



Lifeline

Community Care Queensland

**Lifeline Community
Care Queensland
Annual Report**

2008-2009



UnitingCare

Queensland

Our life lines...

2008-09 Annual Report Acknowledgements

While many people and businesses have contributed to Lifeline Community Care Queensland throughout 2008/09, 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

OUR SHARED VALUES

Compassion

Respect

Justice

Working Together

Leading through Learning

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Message from UnitingCare Chief Executive Officer



One of the leadership challenges that is ever present in human services is retaining the focus on the people we serve. Lifeline Community Care Queensland has deliberately renewed its focus on the quality of outcomes for clients and communities. It is committed to wrestling with this issue, looking at it anew and working to ensure that client views are valued and integrated into service delivery. The development of the quality framework and a number of initiatives within service streams shows that Lifeline Community Care is serious about nurturing this ethic in itself and to implementing practical strategies that support consumer focused service delivery. Keeping clients at the heart of service and working in partnership with them is a fundamental expression of the values that have been adopted across all UnitingCare agencies – Compassion, Respect, Justice, Working Together and Leading through Learning.

Lifeline Community Care's growing agility to respond to changing needs in the community is also impressive. The more difficult employment and financial conditions during the year has meant that the demand for Lifeline Community Care services has grown. In partnership with both the Queensland Government and the Australian Government, the organisation has been able to significantly extend its financial counselling services across the state. Achieving this is a testimony to the professionalism and passion of staff.

Other great examples of responsiveness in service delivery are illustrated in the substantial growth in services to children and families, including the Supporting Children after Separation program and an expansion of Out of Home Care services. It was also pleasing to see the Communities for Children work in the rapidly growing northern Gold Coast corridor recognised with another three years of funding. This work is an exemplar of Lifeline Community Care working together with others to create new solutions and to build stronger communities.

The major storms in Brisbane and the floods in Ingham along with many other events showed the capacity of Lifeline's Community Recovery work – to be there when communities need additional support.

There have been many achievements in Lifeline Community Care over the past year that are worth acknowledgement as is clear in this Annual Report. Some of the work has been publicly recognised; much of it is done quietly supporting one person at a time. Important milestones such as 30 years since the Uniting Church opened the first women's refuge were celebrated. The business performed strongly, our corporate and support staff have worked extremely hard to strengthen the quality of the systems that support service delivery. I am proud that Lifeline Community Care, as part of UnitingCare Queensland, continues to be creative and focused on fulfilling its mission to strengthen individuals, families and communities throughout Queensland.

A handwritten signature in black ink that reads "Anne Cross". The signature is fluid and cursive, written in a professional style.

Anne Cross
Chief Executive Officer
UnitingCare Queensland



Message from Lifeline Community Care Queensland Executive Director



This year, Lifeline Community Care Queensland has performed exceptionally well in all areas of operation.

Our recycling and retail business has never been healthier and its financial contribution to our work increases. Growth in government revenue, both at State and Commonwealth level is proof of the quality of work being done in service delivery and the regard in which we are held by our funders.

All this has happened in very trying financial circumstances. For many program areas, 2008-09 has been a year of consolidation – doing more with less while continuing to service a high number of clients. The hard work and dedication of the Lifeline Community Care team is displayed in the results. High-quality accreditations have been achieved, and State Awards have been won.

Other achievements by individuals, work groups and divisions include great results in licensing, workplace health, training, recruitment and retention, corporate partnerships, marketing and the establishment of new programs.

Our Families Plus Division achieved funding for a new residential on the Gold Coast, and a Therapeutic Residential Care Service at Goodna. In September 2008, Lifeline Community Care received Commonwealth Funding to establish the Supporting Children after Separation Program in Brisbane, Bundaberg, Caboolture and Ipswich. These additions to the Lifeline suite of programs are operating well and are extending our reach to the community.

In our growth, Lifeline Community Care has embarked on a Quality Strategy independent of the legislative requirements of our funders. This strategy allows our ever-growing team to connect with people doing similar work so they can share knowledge, have access to contemporary practice and skills, contribute to the development of services, and help measure success.

Significant work has been made on this strategy in the 2008-09 with the establishment of core service streams. Our focus for next year is to further develop our Service Streams and sub-streams to provide a clear framework for service development activities including training, supervision, knowledge management and practice leadership.

A handwritten signature in black ink, appearing to read 'T. Carlyon', with a long horizontal stroke extending to the right.

Trevor Carlyon
Executive Director
Lifeline Community Care Queensland

Childcare

All Lifeline Community Care childcare centres have experienced a successful year of operation, not only in terms of financial operating but also in regards to the number of children and families using our services.

Forest Lake Child Care Centre is about to commence the accreditation process. We are already a high-quality status for accreditation and take pride in maintaining this standard as part of our daily practice. The Forest Lake Child Care Centre has maintained a 95% plus occupancy since the beginning of the year.

We have a good reputation in the local area and most of our new children come to us either as siblings or relatives of existing or past students, or from word-of-mouth referral. Our staff are all caring and sensitive professionals who strive for excellence, thus staff turn over is low.

Over the past 13 years, **Toombul Early Child Centre** has been seen as a centre that offers high quality care. This has been enhanced by the positive comments of the families who use our centre. We do not advertise, as word-of-mouth and the demand for spaces keep our numbers high. Some families have had four to five children at the centre over a period of years. Having long-term staff also plays an important role when offering quality care. Families visit and stay in touch even when their children reach high-school age.

Our aim is to make the centre an extension of the home, encouraging parents, grandparents, extended family and friends along with members of the community to take part in the many activities we offer.

Illoura Child Care Centre in Rockhampton concentrates on training our staff to be prepared, by offering mandatory training that complements their job descriptions. Staff are required to attend training sessions on Fire Safety and Use of Fire Equipment, Food Safety and Nutrition and Child Safety. These sessions allow all staff the opportunity to learn skills that will enhance their ability to provide children with the safest possible environment.

