INTO AGED CARE SERVICES

Angela Gifford of Able Care visited Suncare in March to deliver a three-hour workshop providing insights into aged care services. Flying in from the UK, Angela explained how changes in home care have affected their company over the 37 years they have been in business, and how they have managed to consistently provide a quality service in the face of increased competition. Angela incorporated practical tips and a range of other topics in this interactive workshop.



Our Achievements

SUNCARE AWARDED 44 SHORT-TERM RESTORATIVE CARE PLACES

Suncare was one of 35 aged care providers across Australia who received the Short-Term Restorative Care places as part of the Australian Government's 2016-17 Aged Care Approvals Round (ACAR). Suncare was awarded 44 short-term restorative care places for people who are experiencing illness or who have suffered an injury, from prematurely entering residential aged care.

These Short-Term Restorative Care places provide an innovative new form of flexible aged care that will help older people remain in their own homes for longer after injury or illness.

COMMONWEALTH HOME SUPPORT PROGRAM GROWTH FUNDING

Suncare was awarded Commonwealth Home Support Program growth funding earlier this year, which will allow us to expand our delivery of this valuable program. The Commonwealth Home Support Program is an entry level home help program, developed to help older people

live as independently as possible and focuses on working with the individual rather than doing things for them.

Through the Commonwealth Home Support Program, Suncare is able to assist individuals build their strengths and improve their capacity to do for themselves, helping them to remain living safely and independently where they choose.

YOUNG CARERS GRASSROOTS FUNDING

Kerrie-Anne Rosemond was successful in her application on behalf of the Young Carers program for the Commonwealth Bank Grassroots Grant. As successful applicants, the Young Carers will receive \$10,000 each year for the next three years. Kerrie-Anne's dedication to the Young Carers Program is truly remarkable and Suncare is lucky to have her as part of our team. This grant will help young carers have better access to educational opportunities with support for public transport (Go Cards), and the technology to access school resources for their studies. The supports provided by the Young Carers Program is helping young carers finish school and beat the national statistics for people in their situation.

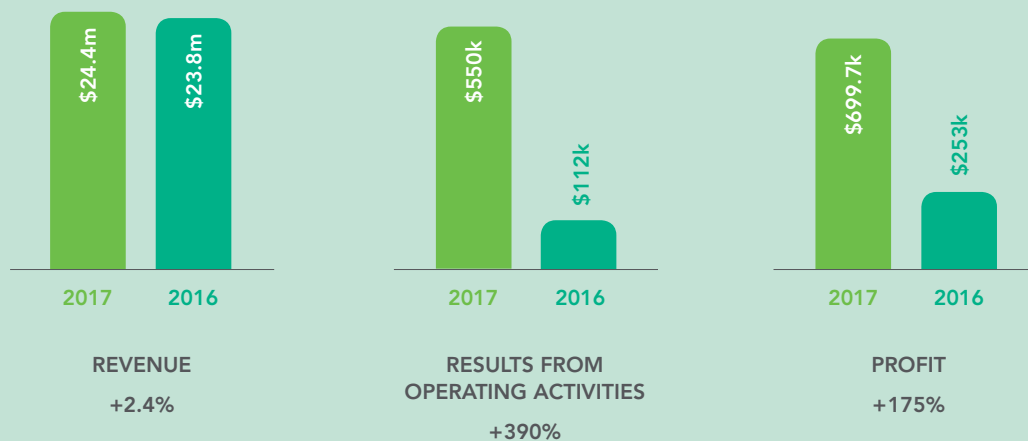
LEFT: Jan Hackett, Suncare customer since 2016.



Financial Report

Suncare has delivered another solid result in 2016-17. We have seen revenue grow by 2.4% and expenses reduce by 0.5%. We have seen revenue growth from customers choosing Suncare to deliver their Home Care Packages and also from a major tender win with the Short-term Restorative Care Programme. The profit for the year was \$699,732, a 175% improvement from the previous year. The result reflects significant investment in our ICT infrastructure and Marketing, as we aim to build a business model to embrace the changing environment we operate in.

Our balance sheet reflects a strong position with total assets of \$12.22m and total liabilities of \$7.30m.



LEFT: Matthew Hegarty, Care Coordinator, Suncare.
A former policeman, Matthew is passionate about helping others.

