



Suncare
COMMUNITY SERVICES



2022–2023

Annual Report

Making people's lives better

suncare.org.au

ACN 603 561 502

Acknowledgement of the Traditional Owners

In the spirit of reconciliation Suncare Community Services acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea, and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

At Suncare we are fortunate to enjoy many Welcome to Country ceremonies conducted by respected elder Lyndon Davis at key events. Lyndon builds cultural connection with First Nations people by educating the community on the interrelated links between land, sea and wildlife, inspiring Australians to listen to the environment, and to assist in its preservation.

Suncare's practice framework is based on the strength of bringing community, family, relationships, and culture together. We acknowledge Aboriginal and Torres Strait Islander peoples' contribution to shaping the way we work and the role of the First Nations Network.

Aboriginal and Torres Strait Islander people should be advised that this publication may contain images of people who are deceased.



Gubbi Gubbi Elder, Lyndon Davis, performs a Welcome to Country ceremony during the reopening of the Suncare Community Centre in Maroochydore.

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Chair Report

Mario Pennisi AM Chair

Welcome to the 2022-23 Annual Report for Suncare Community Services. As we reflect on the achievements and challenges of the year that has been, I would like to acknowledge the continued focus of our people on Suncare's purpose to "make people's lives better." We do this by providing direct relief, care and assistance to older people and people living with disabilities via a range of individual and community programs. What we do makes a difference to the lives of 6600 people in locations from Rockhampton to the Gold Coast.

Over the last year the Suncare Community Centre has provided a fantastic facility with an increasing number of events being held at Maroochydore.

During the 2022-23 financial year Suncare responded to the industry wide changes to program funding models by focusing on improving our financial sustainability, investing in organisational environmental social and governance, and preparing for sectoral reform in Quality and Safety. I gratefully acknowledge the resilience of our staff and volunteers who have adapted and remained flexible as the priorities in Aged Care change in response to the Aged Care Royal Commission and new government regulations.

We saw some changes in the Executive Leadership Team throughout the year with the CEO Melanie Wilson leaving the organisation. We thank Melanie for her positive contribution to the company and wish her well in her future. We said farewell to Angela Massy after 10 years of service, having served on both on the Board of Directors as Deputy Chair and as a valued member of the executive.

The Directors maintained a considered and ethical approach to financial management and Suncare's investment portfolio continues to generate good returns leaving Suncare well-placed to manage the changes and disruption that sectoral reform will place on the business. Suncare will continue to see a reduction in portfolio balances over the next two years due to changes to the funding mechanisms however forecast increases in annual surpluses will lessen the impact of these on the Company's overall financial position.

2022-23 also saw several changes to Suncare's Board of Directors. We welcomed two new Directors, Mr Jeff Watson and Mr David Winters who bring a wealth of knowledge and experience in risk, business transformation and technology, and will help the business to continue to deliver successful strategic outcomes. Belinda von Bibra stepped down from her Director's position to take on the role of Interim Executive General Manager while the Board undertakes the recruitment of the next CEO. I would like to sincerely thank Belinda for her nine years of service on the Suncare Board and the valuable contribution she has made to the governance and stewardship of Suncare throughout her Board tenure.

As we look to the year ahead and the impacts of increasing inflation and significant proposed changes to the in-home aged care business model are challenges the Directors and Suncare staff are prepared for. Our decision-making has been augmented by the development and implementation of our Transition Roadmap to the Support at Home Program, and our continued prioritisation of the safety of our customers and staff, and quality of service provision.

Thank you for your continued support of Suncare. We look forward to a rewarding 2023-24 as we ready the organisation for the new Support at Home program due to commence in July 2025.

Suncare Board of Directors



Board Members

Left to Right:

- Dr Rosalind Crawford - Director and Chair of the Clinical Governance Committee
- Jeff Watson - Director and Chair of Risk and Assurance Committee
- Mario Pennisi AM - Chair
- Anne Marie O'Callaghan - Director & Deputy Chair, Chair of Audit & Finance Committee
- David Winters - Board Director

Absent from photo:



- Dr Peter Isdale AM - Director and Chair of Governance Committee

Further information about Board members is available at suncare.org.au



Chief Executive Report

Belinda von Bibra

Interim Executive General Manager

Suncare's performance for 2022-2023 highlights remarkable growth in services, an expanding team of 640 dedicated staff and 175 volunteers, and a significant financial turnaround, from a deficit to a surplus of \$3.6M through productivity-focused improvements including optimised scheduling. Our service delivery has grown from 296,996 hours to 358,959 hours in 2022-2023.

The newly renovated and renamed Suncare Community Centre (formerly the Maroochydore Day Respite Centre) was officially re-opened by Premier Annastacia Palaszczuk MP, along with the Minister for Aged Care and Sport Hon. Anika Wells MP and local Queensland Member of Parliament, Fiona Simpson MP, Member for Maroochydore in attendance. We are pleased to re-open the centre for the enjoyment of the whole community and our program of activities means there is something for everyone.

During the year Suncare began the process towards obtaining ISO27001:2022 Information Security Management System Certification. With full certification due to be completed in the first half of 2024, the Company continues to prioritise the protection of our customer and staff data and information.

Celebrations for National Volunteers Day, Meals on Wheels Day and acknowledgement events for NAIDOC, as well as Aunt Betty's Memorial Walk were highlights this year. Work on our diversity and inclusion focus areas progressed well this year including regular meetings of our internal First Nations Network. As a large employer in the region with our partnership activities with organisations such as the University of the Sunshine Coast in developing talent pipelines is taking shape.

