

*Making people's lives better*



**Suncare**  
COMMUNITY SERVICES

2019  
ANNUAL REPORT



# Thank You



## June Conolly, Suncare Patron

**Founding member June Conolly, has a strong association and history with Suncare having worked hard for her community for more than 45 years.**

June began volunteering in the kitchen at Meals on Wheels Maroochydore in 1970, along with many of the wives of members of the Buderim Lions Club. June generously contributed over 25 hours a week cooking, packing and delivering meals for those in need. Her organisation skills helped to improve the Meals on Wheels service, which over the years expanded with the

establishment of the full kitchen and Maroochydore Day Respite Centre as we know it today.

During her time with Suncare, June has served as President and Treasurer and was made an honorary life member in 1994. At age 82, June retired from volunteering and was appointed as Suncare's Patron in 2012. In recognition of her years of community service June was awarded the Medal of the Order of Australia (OAM) in 2013.

Now retired, June remains an inspiration to Suncare and embodies our vision of *making people's lives better*.

## Acknowledgement of the Traditional Owners

Suncare Community Services Ltd acknowledges the traditional custodians of country throughout Australia, their diversity, histories and knowledge and their continuing connections to land and community. We pay our respect to all Aboriginal and Torres Strait Islander people and their cultures, and to elders of past, present and future generations. Aboriginal and Torres Strait

people should be advised that this publication may contain images of people who are deceased.

Suncare's practice framework is based on the strength of bringing community, family, relationships and culture together. We acknowledge Aboriginal and Torres Strait Islander people's contribution to shaping our practice framework thinking.



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# Chairman and CEO's Report

This year will be remembered as a significant year for both Suncare and the wider aged care industry. In October 2018 the Royal Commission into Aged Care Quality and Safety was established and since that date there have been thousands of submissions from providers, community groups (including Suncare), care recipients and their families. The Royal Commission has placed the spotlight on Aged Care and ultimately this means the sector will see much needed reforms, in particular an increase in urgently needed home care packages to assist customers on the waiting list.

This past year has seen significant growth for Suncare in several key areas. In the 2018-19 Aged Care Approvals round, Suncare was awarded an additional 27 Short Term Restorative Care places. This has translated to an increase of 75 percent in care days being delivered, a great outcome for our customers. This program has been instrumental in giving customers real choice in their overall wellbeing.

We have also seen a substantial increase in the number of people choosing to have their Home Care Package services delivered by Suncare (82 percent increase). We are proud that so many people and their families have chosen to place their trust in Suncare.

Suncare completed an extensive marketing campaign in early 2019, which included a range of media such as billboards, television commercials, radio, digital marketing and newspaper advertisements. The television commercials involved staff and volunteers and have been extremely popular.

This intensive growth has not impacted on the level of quality with Suncare receiving positive feedback and recertification from our auditors. The Aged Care Quality and Safety Commission also conducted a visit with a focus on risk assessment and care planning. Again, a positive outcome was achieved.

A significant change overseen by the Board this year has been the introduction of an Enterprise Risk Management system. While the organisation is experienced in risk management areas like workplace, health and safety, this has now been extended to encompass strategic considerations and the full scope of our operations.

In doing this, we've increased our understanding of potential risks across operations and have a more structured way of monitoring and managing risks.

Suncare has invested in solutions aimed at improving our internal systems and processes to ensure we continue to provide customers with high-quality services. These improvements have their challenges with some changes proving to be more successful than others. However, it is imperative that Suncare continues to invest in solutions that ensure we are able to respond to a fast-changing environment.

In 2018 Anne Livingstone retired from our Board. Anne's contribution has been one of the foundations for our success as a professionally governed organisation, and we are grateful for her years of guidance. Debra Doherty was appointed in February to fill the vacancy. Debra brings many years of industry experience and we are looking forward to her being a part of the Suncare team.

This growth in customers has been facilitated by the efforts of our Executive and Leadership Teams and we are pleased to announce that there has been a strong financial performance this year, in line with our forecast.

The Board and Executive of Suncare is focused on ensuring that our customers receive the best services possible and we will continue to ensure that Suncare uses the best technology and systems to enable the delivery of high-quality services in an ever changing and dynamic marketplace.



Iain Green *Chairman*



Russell Mason *CEO*

A handwritten signature in black ink that reads "I Green".

A handwritten signature in black ink that reads "Russell".



# About Suncare

Our vision, values and purpose are critical elements of our overall organisational strategy. They serve as our foundation and guiding principles for setting our objectives and strategic planning.

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

## Delivering our Purpose

Delivering our purpose of providing innovative personal solutions that support people to live their life, their way.

## Our Values

Our values create the strong organisational foundation necessary to enable us to respond to the challenges and opportunities now and in the future. We are:

- **Innovative** – We strive to embed a culture of innovation in the workplace.
- **Inclusive** – We value each individual and embrace diversity.
- **Agile** – We act quickly and efficiently to respond to industry changes.
- **Respectful** – We treat our customers and colleagues with dignity and respect.
- **Authentic** – We lead our teams by example, demonstrating sincerity and genuineness.
- **Collaborative** – We work cooperatively in partnership towards a common cause.
- **Empathetic** – We respond to individuals with compassion, listening and understanding their needs.

## Achieving our vision of *making people's lives better*

## Aspirational Behaviours

Our aspirational behaviours shape our decision making and guide our strategic thinking:

- Obsession with the customer experience
- Fostering an agile and enabling culture
- Fully embracing the digital experience
- Continuous evolution of core strengths
- Thinking strategically and planning to succeed
- Finding innovative ways to do business



# Community Care

## Boronia Cottage, Bribie Island

Boronia Cottage provides our customers with flexible and tailored opportunities for respite care. The purpose-built cottage offers carers and the people they care for, time for rest and relaxation. While staying in this home away from home, carers have the peace of mind that in their absence, their loved ones are being looked after by qualified, experienced and caring staff.

In May, Suncare Support Worker, Simone Christensen introduced us to a fundraising organisation on Bribie Island called Busy Fingers. This organisation supports the local community through the provision of charitable items made and/or donated by individuals and businesses.

Renee Hagel, Activities Coordinator at the cottage, submitted a funding application through Busy Fingers which was successful in obtaining over \$2,300.00 of manchester supplies. Renee was able to source new linen, towels, cushions and other furnishings from Pillow Talk to bring some extra sparkle to the living and bedroom areas for guests.



Jill Mason Boronia Cottage



*"Thank you. So much laughter, sociable, stimulating company, plus ample solitary serenity when I chose, gave me a precious experience. I felt refreshed, regenerated by my Cottage stay. I am already planning and looking forward to my next stay."*

*Jill Mason, guest at Boronia Cottage*



*"Thank you so much to all of you for caring for Mum. It was her first time ever in care so we were a little concerned, but she seemed happy the whole time and overall we felt it was a positive experience for her. We would love to do it again sometime."*

*Jan Roche, customer's daughter*



Boronia Cottage is a purpose-built home for short term respite care – a nurturing place for loved ones when carers and families require extra support.

Respite care is available for people:

- Receiving a Home Care Package;
- Participating in a Short Term Restorative Care Program;
- Referred through Commonwealth Respite and Carelink Centre;
- Holding a referral for the Commonwealth Home Support Program; and
- Through private funding.



## The Maroochydore Day Respite Centre

Our Maroochydore Day Respite Centre offers carers and members of the local community the opportunity to participate in a range of social activities, enabling friendships and involvement in new activities. The centre is also the home to Maroochydore Meals on Wheels, which has a proud 49 year history preparing and delivering nutritious meals.

Activities hosted through the Centre include:

- Walking groups;
- Art groups;
- Coffee mornings;
- Luncheons;
- Visits to the movies; and
- Excursions to scenic locations and attractions.

