

North
Burnett
Community
Service

Annual Report 2019



North Burnett Community Service is funded by the

- *Department of Communities, Child Safety and Disabilities Services*
- *Department of Social Services*
- *Department of Education, Training and Employment*
- *Department of Aboriginal and Torres Strait Island and Multicultural Affairs*

Executive Management

Susan Payne – President

Sue Trott – Treasurer

Alex O'Neill – Vice President

Marion Denholm – Secretary

Management Members

Noel Thompson – Management Member

Colleen Whelan – Management Member

Helen Morgan – Management Member

Melanie Bice – Management Member

Roslyn Kugel – Management Member

Loris Doessel – Management Member

Association Members

Keith Renick

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Melinda Thorburn

Sherrie Breitkopf

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Natalie Mann

Nicole Briggs

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Jacqueline Laidler

Staff

June Jacobi – Administration Officer

Gillian Carr – Mundubbera Family Day Nominated Supervisor

Russell Mills – North Burnett Suicide Prevention Trial Coordinator

Mundubbera Family Day Care Educators

Michelle Crofts

Hannah Oppermann

Margaret Cutler

Rachel May

Paula Hawkins

Theresa Gleeson

Rina Seeds

Megan Parish

Disability Reference Group Support Workers

Annaleigh Jackson

Margaret Latza

Andrea Law

Paige Leifels

Michael McWhirter

Katie Moffett

Alison Venables

Carole Ward

Rebekah Wengel

Volunteers

Mary Gordon

Glenys Janke

Ellen Twemlow

Dot Jacobi

Denise Edwards

Beryl Eriksen

Marilyn Elstob

Jenny Hooper

David Allan

Graham Carlyon

John Endres

Caroline Eriksen

Raymond Holdway

David Leng

Cindy Mills

Alison Venables

North Burnett Community Service

PRESIDENT'S REPORT 2018 – 2019

As a new executive with limited experience in community development, we promptly set ourselves the task of enquiring, reviewing & renewing. We considered this a vital step towards ensuring we understood our responsibilities & accountabilities.

To start on a path with a consistent vision, both the strategic & operational plans were reviewed. A number of members made themselves available to assist & we thank them for their valuable input. Policy review has also commenced & is ongoing. Our name change from Mundubbera Community Development Association to North Burnett Community Service, along with changes to our Constitution, was completed on the 25th March 2019, enabling our organization to reach out to the region with greater access to grants. To complement the name change, a new logo designed by Amanda Wenck from Truth Designs has been graciously accepted by the community & can be seen on our building, stationery, uniforms, cars & banners.

Throughout the year we've seen some staff changes.

In April we welcomed Russell Mills as the Local Primary Healthcare Network Suicide Prevention Trial Co-coordinator. Russell's experience in counselling sees him as a great asset to this program. Wendy Peebles commenced as our Finance Officer in June. Her extensive background in both finance & community groups has been invaluable as we continue to review & renew all aspects of the Centre.

They have both given their all to these positions and we wholeheartedly thank them.

In August we accepted the resignation of Centre Manager, Bobby-Leigh Redgard. Whilst going through the process of a business review, our Administration Officer June Jacobi, has successfully run the day-to-day operations & events & fielded the numerous questions posed. Our wholehearted thanks go to June for efficiently keeping the Centre operating at such a high level.

We extend a warm welcome to Carol Chapman as Centre Manager. Carol has previously relieved in this position & will commence work on 21st October. Carol is looking forward to becoming a North Burnett resident & working with staff, volunteers & stakeholders in our region & beyond. In addition to our existing volunteers, numbers increased with the addition of the co-ordination of the Patient Transport scheme from the Centre. We all know how important all volunteers are & our appreciation was shown with a luncheon held 22nd May 2019.

We look forward to continuing to expand our footprint in the North Burnett & fill gaps as they are identified, where more services, projects & events will be delivered.

Thank you to fellow committee members, staff, volunteers & the community who all help to enable this Centre to play an integral part within the North Burnett.

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The Centre has continued to develop strategies to assist the communities address the social issues as they are identified.

The rollout of NDIS had caused concerns for many community members and clients with a disability as the processes were not straight forward. There were information sessions from NIDA held in the Centre for Clients and their families, Providers and Local Area Co-ordinators to help navigate the processes and also for staff to be able to refer community members and clients to the correct contact.

NBCS were successful in obtaining the tender for the North Burnett Suicide Prevention Trial Co-ordinator. This has employed a casual staff member to revise and implement the North Burnett Suicide Prevention Community Action Plan across designated communities within the PHN's Suicide Prevention Trial Site area. Staff have attended ASIST Training through this and the co-ordinator is working with the group on other training programs or events to bring to the communities to develop awareness and de-stigmatise discussions around suicide.

