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A N N U A L R E P O R T

Making people's lives better for fifty years



Suncare
COMMUNITY SERVICES

2020 changed the world and the way we work as an organisation.
However, our focus on ***'making people's lives better'***
remains unchanged.

Social connection and support is an integral part of our service delivery, as is providing personalised solutions that enable our customers to live life their way. With our primary focus on the wellbeing of our customers, carers, volunteers, stakeholders, community members and staff, we have implemented clear and effective protocols and processes for infection control.

We continue to closely monitor the challenging and ever-changing situation that is presented to the community as the COVID-19 situation unfolds. We remain focused, vigilant and responsive to the needs of the community to ensure that we always strive to deliver an appropriate and responsible service.

The safe and reliable provision of services and customer experience are our priority as together we progress through our recovery from COVID-19.

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

Islander 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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CHAIR REPORT



Mario Pennisi AM

Chair

Welcome to our annual report, my first as Chairman. In this year, Suncare's 50th, delivering much needed services to the community has included challenges and hurdles that could not have been imagined just 12 months ago.

In Suncare's 50th anniversary year, it is important for us to reflect on the role Suncare plays in our community, and the critical support we provide to customers. In an ever-changing industry it is vitally important that we never lose focus on the important issues.

Our staff are focused on compassionately listening to the needs of our customers to identify and find timely, creative ways to address those needs. We are extremely proud of the many ways in which we support individuals, and by extension their families, to remain living how they wish. This has been evidenced time and again during this challenging time of COVID-19.

There are unfortunately many examples of how older community members often become marginalised. The Royal Commission into Aged Care has highlighted significant issues within the aged care sector both in residential and in-home care.

This issue of wait times for home care packages has been highlighted and is an issue for many Suncare customers. The complexity of accessing aged care assistance has also been identified as a barrier for many.

Public awareness of these issues is increasing, and attitudes to ageing are continuing to evolve and improve.

At Suncare our core function is to make people's lives better, and I am proud to witness staff and volunteers living this every day for our customers.

My appointment as Chairman has come at a time of great challenge, not only for Suncare and our customers or even our local community but to all Australians.

Though COVID-19 is still a big part of our everyday lives I would like to highlight the response to this crisis by the management team. Suncare was superbly placed to respond with staff able to move to flexible and remote working within a matter of days of this decision being made. Regular communication and quick response times to changing circumstances have ensured that all staff have been well informed and prepared.

Finally, I would like to say thank you to our outgoing Chairman, Iain Green. It was his stewardship and long-term commitment to Suncare that positioned us to meet the challenges of 2020. Iain led our organisation through a period of significant transformation that included establishing modern business practices necessary for an innovative future.

“ In an ever-changing industry it is vitally important that we never lose focus on the important issues. ”

CHIEF EXECUTIVE REPORT



Russell Mason

Chief Executive Officer

When we started 2020, we were excited to be celebrating Suncare's 50-year anniversary. We could never have predicted what this year would bring.

Though COVID-19 has been a big part of this year, it is important to recognise our collective achievements.

This year sees my own milestone; 5 years as CEO of Suncare. In this time, I have seen significant change, both within the organisation and in the aged care sector in general.

In my first annual report I talked about Suncare's initial steps in its transition to a digital-first company. It has been very gratifying to see this in action. The two stand out examples are our internal digital support systems and our digital programs for customers.

Suncare's internal systems now include 'Cloud' based computing and mobile devices for all staff. This means that staff have access to the information and support they need to efficiently and effectively deliver services to customers. It has also meant that Suncare staff have been well positioned to deal with the effects of the current pandemic and move to a flexible and remote working solution with minimal disruption.

We further enhanced these organisational capabilities by upgrading our financial and HR systems. Not only

have these upgrades provided efficiencies, they deliver a rich array of data that allows us to really understand the business and accurately plan for the future.

Suncare Digital is a program that was developed to support our customers to be able to take advantage of the benefits of iPad technology. The program sets them up with a device, assists them to get started and then supports them so they continue to develop their skills. It was very rewarding to hear participants in the program talk about how much it meant to them being able to video call their family and friends, especially at a time when face-to-face contact has been limited.

Another component of Suncare's strategic thinking has been to review our impact on the environment. An example of Suncare's move towards carbon neutrality and sustainability is Suncare's fleet of vehicles, which are now almost exclusively hybrid.

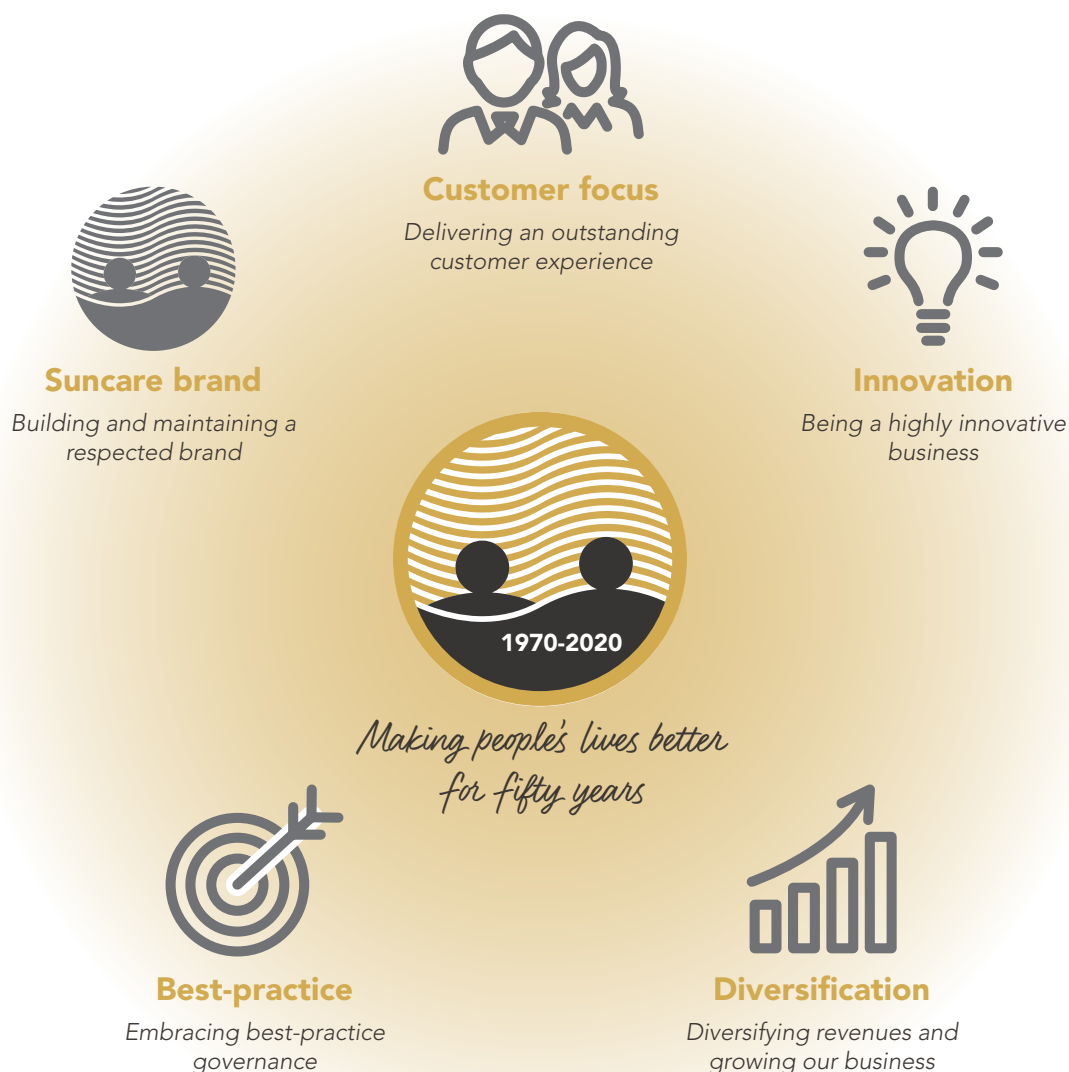
Looking to the future, Suncare is reviewing the adoption of the United Nations Sustainable Development Goals, which form a blueprint to achieve a better and more sustainable future for all.

