

# Annual Report

# 09-10



## Our life lines

### 2009-10 Annual Report Acknowledgements

While many people and businesses have contributed to Lifeline Community Care Queensland throughout 2009/10, we would like to give special thanks to our 4,800 volunteers located throughout Queensland. Their support and generosity has helped us to help others.

We would also like to thank:

- Commonwealth Department of Attorney General
- Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs
- Commonwealth Department of Health & Ageing
- Queensland Department of Communities
- Queensland Department of Housing
- Disability Services Queensland
- Ergon Energy
- Origin Energy
- Port of Brisbane
- Xstrata
- Canon
- Tarong Energy
- Perpetual
- GHD
- Zarraffa's Coffee
- Professional Investment Services
- Carnival (P&O Cruises)

### OUR SHARED VALUES

**Compassion**

**Respect**

**Justice**

**Working Together**

**Leading through Learning**

## Table of Contents

Message from UnitingCare Queensland Chief Executive Officer	3
Message from Lifeline Community Care Queensland Executive Director	4
<b>Lifeline Community Care Queensland State Services</b>	
Disability Services	5
Families Plus	7
Telephone Counselling	9
Community Recovery	10
Financial Counselling	11
Inclusion Support	13
Peer Skills	14
Children's Services	15
Prison Ministry	16
Business	17
Communications and Fundraising	18
<b>Lifeline Community Care Regions</b>	
Brisbane & Moreton Bay	19
Coral Coast Capricorn	21
Darling Downs & South West Queensland	22
Far North Queensland	23
Fraser District	24
Gold Coast	25
Greater Sunshine Coast	26
Ipswich & West Moreton	27
North Queensland	28
Financial Statement	29
Contacts	31

## Message from UnitingCare Chief Executive Officer



Keeping clients at the heart of service, working in partnership with them and others in the community is a fundamental expression of the values of all UnitingCare agencies – Compassion, Respect, Justice, Working Together and Leading through Learning. These values give both hope and challenge and underpin UnitingCare’s commitment to enrich the wellbeing of people and communities.

For many Australians the impact of the Global Financial Crisis seems insignificant. And while Australia has not experienced the unemployment levels of the US or the massive cuts to social funding that has occurred in many European countries, we have seen a marked increase in demand for our services with more and more individuals and families living close to the edge, unable to meet housing and utility costs and other everyday living expenses.

It is the needs of people and our communities that continue to drive our mission to serve, to support and to strengthen people in their own homes, families and communities. Lifeline Community Care is present in many ways in the lives of those people who need support, assisting thousands during the year as outlined in this annual report and growing its outreach and services in response to the ongoing and changing circumstances of the people we work with on a daily basis.

I am consistently moved by the stories I hear and the work I see which demonstrates over and over that “one size does not fit all”. People with disability or mental illness or those people who live with poverty, trauma or abuse or who might be fleeing political or emotional turmoil have different strengths, many have very complex needs and do not benefit from standardised programs. True service is responsive to the strengths, uniqueness and circumstances of each and every person, family and community. This focus on finding solutions that authentically meet the needs of an individual, a family or a community is central to our mission of contributing to work for solutions that are truly person centred.

At the end of this financial year, Trevor Carlyon retired from the role of Executive Director. I want to publicly express my appreciation of Trevor’s leadership and contribution to Lifeline Community Care, UnitingCare and the wider sector and wish him well.

I am also delighted to warmly welcome Bob Gilkes as the new Executive Director.

The contribution of Lifeline Community Care to Queenslanders only happens because of the focus, energy, commitment, passion and talent of our staff and volunteers who everyday endeavour to make a difference and I want to express my appreciation to our staff and volunteers for their work and contribution.

I congratulate and thank everyone in Lifeline for a year of hard work and for demonstrating every day our commitment to improving the wellbeing of all who we serve.

A handwritten signature in black ink that reads "Anne Cross". The signature is fluid and cursive.

Anne Cross  
Chief Executive Officer  
UnitingCare Queensland

## Message from Lifeline Community Care Queensland Executive Director



From my short experience at Lifeline Community Care Queensland in the 09-10 period, I can confidently say the organisation is focused on providing the best outcomes we possibly can for the people we serve. We possess a strong commitment to ensuring all that we do is centred on improving the lives of our clients.

I am particularly impressed with the work which has occurred to underpin our service delivery with the introduction of the Service Streaming and Practice Leader model. If we hold the value of Working Together to apply across Lifeline Community Care, then identifying service streams that allow us to connect - rather than define our difference - should lead us forward in sharing knowledge, professional development, supervision, practice frameworks and quality strategies.

In 2009-10, we began the process of rolling out the service streaming framework. In 2010-11, this work will continue with the appointment of Practice Leaders and Service Stream leaders. These positions will provide a resource for service development activities including training, supervision, knowledge management and practice leadership.

In addition, Lifeline Community Care has been working on a state framework for volunteering. The Volunteer Management Plan focuses on key five strategies to implement across the state

over the next two years. These strategies centre on volunteer governance; induction and training; building networks, partnerships and innovative practices; broadening our use of volunteers; and strengthening volunteer recognition, attraction and retention strategies.

In 2009-10, three Lifeline Community Care Centres achieved significant milestones. In 2009, Mackay celebrated 30 years in the community, Fraser District celebrated 40, and Brisbane commemorated 45 years. All divisions held an event to honour their staff and volunteers who have worked to make positive change in their communities.

In 2009-10, Lifeline Community Care continued to support Lifeline Fiji and take a proactive approach to community recovery and building resilient communities. Community Recovery Manager Richard Johnson flew to Fiji in August 2009 to provide Psychological First Aid training as part of a 6-day comprehensive training course. The ultimate intention is to have a national Lifeline network that can respond anywhere in Australia in the event of a disaster or critical event.

As a UnitingCare agency, Lifeline Community Care recognised 100 years of the Uniting Church's involvement in out-of-home care and child protection services in Queensland. Lifeline Community Care is proud to be part of this landmark. Our history in child protection services strongly reflects our core values of compassion, justice, respect, working together and leading through learning.

In 2009-10, Lifeline Community Care worked with Lifeline Australia to develop a submission after the Senate announced an Inquiry into Suicide in Australia. The collective national submission was submitted to the Senate Community Affairs Reference Committee on Thursday November 26, 2009. In June 2010, the Senate tabled their report. A number of recommendations included in Lifeline Australia's submission to the Inquiry were reflected in the report, including:

- promoting the vital role that crisis lines play in suicide prevention;
- developing services to follow up and intensively support suicidal people;
- making suicide first aid training widely available in the community;
- providing greater support by people bereaved by suicide; and
- conducting sustained awareness campaigns on suicide prevention.

Lifeline Community Care also worked with, and supported, Uniting Care Australia in the submission report they developed for the Australian Productivity Commission Inquiry into Disability Care and Support. This inquiry is still underway.

I look forward to continuing to work with Lifeline Community Care's passionate and committed staff. I am focused on doing the best we can for all our clients by providing seamless services and supporting staff in their often difficult and demanding jobs. I have felt very welcome coming into the role of Executive Director and I thank everyone for their flexibility, openness and integrity.

A handwritten signature in black ink that reads "Bob Gilkes". The signature is written in a cursive, flowing style.

Bob Gilkes  
Executive Director  
Lifeline Community Care Queensland

## Disability Services



“A greater emphasis on the area of research is key to improving the range and quality of disability programs.”

# Research, growth and change

**T**HIS year has been a challenging, pioneering, and productive time for Lifeline Community Care's Disability Services. Despite being faced with numerous challenges throughout this time, such as the global financial crisis, we provided and continue to provide the highest quality of care and support to all those who utilise our services.

Working environments continued to be a key consideration for Lifeline's Disability Services this year. As a result, we purchased a new office space on Ipswich Road in Annerley, Brisbane. This move allowed us to relocate teams from South, West, Fortitude Valley, and Shared Care and Family Support Service (SCAFS) into the single premises, creating a more accessible environment to facilitate positive communication, discussion and productivity between a staff body of around 70 people.

In recent years, the Ipswich Toowoomba Employment Service (ITES) joined Lifeline Community Care's Disability Services to assist people with a disability gain and maintain employment.