A major focus for the business in 2022-23 was data governance and information security with the establishment of an Information Security Management System (ISMS) aligned to the international ISO27001 standard for information security.

Suncare implemented the Federal Government's Serious Incident Reporting Scheme (SIRS) and updated Aged Care Quality Standards and we were pleased to be selected as a pilot organisation for an audit of the Aged Care Strengthened Standards by EY on behalf of the Aged Care Quality and Safety Commission in which we demonstrated full conformance to the standards. The NDIS Practice Standards mid-term audit was conducted in August 2022 and Suncare was reported as fully compliant with Division 2 of the Standards. Suncare's certification against ISO 9001:2015 (Quality Management Systems) was approved following an audit conducted by the Institute of Healthy Communities Australia. Looking to the year ahead our operational priorities continue to be data governance, quality, compliance, and positioning the business to be ready for reform.

Suncare's Executive Team



Executive Team

Left to Right:

- Jacqui Gray - Enterprise Project Manager
- Shaun Astill - General Manager - People and Culture
- Sara Walker - Chief Operations Officer
- Andy McDonald - Chief Financial Officer
- Steve Reeves - General Manager ICT
- Belinda von Bibra - Interim Executive General Manager

Further information about Executive Team members is available at suncare.org.au

Suncare, still making a difference

We present our 2022-2023 Annual Report to showcase the activities of the last twelve months, celebrate our achievements and share our plans for the year ahead.

Like our founders before us in 1970, today Suncare continues to provide personalised, innovative and genuine care for over 6000 older and vulnerable people in our community.

From the Gold Coast to Rockhampton, we guide our customers to make informed choices, feel supported and empowered and enjoy being part of a bigger community. Our staff work where they live, with a local contact centre to provide knowledgeable assistance to our customers. With tailor-made solutions to the individual we promote independence while ensuring the safety and comfort of those we serve.

Suncare continues to make a difference and remains a provider of choice in delivering quality in-home care. We look forward to the transition to the Support at Home Program in 2025 and to being a part of a new era in Aged Care in Australia.

Suncare Services



Personal Care



Transport Services



Housekeeping & Domestic Assistance



Allied Health & Clinical Services



Meal Service & Preparation



Home & Garden Maintenance



Social Support & Respite



NDIS



Our strategic direction 2020 — 2024

From our foundation of success, we have created a roadmap that identifies five clear goals. Achieving them together is our way forward to future success.

OUR VISION

Suncare's vision is

Making people's lives better

- We are the first choice for in-home aged care and community services
- We are a preferred employer
- We strive to continually improve community outcomes
- We have strong, positive relationships with all our stakeholders - staff, customers, members, volunteers and the community in general

OUR PURPOSE

We will meet the needs of aged and vulnerable people in our local communities by delivering innovative services, advocating for change and trialling new solutions that support people to live life their way.

OUR VALUES

We value:

- **An organisation that is dynamic and future focused** – we are innovative and agile in response to community needs and industry changes.
- **Genuine relationships** – we are authentic in our approach and work collaboratively with our customers, members, employees, volunteers and stakeholders.
- **A culture that actively contributes to achieving our vision** – we are inclusive, respectful and empathetic.

BE SUSTAINABLE



We will strive to become a best practice organisation for environmental sustainability and customer advocacy and set a new benchmark for community services organisations. We will continue to meet the needs of the communities we serve by building a sustainable future, achieved through quality standards, internal systems and processes. As an employer of choice, we will continue to attract talented and committed employees and volunteers to our safe and supportive work environment.

DELIVER OUTSTANDING CUSTOMER EXPERIENCE



We will develop a deep understanding of our customers' and communities' needs and align our people, products and services to these needs. By developing new services, identifying future opportunities and expanding our regions, we will deliver outstanding experiences to more customers.

ENHANCE OUR BRAND



We will continue to enhance and build upon our already valued and trusted brand. Through communications, partnerships and stakeholder engagement, the community will recognise Suncare as a provider of choice for in-home aged care and community services, and a champion for the needs of the aged and the vulnerable.

ENSURE OPERATIONAL EXCELLENCE



We will build upon our current high standards and further develop our internal systems and processes through continuous improvement. Building relationships with strategic partners will create greater efficiencies and new opportunities. Employee safety will continue to be a high priority for Suncare.

CREATE FINANCIAL SUCCESS



We will review our business model to grow and diversify revenues and invest to meet the needs of the aged and vulnerable in our communities through advocacy, planned actions and/or subsidised services.

ESG - Environmental, Social and Governance

ESG shifts the focus of the organisation from short-term to long-term sustainability, supported by initiatives targeting the elimination of practices that harm people, the planet, or compromise the lives of future generations. In December 2022 Suncare's ESG Committee was established, closely followed by the development of Suncare's Sustainability Policy and ESG Workplan which aligns with the organisation's strategic goals.



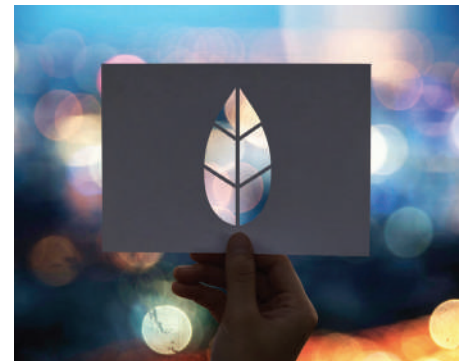
ENVIRONMENTAL

This is about how Suncare impacts on the environment. What can we do to help our communities be more sustainable than they are now.



SOCIAL

What impact does Suncare have on people, its employees, volunteers and customers. What partnerships can we develop and what messages can we send.