As always, I am thankful for, and inspired by, the individual commitment, heart and soul that each team member puts into their interactions with our customers and each other.

“ Though COVID-19 has been a big part of this year, it is important to recognise our collective achievements. ”

ABOUT SUNCARE

For 50 years, Suncare has built a reputation for listening to our customers and our community and then developing innovative solutions. We are proud to be seen by our customers as a 'provider of choice' in Queensland.



Our vision of **making people's lives better** is the driving force behind delivering innovative personalised solutions for our customers.

Suncare's strategic direction provides a framework that supports our operational delivery and helps us achieve our 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.

Suncare is always thinking strategically about how to deliver our services in better ways. We put customer experience above all, and we've worked hard to develop a culture that enables us to be agile and responsive to change. We take advantage of the new digital tools that link our people, our systems and our customers, and we are always looking for innovative ways to use the considerable strengths we have built in the last five decades.

Looking to the future

We are always trying to improve our customer experience. Each year we continue to provide our customers with new and innovative services and as a result enjoy the privilege of more customers choosing Suncare for their home support and a reputation for delivering high quality support services.

Making people's lives better for fifty years



Celebrating 50 years of Suncare



Morning tea provided by Meals on Wheels



Tap Katz dancers



Suncare Patron June Conolly enjoying the celebrations



Fiona Simpson MP Member for Maroochydore



Suncare 50 year commemorative books



Enjoying the celebrations



A fabulous morning



Suncare team and dignitaries

CELEBRATION OF SERVICES TO MARK 50 YEARS

The year 2020 marks 50 years of Suncare serving the needs of the community and helping people to live independently at home.

Since 1970, Suncare, including Meals on Wheels, has continued to build a reputation for understanding the needs of the ageing community and developing genuine solutions for **making people's lives better**.

To celebrate this milestone, Suncare held a Celebration of Services in the hall at the Maroochydore Day Respite

Centre on Wednesday 26 February 2020. The event was an opportunity to learn about Suncare's history with speeches from Suncare's Chair, Mario Pennisi AM, Suncare Chief Executive, Russell Mason and Fiona Simpson MP, Member for Maroochydore.

The event was recognised as an outstanding success with entertainment from the Tap Katz dancers and Sunshine Coast performers The Uka-Lalians.

Making people's lives better for fifty years

A commemorative anniversary book, launched at the February 2020 Celebration of Services event, recognised Suncare's 50-year history.

Providing a historical timeline from its beginnings in 1970, the book serves as an official history for valued employees, customers, stakeholders and volunteers.

For generations Suncare has supported carers, families

and those directly experiencing mental illness, disabilities and older members of the community. Reflecting on our history reinforces the strength of our organisational foundation and our vision of **making people's lives better**.

The commemorative book shares the life stories of several Suncare customers offering a fascinating insight into their diversity and remarkable lives and character.

OUR CUSTOMER

Kevin Melton

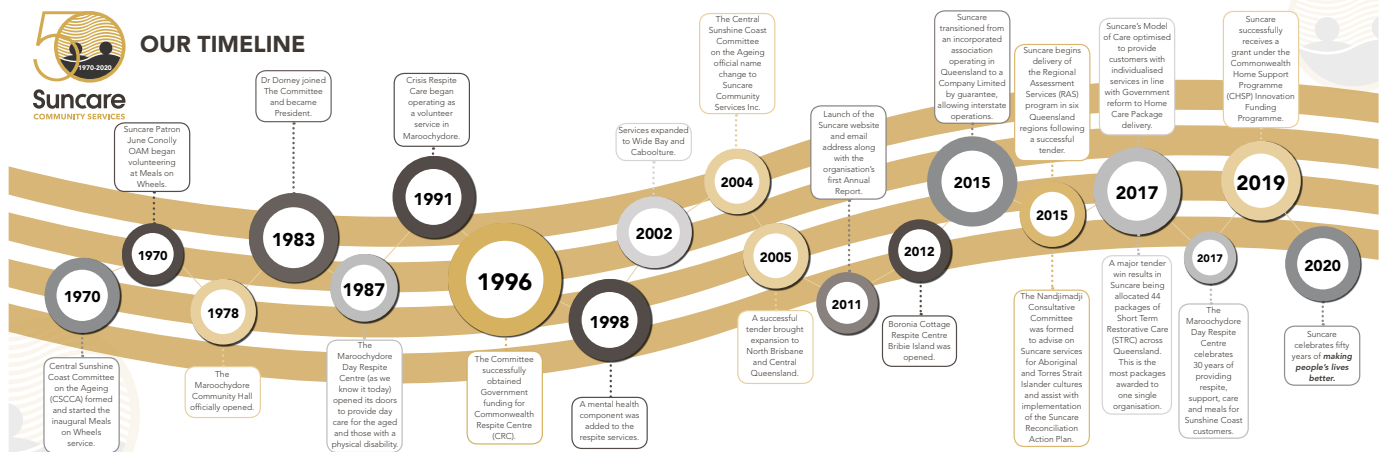
'Safety for others' is a central theme throughout Kevin Melton's career and volunteer life. In his retirement years, it is Kevin's family who appreciate the peace of mind and safety that comes with Suncare's Home Care Package. This is Kevin's story.

Born in Holland Park in Brisbane in 1930, Kevin was just four years old when he lost his father. With his mother returning to work to support him, he stayed with his grandmother who applied a strict approach to his upbringing.

Throughout his career, Kevin designed and built Queensland ambulances, each tailor-made to the specific requirements of the Queensland Ambulance Transport Brigade. Kevin travelled all over Australia taking briefings and understanding often bespoke requirements. He continually studied to remain up to date with quality control regulations, safety procedures and Australian Design Rules.