Profit & Loss

	2017	2016
Revenue from ordinary activities	\$24,294,473	\$23,757,917
Other revenue	\$116,556	\$65,588
Cost of Sales Meals on Wheels	(\$257,762)	(\$280,265)
Employee expenses	(\$14,381,529)	(\$13,657,428)
Depreciation and amortisation expense	(\$388,443)	(\$466,834)
Brokerage expenses	(\$3,550,764)	(\$3,848,404)
Administration expenses	(\$5,227,348)	(\$5,381,620)
Other expenses from ordinary activities	(\$54,880)	(\$76,926)
Results from operating activities	\$550,303	\$112,028
Financial income	\$149,429	\$156,494
Financial expense	0	(\$15,444)
Net financing income	\$149,429	\$141,050
Profit /(loss) for the period	\$699,732	\$253,078

Assets

	2017	2016
Cash and cash equivalents	\$8,892,467	\$6,682,949
Trade and Other Receivables	\$1,228,055	\$882,636
Inventories	\$16,439	\$17,855
Total Current Assets	\$10,136,961	\$7,583,440
Property, Plant and Equipment	\$2,006,699	\$2,261,689
Intangibles	\$76,351	\$141,691
Total non - current assets	\$2,083,050	\$2,403,380
Total Assets	\$12,220,011	\$9,986,820

Liabilities

	2017	2016
Trade and other payables	\$1,200,871	\$836,242
Employee benefits	\$1,526,318	\$1,232,785
Deferred government grants	\$2,071,865	\$1,146,689
Total Current Liabilities	\$4,799,054	\$3,215,716
Employee benefits	\$121,224	\$171,103
Total non-current Liabilities	\$121,224	\$171,103
Total Liabilities	\$4,920,278	\$3,386,819
Net Assets	\$7,299,733	\$6,600,001



IAIN GREEN | Chairman

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



ALAN SINCLAIR | Finance Director

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.



ANNE MARIE O'CALLAGHAN | Non-Executive Director

An accomplished Business Advisor, Company Director and former Partner of a chartered accounting practice, Anne Marie has more than 20 years' experience as a trusted advisor collaborating with business owners, CEOs and company boards. She works across a range of industries, driving business development and restructures through innovative and strategic solutions.



ANNE LIVINGSTONE | Non-Executive Director

Anne has more than 34 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 Director for Global Community Resourcing since 2010.



BELINDA VON BIBRA | Non-Executive Director

Belinda has a passion for improving client outcomes through research driven innovation. She is actively involved in community and acute care sectors and has held positions within public, private and not for profit enterprises. Armed with a background in biotechnology commercialisation Belinda has translated health outcomes, novel medical treatments and biological products for startups through to large multinational corporations within Australia and internationally.



DR PETER ISDALE, AM | Non-Executive Director

With a record as a committed and experienced company director, Peter has served on more than 30 boards since 1984, from not-for-profits to listed entities. He has been a scientist, innovator, CEO, chairman and an ASX150 corporate executive, and now works to help others deliver our social contract through innovative delivery of the best system of care.



MARIO PENNISI | Non-Executive Director

Mario Pennisi is the inaugural CEO of Life Sciences Queensland Ltd – a not for profit peak industry organisation that advocates for the role of life sciences innovation in economic development. Mario has overseen LSQ's growth to include almost 180 members and maintaining relationships with strategic partners across the Asia, Europe and North America.

Executive Leadership Team

RUSSELL MASON | Chief Executive

Russell Mason took on the role of CEO of Suncare Community Services 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 the Chair of the Australian Institute of Company Directors committee for the Sunshine Coast, a fellow of the Australian Institute of Management (AIM) and sits on the AIM Sunshine Coast Council and is a member of Economic Development Australia. He 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.



ANGELA MASSY | Head of Strategy, Innovation & Connection

Taking on the role Head of Strategy, Innovation and Connection in May 2016, Angela came to Suncare from a commercial sector background, having previously worked for an international agricultural organisation. She brings a range of skills to the organisation including creative marketing and strategic communications. Having recently completed her EMBA with the University of the Sunshine Coast, Angela is focused on organisational innovation and digital disruption.



RICHARD JOHNSON | Chief Operations Manager

Richard Johnson 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 initially trained as a registered nurse, and followed this up with degrees in Social Science, Counselling and Masters Degree in Counselling. Before joining Suncare Richard actively developed and managed multiple community services throughout Central Queensland. His work in heading up the state-wide Lifeline Community Recovery program, which provides counselling support to people affected from natural disasters and critical incidents, has been greatly acclaimed and acknowledged by State, Federal and Commonwealth Heads of Government.



LAURA FOX | Head of People & Culture

Laura joined Suncare in 2014. Originally from Dublin, she migrated to Australia and lived in Melbourne before moving to the Sunshine Coast in 2003. She holds a Bachelor of Business (Distinction), majoring in Human Resources Management from RMIT University (Melbourne). She has held a number of HR management roles with national and international companies across many industries including food and beverage manufacturing, media, hospitality, property development and construction. She has taught Human Resources and was the Chair of the Sunshine Coast Human Resources Network for five years.



A tribute to Suncare Patron, June Conolly

Our Patron June Conolly has been involved with Suncare Community Services from the very beginning. It all started in 1970 when June, her husband and a handful of others laid the groundwork for the care of the aged in the Sunshine Coast. Instrumental in the development and opening of the Maroochydore Day Respite Centre in 1987 and volunteered for Meals on Wheels until she retired from volunteering at the age of 82!. June remains an inspiration for Suncare and our vision to Make People's Lives Better.



ABOVE: Suncare Patron June Conolly with Russell Mason, Chief Executive.



Suncare
COMMUNITY SERVICES