

BURDEKIN COMMUNITY ASSOCIATION INC.

ANNUAL REPORT 2023-2024



***“To provide direct relief to the aged, families,
children and individuals who are experiencing poverty,
sickness, suffering, distress, misfortune,
disability or helplessness”***

**burdekincommunityassociation.org.au
facebook.com/bca1975**





From little things, big things grow!
Community Information Centre circa 1976
The Support Centre
Burdekin Centre for Rural Health
Community Information Centre

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OUR MANAGEMENT COMMITTEE

| | |
|--------------------------|-----------------|
| President | Majella Meehan |
| Secretary | Brian Sorohan |
| Treasurer | Cathy McDonnell |
| Committee Members | Steve Barton |
| | John Furnell |
| | Treena List |
| | Mark Schofield |
| | Cr. Fina Vasta |

OUR ORGANISATIONAL PROFILE

The Burdekin Community Association Inc. (BCA) is a not-for-profit, incorporated association, which strives to fulfil the unmet social, welfare and health needs of the Burdekin community. A diverse range of community services are delivered by the BCA to the Burdekin Shire. Since establishment in 1975, BCA has evolved to become one of the largest community organisations in the region.

The BCA is a registered charity, has an Australian Business Number, Income Tax Exemption and Deductible Gift Recipient status. Many of BCA's initiatives are made possible by the generosity of the Burdekin Shire Council, local service clubs, business houses and individuals.

Vision

Our Vision is *"for compassionate and connected communities where everyone is supported and free from hardship and distress."*

Purpose

Our Purpose is *"To provide direct relief to the aged, families, children and individuals who are experiencing poverty, sickness, suffering, distress, misfortune, disability or helplessness"*.

Core Values

Our Core Values provide a platform for individual, team and organisation attitudes and behaviours, the way we work and interact with people.

- *Compassion. We bring holistic care, hope and inspiration through our understanding and empathy for others.*
- *Respect. We treat everyone with care and respect at all times.*
- *Integrity. We maintain the highest degree of ethical standards and put our values into action.*
- *Leading through learning. Our culture encourages innovation and supports learning.*

Operating Principles

- Our Operating Principles include:
- *Responding justly and fairly*
- *Working in partnership*
- *Enabling and supporting improvements in the community services sector*
- *Being accountable for our resources and actions*

Strategic Objectives

We will achieve the BCA's Purpose through the following strategic objectives:

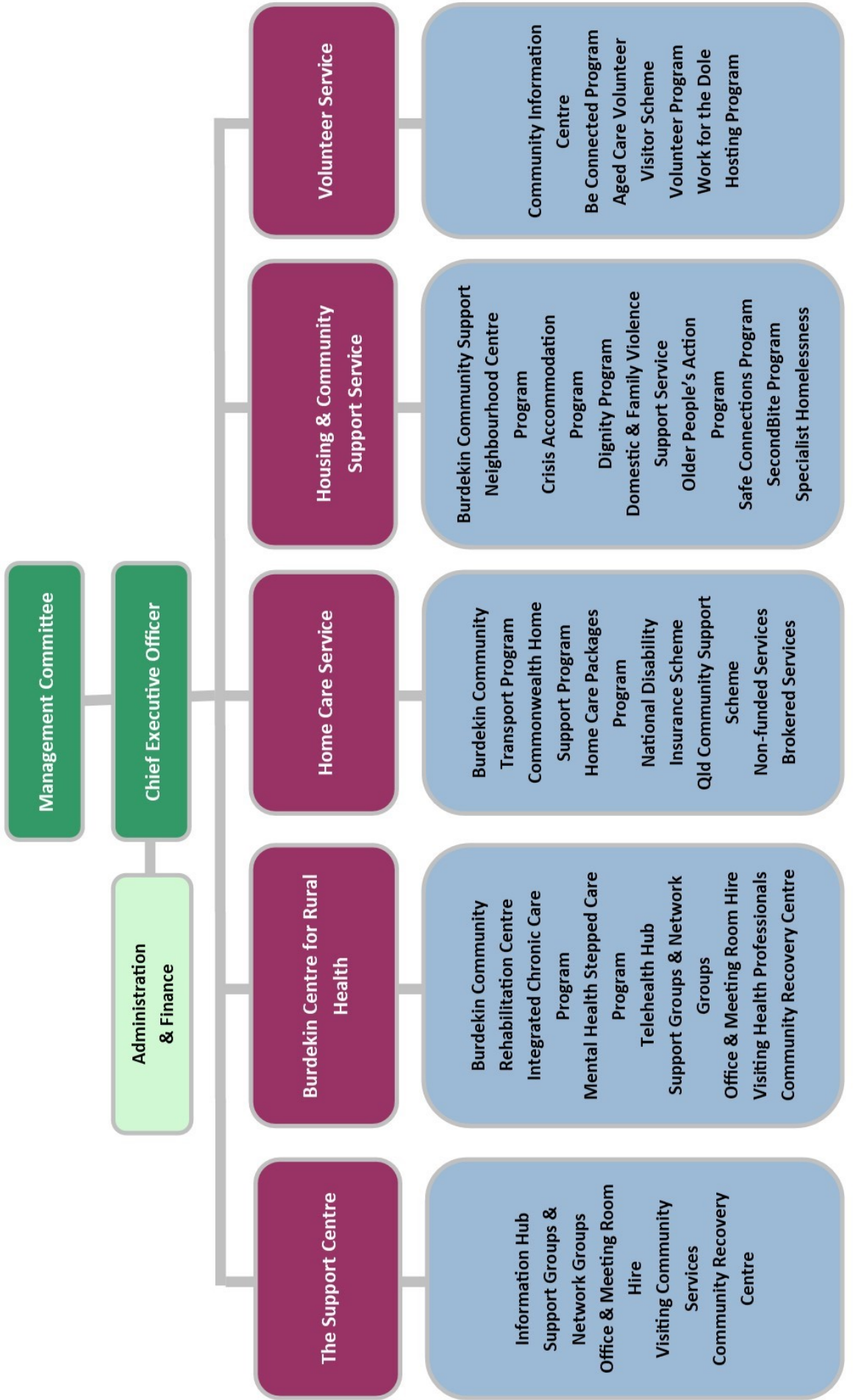
1. *Promote a coordinated (within BCA), and integrated (with other community service providers) response to address the social and welfare needs of the Burdekin community.*
2. *Deliver efficient, effective, quality services to meet the needs of individuals, families and the community.*
3. *Ensure equitable access to BCA services*
4. *Advocating for social welfare in the community.*
5. *Providing community information, consultation and education on social welfare issues.*
6. *Developing a strong and resilient organisation.*
7. *Developing our people.*
8. *Operating in a financially responsible way.*
9. *Ensuring BCA has a continued funding base.*

Website: burdekincommunityassociation.org.au

Facebook: facebook.com/bca1975

Burdekin Community Association Inc.

Organisational Structure September 2024



OUR SERVICES & PROGRAMS

Support Centre

Burdekin Community Directory
Information Hub
Support Groups and Network Groups
Office and Meeting Room Hire
Visiting Community Services
Community Recovery Centre

Home Care Service

Burdekin Community Transport Program
Commonwealth Home Support Program
Home Care Packages Program
National Disability Insurance Scheme
Qld Community Support Scheme
Brokered Services
Non-funded Services

Housing and Community Support Service

Burdekin Community Support Service
Neighbourhood Centre Program
Crisis Accommodation Program
Dignity Program
Domestic and Family Violence Support Service
Older People's Action Program
Safe Connections Program
SecondBite Community Connect Program
Specialist Homelessness Service
State Emergency Relief Program

Volunteer Service

Aged Care Volunteer Visitors Scheme
Be Connected Program
Volunteer Program
Work for the Dole Hosting Program

Community Information Centre

Information Hub

Burdekin Centre for Rural Health and Burdekin Community Rehabilitation Centre

Integrated Chronic Care Program
Mental Health Stepped Care Program
Support Groups and Network Groups
Telehealth Hub
Visiting Health and Wellbeing Services
Community Recovery Centre

OUR PREMISES

Support Centre

130 Queen Street, Ayr QLD 4807

Hours: Monday to Friday 9.00am to 4.00pm
Mail: PO Box 815, Ayr QLD 4807
Telephone: 07 4783 3744
Facsimile: 07 4783 3990
Email: bca@bcaburdekin.org.au

Burdekin Centre for Rural Health and Burdekin Community Rehabilitation Centre

12a Chippendale Street, Ayr QLD 4807 "Joan Heatley Centre"

Includes: The Bill Hodson Meeting Room
Hours: Monday to Saturday
9.00 am to 4.30 pm (other times by arrangement)
Mail: PO Box 815, Ayr QLD 4807
Telephone: 07 4783 2711
Facsimile: 07 4783 7611
Email: bca@bcaburdekin.org.au

Community Information Centre

119 Queen Street, Ayr QLD 4807

Hours: Monday to Friday
9.00 am to 4.00 pm
Mail: PO Box 815, Ayr QLD 4807
Telephone: 07 4783 7633
Facsimile: 07 4783 3990

OUR STAFF & SUBCONTRACTORS

Management

Chief Executive Officer: Debra Cochran

Administration & Finance

Administration Officer: Julie Kupke, Chloe Statham

Receptionist: Jennine Brown

Accounting Consultant: Amanjot Randhawa

Burdekin Centre for Rural Health & Burdekin Community Rehabilitation Centre

Exercise Scientist: Lisa Tropea

Fitness Instructor: Vicky Brennan

Journey Coordinator: Holly Crew

Receptionist: Kimberly Backman, Lu Zhang

Integrated Chronic Care Program Subcontractor: Synergy Health Centre

Subcontractor:

Psychological Therapies Subcontractor: Sarah Lutkin, Phillip Murry, Richard Scott

Subcontractor:

Home Care Service

Service Manager: Diana Churches

Administration Officer: Ruby Brooks, Sharon Byrne, Shania Capper, Kylie Lennox

Community Services Officer: Wendy Giardina, Annette Grabbi, Kylie Horan, Rosemaree Linton

Driver: Greg Hay, Brian Milton

Support Worker: Katlyn Bond, Kathy Brennan, Sheena Capper, Amanda Corradi, Jocelyn Cullen, Susan Cursio, Kerrie Ellsley, Muriel Howie, Sky Isaac, Kerry Lee, Tracey Liotis, Bianca Malayta, Carmel McGrath, Sianne Michielin, Karen Millican, Debbie Moffat, Mere Maria Noo, Gayle Ordorica, Stefanie O'Shea, Mary Paradisis, Beth Pearce, Emma Pickup, Kerri Prior, Colleen Scrase, Paula Tunbridge, Jade Ward, Aicy Zaro

Nursing Services Subcontractor: Diverse Abilities Wellbeing Network

Yard Maintenance Subcontractor: Ben's Handyman Services, KJ Dale, Lenny's Mowing, Mr Snippy, Munday Lawn Maintenance, Robert Moretto, Rock Solid Landscaping, Trin's Lawn Care & Handyman Services

Housing and Community Support Service

Service Manager: Rebecca Grogan

Community Services Officer: Aimee Cursio, Eboni Webb, Donna Wood

DFV Counsellor: Rebecca Knight, Melissa Swindley

Volunteer Service

Service Manager: Rita Quagliata

OUR VOLUNTEERS 2023 - 2024

BCA extends a heartfelt thank you to all of our Volunteers and their supporters who have contributed in many varied and often unseen ways.