ITES has been participating in *Local Connections to Work*, a government initiative which facilitates a collaborative approach to service delivery, and provides tailored assistance to people who are long-term unemployed or disadvantaged youth and their families.

This year has also seen ITES develop relationships with local schools to support students with their transition from study into the workforce, and also with local community service providers in order to improve support services for clients.

This process of improvement has held a strong focus on developing and implementing relevant training courses for job seekers to help them remain competitive within the labour market.

Since the commencement of this new Disability Employment Services contract in March 2010, over 20 clients have successfully completed training, or are working towards completion.

Lifeline Community Care's Disability Services has been involved this year with various research projects. A greater emphasis on the area of research is key to improving the range and quality of disability programs. Some of the research projects we have been involved with include:

- Working with Carolyn Mason, owner and director of *Partnering Works*. This project looks at the pathways and trajectories of people with a disability who are in, or have been involved with, the Criminal Justice System, and examining the differences between various points of intervention.
- An Australian Research Council (ARC) funded project that includes Lifeline Community Care's Families Plus division, The University of Queensland (UQ), and The Queensland Council of Social Services Inc (QCOSS). This project focuses on newly qualified Disability Carers and different factors that impact on them and their long-term retention.
- Another ARC funded project in conjunction with UQ, which assesses the Lifetime Care for Adults with Acquired Disability and High Care Needs services.

## Disability Services

Lifeline Community Care's Disability Services has also continued to facilitate and support discussion regarding the current disability system and possible changes and alternatives that may be necessary to ensure a better delivery of services to individuals and communities. These discussions have had particular focus on the consideration of a National Disability Insurance Scheme.

This year, we have also worked with, and supported, Uniting Care Australia in the submission report they developed for the Australian Productivity Commission Inquiry into Disability Care and Support.

Lifeline Community Care's Disability Services continues to search for opportunities to expand our services by building upon our skills and expertise.

The past year has seen Lifeline's Shared Care and Family Support program increase in size by at least one third, as well as take on an additional \$2-3 million dollars in funding.

As a result of this expansion, SCAFS are now being approached by both Department of Communities; Child Safety Services and Queensland Disability Services as the experts in supporting children with disabilities.



## Making a living

WARWICK is an excellent carpenter and craftsman. He has a self taught ability to recycle virtually any salvaged item into a functional and saleable product. In our society these are seen as valuable and worthwhile skills. However for much of Warwick's life he has been characterized more by his disability than by his exceptional skill of turning scrap timber into works of art.

At the employment centre he attended, Warwick was regularly chastised for acquiring (sometimes stealing) pieces of timber so he could, in his own time, create toys and windmills, plus functional and sturdy garden and household furniture.

Warwick was introduced to Reverse Garbage, a co-operative society that collects 'rubbish' for recycling. He was instantly excited by the prospect of being able to obtain a wide variety of discarded 'stuff' at negligible cost.

With support, Warwick has been able to make deals with businesses like Bunnings and timber recyclers to obtain a regular and sustainable supply of free salvaged timber.

Warwick has also been supported to put stalls in local Sunday markets, Suburban Expos and the Reverse Garbage Display Gallery to market his recycled products. His growing customer base clearly appreciates the sturdy, high quality, and unique recycled products he offers at very affordable prices.

Building on his growing success, Warwick has been supported to place products on social networking sites like Gum Tree, where he can also take orders. Warwick has recently purchased a computer so he can research new and innovative products to recreate in his own incomparable style. He is now seeking to expand his business by buying a trailer and, ideally, moving into a small industrial unit.

Based on his reputation, Warwick became one of only three Queenslanders selected for the 2010 Bush Craft Competition which is a part of the National Wood Expo organised every year at the RNA showgrounds in Brisbane.

# Helping children and families

**F**AMILIES Plus is a Lifeline Community Care division that provides support, safety and healing services in areas such as child protection, domestic and family violence and homelessness.

In the past year Families Plus has:

- Supported approximately 375 foster carers.
- Supported over 1,000 children and young people in foster care.
- Provided residential care for over 246 young people.
- Provided accommodation and therapeutic interventions for 106

women and children in refuge, and 30 adults and 79 children in the homelessness service.

- Provided 'in home' interventions to 328 families, including over 1,100 children; and
- Provided parenting programs to 142 families.

This year Families Plus has again experienced significant growth. A Therapeutic Residential Care service has been established at Goodna, which was followed by the addition of three new residential care services in Mt. Isa, Cairns, and Kingaroy.

The Families Plus Out-of-Home Care program also increased, with the transition of four Residential Care services that were previously operated by Lifeline Community Care's Disability Services.

Consequently, over a two year period, the number of Residential Care

services operated by Families Plus has increased from 9 to 17 - a very positive reflection of our quality and commitment to service.

Our Supported Accommodation Assistance Program (SAAP) was approached to take on the role of interim management of the Cherbourg Women's Safe House for the next 12 months, resulting in additional funding and staff.

They have also established a partnership with a solicitors firm to ensure free access to legal support; and partnerships with community housing providers, resulting in a significant increase in safe and sustainable exit options for families transitioning from our services.

The SAAP team were also successful in receiving a \$15,000 grant from the Lady Bowen Trust to assist clients with these transitions.

In addition, Lifeline Community Care Families Plus has established a self-funded Parent-Child Interaction Therapy (PCIT) program and associated research operated from the Brisbane Chermiside office.



**S**HANTI, a Bangladeshi woman, has been a part of our Families Plus Supported Accommodation Women's Refuge service for almost 12 months - 9 months longer than our service agreements generally allow. The main reason for this exception is that up until recently, Shanti was not allowed to work in Australia, was not entitled to any government benefits, and had no income. Shanti's journey at Families Plus began when she was sent to us through the domestic violence referral service, DVConnect.

Shanti had escaped physical, emotional, financial and sexual abuse suffered from her husband, and was provided accommodation in one of our properties that caters especially for single women without children.

When Shanti first joined our Families Plus services she was so traumatised by the violence and fear she had experienced that, for several months, Shanti refused to leave the refuge unaccompanied; hid in the car when driven to appointments; and eventually developed a health problem due to continually staying indoors.

In addition to coordinating Shanti's case management with both internal and external services, Families Plus also provided her with therapeutic and practical support.

As Shanti did not have any source of income, she did not have the funds to pay for rent or any other living expenses. Lifeline's Families

Plus service sourced and organised donations of hygiene, toiletry and personal care items for Shanti, and paid for medical, transportation and prescription costs. These additional costs were funded by fundraising activities such as baked goods and coffee sales, organised by Families Plus' passionate staff. Despite Shanti's uncertain future regarding her immigration status, she has come a long way since first entering the Families Plus program. She is much more confident and can now take public transport on her own.

She openly shares emotions and expresses her needs, and she is undertaking a variety of courses including language, literacy, computing, jobseeking and drama. The Department of Immigration has allowed for Shanti to work, meaning she is now in a position where she can move into shared housing and live independently without the security constraints of a women's refuge. Shanti is currently looking into further study so that she can start working in the aged care sector, an area which she is very passionate about, and has previous experience in.

After a year in the refuge, Shanti is both excited and apprehensive about leaving. Our staff are helping her find suitable and affordable accommodation, and will continue to assist Shanti in her new phase of life.

Families Plus



## Telephone Counselling



# 100,000 calls answered in Queensland and more than 1 million since 2007

**O**NE of the most significant services that Lifeline Community Care offers to individuals and communities is our 24-hour telephone counselling service, which is operated as part of the national Lifeline Australia network.

Our trained and certified volunteers dedicate their time to answer the calls of those in distress, in danger, or in uncertain times, in order to provide support, understanding and - most importantly - someone to listen.

This year has been a busy time for our 11 telephone counselling sites around Queensland, with the delivery of the new Certificate IV in Telephone Counselling across all centres. With the introduction of this new training certification, as well as working to develop supervision programs in line with national standards, each centre has been experiencing long periods of transition.

A positive result of these changes is that Lifeline Community Care and Lifeline Australia now have a standardised training model across the country, which will ensure a high level of consistency of this service for all callers nationwide.

