



CARE
GOONDIWINDI

ANNUAL REPORTS

2015-16

Caring for Community

Thanks to the support of



**Queensland
Government**

Department of Communities, Child Safety and Disability Services



Australian Government

Department of Social Services

Emergency Relief, Cultural Echo Project, Home & Community Care Program



Australian Government

Department of the Prime Minister and Cabinet

Indigenous Advancement Strategy



Community Legal Centre Services



**QUEENSLAND
GOVERNMENT**

Department of Justice & Attorney General



Good Shepherd
Microfinance

No Interest Loans Scheme (NILS)



PRESIDENT'S ANNUAL REPORT

It brings me great pleasure to present my first Annual Report as President of Care Goondiwindi, having followed past President David McMahon.

David steps down from the Care Goondiwindi Board at this AGM, after many years supporting the staff, programs and broader community in his role as board member and President of Care Goondiwindi. On behalf of the Board I thank David for his efforts over the years, and know that he will still continue to support the great work undertaken by this community.

Change has been the theme for the last 12 months! Preparing for it, creating it, and supporting our community to embrace change has been a huge focus for the board and staff at Care Goondiwindi.

As a board we want to ensure that we are leading a robust and viable organisation that stays true to its purpose and charter. We are a community-based organisation, but this does not detract from the need to ensure that sound business decisions are being made, and we are planning for and managing risk at all times. For this, I am proud of the team that we have around our board table—intelligent, insightful, innovative and lots of other words starting with “I”! The leadership team of this year has included David McMahon, Sally Cooper, Bridget Slack-Smith, Toni Rissman, Melissa Hill, Anna Carswell, Chantal Corish and Sean Rice. As a board we said goodbye to Deb Thompson and Bob Jones through the year and we thank them for their efforts as board members over the years.

Tracy MacDonald continues to have 110% dedication to the organisation as General Manager. She leads the staff into some uncertainty surrounding the NDIS and its rollout in our area in coming months. We have seen staff rise to the challenges, and it is heartening to see that community understanding of Care Goondiwindi and support for what we do start to gain momentum.

If you don't know what this organisation does, please ask. Chances are it is directly or indirectly supporting you and your family to live in this wonderful region we call home.

This Annual Report tells the quantitative results of another successful year, talking with any of our board and staff will remind you of what we hold most important— the people.

Julia Telford

PRESIDENT

MANAGER'S ANNUAL REPORT

Tracy MacDonald



2015/16 has seen Care Goondiwindi start to evolve into a more motivated and proactive organisation. This was achieved by keeping on the pulse of what was happening in our community, region, and sectors of service as well as keeping up to date with State and Federal policy changes. Major focus has been on building the organisation's community profile in preparation for changes to the way we do business now. With the eminent commencement of the National Disability Insurance Scheme (NDIS) to our region it is important that the organisation have a high profile and is recognised for the good reputation that it has in delivering business to the residents and community predominately living in our regional council area. The Board and I have put a lot of time and energy into ensuring that accurate up-to-date information is received and distributed to the various cohorts that we work with. Board members and staff have been involved in training throughout the year focused on change management, specifically how to embrace change instead of fearing it, identifying individual strengths within our very diverse team and building competence and understanding through empowerment, knowledge and inclusion. I would like to thank the Board for the support offered to me over the past 12 months.

Whilst the above has been a focus at the management level, day to day service delivery has continued across the twelve programs and services delivered through this organisation. Rural Family Support, Youth Access Service, Disability Services, Community Development, Seniors Services, Community Legal Services, Community Justice Group Co-ordination, Indigenous Family Support, Medico Transport Service, No Interest Loan Scheme (NILS), Community Home Support Program, Emergency Relief, Assisted School Transport Program. Care Goondiwindi also fully transitioned control of the Community Home Support Program—Lawn and Garden Maintenance Service from the Goondiwindi Regional Council on July 1 2015. This program sits nicely with the other services Care Goondiwindi delivers to Seniors living in our town.

Accountability to funding bodies has been maintained and reports submitted within the appropriate timeframes. High quality services have been delivered to the appropriate target groups within the guidelines outlined by each service agreement. Care receives funding from State and Federal Government and other sources, the majority of which is received from the Queensland Government, Department of Communities, Child Safety and Disability Services. With this in mind it highlights the need for the Board to be fully informed and prepared for the changes to business in regards to the NDIS and the current services provided to participants with a Disability and their families as it is such a large portion of income for the organisation.

Total funding received in 2015/16 was \$1,221,773.00 this included a successful grant of \$35,000 from Community Gambling Benefits Fund towards the purchase of a new bus. We have also been fortunate to receive some very generous donations from community groups and general public, some donations specifically towards our Bus Appeal and some to be utilised across the various services delivered. The Board and staff are pleased to receive this support and we are humbled and greatly appreciate the support offered to us. Care currently has 27 paid staff and 1 volunteer dedicated to achieving the desired program outcomes which meet the needs of the community. We have a enthusiastic team that have an amazing work ethic and are committed to the values of the organisation.