Kevin was also a champion cyclist for around ten years. He represented Queensland in 1951 and 1952 at the Australian Titles. Following a bad crash, he took up dancing and this is where he met his future wife. The couple went on to have three sons and adopted a little girl. They moved to Albany Creek where Kevin continues to live 43 years later. Following a rich and productive life, in retirement Kevin enjoys making model boats and planes, while Suncare provides domestic assistance and the support for him to enjoy his hobbies.





CUSTOMER EXPERIENCE

MISSION 'SURPRISE AND DELIGHT'

After learning about Suncare customer Kevin Melton's career as an ambulance designer and builder, Suncare staff discovered that one of the first ambulances he built was on display at the Wynnum Ambulance Museum in Brisbane... so a special visit was arranged.

Accompanied by his sons, Kevin received a lovely surprise when he arrived at the former ambulance station.

He enjoyed an information session about the ambulance's history and shared some stories of his own. Kevin was delighted by a guided tour of the vintage vehicles, bringing back many heartfelt memories.

This Surprise and Delight customer experience is another example of Suncare's commitment to **making people's lives better.**



Kevin Melton and his sons, Ron and Gary Melton

OUR COMMUNITY

Suncare is committed to building cultural connections. Our vision for reconciliation is based on engagement, respect and unity between First Peoples and other Australians. We are committed to a Reconciliation Action Plan and a socially inclusive culture.

Connecting Through Art

2019 NAIDOC Week celebrations in July included the official opening of the Nandjima and Murri Connection Art Exhibition at the Beulah Gallery in Buderim.

The event attracted more than 50 guests including artists, community organisations and dignitaries from Brisbane

and the Sunshine Coast. Lyndon Davis conducted the Welcome to Country ceremony and didgeridoo performance.

Guests were invited to join in a cultural dance performance with the Gifted Murri Unit. Award winning artist, Jandamarra Cadd, officially opened the exhibition.

Many of the exhibiting artists were available to tell their stories and talk about the importance of art in healing and maintaining strong connections to spirit and culture.

The Beulah Gallery promotes indigenous reconciliation through events that educate non-indigenous people about the history of Australia's First People.

“The Nandjima and Murri Connections Art Groups are creative and supportive spaces for Aboriginal and Torres Strait Islander people and their carers who are living with a mental illness or disability or are older community members. The groups operate on the Sunshine Coast and Brisbane.”



Lyndon Davis, Uncle Les & Meredith from Beulah Gallery



Artwork



Gifted Murri Unit



Jandamarra Cadd & Michael Ward



Aunty Floss Ash



Tracey Reynolds



Booin Gari Festival 2019

Suncare sponsored the 2019 Booin Gari Festival held in Noosaville on 24 September. The annual event celebrates the culture of Aboriginal and Torres Strait Islander peoples through song and dance, art and craft, stories and yarning.

“Suncare has a particular commitment to developing relationships with Aboriginal and Torres Strait Islander Communities. Suncare’s Reconciliation Action Plan, establishment of the Reconciliation Coastal Walks and the wonderful support for the Nandjima and Murri Connections Art Groups reinforce the importance of local connections.”

Former Queensland Senator Claire Moore

Supporting our customers and carers through social interaction, events and activities is an important aspect of building friendships and remaining connected to the community.

Boronia Cottage



We recognise the vital role that carers perform in our community. The importance of available short-term respite and hospice/palliative care was highlighted during a visit to Boronia Cottage by Terry Young, MP for Longman, in September 2019.

Boronia Cottage is a purpose-built home offering 24/7 dedicated short-term respite care. It enables nurturing and professional care options when carers or family require extra support. Suncare's personalised respite options include at-home respite care such as personal care, short-term respite options, emergency respite, one-on-one support and community based recreational activities and support groups.



Conga Line Carers



Carers Week attendees



Vicki and Ebony

National Carer's Week

Suncare celebrated National Carers Week in October 2019. We acknowledged the outstanding contribution that Australia's 2.7 million carers make to our society and the economy.

Celebrations included a lunch at the Maroochydore Surf Club with more than 120 carers attending, as well as an event at Gunabul Homestead in Gympie.

Suncare's integrated services enhance caring relationships by connecting carers to information, respite and other options designed to meet the needs of carers and those they care for.

Healthy Ageing Partnership

The Healthy Ageing Partnership provides a network of services and access to organisations committed to the health and wellbeing of seniors across the Sunshine Coast.

As part of Seniors Week in August 2019, the Partnership sponsored a morning tea at Maroochy RSL to celebrate seniors living active and healthy lives.

More than 100 people attended the morning tea, hosted by Suncare's Community Engagement Manager, Rob Cross. Brent Miller opened the event with a Welcome to Country and didgeridoo performance. Guests were also entertained by performer, Totally Charlie.

COMMUNITY STORY ADAPTING TO COVID-19

In response to COVID-19 impacts, the Suncare Meals on Wheels team adapted to produce and deliver a variety of nutritious frozen meal options, rather than delivering daily hot meals.

Support from our community partners during this time included food donations from Maroochy RSL and toilet paper donated by Woolworths Supermarkets.

During April 2020 more than 2,900 meals and over 200 packs of toilet paper were delivered to Sunshine Coast customers.



OUR REGIONS

Suncare delivers home care services and support for customers throughout South East and Central Queensland including Gold Coast, North Lakes, Sunshine Coast, Gympie, Hervey Bay, Bundaberg and Rockhampton and beyond.

Hervey Bay

To mark the relocation of our Hervey Bay office in November 2019, Suncare organised an open day showcasing various community organisations and health services available in the Wide Bay region.

The open day included free health assessments, an occupational therapy showcase, physiotherapy session, an optometrist, mobility equipment displays and displays from local organisations.

Emerging Elder Auntie Karen Hall opened the event and welcomed local residents and community organisations who are working together to assist the elderly to live active, healthy lives.

Suncare has delivered home care services in the Wide Bay region for more than 21 years. Our aim is to connect members of the community to services and provide opportunities for organisations to assist in **making people's lives better** through a variety of services, programs and offers.

Rockhampton

The Rockhampton team's commitment to providing customers with high quality care and services is evident as 22 new customers chose Suncare as their preferred Home Care Package provider.

The team also commenced support for its first Home Care Package customer in the Gladstone region. The popular Dementia Café program continues to provide valued support for people living with dementia and their carers. As a result of the growth in services, Suncare has welcomed many new team members who support our customers and their evolving needs in the Rockhampton and Capricorn Coast region.



Hervey Bay office opening



Rockhampton team

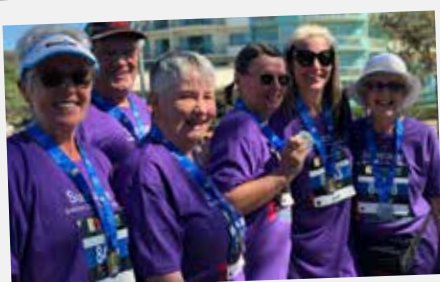
Active Seniors Suncare Teams

In August 2019, Suncare's Over 50's teams participated in the 7 Sunshine Coast Marathon and Community Running Festival at Alexandra Headlands and the Bundaberg Sugar Cane2Coral Fun Run.