As a result of improved efficiency and operating systems, this year saw all telephone counselling sites increase the number of calls answered across the Queensland network. This year telephone counsellors from our 12 sites answered almost 100,000 calls from across Australia. Another important milestone was reached in March 2010, when the one millionth call to the Lifeline 24-hour telephone counselling service since October 2007 was received; a very impressive result, especially for a service whose crux of operation is based on the commitment and efforts of volunteers.

Lifeline Community Care and the Australian National University partnered in undertaking a number of research projects looking into the effectiveness of a range of telephone and online service delivery options in order to assess and improve our services where possible. One of these projects, the *Exploring Continued Care Options (ECCO)* Project, which is an evaluation of internet-based services for depression in a telephone counselling setting, was made a finalist for an award in the 2010 Australian and New Zealand Mental Health Service Achievement Awards.



“We stick around long after Community Recovery Centres close to help the community move forward”.

# Support to communities affected by disaster

**L**IFELINE provides psychological first-aid to those affected by disasters through our Community Recovery Program, a program specifically designed to provide support to individuals and communities affected by disasters or traumatic events.

This year the Community Recovery team were involved with a number of events across the state. Some of these events included:

- Central and West Queensland flooding
- Tropical Cyclones Ului, Neville, Paul and Olga
- Central Queensland bushfires
- Shen Neng 1 Great Barrier Reef oil spill
- Hendra virus scare

In response to the Central and West Queensland flooding, over 60 Lifeline Community Recovery Officers were activated to provide psychological first aid to affected communities. Community Recovery centres were set up in Roma, Charleville and St George, as well as outreach to other regional areas.

The physical damage caused by Cyclone Ului was considered moderate. However, extreme hardship was experienced due to the extended interruption of power supply to affected areas. Forty-five Community Recovery Officers were deployed to and from the Mackay Lifeline Centre to assist in recovery efforts.

This year saw Lifeline Community Care hold its first state-wide simulation exercise, which involved staff from all centres, the corporate office, and the Financial Counselling program. The purpose of the simulation was to conduct in-depth assessments of all service delivery areas pertaining to Community Recovery and, as a result, get a better insight into areas that were operating sufficiently, and which areas needed improvement. The simulation was a success and proved to be a worthwhile exercise in strengthening preparedness and assessing ways to improve the provision of long-term recovery support.

## Hope for the future

**DURING** the South West Queensland floods in March 2010, one elderly gentleman lost a great deal of property and stock.

Four weeks prior to the flood, his wife of 50 years had passed away. The gentleman was extremely distraught and, while he was comfortable in speaking to the Lifeline Community Recovery Officer, he was reluctant to seek further help.

He was withdrawn and convinced that his life was over and that nothing good would come to him in the future.

He found it difficult to address his true feelings and talk about them openly.

A Lifeline Community Recovery Officer was able to stabilise his emotional state, provide him with valuable information about the services that were available to him, and was ultimately able to connect the man with a suitable service that could provide further long-term assistance and support and, most importantly, give him hope for the future.





## Financial Counselling

# Importance of service reflected in funding

**T**HE Financial Counselling sector was presented with many challenges over the past year, with a drastically increased number of consumers who fell into the category of 'poor financial wellbeing' as a direct impact of the global financial crisis.

A combination of reduced working hours, loss of employment and increased living costs have all contributed to this increase of financial difficulty. In order to cope with this inundation of case work, service delivery is now monitored more effectively and new supervision structures have been put in place to ensure that the Financial Counselling service stream continues to be equipped with the necessary resources to continue their effective and far-reaching service delivery.

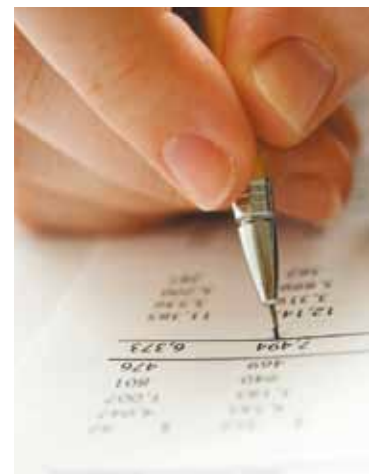
In May 2010, Lifeline Community Care released a new report titled *Our Financial Wellbeing: A Report on Financial Stress in Queensland*, which demonstrated that the need for financial counselling services state-wide had outlived the global financial crisis. The report called on the Queensland Government to continue funding generalist financial counselling services at \$3 million per year for three years, and also encouraged the corporate sector to show leadership in the area of corporate social responsibility by supporting financial counselling through a corporate community partnership.

One month later, in June 2010, the Queensland Government funded \$2 million for Financial Counselling throughout the state. This funding, coupled with \$3 million funding in late 2008, aided an increase in the

number of consumers able to connect with a Financial Counsellor. This has meant an increase from 300 to over 1,000 case work sessions per month from Lifeline Community Care Financial Counsellors. This funding also provided the capacity to train and employ over 20 new financial counsellors in locations from Brisbane to Cairns.

In addition, Lifeline Community Care has pushed forward with the development of a Financial First Aid phone line targeting the provision of first point of contact for consumers with financial hardship issues. This is a new initiative by Lifeline Community Care, with the Financial First Aid Line now receiving over 100 calls per day covering a wide range of financial hardship circumstances and queries. Financial First Aid also assists clients with a referral system to other agencies that provide services such as emergency relief, legal advice, and therapeutic counselling.

LIFELINE FINANCIAL FIRST AID  
CRISIS LINE: 1300 370 255



## Help for those who need it most

AN elderly married couple, Mary, 80 years old, and George, 88 years old, came to Lifeline Financial Counselling asking for urgent help as they wished to file for bankruptcy. Mary and George were living with their son who was on a Disability Support Pension. It was also suspected that they both may have been victims of elder abuse from their son. Mary and George have both been on the pension for over 30 years, and had a credit card debt of approximately \$38,000, with a credit limit of \$46,500. They had been using their credit card to pay for their living expenses week to week, because all of the money they do earn goes towards rent. In addition, Mary and George were being pressured to fund the cigarette and alcohol addictions of their son. Not only could they not afford to pay the connection fees for the telephone at their most recent rental accommodation, but their son had connected the internet and run up a bill of over \$850. Mary and George had no other family living in Australia, so they lacked any kind of support network.

Lifeline Community Care's Financial Counselling services contacted Legal Aid Queensland to gain their assistance, as well as the telephone company who provided the internet connection

to the son. The account was removed and refunded immediately. Mary and George's Financial Counsellor also contacted their current real estate agent to ask them to cover the cost of the phone connection fees. In addition to these services, Mary and George were both referred to external elder abuse specialists in their area. Mary was also referred to her local Lifeline centre to access general counselling for stress and depression. The outcomes of this case saw Mary receiving continuing counselling through Lifeline services which helped both her and her husband better cope with their financial hardships. Legal Aid Queensland initiated action against the bank responsible for the extended credit limit due to a possible issue of unconscionable conduct because of the apparent lack of assessment in Mary and George's ability to repay their debt. A few weeks after Legal Aid Queensland initiated this action, they were notified by the bank that they would completely waive Mary and George's debt, which was in excess of \$38,000.

Mary and George are now back on top of their finances, getting help with their son, and are feeling less stressed and more positive about the future.



# Reflections of our deadly\* year at ISA

\*Deadly is a common colloquial Aboriginal expression meaning excellent or very good.

LIFELINE Community Care's Inclusion Support Agencies (ISA) are located in Brisbane, Logan/Redlands, Gold Coast and Darling Downs. We also operate Vacation Care programs for children with disabilities located at Beenleigh, Mt Gravatt and Mitchelton. This year we have challenged ourselves and others on how we successfully include children with additional needs within childcare services.

This year Inclusion Support saw the introduction of a new national framework for Early Childhood teaching: Belonging, Being and Becoming, the Early Years Learning Framework (EYLF). The introduction of this new framework resulted in the use of reflective practice and critical thinking towards our roles as early childhood teachers and carers, and an assessment of the best way in which to approach the inclusion support within the method and style of teaching. Lifeline Inclusion Support Agencies have been involved in many new initiatives this year, some of these include:

- Children's Day at Inala and Logan/Redlands, supporting National Aboriginal and Islander Children's Day (NAICD).
- Journeys of Discovery, an action learning and reflective practice approach to Aboriginal and Torres Strait Islander inclusion.