Carmel Ahern, Joan Andersen, Mary Arate, Savannah Austin, Steve Barton, Bob Bonassi, Loris Bradley, Noel Brown, Ainesa Burley, Marlis Campbell, Geraldine Chandler, Sam Caltabiano, Mary Caltabiano, Stephen Carkeet, Wade Cook, Beverley Joy Edwards, Nicole Evans, Carmel Farmer, Alida Favero, John Furnell, Hannah Gould, Marieanne Griggs, Lorraine Henderson, Cecilia Howard, Madeline Janiola, Treena List, Suzanne Machin, Thea Maltam, Susan Martin, Brenda Matthews, Cathy McDonnell, Clare McFadyen, Esther McIntosh, Majella Meehan, Terence Morgan, Margaret Muilwyk, Ray Nendick, Nola Nendick, Joanna Penny, Dianne Philips, Stephen Poli, Arina Rada, Joyce (Jo) Rodgers, Rose Rodighiero, Brian Row, Ross Rummeny, Paula Sexton, Glady Sgarbossa, Robert Smart, Fiona Smith, Brian Sorohan, Naomi Stephensen, Margaret Taylor, Fiona Tomarchio, Rosa Torrisi, Eddie Trivisan, Stephen Tunbridge, Sonya Tweetie, Gloria Vass, Mark Viero, Kay Walsh, Melanie Widmer, Rodney Williams, Lu Zhang

Cert II Active Volunteering placement (Ayr State High School students): Isaac Ghee, Joel Gesah, KC Bobby Hay

DONATIONS, GIFTS & IN-KIND SUPPORT 2023-2024

BCA would like to thank the following donors for their generous donations, gifts, bequests and in-kind support. We would also like to thank community members for making monetary donations to the Community Connections Magazine and donating food and toiletries for the Emergency Relief Program.

Alliance Pharmacy Home Hill, Anglican Church Service, Ashworths, Ayr Amcal Chemist, Ayr Max Motel, Ayr Anzac Memorial Club, Ayr Camping World, Delphine Baker, BCF Boating Camping Fishing, Merna Bitter, BMS Lasersat, Bob Gould Fabrications, Burdekin Printers, Burdekin Shire Council, Burdekin Uniting Church Auxiliary, BQC Quarries, Butterfly Blue, Marles Campbell, Chill Café, Claytons Plumbing, Allen Clutterbuck, Commercial Tavern, Debra Cochran, Dal Santos Deli, Brett & Narelle Dellebaite, Betta Ayr, Dominique's, Dotty Daisy, Betty Eade, EquipU, Fuel Me Up Cafe, Hotel Grand Chancellor Townsville, Gudjuda Deck Café, Guardian Pharmacy Home Hill, Hayward Hydraulic Repairs, Helloworld Travel Ayr, Highway Motors, Honeycombes Sales & Service, Kalamia Hotel, Laser Electrical Ayr, Lennette Sheehan, L'Shu on Queen, Lynn Farr, M & J Edwards, McCathies Furniture, John and Linda Macdonald, Greg Mathieson, Maureen Perry, Maxi Built Machinery, Michael's Menswear, ML Partners Ayr, Margaret Muilwyk, Dennis and Sandra Murer, My VIP Nails, Natha Thai Massage, Tricia Newman, Ron Northwood, Performance Physio Group, Phelan's Pies, Paulas Place, Penny Lane Homewares, Q.I.T.E. Ayr, Rita Quagliata, Radar Floors, Joyce Rodgers, Rotary Club of Ayr, Diane Setter, Spearitt's Jewellers, Stephen Scuderi Crash Repairs, Subway, Barbara Sullivan, Terry White Chemmart Ayr, Alicia Thorne, Triple M Radio, Brooke Tudehope, Wilmar Sugar Ltd.

PRESIDENT'S REPORT

Majella Meehan

Good Evening, Distinguished Guests, Ladies and Gentlemen. Welcome to our 49th Annual General Meeting.

Next year will mark our 50th Anniversary, a significant milestone in the life of any organization.

This year marks the presentation of my 19th Report. I look forward to next year with the presentation of my 20th Report in the 50th year of the BCA.

Every year has its challenges, and the 2023-2024 year has been no different.

The internal re-structuring and re-location of staff that was done last year has worked well and the BCA and our clients have benefited as a result.

The BCA has continued to work with the various funding bodies to meet the requirements of the funding agreements and to provide those services to our community.

2023-2024 and into the coming year continues to provide challenges across all sections of the community with the rising cost of living, the increase in interest rates and the shortage of labour impacting clients and the BCA alike.

Nevertheless, I am confident that the BCA will continue to meet these challenges, just as it has in the past.

The BCA continues to be in a strong financial position. I will leave the detail to the Treasurer and her Report. The audited financial statements are also published in the Annual Report for your information.

Each year, I reflect on the performance of the BCA, and this year is no different. Just as I noted last year, on the positive side, the BCA continues to provide a wide range of programs and services to the community. The Reports from the Service Managers are published in the Annual Report.

On the negative side, our organisation continues to cope with the rising costs of doing business, the cost of compliance and reporting, the difficulty in obtaining sufficient staff to provide our services, to name but a few. I am confident that the BCA will continue to provide the services that the community has come to expect.

The BCA continues to enjoy a good relationship with all levels of government, and I thank them for their assistance.

I specifically wish to thank the Department of Health and Aged Care; Department of Social Services; Department of Housing; Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts; Department of Child Safety, Seniors and Disability Services; Department of Justice and Attorney-General for continuing their funding agreements with us. I also thank the Burdekin Shire Council for their ongoing support.

The BCA is not just about providing services funded by Government. There are many donors to the BCA and they are acknowledged in the Annual Report. These donated funds allow the BCA to be proactive in the community by providing programs which help meet the needs of our community but do not fit within any funded programs. I thank those who have donated to help BCA meet some of the unmet needs within our community. Thank you for thinking of the BCA when there are so many other worthy organisations seeking your support.

One of the strengths of an organisation is its staff and volunteers. Tonight, we see an example of the contribution made by the staff and volunteers to the success of the BCA. This work has continued, year after year, and on behalf of the Management Committee and the Burdekin community, I thank you for your dedication to the success of the BCA.

Just as the BCA is fortunate to have a dedicated band of staff and volunteers, it is also very fortunate to have an equally dedicated Management Committee, without whom the BCA would not be in such a strong position today. Thank you for the commitment, support and wisdom that you bring to the BCA's management.

On behalf of the Management Committee, I particularly wish to thank our CEO, Debra Cochran. Deb has been with the BCA for a long time (over 23 years in various roles) and without her knowledge and commitment, I doubt that we would have achieved the success that we have. Thank you, Deb.

Lastly, thank you to those who have come along tonight and to those who support us in various ways, both big and small. BCA is grateful to each and every one of you.

TREASURER'S REPORT

Cathy McDonnell

Good evening Ladies and Gentlemen,

I am pleased to be here at the BCA annual general meeting to present my Treasurer's Report for the 2024 financial year. It seems that each year brings challenges – some new (as in the COVID-19 years) and some that are always present, albeit to differing degrees.

The past year has been characterised by a housing shortage throughout Australia and has been felt here in the Burdekin. This has provided enormous challenges to the BCA team who have dealt with them as always with professionalism and efficiency.

In financial terms, BCA has had another successful year. For the 23/24 financial year, total income was \$6,017,790 and total expenses \$5,221,910 with a resulting surplus of \$795,880 which is retained for future years.

BCA maintains its strong financial position with net assets/equity of \$7,269,851. This provides a strong buffer against changing circumstances and continually rising costs. It also provides a safety net when trying to match service delivery against government funding. Federal funding in particular is increasingly being paid in arrears, which means that BCA needs to cover the costs of the programs it delivers through cash flow before it receives the funding for those services that have been provided.

A measure of good financial health is the Current Ratio. This is a liquidity ratio and tests the ability of an organisation to meet its obligations as and when they fall due by comparing the organisation's Current Assets with its Current Liabilities. In BCA's case, this ratio is 15.5, well above the benchmark of 1, putting BCA in a sound and stable financial position.

The BCA is able to continue providing services to the Burdekin community because of the generous support and assistance of the Burdekin Shire Council as well as local businesses, service clubs and our local community. Thank you all. The BCA is sincerely appreciative of your ongoing fundraising efforts, help and donations. Special thanks go to:

- Burdekin Shire Council
- Toyota Dealers Association of Nth Qld, and
- Burdekin Uniting Church Auxiliary

for their very generous donations. Thank you for your support.

The BCA could not function without the dedicated and committed team that it has, working tirelessly to secure funding to make the BCA possible and to ensure it can provide ever increasing services to cater to ever growing needs in the community.

Thank you to our CEO, Debra Cochran and to her finance team for their commitment, hard work and diligence. The vagaries of funding bodies can sometimes provide financial and operational challenges and it is a credit to Debra and her team for the way they competently and effectively handle these challenges. Thank you to the entire BCA team for their hard work including the many volunteers who give so much to this community.

Thanks too to Donna Sinanian of Crowe Audit NQ for audit services and to Danny Horan of Findex Burdekin for help with the asset depreciation register schedules.

I also wish to thank my colleagues on the Management Committee for their support and for their commitment to the Burdekin Community and the Burdekin Community Association. I look forward to working with them for another successful year.

Finally, thank you to everyone here for their attendance tonight and for supporting the Burdekin Community Association.

CHIEF EXECUTIVE OFFICER'S REPORT

Debra Cochran

Good evening everyone. I'm pleased to present my 14th report as CEO.

BCA had another busy and successful year. Our work was made possible thanks to our Team and the support of our funders, donors, partners and many caring community members. I encourage you to learn more about our programs and diverse activities in the following Service Reports.

It was great to see our service delivery increase in a number of areas. In particular, the Burdekin Centre for Rural Health (BCRH) and Housing and Community Support Service (HCSS). BCRH service delivery increased by 22.65%. HCSS activities increased to include collaborating with the Domestic and Family Violence High Risk Team to provide integrated, holistic, culturally appropriate safety responses for victims and their children, who are a high risk of serious harm or lethality, implementing a Community Connections Group and Life Skills Group and assisting community members during the pop-up Recovery Hub at the Support Centre, post Tropical Cyclone Kirrily.

Grant income of \$5,321,356 was obtained for programs. Seven (7) new service agreements or variations were negotiated for existing programs and growth funding secured for four (4) programs. The new Aged Care Volunteer Visitors Scheme (ACVVS) commenced in July and our grant application for the Mental Health Stepped Care Program (MHSC) was successful.

Grant applications were also successful for Commonwealth Home Support Program (CHSP) base funding, Aged Care wages – historical leave liability, TC Kirrily disaster relief, solar system, exercise bike, audio-visual equipment, photocopier/printer, ID badge printer, automated external defibrillator, surface pro, Community Information Centre consumables, National Volunteer Week event and Get Online Open Day.

A number of efficiencies and advancements were achieved. A few of these included payroll being moved back in-house from outsourcing, the QNAPS network attached storage devices and TRACCS client management system migration to cloud-based applications, Office 365 migration to SharePoint and OneDrive, desktop personal computers being replaced with new laptops and third-party IT network management being implemented.

Electronic whiteboards were installed in meeting rooms and photocopiers replaced at the Support Centre (TSC) and BCRH. A solar system and evacuation alarms installed, the building alarm upgraded at BCRH and rediCASE client management system implemented for the HCSS.

We met BCA's strategic objectives including working with funding bodies and other agencies to fill gaps in service delivery and raise awareness of various welfare and health issues. We also promoted BCA and other community services online, in our centres and at community events, expo's, workshops and forums. BCA continued to be a member of the Local Disaster Management Group and facilitate the Domestic and Family Violence Prevention Network.

The organisational wide focus on high quality service delivery, safety and reducing risk continued throughout the year. Third-party certification audits are ongoing for programs delivering aged care, disability care, domestic and family violence and homelessness services.

Excellent results were achieved during quality audits for seven (7) programs and self-assessment of clinical governance for the Psychological Therapies Program. The Home Care Service continued to hold Clinical Governance and Care meetings monthly and introduced a new Home Care Packages Program (HCP) Clinical Care Advisory Committee.

From an organisational perspective the year had its challenges. The national workforce shortage of direct aged care workers continues to affect the Home Care Service's ability to increase services to meet demand. The Fair Work Commission has determined further award wage increases for many aged care workers in 2025. We expect that this will encourage more people to work in the community aged care sector.