All staff in the childcare setting must be trained in First Aid and CPR. Staff are required to ensure their First Aid is renewed every 3 years, while CPR is updated yearly. This practice ensures staff are aware of any new changes to procedures and are confident to handle any situation which may occur within the centre.

Throughout the year, staff are given the opportunity to attend Professional Development training when it arises. These training sessions offer the staff new ideas on planning, child development, and suitable activities to help children develop to their full potential and management ideas. The Director at the centre encourages staff to attend and then to come and share the learnt information with all other staff.

At different opportunities throughout the year, staff are encouraged to attend training with guest speakers on topics that may vary from personal health and safety, behaviour management, speech techniques, and dealing with child safety in the home.

Roma & District Family Day Care has 13 registered care providers with two prospective care provider applications in process. Family Day Care has had a steady increase in hours of child care being used in the last 12 months. Coordination unit staff and carers have had opportunities to attend a variety of childcare professional in-service training sessions to further develop their childcare knowledge and skills.

The coordination unit has had great improvements in the outdoor play area and now have regular play sessions at the family day care office. Plans are underway for a purpose-built sand play area.



Disability

The 2007-08 Disability Report told the story of Terri – a client of the Lifeline Disability Service. Terri's story was about her involvement in the child protection system and the complexity of exiting it as an adult with a disability. Terri had developed meaningful and trusting relationships with Lifeline Disability staff, and she had moved to a place of her own and enrolled at TAFE.

Now, life for Terri has continued to expand and this year she has applied for and gained employment. She is now working her way through budgeting and saving for the things that she wants to purchase with her wage.

Terri's story is not unique. What Terri is doing is not special. Terri is someone who is working on her dreams and drawing on what Lifeline Community Care can offer to support her in reaching them.

The 2008-09 year has been complex and demanding. All our services have chosen to do more with less to ensure our clients get our best efforts. Our costs have risen but we have chosen to maintain our number of services – this has been tough but important for the people whose lives we are involved in.

Some ways that this has played out has been the establishment of the joint Brisbane South and West Region. This will continue next year when these two services move to a common operating base at Annerley which they will share with Shared Care and Family support and the small Disability Management team. This will represent the biggest move in Disability and will allow us to further explore cooperative and collaborative opportunities.

This year we have also concentrated attention on the messages we want to give to people who decided to choose Lifeline Community Care as their service provider and provide some additional information on which to base this choice. Our service booklet, Disability – What we do and how we do it, present some of our key messages including the following:

"We are committed to people with a disability having the same opportunities as other citizens. The focus of our effort is on building independence and working with people on their dreams."

"Relationships are at the core of the way we work. Our person-centred approach is built on establishing meaningful relationships with people with a disability."

There are some fundamental questions that we ask ourselves and need to reflect on to ensure that what we do is for the benefit of the people we support rather than our benefit. Seemingly simple questions like 'How was the person involved in this decision?' often have far broader consequences. We are proud of our managers and staff who have applied this approach because on many times it would have been easier to do something different. Examples of this include:

- Empowering a team to assist a woman diagnosed with a mental illness to leave a boarding house and move into her own home, and then defend their actions even though these actions resulted in the entire team being banned from supporting anyone else living in that institution.
- Challenging a funder and another service provider about how people in a community could and would choose Lifeline Community Care as their service provider. This resulted in Lifeline not being the service provider in the way initially envisaged (by others) but being part of a broad local system of support and also supporting some broader community development activities .

Disability

This year has also provided Lifeline Community Care's Disability team with the opportunity to support and encourage a range of staff to participate in further study and development activities. This is important as we recognise the need to keep challenging ourselves, so that we can deliver what our clients want and expect from us.

A cooperative activity between Lifeline Community Care, Xstrata and State Training Services involved the development and implementation of First Response Training. First Response Training is designed for families, support workers and others to help people with an intellectual disability provide basic first aid support to an unconscious or semi conscious person. The program was successful and was so well received that Lifeline Community Care presented it at an International Conference in Singapore during the year where it received great feedback.

Employment service for people with a disability

Lifeline Community Care's Ipswich Toowoomba Employment Service (ITES) provides pre-employment training, job search assistance, travel training and job support.

The Employment industry has seen significant changes in 2009, with the Job Network Services tendering for new Job Services Australia contracts. All Toowoomba Job Network Services lost their service contracts, resulting in new competitors within the region.

The Global Financial Crisis has been the most significant challenge that ITES has faced over the past 12 months. The unemployment rate has risen from 4.3 per cent to 5.8 per cent from July 2008 to June 2009. The number of people in receipt of Centrelink benefits has also doubled in the Ipswich area, with similar trends across all Employment Service Areas.

This has resulted in increased competition for advertised vacancies. In order to ensure ITES remains a quality, high performing service, there has been additional emphasis on building community links, professional development of all staff employed by ITES and maintaining strong relationships with local employers and training organisations.

Despite the many challenges staff face on a daily basis, the team at ITES accomplished some significant achievements throughout 2008/09:

- Provided support to 471 clients within the Ipswich and Toowoomba area. That is an increase of 18.5 per cent from 2007/08.
- Increased employment outcomes – securing 164 additional jobs for ITES clients.
- Thirty-eight percent of Job Placements were gained through repeat business from existing employers, indicating high levels of satisfaction with services delivered by ITES.
- Increasing the capped Disability Employment Network star rating from 3.5 stars in June 2008 to 4 stars in December 08.
- Assisted 14 clients to develop the necessary coping mechanisms to become independent workers.

Families Plus

Families Plus has seen exceptional growth in the 2008-09 financial year. We have focused on consolidating and improving practice by reviewing and streamlining processes, engaging in training activities, and furthering the development of practice frameworks.