**“We have continuously challenged ourselves to achieve successful inclusion”.**

- Combined Voices, a Queensland Council Of Social Service initiative, which recognises all educators involved in closing the gap for Aboriginal children.
- A cultural day at Ngatantani Lui with invites extended to all Lifeline Community Care Queensland staff.

In the year ahead we have great plans for critical conversations around the implementation of the new Early Years Learning Framework, and in response to the National Quality Agenda, we are in the process of developing a new world for inclusion support with the release of a book that documents service stories based on inclusion and many deadly days we have experienced throughout our delivery of inclusion support services.

## Peer Skills

# Supporting young people in Queensland

**P**EER Skills is a school-based program which supports the development of positive mental health for young people and assists in the maintenance of supportive school environments. For individuals it provides an opportunity to increase empathy, coping, interpersonal and problem solving skills.

At a community level, the program helps young people feel more connected to school staff. Peer Skills promotes a culture in which caring and respect is the norm and this contributes significantly to positive educational outcomes.

To equip workers to run the Peer Skills Workshop, this year Peer Skills Facilitator Training Programs were run in a variety of places including Cherbourg and Murgon for CTC Youth Services, Maroochydore, Rockhampton, Brisbane and in Parkes NSW for workers in the Condobolin, Parkes and Forbes areas. Trainings in Melbourne and in Perth assisted YouthCARE in Western Australia and Kildonan UnitingCare in Victoria to take up carriage of the program.

This has been a big step for program development and sustainability.

Lifeline Greater Sunshine Coast is now running its own regular trainings for the region leading the way with its own local facilitator trainers.

Maryborough, Gympie, Rockhampton and Toowoomba are also

on the path to providing their own training opportunities for local workers.

Lifeline Brisbane's Supporting Children After Separation Program (SCASP) continued its involvement with the Peer Skills Program this year, participating in workshops with Mt Maria College and St Laurence's College.

St Laurence's College this year celebrated five years of running the Peer Skills program with local councillor Helen Abrahams presenting certificates to the school's new crop of Peer Helpers at a morning assembly.

This period also saw the completion of the Time for Grandparents – Peer Skills for Grandparents Raising Grandchildren project. Four two-day workshops and a follow up day were completed in Beenleigh, Townsville, Rockhampton and Toowoomba.

The Grandparents Raising Grandchildren Workshops provide grandparents, caring full time for their grandchildren, with opportunities to meet other grandparents, to increase their peer support skills and to help set up or maintain support groups. These programs have continued to receive positive and enthusiastic feedback from participants, with this initiative demonstrating that the Peer Skills model can be adapted for training individuals in a variety of peer support contexts.





# Key to success: Training and high quality care

**O**UR child care services, which offer exciting, stimulating and safe environments for parents and families all over Queensland, have had yet another progressive and successful year. All centres have thrived, expanded, and continually maintained their high standard of service, training and care.

### FOREST LAKE CHILD CARE CENTRE

Forest Lake Child Care Centre has continued to review and improve its policies and procedures to ensure the highest level of service. This process incorporates the valued and vital input of its stakeholders, such as staff, parents, and families.

As a result of the review, the centre has begun to implement the new *Early Learning Framework*, which includes a new interest-based emergent curriculum. This new curriculum encourages self-expression, creativity, hands-on activity, and other diverse teaching methods in order to support action-based learning.

### TOOMBUL EARLY CHILDHOOD CENTRE

Toombul Early Childhood Centre continues to provide high quality, ongoing training for both staff and parents and has focused, particularly this year, on the continuation of safety education for all stakeholders. These mandatory training programs have included Fire Safety, Food Safety and Nutrition, and First Aid and CPR.

The Centre has also organised several information nights for parents and families which were well received and well attended.

These events provided information and training in areas such as Child Protection and Sudden Infant Death Syndrome.

### ILLOURA CHILD CARE CENTRE

Illoura Child Care Centre has maintained a 95% plus occupancy all year round and is predicting the same for the year ahead. This high level occupancy rate can be attributed to referrals from past and present families who have utilised its services.

These satisfied families have been spreading the word about the high standard of care and support they have received from a dedicated and well-trained staff body, and a centre which is vigorous in its self-assessment and continual improvement at any opportunity.

### ROMA DISTRICT FAMILY DAY CARE

Roma District Family Day Care has been keeping busy preparing themselves for the forth round of accreditation.

Roma District has also been focusing on the continual training and professional development of its staff members, and has focused particularly on areas such as child protection, understanding child development, literacy and numeracy, understanding epilepsy, and communication.

Roma District Family Day Care has registered care providers in Roma, Mitchell, Wullumbilla and Yuleba. All 15 care providers have continuously operated throughout the year at full capacity.

# Lives are changed through the growing services provided by our Prison Ministry

**L**IFELINE Community Care's Prison Ministry service provides Pastoral Care from trained chaplains representing the Uniting Church Australia in multiple prisons across Queensland. These chaplains are assigned to Ecumenical Chaplaincy teams which are formed for each prison by the State Chaplaincy Board.

In addition to providing chaplaincy, Prison Ministry provides after-prison assistance, prevention groups, spiritual guidance, inmates' family support, post release support and mentoring programs.

Lifeline Community Care's Prison Ministry currently provides chaplaincy in 14 correctional centres state-wide, supporting families and friends of incarcerated men and women in Queensland from Mareeba to Numinbah.

With an increasing demand for pastoral care in prisons, Prison Ministry engaged seven new chaplains, and experienced solid growth in our prison support group.

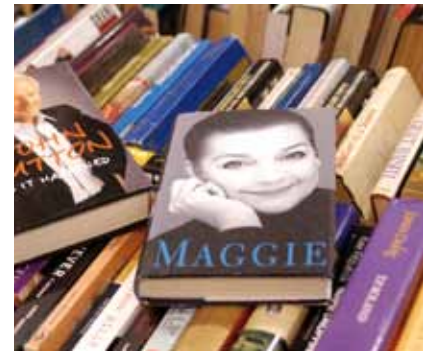
Our Prisoner Pen Pal group increased to 29 participants, who send written letters to 29 different inmates.

We are seeing lives change through the services provided by Prison Ministry, especially with study groups in both Wolston and Borallon prisons. These groups provide an atmosphere of spiritual growth and healing, and there are an increasing number of participants.

We are continuously challenged by the development, implementation and sustainment of our programs with no funding, but this has not hindered us in undertaking various projects this year, which included:

- Emergency support for children and families of prisoners.
- 'Sharing Hope' conference at Lifeline Townsville.
- Onesimus Program for Post-Release support.
- Mothers Day Appeal, supporting families of prisoners.
- Back To School program, which raised funds for children of prisoners.
- Development of resources, grant applications and other funding initiatives.
- Event design and implementation.
- Design and production of promotional material for marketing and services.
- Research and development initiatives.





# Increased sales in challenging conditions

**I**N 2009-10, Lifeline Community Care's Business Division totalled overall sales of \$41.2m, an increase of 2.7% on the previous year. Retail sales experienced the strongest growth at a \$900,000 increase. A number of divisions achieved record sales in 2009-10 - the highest achieved by Lifeline Fraser District who surpassed their budget by 17.2%.

Across the state, Lifeline Community Care's export and rags business experienced challenging trading conditions, as many of their customers were directly affected by the Global Financial Crisis.

In May 2009, Lifeline Community Care launched *Throw the Environment a Lifeline*; an educational initiative focused on raising awareness of the environmental, social and financial benefit of shopping second hand at charity shops.

Reusing products produces less landfill and reduces the need to manufacture and import new product. Effectively, reusing reduces your carbon footprint.

*Throw the Environment a Lifeline* was endorsed by the Queensland Conservation Council and was rolled out state-wide with in-store promotions; a dedicated website; print, radio and TV community service announcements; editorial; and social networking, effectively targeting younger customers and volunteers.