The contract to facilitate the Burdekin Suicide Prevention Community Action Plan (SPCAP) ceased in 2023, with the funding for the Townsville, Mackay and Burdekin SPCAPS, being awarded to one provider with locations across multiple states. This led to the Burdekin Suicide Prevention Network becoming inactive and collaboration between former network members reducing. I recently met with the new service provider and expect to work with them and other local service providers to improve collaboration in the coming year.

Unfortunately, due to ongoing funding issues for BCRH, the Management Committee had to make the difficult decision to make the BCRH Service Manager position redundant in August. Consequently, I took over this role. I sincerely thank all team members for your help during the transition.

The HCSS is continuing to deliver centre-based housing services without government funding. BCA made a proposal to the Department of Housing to deliver Centre-based Housing and Mobile Support and we are waiting on an outcome. We are also expecting our application to expand National Disability Insurance Scheme services to include Group/Centre Based Activities to be successful.

As we look ahead, BCA is continuing to invest in improving our technology and systems. We are in the process of implementing Microsoft Teams Calling and replacing our old telephone systems and handsets.

Since the new Mental Health Stepped Care Program commenced in July 2024 we have been expanding mental health services. Referrals for Psychological Therapies services have increased, we've recruited a Journey Coordinator and a part-time Receptionist and increased BCRH operating hours to include Saturdays. In the near future, the BCRH team will start working with the Open Minds Suicide Prevention Response Team being developed and later in the year the new Universal Aftercare Team. These services will not only help people to recover from mental health conditions, they will prevent suicide and keep community members connected with clinical and non-clinical support services and networks.

The federal government plans to commence the new Support at Home Program in July 2025. This program will replace the Home Care Packages Program and Short-term Restorative Care Program. I'm confident that BCA will adapt as needed to align with the new program guidelines and continue to help older people live independently at home for as long as possible.

In closing, I express my gratitude to our President, Majella Meehan and the other Management Committee members who provide support and excellent guidance. I also sincerely thank the Service Managers and all other staff, subcontractors and volunteers who worked hard over the past year to provide a high standard of services to community members. Your contribution to BCA, support and dedication to helping others is commendable.

I thank the federal and state governments for funding BCA programs, Burdekin Shire Council, businesses, service clubs, community groups, other agencies and individuals for the support you have provided to BCA throughout the year. We couldn't help community members as much as we do without this support.

I look forward to continuing to assist community members in the year ahead and thank you for attending tonight.

BURDEKIN CENTRE FOR RURAL HEALTH REPORT

Debra Cochran — Chief Executive Officer

The Burdekin Centre for Rural Health (BCRH) and Burdekin Community Rehabilitation Centre (BCRC) were established in 2001 and 2004 respectively. The aim of the Centres is to improve the health and wellbeing of community members by increasing their access to quality primary health care services, information, advice and referral.

Programs and services include:

- Integrated Chronic Care Program (ICC)
- Psychological Therapies Program (PT)
- Private Psychological Therapies
- Support groups and Network groups
- Telehealth Hub services
- Visiting health and wellbeing services
- Consult room and Meeting room hire
- Community Recovery Centre

Integrated Chronic Care Program (ICC)

Individual Rehabilitation and Early Intervention sessions were delivered by the Team from the Burdekin Community Rehabilitation Centre (BCRC). Services are free for eligible clients. The centre operates from Monday to Friday and during the year, the operational hours were increased to 7.00am to 4.00pm to meet the ongoing high demand for services.

People accessing the Rehabilitation Centre may be recovering from cancer, heart attack, stroke, surgery and/or living with chronic conditions such as heart disease, osteoarthritis, chronic obstructive pulmonary disease, peripheral vascular disease, diabetes, asthma, have balance and/or falls issues etc.

Services not only help people to recover from a wide range of health conditions and surgery, they prevent people from developing a chronic condition, reduce hospital admissions and the need to enter residential care, reduce the need to travel from the Burdekin Shire to receive rehabilitation services and provide opportunities to socially connect with others.

New and existing clients receive the benefits of clinical exercise prescription programs and close supervision by our qualified and experience team. In 2023-24, our Accredited Exercise Scientist (AES) and Fitness Instructor (Certificate IV) worked closely with the Accredited Exercise Physiologists (AEP) and Exercise Scientists subcontracted from Synergy Health Centre.

Community Rehabilitation Centre Statistics

- Individual Rehabilitation Sessions - 11,031 sessions, delivered to 250 clients.
- Early Intervention Sessions (Functional Fitness Group Classes) - 8 weekly classes held. 2,694 sessions, delivered to 58 clients.
- 131 new referrals received from local GP's and Qld Health Physiotherapist.

Psychological Therapies Program (PT)

The Psychological Therapies Program is for people with low to moderate intensity need for services. These are primarily early intervention, goal-oriented Psychological Therapies providing short-term interventions for financially disadvantaged people (who are in possession of a health care card, pension card or low-income card) with non-crisis, common mental health conditions of mild to moderate severity, or to people who have attempted, or who are at risk of suicide or self-harm.

Psychological Therapies consultations were delivered to eligible adults, young people and children by our team of very experienced mental health clinicians. GPs made referrals to the Connect to Wellbeing Service who then referred to BCA.

A total of 102 referrals were received and 401 sessions delivered to clients.

Our mental health clinicians in 2023-24 were Sarah Lutkin (Clinical Psychologist), Phillip Murray (Psychologist), Melanie Usher (Mental Health Social Worker) and Richard Scott (Mental Health Social Worker). As child psychology is an area of high need in our community, we were very pleased to recruit Sarah who commenced in January.

Private Psychological Therapies

The above mental health clinicians also delivered private Psychological Therapies sessions for people who did not meet the criteria for the free Psychological Therapies program. GP and self-referrals were accepted and fees were at the clinicians discretion.

A total of 60 referrals were received and 154 sessions delivered.

Telehealth Hub Services

BCRH is equipped with a Telehealth Hub. A Telehealth Hub is a central location available for people to access Telehealth Technology, for use when a specialist appointment with a health practitioner (who is not located in our local community) is required. A Telehealth consultation uses video cameras and a computer screen to connect to a specialist or health professional. BCRH provides all of the equipment required for the consultation and our Team ensures that appointments run smoothly. During the year, Telehealth was utilised on two occasions by clients receiving specialist services.

Allied Health Placements for Medical Students

BCRH has assisted with the placement of James Cook University 4th year medical students in allied health clinics for many years. During the year, BCRH coordinated allied health placements for ten (10) students, across a range of services and activities, with BCRH personnel and visiting allied health professionals on 23 occasions. Our hope is that when the students become qualified, they will work in the Burdekin Shire.

Visiting Health and Wellbeing Services – consult room hire and meeting room use

Centre users during the year included the Ayr Health Service, Bloom Hearing Specialists, Burdekin Hearing, Centacare NQ, Clarity Hearing Solutions, Cuecare, Deep Waters Healing, M Usher, Northern Queensland Primary Health Network, NQ Dispute Resolution, NQ Foot and Ankle Clinic, Other BCA Services, P Murray, Qld Corrective Service, S Lutkin, Selectability, Synergy Health Centre.

Our Consulting rooms were utilised by 32 visiting Service Providers on 297 occasions.
The Meeting room was utilised by 706 people on 118 occasions.

BCRH and BCRC Service Delivery Summary

A total of 8,224 people accessed services offered at the Centres:

- 5,816 visited or contacted the centre with enquiries or to obtain information and referrals
- 999 accessed the Community Rehabilitation Centre
- 869 accessed 32 Visiting Service Providers
- 217 accessed the Psychological Therapies Program
- 136 accessed Private Psychological Therapies
- 237 accessed BCRH facilitated meetings
- 2 accessed the Telehealth Services
- 10 JCU Medical Students attended the centre

The above figures show an increase of 1,519 people and 22.65% in comparison to 2022-23.

Monthly Centre Updates and Collaboration

BCRH static display boards were used to promote BCA and other health and wellbeing services. A BCRH flyer was also created and distributed throughout the community each month. The Team attended Network meetings and collaborated with other BCA services and agencies to promote health and wellbeing services and hold information stalls.

Funding and Equipment

BCA received funding from the Northern Queensland Primary Health Network (NQPHN) for the Integrated Chronic Care Program and Psychological Therapies Program. All other services, staff, building maintenance and equipment are funded through room hire, donations and one-off grants.

In 2023-24 a one-off grant from the South Burdekin Community Financial Services Ltd provided an upright and recumbent bike for the Rehabilitation Centre. A grant from the Gambling Community Benefits Fund provided a solar system and audio-visual equipment for the meeting room.

The building security alarm system was upgraded to 4G and evacuation alarms installed. Desktop computers were replaced with new laptops and docking stations.

Personnel

During the year our former Fitness Instructor gained qualifications as an Accredited Exercise Scientist and their position was reclassified accordingly. We also recruited a casual Fitness Instructor. BCRH personnel currently includes a full-time and part-time Receptionist, Journey Coordinator, Exercise Scientist, Fitness Instructor, two Administration Officers (finance and payroll) and subcontracted Exercise Physiologists, Exercise Scientists, Psychologists, Mental Health Social Worker and myself.

Challenges

Funding for the Burdekin Suicide Prevention Community Action Plan Program (SPCAP) ceased in June 2023, with the federal funding for the Townsville, Mackay and Burdekin SPCAPS, being awarded to one provider with locations across multiple states. Unfortunately, since this change, the members of the Burdekin Suicide Prevention Network have not been meeting. We are hopeful that in 2025 we will see the network meetings recommence.

Unfortunately, due to ongoing funding issues for BCRH, the Management Committee made the difficult decision to make the BCRH Service Manager position redundant in August 2023. Consequently, I took over the management of BCRH and commenced operating from offices at BCRH and TSC.

Although vital services, that are very much in demand, federal funding for the Integrated Chronic Care Program continues to be uncertain. We will continue to fight to maintain funding for the program post June 2025.

Year Ahead

The coming year will be busy for BCRH. We will continue to focus on increasing services and diversifying our funding.

In July we received a contract variation from NQPHN which enabled our mental health clinicians to deliver psychological therapies sessions to existing clients to December 2024.

Our tender to deliver new Mental Health Stepped Care (MHSC) services from July 2024 was successful. This has enabled the transition of the Psychological Therapies program to a new service model, recruitment of a Journey Coordinator and part-time Receptionist and expansion of our operating hours to include Saturdays. We are excited to build upon these and other services.

In closing, thank you to the Team at BCRH for your resilience, hard work and support.

BURDEKIN COMMUNITY DIRECTORY

Debra Cochran – Chief Executive Officer

The Burdekin Community Directory is a comprehensive guide to all of the different community services, clubs, volunteer organisations and much more in the Burdekin. The Directory has been produced for many years with the objective of providing relevant information of local services available within the Burdekin region and outreach services from Townsville. The cost of a hard copy of the Community Directory is \$10.00 and it is also available on the BCA website for free.

The Directory provides information on the following services including, but not limited to:

- Accommodation and Housing Services
- Arts and Crafts Groups
- Burdekin Electorates Office/Council
- Business, Development, Environment and Tourism
- Child Care Organisations
- Churches
- Education
- Emergency Services and Welfare Assistance
- Employment Agencies and Opportunities
- Halls and Meeting Rooms for Hire
- Legal Services
- Media – Newspapers, Radio, Television
- Medical and Related Services
- Services Clubs
- Services for Children and Young People
- Services for Ethnic Groups
- Services for Families
- Services for People with a Disability
- Services for the Aged
- Services for Women
- Social and Cultural Groups
- Sports and Recreational Clubs
- Support Groups/Self Help and Agency Sponsored
- Volunteering

HOME CARE SERVICE REPORT

Diana Churches – Service Manager

The Home Care Service (HCS) continued its long tradition of providing quality in-home services and community care for frail older people and younger people with a disability and their carers in the Burdekin Region. With almost 50 years of experience helping people, our team is dedicated to achieving our overall objective; to enhance the independence of the people in these groups and to avoid or delay their premature admission to long-term residential care.