Families Plus invited Lauren Porter, a specialist in the area of 'Attachment' from New Zealand to deliver a week of training which was accessible to all Lifeline Community Care staff as well as staff in other non-government agencies. Families Plus subsequently developed a position paper on Attachment and is in the process of integrating the attachment theories with the Trauma Informed Practice Guidelines implemented previously.

We are currently undertaking a comprehensive review of all our human resource practices including induction, position descriptions and performance planning processes to create better consistency and enhance practice. In 08/09 the Families Plus team provided :

- over 60 residential care places
- over 700 foster care places
- supported over 100 children and young people in alternative care placed with Families Plus programs or with Department of Child Safety carers.

Families Plus services Referral for Active Intervention (RAI), Family Intervention Services (FIS) and Parent Child Interactive Therapy (PCIT) provided responses to 354 families including over 1,000 children.

In 2008-09, we provided accommodation and therapeutic interventions for 184 women and over 200 children in domestic violence refuges. We also provided shelter to another 29 families including 64 children in our Clare Homes Supported Accommodation service. Outreach services were also provided to 46 women and 50 children who had experienced domestic and family violence.

Out of Home Care

Lifeline Community Care's Out of Home Care services include foster care, specialist foster care and residential care.

Residential care is a transitional program with the child or young person progressing to either foster care or re-unification with their family of origin. All referrals into the residential care program are made by the Department of Communities, Child Safety Services.

Lifeline Community Care operates 15 residential care services spread throughout the Gold Coast, South West Queensland, Ipswich and Brisbane.

Funding for a new Gold Coast residential was received in the last financial year, with operations beginning in this year. The residential, Williams House, is a medium term program providing placements for three children or young people. Families Plus was also successful in its application for a new Therapeutic Residential Care Service which is to be established in Goodna.

In addition to getting new services fully operational, Lifeline Community Care's Families Plus division has focused on consolidating and improving practice by reviewing and streamlining processes, training activities and practice frameworks. An Out of Home Care practice framework is also well progressed to inform the establishment of the Out of Home Care practice streaming.

Families Plus

Lifeline Community Care has now achieved licences for all the Out of Home Care services, a total of 23 licences. The licensing process has been a demanding but positive experience for the organisation with the independent external auditor and the Child Safety Services Central Licensing Unit indicating that our audit results are some of the best they have seen. Services which are required to meet the Department of Communities Service Standards have also commenced their compliance processes.

Intervention Services

The 08/09 year has been a challenging one for the Intervention services. There have been no enhancement funds into the SAAP area since 1994, which means the budgets grow consistently tighter and it becomes more difficult to maintain the level of service delivery. The biggest challenge confronting the 'in home interventions' programs is the trend away from high-intensity service delivery due to an increasing number of families in the community requiring assistance. The families referred to Families Plus programs have multiple and complex issues which are most effectively addressed through frequent and lengthy worker visits to the home. Despite the challenges, the Families Plus Intervention and SAAP services have achieved excellent outcomes with many families.

All of the children and families who are referred to Families Plus programs have experienced trauma of some kind. In mid 2008, a seven year old girl who had experienced extreme physical, sexual and emotional abuse within her family of origin was referred to Families Plus. Experienced workers were shocked by the level of distress and the range of harming behaviours this young girl displayed. The effects of the abuse were profound, severely affecting her ability to express her emotions leading to many attempts to harm herself and others. Foster care placements had been attempted for this child but had not been successful due to her severe behaviour. It therefore became apparent that a specialist package was needed to enable her to begin a process of healing and recovery.

Trauma informed practice provides a framework which assists staff to understand how trauma, loss and attachment can shape behaviour and the range of reactions they can elicit. In the case of this little girl, the behaviours included physical aggression towards staff, self harming with sharp objects, abusive language and the destruction of property. The framework enabled staff to conceptualise her experiences in terms of 'what has happened to her' rather than 'what is wrong with her.' One of the key principles of trauma informed practice is that 'behaviour makes sense.' A young person who cannot explain their emotions in words will act out their frustrations. A major task for staff was to observe and understand her behavioural patterns and what she was trying to tell them via her behaviour.

Families Plus was able to develop a placement program designed to provide a sense of safety and security. An all female staff team with an interest in working therapeutically with such a young child was recruited. Strategies were developed to ensure the child felt safe and to encourage her to verbally express her emotions. Slowly she was reintegrated back into mainstream school, contact was re-established with extended family members and a gradual reduction in her risky behaviours was noticed. At all stages staff tried to recreate a 'normal' family environment, inclusive of play and learning.

In early 2009 she was able to transition to a foster placement with one of her carers from the project. She has since remained in foster care and continued her schooling.

Inclusion Support Agency

Brisbane

Inclusion Support Agency (ISA) Brisbane has had a very busy year. Our highly motivated staff provided support to over 400 childcare services across Brisbane, which has assisted childcare staff to include children from Aboriginal and Torres Strait Islander backgrounds, children with disabilities and children from culturally, and linguistically diverse (CALD) and refugee backgrounds.

ISA Brisbane staff have also been involved in networking with community agencies such as Queensland Health, Communities for Children, Community Interagency, Aboriginal and Torres Strait Islander organisations, support agencies for culturally and linguistically diverse groups, disability organisations and many others.

A big focus has been on raising cultural awareness, in children's services and other agencies, about inclusion and cultural acceptance for children from Aboriginal and Torres Strait Islander communities.

ISA has developed an innovative coaching and mentoring process to support service delivery for childcare staff, children and ISA staff to gain an awareness, and knowledge of the Aboriginal & Torres Strait Island culture. This is achieved through hands-on activities and practical ideas that can be taken back to the care environment.

ISA has held successful community events to create awareness and celebrate diversity and multiculturalism. One such event was the National Aboriginal and Torres Strait Islander children's day celebrations in Inala. ISA organise this yearly event for so that childcare services, local schools, preschools and organisations can come together to experience culture from a traditional and contemporary perspective.