*The centre is a hub for people who enjoy getting out of the house, trying new things and interacting with others.*

### Out and about on the Sunny Coast

As a direct outcome of listening to our customers, the team at the Maroochydore Community Centre has prioritised delivering more social events over the last twelve months. Our new activities are designed to help reduce feelings of social isolation. Activities are held during the day, evenings and on weekends.

We have conducted several outings around the Sunshine Coast, visiting a variety of destinations with activities including:

- Sampling the delicacies of the Ginger Flower & Food Festival at the Ginger Factory in Yandina;

- Venturing to the hinterland to visit the Maleny Wood Expo at the Maleny showground;
- Laughing along to the Senior Moments Comedy Show at the Caloundra Events Centre; and
- Exploring the Maroochy River on a river cruise.

Our customers have thoroughly enjoyed the outings to date and are looking forward to new adventures ahead. We have planned a full range of events for the coming year to help our customers access all that the Sunshine Coast has to offer.



### Activities at the Centre

It was with great pleasure that our community centre enjoyed a visit from a local Kindergarten. These visits are a wonderful way to keep different generations connected and bring great joy to everyone of all ages. More visits are planned for the future and we look forward to the young and old sharing stories, craft activities, enjoying musical performances as well as chatting and providing companionship.

Along with other events and performances throughout the year, we were fortunate to host a special event from Top Katz tap dancers. These groovy movers are truly an

inspiration and we hope to have their clicking heels back at the centre again next year.





# Reconciliation Week 2019

## Grounded in Truth

The Sunshine Coast Reconciliation Group Incorporated (SCRGI) hosted an event in May to coincide with National Reconciliation Week. The event included the annual Reconciliation Walk and the official opening of the Reconciliation Garden at the Sunshine Coast University Hospital (SCUH).

This year the walk was officially renamed the Auntie Betty Memorial Reconciliation Walk, in honour of Historical Elder Auntie Betty McMahon who passed away in December 2018. Auntie Betty played a prominent role in the Indigenous community and the Reconciliation Garden was one of her many projects.

Auntie Betty's family and close friends were among those who attended the event along with other dignitaries including Senator Claire Moore, Co-Patroness of the SCRGI, SCRGI Treasurer Margaret Ross and SCUH Chief Executive Adj. Professor Naomi Dwyer.

Jason Bigalla, Local Service Manager from Uniting Care Community hosted the event and introduced

Brent Miller who conducted the Welcome to Country ceremony. Lyndon Davis and brothers Mark and David Peters from the Gifted Murri Unit dance troupe provided entertainment, while students from local schools learned some traditional dances.

The event concluded with the annual walk around the SCUH grounds, with walkers enjoying stories about the local area from some of the Traditional Custodians.

Suncare recognises the unique place our First Peoples hold in our nation's history. Our vision for reconciliation is one that engages respect and unity between First Peoples and other Australians. Suncare has a strong respect for the First Peoples communities and will continue to support their programs and initiatives.

We are committed to a Reconciliation Action Plan (RAP) as we celebrate and embrace a socially inclusive culture that allows everyone to feel valued. This plan has proven successful across many decades, with multiple programs and services in our sphere of influence being recognised as best practise models.



Suncare is a major sponsor of the walk which runs annually during National Reconciliation Week, 27 May - 3 June. These dates mark two milestones in Australia's reconciliation journey: The 1967 referendum and the historic Mabo decision, respectively.

## Our Cultural Connections

- Multiple events recognising our nation's First Peoples
- Major sponsor of the 'Auntie Betty Memorial Reconciliation Walk'
- Sponsor of the 2018 Booin Gari Festival and NAIDOC Family Fun Day
- Sponsorship of NCACCH 2018 Celebration of Country event
- Building relations with the Buderim Anglican Church and North Coast Aboriginal Corporation for Community Health (NCACCH)
- Supporting artists from Nandjimidji and Murri Connection Group and exhibitions including Wesley Mission's 'Art from the Margins,' Sista's exhibitions and with the Sunshine Coast Libraries NAIDOC exhibition

**We are building strategic partnerships through collaboration with other organisations and embracing best-practice governance.**



## Sunshine Coast

A second leased office at the Maroochydore Homemaker Centre enables additional office space and training facilities. It reinforces our flexible workplace policy that allows employees to choose the environment which best suits their work style and needs.

Our flexible work policy has enabled us to reduce our office footprint in North Lakes and move to a smaller more practical space in the same building. With leases for Hervey Bay and Gympie expiring in the next financial year, we will continue to create flexible, practical work environments that support both our customers and our employees.

## Rockhampton, Wide Bay and Gympie

Our home and garden maintenance service has added two new utility vehicles to the fleet, which will allow us to keep up with demand in Rockhampton and Wide Bay.

The utes, signwritten with Suncare's branding and advertising, are an important part of our home and garden service that keeps our customers' gardens habitable and their homes safe.



## North Lakes

The new office environment and flexible work space means the North Lakes team is better equipped to be responsive and agile in line with customer needs.

The team was awarded the 'Beefy's Pie Workplace Hero' award, and shared the prize of three trays of pies and pastries with their entire office building, creating a great networking event.

Continued growth in all areas has resulted in expansion of the Short Term Restorative Care Program and Home Care Packages on the south side of the river.



Al Hall and Jane Eckford enjoy the North Lakes pies



North Lakes Staff Christmas fun

## More Services in Regional Areas

Successful tenders have resulted in 69 new customers on the Fraser Coast and a further 90 customers in Sunshine Coast/North Brisbane. This increased service delivery has led to growth in Support Workers and Domestic Assistance in these areas.

**We are building service offerings that anticipate evolving customer needs.**

# Our Services

## Inventive ways to support our customers

Our Care Coordinators work consistently to support each individual customer's independence, health and wellbeing. Throughout the year, the team has implemented innovative ways to assist customers by making the most of the funds available through their home care package, ensuring the best possible customer outcomes. Some of the ideas which have come to fruition this year include:

- Installing 'talking' microwaves for the vision impaired;
- Fitting dementia clocks which send alerts and set reminders;
- Vehicle modifications to continue self-driving;
- Purchasing CPAP machines to support safe sleep;
- Introducing blood pressure monitors to reduce visits to the GP or nurse; and
- Using TENS machines to improve circulation and provide nerve stimulation.

### Enjoying Hobbies again

The team also organised a Strong-Arm Fishing Rod Holder for one of our customers. The Strong-Arm device is a leather fishing rod holder which wraps around and attaches to the user's forearm, aiding a firm grip. The device enabled one of our customers to continue his love of fishing, after limitations in his grip had prevented him from enjoying this pastime. These creative ideas make a world of difference for our customers' independence and happiness.

By working closely with customers and listening to their needs, our team can determine the best use of their home care package funding in addition to services providing assistance with cleaning, cooking, personal care and medication support.

### Home Care Packages

Suncare has more than a 49 year history of supporting Queenslanders with personal in-home services and solutions to help people live independently at home.

Packages are designed so you can manage more easily at home, remain connected to your community and in control of your lifestyle.

In-home services may include assistance with weekly chores such as cleaning or shopping, daily meal delivery, transportation services or more essential services such as regular nursing care.

### Commonwealth Home Support Programme

The Commonwealth Home Support Programme is an Australian Government initiative providing services to help older Australians continue to live independently at home, or for those who have experienced a setback and require support for a short period of time. The Regional Assessment Service is a face-to-face assessment undertaken by trained assessors. These assessors determine aged care needs and provide referrals for appropriate Commonwealth Home Support Programme services.



**We are continuously improving how we interact with customers and delivering an outstanding customer experience through innovation.**





## Commonwealth Home Support Programme and the Regional Assessment Service

### Support from island communities

The South Moreton Bay Islands are located east of the Redlands Shire and accessed only via water using a ferry from the mainland.

Traditionally residents who are registered with My Aged Care and eligible for a Home Support Assessment were assessed via phone. Suncare considers that it is better practice to conduct Home Support Assessments face-to-face as this achieves better outcomes for customers. Throughout 2018, Suncare increased face-to-face assessments across these islands.