Home Care Service programs include:

Home Care Packages Program (HCP) – Providing support to older people with complex care needs to live independently in their own homes. A wide range of support services are provided under HCP including a variety of in-home support services, transport, home maintenance/repairs/modifications, access to allied health services and a large range of other care related services pertaining to the client's health, safety and wellbeing.

Commonwealth Home Support Program (CHSP) – CHSP is an entry level home help programme funded by the Australian Government to assist older people who can mostly, but not completely, live and cope on your own, and do not yet need higher levels of support at home.

National Disability Insurance Scheme (NDIS) – NDIS supports a better life for people with a significant and permanent disability and their families and carers. The HCS is a registered NDIS provider for a wide variety of support services.

Queensland Community Support Scheme (QCSS) – QCSS is supported by funding from the Queensland Government and provides support to people who, with a small amount of assistance, can maintain or regain their independence, continue living safely in their homes, and actively participate in their communities.

Burdekin Community Transport Program (BCT) – BCA is supported by funding from the Queensland Government and provides community transport locally and to Townsville to access medical appointments and social activities.

Brokered Services – HCS were brokered by other providers such as WorkCover, MyHomeCare, OzCare, Wellways Carer Gateway Service, Queensland Country Care Navigation Program, Everglow and Blue Care.

Unfunded Services – The HCS provided short-term assistance to individuals not assessed or eligible for funded services (e.g. Transport).

Home Care Team –

The growing Home Care Service team consisted of the Service Manager, 4 Community Services Officers, 1 Administration Officer, 2 Rostering and Administration Officers, 21 Part-time and 8 Casual Support Workers and 2 Drivers.

The Service is currently subcontracting a Service to assist with Nursing assessments, reviews and medication reconciliations for clients. The HCS engaged 8 Subcontractors to provide home and yard maintenance services and 1 Subcontractor to provide cleaning services.

The HCS team provides a high level of service and responds to client needs as required and identified through My Aged Care, QCSS Access Point, routine audits, assessments, reassessments and home visits. A number of BCA Volunteers also assisted the HCS by providing a telephone support service for clients identified as facing social isolation.

COVID-19 –

With the lessening of restrictions for COVID-19, the Service continues with increased safety measures put in place during the epidemic. These safety measures include COVID-19 screening questionnaire prior to entering residences, additional infection control and COVID-19 specific training sessions, field staff temperature testing each morning before work. Staff are not permitted to work if they are unwell in general or show symptoms of COVID-19, increased use of PPE including wearing gloves and sanitize/wash hands regularly, and a free influenza vaccination program for all staff. Our priority is for the wellbeing, health and safety of clients, employees and volunteers working with our clients in the community and we will continue to closely monitor and follow advice from the Department of Health and Aged Care.

Efficient and Effective Management –

All clients referred to the HCS undergo a screening process to determine their functional need. The HCS uses a wellness approach to support and promote independence of people living at home. This includes supporting clients to identify their strengths and goals. In 2023-24 care was provided as an integrated package of services that responded to the clients assessed needs as an individual. We strive to meet our goal of commencing services within 2-10 days depending on the client's identified priority for service provision. However, due to a shortage of Support Workers we have had to close the portal for CHSP and QCSS at times during the year.

Continuous Improvement –

The HCS is dedicated to providing a high-quality service. During the 2023-24 financial year our employees participated in a number of BCA and HCS activities including training, information sessions and functions. Support Workers participated in regular training sessions to enhance their knowledge and ability to deliver a high standard of quality care to our clients.

The training sessions included, but were not limited to Restrictive Practices, Skills in aged and community dementia care, Workplace Health and Safety, Diversity in Aged Care, Understanding Ageing, A guide to etiquette and communication with people with a disability, manual handling, manual handling for personal care, NDIS Orientation Module, COVID-19 Online Training Modules, Infection prevention and Control. Updates of Policy and Procedure were also included. All Support Workers and Bus Drivers also maintained their Apply First Aid and CPR qualifications. HCS employees also attended a range of other local and regional professional development training sessions. All HCS staff and Home Maintenance Subcontractors are also required to hold a current Blue Card and NDIS clearance to comply with conditions set by our funding bodies.

Events –

The HCS assisted in the delivery of the BCA Client Christmas Party where volunteers, staff and clients attended.

Safety –

The safety of our staff and clients and service quality is of the utmost importance with annual competency assessments conducted with Support Workers on Infection Control and Chemical Handling. Staff also complete Workplace Health and Safety Audits, Client Risk Notifications, Manual Task Analysis Forms, Hazards and Incident Reports when required. The HCS uses environmentally friendly cleaning products which provides a safer working environment and has minimal impact on client's health.

Quality –

The HCS implemented a new HCP Quality Care Advisory Committee. We also offer to implement a new HCP Consumer Advisory Committee, which wasn't taken up by clients/representatives. We will offer to establish this Committee again in 2025.

The annual Client Satisfaction Survey was distributed with a large number of surveys completed and returned. The essence of the feedback gained from the survey was how important the Service was to enhancing client's lives. This survey also provides an opportunity to address any client concerns. In addition to the annual survey the HCS conducts home visit and telephone quality assurance to ensure ongoing client satisfaction.

Our Complaints analysis shows complaints regarding service provision were resolved effectively in accordance with BCA Policies and Procedures. The HCS underwent a review into HCP excluded Items, a HCP and CHSP quality audit, NDIS audit and Human Services Quality Framework QCSS audit, all of which we passed with no non-conformities.

Unmet Needs –

The areas of unmet needs identified throughout the year included spring cleaning, transport to Townsville on Thursday and where the available service was fully booked. There is also a waiting list for services which we have tried to alleviate by recruiting more Support Workers, however meeting the demand for services has proven challenging. Clients on the waiting list were provided information and/or referrals to other funded services and private businesses.

Future Demands –

This year has seen an increase in demand for the CHSP. Our team is well positioned to change and grow with our diverse mix of individuals working in the team. We endeavour to ensure that every challenge and opportunity is met with passion and dedication, ensuring we assist those in our community who need us most. We approach the changes coming for aged care and disability care over the next few years with confidence.

2023-24 Service Delivery Statistics

| 2023-2024 financial year actuals | HCP | | CHSP | | NDIS | | QCSS | | BCT | | Brokered | | Unfunded | |
|----------------------------------|------------|--------------|------------|--------------|------------|-------------|------------|------------|------------|------------|------------|------------|------------|-----------|
| | Client No. | Hours | Client No. | Hours | Client No. | Hours | Client No. | Hours | Client No. | Trips | Client No. | Hours | Client No. | Hours |
| Domestic Assistance | 109 | 6,462 | 202 | 5,480 | 7 | 758 | 15 | 347 | - | - | 22 | 634 | - | - |
| Community Connections | - | - | - | - | - | - | 12 | 133 | - | - | - | - | - | - |
| Social Support | 66 | 3,438 | 45 | 725 | 2 | 48 | 7 | 123 | - | - | 1 | 50 | - | - |
| Personal Care | 44 | 3,170 | 13 | 355 | 1 | 332 | 1 | 55 | - | - | - | 0 | - | - |
| Respite Care (in-home) | 16 | 1,107 | 3 | 114 | - | - | 1 | 4 | - | - | 1 | 88 | - | - |
| Home Maintenance | 73 | 2199 | 77 | 1,845 | 3 | 127 | 4 | 113 | - | - | - | - | - | - |
| Transport | 18 | 485 | 71 | 1959 | 1 | 11 | - | - | 18 | 728 | - | - | 29 | 70 |
| Total | 326 | 16861 | 411 | 10478 | 14 | 1276 | 40 | 775 | 18 | 728 | 24 | 772 | 29 | 70 |

* Client totals denote the number of clients assisted in each program. In some instances, one client may receive multiple services. A multitude of other services, Care Management and Package Management are provided under the Home Care Packages Program which are not itemised within this service list (Client Services and Care Related Services and Items).

I would like to take this opportunity to thank our clients and their families, fellow dedicated HCS employees, BCA colleagues and volunteers, subcontractors, BCA management and the community for their ongoing support. I especially would like to thank our CEO, Debra Cochran for her support in the management of the Home Care Service.

HOUSING & COMMUNITY SUPPORT SERVICE REPORT

Rebecca Grogan – Service Manager

The following reports will present information regarding the data reported and will include the milestones reached in service delivery for the for the 2023-2024 financial year. The current funded programs in this report are:

- Burdekin Community Support Service Neighbourhood Centre Program (BCS)
- Community Support Service (CSS)
- Crisis Accommodation Program (CAP)
- Older People's Action Program (OPAP)
- Specialist Homelessness Service (SHS)
- State Emergency Relief Program (SERP)

Housing Community Support Services (HCSS) are essential in addressing the diverse and complex needs of vulnerable individuals in our community. Among the most critical challenges we face are homelessness, domestic and family violence and the well-being of older adults. Despite ongoing efforts, there remains a significant shortage of secure and affordable housing, which has led to increasing hardships among community members. Many of our vulnerable population struggle to access essential resources, placing them at heightened risk for a range of health issues.

As the cost of living continues to rise, we are witnessing a growing number of service users in distress. Each morning, outside the BCA Support Centre, more and more people gather, seeking access to the daily provisions from our Community Pantry. Amid these challenges, our HCSS team has remained steadfast, not only in providing support but also in promoting BCA's services and fostering community awareness and engagement through various initiatives.

This report provides a comprehensive overview of the significant milestones and accomplishments achieved during the 2023-2024 financial year across each of our funded programs, highlighting our ongoing commitment to supporting those most in need.

Community Support Service (CSS) and Burdekin Community Support Service Neighbourhood Centre Program (BCS)

The Community Support Service ran during July, August and September 2023. In October, BCA signed off on a new 5-year funding agreement as part of the Queensland Government's Neighbourhood Centers Initiative. The Neighbourhood Centers Initiative is an integral part of the Queensland Government's Communities 2032 vision. This vision emphasises the importance of creating communities that support and empower every individual to connect, participate, contribute, and thrive. BCA hosts and deliver activities and events that cater to the unique needs of the Burdekin local community.

Key Aspects of the Neighbourhood Centers Initiative and funding milestones include:

Community Development: Neighbourhood Centers offer a physical space that welcomes community members, encouraging them to connect with each other and engage in community development activities.

Access to Support: Neighbourhood Centers provide access to a variety of formal and informal supports, ensuring that individuals can access the services they need to thrive within their communities. Through its participation in this initiative, BCA contributes to the ongoing empowerment and development of local communities, helping to build a more connected and resilient Queensland. The following data has been collected and reported as part of this initiative.

Projects milestone - the HCSS developed and undertook the following Projects.

- SecondBite program food collection
- Supply Home Hill one day a week with SecondBite collection
- DFV Practice Standards training – assisted with improving the development of the sector
- Loneliness Writing project
- Cooking Classes on a budget
- Christmas hamper applications for both Salvation Army and St Vinnies.

Community Events milestone – the HCSS participated, developed, organised and/or implemented Community Events.

- Attended the Ayr State High School – provided information, advice and created resources for the annual “Wear It Purple” day
- Ayr State High School and Home Hill State High School Careers Expo – presenter and community services information stall
- BCA Client Christmas party
- Burdekin Seniors expo – presenter and community services information stall
- Harmony Day - everyone belongs
- DFV Candlelight Vigil and Art gallery - Through her eyes
- Norm Perry Duck Race – information and advice stall
- Burdekin Catholic High School – School Careers Day

Resources/Tools milestone

- Host Burdekin Domestic and Family Violence Network meetings
- Static board displays with information and awareness campaigns
- Co-facilitated education session for level one responders for the new DFV CRASF tool
- Presenter at Home Hill High School - healthy relationships
- Person Centered Emergency Preparedness Facilitator training
- Disability and the Health System Training
- Seniors Month activities and resources
- Information stalls outside Home Hill News and IGA
- Workforce Wellbeing Draft Framework and Resources Workshop
- Neighbourhood Centres Qld meeting attendance
- Ayr Community Services Sector Workshop
- Townsville District Information sharing and DFV Networking Forum
- Meeting with Burdekin Shire Council regarding homelessness issues in the Burdekin
- Hannah Clarke education presentation (DFV)

Community Information, Advice and/or Referral

- 6830 individual occasions of service

Community Engagement milestone – BCA HCSS developed, organised and or implemented Community groups

- Women’s Empowerment Group - weekly
- Money Minded program delivery
- Shark Cage (DFV) workshops – 3 x 8 weeks each
- Person Centered Emergency Preparedness for individuals
- Make It Happen Life Skills group - weekly
- Community Connections group - weekly

Specialist Homelessness Service (SHS) and Crisis Accommodation Program (CAP)

Homelessness is a lack of suitable safe and secure housing. The SHS and CAP Programs seeks to reduce the number of people who are homeless or at risk of becoming homeless in the Burdekin through offering assistance with services that help people:

- Secure housing
- Stay in their housing
- Enhance their capacity for becoming independent, self-sufficient, and connected with suitable community and social resources.