A name change has brought about significant changes in the way the Centre is now received. Uniforms and badges have increased moral and added a more professional outlook from the Centre. The community has a better understanding of "what happens and what we do". This has increased more conversations and connectivity in the North Burnett. Links are being forged with other community organisations and businesses to ensure a proactive centre and become the "go-to" place for community members to seek information. New vibrant signs for the building and the cars have been purchased and are now on the building and the cars.

A change in executive committee at the AGM held in November has had the new executives and staff learning roles and communicating expectations with all involved. This change has had a positive effect on how the Centre will move forward to better support the Community.

North Burnett Community Service took over the co-ordination of the North Burnett Patient Travel Scheme on the 29th April from the Mundubbera Hospital and is in conjunction with Jena Boran who have the vehicle for the scheme. This was a new learning situation for staff and with the support from the Hospital has been proceeding well. The volunteer drivers for the Patient Travel were inducted and have interacted well with staff. Positive feedback has been received from both drivers and patients.

This has prompted a service to transport residence from Leichhardt Lodge down the street each Thursday and has also taken other community members down town as well. The service has also been utilised to pick up residents from the Medical Centre and transport them back to their place. The Centre continues to advertise by word of mouth and also respond to requests from the Mundubbera Medial Centre.

Transport for School and Kindergarten continues each term. The main transport is for school children with Kindergarten becoming sporadic.

All groups have been well supported and guest speakers have been well received from both the groups and the community.

The Centre is continually looking for grants and delivering projects and events into the community.

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MUNDUBBERA FAMILY DAY CARE ANNUAL REPORT

The Family Day Care Scheme is administered by the Queensland Government. It offers flexible care and education for children from birth to 12 years of age, in the homes of registered Educators. These people and their homes must meet quality standards that are set by the Australian Government. As a Service Provider, NBCS has a responsibility to ensure that we and our Educators are continually upgrading & improving, to offer the best possible service to families in our community.

It has been another busy and successful year for the NBCS' Mundubbera Family Day Care Scheme with 3 new educators joining us in Monto, 2 in July 2018 and 1 in March 2019.

At present, 1 Educator is on maternity leave, but will rejoin the service later.

We currently have 7 Educators – 3 in Monto; 2 in Gayndah and 2 in Mundubbera.

We are providing care for a minimum of 55 children on a weekly basis.

Educators and staff have completed many hours of professional development both online and face-to face. This ensures that we meet necessary standards and that the children in our care get the best possible start in life.

We are planning some exciting activities for the coming year for children & families to promote the service and extend it to more families. We also have 3 Students working towards their Certificate III in Early Childhood Education & Care who will be completing their hours of placement with 2 of our Educators. We are hoping that support of these students will help in recruitment of new Educators with the necessary skill set in the future.

Gillian Carr

Mundubbera Family Day Care Manager

North Burnett Community Service

SUICIDE PREVENTION TRIAL – CO-ORDINATOR

The Australian Government is supporting the implementation and evaluation of twelve suicide prevention trial sites across Australia as part of the National Suicide Prevention Trial.

The trials are led by Primary Health Networks (PHNs) and aim to improve the current evidence of effective suicide prevention strategy at a local level for at-risk population groups. Each trial site will run for four years from 2016-17 to 2019-20 and receive Australian Government funding of up to \$4 million.

Sadly, the North Burnett qualifies as one of the targeted regions under this scheme. Men and people of Aboriginal & Torres Strait Islander background are most at risk. NBCS were successful in applying to carry out activities for the scheme. Initially, our Centre Manager, Ms Bobby-Leigh Redgard, was responsible for co-ordinating the program. However, in May this year Mr Russell Mills, a qualified counsellor with experience in social work in our area and other places, was appointed to fill the position.

Russell has been extremely active within the limited hours approved by the Central Qld, Wide Bay, Sunshine Coast PHN, for the Co-ordinator position.

Program Activities May 2019 to September 2019

- Living Works Applied Suicide Intervention Skills Training. Russell did a two day ASIST refresher in Monto.
- Attended the Black Dog Suicide Prevention Conference in Canberra May 20 -23 2019. This was a mandatory part of the scheme and provided an opportunity to learn about the activities of other trial site programs.
- RUOK sporting equipment program for every school in the North Burnett. This idea was developed by Russell & approved for go-ahead by PHN in June 2019.
- Question-Persuade-Refer mail-out was sent to every household in the North Burnett - 4500 flyers were to be delivered in July 2019.
- RUOK Bus Tour Roadshow planned a Mundubbera visit on 22 July 2019
- World Suicide Prevention Day candle and flyer promotion - 1000 of each to give away and a barbecue event planned for September 2019.
- RUOK Day coffee cups and cupcake flags were provided by PHN. 750 units given away to every town in the NB , delivered the same time as the WSPD information

In addition, Russell has;

- attended all of the community reference group meetings across the North Burnett in every town except for Biggenden. These occur every 3 months.
- attended 3 Suicide prevention committee meetings.
- attended 5 Mundubbera Suicide prevention meetings.
- attended 3 North Burnett Mental Health Hub meetings.
- supported the Monto Community at the mine closure meeting.
- represented NBCS at the North Burnett advisory meeting in Biggenden.