### Assistance from Minjerriba Day Respite Centre

Our ability to conduct face-to-face assessments was aided by establishing relationships with local community care services.

The Minjerriba Day Respite Centre on North Stradbroke Island provides transport for the Home Support Assessors for visiting customers' homes. Availability of this transport service has also opened up the option for face-to-face assessments conducted at the respite centre.

### Macleay Island community transport

The Macleay Island Lions Club and the Macleay Island Progress Association and Wellbeing Hub are providing transport to the islands each Tuesday for our assessors to enable direct interaction with customers.

Face-to-face assessments on the smaller islands are based on the customer's capacity to meet the assessor once on the island. The quantity of phone assessments is now less than 5% of all referrals for Home Support Assessments.

### Appreciation of island support

In June 2019, a financial donation and certificate of appreciation was presented to the Macleay Island Lions Club and Macleay Island Progress Association to acknowledge and thank them for their continued support.

The donation will contribute towards the costs associated with transport services. We hope these initiatives and networks serve as sound foundations that sustain and build upon continuing My Aged Care Home Support Assessment Services for these island communities.



Monica Stewart, Bev Weissensee, Linda Crook, Vicky MacDonald and Sara Walker.



Jane Simpson, Bev Weissensee, Sara Walker and Jean Poloai.

**We are collaborating and partnering for proactive customer solutions.**

## Short Term Restorative Care Program

### Additional packages for our STRC customers

The Short Term Restorative Care Program is an eight-week reablement program designed to prevent early entry to aged care facilities or hospital.

Back in February 2017, Suncare was allocated 44 packages across South Brisbane, North Brisbane, Sunshine Coast and Wide Bay. In January 2019 we were granted an additional 12 packages with a further 15 packages later in the year.

This brings a total of 71 packages to customers from South Brisbane to Wide Bay - the largest number of packages allocated to any provider in Queensland.

### Suncare's approach

Suncare's role in delivering Short Term Restorative Care Programs is to ensure our customers receive timely, appropriate and personal solutions, enabling them to live their life, their way. Suncare's approach is about maintaining independence for customers to be able to experience quality of life in their own homes.

Short Term Restorative Care Programs are early intervention programs designed to reverse and/or slow down functional decline in older people. Programs improve overall personal wellbeing through a coordinated range of services that are designed for, and approved by each customer.

### Positive STRC outcomes

One of our Sunshine Coast customers recently shared his goal of being able to continue volunteering at the Sunshine Coast University Hospital. Prior to beginning the Suncare Short Term Restorative Care Program, he struggled to walk the short distance to his front door, get on and off his lounge chair and he was having difficulty carrying groceries and maintaining his home. During the eight week STRC program, our customer worked with physiotherapy, occupational therapy services, attended hydrotherapy and was re-motivated to exercise three times a week in a heated pool. Minor home modifications were implemented to reduce his risk of falls. The Suncare team supported him with domestic and social activities and arranged for the purchase of equipment through STRC funding to assist independence and safety at home. At the end of his program in May 2019 our customer was able to actively return to volunteering at the Hospital and has made significant gains both mentally and physically.



*“The STRC got me active again, improved my mobility, provided solutions to difficult transition problems, lifted my confidence and self-esteem and assisted with the provision of mobility aids. The STRC has changed my life with amazing care and mobility aids. Definitely yes, I would recommend the STRC program to others.”*



## Our growing programs

The Sunshine Coast clinical services team currently work within the Short Term Restorative Care and Transition Care Programs. The team has grown over the last year and now includes:

- Three Physiotherapists: Lyn Newcombe, Anita Bain and John Paul Filippi;
- Two Occupational Therapists: Melanie Coats and Jodi Haywood; and
- Registered Nurse: Sally Neesom.

This year we also welcomed Clinical Care Coordinator Jason Sloan to the Wide Bay area. Gerald Perez continues to cover our Brisbane region, with the team set to expand to cover the growing demand in Brisbane.

### Collaboration with specialised providers

Short Term Restorative Care provides eight weeks of therapeutic support as well as linking with services that the customer can utilise on an ongoing basis.

Some of the local specialised providers we have linked with include:

- Speech and mobility programs for customers with Parkinson's disease;
- Pilates groups;
- Vestibular physiotherapists;
- Hydrotherapy groups; and
- Lymphoedema and remedial massage.

### Transition Care Program

Transition care services provide support for customers recently discharged from hospital who require some extra assistance at home during their recovery.

Transition care programs offer therapeutic services, designed to maintain and improve physical or cognitive functioning during the first twelve weeks after returning home from hospital. The program enables customers to continue living independently in their own homes, rather than entering residential care prematurely. Our program continues to be well respected by Queensland Health staff and we consistently receive between 30 – 50 referrals for customers.



### Services included in Short Term Restorative Care Programs

- Physiotherapy
- Complete Case Management
- GP or Geriatrician Advice and Medical Care
- Occupational Therapy
- Dietetics
- Social Work
- Audiology
- Exercise Therapy
- Personal Care and Assistance
- Speech Therapy
- Podiatry
- Nursing
- Psychologist or Counsellor Support
- Brain Training
- Continence Management
- Transport
- Home Management and Support Services
- Aids and Equipment, including Mobility Aids

**We are building our reputation as an industry leader.**



# Our programs in action

## Rita's Story - Walk for life

Happily married for decades, Rita and Robert Bruce have always had a yearly motto to work towards. One year it was *"Remove the Clutter"* (although Robert managed to hide many of his precious things in the garage before Rita got them), but this year their goal, *"Walk for Life,"* is more important than ever.

In 2017, 63-year-old Rita was diagnosed with Parkinsonian/ Motor Neurone disease syndrome. With no definitive cure therapy or effective treatment, life changed dramatically.

With such a change in Rita's health, Robert initially took time off from his full-time job as a Senior Account Manager to care for Rita.

As her health declined, Robert's company offered him a part time role so he could maintain an income as well as care for Rita.

*"I'm so grateful to the company, I've been with them for years and they've been so supportive," said Robert.*

In September 2018, Robert had to go into hospital for a procedure, while Rita received respite care for two weeks until Robert had recovered and was able to continue

caring for her. Unfortunately, while Rita was at the respite facility, she suffered a fall, causing a setback to her mobility.

*"Prior to her fall, Rita would get around the house on a small walker." But after her fall she lost confidence with walking," said Robert.*

An assessment by the Aged Care Assessment Team identified that Rita was able to receive a Short Term Restorative Care Program, an eight-week program which aimed to reverse or slow her functional decline through implementing a range of allied health services.

Suncare's Kerry Harrison, Clinical Care Coordinator and Registered Nurse, met with Rita and Robert to coordinate the specialised services and together they created a goal plan. Driven by Rita herself, the services included speech therapy, podiatry, massage therapy, occupational therapy and visits by a counsellor, all overseen by Rita's GP. The therapies were spread over eight-weeks with at least one therapist attending Rita most days.

In addition to these services, Rita was given some reablement aids including a shower chair, a personal alarm (with fall detector and phone capabilities), a portable ramp for the garage and a revolution chair. Of all the aids received, Rita said it was the forearm rollator, an upright walker, which has been most helpful.

Rita was so inspired by these reablement aids, she took to her iPad to research what else was available to make her life easier. She now has other items around her home, which although simple, have made a huge difference to her ability to lead a better quality of life and reach this year's goal, and to *"Walk for Life."*



*Even though there were many challenges ahead in regards to walking, I felt really safe and supported by the upright walker provided through Suncare. With the help of the physiotherapist I was able to take my first steps in months. It has really helped build my confidence back up, said Rita.*



## New programs and support

The National Disability Insurance Scheme (NDIS) rolled out across many areas of Australia this year. This new scheme enables NDIS recipients to have more choice and control over their disability support services, while Suncare offers guidance and assistance for customers.