During the 2023-2024 financial year the Crisis Accommodation Program has accommodated 8 separate tenancies comprising of 30 individuals including children for the duration of need.

The BCA is the only funded SHS service within the region. The funding does not cover centre-based homelessness services; however, the demand for services exists. During the financial year, the HCSS assisted 538 services users who were experiencing homelessness and 876 services users who were at risk of experiencing homelessness with centre-based services including, but not limited to, social housing applications, Rent Connect applications, advocacy with private rental, support to stay safe when no other housing options were available by using ERF funding to buy tents, bus tickets and in some circumstance's assistance with rental arrears and accommodation cost.

State Emergency Relief Program (SERP) and the Community Pantry – SecondBite Program

During the year we have delivered 318 relief packages to families and individuals. The following data provides an insight of the relief provided during the 2023-2024 financial year.

Number of individuals and families supported through SERP

| | 2023/2024 | 2022/2023 | 2021/2022 | 2020/2021 | 2019/2020 | 2018/2017 |
|---|------------------|------------------|------------------|------------------|------------------|------------------|
| Never previously Accessed ERF | 140 | 144 | 101 | 107 | 114 | 106 |
| Previously have Accessed ERF | 168 | 196 | 219 | 112 | 161 | 140 |
| Are Receiving Centrelink benefits | 192 | 307 | 276 | 192 | 255 | 177 |
| Not receiving an income at time of assessment | 88 | 35 | 39 | 17 | 20 | 20 |
| Aboriginal & Torres Strait Islander peoples | 34 | 71 | 94 | 22 | 63 | 40 |
| Clients each year | 308 | 342 | 320 | 209 | 275 | 246 |

Community Pantry – SecondBite Program

| | |
|------------------------------------|---|
| Weight of food saved from landfill | Amount of people assisted through the program |
| 30932 kg | 5842 |

Older People's Action Program

Older people access support services for a variety of reasons and these services are essential in providing the necessary assistance and care to meet the unique needs of the older population. Below are some of the key reasons why older persons access support services and how the HCSS helps them in the Burdekin.

Social Interaction/Community Engagement: fostering inclusivity within our Community group, we prioritise engaging in activities that spark conversations. For instance, we organise games like conversation starter cards, trivia, and quizzes. Additionally, the group is having a sausage sizzle monthly at the Plantation Park. The feedback from the group has been overwhelmingly positive, with each member expressing how these activities have reduced feelings of isolation and fostered stronger connections with others.

Community Connections Magazine (4 per annum): a valuable tool for engaging, informing, and connecting with the older community members (especially those without access to social media), ultimately fostering a stronger sense of belonging.

Access to Information and Resources: The importance of providing clear information and resources to older adults and their caregivers about available support services, eligibility criteria, and how to access assistance. Many older adults we see face barriers to accessing information, such as limited digital literacy or language barriers.

- Community/community center-based development, coordination and support: 1248 service users, 727 hours
- Information, advice, individual advocacy, engagement and/or referral: 1576 service users, 191 hours

Domestic Violence Support Service (DVS)

Counselling and court support services for domestic violence survivors and perpetrators are crucial in addressing and mitigating the effects of abusive relationships. These services offer psychological and emotional support, as well as advocacy, to help survivors recover and rebuild their lives. As part of this support, survivors are guided by counsellors in developing personalised Safety Plans for themselves and their children, ensuring their ongoing protection and well-being. Court support services play a vital role in this process by providing survivors with access to legal advocates who offer detailed information about legal proceedings, facilitate connections to legal assistance, and accompany them to court hearings.

Throughout the year, HCSS employees underwent specialised training to ensure that the support provided adheres to best practice standards and the established frameworks for working with individuals affected by domestic and family violence. This commitment to professional development ensures the delivery of high-quality, effective services that meet the complex needs of those impacted by such violence.

Milestone that were met this year under this program:

- Children who received support: 125 service users and 848 hours
- Women who received/were offered support: 401 service users and 1906 hours
- Court support services: 251 service users and 386 hours

The future plans for HCSS are centered on exploring new avenues for community development and engagement in alignment with the Neighbourhood and Community Centres (NCC) funding. This alignment will enable us to design and implement new programs specifically tailored to meet the evolving needs of our community.

In light of the ongoing housing crisis, rising cost of living, and the persistent issue of social isolation among older community members, we will continue to collaborate closely with stakeholders to effectively address these critical challenges.

Our commitment to staff development remains a priority, ensuring that our team is equipped with the skills and knowledge necessary to deliver high-quality services. Additionally, we will actively continue to seek and incorporate community feedback to ensure that our programs and initiatives are responsive to the needs of those we serve.

This report would be incomplete without acknowledging the exceptional dedication and hard work of the HCSS team members: Aimee, Chloe, Melissa, Rebecca K, Donna, and Eboni. Your commitment and efforts have not only driven our success but also fostered a vibrant and collaborative workplace of which I am immensely proud. A heartfelt thank you to each of you for playing an integral role in advancing the BCA purpose. Your professionalism, innovation, and willingness to go the extra mile continually impresses me.

The HCSS team would like to extend our gratitude to the volunteers who have supported the HCSS team, whether by assisting with reception duties, contributing to our magazine articles, production, and distribution, or in any other capacity. Your contributions have been invaluable. Special thanks to the Administration team for their daily support in service delivery, including managing calls, handling behind-the-scenes tasks like emptying bins, and preparing our monthly financial reports.

Thank you to the dedicated members of the Management Committee, who take time out of their busy lives to provide governance and guidance for the BCA.

To our CEO, Debra, your leadership and steadfast dedication to both the Burdekin community and our organisation have been pivotal in guiding us toward ongoing success and growth. Your continued support and guidance are deeply appreciated.

Finally, as Service Manager I extend my gratitude to the Queensland Government for its continued provision of funding contracts, which are essential to the work we do. The respective departments where the funding contracts management all are managed through:

- Department of Child Safety, Seniors and Disability Services
- Department of Housing
- Department of Justice and Attorney-General
- Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts

Volunteer Service

Rita Quagliata - Service Manager

Community CIC (CIC)

The Community CIC was first established in 1975 and is still proudly serving the Burdekin after all these years. The CIC could not function without the ongoing dedication, participation, commitment of our volunteers. Every year our CIC volunteers, provide many hours of their time, giving to their community a professional, informative and reliable service. I trust that this report will reflect our achievement and the contribution of the CIC and the people who work diligently within. During the year the CIC was staffed with 15 volunteers, who committed their time and skills in providing an efficient and invaluable service for their community and were able to proudly serve, greet, assist and provide information to a total head count of 7155 people.

The Centre is a pathway to promote the regions attractions, services, work and events etc. The role of the CIC is to spread community awareness and information to all visitors to our district and to develop a greater sense of place and pride amongst the community. The CIC received a small amount of funding this year for extra brochure holders. This will enable the volunteers to provide more local information. We also have internet access again, which has provided opportunities, having information more readily available.

The volunteers received many requests for places to see and things to do within the Burdekin. Information provided for the Sweet Days Hot Nights in May, our beaches, The Yongala, Burdekin Falls Dam, Mt Inkerman, Cornford Lookout, Charlies Hill, Brandon's Heritage Precinct, where to catch a barra, fishing spots, camping areas, markets or walking areas. Other frequent enquires were in relation to directions, maps, bus timetables, tides, employment, accommodation, backpackers' accommodation, doctors, medical centres, restaurants and cafes, road information, caravan parks, museums, lawn mowing services, surgeries, garage sales, Centrelink information, transport, entertainment, tutoring services, child care facilities, local events and scenic tours etc. To accommodate these requests, the Centre is open Monday to Friday, between 9am to 4pm.

Statistics

The number of visitors to the CIC have slightly decreased from 8272 last year to 7155 this financial year. Walk-in visitors and local enquiries continue to represent the largest proportion of these enquiries, which is indicating the success of the location and promoting the service as a broad information hub.

| | |
|--|-------------|
| Walk- ins, local enquiries, browsing, Work and Accommodation etc | 6926 |
| Tourism | 144 |
| Phone Call Enquiries | 85 |
| Total Number of people | 7155 |

I would like to extend a warm thank you to our CIC volunteers. The spirit of volunteering is in their hearts. Without their dedication, commitment and passion, the center would not be what it is. Thank you for the many hours spent at the CIC.

Aged Care Volunteer Visitors Scheme (ACVVS)

In July 2023 the Volunteer Visitors Scheme transitioned to the Aged Care Volunteer Visitors Scheme. The ACVVS is an initiative funded by the Australian Government which seeks volunteers to provide companionship and friendship for older people who may be socially isolated, lonely, or who don't have the opportunity to leave their homes very often. Volunteer Visitors are provided to older people who are either living in their home or residents in our local aged care facilities.

The ACVVS can greatly contribute to an older person's happiness and enable them to feel connected and fulfilled. Since conception over 30 years ago, these services have improved the quality of life for many aged care recipients who participate in the scheme. To be eligible for the ACVVS the recipient must be on a Home Care Package or HCP waiting list. Visits do not replace any of the services provided under the package, but rather enhance the service. This program is also available to residential care residents. When recipients transition from Home Care to Residential Care visitations continue with the Volunteer Visitor, continuing their bond and friendship.

The success of the ACVVS program, is solely dependent on the commitment of the Volunteer Visitors and the quality of the match of their recipient. Volunteer Visitors have not been easy to find. However ongoing promotion on Sweet FM, Burdekin Life Newspaper, BCA Magazine and word of mouth, I was fortunate to recruit and have had the pleasure to work with many loyal and committed people, who have a shared passion for enhancing the quality of life, companionship and social connection for our vulnerable.

Throughout this period and as we look ahead, our highest priority was to continue to remain vigilant in our approach and practices in relation to the health and safety of our volunteers. To continue to ensure they are kept informed, protected and supported, so that they can best care for their own needs and the needs of our clients.

We have a wonderful relationship with both Aged Care facilities and in the residential setting, Volunteer Visitors have contributed by providing one on one visitations and group activities. During the craft, cultural and fun game activities we can see the joy, fun and laughter that they're all having. To top it off, the prizes the residents have been winning, (little stuffed crochet animals) made by a talented volunteer, have brought them a lot of joy and they all treasure them immensely.

This program continues to keep people connected and has empowered our clients. This is vital for all our elderly to continue to maintain links with the community and be empowered to have a greater say in the way they are receiving care. It's also important to be able to resolve concerns with the quality and type of aged care services they require. People in our aging society come from a variety of different social and cultural backgrounds. Therefore, Volunteer Visitors from all backgrounds are essential. Volunteering as a Volunteer Visitor is a rewarding experience! By befriending an older person living in the community or in an aged care facility, volunteers have a chance to make a positive difference to their life, as well as their own.

| | 2023- 2024 |
|--|-------------------|
| ACVVS Home Care | |
| Number of Visits | 1327 |
| ACVVS (one on one) Residential Care | |
| Number of Visits | 1795 |
| ACVVS Home Care & Residential Care | |
| Postcards - Aug 23, Dec 23, Feb 24, Apr 24, Jun 24 | 520 |
| ACVVS HC & Res Telephone support (in-between visits) | 343 |
| ACVVS Res Group Small & Large | <u>64</u> |
| Total number of occasions of service | 4049 |

Seniors Computer Kiosk

The BCA Seniors Computer Kiosk has been operational for 16 years, providing a tailored technology session for learners 50 years and over. However, since 2018 BCA has been a network partner with Good Things Foundation Be Connected program. The Good Things Foundation Australia was launched in August 2017 and we continue to work together to fix the digital divide. The Be Connected program is an initiative that plays a significant and vital role to support and help develop the digital skills and confidence to our senior learners. This program is an Australia wide initiative empowering all Australians to thrive in a digital world. It bridges the gaps by providing community organisations (such as ours) with the resources, funding and collaboration opportunities to deliver training and internet access to our seniors.