A 20-minute documentary was produced to further define how shopping, volunteering and donating to second-hand stores is environmentally, socially, and financially beneficial.

The campaign was launched at four events across the state. In addition, environmental and recycling festivals and events, such as Greenfest, were attended by Lifeline Community Care to help further promote the initiative.

## LIFELINE SHOPS

A number of Lifeline regions experienced a decrease in both the quantity and quality of product donations. This has provided quite a unique challenge in meeting demand and providing well-stocked stores.

A Lifeline Australia partnership with Carnival (P&O Cruises) did provide a significant boost to product donations in the South East Corner. The refurbishment of Pacific Dawn saw P&O Cruises donate 11 containers of second hand furniture, clothing and duvets. A big thank you to Carnival for their generosity.

Our recycling bins continue to provide the vast bulk of much needed stock for our business operations. We have maintained a strong presence and high profile through the strategic placement

of our bins throughout Queensland.

The 2009-10 year saw some changes to our stores:

- The iconic Ipswich Emporium store closed down, and a smaller store was opened in Ipswich's Brisbane Valley.
- Fraser District obtained a grant to refurbish the Maryborough shop and employ a paid manager – the store is now experiencing a boost in sales.
- Gold Coast opened a new store in Mermaid Beach in March and achieved over \$16,000 in sales in the first week.
- Brisbane opened two new Supa Shops at Margate and Logan Central, and closed the furniture shop at Kippa Ring.
- Partial fit outs were completed at five general clothing stores.
- Completion of refurbishment of Garbutt Supa Store (North Queensland), resulting in sales growth of 30%.
- Closed the City Mall store in Rockhampton and opened a new store in Clifton St, the city's north, near a major shopping precinct.

## BOOKFEST

In 2009-10, the Lifeline Brisbane Bookfest achieved two significant milestones: winning the prestigious Fundraising Institute of Australia National Award for excellence in Fundraising; and raising over \$1 million dollars in a single event. The Lifeline Brisbane Bookfest events in 2009-10 contributed a total of \$1.82m to the 2009-10 budget.

Bookfest events also continue to be held in Bundaberg, Rockhampton, Caboolture, Gold Coast, Mackay and Ipswich.



"I want to help the environment, but the problem's just too big for one person..."

There is something you can do. Volunteer at a charity shop.

@Lifeline





# New look, new campaigns, great results.

**I**N 2009-10, the Communications and Fundraising team designed a new look for Lifeline Community Care. As our organisation expands, it is vital that we project a strong, consistent corporate/community identity.

The Communications and Fundraising team developed state-wide marketing templates and guidelines to ensure all regional centres and divisions could transfer to the new look with ease.

To support the organisation's move into a service streaming framework, we designed marketing materials so that each service stream has its own identity within the Lifeline Community Care brand.

In standardising our organisational look, we also redesigned and redeveloped the Lifeline Community Care website. Our new website went live in mid 2010 and provides us with functionality we've never had before, such as an online donation facility.

In 2009-10, the Communications and Fundraising team also redesigned Lifeline's stationery suite, updating the design of all business cards, appointment cards, letterhead and with compliments slips across the state. The marketing materials, website and stationery suite designs all reflect our values as a UnitingCare agency.

In addition, the Communications and Fundraising team worked on two major state-wide projects: *Throw the Environment a Lifeline*, an awareness-raising campaign focused on the environmental, financial and social benefits of shopping second-hand; and a series of public relations activities designed to raise awareness of our Financial Counselling service.

The goal of the *Throw the Environment a Lifeline* initiative was to increase sales, attract additional quality donations and recruit more volunteers, particularly young people. We organised the roll-out of the campaign focusing on public relations activities and in-store promotions. We secured editorial and community service announcements across the state, and received volunteer enquiries.

In 2009-10, we worked with the Financial Counselling team to

raise awareness of the program and the continuing need for it in Queensland. In July 2009, Lifeline Community Care was awarded a Public Relations Institute of Australia Award for the awareness-raising activities that contributed to the announcement of State Government funding for the service in 2008.

From November 2009, we distributed newsletter updates on Financial Counselling to all State Members of Parliament. These newsletters were sent frequently leading up to the release of our report, *Our Financial Wellbeing - A report on financial stress in Queensland* in May 2010. At the end of May 2010, the State Government announced \$2million non-recurrent funding for the Financial Counselling program.

The Communications and Fundraising team supported Lifeline Australia's national fundraising campaign, *Stress Down*, in July 2009.

We also supported our Community Recovery activation efforts during the South West Queensland floods and Cyclone Ului by distributing media releases to the affected and surrounding regions, and marketing materials with emergency contact numbers and other helpful information.



# From anxiety to confidence: Ben's story

TEN year old Ben was diagnosed in 2008 with Generalised Anxiety Disorder. When he was a young child, he developed a phobia of fruit and vegetables, so much so, that he could tell if they were disguised in his food.

Ben's phobia escalated to the point where he became anxious if he saw food or vegetable scraps in the bin. He was also anxious when change was presented to him, which was detrimental in his school environment as his school work became more difficult. To compound this, Ben became agitated and distressed when he could not finish his work in his allocated time. As a result of these different stresses and anxieties, Ben began self harm by cutting. His anxiety reached such high levels that doctors recommended medication for him, however his mother wanted to try alternative options before turning to medicine.

After learning about the service, Ben's mother referred him to Lifeline's School-Based Counselling Program to help him learn ways of coping with his anxiety at school. Ben and his mother attended weekly individual sessions with a Lifeline counsellor, which initially focused on building rapport and developing trust.

Interventions for Ben included Cognitive Behavioural Therapy to change his negative thought patterns, instead introducing thoughts that would help him deal with his emotions, and help him produce rational thoughts.

His mother also attended some counselling sessions on her own to learn some relaxation strategies for the whole family in an attempt to aid Ben holistically, as well as helping with their own stress levels.

Over the first three months, Ben made huge improvements. He loved attending school, and felt more confident when tackling new situations and challenges. He developed more adaptive ways to think and, whenever he became anxious he introduced these thoughts as a way to lessen his stress levels and cope rationally with the situation.

Positive feedback from both Ben's parents and teachers reported that he was calmer at home and in the classroom, helpful towards others, and more able to focus on set tasks.

Through the Lifeline School-Based Counselling Program, children like Ben are learning how to address issues that impact on their wellbeing, as well as the wellbeing of others around them, and enhance their future social functioning, self-development, and performance.

## Brisbane



# Expansion, collaboration and support for the people of Brisbane

**T**HIS year has been an exceptionally busy period for Lifeline Brisbane, with heavy development and growth in demand for a range of program areas. Due to the global economic crisis, services such as financial counselling and the energy audit program increased in demand dramatically.

Natural disasters also saw our Community Recovery Officers being called upon to assist with floods at Roma and many hours were spent providing outreach services to the communities impacted by devastating downturns.

A number of program areas were expanded this year, including StandBy, our suicide bereavement service, which now covers both Northern and Southern Suburbs.

Lifeline Brisbane region also provided support to Lifeline's Far North Queensland region in establishing its StandBy services and liaised with Lifeline's Gold Coast region with the aim to strengthen their suicide prevention activities.

In 2009, Lifeline Community Care's services for refugee claimants were revamped with the trialling of a new service delivery model. This new model delivered support services to twice as many asylum seekers as the year previous. Increasing donations to support asylum seekers has also been a major focus area with significant increases in funds received as a result of joint efforts by the communications and fundraising team and Lifeline Brisbane staff.

Early Intervention Services also experienced increased demand with the embedding of school-based counselling services to the islands in the Southern Moreton Bay area. These services have proven

to be an invaluable resource to children, young people and families living on Russel and McLeay Islands.

Achievements of some of the Lifeline Brisbane services include:

- Telephone Counsellors answered 27,656 calls.
- The *StandBy* program conducted 81 home visits, supported 189 individual clients, delivered 180 community education activities, and attended 7 critical incidents to provide support to those involved.
- The *Elder Abuse Prevention Unit* received 1448 calls, delivered 130 training sessions, and 47 awareness raising sessions.
- 2579 face-to-face generalist and financial counselling sessions were provided to the community.
- The Refugee Claimants Support service assisted 68 individuals consisting of 35 asylum seekers and family members.
- 1062 school-based counselling sessions were provided in numerous primary schools.
- Family Relationship Centre completed 821 assessments and conducted 244 mediations for 978 parents.
- Individual counselling was provided to 708 children and young people affected by separation, and approximately 500 young people attended 100 group programs.