GOVERNANCE

How do we become more transparent about our sustainability goals and achievements. Are we honest and clear. What about our supply chain, how is it important.

Environmental

- 62% of our fleet vehicles are hybrid vehicles.
- Carbon neutral electricity retailer resulted in 28 tonnes of CO₂ offset in 2022-23.
- Recycling bins utilised to divert waste from landfill.
- 35 mobile phones donated to DV Connect.
- Supporting Foodbank with funds raised from Containers for Change.

Social

- Employee engagement was at the industry benchmark and the majority of Suncare staff are employee net promoters.
- Customer satisfaction surveys showed that 94.5% of respondents agree that Suncare staff treat customers with dignity, respect and without discrimination.
- Suncare and the University of the Sunshine Coast are collaborating on a Healthy Smart Homes project and an Intergenerational Community Homeshare Activity for Older Adults to keep people living independently at home for longer.
- Suncare is proud to be recognised by the Workplace Gender Equality Agency (WGEA).
- In 2022-23, 50% of Board Directors and 57% of the Executive Leadership Team were female.

- Local employment creation showed an 18.7% growth in overall company headcount and up to 36% employment growth in the regional communities in which we operate.
- Demonstrated commitment to Workplace Health and Safety with strict and rigorous incident reporting and mandatory training for staff on how to identify and report risks.
- The Suncare First Nations Network was formed to provide a forum for Aboriginal and Torres Strait Islander employees to discuss matters of concern.
- Sunshine Coast Indigenous Group met monthly with various Aboriginal and Torres Strait Islander organisations, collaborating and exchanging information.
- We are an Equal Opportunity Employer with a diverse workforce.
- As per Suncare's Access and Equity Policy, Suncare makes services available to everyone who is entitled to them, free from any form of discrimination.
- Suncare matches staff with customers based on language and cultural heritage.



Governance

- The Company has a commitment to independent annual audits of our finances, compliance with the Aged Care Strengthened Standards, ISO9001 Quality Management System Standard, and NDIS Practice Standards.
- Ethical and responsible guidelines are defined in Suncare's investment policy and exclude any investment in companies that do not uphold human rights or engage in practices that constitute modern slavery.
- Board Committees provide rigorous risk management and governance oversight of Suncare's operations.
- Directors make insolvency and conflict of interest declarations each meeting, undergo police background checks and other credentialing in line with aged care reform requirements.
- Declaration of conflicts of interest are mandatory across all levels of the organisation.



Deliver Outstanding CUSTOMER EXPERIENCE

By supporting customers to live life their way, Suncare continues to grow the range of services and activities provided to ensure a varied and high-quality experience for our customers.

New Centre in Gympie

With a dedicated and fast-growing team and a high demand for Suncare's services in this region, in April 2023 Suncare opened a new office in Gympie. In addition to office space, meeting and training rooms, the centre accommodates social support group activities and the delivery of allied health services.

Nursing Clinic - Maroochydore

In March 2023 Suncare's Nursing Clinic opened its doors in the Suncare Community Centre, Maroochydore. The team of qualified nurses work with customers' GPs (general practitioners) and allied health care professionals to deliver a model of health care that fosters independence, safety, health, and wellbeing for those aged over 65. Funded by a grant from APNA as part of their 'Building Nurse Capacity Project,' the Clinic operates on Tuesdays from 9am-1pm and Fridays from 9am-4.00pm.



Expanded Social Support Groups Bribie, Caboolture and Caloundra

Suncare recognises the importance of staying active and in touch with others. In 2023 we broadened the Community Outings program and commenced offering Social Support groups for those in the Bribie Island and Caboolture areas.

Every Tuesday and Thursday outings take place which include visits to local restaurants and venues, and socialising at Boronia Cottage on Bribie Island. With transport provided, the Support Groups combat isolation by providing companionship and promoting new interests in a safe environment.



Customer Engagement

Customer first

Suncare develops a deep understanding of our customers' individual needs through surveys, feedback and focus groups. Suncare values the customer voice and aligns our services to better meet their needs. By the end of 2023, a Consumer Advisory Body will be in place and all customers have been formally invited to participate in a range of consumer activities.

Through the development of new services and by identifying opportunities to expand in our regions, we continue to deliver a wide variety of outstanding experiences to our customers.



Customer testimonials

Our customers are at the heart of everything we do at Suncare, and this is reflected by the very positive testimonials we receive and the large number of customers who recommend Suncare to their friends.

"I play Mahjong at Suncare's Buddina centre and I have to say that the people who attend there are a great, friendly group. We have a lot of fun and welcome new players. Graeme ensures we have an enjoyable day. He is just wonderful." Trish

"Everyone I've come in contact with has been happy and helpful and caring. I can't praise them more." Joy

"Since the outings and gatherings have begun at Boronia Cottage on Bribe Island, it gives Peter and I a great deal to look forward to each week. Nikki and the girls make our days out so much fun doing arts and crafts, playing cards and sharing stories as well as visiting venues to eat and see different scenery on the way. Thank you Suncare for all your support." Jenny

"We are happy we changed to Suncare and have found them caring and very well organised. We now receive very professional and prompt service and care. We are really grateful and could not recommend them more highly." Delwynne

"Two years ago I was a recluse, happy to stay at home and read books and so forth. Then I found Suncare and my life changed full circle. I really enjoy the outings and the company. Both the carers and the clients are friends I never thought that I would meet. Thank you Suncare!" Bill

"We would be lost without Suncare as they are wonderful helping us with literally everything. The staff are so wonderful and caring and nothing is too much trouble for all the problems we set them...I've never met anyone who doesn't have a smile on their face and are only willing to help you in any way possible. Thank you to Prue and all her wonderful staff. You are all blessed." Susan