The BCA one on one Senior Computer Kiosk sessions are fully tailored to help our learners to understand the fundamentals of their devices. Even though one of the biggest misconceptions ever stated, was that people over 50 and 60 plus are out of touch with technology. These personalised sessions, enable many seniors to get started and to get real benefits from learning about the "digital world", including finding new friendships, and building a support network. Our seniors are finding that learning new things can be fun! Many of our seniors have gratefully mentioned, that these sessions have been extremely beneficial to them and they're immensely grateful for the help that they receive when required. They enjoy learning at their own pace and learning everything from how to access the internet, sorting out phone issues, making video calls or setting up a new device. During the financial year the kiosk has been busily available for many seniors wanting to learn how to use their device or having issues with their device.

The kiosk has assisted learners of all ages, from 50 to 96 who have been actively attending these sessions, gaining knowledge of the basics about their devices, to wanting to learn more about cyber safety, shopping, buying and selling, banking online or, just to digitally connect with family etc.

Our professional team of three amazing tutors have held 313 sessions, slightly lower compared to last year 321. The reason for the decline is our tutor availability. A constant call out for tutors has been an ongoing task. Our tutors have encouraged our seniors with simple day-to-day usage of computers and smartphones and through identifying a list of relevant skills that are most helpful to them. Through acquiring computer or smartphone knowledge, it helps to remove their fear and refusal to learn about technology.

Once the basics are in place, our seniors can go on to acquire beginner skills that help them probe into the digital world more confidently and safely. In October we organised the Good Things Foundation “Get Online Week Open Day and a session on “How to Avoid Scams and Scammers Tricks”. We had 18 attendees and each were given an Information Bag. Everyone enjoyed the day which was very informative and helpful.

School-based Volunteer Work Placement

We have established a working relationship with the Ayr State High School (ASHS) to assist students in developing the skills required to undertake a Certificate II in Active Volunteering (CHC24015). The certificate is a qualification designed for entry level volunteer work experience where work takes place under direct, regular supervision within clearly defined guidelines. It assists students in developing foundational skills to participate in the sector, including what it means to be doing work experience, how to prepare to volunteer for work experience, how to navigate different environments, how to communicate effectively, build confidence, basic work safety, use of technology and approach basic writing tasks.

The certificate contributes to the students Queensland Certificate of Education (QCE). The students are required to undertake hours of work experience within the community. One of the three students currently participating in the placement, has nearly completed their hours. The students have been volunteering at the BCA’s Burdekin Centre for Rural Health and Support Centre. The aim of their learning is to gain basic workplace knowledge, skills and experience through volunteering, while also providing a service to the community.

Volunteer Service

This year the BCA celebrated its 49th Birthday, an amazing milestone. It is appropriate to acknowledge our volunteers who have contributed many hours for many years, in assisting the BCA in our time of need and growth and in the delivery of some services. The Management Committee who volunteer their time and have the responsibility for steering the organisation and complying with all of the governance requirements. The unwavering dedication and commitment and continual generosity of all our volunteers has enabled us to continue serving our community.

The BCA volunteers have a broad range of knowledge, offering a rich and valuable community service. This report includes all volunteer involvement within the BCA, community activities, events, projects, fundraising, recruitment, promotions and evaluations, awareness-raising through community events etc. We recognise that each and every one of our volunteers are a vital part of our social, economic, cultural and environmental fabric and volunteering delivers immense value to our organization, our community and individuals. It’s a great way for people, regardless of their age, cultural background, location or circumstances, to get involved in the community and make a positive contribution. Research has also found a significant connection between volunteering and good health, it helps to alleviate depression and increases ones satisfaction with self and life, it lowers the frequency of hospitalisation and boost a person’s health and wellbeing.

Our volunteers provide many services in many areas where paid staff are unavailable. Volunteers are a valuable contribution to BCA and our community, from both an economic and social perspective and are a huge part of BCA’s lifeblood. The dependency on volunteers has increased and the demand may increase further in the future. Factors such as the ageing population and changes in the delivery of social services will put more demand on volunteers. If we look at demand for service and shortage of volunteers, then the impact on some of our services could be intense.

The Volunteer Service has 64 active volunteers. Volunteer recruitment was slow during the year. I am constantly advertising and promoting the demand for volunteers on social media and our local radio. Our volunteers come with various abilities and we have a job for everyone who wants to contribute and participate. Our current volunteers consist of new residents to our community, retired school teachers, supply teachers, workers with RDO’s, people on Jobseeker Payment Program, retirees and placements etc.

Volunteer Service Breakdown of Hours: - The breakdown of voluntary hours for this financial year was higher than last year with a total of 33014 hours compared to last year 32225. These hours are a combination for CIC, ACVVS, Telephone Support, Fundraising, Computer Kiosk, Organisational Services, Community and Volunteer Groups. This is an incredible contribution that cannot conservatively be measured as a dollar value.

Recruitment Resources: - Centrelink, Designer Life Ayr, Busy at Work, Community Solutions, Workforce Australia, TAFE, Church and Community groups, Schools, Sweet FM, Walk ins and word of mouth, Volunteers, personal and business contacts.

Events, Promotional Activities & Fundraisers: - National Volunteers Week, Get Online Week Open Day, Harmony Day, International Volunteers Day, Christmas Party, Safe Work Week, Seniors Month, Volunteers Morning Tea, Volunteers Luncheon, Group at Regis Ayr and Home Hill, Fundraising (CIC, Coles and Woolworths), Fundraising Rotary Raffle.

Fundraising: - The Volunteer Service collected 127 donations in the early part of the year. The Service also promotes the Rotary Community Raffle annually and sold 300 raffle tickets. Money raised throughout 2023/24, was slightly higher, with a total of \$3844.60 compared to 2022/23, \$3043.00.

Grants: - Good Things Foundation \$1000, Wilmar Sugar \$600.

Volunteer Groups/Services/Projects: - CIC, ACVVS, Ayr State High School Student Placement, Yarn Group, Home Care Telephone Support, ACVVS Telephone Support, Computer Kiosk, BCA Reception Support, Rehabilitation Centre Support, Fundraising Group, Volunteer Network Group, Seniors Month Activities, Information Stalls, Management Committee and other organisational activities whenever requested.

Conclusion

I would like to thank the many volunteers who gave their time freely during the past year to support the BCA and the Volunteer Service. They have been a fundamental building block in every progressing step. Without their support many of the services provided would not have been achieved. These dedicated people make time to perform these duties, often taking time from their already busy schedule. My thanks go to you all for your loyal support and friendship over the past year.

I extend my sincere thanks to our CEO Debra Cochran, for her support, inspiration, motivation, foresight for future planning, adaptability to changing circumstances, for being approachable and a great leader. I would also like to extend another special thank you to our Management Committee, for their continued dedication and valuable time in making BCA a pronounced community organisation.

TESTIMONIALS

- All of the BCA girls are lovely, nice people.
- As someone managing a chronic health condition, I can't speak highly enough about the Rural Health exercise program. Living in a rural area can often be hard to access services when it comes to healthcare, but this program has truly transformed my experience. The tailored exercise programs and personalised guidance have made a huge difference in managing my symptoms and improving my overall health. The team is knowledgeable and understanding of the unique challenges faced by people like me, and they ensure every session is safe, effective, and empowering. Thanks to this program, I feel stronger, more confident, and better equipped to live a healthier, more active life.
- BCA volunteers and Rita visit our Home Hill Facility once a month, our residents truly enjoy each visit and the activities that come along with them, they have been beneficial to their emotional and physical health. When they receive the gifts such as crochet teddies and beanies you can see they are truly grateful for the items. We look forward to continuing our collaboration with Rita Quagliata and the BCA volunteers.
- BCA Volunteers are always welcome in my home, they are doing great things for our community.
- Burdekin Community Association (BCA) are currently supporting year 11 students from Ayr State High School (ASHS), who are undertaking a Cert II in Active Volunteering. The certificate contributes to the students Queensland Certificate of Education (QCE). The students have been volunteering their time at the Burdekin Centre for Rural Health and at the Burdekin Community Association centre. The aim of their learning, is to gain basic workplace knowledge, skills and experience through volunteering, while also providing a service to the community. Ayr State High School are grateful to have developed a working relationship with BCA and appreciate the time that Rita Quagliata and BCA staff have afforded, to support ASHS students while undergoing their volunteering placement.
- Could I have the new support worker as my regular support worker? She was absolutely lovely and she did a wonderful job.
- Friendly staff and great set-up.
- I have enjoyed Rita's activities and prizes. I look forward to it and we all walk away with a prize.
- I like it when they visit for games. Rita knows me well, we laugh and have a chat in Italian.
- I look forward to the weekly visits from Ross, his visit breaks up my day. We chat about the things we have in common.
- I would like to say thank you to Rita and her team of volunteers, for your continued support with ACVVS visits and Cultural Club games. Rita, your spark for creating engaging and fun games with awesome prizes is a big hit in our home. Along with your caring nature and inclusion for all our residents is beautiful to be a part of. Cheers to many more visits ahead 😊
- I write on behalf of Regis Aged Care Pty Ltd in support of The Burdekin Community Association Inc (BCA) Aged Care Volunteer Visitors Scheme (ACVVS) in our home.
- I'm grateful for the support workers you send to me for domestic assistance and personal care. Could I have the support workers as my regulars.
- I'm really, really happy with my lawn mowing sub-contractor.
- I'm very happy with my Support Worker. Can I have her every Thursday? I felt safe and comfortable with her.
- It's always good referring to the Community Connections group.
- It's nice of them to take the time to visit, Marieanne is lovely.
- Love the book nook.
- Mark is such a wonderful, patient man. I've been coming to him for a few years now. Whatever the problem, Mark always sorts it.
- My daughter lives in Brisbane and she contacted Rita to organise someone to visit and check on me. My volunteer and I have become very good friends. When she isn't visiting me, she'll ring me. Thank you, Rita, for my beautiful friend who is now a part of my life.