# Challenge could not stop us from expanding and excelling

**S**EVERAL events this year impacted severely on the resources of Lifeline's Coral Coast Capricorn region, such as Tropical Cyclone Ului in March 2010 and the Rockhampton bushfires in October 2009.

Despite these challenges, we have had a very industrious and successful year, with our team working around the clock to ensure our services can be accessed and utilised to their full ability.

In an attempt to further aid people and communities of the Mackay region who were severely affected by Cyclone Ului, Lifeline's Mackay-Whitsunday region wrote, produced, published, and distributed a booklet entitled *Coping with Disaster*, which provided localised content important for preparation, recovery and support in the case of any disaster. The booklet, which was distributed through local councils, proved such a success that there has been continued discussion of creating a similar document which could be used as a state-wide resource.

This year saw Lifeline Coral Coast Capricorn develop our Family Relationship Centre (FRC) into a child-inclusive service, with the introduction of a child consultant especially put in place to address

issues regarding children and young people.

We also developed further the Indigenous capacity of our FRC, which included the implementation of an Indigenous Family Dispute Resolution practitioner. This has resulted in an increased number of people and families from Indigenous backgrounds visiting the centre.

Lifeline's Coral Coast Capricorn region also this year introduced Men and Family workshops to the Maryborough Prison, which has had a progressive increase of attending numbers since its inception. We also commenced regular Financial Counselling outreach visits to the area of Gin Gin at the request of the local community.

Throughout the year, Lifeline's Coral Coast Capricorn region answered a total of 10,130 calls in their Telephone Counselling Program division. Lifeline's Bundaberg region conducted 680 face-to-face counselling sessions through its state funded Family Care Services, while Lifeline's Rockhampton region conducted 403 face to face counselling sessions from its self-funded generalist counselling program. Lifeline's Rockhampton region also recorded 1338 visits through its Community Visitors Scheme, a service that coordinates volunteers to visit residents in various aged care facilities.



# 35 years of hard work earns a well deserved reward

**T**HIS year was a busy and challenging time for Lifeline Darling Downs and South West Queensland, especially with many communities within this region being adversely affected by the South West Queensland floods of March 2010.

With the support of over 60 staff and volunteers throughout the state, we were able to respond to hundreds of families and individuals in distress through our Community Recovery efforts. We worked closely with staff from the Department of Communities, Red Cross, and other valuable local community organisations.

This year saw Lifeline Darling Downs and South West Queensland awarded the Chamber of Commerce Business Excellence Award for the Community Sector, in recognition of the important and extensive range of services we have provided to communities over the last 35 years. As a result of our high standard service provisions, we have opened two new offices in both Cunnamulla and Roma.

The Indigenous services we offer continues to grow, with \$2.19 million in funding over 2.5 years. We have also secured funding to

operate the new South West Indigenous Family and Youth Coaching and Mentoring Program, which has staff located in both Roma and Cunnamulla.

Lifeline Darling Downs and South West Queensland has also been successful in securing funding for the Parental and Child Engagement (PaCE) Program in St George and the Participating in Prosperity (PIP) Program in both Roma and Cunnamulla.

In early 2010 we introduced a school-based program called the *Tree of Life* at Rockville State School, which has an extremely high Indigenous student population.

The *Tree of Life* program identifies skills, abilities and knowledge that students need to cope with life outside of the classroom, and takes a narrative approach to young peoples' individual and cultural experiences. Eight months since the program was introduced, Rockville State School has reported a significant increase in positive behavioural changes, which is believed to be a direct result of the *Tree of Life* model of operation.





## Far North Queensland



# A new name to represent a future of development and positive impact

**T**HE most obvious change for us this year was the launch of our new identity in November 2009, which saw us shift from Lifeline Cairns to Lifeline Far North Queensland. This change in name is a more accurate and positive reflection of our progressive focus and the gradual plans to build up more of our services throughout a broader and further-reaching region.

After the region of Far North Queensland was recognised by the Federal Government as suffering significant disadvantage due to the global financial crisis, Lifeline Far North Queensland was provided funds for two new financial counsellors to work with regional communities, expanding our financial counselling team from four to six.

As a result of this expansion, not only were we able to provide more clients with urgent Financial First Aid services, but could also commence outreach financial services to Indigenous communities in the Kuranda area.

A number of other programs run by Lifeline Far North Queensland experienced significant growth during this reporting period. Mooroolool Community Support Service has been actively engaging within their community which is characterised by significant levels of disadvantage.

In an effort to create an environment in which members of the community could access a range of crisis support services at a friendly, accommodating pace, a community garden was constructed, as well as sewing and cooking classes initiated. This combination of grass roots community engagement, creative thinking, the provision of new activities and reaching out to work collaboratively, has resulted in a stronger and more productive support network for clients.

Participation in Family Support Services has grown significantly during the year. The number of counselling session provisions increased to 164, up from 106 the previous year. Referrals to our support services have also increased from 118 to 187.

The Counselling Services Unit provided 1,745 counselling sessions throughout different regions in Far North Queensland. The Gambling Help Service worked with 73 new gambling counselling clients, and 901 people attended gambling information and training sessions, with over 94% of attendees reporting a greater understanding of risks associated with gambling.

## Fraser District

# Developing new and improved programs to help those in need

LIFELINE'S Fraser District region operates in a region that has seen economic struggles in the last 12 months due to its dependence on the tourism industry, as well as traditional industries such as fishing, forestry, and agriculture, all of which have been in decline. However despite the struggles, Lifeline Fraser District has continued to provide high quality services, as well as remain involved in some key projects focused on researching and improving various services within the region.

Lifeline Fraser District was a state finalist with the School First Program which saw a key partnership between the Lifeline Fraser District's Youth Support Coordinators program in Hervey Bay and Queensland's Baptist Care's alternative school, Glendyne Education and Training Centre. The program provides support for young people at risk with one-on-one mentoring.

Lifeline Fraser District's Domestic Violence Service initiated an integrated response to domestic violence in the Fraser region. Partners in the response include the local women's refuge, sexual assault services and mental health services.

Lifeline Fraser District, which has been working with problem gambling in the region for some nine years, over the last year provided educational resources to over 10,000 school students about the risks associated with gambling.

A real highlight of the Gambling Help Service was the establishment of regular Responsible Gambling Network (R.G.Net) meetings in the region. The R.G.Net brings together government departments, the gaming industry and the community sector to facilitate an improved working relationship between the three sections involved in addressing problem gambling.

Fraser District also commenced its first employment services program, targeting people and families of which both parents may be unemployed.

Finally, staff members from the Fraser District division were involved in a research project to improve client outcomes using systematic feedback from clients. Initial evidence has found that

this feedback system helped clients to achieve far improved outcomes from services utilised.

Lifeline Fraser District Counselling Services have had a very busy year, providing a total of 5573 client counselling sessions and 883 group sessions. Of this, 1787 sessions were run for Family Relationship Services, 495 Financial Counselling sessions were provided, and 880 Youth Support sessions conducted.



# New and ongoing partnerships key to success of service delivery

LIFELINE'S Gold Coast region has spent the last year developing new and existing community partnerships to strengthen our ability to provide the highest level of service delivery.

We have been working with the Nerang Neighbourhood Centre which saw the new employment of a Maori Youth Worker providing services across both agencies to help build and maintain a positive support link between multicultural communities.

In relation to this, we have also been a founding member of the Pacific Indigenous Nations Network (PINN) within the region, and have played an integral role in the Hui For Hauora project, a unique initiative established by the Multicultural Communities Council Gold Coast.

Lifeline's Gold Coast region has also been involved in the management advisory committee of the Labrador Child, Youth and Family Centre. The centre is a Gold Coast City Council facility, which incorporates several key agencies working together to oversee the strategic direction and operation of the centre.