ISA Brisbane also held promotional stalls at the National Aboriginal and Islander Day Observance Committee (NAIDOC) event in Inala; Zillmere Community Day; and Musgrave Park Family Fun Day in West End.



Inclusion Support Agency

Logan Redlands

In 2008-09, ISA Logan/Redlands moved into a new office in Cornubia, Logan.

The ISA team has been busy this year, with an increasing number of referrals across the target groups with an emphasis on children undergoing diagnosis, behavioral concerns and an influx of refugees.

Through coaching and mentoring, we have continued to build childcare service employees' capacity to include all children and have consequently seen some great success stories.

In conjunction with the Professional Support Coordinator Queensland (PSCQ) we hosted a two day Indigenous event on Stradbroke Island which was very successful and a great sharing and learning experience for all those who attended.

The new premises have given us the opportunity to host some training events through The Other Arm training project, specifically around the needs within our region.

Gold Coast

In 2008-09, Gold Coast ISA consolidated the team and consequently refined and reviewed service delivery processes.

The year started with Cross Cultural Awareness training for all staff on Aboriginal culture. We took our learnings from the session and developed our Statement of Intent for culturally appropriate service delivery and commitment to Aboriginal & Torres Strait Islander communities.

This assisted us in meeting one of our main priorities for the year – to provide culturally sensitive inclusion support for childcare services in order to recognise and respond to the unique inclusion needs of both our CALD and Aboriginal & Torres Strait Islander families.

We have continued to respond to high numbers of referrals for children with ongoing high support needs.

We have participated in national forums, facilitated by the Department of Education, Employment and Workplace Relations, having particular input into the Early Learning Years Framework (ELYF) and the National Quality Agenda for child care. We continue to have representation on the National Children's Services forum in Canberra every four months.

Inclusion Support Agency

Garndoo Jarowair- Darling Downs and South West Qld

Garndoo Jarowair ISA has continued to work in partnership with Lifeline Darling Downs & South West Queensland and Lifeline Community Care. During the past financial year the region has seen an expanse with services opening as far south as Wallangarra and into NSW, west of Charleville, east to the Sunshine Coast and North to Injune. The challenges of this vast region has seen the team expand work practices through technology and an appreciation and reliance on strong partnerships with networks and other services in the region.

Other significant impacts have been the new Department of Education, Employment and Workplace Relations contract reducing staff hours due to no increase in funding, and an increase in the number of services to nearly 200 across a 500 000 square kilometres region.

The team has celebrated and promoted inclusion at a number of events with the highlights being the Toowoomba Language & Cultural Festival, Harmony Day, NAIDOC week, Close the Gap events, Anniversary breakfast of the Apology to the Stolen Generation, and the participation as active members of Lifeline's Reconciliation Working Party.

Also team members have shared the participation at Early Learning Years Framework, IPSP forum, Queensland ISA network, ISA Professional Development working party and a number of local networks advocating for regional, rural and remote needs.

Vacation Care (for children with disabilities)

In 2008-09, Vacation Care underwent the National Accreditation process and received high-quality care across all principles. This great result is a verification of the hard work, dedication and skill of the Vacation Care team.

We are expanding our service and are opening another venue at Mitchelton Special School. The school are in the process of building a new wing and have incorporated a space for Vacation Care within the building. We hope to start operation from this venue in December 2009.

We are currently supporting approximately 80 families and employ 60 staff members across our current two services (Beenleigh and Mt Gravatt).

Peer Skills

An increasing number of schools are using the Peer Skills program as a vehicle to assist the development of school cultures which foster a climate of acceptance, care and respect where difference and diversity are celebrated.

Training young people through the two day Peer Skills Workshop helps to ensure that pro-social attitudes and behaviours are a normal part of the interactions between everyone in a school community. By providing opportunities for young people to practice and develop pro social skills, communities can demonstrate that they value young people and their potential to positively contribute to the lives of others.

The 2008 -2009 year saw eight Peer Skills Facilitator Trainings being run for workers from areas as far afield as Ballarat (Victoria), Brisbane, Toowoomba, Roma, Maryborough and Charleville. Supporting Peer Skills training opportunities for workers in isolated and remote parts of Queensland and assisting program uptake in the other states and territories continues to be a program priority.

In the 2008-2009, the Peer Skills program was also expanded with the development of Peer Skills for grandparents raising grandchildren as a part of Lifeline's Time for Grandparents Program (a Department of Communities initiative). Two-day workshops and a follow up day for grandparents were completed on the Sunshine Coast and in Atherton and Eagleby. Partnership agencies have included Community Solutions at Kawana Waters, Community Services Tablelands, Atherton and KinCare based in Eagleby.

The Peer Skills Grandparents Raising Grandchildren workshops provide an opportunity for grandparents caring for grandchildren to: increase their peer support skills; meet and get to know other grandparents; have fun and some time out; gain more ideas on supporting grandchildren; and help maintain and strengthen the grandparents raising grandchildren support groups that they belong to.

Many grandparents said that they really enjoyed getting together and learning to support other grandparents. They found the training helped them to connect and build relationships with other grandparents in a similar situation and they enjoyed the information and fun activities.

Lifeline Fraser District

Youth Support Co-ordinators, Heather Cummings and Tanya Stevenson, are two workers from Lifeline Fraser District who have been using Peer Skills in their work.

Tanya has been using Peer Skills in a Foundation for Young Australians project which trains young people to be effective mentors to a group of young people who have been identified as needing extra support in their lives. The trainings have been run on weekends in a camp environment and have incorporated adventure based activities as well as the Peer Skills program.

In the Fraser District, Peer Skills continues to be active at the Gympie State High School where the program was first implemented in 1999. Currently at Gympie State High, year eleven and twelve students are trained at the end of the school year and, since 2008, year eight students have also received training. For the most part, the informal aspect of helping friends and peers in everyday life has been the focus of the role that young people undertake across the various year levels.