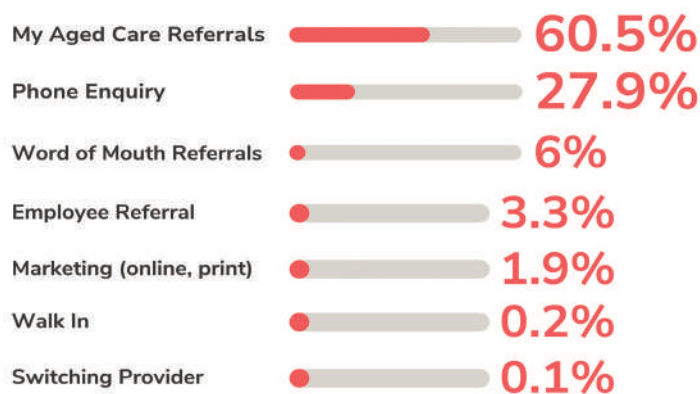
Enhance OUR BRAND

Suncare continues to enjoy positive brand awareness in the community with our reputation cited as a top reason our customers choose Suncare.

Suncare's valued and trusted brand is recognised as a provider of choice for in-home aged care and community services, and a champion for the vulnerable.

Promotion

In 2022-23 Suncare continued to enjoy high demand for our services and experienced significant growth. Suncare uses a diverse range of channels to promote our services including social media, website, television, and radio advertising, print advertising, expos, and events. Our high standard of service delivery and satisfied customers is evidenced in the number of word-of-mouth referrals Suncare receives.



Expos & Markets

Suncare attended several expos in the 2022-23 year. Visibility in local target markets has allowed our customer base to grow and has placed Suncare forefront in the minds of those looking for Home Care options for themselves or a loved one. In 2022-23 Suncare hosted stands at the Longmans Expos in Morayfield and Bribie Island, the NDIS Expo in Caloundra and Brisbane. Expos have also allowed Suncare to meet and form relationships with suppliers and other organisations in the aged care and disability sectors.

Attending the local Bribie Island Market has given us a key opportunity to build relationships with prospective customers by offering that personal touch of a face-to-face discussion, something that digital promotion lacks. Being present at local events creates an opportunity for the public to directly engage with Suncare staff and gather information to assist in their decision-making.



Longman Expo - Morayfield



Bribie Island Markets



NDIS Disability Expo - Caloundra



Enhance OUR BRAND

Refreshed Branding

Aspiring to consolidate our branding, Suncare's templates were refreshed to ensure our brand reflects the energy and independence of our customers. With the current logo well-recognised in the market, this was maintained with new elements added to our marketing collateral to provide movement and vitality.



The Suncare Times
JULY/AUGUST 2023

Welcome

As we enter the second half of 2023, we hope you are keeping well and warm.

In this July/August edition, we share with you how Suncare supports reconciliation and awareness of First Nations culture. We share our customers' talents and milestones and convey some important contact numbers and links.

And as always, we share a tasty recipe, which can be paired with a delicious cup of tea for those chilly days.

Celebrating the oldest, continuous living culture

Suncare is proud to be associated with the ongoing work towards a more inclusive and reconciled Australia and this year again participated in the Auntie Betty Memorial Walk in Dicky Beach. The weather was perfect as the Gubbi Gubbi Dance Troupe performed traditional dances and music. Traditional custodian Lyndon Davis then led a short walk on country providing information and stories about the area.

NAIDOC Week (2-9 July) is also an opportunity for all Australians to learn and participate in celebrations of the oldest, continuous living cultures on earth. An Aboriginal Painting class led by Auntie Paula Wootton at the Suncare Community Centre saw fun mix with education.



From Saturday 22 July 2023, Flu vaccinations will be free for all Queenslanders aged six months and over and are available from GPs, pharmacies and other vaccine service providers. No voucher or other documentation is required to receive the free vaccine.

Influenza, or the flu is a highly contagious viral infection that infects your upper airways and lungs.

Making people's lives better

That Perfect Moment

At Suncare, we always try to match interests of clients to the staff that visit them. And for Russell and Support Worker Aleasha, it was just a click of the camera away! Aleasha and Russell regularly head out to enjoy their photography hobby. "Any spot is a good spot. There is something different to take photos of in every new place" says Russell. And not forgetting the mandatory chocolate milkshake that ends every session!

Russell's wife, Megan, often paints the photos Russell takes and her talents were recognised when she won First Prize in the Parkinson Picasso Competition.



Help is at Hand

15 June was World Elder Abuse Awareness Day. Abuse can include neglect and forms of psychological, financial, physical or sexual abuse. We would like to share this important number with you as Suncare continues to take a stand against abuse.

The confidential Queensland Elder Abuse Helpline is a contact point for anyone who experiences, witnesses or suspects that an older person is being abused and can be reached on 1300 651 192.



A journey of a thousand miles begins with a single step
- Lao Tzu

Chocolate Avocado Truffles

Ingredients

- 2/3 cups (300g) mashed avocado (about 2 avocados)
- 1 cup (200g) dark chocolate melts or chips
- Pinch sea salt
- 2-3 tbsp cacao powder plus extra to coat outside of truffles
- 1 cup desiccated/shredded coconut (optional)
- 1 tbsp hemp powder (optional)

Method

1. Add avocado and pinch of sea salt to food processor and combine.
2. Add cacao and hemp then blitz to combine.
3. Melt chocolate chips in a small microwave-safe bowl for 30 seconds. Stir and microwave until chocolate chips have melted.
4. Pour melted chocolate into food processor with the avocado, pulse until mixture is combined.
5. Place truffle mixture in refrigerator for 30 minutes.
6. Once the mixture is firm, remove from fridge. Scoop mixture with a tablespoon, roll into 2cm balls. Makes about 24 truffles.
7. Fill one bowl with additional cacao powder and one with coconut. Roll each truffle to coat. Store on baking paper in fridge until ready to serve.