This year Lifeline's Gold Coast region launched *Lifeline Youth and Family Engagement* (LYFE) to address the gap of mental health services for young people in the community. This self-funded initiative aims to deliver easily accessible support services for young people that focus on their strengths, build their resilience and provide them with information and education on personal and interpersonal skills.

Lifeline's Gold Coast region has also seen enormous change and growth with our Telephone Counselling Service, and the introduction of a national service model for its operation. We have integrated these changes extremely well, and our caller answer rate has increased significantly to one of the highest rated centres nationwide.



## Greater Sunshine Coast



# A productive year sees significant growth for the Sunshine Coast

**T**HIS year has been a very productive and successful one for Lifeline Greater Sunshine Coast. Our Family Relationship Centre (FRC), which is now in its thirteenth year of operation, has a core of highly trained and experienced professionals, who continue to meet and exceed the expectations of a steady increase in service demand.

The recent addition of a large training room at the FRC has allowed Lifeline Greater Sunshine Coast to participate in the Vocational Graduate Diploma of Family Dispute Resolution, which is now an essential pre-requisite qualification in successfully delivering this practice.

Some other programs that have seen significant success this year include the Men and Family Relationships program, the Family Law Pathways program, the Youth Social and Economic Development Service (SEDS) program, as well as high attendance of our Self Harm and Applied Suicide Intervention Skills Training (ASIST) workshops.

Our Telephone Counselling Unit has been the highest performer nationally this year in terms of increased percentage of calls taken annually, and we are in the forefront of implementing and

delivering the new telephone counselling training curriculum and model.

All programs have been extremely busy during the year with no end of clients. The *Women of Worth* Program has been both popular and successful with excellent feedback from all involved.

The Youth Social and Economic Development Service (SEDS) program has been very active with its many Youth Events and activities and the Annual Doing Dad's Proud Fathers day Event continues to be an enormously popular event attended by many thousands each year.

The Gympie office has increased its number of Therapeutic Groups running within the community and continues to be actively involved in Suicide Prevention and Bereavement support.

The Greater Sunshine Coast also spent considerable efforts in the Community Recovery activations throughout the past year, helping those affected by the Queensland floods.

The Financial Counselling Program has been very busy, with the highest number of clients helped received in its history of service delivery.

# A substantial growth in unemployment, mental health and youth engagement programs for Ipswich & West Moreton

**T**HIS year has seen strong growth in the Ipswich and West Moreton area, with numerous services and agencies responding particularly to the issues of mental health, youth engagement, and job creation. This is reflective of an environment characterised by the high needs of many youth in the area, intergenerational unemployment, and a high incidence of mental health issues. In this climate of ongoing change and growth, the services provided by Lifeline Ipswich and West Moreton continue to be extremely well utilised and are constantly in demand.

Lifeline Ipswich and West Moreton was successful during 2009 in securing the funding for a new Post Separation Cooperative Parenting (PSCP) program. This two worker program ideally complements the Supporting Children after Separation Program (SCASP), which was successfully established during 2008, and many cross-referrals between the programs provide for an integrated and seamless service available to all family members.

The appointment this year of a Client Services Manager position enhanced the level of support and management functions available to the individual program teams, as well as facilitating the establishment of an Internal Supervision Team.

This in turn has released our General Manager position for greater involvement in community engagement and networking, and the development of other projects.

Lifeline Ipswich and West Moreton has also initiated a new, innovative Financial Literacy Project as a prevention and early intervention strategy to enable the development of financial literacy skills among high school students.

This project originated from the reporting of our Financial Counsellors that found the bulk of their clients lacked basic budgeting skills. Appropriate financial information is fundamental to the experience of many clients enduring major economic difficulties. This early intervention program is currently being trialled in an Ipswich high school, and ongoing submissions are being prepared to develop continuity of funding for this program.

“Cross referrals between programs provide an integrated and seamless service to all family members”



## North Queensland

# Supporting the youth and older citizens of North Queensland

**T**HIS year saw Lifeline North Queensland faced with numerous tests for both staff and clients alike, with capped funding, economic hardship and increased service delivery costs being the most predominant contributing factors during these challenging times.

Despite these challenges, Lifeline North Queensland continues to see success within the service delivery of its many programs. Our Child Youth and Adolescent Program has been widely recognised for its success in developing responsive and innovative activities used to educate young people about mental health. The initial year of the two-year program focuses on raising the awareness of mental health factors that may be impacting on young people and their families. The following year moves onto extending the progress of group and individual based interventions to assist each young person to develop strategies that reinforce resilience and independence.

The Home and Community Care (HACC) Program is a joint Federal, State and Territory Government initiative under the auspices of the Home and Community Care Act 1985. Nationally, the Australian Government contributes 64% of the program funding, with State and Territory Governments contributing the remaining 34%.

The program is designed to assist people in particular target groups who need basic maintenance and support services in order to optimise their capacity to live independently within their communities with dignity. The two key areas of focus with the HACC program are Personal Alarms, which is the instalment and implementation of minor home modifications and alarm systems for emergency use, and the Volunteer Visitors program,



which arranges home visits in an attempt to prevent isolation and loneliness.

This year the North Queensland HACC Program delivered 7,390 hours of social support to 977 clients, and 644 clients were provided with alarm installations and retrievals. HACC staff and volunteers attended to 252 emergency alarm calls. Almost 100 program clients received 320 hours of social support via visits from volunteers, and the inclusion of the Community Care Transport Program saw funding which allowed 157 HACC clients to be provided with 9,411 one way trips.

The Lifeline Personal Alarms Program was successful in obtaining an extra \$96,802 in recurrent growth funding, and capital funding of \$76,525, which was used to purchase a new alarm monitoring station, 100 new emergency alarms, two computers, and a new service vehicle.

Lifeline North Queensland also provides a myriad of successful youth services, some of which include *Casey's Youthlinx* Program, which delivers self development workshops in numerous regional schools, *Create Your Future* program which provides Year 10 students with workshops that focus on obtaining their secondary education while also learning important skills such as job searching, interview preparation, and life skills (budgeting, independent living, cooking, etc.).

Lifeline North Queensland also has a number of programs that focus on the physical and mental development in young people, such as *DETOUR* (Developing Today's Youth For Tomorrow), and *Parkour*, which is physical engagement for young people to challenge their perceived limitations, and to incorporate the emotional and mental barriers that young people struggle with.

# Financial Statement

## Our Financial Position

THE information set out in this section is taken from the full set of audited Financial Statements of Lifeline Community Care Queensland.

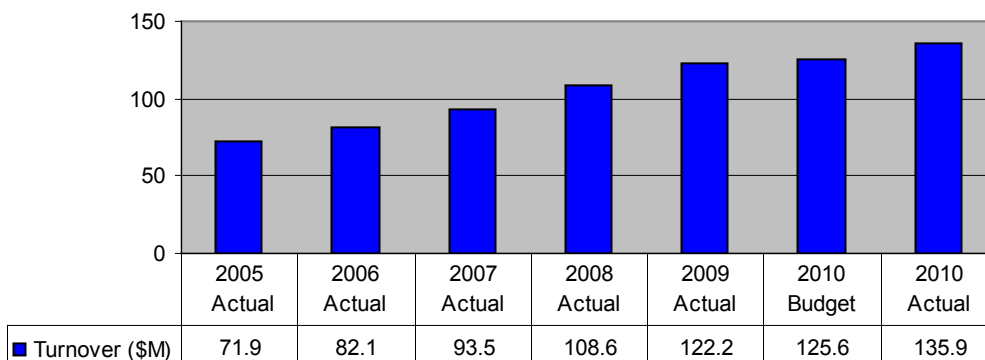
## Performance

The services provided by Lifeline Community Care continue to be under increasing demand by the community that we serve. As has been the experience of recent years Lifeline Community Care has continued to extend services in areas of disability services, services to children and families and in financial counselling.

The services provided by Lifeline Community Care are primarily funded by government but are supplemented by a significant contribution from our Business/Retail operations.