- My mother's support workers went above and beyond in their services and were very happy with everything from BCA.
- Regis have had been pleased with the quality of volunteers, finding them to be compassionate and committed.
- Regis Aged Care has a longstanding working relationship with BCA, with increasing levels of engagement since the relaxation of COVID-19 restrictions. Throughout 2024 BCA has provided social support to residents that has been highly beneficial to their wellbeing. This includes providing an Italian speaking volunteer to run a monthly cultural club on a Thursday afternoon for our Italian residents. Several BCA volunteers also visit our residents on a regular basis. BCA provides an important service that helps Regis address the challenges of social isolation in our homes. Residents are able to find companionship and long-lasting friendship in BCA volunteers.
- Rita has been wonderful. She has given my wife and I, two wonderful people who visit us every week.
- Ross is a nice guy we get along pretty well together.
- Thanks to the BCA for past services and all of the help given over the years with supports for my husband and I.
- The exercise program at Rural Health has been a game-changer in managing my chronic condition. The personalised support and easy-to-follow exercises have made a real difference in my health. I feel more energetic and confident, and it's been a relief to have access to such great care right in my community.
- The Rehab staff were really good and patient with me.
- The support worker did a wonderful job and I'm pleased with her efforts.
- The support worker is very reliable and does a great job at getting my groceries and always has a positive spirit.
- The Support Worker was excellent with my wife during respite care.
- This program has helped me manage my health with easy exercises and great support. I feel healthier and more active thanks to the team at Rural Health.
- Three years ago Rita introduced me to my visitor. We have become the best of friends. She has turned my life around. I am so happy that she is in my life.
- Wanting to express our thanks and gratitude to all providers for all of your time and effort placed towards the care and support provided to my mother over the years. Very much appreciated.
- When Rita approached me to become a Volunteer Visitor, I wasn't certain whether I could fit her in my busy life. She said to me; just meet the client before you decide. I am glad I met the client. I love my client. She doesn't go out much. But she is a joy to be around.
- I'm very happy with all the tutors who help me with my computer lessons.
- Helped me to make social connections
- A terrific organisation, people & staff
- I am very fortunate to have accessed BCA. The Shark Cage course has given me back part of my life to stay informative and sort out my problems. Every session has been so extremely helpful.
- I highly recommend BCA, the support and learning has really helped to improve my life.
- Second Bite – It's wonderful, I'm very grateful. Thankyou
- I appreciate this help more than you know
- Very helpful to my family
- A great program for those who need a little extra help
- A great program for our community
- I think it's a great program and helps with the cost of living
- Awesome the girls are very helpful.
- I have a safe place for myself and my child, hoping to find a long-term place, I work with the girls to help to find something.

REMUNERATION STATEMENT

The Office of Fair Trading requires that from 1 July 2024, the association's Management Committee must disclose remuneration paid and any benefits given to committee members, senior staff, and their relatives at its annual general meeting.

For the 2023-24 financial year, the association paid 5 people a total of \$488,385.94 in remuneration and benefits.

Burdekin Community Association Inc

ABN: 97 257 970 913

Financial Statements

For the Year Ended 30 June 2024

Burdekin Community Association Inc

ABN: 97 257 970 913

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For the Year Ended 30 June 2024

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Burdekin Community Association Inc

ABN: 97 257 970 913

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2024

| | | 2024 | 2023 |
|--|------|----------------|----------------|
| | Note | \$ | \$ |
| Revenue | 9 | 6,017,790 | 5,199,666 |
| Employee benefits expense | 9 | (3,326,484) | (3,056,581) |
| Depreciation and amortisation expense | | (92,520) | (76,825) |
| Other expenses | 9 | (1,802,906) | (1,545,384) |
| Surplus for the year | | 795,880 | 520,876 |
| Other comprehensive income for the year | | - | - |
| Total comprehensive income for the year | | 795,880 | 520,876 |

The accompanying notes form part of these financial statements.

Burdekin Community Association Inc

ABN: 97 257 970 913

Statement of Financial Position As At 30 June 2024

| | Note | 2024 \$ | 2023 \$ |
|--------------------------------------|------|------------------|------------------|
| ASSETS | | | |
| CURRENT ASSETS | | | |
| Cash and cash equivalents | 4 | 1,763,776 | 2,690,789 |
| Trade and other receivables | | 353,607 | 34,776 |
| Other financial assets | 5 | 5,059,650 | 3,686,713 |
| Other assets | | 26,040 | 19,096 |
| TOTAL CURRENT ASSETS | | 7,203,073 | 6,431,374 |
| NON-CURRENT ASSETS | | | |
| Property, plant and equipment | 6 | 561,430 | 586,535 |
| TOTAL NON-CURRENT ASSETS | | 561,430 | 586,535 |
| TOTAL ASSETS | | 7,764,503 | 7,017,909 |
| LIABILITIES | | | |
| CURRENT LIABILITIES | | | |
| Trade and other payables | 7 | 249,590 | 358,604 |
| Employee benefits | 8 | 216,286 | 147,475 |
| TOTAL CURRENT LIABILITIES | | 465,876 | 506,079 |
| NON-CURRENT LIABILITIES | | | |
| Employee benefits | 8 | 28,776 | 37,859 |
| TOTAL NON-CURRENT LIABILITIES | | 28,776 | 37,859 |
| TOTAL LIABILITIES | | 494,652 | 543,938 |
| NET ASSETS | | 7,269,851 | 6,473,971 |
| EQUITY | | | |
| Retained surplus | | 7,269,851 | 6,473,971 |
| TOTAL EQUITY | | 7,269,851 | 6,473,971 |

The accompanying notes form part of these financial statements.

Burdekin Community Association Inc

ABN: 97 257 970 913

Statement of Changes in Equity For the Year Ended 30 June 2024

2024

| | Retained Surplus | Total |
|-------------------------|---------------------|------------------|
| | \$ | \$ |
| Balance at 1 July 2023 | 6,473,971 | 6,473,971 |
| Surplus for the year | 795,880 | 795,880 |
| Balance at 30 June 2024 | <u>7,269,851</u> | <u>7,269,851</u> |

2023

| | Retained Surplus | Total |
|-------------------------|---------------------|------------------|
| | \$ | \$ |
| Balance at 1 July 2022 | 5,953,095 | 5,953,095 |
| Surplus for the year | 520,876 | 520,876 |
| Balance at 30 June 2023 | <u>6,473,971</u> | <u>6,473,971</u> |

The accompanying notes form part of these financial statements.

Burdekin Community Association Inc

ABN: 97 257 970 913

Statement of Cash Flows For the Year Ended 30 June 2024

| | 2024 | 2023 |
|---|--------------------|------------------|
| Note | \$ | \$ |
| CASH FLOWS FROM OPERATING ACTIVITIES: | | |
| Receipts from customers | 5,548,428 | 5,203,987 |
| Payments to suppliers and employees | (5,208,787) | (4,513,180) |
| Interest received | 175,671 | 13,566 |
| Finance costs | (435) | (536) |
| Net cash provided by/(used in) operating activities | 10 <u>514,877</u> | <u>703,837</u> |
| CASH FLOWS FROM INVESTING ACTIVITIES: | | |
| Purchase of property, plant and equipment | <u>(68,954)</u> | <u>(44,528)</u> |
| Net cash provided by/(used in) investing activities | <u>(68,954)</u> | <u>(44,528)</u> |
| CASH FLOWS FROM FINANCING ACTIVITIES: | | |
| Net increase/(decrease) in cash and cash equivalents held | 445,923 | 659,309 |
| Cash and cash equivalents at beginning of year | <u>6,377,503</u> | <u>5,718,194</u> |
| Cash and cash equivalents at end of financial year | 4 <u>6,823,426</u> | <u>6,377,503</u> |

The accompanying notes form part of these financial statements.

Notes to the Financial Statements

For the Year Ended 30 June 2024

The financial report covers Burdekin Community Association Inc as an individual entity. Burdekin Community Association Inc is a not-for-profit Association, registered and domiciled in Australia.

The principal activities of the Association for the year ended 30 June 2024 were to see fulfilled the unmet social, welfare and health needs of the Burdekin community by providing a range of services while working to attract needed services to the district and cooperating with kindred organisations.

The functional and presentation currency of Burdekin Community Association Inc is Australian dollars.

Comparatives are consistent with prior years, unless otherwise stated.

1 Basis of Preparation

In the opinion of those charged with Governance the Association is not a reporting entity since there are unlikely to exist users of the financial statements who are not able to command the preparation of reports tailored so as to satisfy specifically all of their information needs. These special purpose financial statements have been prepared to meet the reporting requirements of the *Australian Charities and Not-for-profits Commission Act 2012*, and the *Associations Incorporation Act 1981 (QLD)* (as amended by the *Associations Incorporation and Other Legislation Amendment Act (QLD) 2020*) ('the Act')

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 *Presentation of Financial Statements*, AASB 107 *Statement of Cash Flows*, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* and AASB 1054 *Australian Additional Disclosures*.

The financial statements have been prepared on an accruals basis and are based on historical costs modified, where applicable, by the measurement at fair value of selected non-current assets, financial assets and financial liabilities.

Significant accounting policies adopted in the preparation of these financial statements are presented below and are consistent with prior reporting periods unless otherwise stated.

The financial statements and material accounting policies all comply with the recognition and measurement requirements in Australian Accounting Standards.

2 Material Accounting Policy Information

(a) Revenue and other income

The core principle of AASB 15 is that revenue is recognised on a basis that reflects the transfer of promised goods or services to customers at an amount that reflects the consideration the Association expects to receive in exchange for those goods or services.

Generally the timing of the payment for sale of goods and rendering of services corresponds closely to the timing of satisfaction of the performance obligations, however where there is a difference, it will result in the recognition of a receivable, contract asset or contract liability.

None of the revenue streams of the Association have any significant financing terms as there is less than 12 months between receipt of funds and satisfaction of performance obligations.

Grant revenue

Grant revenue is recognised in profit or loss when the association satisfies the performance obligations stated within the funding agreements

Notes to the Financial Statements

For the Year Ended 30 June 2024

2 Material Accounting Policy Information

(a) Revenue and other income

If conditions are attached to the grant which must be satisfied before the association is eligible to retain the contribution, the grant will be recognised in the statement of financial position as a liability until those conditions are satisfied.

Where sufficiently specific performance obligations do not exist within the agreement, the revenue is recognised on receipt, unless the entity is constructing a non-financial asset, in which revenue can be recognised over time in line with measurable completion of the obligation to construct this asset.

Other income

Other income is recognised when it is received or when the right to receive payment is established.

(b) Income tax

The Association is exempt from income tax under Division 50 of the *Income Tax Assessment Act 1997*.

(c) Goods and services tax (GST)

Revenue, expenses and assets are recognised net of the amount of goods and services tax (GST), except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payable are stated inclusive of GST.

Cash flows in the statement of cash flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

(d) Cash and cash equivalents

Cash and cash equivalents comprises cash on hand, demand deposits and short-term investments which are readily convertible to known amounts of cash and which are subject to an insignificant risk of change in value.

(e) Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non-current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non-current.

A liability is classified as current when: it is either expected to be settled in the incorporated association's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non-current.

Notes to the Financial Statements

For the Year Ended 30 June 2024

2 Material Accounting Policy Information

(f) Property, plant and equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

Items of property, plant and equipment acquired for significantly less than fair value have been recorded at the acquisition date fair value.

Land and buildings

Land and buildings are measured using the cost model.

Plant and equipment

Plant and equipment are measured using the cost model.

Depreciation

Property, plant and equipment, excluding freehold land, is depreciated on a straight line and reducing balance basis over the asset's useful life to the Association, commencing when the asset is ready for use.

The depreciation rates used for each class of depreciable asset are shown below:

| Fixed asset class | Depreciation rate |
|----------------------------------|--------------------------|
| Buildings | 2.5% |
| Furniture, Fixtures and Fittings | 10-100% |
| Motor Vehicles | 13.33-40% |
| Office Equipment | 5-100% |
| Library resources | 25% |

At the end of each annual reporting period, the depreciation method, useful life and residual value of each asset is reviewed. Any revisions are accounted for prospectively as a change in estimate.

(g) Employee benefits

Provision is made for the Association's liability for employee benefits, those benefits that are expected to be wholly settled within one year have been measured at the amounts expected to be paid when the liability is settled.

Employee benefits expected to be settled more than one year after the end of the reporting period have been measured at the present value of the estimated future cash outflows to be made for those benefits. In determining the liability, consideration is given to employee wage increases and the probability that the employee may satisfy vesting requirements. Cashflows are discounted using market yields on high quality corporate bond rates incorporating bonds rated AAA or AA by credit agencies, with terms to maturity that match the expected timing of cashflows. Changes in the measurement of the liability are recognised in profit or loss.

Notes to the Financial Statements

For the Year Ended 30 June 2024

3 Critical Accounting Estimates and Judgments

Those charged with governance make estimates and judgements during the preparation of these financial statements regarding assumptions about current and future events affecting transactions and balances.

These estimates and judgements are based on the best information available at the time of preparing the financial statements, however as additional information is known then the actual results may differ from the estimates.

The significant estimates and judgements made have been described below.