### Suncare's NDIS Support Coordination

To help customers through the NDIS processes, we developed a comprehensive Support Coordination service. This service empowers customers to exercise choice and control when finding the support and services they require to achieve their goals. Suncare's experienced Support Coordinators provide assistance with understanding NDIS plans and the range and type of support and services that are funded.

Our Support Coordinators strive to build working partnerships based on trust and respect, and identify all support options available including informal support networks that help achieve greater independence. Focusing on Capacity Building Support Coordination, we remain objective when selecting service providers, ensuring they can meet their obligations and the selection of services is based on meeting each individual's needs.

### Community Visitors Scheme - combating social isolation

The Community Visitor Scheme (CVS) is a new program offered through Suncare. From January 2019 we now have the opportunity to provide extra social support for customers who are receiving Home Care Package services or living in Residential Aged Care. We are excited to now be able to offer this service to our Suncare customers.

The scheme matches volunteers to Suncare customers based on their needs and interests. These volunteers visit regularly - weekly or fortnightly - for around an hour. The careful matching process reduces the risk of social isolation through building valuable friendships and conducting activities together such as art and craft, listening to music, reading the newspaper or using technology to keep in touch with relatives and friends. The scheme is active in all of the Suncare regions with CVS volunteers already in Bundaberg, Rockhampton, Maroochydore and Brisbane North.



**We are extending Suncare's strategic influence in our community.**

# Volunteers in action

Each day, volunteers from all over the Sunshine Coast meet at the Maroochydore Community Centre to help with a variety of roles. These include kitchen duties and meal delivery for the Suncare Meals on Wheels team, helping in the centre with the senior's daily entertainment, or providing care and support to customers during social outings and activities.



Volunteers drive  
100-150km per day



205 Volunteers



110 meals  
delivered daily

## Celebrating National Volunteers Week

During National Volunteers Week in May, Suncare hosted a celebratory morning tea to recognise and thank more than 200 volunteers who give their time and expertise to help the Sunshine Coast community.

Customers and volunteers enjoyed a high tea supplied by Meals on Wheels, entertainment from Polynesian duo, Patti and Rob, as well as raffle prizes and a pop quiz.



We are so grateful to our dedicated Suncare volunteers.

## Kerri-Ann says goodbye

Since 2002, Kerri-Ann Curtis has regularly volunteered at Suncare Meals on Wheels. In April, 50-year-old Kerri-Ann completed her final culinary shift in the kitchen, due to medical issues. Kerri-Ann's friendly nature and strong work ethic was appreciated and she was always a welcome addition in the kitchen for the chefs and team at Memorial Avenue, Maroochydore.

Kerri-Ann's parents, Del and Brian are very proud of their daughter and the way she has maintained independence.

"Kerri-Ann lives in her own unit in Cotton Tree, arranged through Queensland Housing, and has for more than 19 years," Del explained. "Her unit is just a short walk away from Meals on Wheels, so it was a great place for her to work and be part of the community."

Kerri-Ann has a supportive family as her parents and two brothers also live in Cotton Tree. Her sister, who lives in Toowoomba, is also available to help care for Kerri-Ann. As Kerri-Ann's family grows older, caring is becoming a little more difficult, however assistance from the National Disability Insurance Scheme (NDIS) is proving to be a great help, especially for 82-year-old Del who suffers with a heart condition.

"Kerri-Ann has a few challenges ahead, but family will always be there to support her," said Del.

The Meals on Wheels volunteers and staff have thoroughly enjoyed Kerri-Ann's company and will all miss her smiling face. We sincerely thank Kerri-Ann for all her assistance and the sheer joy she has brought to the Meals on Wheels kitchen. We wish her all the best for the future.



/// She loved working at Meals on Wheels, said Kerri-Ann's Mother Del. But it was time for Kerri-Ann to retire, due to medical issues. ///





## 2019 ACSA Awards Finalists

The annual Aged & Community Services Australia (ACSA) Aged Care Awards celebrate the outstanding achievements and contributions made by organisations, teams and individuals in the aged care industry.

Winners from each state and territory progress through to ACSA's national awards held in Melbourne in October.

Suncare congratulates our two outstanding volunteers, Paul Freeborough and Sally Dickinson, chosen as finalists in the Volunteer of the Year category.

The awards continue to shine a spotlight on the hard work and achievements of those who work in different aspects of the aged care industry, and we proudly celebrate these successes.

### Paul Freeborough



Paul volunteers at the Maroochydore Day Respite Centre twice a week. He has a natural ability to connect with people and create an environment that feels safe and inviting. He is skilled at providing opportunities for customers to engage in activities they love - and even to learn new skills.

Paul's experience includes working within vulnerable communities, contributing to his outstanding ability to adapt to different situations and engage with others. His enthusiasm, patience and kindness is an invaluable asset both for Suncare, and the wider community.

### Sally Dickinson



Sally brings joy and energy to the Maroochydore Community Centre and is one of our most loyal and dedicated volunteers. Sally volunteers two days a week at the centre and has done for many years. She is known for taking the time to get to know each customer and going out of her way to find common ground and

shared interests to help build connections. She continually demonstrates her genuine passion for volunteering in this sector and makes a real difference to the lives of Suncare customers.

## ACSA Aged Care Awards

There are seven award categories in the ACSA Aged Care Awards, with winners from each state and territory forming the list of nominees for the ACSA National Awards in October.



ACSA Aged Care Awards Categories include:

- Provider of the Year
- Regional, Rural, Remote Provider of the Year
- Innovation in Service or Design
- Distinguished Service in Care
- Employee of the Year
- Volunteer of the Year
- Trainee of the Year

**We are building Suncare's reputation as a customer-focused business.**

# Our People

## Suncare Annual Conference

The fourth Annual Suncare Conference was an opportunity to network and learn through presentations from keynote speakers and Suncare employees. Held at the Surfair Conference and Events Centre, the conference was also an opportunity to recognise and celebrate the success of our people through the Suncare Long Service Awards and Suncare Employee Awards.

The event was hosted by Sam Coward from Hot 91.1 and included a formal pre-conference dinner with the official annual conference following the next day.

Suncare's new initiative, the Creation Station, was launched at the conference with the program providing employees a platform to identify ideas and innovations and bring them to fruition. Suncare employees Emma Thompson, Heather Hupalo, Vicky Gray and Suzy Heeks took to the stage to present "A Day in the Life," showcasing a glimpse of their role within Suncare.

Other highlights included the Marshmallow Challenge, a team building event facilitated by Scott Bourke, Chief Innovation Officer from the Sunshine Coast Council, a Q&A Session and wrap up from Suncare CEO, Russell Mason.

## 2018 Keynote Speakers

Aaron Williams - CEO and Founder of Mindstar

Denym Noke - Senior Consultant Health Metrics (eCase)

Scott Bourke - Chief Innovation Officer, the Sunshine Coast Council



Jane Simpson, Aaron Williams and Laura Fox.

## Creation Station: ignite. accelerate. activate *Your ideas shaping Suncare's future*

In November 2018 Suncare officially launched our new purpose-built innovation program - The Creation Station - at the Annual Conference.

The Creation Station, an inspirational innovation platform, enables employees to openly express and develop new ideas and solutions for all types of business problems and opportunities.

Taking a human-centered approach to creativity and innovation, the program guides individuals and teams through a multi-stage process for launching ideas. The three stages - ignite, accelerate and activate - encourage creativity, different ways of thinking, common-sense problem solving and sharing solutions.

Suncare's approach to innovation is about 'pursuing better ways' to make people's lives better.



**Suncare**  
CREATION STATION

24 ideas submitted  
through Creation Station



19 ideas  
ignited



17 ideas  
accelerated



4 ideas  
activated



4 ideas identified  
as Continuous  
Improvements



12 Product and  
Service innovations



3 Process  
innovations



5 Position  
innovations

**We are building a culture of innovation and creativity.**



## Long Service Awards

We believe it's our people who make our organisation unique and help us to strongly connect within our communities. Our many dedicated and hard-working individuals at Suncare, strive each day to assist us in achieving our vision of **making people's lives better**.