It is the third year that Suncare has participated in the Sunshine Coast event, supported by the Healthy Ageing

Partnership and Sunshine Coast Council. This year more than 40 customers and staff participated. Many of the walkers were from the Hibiscus Buderim Meadows Village.

The Bundaberg team and their carers were welcomed and provided free registration from the Cane2Coral organisers. These events are an opportunity to connect our customers with community activities and promote an active and healthy lifestyle.



Hibiscus Buderim Meadows team members



Start line



Promoting an active and healthy lifestyle

Sunshine Coast

Seniors Week celebrations were one of many highlights for our Sunshine Coast region.

Held at the Maroochydore Community Centre in August 2019, the event offered a range of activities for customers including art workshops, chair yoga, a visit by the children from a nearby kindergarten, pampering stations and health condition discussions given by health students from Griffith University.

A ukulele workshop hosted by brothers Ken and Mike O'Flaherty and Brent Miller's Welcome to Country and didgeridoo performance were especially popular at the event.

Seniors Week is an opportunity for our customers to build new connections and enjoy new experiences in a positive and fun environment.



Mike and Ken O'Flaherty



Pamper time



Belly dancers

Gympie

The Gympie team held a pop-up information station at Gympie Central Shopping Centre in September 2019, to assist customers navigating the aged care system.

The event was supported by radio, print and billboard advertising to promote Suncare's Home Care services which enable customers to remain living independently at home and stay connected with their community.



Gympie pop-up information station

Gold Coast

Suncare expanded services to the Gold Coast in late 2019 in response to the high demand for seniors' services in the area.

Our team has attended several Senior's Expos in Broadbeach, Labrador and Mermaid Waters. They have been welcomed to the community with invitations from local hospitals and social worker meetings to present our services. Further marketing and events that showcase Suncare's services are planned for the future including shopping centre displays, community groups and expos.



Showcasing Suncare services

Brisbane

Our proactive and innovative North Lakes team continue to deliver for our customers.

This year the team significantly increased the number of Home Care customers they supported. They also saw an increase in NDIS customers.

OUR PROGRAMS AND SERVICES

Suncare's programs and services are designed to help customers remain in control of their lifestyle and maintain quality of life while living independently at home. Our programs include Home Care Packages, Commonwealth Home Support Programme Services, Short Term Restorative Care and Support Coordination Services.

Building social connections

When Dorothy Bennett's interstate family expressed concern about her wellbeing due to isolation, Suncare staff arranged for the purchase of an iPad through her Home Care Package.



Dorothy's Care Coordinator worked with her to provide training on making video calls. She was overwhelmed with emotion and joy when she first saw her loved ones online. Dorothy continues to treasure her newfound visual interactions with her family.

Home Care Package Innovation

Suncare delivers in-home services that support customers to manage more easily at home. Suncare's Care Coordinators work closely with customers to understand their needs so they may make the best possible use of their Home Care Package funding.

Improving functional mobility

Suncare customer Robert (Bruce) Orchard lives with complex medical issues including Parkinson's disease which affects his mobility and functional movement.

Bruce had been receiving physiotherapy sessions with another provider but was failing to feel any improvements.

When Bruce transferred his package to Suncare, his Care Coordinator worked with the Suncare Clinical Team and implemented an exercise plan, in-home physiotherapy support as well as weekly visits to the Hydrotherapy pool. When the pool closed due to COVID-19, his Suncare support team innovated and continued his sessions in the gentle waters of a nearby beach.

Bruce's wife Anne has noticed significant improvements in his quality of life. The increased activities and community access have also provided Anne with some valuable respite.

Home safety improvements

Safety issues at home prevented customer Maureen Heaney from engaging in painting and gardening activities.

Maureen's Care Coordinator arranged for minor repairs to her patio that included replacing a skylight and fixing leaks, so she was able to paint in a light, dry and safe area. Additional renovations to raise garden benches to a suitable height have also allowed Maureen to safely reach her potted plants. These small repairs have made a world of difference for Maureen's wellbeing and ability to remain living happily at home.



Commonwealth Home Support Programme



Suncare Regional Assessment Service team

The Commonwealth Home Support Programme (CHSP) is an Australian government initiative providing services that help older Australians to continue living independently at home.

The Regional Assessment Service (RAS) is a face-to-face assessment that determines customer needs and provides referrals for appropriate CHSP services.

Suncare has held a contract to provide Regional Assessment Services since July 2015. We provide assessments from Rockhampton to Wide Bay, Sunshine Coast, Caboolture, Brisbane North and Brisbane South Region.

Short Term Restorative Care

Suncare's reputation as industry leader in the provision of Short Term Restorative Care programs continues to build.

The programs are designed to reverse or slow down functional decline in older people and improve wellbeing. The program offers a coordinated range of services designed specifically for each customer.

Integrated Support Coordination Services

Wellways

As part of government funding changes, during March and April 2020, the Commonwealth Respite and Carelink Centres (CRCC) team transitioned customers to Wellways, a new Integrated Carer Support service provider.

The new integrated services empower customers to exercise greater choice and more control when choosing services that best suit their needs.

NDIS Support Coordination

Suncare is also providing greater NDIS Support Coordination for customers.

Our services include understanding individual needs and goals to provide personalised guidance that assists customers to grow their support networks. We do this by facilitating connections between customers and their local community and services.

Jack Sulsters - a CHSP Customer

Jack Sulsters who celebrated his 100th birthday in 2019 is a Suncare CHSP customer.

Dutch-born Jack's rich history includes working as a ship builder on the iconic MS Oranje, a wartime hospital ship, hiding from the Germans during WWII and competing in the 200km Elfstedentocht ice skating endurance race on Holland's frozen lakes. Jack's active lifestyle continues in retirement, dancing every week and building model ships. Suncare supports Jack in managing everyday activities so he is able to remain living at home.



SUPPORT COORDINATION

NDIS REVIEW

A Suncare Support Coordinator helped a client review her NDIS plan when it became clear that the plan was inadequate for her needs.

Assistance was provided to gather evidence of her current requirements from allied health professionals, physicians,

carer and family members. Providing assistance, submitting documents and attending review meetings resulted in an increase of approximately \$65,000 in additional funding for our customer. This result was life changing for our customer, her carer and extended family.

OUR VOLUNTEERS

Volunteers are integral to Suncare's success. We are grateful for the significant contributions they make assisting customers to feel empowered in their homes and local communities.

Suncare engages nearly 200 volunteers to help customers enjoy meaningful activities such as social outings, excursions, cultural events, health and wellbeing and other events within the Maroochy Day Respite Centre.

Volunteers also assist our Meals on Wheels team, preparing and packing freshly cooked meals and delivering them to over 500 customer's homes.

Our volunteer programs also help increase social connection.

Suncare's Community Transport Service assists customers to attend appointments, grocery shopping, pharmacy visits and attend to personal errands. Our Community Visitor Scheme matches volunteers with customers to build friendships and engage in social activities.