Source: eatingbirdfood.com, modified by Graeme Smith

Suncare
COMMUNITY SERVICES

Email us: info@suncare.org.au
Call us: 1800 766 227
Visit our website: www.suncare.org.au

Making people's lives better

New look customer newsletter

Suncare's community newsletter, The Suncare Times, showcases activities, and events and keeps our customers informed about what is happening across our Suncare communities. The newsletter provides updates on community initiatives Suncare is involved in and shows how Suncare gives back to our communities.

The newsletter also shares some of the incredible talents of our customers, from beekeeping to wood carving and novel writing, and shows how they are still able to pursue their hobbies and live their lives on their terms.



Ensure OPERATIONAL Excellence

Improve, maintain standards and build relationships

Suncare continues to build relationships and is currently collaborating with the University of the Sunshine Coast on a Healthy Smart Homes project. This is an Intergenerational Community Homeshare Activity for Older Adults on the Sunshine Coast with the objectives of building knowledge of ways to keep people living independently at home for longer.

A pilot audit was conducted as part of the Aged Care Quality and Safety Commission's Strengthened Aged Care Quality Standards Pilot Project. The intent of the pilot was to test a revised audit methodology to support the draft strengthened standards. The outcomes of the pilot will inform feedback on the draft strengthened standards, as well as the development of supporting guidance and resources for the sector. The audit report showed Suncare's compliance across all aged care standards.

Home Care Packages (HCP)

The Home Care Package team has experienced significant growth in the 2022-23 year with an increase of 410 customers choosing Suncare to facilitate the management of their package. This has resulted in a growth of the Coordination team across all regions, increasing the number of Care Coordinators from 38 to 43.

We offer a wide range of services to meet individual needs and our geographical reach is supporting customers from the Gold Coast to Rockhampton and almost everywhere in between.

Based on the feedback we hear from our customers, Suncare is fast becoming known as the provider that offers exceptional customer service. We understand many of our new HCP customers choose Suncare to manage their package because of the high-quality support provided to them, from all points of contact.

Short Term Restorative Care

Suncare's STRC team continues to go from strength to strength welcoming six new Clinical Care Co-ordinators in the 2022-23 financial year. Covering an area from Brisbane to Wide Bay, the team supported over 100 packages and saw a 75% reduction in waiting list times on the Sunshine Coast.





Ensure OPERATIONAL Excellence

HCP Customer Experience Survey Statistics 2022 - 23

Staff always treat me with dignity, respect and without discrimination

I am supported to be as independent as possible

Staff are always kind, caring and respectful of my culture and identity

I am encouraged and supported to make my own decision about the care and services I receive

My choices and lifestyle are always respected so I can live the life I choose

I trust and feel safe with the staff that care for me



Commonwealth Home Support Program

Suncare delivered services to 1,194 male and 2,553 female CHSP customers over the 2022-23 year across the Fitzroy, Wide Bay, Sunshine Coast, Caboolture, and Brisbane North Regions. With 98,393 hours of services supplied, 28,165 meals delivered, and 35,610 transport trips provided, improved service outcomes were achieved for our customers through enhanced processes and increased awareness of re-ablement practices.

Regional Assessment Services

The Department of Health and Aged Care requested RAS organisations conduct a trial of the latest prototype of an Integrated Assessment Tool (IAT) starting in April 2023. The IAT will replace the current National Screening and Assessment Forms (NSAF) currently used by RAS and ACAT (Aged Care Assessment Teams) to assess people as they access aged care services moving into the Support at Home program. Suncare's team provided feedback on the effectiveness of the training and prototype assessment tool. The RAS team completed 908 assessments throughout the trial period which is a fantastic achievement.



Ensure OPERATIONAL Excellence

NDIS

From Brisbane North to Gympie, Suncare provides NDIS Support Co-ordination for 83 participants and Psychosocial Recovery Coaching for five of our customers. The team continues to receive referrals from Service Providers through word of mouth - this organic growth being a testament to the quality of support Suncare's NDIS team provides.



Workplace Health and Safety

The 2022-23 year saw a new member added to the WHS team to provide additional resources for dedicated focus and advice on WHS matters. A more mature and innovative WHS Framework and Strategy has been developed which will support the business to improve safety culture, increase data collection, reporting, and transparency, leading to reduced harm to workers, volunteers, and customers.



Learning and Development

Suncare welcomed a new Training Officer and a major focus for our staff's learning and development last year was Serious Incident Reporting Scheme (SIRS) training. Over 450 staff completed this training, demonstrating Suncare's commitment to transparent incident reporting and staff and customer safety.

Suncare partnered with external providers to deliver high standards of training and upskilling of our workforce. Selected Suncare staff completed a manual handling train-the-trainer program enabling Suncare to deliver streamlined manual handling courses in addition to on-going sponsorship of our direct care workers to gain a Certificate III in Individual Support.

Suncare's Clinical Team launched a lunch-and-learn clinical literacy trial in Gympie with employees having a chance to gain more in-depth knowledge from our Subject Matter Experts.

Looking forward, leadership development and career pathways are a key focus of our learning and development program for 2023-24 along with new self-managed professional development courses which include topics such as introduction to project management, how to have difficult conversations in the workplace, managing performance, and managing diversity and discrimination in the workplace.