At Gympie State High, the Peer Skills program is extremely well-supported by the administrative staff and this has been a critical factor in the program being embraced by the whole school. Over the years there has been a generational succession of staff being trained as Peer Skills facilitators and most of the current staff have been trained as facilitators.

Peer Skills

Supporting Children after Separation Program

2008-2009 saw the introduction of the Supporting Children After Separation Program (SCASP) into Lifeline Community Care. A number of staff have embraced the Peer Skills Program as a part of their service delivery. In 2009 SCASP has undertaken Peer Skills programs in partnership with Community Connections at Everton Park State High School, and also with St Joseph's College, Gregory Terrace. These groups were met with great enthusiasm by the participating students, with the St Joseph's College students taking part over their school holidays! With three staff members trained as Peer Skills facilitators, SCASP is anticipating several more groups being run in the future.

Peer Skills working with Education Queensland in the Roma District.

A Peer Skills facilitator involved in implementing the program in the Fraser District recently moved to a new position in the Darling Downs region as a Senior Project Officer on the District Spectrum Plan for the Department of Education in Roma.

In 2008-2009 Peer Skills was promoted by the Roma District Spectrum Plan as an early intervention program to assist the development of adolescent resilience. Peer Skills implementation was particularly instrumental in two areas of the District Spectrum Plan. In the area of Early Intervention, Peer Skills interactive workshops created opportunities for young people to strengthen and develop skills to effectively manage stressful situations and to engage in life affirming, relationship building, and problem-solving strategies. The other area of the Spectrum Plan that Peer Skills addressed was Referral Pathways. Peer Skills training was used to strengthen the informal support that young people access within their peer groups to inform and help them to recognise when to seek professional help for themselves or their peers.

A number of workshops have occurred in the Roma District in the 2008 to 2009 period. At Wallumbilla State School the Year seven, eight and nine students were trained at the end of the school year. Staff at the beginning of the following school year remarked on a positive and noticeable change in the way students were interacting with each other.

The positive feedback of staff members and young people continues to illustrate the positive outcomes that involvement in Peer Skills can create for young people and communities.

"Throughout the year the children have used the skills that they learnt during the training to support each other through different issues and have often been heard quoting or referring back to the program."
Ben Kidd, Principal, Wallumbilla State School

"The program is about the young people having the power and means to impact positively on their school community which ultimately is the most effective and empowering way of creating a positive school culture."
Daleen Engelbrecht, College Counsellor, Saint Stephens, College Coomera

Prison Ministry

Difficult financial times have seen an increase in hardships and struggles in the lives of those Prison Ministry cares for. We are pleased to report that despite experiencing some decline in donations since the first indications of economic downturn, we have been able to continue to provide quality care in our core services for 5,300 inmates and many family members have received additional support and care from our highly trained team as well.

We welcome 22 additional volunteers and are currently working to expand the range of services we provide to family members of Queensland inmates.

In 2008/09, Prison Ministry had the opportunity to see first-hand pre- and post-release inmates. We walked alongside many success stories, some of them holding down jobs, some studying in University.

Our Pen-pal program has been very busy. Not only does this increase inmates' skills in writing, it also helps to develop some sense of reality with the outside world, and increase their self-esteem.

Promoting Prison Ministry has been the highlight of this past year. We promote the service in churches and at community events such as Celebration in the Park, held at Mott Park in Brisbane.

Prison Ministry chaplains made 1,035 visits to 13 Correctional Centres around Queensland equalling 4,416 hours with inmates. Outside the Centres our chaplains dedicated 2,952 hours for families of inmates and provided 982 hours of church services for the "inside Church".

Training

In 2008/09, Prison Ministry provided staff and volunteers with team-building activities and guest speakers in the areas of Forensic Mental Health, Criminology & Lie Detection, Pastoral Care, Social Justice, and Transition programs with Corrective Services. Our staff and volunteers found the understanding gained from exposure to these areas increased their knowledge of the industry and their ability to function within it.

Chaplaincy Affirmation Days held in October 2009 provided an opportunity for Chaplains across the State to meet, share stories and network with other disciplines. Prison Ministry also ran various workshops promoting awareness of the program and opportunities for new volunteers in the ministry, which were well received by those who participated. Some of our team members have also received training in Counseling and Communication skills through Lifeline's internal Professional Development programs.

Outreach to Families of Inmates

Our 'Back to school' support program, where we donate \$50 Kmart gift vouchers to help with school uniforms and school materials, covered 27 children this year. Our dedicated team of staff and volunteers delivered 117 Christmas hampers at what is often a difficult time for families, both emotionally and financially. We also provided Mother's Day cards for inmates' wives and grocery hampers as needed throughout the year for struggling families.

Ongoing contact and support was offered to all families covered by these programs as well as additional moral support for Grandparents who care for the children of inmates.

Prison Ministry

Court Support

Our Prison Chaplains provide Court Support in Townsville and the South East area. Our Court Support program received a setback with the first significant tender for Court Support in Queensland courts being awarded to another agency. Despite this, Prison Ministry's Court Support program at Pine Rivers Magistrates' Court continues on through the dedication of our staff and volunteers.



Brisbane

Lifeline Brisbane has seen substantial growth this financial year. We introduced a suite of new programs, while also experiencing an increased demand in our existing services. Great success in our business division has allowed Lifeline Brisbane to continue to grow the services we provide to the community.

In response to our rapid change and growth, Lifeline Brisbane initiated an online program for increasing resilience, provided professional development days for our staff, and restructured our client service programs.

One area of significant growth is our Financial Counselling service stream. In November 2008, Lifeline Brisbane launched the Financial First Aid telephone service with trained volunteers. In December, Lifeline Community Care received government funding to be able to better respond to the increasing need for financial counselling across the State.