Other projects that Russell is in the process of developing for the new financial year in the North Burnett include;

- Mundubbera Fishing Competition water bottles and stickers to give out to competitors to raise awareness of suicide prevention and the program.
- Mental Health Cricket Day 13 October - NBCS to sponsor a trophy and drinking cups.
- Safe Talk training T4T for 2 people to be held in Brisbane on the 16th -19th October 2019.

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Financial Management Program

The Financial Management Program delivers emergency financial assistance to persons in financial difficulty. The program assists clients from throughout most of the North Burnett region, providing assistance for food, fuel, vehicle registration, medical expenses, phone, clothing and bedding and debt consolidation on a case by case basis.

The program also provides advocacy and referral service, linking clients to agencies that may be able to assist them. The program is able to provide a budget planning and referral service to assist clients.

This program is the only funded Emergency Relief service for most of the North Burnett and adjacent areas and is supporting clients from throughout a large area.

For the year the program has assisted 185 clients

North Burnett Community Service - Conference Centre and Office Rooms

North Burnett Community Service Conference Centre and office rooms have great facilities to use for any conference or events. The room is fully air-conditioned, and has a data projector and screen and a whiteboard.

The conference centre has been used by many organisations that offer different training as well as being used by external service providers as a secure and confidential venue to provide a workshops and meetings. The room is also utilised by different group meetings and other special events.

The conference room is also utilised for the various groups that are supported by North Burnett Community Service and also for the general meetings each month. The room is also utilised to have meetings with external organisations and internal meetings.

Conference Room Bookings from external organisations - 11

Office Rooms for hire

Separate offices are available for hire for a more private and confidential meeting place. The offices have a separate entrance and visiting professionals are able to have their appointments

Office rooms bookings - 22

Be Connected

The Association provides a Be Connected Kiosk, supported by funding from the Department of Social Services.

The Program encourages senior community members to become more familiar with computers and their functions and to assist senior community member's access banking and health related services on the internet and also the social media functions.

The program is delivered by staff and the Association is always seeking volunteer tutors to assist with this program.

North Burnett Community Service

Mundubbera Diabetes Group

The group meets the first Wednesday of each month. The group is supported by Mundubbera Community Development Association. The group receives information on ways to better manage their condition or to assist family members who may have the condition. Guest speakers deliver a diverse range of information and distribute resources to increase people's awareness of the condition. This year we enjoyed a day trip to Woodgate Beach and enjoyed the health benefits of getting out in the fresh air with great friends.

Group members include persons with the condition, extended family members of persons with the condition and interested persons who wish to gain increased awareness of the condition to assist them to make informed lifestyle choices to manage their health.

The Group encourages all community members to engage.

33 members have attended the Groups meetings and guest speakers have been organised to attend the support meetings.

Talking News

This service of having the local newspaper read into an audio format for persons with sight impairment has been delivered by volunteers each week for more than twenty years.

The project is always seeking additional volunteers to read and copy to ensure the project continues to provide the service to clients.

This service occurs each Thursday of the month at the Centre. There are 7 dedicated readers that keep coming each Thursday to read the newspaper onto the cd's and 8 cd's are mailed out to the recipients.

Mundubbera Garden Group

The Mundubbera Garden Group meets at 9.30am on the second Thursday of each month at either MCDA or a nominated member garden.

The group discuss gardening and also a wide range of social issues not just related to gardening and growing plants in a challenging environment.

88 members had joined the get-togethers for the year.

Grandparents Group

The Grandparent's Group meet on the first Monday of each month at 9.30am in the Conference Room of the Centre.

The Grandparents come and socialise with each other over morning tea, to share stories and reflect on memories they have.

The Group's members encourage more Grandparents to join this social group to discuss issues important to them.

5 grandparents have attended throughout the year.

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Seniors Week 2019

A luncheon was held for Seniors from Eidsvold, Mundubbera and Gayndah. A guest speaker from Allied Health was invited to talk about falls and how to minimize the risk. The NBCS Secretary spoke regarding the new name and also the vision of NBCS in the North Burnett region. The meal was delivered by Mundubbera Motel with 10 Mundubbera State School Hospitality Students to assist. The Mundubbera State School band played several items which were well received. The Hospitality students interacted with the Seniors and many remarked on their manners. Word Puzzles, Chair Yoga poses and make words out of one were also on the table for the Seniors to do. The North Burnett Regional Council collaborated with a game that was going to be held in each town across the North Burnett Libraries. An instrumental cd was played during the morning. A survey was also distributed to capture remarks on the day and also, what other suggestions could be added in the town / and engage others.