We are particularly thankful to our loyal and committed long-serving employees. It is their expertise that helps the Suncare family grow wiser with the knowledge they share throughout our organisation.

## Thank you Shirley

Shirley Friedrich - 26 years volunteering

Dedicated volunteer Shirley Friedrich has volunteered at Meals on Wheels for more than 26 years, devoting her time to working in the kitchen - cutting, peeling and preparing vegetables, as well as packing meals.

The chefs at Meals on Wheels are always grateful for Shirley's help and enjoy her company and calm, friendly nature in the kitchen. When she's not volunteering, Shirley loves playing tennis in Brisbane with her lifelong friends.

We sincerely appreciate the positive impact of Shirley's strong commitment as a Suncare volunteer.



"Being around others and working with people here is really enjoyable," says Shirley.

This year we celebrated the following employee service milestones:



Lynette Gillaney	Customer Liaison Officer (TCP), Sunshine Coast
Rebecca Grant	Scheduling Officer, Sunshine Coast
Pamela Kidd	Team Leader (RAS), Rockhampton
Hannah Wilson	Client Liaison Officer, Sunshine Coast
Karma Elms	Team Leader, Sunshine Coast
Joanne Haydon	Support Worker, Brisbane
Melanie Bligh	Scheduling Officer, Sunshine Coast
Kinga Minta	NDIS Support Coordinator, Sunshine Coast
Michelle Weston	Customer Service Advisor, Sunshine Coast
Therese Farmer	Support Worker, Gympie
Michelle Byrne	Regional Assessment Service (RAS) Assessor, Brisbane



Jacqueline Peberdy	Support Worker, Sunshine Coast
Sean Pettifer	Customer Liaison Officer, Hervey Bay
Vivienne James	Executive Assistant, Sunshine Coast
Michelle Dahlenburg	Support Worker, Brisbane



Carol Smith	Support Worker, Sunshine Coast
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We are building the Suncare brand and becoming an employer of choice.



# Suncare Employee Awards

Each year, Suncare makes special recognition of our outstanding employees. These nominated team members live by Suncare's vision and values, and their contributions make a significant difference to the lives of our customers and other employees.

This year Suncare acknowledged six people for their exceptional performance, individual work ethic and demonstration of Suncare's aspirational behaviours.

## Suncare's Aspirational Behaviours



Obsession with the customer experience



Fostering an agile and enabling culture



Fully embracing the digital experience



Continuous evolution of core strengths



Thinking strategically and planning to succeed



Finding innovative ways to do business

### Obsession with the customer experience

#### Trevor Vernon, Support Worker, Maryborough

Trevor symbolises the Suncare aspiration of obsession with the customer experience. He continually receives positive feedback, and many customers specifically request that he visits them. Trevor goes above and beyond to deliver exceptional care that reflects the values of Suncare. Expressed through empathy and compassion this results in customers feeling cared for, not just being looked after.

"Trevor always goes that extra mile and shows genuine care and kindness." - *Suncare Customer.*

Trevor joined Suncare in 2017 as a Support Worker in Maryborough. His role as Support Worker is central to customer experience. Trevor leads by example and reminds us of why we do, what we do.



### Fostering an agile and enabling culture

#### Bec Grant, Operations Coordinator, Sunshine Coast

As Operations Coordinator, Bec is responsible for managing a pool of casual Support Workers. Offering flexible and responsive work practices and by acting as a mentor, Bec is always willing to help others. She performs well beyond her role description and her knowledge and skill sets are invaluable to her team of Support Workers,

Customer Service Teams and Scheduling Teams.

Bec commenced at Suncare in 2013 as a Scheduling Officer and worked in Operations Support before moving into the role of Operations Coordinator. Bec has a collaborative approach, embraces new tasks and challenges and is a great asset to our organisation.



Our people are helping to achieve our strategic outcomes.



## Continuous evolution of core strengths

**Vicky Gray, Marketing and Communications Coordinator, Sunshine Coast**

Vicky is known for setting extraordinarily high standards for herself as she strives to continuously aim to make things better. There is no problem too big for Vicky, as she is committed to delivering quality marketing outcomes through innovative approaches and big-picture thinking. Her colleagues describe her as “a breath of fresh air and an incredible asset to the Strategy and Innovation team, and to Suncare.”

Vicky joined Suncare as Marketing and Communications Coordinator in 2016, bringing energy and excitement to the marketing team. She is always ready to tackle any challenge with her can-do attitude and active support for her colleagues.



## Fostering an agile and enabling culture Obsession with the Customer experience

**Karma Elms, Customer Support Centre Manager**

Throughout her career with Suncare, Karma has grown and developed into a supportive and proactive manager who is constantly adapting to a changing work environment. Karma embraces change and is known for her patient and respectful approach to successfully guiding her teams through challenges and new working ways.

Karma joined the Suncare team five years ago as a Scheduling Officer, before working as a Team Leader and more recently, Customer Support Centre Manager. She is resilient, team-focused and thinks outside the box to achieve the best possible outcomes.



## Fostering an agile and enabling culture Thinking strategically and planning to succeed

**Ashley Turner, Chef, Suncare Meals on Wheels**

Ashley's leadership and management in the kitchen inspires and sets a high quality benchmark for his team. He is a determined and hardworking individual who leads by example and continually improves the working environment, efficiencies and cost controls. Chef Ashley has adapted to substantial changes in the kitchen working environment and is commended for supporting his team and providing clear direction and ongoing inspiration.

Ashley commenced with Suncare in 2017 as Principal Cook at Meals on Wheels. Ashley is dedicated to ensuring the highest quality outcomes for our Suncare customers and is a very worthy recipient for this award.



## Obsession with the customer experience

**Lyn Gillaney, Customer Liaison Officer for STRC and TCP**

Lyn delivers exemplary service for her customers. Her experience and in-depth knowledge of the Transition Care Program is invaluable as she achieves positive customer outcomes and builds Suncare's reputation as a quality provider. Her dedication to the program and her passion for improving services for customers is remarkable. Lyn is also responsible for successfully collaborating with many external organisations. Suncare regularly receives glowing compliments about Lyn's approach to customer care.

Working with Suncare for more than five years, Lyn is central to achieving outcomes within the Transition Care Program. Lyn's exceptional individual performance makes her a very deserving recipient of this award.



## Marketing Milestones

Our continued marketing efforts are an important aspect of communicating effectively and meaningfully with customers, which supports our future success. Marketing continues to be a significant focus, with many initiatives and Suncare 'firsts' progressing this year.

### Printed Newsletters

Identifying the preferred communication channels for our customers was central to launching our first printed newsletter.

We are now producing a four-page information-packed bulletin, which is delivered quarterly to all customers who expressed an interest in receiving it. To date, more than 12,000 copies have been received by our customers throughout the year, and the feedback received has been fantastic.

**A special thank you to our volunteers:**

**Margaret Harrold and Lyn Hagan, volunteers at the Maroochydore Community Centre and Meals on Wheels, who gave up their time to help the marketing team produce the television commercials.**

### Suncare Advertising

The marketing team coordinated and delivered a huge advertising program this year focussed on raising Suncare's profile in the community. The advertisements produced include:

- Radio advertising on Brisbane radio station 4BC, including live reads with Australian radio broadcaster Ray Hadley OAM.
- Outdoor advertising including billboards on the main highways from Brisbane to Rockhampton, and high-tech digital billboards at Gladstone, Hervey Bay and Rockhampton airports.
- Newspaper advertising designed to reach all our regions in more than 12 different publications.
- Digital advertising and a focus on social media. The focus on digital and social platforms resulted in an influx of enquiries, which were swiftly and professionally handled by the customer service team. Reporting from the campaign has identified that no calls were left unanswered. We congratulate our teams for these great achievements.
- Television advertising: For the first time in Suncare's history, we produced a selection of television commercials. Our three 15-second and one 30-second productions were filmed on location on the Sunshine Coast and can be one seen on local Channel Nine stations in Wide Bay and the Sunshine Coast.