Lifeline Community Care Queensland announced in December that it would receive \$3million over 18 months to deliver financial counselling services across Queensland. This included funding to help support the fledgling Financial First Aid telephone service that commenced with trained volunteers in November 2008. Within eight weeks of signing the service agreement, 24 trainee and qualified financial counsellors were recruited.

With the successful implementation of this new program, the Commonwealth Government asked Lifeline Community Care to participate in meetings in Canberra and Melbourne to address the service delivery needs arising from the global financial crisis. Subsequently, Lifeline Community Care was asked to provide training to financial counsellors and emergency relief workers in Queensland, Northern Territory and Tasmania with additional funding also provided to support the Financial First Aid telephone service.

Our corporate partnership with Ergon Energy continues and the General Manager is on the Hardship Reference Group that meets regularly to improve responses to Ergon clients experiencing financial hardship. Ergon Energy also provides financial support to the Financial First Aid line so we have the rather unique arrangement of a service being funded by State and Commonwealth governments and a corporate partner - truly an example of cross sectoral collaboration.

The Diploma of Community Services (Financial Counselling) has experienced a surge in enrolments with 85 students as at the end of June 2009. We expect this training will continue to attract enrolments nationally as it is one of the few courses of its type in Australia.

The Logan Family Relationship Centre commenced on 2 July 2008 and was officially opened by the Federal Attorney General Robert McClelland on 3 July. Since then, separating families have accessed the service with 1,021 intakes 140 mediations. Outreach services to Capalaba and Jimboomba are also underway.

In late October, we were officially informed of our success in tendering for the Supporting Children after Separation Program (SCASP) for Brisbane and service delivery started on 1 December at three sites. Outreach and extended hours services have also commenced. The service has provided assistance to 525 children and young people.

Other services under redevelopment include the Refugee Claimants Support Services where we

Brisbane

will be trialling a new model of service delivery over the next year in consultation with Mercy Family Services and the Good Shepherd Sisters.

Community Recovery has been another active area for us this year following the November storms and Brisbane floods. Most recently, we have been called upon to respond to a range of critical incidents in workplaces and schools.

A new partnership with Kildonan, a UnitingCare agency based in Victoria, and Origin Energy commenced in 2009 with Lifeline Community Care employing its first Energy Auditor. The role of this staff member is to undertake audits of energy usage in households experiencing financial hardship to enable clients to reduce the financial burden of energy costs.

The Exploring Continued Care Options project completed data collection in June and final results will be available next year. This research project has been undertaken by the Centre for Mental Health Research at the Australian National University in conjunction with Lifeline Australia. As it is one of the few conducted in the world, this is a highly significant study into the effectiveness of telephone and web based support services for people experiencing mental health issues such as depression and anxiety. Early data indicate support for the effectiveness of this type of service delivery in improving mental health.

A second research project has been looking at the effectiveness of suicide bereavement support groups and in particular the factors that participants found most helpful. This study will enable the design of support groups to be improved to become a greater support to people experiencing the pain of suicide bereavement.

In 2008-09, our external professional development program has grown considerably and is conducting courses outside of Brisbane. Courses offered include Applied Suicide Intervention Skills, Communication Skills, Financial Literacy Education, Working Effectively and Psychological First Aid. Our Internship Program for training psychologists has also grown with seven intern psychologists currently enrolled and two interns recently graduating to full registration as psychologists. This program continues to attract intense interest and competition for entry.

To support our community programs, the Lifeline Business operation raised a surplus of over \$2,732,000 through shop sales, the Rags trade and the Bookfest events.

The 2008-09 year has been a big year for business, selling over 51,000 crates of stock. Consequently we've had the best financial result in history.

This year, our Volunteer Management team have adopted new methods to engage with intergenerational volunteers, such as online social networking and promotion through education centres.

We also hosted a Generate Forum on behalf of Volunteering Queensland – these forums are supported by the Department of Communities and were established to assist in the Department's objective of increasing the number of people volunteering in Queensland by 50 per cent by 2020.



Cairns Region

The year has been a time of change, challenges and contribution to the wellbeing of our community.

The Cairns team is to be commended for their commitment and initiative during the five-month transition period from previous General Manager, Terry Davidson, to the new General Manager, Sally Kelynack. The team, under the guiding hand of Acting General Manager Bob Collyer, worked together to ensure responsive service delivery continued uninterrupted during the transition period.

Communities in the Cairns region were hit early and hit hard by the effects of the global economic downturn. We have seen increased numbers of people presenting in crisis and needing our services. This is particularly evident for our Financial Counselling service. The new State Government funding for financial counselling has seen the Cairns Financial Counselling team grow from two to four counsellors. This enabled us to extend our service in a more proactive and preventative way, providing more financial literacy education and contributing to better financial health for people in our community.

A good example of the benefits people can experience by accessing the financial counselling service is Simon's story:

Simon arrived at his first financial counselling appointment wearing a gas mask. He suffers from extreme allergies and anxiety, he couldn't afford to eat nutritious food and had old furniture and bedding which aggravated his allergies. Simon was battling to purchase medication and trying to pay off his debts. By his third appointment, Simon presented without his mask. He had been assisted to access his superannuation to address his debts and purchase some new furniture for his new rental accommodation with the Department of Housing.

The Counselling Services Unit continued its strong commitment to providing professional services to the community and responded to 2,230 requests for individual, couple and child counselling. Counselling services are provided in Cairns, Mareeba, Mossman and Atherton. In January, in response to identified community need, services commenced in Kuranda.

Community Education continues to be an important focus of the Counselling Services Unit. A new course, Help I've Got a Teenager, was added to the suite of courses being delivered by the team.

We are being called on to deliver services in more remote parts of our region. In January, two members of the Counselling Services Unit travelled to Bamaga, at the tip of Cape York, to provide four days of training to workers there. Training covered Anger Management, Art Therapy and Counselling Skills.