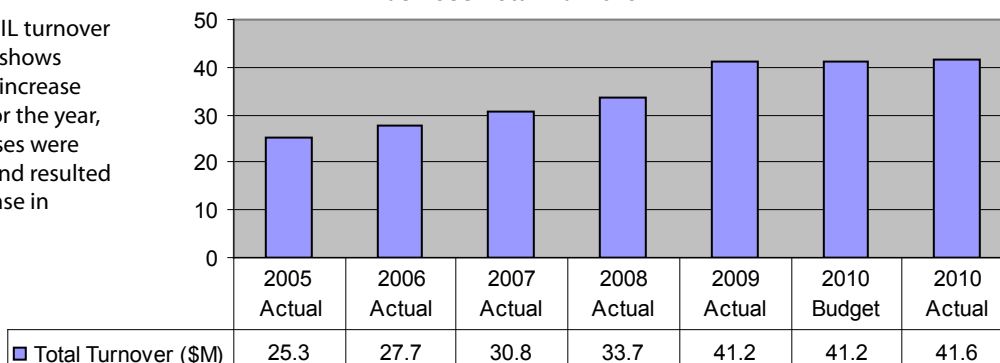
Total turnover for the year of \$135.9 million was 8.2% higher than the previous year and continued the year on year increases experienced in recent times.

**Total Turnover**

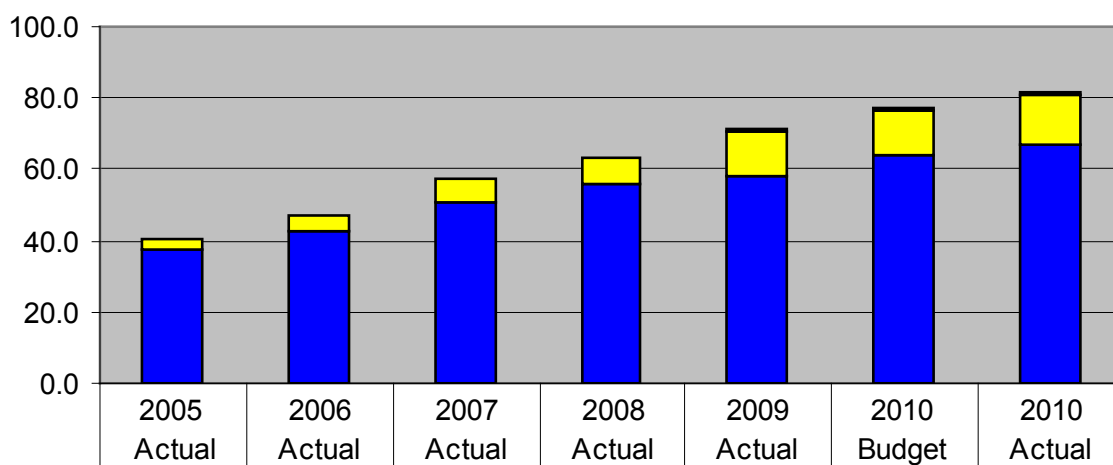


BUSINESS/RETAIL turnover of \$39.2 million shows only a marginal increase (less than 1%) for the year, however expenses were well managed and resulted in an 11% increase in contribution

**Business/Retail Turnover**



### Government Funding



■ Other Grants	0.1	0.2	0.3	0.5	0.6	0.7	0.7
■ Federal Government	3.2	3.9	6.3	7.2	12.4	12.4	14.2
■ State Government	37.4	42.9	50.8	55.9	58.0	64.2	66.9

Government funding of \$81.8 million increased by 6% over the previous year. This increase occurred equally in both Federal and State Government funding.

The rate of indexation of government funding has continued to trail the rate of increase in input costs, particularly wages and salaries.

The competition for experienced community care staff is significant and, along with managing expenditure (particularly salaries and wages in relation to Modernised Awards), remain the two biggest challenges for the organisation to ensure provision of quality service and continuing financial sustainability.

## Contacts

### **Lifeline Community Care State Office**

PO Box 491  
Fortitude Valley QLD 4006  
T: 07 3250 1900  
F: 07 3250 1810  
E: [lccq@lccq.org.au](mailto:lccq@lccq.org.au)  
W: [www.lccq.org.au](http://www.lccq.org.au)

### **Child Care Services**

T: 3265 7577  
E: [lccq@lccq.org.au](mailto:lccq@lccq.org.au)

### **Disability**

T: 3250 1900  
E: [lccq@lccq.org.au](mailto:lccq@lccq.org.au)

### **Families Plus**

T: 3624 2420  
E: [families.plus@lccq.org.au](mailto:families.plus@lccq.org.au)

### **Inclusion Support Agency**

#### **Brisbane**

T: 3265 9326  
E: [isa.brisbane@lccq.org.au](mailto:isa.brisbane@lccq.org.au)

#### **Logan/Redlands**

E: [isa.logan.redlands@lccq.org.au](mailto:isa.logan.redlands@lccq.org.au)

### **Peer Skills**

T: 3250 1894  
E: [francesca.lejeune@lccq.org.au](mailto:francesca.lejeune@lccq.org.au)

### **Prison Ministry**

T: 3250 1808 (Pager)  
E: [prison.ministry@lccq.org.au](mailto:prison.ministry@lccq.org.au)

### **Lifeline Brisbane**

T: 3250 1900  
E: [lifeline.brisbane@lccq.org.au](mailto:lifeline.brisbane@lccq.org.au)

**For more information on all services  
and programs visit our website  
[www.lccq.org.au](http://www.lccq.org.au)**

### **Lifeline Coral Coast Capricorn**

#### **Bundaberg**

T: 4153 8400  
E: [lifeline.bundaberg@lccq.org.au](mailto:lifeline.bundaberg@lccq.org.au)

#### **Central Queensland**

T: 4922 7035  
E: [lifeline.rockhampton@lccq.org.au](mailto:lifeline.rockhampton@lccq.org.au)

#### **Gladstone**

T: 4970 1600  
E: [lifeline.gladstone@lccq.org.au](mailto:lifeline.gladstone@lccq.org.au)

#### **Mackay-Whitsunday**

T: 4944 2300  
E: [lifeline.mackay-whitsunday@lccq.org.au](mailto:lifeline.mackay-whitsunday@lccq.org.au)

### **Lifeline Darling Downs & South West**

T: 4632 9299  
E: [lifeline@darlingdowns.org.au](mailto:lifeline@darlingdowns.org.au)

### **Lifeline Fraser District**

T: 4191 3100 Hervey Bay  
T: 4122 9000 Maryborough  
E: [lifeline.fraser.district@lccq.org.au](mailto:lifeline.fraser.district@lccq.org.au)

### **Lifeline Greater Sunshine Coast**

T: 5443 5366  
E: [suncoast.admin@lccq.org.au](mailto:suncoast.admin@lccq.org.au)

### **Lifeline Ipswich & West Moreton**

T: 3281 8688  
E: [lifeline@lifelineipswich.org.au](mailto:lifeline@lifelineipswich.org.au)

### **Lifeline North Queensland**

T: 4775 9100  
E: [lifeline.nth.qld@lccq.org.au](mailto:lifeline.nth.qld@lccq.org.au)

### **24 Hour Crisis Line**

**13 11 14**

### **Financial First Aid**

**1800 007 007**

## Get Involved

Every dollar donated to Lifeline Community Care helps support our vital programs and services which in turn provides a helping hand to those in our communities who are in need. Your donations help to provide services like:

- 24 hour Crisis Counselling
- Free face-to-face Counselling
- Support Programs for Children and Families
- Suicide Awareness and Prevention Programs

## There are a number of ways you can help Lifeline Community Care:

### In your workplace

- Introduce and offer your employees a Lifeline workplace giving program
- Encourage employees to volunteer for Lifeline events by offering them as paid working hours
- Partnering with Lifeline for cause-related marketing opportunities.

### With your skills

- Offer pro-bono work to Lifeline within your skilled area.

### Offering help financially

- Through a one-time donation or by a monthly direct debit donation.
- By adding Lifeline Community Care Queensland to your will.

Phone (07) 3250 1900 for more information.

For information on events, donations and marketing phone (07) 3250 1934.

To give your time or money to a local Lifeline Centre, look up their details on the contact page of this report, or phone (07) 3250 1900.

[www.lccq.org.au](http://www.lccq.org.au)