Al Hall and Margaret Harrold  
filming commercial three



Lyn Hagan and Vicky Gray filming  
commercial two



Suncare team filming  
commercial one



Margaret Harrold and Al Hall  
filming commercial three

**We are raising Suncare's profile and building a valued and well-respected brand.**





## Website upgrade

The second phase of our website was completed in line with our visual brand and recent advertising. The website now includes helpful resources relating to health and wellbeing, information for carers, and expert advice and tips for managing technology for customers.

During this upgrade, the marketing team liaised with various professionals including solicitors, financial experts and psychologists, to provide relevant and current information on the website for our customers. These experts contributed to articles on legal matters, including wills and superannuation, mental health and wellbeing, and end-of-life planning and much more.

## Navigating My Aged Care

We understand that the aged care system can be overwhelming. To help our customers get the right help and advice, we designed a new tool for the website that guides customers and carers through the Australian Government's *My Aged Care* website and processes.

*My Aged Care* is the starting point to access all aged care funding. The tool helps individuals navigate this complicated system from their first enquiry through to activating the Home Care Package and receiving care services.

## Learning and Development - A new approach

At Suncare we strive to be a leading provider in the community care sector, which supports and develops our people.

In 2019, we released our first Learning and Development Strategic Plan outlining our support for our people and their learning requirements.

Over the next three years, we have committed to building the skills and capabilities of our greatest asset, our people.

The Learning and Development Strategic Plan identifies four critical goals for building a culture that empowers our people to engage in autonomous, self-directed learning to improve our ability to be successful in our roles.

This plan will encourage and support progress to new work opportunities and outlines how we measure success. Our new approach will enable the continued loyalty and commitment of our people to contribute towards Suncare's strategic ambitions.

## Information & Communication Technologies

Suncare continues to create efficiencies and flexibility for our people so we can continue to deliver quality and timely services for our customers. During the past twelve months we have implemented a number of new initiatives.

**Bring Your Own Device (BYOD) Program:** Employees now have the option to utilise their own personal mobile phone and receive monetary reimbursement, as opposed to using a company provided mobile. This program benefits our people as they have a choice to maintain and carry around one mobile phone, as well as cost and time savings associated with managing a reduced number of devices for Suncare. 39 employees are currently taking advantage of the BYOD program.

**Print Management Software:** In an effort to reduce waste associated with abandoned print jobs, a print and hold system was implemented. Printing in all offices is now managed using the system, where each print job is sent and stored securely at each printer until employees sign in with their ID card to retrieve their printing.

**Increased account security:** We have improved our online security with the implementation of new password protocols. All account passwords in Suncare were increased in their length and complexity to a minimum of 12 characters, while leveraging Multi-Factor Authentication for all privileged accounts.

**Flexible workspaces:** The Rockhampton, Bundaberg and North Lakes offices have all re-located over the past twelve months. The new office spaces are fitted with height-adjustable desks and laptop docks which brings them in line with our flexible working and hot desk environment.



101 new mobile phones rolled out



2,887 help desk tickets completed



46,729 calls to 1800 Suncare  
10,332 Regional Service calls received

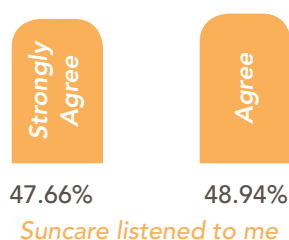
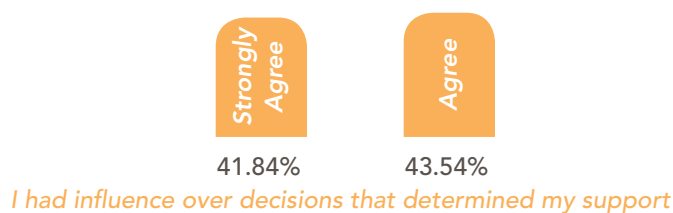
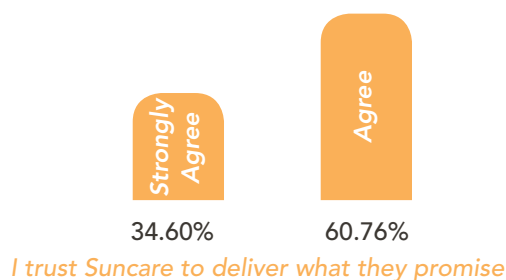
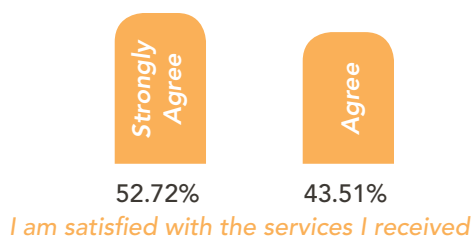
**We are investing in attracting and retaining quality employees and volunteers as an employer of choice.**

# Quality and Customer Satisfaction

Customer feedback is vital for our ongoing improvement. While providing customers with the opportunity to express their thoughts on the services they receive, it helps us gain a genuine understanding of what our customers want and need.

**In 2018-19 Suncare scored an overall customer satisfaction rating of 96.23%.**

Importantly, more than 95% of customers agreed or strongly agreed, that they had influence in the decisions which determined the type and level of support.



## Age Care Quality Standards

During the first half of 2019, and in preparation for the introduction of the Aged Care Quality Standards in July, Suncare undertook a self-assessment to review current practices with the requirements of the new standards.

This extensive body of work identified some gaps in our compliance. A working group was formed to close the gaps. In addition, Suncare employees attended workshops conducted by the Aged Care Quality and Safety Commission and Peak Bodies to provide greater insight into the requirements of the new aged care standards.

Suncare has now moved towards compliance with the development of frameworks such as Clinical Governance and Open Disclosure as well as guidance documents to facilitate customer choice and dignity of risk.

## Audit Outcomes

Our focus on quality management continues and following an external audit, Suncare has again achieved accreditation with the International Standard (ISO 9001:2015) for quality management systems.

Auditors reviewed information provided by Suncare and conducted site visits at the Business Support Centre, Maroochydore Day Respite Centre, Boronia Cottage and the offices at Gympie, Hervey Bay and Bundaberg.

The auditor's report indicates Suncare Community Services Ltd's quality management system, legal obligations and related policies and procedures comply with ISO requirements.



## What our customers say

"I feel Suncare has my mum's best interests as their top priority."

"I always feel listened to and supported."

"My Care Coordinator is amazing and I find her unbelievably helpful in meeting both my, and my husband's, care needs"

"Everyone listens at Suncare – I respect Suncare for that."

**We are committed to delivering an outstanding customer experience.**



## Workplace Health and Safety

A commitment to safety for our customers, our people and our community continues to be an important focus for Suncare.

We are increasing awareness of safety leadership, and through the rollout of training that outlines best practices, we are empowering our employees to create a safer working environment.

Using the Freshservice system, we have upgraded our incident reporting processes to a more user-friendly ticketing process. Our swipe card security system at the Business Support Centre has also been upgraded for increased security and evacuation safety.

We welcomed our new Workplace Health and Safety Officer, Brendan Maher, who is identifying and implementing new and innovative WHS and wellbeing initiatives, as we work towards achieving our zero harm goal.

## Carbon Reduction Initiatives

We are continuing to improve our environmental footprint and reduced carbon emissions.

### Power and Utilities

Powershop was appointed electricity provider for our Maroochydore Business Support offices, Day Respite Centre, Meals on Wheels and Gympie office. As a result, we have achieved a zero-carbon footprint in these locations.

Powershop was named best retail environmental electricity provider in the Green Electricity Guide which is the only independent, unbiased ranking of the environmental performance of all retailers selling electricity to Australian households and businesses.