Key estimates - employee benefits provision

As described in the accounting policies, provisions are measured at management's best estimate of the expenditure required to settle the obligation at the end of the reporting period. These estimates are made taking into account a range of possible outcomes and will vary as further information is obtained.

Key estimates - receivables

The receivables at reporting date have been reviewed to determine whether there is any objective evidence that any of the receivables are impaired. An impairment provision is included for any receivable where the entire balance is not considered collectible. The impairment provision is based on the best information at the reporting date.

Key estimates-useful lives of assets

The Association determines the estimated useful lives and related depreciation and amortisation charges for its property, plant and equipment. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non-strategic assets that have been abandoned or sold will be written off or written down.

4 Cash and Cash Equivalents

| | 2024 | 2023 |
|--|------------------|------------------|
| | \$ | \$ |
| Cash on hand | 1,150 | 1,150 |
| Bank balances | 1,762,626 | 2,689,639 |
| Total cash and cash equivalents | 1,763,776 | 2,690,789 |

Reconciliation of cash

Cash and Cash equivalents reported in the statement of cash flows are reconciled to the equivalent items in the statement of financial position as follows:

| | 2024 | 2023 |
|---|------------------|------------------|
| | \$ | \$ |
| Cash and cash equivalents | 1,763,776 | 2,690,789 |
| Other financial assets | 5,059,650 | 3,686,713 |
| Balance as per statement of cash flows | 6,823,426 | 6,377,502 |

Notes to the Financial Statements
For the Year Ended 30 June 2024

5 Other Financial Assets

| | 2024 | 2023 |
|-------------------------------------|------------------|------------------|
| | \$ | \$ |
| Fixed term Deposit 2503 and 2504 | 3,584,164 | 2,289,288 |
| Fixed Term Deposit 2501 | 1,475,486 | 1,397,425 |
| Total other financial assets | 5,059,650 | 3,686,713 |

6 Property, Plant and Equipment

| | 2024 | 2023 |
|---|----------------|----------------|
| | \$ | \$ |
| Buildings | | |
| At cost | 552,235 | 552,235 |
| Accumulated depreciation | (202,182) | (188,376) |
| Total buildings | 350,053 | 363,859 |
| Office plant and equipment | | |
| At cost | 334,699 | 372,416 |
| Accumulated depreciation | (248,262) | (305,662) |
| Total office plant and equipment | 86,437 | 66,754 |
| Furniture, fixtures and fittings | | |
| At cost | 62,360 | 102,194 |
| Accumulated depreciation | (45,867) | (85,626) |
| Total furniture, fixtures and fittings | 16,493 | 16,568 |
| Motor vehicles | | |
| At cost | 315,007 | 295,563 |
| Accumulated depreciation | (206,560) | (156,209) |
| Total motor vehicles | 108,447 | 139,354 |
| Library resources | | |
| At cost | 11,628 | 11,628 |
| Accumulated depreciation | (11,628) | (11,628) |
| Total library resources | - | - |
| Total property, plant and equipment | 561,430 | 586,535 |

Notes to the Financial Statements

For the Year Ended 30 June 2024

6 Property, Plant and Equipment

(a) Movements in carrying amounts of property, plant and equipment

Movement in the carrying amounts for each class of property, plant and equipment between the beginning and the end of the current financial year:

| | Buildings \$ | Office Plant and Equipment \$ | Furniture, Fixtures and Fittings \$ | Motor Vehicles \$ | Total \$ |
|---------------------------------------|-----------------|-------------------------------------|--|-------------------------|----------------|
| Year ended 30 June 2024 | | | | | |
| Balance at the beginning of year | 363,859 | 66,754 | 16,568 | 139,354 | 586,535 |
| Additions | - | 66,779 | 2,175 | - | 68,954 |
| Disposals-cost | - | (23,968) | - | - | (23,968) |
| Disposals-accum. depreciation | - | 22,429 | - | - | 22,429 |
| Depreciation expense | (13,806) | (45,623) | (2,184) | (30,907) | (92,520) |
| Balance at the end of the year | 350,053 | 86,371 | 16,559 | 108,447 | 561,430 |

| | Buildings \$ | Office Plant and Equipment \$ | Furniture, Fixtures and Fittings \$ | Motor Vehicles \$ | Total \$ |
|---------------------------------------|-----------------|-------------------------------------|--|-------------------------|----------------|
| Year ended 30 June 2023 | | | | | |
| Balance at the beginning of year | 377,665 | 61,527 | 4,144 | 175,576 | 618,912 |
| Additions | - | 30,460 | 14,068 | - | 44,528 |
| Disposals-cost | - | (416) | (360) | - | (776) |
| Decreases | - | 315 | 381 | - | 696 |
| Depreciation expense | (13,806) | (25,132) | (1,665) | (36,222) | (76,825) |
| Balance at the end of the year | 363,859 | 66,754 | 16,568 | 139,354 | 586,535 |

Notes to the Financial Statements
For the Year Ended 30 June 2024

7 Trade and Other Payables

| | 2024 | 2023 |
|---------------------------------------|----------------|----------------|
| | \$ | \$ |
| CURRENT | | |
| Trade payables | 134,374 | 159,965 |
| GST payable | - | 5,862 |
| Other payables | 107,870 | 180,931 |
| Accrued expenses | 7,455 | 7,455 |
| Credit card | (109) | 4,391 |
| Total trade and other payables | 249,590 | 358,604 |

Trade and other payables are unsecured, non-interest bearing and are normally settled within 30 days. The carrying value of trade and other payables is considered a reasonable approximation of fair value due to the short-term nature of the balances.

8 Employee Benefits

| | 2024 | 2023 |
|--|----------------|----------------|
| | \$ | \$ |
| CURRENT | | |
| Annual leave | 144,449 | 125,917 |
| Long service leave | 71,837 | 21,558 |
| Total current employee benefits | 216,286 | 147,475 |
| | | |
| | 2024 | 2023 |
| | \$ | \$ |
| NON-CURRENT | | |
| Long service leave | 28,776 | 37,859 |
| Total non-current employee benefits | 28,776 | 37,859 |

9 Internal charges-Revenues and Expenses

The revenues and expenses of the Association are presented net of internal charges amounting to \$1,602,632 for the year ending 30 June 2024 (30 June 2023:\$1,818,075.04) which have been offset in the statement of profit and loss to reflect the substance of the transactions and does not detract the ability of users both to understand the transactions, other events and conditions that have occurred and to assess the entity's future cash flows. The internal charges presentation has nil effect to the overall total comprehensive income.

Notes to the Financial Statements**For the Year Ended 30 June 2024****10 Cash Flow Information****(a) Reconciliation of result for the year to cashflows from operating activities**

Reconciliation of net income to net cash provided by operating activities:

| | 2024 | 2023 |
|--|----------------|----------------|
| | \$ | \$ |
| Profit for the year | 795,880 | 520,876 |
| Cash flows excluded from profit attributable to operating activities | | |
| Non-cash flows in profit: | | |
| - depreciation | 92,520 | 76,825 |
| - net loss on disposal of property, plant and equipment | 1,539 | 80 |
| Changes in assets and liabilities: | | |
| - (increase)/decrease in trade and other receivables | (294,424) | 17,887 |
| - increase/(decrease) in trade and other payables | (140,336) | 84,778 |
| - increase/(decrease) in employee benefits | 59,698 | 3,391 |
| Cashflows from operations | <u>514,877</u> | <u>703,837</u> |

11 Contingencies

In the opinion of those charged with governance, the Association did not have any contingencies at 30 June 2024 (30 June 2023:None).

12 Commitments

In the opinion of those charged with governance, the Association did not have any commitments at 30 June 2024 (30 June 2023:None).

13 Economic Dependence

The association is economically dependent on grant funding it receives from various Government Departments. Whilst the association would be able to continue if these funds were no longer provided, it would be at a reduced capacity with a reduction in the number and variety of the programs it currently operates.

14 Events After the End of the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Association, the results of those operations or the state of affairs of the Association in future financial years.

15 Statutory Information

The registered office and principal place of business of the association is:

Burdekin Community Association Inc
130 Queens Street
AYR QLD 4807

Responsible Person's Declaration

The responsible persons declare that in the responsible persons' opinion:

- there are reasonable grounds to believe that the registered entity is able to pay all of its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the *Australian Charities and Not-for-profits Commission Act 2012*.

Signed in accordance with subsection 60.15(2) of the *Australian Charities and Not-for-profit Commission Regulation 2013*.

M.M.Meehan

Responsible person

Catherine McDonnell

Responsible person

Dated 20/09/2024

Independent Auditor's Report to the Members of Burdekin Community Association Inc

Opinion

We have audited the special purpose financial report of Burdekin Community Association Inc (the Association), which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information, and the Responsible Persons' Declaration.

In our opinion, the financial report of the Association has been prepared in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act (Qld) 1981 (as amended by the Associations Incorporation and Other Legislation Amendment Act (QLD) 2020)*, including:

- (a) giving a true and fair view of the Association's financial position as at 30 June 2024 and of its financial performance and cash flows for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1 and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013* and the and the *Associations Incorporation Regulation (Qld) 1999*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Association in accordance with the ethical requirements of the Accounting Professional & Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the committee of managements financial reporting responsibilities under the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act (Qld) 1981 (as amended by the Associations Incorporation and Other Legislation Amendment Act (QLD) 2020)*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of the Committee of Management for the Financial Report

The committee of management of the Association are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the *Australian Charities and Not-for-profits Commission Act 2012* and the *Associations Incorporation Act (Qld) 1981 (as amended by the Associations Incorporation and Other Legislation Amendment Act (QLD) 2020)* and the needs of the members. The committees responsibility also includes such internal control as determined is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

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Independent Auditor's Report

to the Members of Burdekin Community Association Inc (cont.)

In preparing the financial report, the committee of management are responsible for assessing the ability of the Association to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the committee of management either intend to liquidate the Association or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by those charged with governance.
- Conclude on the appropriateness of those charged with governance's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of the auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.

Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

Crowe Audit Australia

CROWE AUDIT AUSTRALIA



Donna Sinanian

Partner

Townsville,

The title 'Partner' conveys that the person is a senior member within their respective division, and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is external audit, conducted via the Crowe Australasia external audit division and Unison SMSF Audit. All other professional services offered by Findex Group Limited are conducted by a privately owned organisation and/or its subsidiaries.

For the year ended 30 June 2024

PROFIT AND LOSS ACCOUNT

| | 2024 | 2023 |
|---------------------------------|------------------|------------------|
| Income | | |
| Grants | 5,321,356 | 4,557,968 |
| Interest received | 174,148 | 13,566 |
| Gift and Donation | 86,326 | 94,813 |
| Service Fees | 339,950 | 383,648 |
| Fundraising | 11,381 | 10,354 |
| Other income | 10,397 | 56,764 |
| Property Income | 77,136 | 90,569 |
| POS: Auspice | 134,967 | 152,786 |
| Internal Transfers | 759,619 | 948,045 |
| Internal Charges | 348,457 | 709,228 |
| Total Income | 7,263,736 | 7,017,741 |
| Less: Expenses | | |
| Depreciation | 92,520 | 76,825 |
| OPS: Administration costs | 628,470 | 561,841 |
| OPS: Professional and other | 228,696 | 171,685 |
| OPS: Auspice | 808,164 | 913,958 |
| Others costs | 568,397 | 542,686 |
| Internal transfers | 358,129 | 729,275 |
| Service Activities | 60,421 | 50,719 |
| PM: CAP Properties | 2,876 | 5,263 |
| PM: Service aids | 290 | 254 |
| PM: Motor vehicle costs | 48,791 | 48,156 |
| Staff: On-costs | 602,085 | 550,022 |
| Staff: Allowances | 106,444 | 121,360 |
| Staff: Training and Development | 16,547 | 8,043 |
| Staff: Other Costs | 113,222 | 128,728 |
| Staff: Wages | 2,832,805 | 2,588,050 |
| Total Expenses | 6,467,857 | 6,496,864 |
| Surplus for the year | 795,879 | 520,877 |