Queensland Volunteer Awards 2020

The Queensland Volunteer Awards acknowledge the value and vital contribution of volunteering to the wellbeing of Queensland and its people.

In 2020, four Suncare volunteers were nominated for awards. Announcements will be made later this year.

Volunteer of the Year Award

Hilary Carne – Commitment to exploring ideas for building friendships and connections.

Margaret Harrold – Creating positive social connections for customers.

Impact Award

Bev Wilson – Commitment to training volunteers at Meals on Wheels.

Lifetime Contribution Award

Shirley Friedrich – 27 years dedicated service to Meals on Wheels.

VOLUNTEER STORY

LORRAINE JACKSON

Volunteer Lorraine Jackson approached Suncare looking to find a role that enabled her to give back to the community.

A Suncare Volunteer Team Leader introduced Lorraine to the team at Meals on Wheels in Maroochydore and she is now assisting three days a week. Working additional shifts to help package frozen meals as part of our response to COVID-19, Lorraine is making such a positive difference.

"Everyone in the kitchen is so happy and we all just pitch in to get things done. My Mum is 96 and lives in Tasmania, I can't be there to help her, so this is my way of giving back."

Lorraine Jackson, Suncare Volunteer



National Volunteers Week 2020

While planned activities in May 2020 were placed on hold due to COVID-19, Suncare celebrated and acknowledged volunteers with personally delivered gifts.

Suncare's Volunteer of the Year Kerryn Andreassen

Volunteer Kerryn Andreassen was named Suncare's Volunteer of the Year at the Suncare Annual Conference in October 2019.

Kerryn has volunteered for almost two years at Meals on Wheels in Maroochydore. She was nominated by a number of Suncare staff and co-volunteers for her devotion to helping others.

Kerryn was employed by Queensland Meals on Wheels in Brisbane for many years and began volunteering at the Maroochydore centre when she moved to the Sunshine Coast. Suncare is immensely fortunate to have Kerryn, and all our other volunteers, who make such a positive difference in our community.



// Volunteers are integral to Suncare's success. //

Community Visitor Scheme Hilary Carne

Hilary Carne, a Suncare Volunteer, is helping to improve the quality of life for Neville, a Suncare customer, one visit at a time.



Hilary volunteers in Suncare's Community Visitor Scheme, which aims to reduce the risk of social isolation through building valuable friendships between volunteers and customers, by engaging in social activities. Funded by the Department of Health, Suncare has 20 volunteers visiting socially isolated customers from Rockhampton to North Brisbane.

When Hilary visited her parents every day in a nursing home in Victoria, she noticed that some residents didn't receive visitors. When she moved to the Sunshine Coast, she became a volunteer for the Community Visitor Scheme, and began taking Neville out for coffee and scenic drives. Neville requires a wheelchair for mobility and was not actively involved in the community prior to Hilary's visits. The interaction is now an important part of his life.

The Community Visitor Scheme is another example of Suncare ***making people's lives better.***

OUR PEOPLE

The contribution and dedication of our people is what enables us to deliver outstanding customer experiences and helps build value and respect in our brand.

Long Service Awards

This year we recognised many loyal and long-serving employees who contribute to our positive culture.

It is their care, expertise and knowledge that is helping to build a strong reputation in the community. This year we celebrated the following employee service milestones:



Karen Lowe

Cleaner

Sunshine Coast



Jacqueline Clark-Gowans

Customer Contact Consultant

Sunshine Coast



Beverley Brown

Support Worker

Sunshine Coast

Graeme Knight

Home & Garden Worker

Sunshine Coast

Kristy Jones

Care Coordinator

Sunshine Coast

Mark Vandyke

Support Worker

Brisbane

Tracy Harris

RAS Home Support Assessor

Brisbane

Michelle Simpson

Support Worker

Hervey Bay

Caralyn Dean

Support Worker

Sunshine Coast

Dawn Took

Domestic Assistant

Sunshine Coast

Bec George

Learning & Development Lead

Sunshine Coast

Elizabeth Burton

Support Worker

Hervey Bay

Foram Shah

Care Coordinator

Hervey Bay

Karen White

Customer Service Advisor

Sunshine Coast

Shayli Burgess

Senior Care Coordinator

Sunshine Coast

Vicki Thompson

Team Leader Service Delivery

Sunshine Coast

Jo-ann Alkamraikhi

Support Worker

Brisbane

Ken Mathiesen

Senior Support Worker

Rockhampton

Kevin Russell

Strategic Procurement Project Officer

Sunshine Coast

Emma Mills

HCP Liaison Officer

Sunshine Coast

Jude Humphreys

RAS Home Support Assessor

Sunshine Coast

Emma Thompson

Support Worker

Brisbane

Maryann Peatey

Catering Assistant

Sunshine Coast

Deb Kambarbakis

Care Coordinator

Sunshine Coast

Russell Mason

Chief Executive

Sunshine Coast

Desley Parker

RAS Home Support Assessor

Brisbane

Judith Reeves

RAS Home Support Assessor

Sunshine Coast

Kerrie-anne Jacobs

RAS Home Support Assessor

Rockhampton

Marian Connolly

Support Worker

Sunshine Coast

Sarah Anderson

RAS Home Support Assessor

Brisbane

Rebecca Zerner

RAS Home Support Assessor

Rockhampton

Future of Ageing Awards

Suncare's culture of innovation and reputation as an industry leader was recognised at the 2019 Future of Ageing Awards.

The Awards recognise leading and forward-thinking organisations across Australia's aged care industry. Suncare received two Highly Commended awards for innovation and leadership.

The Short Term Restorative Care (STRC) Program was recognised in the Restorative and Reablement Care Category. The eight-week STRC Programs improve functional and mobility capacity by an average of 39 percent. Suncare supports more than 400 STRC customers each year.

Suncare's Model of Customer Care, which focuses on supporting customers living independently and matching services with their needs, received a Highly Commended in the People and Culture Category.



Queensland State Awards



Suncare was a semi-finalist in the Prime Super Employer Excellence in Aged Care Category at the 2019 Queensland Community Achievement Awards.

Suncare was recognised for our strong focus on employee culture and supporting learning and development programs including leadership programs and confidential and innovative counselling services. We were also recognised for making a positive difference in the Aged Care industry.

The Hon. Coralee O'Rourke MP, Minister for Communities and Minister for Disability Services and Seniors officiated at the Gala Presentation Dinner.



Sunshine Coast Business Awards

Suncare was a finalist in the Social Enterprise Category at the 2019 Sunshine Coast Business Awards.

The Awards, established for 25 years, recognise businesses throughout the Sunshine Coast that excel in their industry.

This recognition cements Suncare's reputation as a trusted organisation serving community needs and developing innovative solutions for seniors. Since Suncare began in 1970, the organisation has focused on the benefits to older Australians living independently in their own home and maintaining community connections.



STAFF ACHIEVEMENT AWARDS

Suncare recognised six employees for their outstanding contributions, innovative service delivery and efforts at the 2019 Suncare Conference.