Information and Communication Technology

Cyber Strategy

Suncare is committed to improving the resilience and security of our IT (Information Technology) infrastructure, systems, and processes. Since 2022 Suncare has been applying the following principles across a programme of work, spanning four focus areas that form the building blocks of Suncare's cyber ecosystem:

- **Governance & Operations**
Optimise our governance and operations, enabling improved decision-making, strategic planning, and prioritisation of activities.
- **Security Culture**
Strengthen our security culture and uplift cyber security awareness by enhancing and role-modelling optimal cyber security behaviours.
- **Workforce Investment**
Continue to invest in our people to build knowledge of best practice cyber security behaviours through regular training to upskill our staff.
- **Capability**
Adopting a risk-based approach to information security by being compliant with the ISO27001 Standard. Building Suncare's agility and ability to pre-emptively focus on new technologies to securely enhance service delivery.



ISO 27001 Certification Journey

In 2022-23 Suncare embarked on implementation of an Information Security Management System aligned to the international ISO27001 Information Security Standard. Audit and certification of the system will provide Suncare with an independent endorsement of our commitment to protecting our customer and staff's information. ISO27001 certification will provide Suncare with the following key benefits:

- Improve our information security processes by identifying information that needs to be protected.
- Identifying IT security threats to pro-actively establish mitigations to protect Suncare's business information, and information about our clients and staff.
- Grow our business by exhibiting commitment and compliance to a global information security standard and best practice to external stakeholders such as clients, competitors, government, and external bodies.
- Drive business efficiencies by providing information consistency, and only collect information which is required through ISO27001 Information Security Management.

Celebrating our Volunteers

The exceptional help from our team of volunteers makes the service that Suncare provides to the community possible. The volunteers assist with activities which include outings, social visits, meal preparation, Meals on Wheels and Community Transport.

Meals on Wheels Day recognised the staff and volunteers who prepared and delivered 41,161 meals to 346 customers this financial year. Celebrating Volunteers Week, a morning tea was held to acknowledge the support provided by this dedicated team.

Volunteering Sunshine Coast hosted the 2023 Sunshine Coast Volunteers Awards at the Suncare Community Centre Maroochydore. Volunteers across the Sunshine Coast were celebrated, and the award presentation was followed by afternoon tea and networking. Across this year's theme of Change Makers, categories recognised were Community Volunteering – Change Maker, Excellence in Managing Volunteers, Corporate Volunteer Program, Lifelong Contribution and Volunteer of the Year.

Aged Care Volunteer Visitor Scheme

The Aged Care Volunteer Visitors Scheme (ACVVS, previously CVS) continues to support volunteer visits to socially isolated older people both living within the community and Residential Aged Care. Suncare was successful in the application of the ACCVS Commonwealth Grant through the Department of Health and Aged Care with the funding covering the regions of Fitzroy, Wide Bay, Sunshine Coast and North Brisbane. In accordance with the grant guidelines, Suncare will recruit, train and match volunteers with Residential Aged Care recipients and Home Care Package recipients to provide one-on-one and group visits. The funding has seen an increase of 550% from the previous funding agreement, with the Residential Aged Care placement numbers increasing from 30 to 165.

Readiness for Reform

Suncare is geared to ensure we will meet the expectations of the reform whilst remaining financially viable and a trusted provider of outstanding services for our customers. Suncare has continued to grow our in-home aged care services and is recognised for the quality services we provide. In preparation, Suncare has engaged subject matter experts to help develop and implement our Transition to Reform Roadmap for the Support at Home Program commencing in July 2025.

Understanding how Suncare's current community and in-home service offerings map onto the Support at Home reform, identifying competitive strengths within current offerings and market, and how these can be built on now and into the future, as well as opportunities for further development will be central to enabling a seamless transition and continue to enable Suncare's sustainable delivery of its vision.