Cairns Gambling Help has continued to provide innovative and responsive service to the culturally diverse community throughout Cairns and surrounds and further afield to Cape York communities. Eighty-two clients have accessed the counselling service and 774 people have attended community education sessions. Work has continued on developing a suite of Indigenous-focused booklets as an aid to developing people's awareness of gambling and its effects on children.

Cairns Region

Cairns Telephone Counselling Unit and its team of enthusiastic, dedicated staff and volunteers have continued to provide responsive crisis support to the broader Australian community. The Unit successfully underwent its Lifeline Australia Standards Program assessment in March. Living Works and Applied Suicide Intervention Skills Training has become an integral part of the Telephone Counsellor Basic Training.

Our Housing and Community Care-funded Medical Alarms Service has continued to provide much needed support for isolated elderly or disabled people living in their own homes. The service also cares for younger people with disabilities – two young quadriplegic clients live in their own homes supported by their access to the Medical Alarm Service. During the year, the Medical Alarm service took 10,921 alarm calls (an increase of 28 percent) with ambulances being called on 150 occasions (an increase of 49 percent).

Community Recovery and Critical Incident Response has been a focus this year. Our team worked with Lifeline North Queensland following the floods in Ingham. Teams drawn from our telephone counselling group willingly assisted, travelling from Cairns to stay in Ingham during their duty there.

Our Counselling Services have been called on to provide debriefing and counselling support following deaths in workplaces, organisations and educational institutions. The team is committed to providing this much needed support with Lifeline's role in providing counselling support being well recognised in our local community.

Cairns Business achieved its best ever result topping the \$3.5 million mark with apparent ease.

Three of our stores – Superstore, Earlville and Central – featured in the top 20 stores in sales and the same three stores plus the Roundabout store featured in the top 20 best surplus.

This year has seen the Regional Business Manager working between Townsville and Cairns. In June, for the first time, Townsville Store Managers met with the Cairns team, in Cairns, over a three-day period. This initiative proved beneficial with much gained from the exchange of ideas across the two Regions and the opportunity to talk with other Managers on a range of matters like shop presentation.



Coral Coast Capricorn

Lifeline Coral Coast Capricorn comprises of three Nationally Accredited Lifeline Centres – Bundaberg (including Gladstone), Central Queensland and Mackay/Whitsunday. Though managed collectively under the one Division, each Centre has a unique identity and tailors services specific to the community issues of its region. The Division has over 100 paid staff and 350 regular volunteers, from both the Client Services and Business Sections.

The Bundaberg, Mackay/Whitsunday and Central Queensland Centres all experienced significant growth in services over the year and are now operating at capacity. With further growth anticipated for 2009-2010, planning is an immediate priority for the development of the physical infrastructure of the Centres, particularly for the Bundaberg and Mackay Counselling Centres, and the Rockhampton Warehouse and Distribution Centre.

Over the 12-month period, the Division's combined Telephone Counselling Services answered 11,826 calls from the national call flow network. Given the recorded number of caller attempts for our region was 13,297, essentially we are answering the equivalent of 89 percent of our caller demand. Although six Telephone Counselling Training Courses were conducted throughout the year across the Division, the number of volunteers that make up the service continues in a steady decline. It is difficult to define any one key reason for this and exit interviews do not indicate any generalisations.

With the addition of two full-time financial counsellors funded by the Queensland State Government, the Division now has at least one financial counsellor in each of the major Centres (Mackay, Rockhampton, Bundaberg). As well as providing Financial Counselling in these Centres, the counsellors are active in providing outreach services to the other regional towns such as Gladstone, Emerald, Proserpine and Sarina.

The Miriam Vale Community Development and Youth Development program was awarded by the Workforce Council its collaborate service delivery model. This state award was a standout achievement for the service where it was able to demonstrate that greater outcomes could be reached by engaging with community groups. During the year, the office of the CDO relocated to the town of Agnes Waters, a high growth area.

Community Recovery activities across the region have been fairly quiet as compared with the previous year. We reached the Alert/Standby status as Cyclone Hamish was tracking down the coast, along with the possibility of supporting other Lifeline Community Care Divisions with the Brisbane storms, Ingham floods, and South-East Queensland floods from April through to June. This period of relative quiet enabled us to further develop the accredited certificate course in Psychological First Aid and State-wide Operating Procedures.

Well integrated into their respective communities, and working collaboratively with the government departments and other community organisations, the Lifeline Centres and outreach offices through the Coral Coast and Central Queensland provide significant support to vulnerable children and families throughout the region.

The Family Relationship Centre (FRC) has been operating in Bundaberg for 12 months. Over 700 people have received a service during this period, with 60 mediation sessions achieving a 42 percent success rate. The demand for family mediation continues to grow particularly in the Hervey

Coral Coast Capricorn

Bay region. An initiative of the FRC was to commence regular visits to the Maryborough prison to work with inmates prior to their release. The early result of these visits, the purpose of which is to better prepare inmates for re-integration with families, is very encouraging. The FRC operates as a consortium partnership with Centacare and the Indigenous Wellbeing Centre in Bundaberg, with Lifeline as the lead agency. A consortium partnership with Lifeline and Centacare is also in operation with the Mackay FRC, where Centacare is the lead agency.

The Bundaberg Lifeline Centre was successful in its application to provide the federally funded Supporting Children After Separation Program (SCASP). The introduction of this new service has greatly enhanced the suite of services offered at the Bundaberg Centre. The number of parents that have accessed the service for their children clearly indicates that children struggle deeply as they experience their parents going through separation. The feedback from the parents on the impact the service has had on their children has been exceptional.

As with the SCASP service, all other early intervention services provided at the Bundaberg Centre – Men and Families, Family and Relations Education and Skills Training, Family Care Service, Indigenous Family Care, and the Domestic Violence Service (Retronet) – easily reached their annual targets of service delivery. These services range from individual face-to-face sessions, therapeutic groups, community education and training, and broad based community awareness campaigns.