Our award winners all make a significant difference to the lives of our customers, community members and contribute to Suncare's positive culture. This year an overall Employee of the Year Award was included in our celebrations.



Employee of the Year

Jacqueline Clarke-Gowans

Jacqueline is the very deserving recipient of our inaugural Employee of the Year award.

Known for always going above and beyond to provide the best possible experience for customers, she has spent more than 15 years dedicated to ***making people's lives better.***

Jacqueline is supportive of her team and has an ability to share concerns and overcome barriers in a respectful and thoughtful manner. We congratulate Jacqueline for her outstanding work and contribution to Suncare and her commitment to making a positive difference for our customers.



Care Coordinator of the Year

Kristy Jones

Kristy Jones is recognised for her commitment to supporting customers so they may live independently at home and build social and community networks.

Kristy has worked with Suncare for more than 10 years, beginning as a Support Worker in the field and has continued to further her skills working in multiple roles. Kristy has shown compassion and empathy working

with Suncare's After Hours team, supporting our most vulnerable customers during times of crisis and during emergency. A team player, proactive and solutions focused, Kristy is always available to help and share her knowledge for the benefit of others. She is innovative, adapts to change and actively contributes to Suncare's innovation program, the Creation Station.



Regional Assessment Services Assessor of the Year

Beverley Weissensee

The Regional Assessment Services Team are often a customer's first contact when navigating aged care services.

Our assessors play a pivotal role in matching customers to appropriate support. Bev truly believes in Suncare's vision of ***making people's lives better.***

With a reputation for care and innovative service delivery, Bev has overcome access barriers and significant travel costs to conduct face-to-face home support assessments for the Southern Moreton Bay Island communities. Her liaison with Allied Health Care and Home Modifications service providers has resulted in improved outcomes for her customers.



Support Office Staff Member of the Year

Aaron Hoffman

High standards and a can-do attitude are just two of many reasons why Aaron is our Support Office Staff Member of the Year.

He exceeds expectations and always displays a positive and calm attitude in what can be a stressful environment. Aaron is an incredible asset to the Meals on Wheels kitchen operations. Aaron's willingness to learn and

undertake new roles while other team members are on leave (while maintaining his own role) enables continuity of service and standards of excellence for our customers, and he represents the best of Suncare's agile and enabling culture. The contribution of Aaron, and others, who support our frontline staff is critical to Suncare's operations and overall success.



Support Worker of the Year

Jacqueline Pilley

Suncare Support Workers are integral to building Suncare's reputation through their respectful, compassionate and trusted interactions with our customers in their homes.

They are truly on the frontline with customers, community members and allied health professionals. Support Worker of the Year, Jacqueline Pilley's kindness and

compassion is recognised by her customers and colleagues alike as she continually strives to provide the best customer experience, no matter how challenging the circumstances. Her number one priority is helping customers to feel comfortable and supported. Jacqueline consistently uses her initiative to exceed the needs and requests of her customers.



Team Leader of the Year

Vicki Thompson

Our Team Leaders help to create high performing and innovative teams who ensure that the customer is at the centre of our service.

Vicki's personal resilience, positive nature and respect for her colleagues was evidenced during a challenging time as she supported her team through a redundancy

process. As Team Leader of the Year, Vicki is celebrated as an excellent role model, acting as an advocate for her team. Vicki's professionalism and consideration has helped to positively lead significant change. Her ongoing guidance and encouragement is evident as her team provides ongoing quality support for carers.

Suncare's Aspirational Behaviours

Innovative | Agile | Inclusive | Respectful | Authentic | Collaborative | Empathetic

OUR OPERATIONS

Suncare continues to invest in our internal operations. We create innovative business models and best-practice governance frameworks. We are dedicated to being an environmentally proactive and responsible business.

Innovation

Suncare is innovating business practices through technology. We strive to improve efficiency and flexibility, and ultimately, service delivery quality for our customers.

Enhancing connections:

The Suncare Digital program helps customers to remain connected with family and friends and enable access to information. Using iPads with pre-installed apps, the trial program was initially delivered to customers in group user training workshops and through face-to-face contact. In response to COVID-19, the program was adapted to telephone support, and rolled out to customers to aid ongoing social connection during COVID-19 lock down. This program marks the beginning of exciting developments for Suncare and our customers.

Mobile Phone Upgrade:

More than 220 new mobile phones replaced old technologies across the organisation. All mobiles were migrated to our new cloud hosted Mobile Device Management system.

Microsoft Teams:

As part of our Microsoft 365 suite, Microsoft Teams was introduced to the organisation.

With features including chat, document collaboration, video conferencing and central workspace hub it provides a central collaboration platform for our people. Suncare's remaining on-premise client management system was also transferred to the cloud to improve remote access.

Data Protection:

Microsoft's Cloud App Security was implemented to watch, alert and proactively protect Suncare's data and user accounts.

Supporting our people:

The Suncare ICT Helpdesk team processed in excess of 2000 requests in the past year.



INNOVATION IN ACTION SUNCARE DIGITAL PROGRAM

Suncare is keeping our seniors connected as more health services go online.

As Australians are increasingly asked to access basic services through technology, 60 percent are now using the internet more than five times a day. Suncare Community Services is determined to not let the seniors' community fall behind.

The Suncare Digital Program is designed to reach out to clients who are not confident in the digital space or who haven't had these resources available to them. It allows access to daily health monitoring, participation in health and wellbeing programs and opportunity to connect socially.



Building the Suncare Brand

50 Year Celebrations:

A commemorative book and adaptation of our positioning statement to *making people's lives better for fifty years* provided opportunity to further enhance the Suncare brand as an established, long term leader in community care services.

A video was produced to showcase our heritage and demonstrate our approach to growing and nurturing customer relationships. A special 50th Anniversary uniform was also designed and distributed to staff across the state, as part of celebrations.



Understanding our competitors:

The marketing team introduced a framework for reviewing the competitor landscape and providing valuable insights for the organisation.



Targeted marketing:

Television, print and digital advertising campaigns were implemented across all regions, focused on the availability and value of Suncare's home care packages, help and support services. 400 phone enquiries were attributed to the digital advertising campaign, while visitor numbers to the website have almost doubled each month compared to the previous year. Social media efforts have also assisted in building Suncare's brand as a quality service provider. While Gympie Shopping Centre pop-up displays benefited from radio support, and direct mail proved successful for promoting the Hervey Bay office opening celebration.

Website updates:

Our website remains the hub of Suncare information, news and events for customers and our community. Updates including rotating sliders and image galleries have improved user friendliness.

Quality Accreditation

Suncare's accreditation by the Institute for Healthy Communities Australia (IHCA) for the following quality standards, again confirms our commitment to ongoing quality standards improvement:

- The Human Services Quality Framework
- AS/NZS ISO: 9001:2015 (Quality Management Systems) Standards.

Our practices were also assessed by the Aged Care Quality and Safety Commission. Ernst and Young conducted a third-party quality audit of aged care assessments as required by the Australian Department of Health. Both were found to conform with requirements of quality standards.