Suncare Statistics 2022 - 23

41,161

Meals delivered by Volunteers

27,500

Volunteer hours

19,044

Nights of respite care
provided at Boronia Cottage

399,880

Direct Support hours provided
for Suncare Customers

83

NDIS Customers

57,256

Enquiries to Customer Contact



6,632

Suncare Customers



675

Staff Members



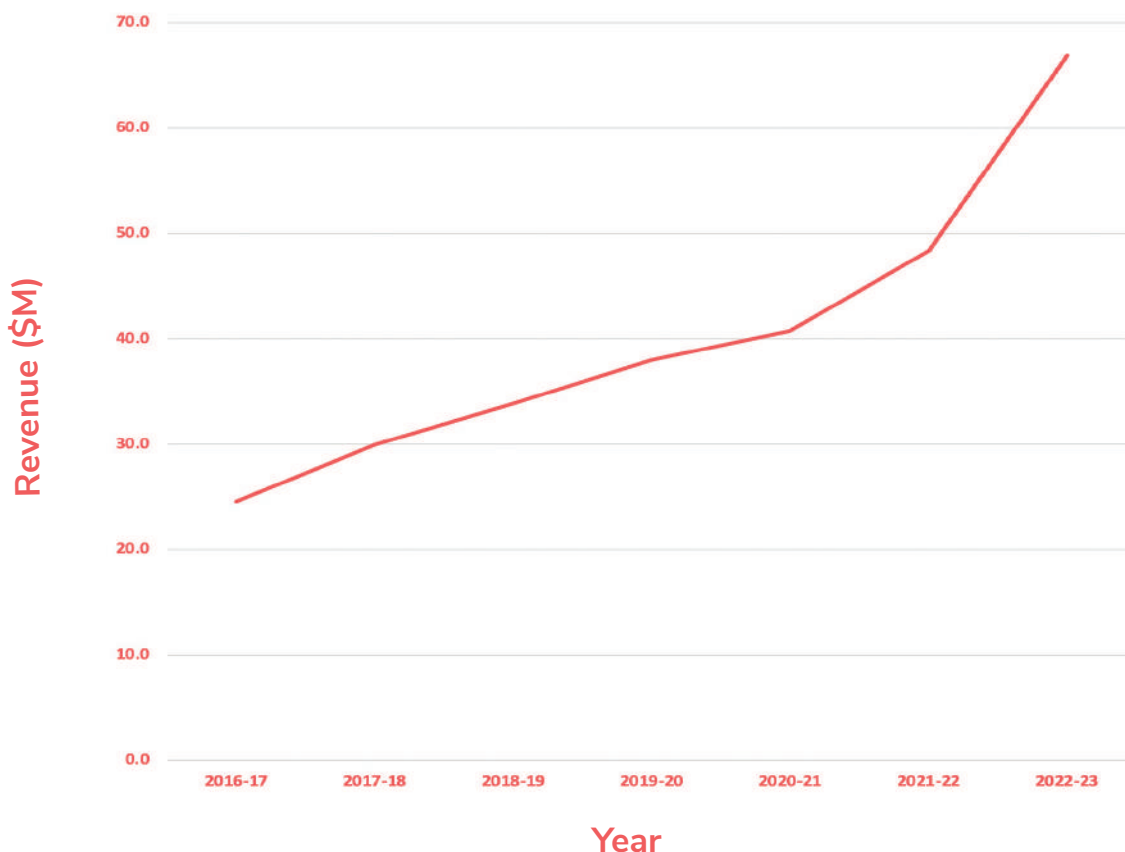
Create FINANCIAL SUCCESS

Financial Performance

Suncare continues to find innovative alternatives for delivering services that further enhance the quality of our services for our customers whilst at the same time reducing our costs and increasing revenue. With our industry undergoing significant change and reform, a key focus in 2022-23 was on ensuring long-term financial sustainability and growing our services to our customers. Suncare's revenue increased by 38.3% to \$66.9M and the operating result for 2022-23 was a surplus of \$3.6M before considering the revaluation of the Suncare Community Centre.

Initiatives to optimise staff utilisation and our fleet of Suncare vehicles will continue into 2023-24 to further improve our customer experience and our long-term financial sustainability. In the current and future climate, our cash reserves are increasingly important. During 2022-23, Suncare increased the liquidity of its investments to ensure cash reserves are applied in a way that is strategic and responsive to changing community needs and service delivery. This is also reflected in the strength of our Balance Sheet with growth in Net Assets of 53% or \$4.8M in 2022-23.

Growth in revenue over last 7 years



Financial Report

Profit & Loss	2023	2022
Revenue from Ordinary Activities	66,295,599	48,368,889
Other Revenue	28,908	131,230
Investment Income	547,568	(155,497)
Cost of Sales - Meals on Wheels	(127,536)	(97,351)
Employee Expenses	(36,546,848)	(28,731,367)
Brokerage Expenses	(10,886,916)	(7,632,185)
Equipment - Client	(7,456,577)	(6,193,449)
Administration Expenses	(7,326,411)	(6,621,975)
Interest Expenses	(32,625)	(42,132)
Depreciation and Amortisation Expenses	(583,672)	(592,401)
Other Expenses from Ordinary Activities	(284,940)	(420,796)
Net Current Year Surplus/(Deficit)	3,626,550	(1,987,034)
Revaluation of Property Plant & Equipment	1,164,015	-
Comprehensive Income	4,790,565	(1,987,034)

Balance Sheet

Current Assets	20,227,704	19,588,190
Non-Current Assets	4,850,190	3,515,461
Total Assets	25,077,894	23,103,651
Current Liabilities	10,795,286	13,689,406
Non-Current Liabilities	512,805	435,007
Total Liabilities	11,308,091	14,124,413
Net Assets	13,769,803	8,979,238
Reserves	2,777,370	1,613,355
Retained Earnings	10,992,433	7,365,883
Total Equity	13,769,803	8,979,238

* Figures are in Australian Dollars.

A visit to our Community Centres

Suncare Community Centre Maroochydore

Suncare Community Centre remains the heart of our Suncare community on the Sunshine Coast. As a meeting place for socialising and building friendships the many varied activities on offer are well-supported. Our customers can also access our allied health services here whilst the Meals on Wheels Team continue to utilise the improved kitchen in the preparation of nutritious meals.



Buddina & Kawana Community Centres

Regular visitors continue to visit the Centre for activities arranged by both Suncare and external parties. From Mahjong to cards, art and sewing groups, the centres at Buddina and Kawana offer social interaction and a venue for hire to the local community. The team of dedicated staff members ensure activities and events are safe and supportive.



Boronia Cottage

Boronia Cottage continues to welcome customers for short-term respite. Owned by the Bribie-Moreton Hospice Health Services Inc and supported by the community of Bribie Island, increased promotion in print media and on social media has seen significant increase in occupancy in the last financial year. Busy Fingers Op shop continues to donate generously in the form of furnishings for the Cottage.