Suncare continues to benefit from the installation of the solar panels at the Day Respite Centre and Boronia Respite Cottage on Bribie Island. We will continue to monitor our electricity usage and where possible, we will make changes to deliver greener power and implement renewable energy sources.

### Fleet Vehicles

This year we added two new hybrid Prius vehicles, replacing two of our older fossil fuel-powered vehicles.

Hybrid electric vehicles now make up approximately 50% of our 40-vehicle fleet. We continue to phase out petrol vehicles and we are looking towards incorporating more electric vehicles as suitable vehicles become available and support infrastructure is implemented.

*Suncare has achieved a 13.04% reduction of Co2 (TC02) for fleet usage over the past financial year.*

### Eco-Biz Initiative

Our Rockhampton and Gympie offices recently introduced environmental coaching sessions through a CCIQ initiative to reduce their carbon footprint. The sessions outlined possible changes and helped establish KPI's for delivering our environmental policy. Over the upcoming twelve months all Suncare offices will be involved in the Eco-Biz initiative as we seek to reduce our carbon footprint through better workplace habits.

## Introducing Aurion

This year has seen significant change for Suncare's payroll and Human Resources system with the introduction of Aurion.

The change to Aurion was driven by reform at the Australian Tax Office, legislation mandating a Single Touch Payroll and the need to integrate our internal systems. Aurion allows us to implement our Single Touch Payroll requirements, effectively manage HR and Payroll whilst having the capability of communicating with other software systems.

### About Aurion

Aurion is an integrated HR and payroll software which simplifies HR and Payroll. The software is designed to automate the entire employee lifecycle, enabling Suncare to effectively manage recruitment and onboarding, through to redeployment and offloading. This cost-effective cloud solution also allows access to and update of Suncare employee details with complete accuracy, visibility and flexibility.

### The team

Congratulations to our hardworking project team. The Project team responsible for the successful implementation and rollout of the software comprised employees from key areas of the organisation.

**We are dedicated to our approach as an environmentally proactive and responsible business.**



## People and Culture Team

Attracting and building a skilled and diverse workforce remains a priority for Suncare as we continually strive to deliver quality services for our customers. A number of initiatives are now in place to help us achieve these goals.

### Centralised Recruitment

Using a more fluid, centralised recruitment approach and supporting initiatives, Suncare has successfully recruited 80 new employees to date this year.

### Video Interviewing

Spark Hire video screen is an innovative way of interviewing. Utilising this platform, individuals are able to prepare answers to the questions asked by the employer and present themselves via video.

This tool has reduced recruitment time and has helped match the best candidates for the role, as potential employees are able to showcase their personality, fit for the position and professionalism beyond the usual resume.

### Job Roadshow

In June, Suncare attended a Job Roadshow hosted by WorkAbility, at the Mooloolaba TAFE.

In conjunction with nine other community organisations, more than 450 interviews with potential job candidates were conducted between 2.00 – 7.00pm. The candidates interviewed expressed a desire to work in the Aged Care and Disability Care sectors, and more than 50% were deemed suitable to proceed further in the process.

### Many candidates chose Suncare as their first-choice employer.

Rob Cross, Community Engagement Manager, Samantha Whittaker, People & Culture Admin Officer, Tahlia Vayro, People & Culture Admin Officer and Kristy Jones, Care Co-ordinator were on hand to offer assistance.

### Bank Collaboration

The People & Culture Team partnered with Suncare's business banking partner, the Commonwealth Bank, to run a series of seminars across our offices.

These seminars provided our employees with tips and useful information about how financial planning can help people of all ages, and all levels of financial health. The

seminars were well received by employees. We intend to run them again in the future.

### Intercheck

A new streamlined police check provider was assigned this year to carry out the required credential checks for our staff and volunteers.

Intercheck allows access to an online portal that monitors the progress of applications without additional administration, resulting in efficiency and cost effectiveness. The service is very easy to use and has received positive feedback.

### Smooth Orientation

A Suncare Orientation Program for new employees was implemented this year, incorporating our values of innovation and inclusiveness.

The program is conducted every two weeks at the Business Support Centre in Maroochydore and provides new employees with an overview of Suncare, our services and departments as well as the opportunity to meet existing and other new employees. We also incorporate Zoom Video Conferencing to include employees working further afield.

### Launch of e-Wellbeing Hub

A Suncare-branded online portal was created for employees to be able to access a range of wellbeing and mental health tools. The Mindstar portal is a hub offering relevant and easy to access information to help team members care for themselves and others.

To date, usage for this employment assistance program is above industry average which demonstrates an increased trust to reach out and seek support when required.

#### Our people, our greatest asset



350+ employees  
26% Full Time  
53% Part Time



Employees:  
14% Male  
86% Female



Age of workforce  
Under 35: 21%  
35-49: 37%  
Over 50: 42%



17% of  
employees with  
more than 5  
years of service

**We are building a valued and well-respected brand through our workforce.**

# Our Financials

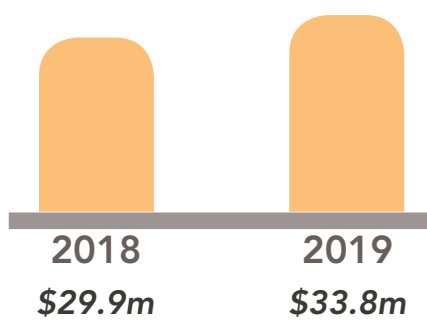


Suncare delivered another solid financial result in 2018-19. Revenue has grown by 13 percent, mainly due to strong growth from customers choosing Suncare to deliver their Home Care Packages and from the continued growth in Short Term Restorative Care Programs.

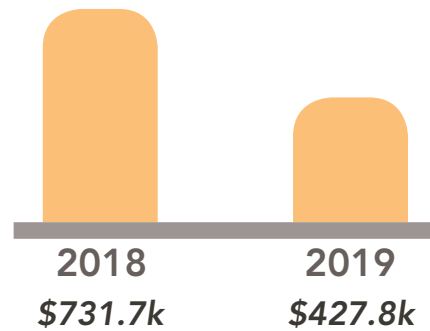
Employee expenses and brokerage increased by 16 percent. This is a result of more complex services being introduced with the growth of Home Care Packages and Short Term Restorative Care Programs, a greater focus on quality, risk management and compliance, improving our systems and ensuring we are ready for future growth.

Administration costs in the year increased by 8 percent. We continue to spend considerable time and energy consolidating systems and improving processes, as we investigate solutions aimed at sustaining future growth and managing change in our industry.

The profit for the year was \$427,806 which is a 44 percent decline compared to the previous year. Our balance sheet reflects a strong position with total assets of \$15.4 million and total liabilities of \$6.3 million.



**Revenue**  
**+ 13%**



**Profit**  
**- 44%**

# Financial Report

<b>Profit &amp; loss</b>	<b>2019</b>	<b>2018</b>
Revenue from ordinary activities	\$33,484,405	\$29,610,217
Other income	\$180,721	\$189,091
Cost of Sales - Meals on Wheels	(\$182,071)	(\$228,339)
Employee expenses	(\$19,697,836)	(\$17,308,856)
Depreciation and amortisation expense	(\$400,103)	(\$369,220)
Brokerage expenses	(\$6,424,544)	(\$5,164,488)
Administration expenses	(\$6,586,119)	(\$6,104,566)
Other expenses from ordinary activities	(\$134,693)	(\$55,020)
Results from operating activities	\$239,760	\$568,819
Financial income	\$188,046	\$162,891
Financial expense	0	0
Net financing income	\$188,046	\$162,891
Profit /(loss) for the period	\$427,806	\$731,710
<b>Assets</b>	<b>2019</b>	<b>2018</b>
Cash and cash equivalents	\$4,785,230	\$10,538,899
Trade and other receivables	\$1,205,515	\$1,390,908
Investments	\$6,543,380	0
Inventories	\$10,949	\$10,949
Total current assets	\$12,545,074	\$11,940,756
Property, plant and equipment	\$2,884,797	\$3,002,553
Intangibles	\$2,802	\$11,010
Total non-current assets	\$2,887,599	\$3,013,563
Total Assets	\$15,432,673	\$14,954,319
<b>Liabilities</b>	<b>2019</b>	<b>2018</b>
Trade and other payables	\$729,054	\$1,790,617
Employee benefits	\$1,976,324	\$1,716,829
Deferred government grants	\$3,485,829	\$2,609,426
Total current liabilities	\$6,191,207	\$6,116,872
Employee benefits	\$120,121	\$143,908
Total non-current liabilities	\$120,121	\$143,908
Total liabilities	\$6,311,328	\$6,260,780
<b>Net Assets</b>	<b>\$9,121,345</b>	<b>\$8,693,539</b>



# Board Members



## Iain Green

### Chairman

With senior management experience, including Director at Pricewaterhouse Coopers and General Manager at Rio Tinto, Iain has particular expertise in the development of advanced in-house

procedures so that our customers can benefit from more timely, cost-effective and quality service.