OUR OPERATIONS

Customer Satisfaction

Customer feedback provides an insight into our customer's needs and is vital for improving overall customer experience.

In 2019-20 Suncare scored an overall customer satisfaction rating of 96 percent for the services they received with 95 percent of survey respondents trusting Suncare to deliver what they've promised.



Workplace Health & Safety

Zero Harm:

We are empowering our employees to create a safer work environment through safety leadership and initiatives. During 2019-20 the number of Lost Time Injuries was reduced by one third compared with the previous year. This reflects positively on our goal of achieving zero harm.

COVID-19 Response:

Our staff adapted quickly to COVID-19 to ensure our people and customers are safe and we can continue to deliver outstanding customer experiences. A new Infection and Prevention Control booklet was prepared to complement training already in place.

Environmental Performance

Suncare is committed to reducing our environmental footprint. We are building a sustainable business model that takes into account our impact on our local communities.

Utilities:

A review and change of some utility providers has resulted in an estimated offset of 67.9 tonnes of CO₂. Suncare is collaborating with landlords and the Business Support Office's Centre Management Team to identify options to further reduce our impact on the environment.

Fleet Vehicles:

Hybrid electrical vehicles now make up 63 percent of our 40-vehicle fleet, increasing from 50 percent in the previous year. Suncare achieved a 17.06 percent reduction of CO₂ (TCO₂) emissions over the past financial year and continues to work with our vehicle suppliers and leasing companies to phase out petrol-only vehicles.



What our customers say

“ I feel at ease with Suncare. I don't feel like I am scared to ask for anything and can say how I feel and express my feelings openly. I can be myself with Suncare and can always get in touch and I never feel neglected. This is a complete turnaround from my previous provider. ”

“ I am very happy with my support team – they are wonderful. ”

“ I am the full-time carer for my husband, and I have medical and care needs of my own. The support I receive from Suncare is fantastic and has really changed my life. I cannot compliment Suncare, the Support Workers and my Care Coordinator enough – they are all amazing. ”

Human Resources

Attracting and building a customer focused culture is a priority for Suncare. We acknowledge and believe our people are our greatest asset.

Suncare Induction:

Since 2019, new employees are inducted into Suncare through our revised and innovative orientation program. The program outlines how employees can contribute to Suncare's vision, embrace Suncare's culture and build relationships with other team members. Feedback for the program continues to be extremely positive.

Recruitment and Onboarding efficiencies:

The benefits of integrated systems including efficiencies in cost, time, user satisfaction, process and workflow improvements have been realised through Aurion software. The software automates the entire employee lifecycle with complete accuracy, visibility and flexibility. Outcomes include more effective management of recruitment and onboarding, redeployment and offloading.

Aurion HR and Payroll modules were successfully implemented in 2019-20 by a project team representing various Suncare divisions. This collaborative approach was replicated to implement the recruitment and onboarding modules. The new system reduces the risk of data error, privacy and data breaches and is more environmentally sustainable as paper-based work processes are reduced.

Online Criminal History Screening:

Mandatory Yellow Card criminal history screening for employees has been streamlined with the introduction of an online portal which eliminates the need to scan and print documents.

Financial, Health and Wellbeing Programs:

Suncare focuses on the physical, psychological and financial wellbeing of staff through various support programs, including:

- Flu vaccinations: Take up has increased by almost double in 2020 indicating the value of the program to our staff and volunteers.
- Access to the Employee Assistance Program Mindstar: Positive change through mental health and wellbeing services continues to increase.
- Financial programs: Salary packaging and financial advice continues through collaborative programs with Remserv, Commonwealth Bank, Colonial First State and new provider FAA Group.
- Corporate Fitness Memberships: Offered through Fitness Passport and Goodlife Health Clubs.



400+ staff
25% Full Time
48% Part Time



Employees:
13% Male
87% Female



Age of
Workforce
Under 35: 22%
35 - 50: 39%
Over 50: 39%



17% of
employees
with more than
5 years of
service.



OUR FINANCIALS

Audit Report

Suncare delivered another solid financial result in 2019-20.

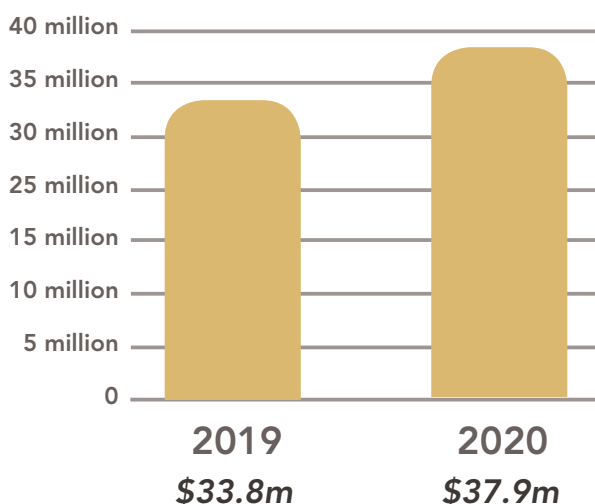
Revenue has grown by 12.3 percent, mainly due to strong growth from customers choosing Suncare to deliver their Home Care Packages and from the continued growth and demand for the Short Term Restorative Care Programs.

The increased employee expenses reflect the delivery of more direct customer services delivered by Suncare and the increase in administration expenses emphasises a greater focus on quality, care coordination, risk management and compliance, improving our systems

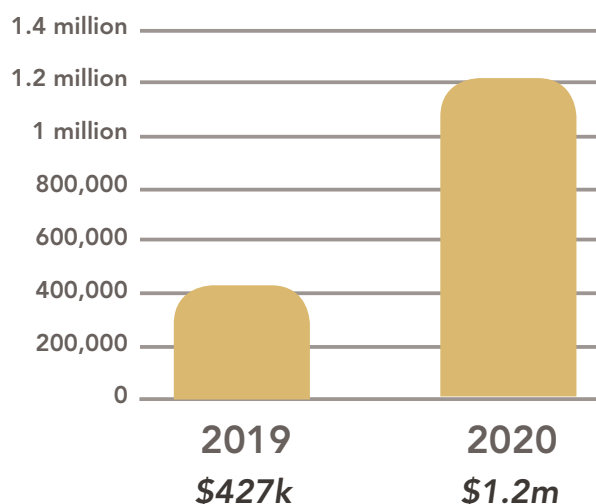
and ensuring we are ready for future growth and to meet customer's needs.

The COVID-19 situation in the last quarter of 2020, although disruptive to some services, did not significantly impact the financial performance of the organisation as other services continued to grow and the organisation adapted well to new ways of working.

Our balance sheet reflects a strong position with total assets of \$20.9 million and total liabilities of \$10.5 million.