Social interaction with other members of the community was a benefit and also the games provided a talking point on each table. The guest speakers provided valuable information that was available on handouts.

Feedback from the survey included, but not limited to: More entertainment, transport, more social gatherings. Comments for improvement – louder guest speaker, game sheets bigger. Overall, the comment was made that the day was enjoyable and all were satisfied.

60+ Participants enjoyed the lunch

North Burnett Community Service - Volunteers Appreciation Luncheon

NBCS wanted to show our appreciation to our volunteers with a special lunch and presentation of certificates. Without volunteers a lot of our programs wouldn't be possible and we wanted to show how appreciative we are as an organisation to the people who donate their precious time.

We arranged a morning of activities from the Wheel of Wellbeing – to encourage each participant to remember to “fill their cup”. These activities encouraged people to discuss how they relax, how they show appreciation and what they are thankful for most. We discussed the benefits of volunteering and giving back to the community. The Centre staff had made up Certificates of Appreciation for each volunteer and these were presented to the volunteers. We arranged for a hot lunch to be prepared and shared which everyone enjoyed

The only downfall with the event was unfortunately not all our volunteers could attend due to prior commitments but they were still happy to be included in the invites.

Our volunteers advised they truly did feel appreciated and thanked the staff for arranging the lunch to celebrate them.

Staff made sure the volunteers were waited on and did not have to clean up after the event which they commented how nice it was to have this.

It was noted but a couple of participants they would be mentioning this to friends as not all organisations have appreciation lunches and would encourage them to volunteer with the organisation.

12 volunteers enjoyed the morning tea

Harmony Day

Harmony Day is a day to celebrate Australian multiculturalism, based on the successful integration of migrants into our community. Australia is the most successful multicultural country on earth and we should celebrate this and work to maintain it.

Harmony Day is about inclusiveness, respect and belonging for all Australians, regardless of cultural or linguistic background, united by a set of core Australian values.

Held every year on 21 March. The Day coincides with the United Nations International Day for the Elimination of Racial Discrimination.

Since 1999, more than 70,000 Harmony Day events have been held in childcare centres, schools, community groups, churches, businesses and federal, state and local government agencies across Australia.

MCDA held its first Diversity Café for 2018 with Harmony Day.

Harmony Day 21-March-2018 was a great one for the year. Everyone brought along a dish to share. Along with the guest speakers, each of the attendees gave a little background knowledge of themselves. Some stories brought laughter and applause and conversations from everyone. These little insights are interesting and for some, sharing for the first time is intense. The tables were set up with a certificates on thanking everyone for being a part of the day as well as a jigsaw; which had many concentrating on putting it together. Hand prints were also cut out - 1. For their name and 2 – What Harmony means to them. These handprints were pinned onto a heart which was drawn a wall divider.

22 participants enjoyed the Harmony Day celebrations.

Community Transport Initiative

School and Kindergarten

North Burnett Community Service continues to provide a transport service for students to attend Mundubbera Kindergarten and Mundubbera State School. The objective of the program is to provide access to transport for children who families may have difficulty in transporting children to Kindergarten.

North Burnett Community Service has a vehicle to transport the children and have volunteer drivers ready to drive. The volunteers can be parents of children who are travelling to kindergarten or School or any community member who has or can quickly acquire a Blue Card for Child Related Employment.

North Burnett Community Service thanks the commitment of the volunteers in general and Glenys Janke and Mary Gordon in particular who give their time to provide families with this valuable service.

4 families have utilised this service throughout the year.

North Burnett Community Service

Community Transport

North Burnett Community Service has also commenced taking Leichhardt Lodge residents from the Lodge down to the business centre and return on a weekly basis. This is now being utilised by another community resident. There are between 2 and 4 people from Leichhardt Lodge utilising the service. These residents also encourage other Leichhardt Lodge residents to utilise the service.

North Burnett Patient Travel Scheme

North Burnett Community Service commenced coordinating the North Burnett Patient Travel on the 29th April, 2019. This service is utilised to take patients of the Eidsvold – Mundubbera – Gayndah community to medical appointments in Bundaberg – Childers – Hervey Bay and Nambour.

Communication with the surgeries in Eidsvold, Mundubbera and Gayndah have been an integral part of keeping the service successful. There have been on occasions where emergency patient travel has been required.

There are 8 volunteer drivers who make themselves available to take the patients to their medical appointments.

22 Patients have accessed the service.

Volunteers are always needed to assist this and many other projects.