Activities and outings



Mary Cairncross Scenic Reserve,
Maleny



Art and Craft Group



Supporting Hoofbeats Sanctuary
in Doonan

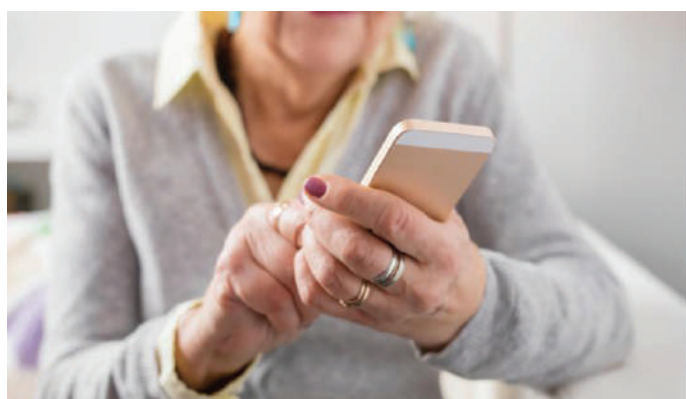


Morning Walks

Our Programs

Stepping On

Suncare continues to collaborate with the University of Sunshine Coast to achieve better health outcomes for our customers. Supervised Occupational Therapy students deliver the unique research-based program Stepping On, aimed at improving overall health, wellbeing and physical strength whilst creating new social connections and companionship. Stepping On covers topics like exercise for strength and balance, safe mobility at home and in the community, nutrition, and medication.



Digi-Care Digital Program

Assisting our customers to better understand technology, this 8-week program covered topics such as mobile phone use and plans available, information on how to send emails and texts, how to set personal alarms and raising awareness of scams, and support with device security settings.

Tai Chi

The health benefits of Tai Chi, flowing purposeful movement derived from observing nature, have long been acknowledged and Suncare is pleased to offer Tai Chi classes at the Suncare Community Centre. Focussing on less strain through the joints with small steps, little bending of joints and standing between movements, Tai Chi is ideal for those with arthritis or at risk of falling.



Cognitive Stimulation Therapy

Suncare offers Cognitive Stimulation Therapy (CST) groups for those with mild to moderate dementia. This evidence-based psychosocial intervention consists of a range of group-based activities aimed at general stimulation of cognitive abilities. Developed in the UK and currently used in 36 countries, the program has reported positive effects for quality of life, communication skills and improvements in mood, confidence, and concentration.

Community Connections

Aunty Betty Walk

Suncare is a proud supporter of the Aunty Betty Memorial Walk. After the Gubbi Gubbi Dance Troupe performed customary dances, Traditional Custodian Lyndon Davis led a short walk on country, providing information about the Dicky Beach area. Aunty Betty McMahon was heavily involved with Suncare Community Services for many years and was an active member of the Suncare Committee from September 2013 until her retirement in July 2015.



Sorry Day, Reconciliation Week & NAIDOC Week

We acknowledged Sorry Day on 26 May and invited four local elders to come and share their memories of this day back in 2008. This tied in with the 2023 Reconciliation Week theme 'Be a Voice for Generations' as we support the continued learning about our shared histories and celebrate our achievements for reconciliation in Australia.

NAIDOC Week celebrates the oldest, continuous living culture on earth. This year Aunty Paula Wootton lead an Aboriginal painting class at the Suncare Community Centre. Suncare customers and visitors followed the Aboriginal symbol guide as they recreated their journeys in life on canvas.



Dementia Tailored Activity Program (TAP)

Suncare has partnered with the University of Queensland (UQ) to deliver world class, evidence-based dementia services. Originally developed in the USA, the Tailored Activity Program (TAP) for dementia involves an occupational therapist providing six sessions to the client in their home and carer over a two-month period. In partnership with UQ, TAP training and coaching was provided to Suncare occupational therapists making Suncare the largest team of TAP trained clinicians in Australia.



Community Connections

Tales in Time Book with Relationships Australia

Relationships Australia and Suncare Community Services collaborated to collate creative expressions dictated and written by local Sunshine Coast Seniors into a coffee-table book, *Tales in Time*. The book was made possible by a Minor Grant for Creative Development from Sunshine Coast Council, with one of the aims of the project being to help reduce social isolation by connecting older people through the power of storytelling. Presented to the contributors at a morning tea at Suncare Community Centre, entertainment was provided by well-loved local seniors tap-dancing group, Tap Katz.



Rotary Christmas Lunch

Suncare supported the Mooloolaba Rotary Club to host their annual end of year Rotary Christmas Lunch, held in conjunction with the Kawana State School. Sixty Suncare customers enjoyed a three-course Christmas lunch prepared and served by the Kawana Waters State College senior hospitality students while entertainment was provided by the Junior School Choir. This annual event is always well attended and enjoyed by all.



Queensland Seniors Month

October 2022 was Queensland Seniors Month and Suncare followed the theme, 'Celebrating Social Connections' by inviting our customers to bring their friends and enjoy a week of social interaction and fun activities. Local radio station Mix FM created brand awareness by broadcasting from the Suncare Community Centre. The Centre offers activities well beyond Qld Seniors Month and continues to create opportunities for older Queenslanders to live healthy, active, and social lives.





Suncare
COMMUNITY SERVICES

**Suncare Business Support
Office - Maroochydore**

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

Suncare Community Centre

2-8 George Street
Maroochydore QLD 4558

North Lakes Services

Suite 206, 53 Endeavour Boulevard
North Lakes Qld 4509

Gympie Services

1, 2-4 Horseshoe Bend
Gympie QLD 4570

Bundaberg Services

81 Barolin Street
Bundaberg South Qld 4670

Gold Coast Services

Helensvale Qld 4212
Ph: 1800 786 227

Hervey Bay Services

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

Rockhampton Services

Unit 3, 235-339 Musgrave Street
North Rockhampton Qld 4701

Maroochydore Meals on Wheels

97 Memorial Avenue
Maroochydore Qld 4558

Email us: info@suncare.org.au

Call us: 1800 786 227

Visit our website: www.suncare.org.au

ACN 603 561 502

Making people's lives better