## Dr Peter Isdale AM

### Director

A committed and experienced company director, Dr Isdale has served on more than 30 boards since 1984. These have included not-for-profits to listed entities. Dr Isdale is a scientist, innovator, CEO, chairman and an ASX150 corporate

executive, who now works to help others through innovative delivery of the best system of care.



## Renata Brooks

### Director

### Deputy Chair and Chair of Quality, Risk & Safety Committee

Renata has over 15 years' experience on governing boards

and in executive leadership roles in large public sector organisations. She also continues to serve on government statutory bodies. Her experience has assisted many organisations to adapt to evolving funding, policy and operating environments. Renata is passionate about **making people's lives better** by providing responsive and excellent services. She is focused on effective governance and risk management.



## Anne Marie O'Callaghan

### Director and Chair of the Finance Committee

An accomplished business advisor, company director and former partner of a chartered accounting

practice, Anne Marie has more than 20 years' experience 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.



## Debra Doherty

### Director

Debra has more than 35 years' operational and executive experience across community services and has held several board positions in the aged care, disability and child protection sectors. She has represented various sectors

at national and state forums in relation to systemic and practice improvement. Debra is an experienced lecturer, workshop facilitator and trainer. She has managed her own consultancy for 10 years providing a range of services to not for profit and government agencies. Deliverables include organisational review and evaluation; change management; executive mentorship, management capacity building, problem investigation and remediation. She is a member of the Australian Association of Social Workers (AASW), a Life Member of PeakCare Queensland and a former Associate Fellow of the Australian Institute of Management.



## Mario Pennisi

### Director

Mr Pennisi is an experienced life sciences professional, industry advocate and advisor. His career spans over 35 years. He is the Managing Director of Biostate Pty Ltd and a Non-Executive Director

with Elo Life Systems Australia Pty Ltd, Alpine Immune Sciences Australia Pty Ltd, The Queensland Eye Institute Foundation and Suncare Community Services Ltd.

Previous roles include executive positions at Sullivan Nicolaides Pathology and Mayne Group. He also served as Chief Executive Officer for LSQ and QCTN. Mr Pennisi is an active contributor on a number of committees and advisory groups, including the Queensland Government Biofutures Industry Advisory Group, the University of Queensland Medicine and Biomedical Sciences Faculty Board, Griffith University's Clinical Trial Unit, Chairman of QUT IBHI External Engagement Committee, as well as a Government-appointed Member of the QUT Council.



## Belinda Von Bibra

### Director and Company Secretary

With a passion for improving customer outcomes through research driven innovation, Belinda is actively involved in community and acute care sectors

and has held positions within public, private and not-for-profit enterprises. With a background in biotechnology commercialisation, Belinda has translated health outcomes into novel medical treatments and biological products for start-ups through to large multinational corporations.

# Executive Team



**Russell Mason**  
**Chief Executive Officer**

Russell commenced in the role of Suncare Community Services CEO in June 2015. Throughout his career, working in private and public sector organisations, Russell has focused on continuous improvement

and innovation. With a keen interest in innovative management, he is motivated by strategic long-term growth and business improvement, makes better use of limited resources to increase productivity, and utilises the latest digital innovation concepts and tools.

Russell is well qualified with credentials including a Master of Business, a Bachelor of Business, a Diploma in Leadership and a Company Director's Graduate Certificate. He also has extensive Board experience. Russell is currently a Committee Member for National Disability Services Queensland, Aged and Community Services Australia Queensland and the Sunshine Coast Health Panel and a former Board member of Leading Age Services Australia Queensland, the Australian Association of Convention Bureaux, the Queensland Tourism Industry Council and the Australian Smart Communities Association.



**Angela Massy**  
**Head - Strategy, Innovation and Connection**

As Head of Strategy, Innovation and Connection, Angela brings a diverse range of skills to Suncare including creative marketing and

strategic communications. Angela joined the Executive Team in May 2016, bringing commercial sector experience gained working for an international animal nutrition business.

Having completed an EMBA with the University of the Sunshine Coast, her focus for Suncare is on organisational innovation and overall improvement in customer outcomes.

Angela believes that Suncare has an important role to play in the health and aged care sectors and is already transforming into an organisation that is delivering innovative approaches to service delivery.



**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

management 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.



**Sara Walker**  
**Chief Operations Manager**

Working with Suncare since June 2013, Sara is a dedicated operational leader with a broad range of knowledge in the

Community Services Sector. She has more than 20 years' experience in a range of leadership and management roles in the Community Services Sector, and has particular expertise in Aged Care, Disability and Mental Health services.

Sara holds a tertiary degree in Social Science, post graduate qualifications in Business Administration and is currently studying a Graduate Certificate in Health Sector Leadership.

Sara is passionate about delivering quality customer service, supporting Suncare's operational teams to realise our vision of *making people's lives better*.



# Farewell to Aunty Betty



Aunty Vicki Dale and Aunty Betty McMahon

## A devoted Elder

**Sadly, we farewelled Historical Elder Aunty Betty McMahon, who passed away on Sunday 2nd December, 2018.**

Aunty Betty McMahon was heavily involved with Suncare Community Services for many years. She was an active member of the Suncare Committee from September 2013 until her retirement in July 2015. During this time, she was a member of the Strategic Marketing Committee, as well as lead Cultural Advisor on both the First Peoples Advisory Committee and on our Reconciliation Action Plan council since 2015.

Aunty Betty was our main Aunty for the Nandjimidji Art and Yarning Group on the Sunshine Coast, and Murri Connections Art Group in Zillmere Brisbane. She nurtured our Murri clientele and staff for more than six years.

She was Suncare's Lead Advisor/Organiser for our Reconciliation Week Coastal Walks since our initial involvement and instrumental in joining this initiative with the Sunshine Coast Reconciliation Group, with Suncare as the main sponsor.

Of particular note was her involvement with Christina Fletcher, Suncare's First Peoples Cultural Leader, to ensure services, referrals and information was available for those in our community who needed help.

We are grateful for her mentorship, encouragement, direction and common sense approach that was always delivered with kindness and compassion.

Aunty Betty was a great support to many and will be deeply missed.





**Suncare Business Support Office – Maroochydore**

Maroochydore Homemaker Centre  
Level 1, 11-55 Maroochy Boulevard,  
Maroochydore Qld 4558

**Maroochydore Community Centre**

2-8 George Street  
Maroochydore Qld 4558

**Gympie Office**

7/21 Nash Street,  
Gympie Qld 4570

**North Lakes Office**

Suite 206, 53 Endeavour Boulevard,  
North Lakes Qld 4509

**Bundaberg Office**

81 Barolin Street,  
Bundaberg South Qld 4670

**Hervey Bay Office**

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15 Central Avenue  
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**Rockhampton Office**

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