Revenue
+12.3%



Profit
+189%

Financial Report

Profit & loss

	2020	2019
Revenue from ordinary activities	37,900,528	33,484,405
Other revenue	41,774	180,721
Cost of Sales Meals on Wheels	(146,958)	(182,071)
Employee expenses	(21,294,559)	(19,697,836)
Depreciation and amortisation expense	(618,084)	(400,103)
Brokerage expenses	(5,674,901)	(6,424,544)
Administration expenses	(8,929,326)	(6,586,119)
Other expenses from ordinary activities	(58,735)	(134,693)
Results from operating activities	1,219,739	239,760
Financial income	57,445	188,046
Financial expense	(42,100)	-
Net financing income	15,345	188,046
Profit /(loss) for the period	1,235,084	427,806

Assets

	2020	2019
Cash and cash equivalents	7,699,514	4,785,230
Trade and other receivables	900,980	1,205,515
Investments	8,999,949	6,543,380
Inventories	10,949	10,949
Total current assets	17,611,392	12,545,074
Property, plant and equipment	2,713,117	2,884,797
Intangibles		2,802
Right of use assets	569,265	
Total non - current assets	3,282,382	2,887,599
Total Assets	20,893,774	15,432,673

Liabilities

	2020	2019
Trade and other payables	651,735	729,054
Employee benefits	2,204,239	1,976,324
Contract Liabilities	6,719,599	3,485,829
Lease Liabilities	249,604	
Total current liabilities	9,825,177	6,191,207
Employee benefits	380,844	120,121
Lease Liabilities	331,324	
Total non-current liabilities	712,168	120,121
Total liabilities	10,537,345	6,311,328

Net Assets

Net Assets	10,356,429	9,121,345	
Revenue	37,999,747	33,853,172	12.3%
Results from operating activities	1,219,739	239,760	409%
Profit	1,235,084	427,806	189%

OUR BOARD AND EXECUTIVES

Board Members



Mario Pennisi AM Chair

With a career spanning nearly 40 years, Mario is an experienced life sciences professional, industry advocate and advisor. He is the Managing Director of Biostate

Pty Ltd and also a Non-Executive Director and strategic advisor with a number of entities. Prior to becoming Chairman, Mario was a Director on the Suncare Board for more than 3 years.

Mario recognises the important role that Suncare plays in ensuring that its customers are able to enjoy a fulfilling and engaged lifestyle as members of their communities. As Chairman he will maintain Suncare's drive towards developing innovative personal solutions that make people's lives better and ensure the organisation remains a trusted advocate as a service provider of choice, that ensures that customers can live their lives to the fullest.



Renata Brooks Director and Deputy Chair *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 and currently holds a number of government appointments to independent bodies. Her experience has assisted many organisations adapt to evolving funding, policy and operating environments. She is passionate about **making people's lives better** by providing responsive and excellent services, and the importance of effective governance and risk management.



Belinda Von Bibra Director and Company Secretary

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.



Anne Marie O'Callaghan Director

Chair of Audit & Finance Committee

An accomplished business advisor, accountant and company director, Anne Marie has over 25 years' experience in successfully developing and advising businesses. A Suncare director since 2016, she is actively involved in the not-for-profit sector and is passionate about empowering regional and rural community organisations to better serve local needs and improve service delivery.



Debra Doherty Director

Debra has more than 35 years' operational and executive experience across community services and has represented various sectors at national and state

forums with regard to systemic and practice improvement. Debra has held several board positions in the aged care, disability and child protection sectors.

She is an experienced lecturer, workshop facilitator and trainer who has also operated her own consultancy for 10 years providing a range of services to the not for profit and government agencies.

She is a member of the AASW, Life Member of PeakCare Qld and former Associate Fellow of the Australian Institute of Management.



Dr Peter Isdale AM Director

Chair of Governance, Nominations and Remuneration Committee

Peter is an experienced company director and executive who has served on more than 30 boards since 1984, from not-for-profits to listed entities, specialising in governance and strategy. In 2006 he was awarded a Member in the General Order of Australia (AM) for his work as a marine scientist and commercial innovator. Peter has been a CEO, an ASX150 corporate executive, and currently chairs several Boards and Governance Committees. He now works to help others deliver our social contract through innovative delivery of the best system of care.

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, making better use of limited resources to increase productivity and utilises the latest digital innovation concepts and tools.

Russell's credentials include a Master of Business, a Bachelor of Business, a Diploma in Leadership, a Certificate in Futures Thinking and a Company Director's Graduate Certificate. He also has extensive Board experience. Russell is currently a Committee Member for Aged and Community Services Australia Queensland and a member of the Sunshine Coast Health Panel. He is a former Committee Member of National Disability Services Queensland and 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 of 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 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, and supporting Suncare's operational teams to realise our vision of **making people's lives better**.



Bentleys's Brisbane (Audit) P/L

Auditor

Bentleys is an international business that provides future thinking and strategic direction. Bentleys has almost 50 years of history providing dependable audit and assurance. Bentleys are Suncare's auditors, providing assurance advice, knowledge and skills.

THANK YOU TO IAIN GREEN

After almost ten years with Suncare, the company's inaugural Chair, Iain Green, has retired.

Our Board and team acknowledge the enormous contribution he has made, and we extend to him our thanks and sincere best wishes for the future.

Iain has played a vital role in the successful growth of Suncare over the years, in his role of Committee Member, President and later, Chair when Suncare became a Company Limited by Guarantee. His substantial experience in managing the delivery of IT and IS solutions, insight and expertise in strategic planning, quality assurance and organisational development positively contributed to our current cost effective and high-quality service delivery.

Iain led our organisation through a period of significant transformation that included establishing modern business practices necessary for an innovative future. His mentorship and knowledge will be greatly missed.

Iain leaves the Suncare Board in a strong position for future growth.

As we bid Iain farewell, the Board welcomed Director Mario Pennisi AM to the role of Chair. Mario has a career spanning over 35 years as a life science professional, industry advocate and advisor. He has served on the Suncare Board since 2016.



Making people's lives better for fifty years

As we celebrate our 50th year in 2020, it's important to recognise the dedication and hard work of our staff members and network of volunteers, and their commitment to delivering for our customers.



*Kerryn Andreassen and
Lyn Hagan*



*Sue Maddigan and
Evelyn Farr*



Rosemary Lang and June Conolly



*James Blevin BDO, Russell Mason, Stuart
Coward, Fiona Simpson MP, Mario Pennisi AM*



Brenda Hamp and Pia Hilster



*Ted Sorensen State Member for Hervey Bay
emerging Elder Aunty Karen Hall, Russell Mason*



*Lyn Hagan, Sharlene Mackay, Sue Maddigan,
Evelyn Farr, Garin Thompson & Heather Sheldon*



*Cr Rick Baberowski and
Russell Mason*



Tade Gray and Jacqui Pilley



*Aunty Merle Amos and
Alicia Degorzi*



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

North Lakes Office

Suite 206, 53 Endeavour Boulevard
North Lakes Qld 4509

Bundaberg Office

81 Barolin Street
Bundaberg South Qld 4670

Hervey Bay Office

Shop 6, Central Plaza Three
15 Central Avenue
Pialba Qld 4655

Rockhampton Office

3/235-339 Musgrave Street
North Rockhampton Qld 4701

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Making people's lives better for fifty years