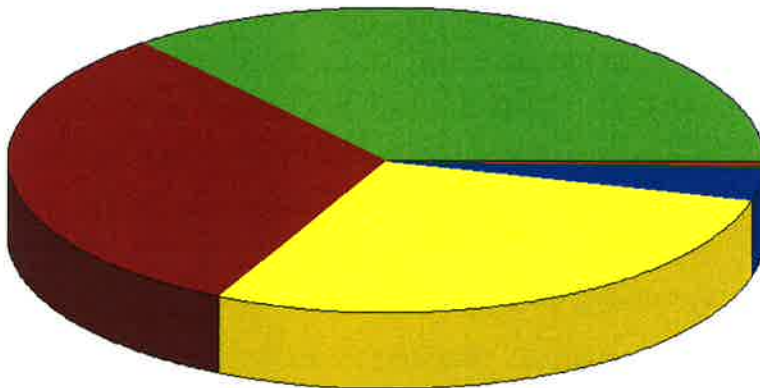
Below is a breakdown of income and expenditure for this financial year, as you can see to enable the diversity of service the organisation needs to engage a variety of funding sources to facilitate this.

Income Summary
July 2015 through June 2016



Dept of Communities	%50.68
Dept of Prime Minister & Cabinet	9.71
Dept of Justice & Attorney General	5.54
Legal Aid - QLD	4.24
Legal Aid Queensland	4.23
Goondiwindi Regional Council I	2.60
Gambling Community Benefit Fund	2.20
Department of Social Services	2.15
Good Shepherd Microfinance	2.14
Healthwise New England North West	1.71
Other	14.80
Total	\$1,443,248.66

Expense Summary
July 2015 through June 2016



B. Salary Related Cost Items	%36.22
Closing Balance @ 30/06	31.56
C. Operating Cost Items	28.42
D. Organisational Cost Items	3.38
Z. CENTRE COSTS	0.36
A. One-Off Costs	0.06
Total	\$2,540,789.61

Care has continued to be the leader in providing welfare services for the region, ensuring the most vulnerable and disadvantaged residents are not forgotten. This service is delivered with a goal of assisting with the immediate need and building capacity to cope with future challenges. We were fortunate to also receive “Drought Assistance Funding” from the Department of Communities this money was aimed at helping people requiring financial assistance due to the affects of drought, the funding has assisted with the extra requests of support received this year.

We see our organisation as an integral part of community services delivered within the Goondiwindi Regional Council area, a strong focus has been maintained to ensure valued relationships between key stakeholders is maintained. The sharing of up to date information within the sector contributes to the appropriate referral pathways being offered to people seeking help, and working closely with Government and Non-Government organisations supporting the needs of the clients that present on a daily basis.

Through the Neighbourhood Centre Funding received, we have been able to promote, support and deliver a variety of projects and events throughout the year, including the annual Community Guide which is supported by the monthly distribution of the “Getting Out in Gundy” publication. This funding also includes our Senior Services, of which over 100 members enjoy the many and varied social and information events organised on a monthly basis.

To highlight some of the events and projects this year:

- River Jam & Russell Morris Concert
- Naidoc 2016
- DV Awareness Event “No Silence to Violence”
- Inaugural “Gundy Gallop” Colour Fun Run in partnership with PCYC
- “World War 1” Museum established at the Customs House
- Amanda Bigalow— Health coach and behaviour change specialist—partnership with Wincott & Partners in Grain
- Seniors Trip to Empire Theatre—Searchers Concert

Just to name a few but not underestimating the importance of the weekly/monthly and quarterly projects happening as part of our routine activities delivered within the community.

The activities and programs delivered form an important part of the social fabric of our community, often there is no charge to attend which makes them accessible to everyone! We, as an organisation encourage social and community inclusion for all, and often support activities across a number of program types to promote the interaction and participation by all. Care established its own community garden this year which is tended to by Disability participants. This has been a very pleasing activity for everyone to be involved in, clients reap the rewards of their efforts by harvesting fresh produce and then sharing this amongst themselves and staff. It has been a very gratifying activity and one that everyone enjoys.

In finishing I would like to give you a snapshot of the numbers enquiring or accessing services delivered by Care in 15/16:

• No. of Telephone Enquiries	6719
• No. of Counter Enquiries	2744
• No. of Justice of the Peace/Commissioner for Declarations	225
• No. of Emergency Relief Clients	839
• No. of St. Vinnie’s Referrals	476
• No. of Advices given through Community Legal Service	825
• No. of Pick-ups with Medico Transport Service	2207
• No of hours of support delivered to Disability Clients	4880
• No. of No Interest Loans Approved	130
• No. of Families Supported	92
• No. of Youth Supported	108
• No. of Indigenous Families Supported	484