For many years, the Mackay/Whitsunday Lifeline Centre has self-funded all of its face-to-face personal, children's and family counselling services. These included services offered in Mackay, Proserpine, Mirani, and Sarina. The Centre has experienced a number of changes and challenges over the year all of which have resulted in a more efficient, professional and client focused operation. Late in 2008, the Centre Client Services Manager accepted an offer to commence her PhD and stood down from her position and a new manager, Meta Mirkovich was appointed early in 2009.

Although not commencing until 2009/2010, it was with great excitement to receive the news that the Mackay/Whitsunday Centre was successful in its application to the Federal Government to provide a Post Separation Cooperative Parenting Service.

The business and fundraising sections of the Coral Coast Capricorn operate independently at each Centre and at the same time are integrated into the wider state Business Division. Funds that are raised by the local operations are fully accounted for within the local region. Without the funds raised by our local business sections there would be no local services.

Lifeline Coral Coast Capricorn experienced a very positive result with our self-generated fundraising throughout the year, raising over \$972,276 in surplus funds from our recycling operations across the region. All these funds were redirected into client services and organisational infrastructure. Two Bookfest events were held in the Division (Rockhampton and Bundaberg), and again exceeded budget expectations by raising a combined total of almost \$47,739.

There were a number of outstanding trading performances: The Emerald shop retained its status as the region's number one performer followed very closely by the Princess St Clothing shop in Bundaberg, and the Creek St and Shakespeare St shops of Mackay. The newly combined Campbell St Supastore in Rockhampton will be the store to watch in the coming year.

Darling Downs & South West Queensland

The 2008/2009 year proved to be exciting, challenging and successful for Lifeline Darling Downs & South-West Queensland. During the past 12 months, we received funding for Supporting Children After Separation Program (Toowoomba); Personal Helpers and Mentors Program (Warwick); Yarning Up Program (St George); St George Elders Program (second year of funding); and Consortium Partnership – Family Relationship Centre (Toowoomba).

These new major programs take our number to a total of 25 with combined grant income in excess of \$3.5m per annum.

During March 2009, we successfully obtained our second year of Quality Assurance for our Family Support Program (Disability Service) located in St George.

During October 2008, we assisted the Community Recovery efforts at Rosewood near Ipswich after flooding occurred when the area received 75mm of rain in just three hours. Staff from our Centre supported their colleagues from Lifeline Ipswich & West Moreton who were staffing another Community Recovery Centre in Ipswich.

Our Business Division has also enjoyed a very successful year with gross sales in excess of \$3.1m for the first time. In the past 12 months, we opened a new shop at Goondiwindi to take our total shop numbers to 23 shops.

The Business Division also supported the shops with various major fundraising events. These included:

- Toowoomba's Christmas Wonderland of Lights
- The Lifeline Bargain Bazaar at Easterfest in Queens Park
- The 29th Chronicle/Lifeline Bookfest at the Toowoomba Showgrounds
- Stress Down on 24/7 (National Fundraiser)

Other achievements by our business division include:

- Becoming a finalist in the 2008 "Chamber of Commerce" Business Awards
- The Lifeline Smart Tip Shop winning a highly commended at the 2008 Toowoomba Regional Council – "Environmental Awards"



Fraser District

For Fraser District, 2009 has been a year of many achievements:

- The purchase of a new counselling centre in Hervey Bay;
- The sealing of the Maryborough counselling centre car park (which used to become muddy with heavy rain);
- The first employment service for the Division;
- The first million dollars in shop gross turnover; and
- Avoiding Cyclone Hamish.

Lifeline Australia has sought to improve the number of calls achieved by each centre and in our 40th year of service, Fraser District reached the milestone of over 6,000 calls under the new virtual call centre model.

Another great outcome was the employment of Peter Kalbfell who was severely injured in a car accident that left him wheelchair bound and without a career. Peter now has a new career as the Telephone Counselling Assistant and trains telephone counsellors. Peter began as a volunteer telephone counsellor. Lifeline Community Care want to thank the Federal Government's Job Access agency for providing nearly \$40,000 in modifications to meet Peter's disability needs.

Another achievement was the graduation of father and daughter team Brian Ruhle and Tanya Stevenson with their Master's degrees in Education, majoring in counselling.

Tanya manages the Youth Support Coordinators (YSC) programs and her staff work in 15 high schools in the Wide Bay and Cooloola region. Typically, the YSC workers support young people struggling with personal issues from family breakdown to self harming. The program seeks to help young people enrolled in high school who are at risk of not achieving their educational goals. The YSC programs in Fraser are in the top three performing services in terms of achieving its targets in Queensland. This is a great effort for our five staff in the YSC program that has 100 workers across Queensland running a similar service.

Another program that has achieved great success has been the Family Relationship Services Program managed by Lyn Newton. Lyn, who has been a foster parent in her former life and now a social worker, has been leading a team to develop an integrated domestic violence service in the Fraser Coast region. As a part of her commitment to preventing domestic violence, Warren Mundine was the guest speaker at the White Ribbon Day functions that Lifeline Community Care – Fraser District hosted. Lyn's staff working in Hervey Bay, Maryborough, Gympie and Kingaroy have exceeded their client quota by 100 percent.

The Gambling Help Service in Wide Bay has achieved great outcomes with its education program. Some 10,000 students from Cherbourg to Monto have been addressed by Rick Whittle, the service's Education Officer. The program seeks to help students understand the risk of gambling and its impact on the community. While Rick has many stories to share, none break your heart as much as when young students indicate to him the harm created by their parents' problem gambling.

Gold Coast

This year has been a year of change, growth and new initiatives for the Gold Coast Division. It has been an exciting and thriving period, which is due to the dedicated team of inspirational and committed staff (paid and voluntary) and passionate supporters.

Lifeline Gold Coast continues to strive to fulfill community need. Our focus has been on delivering service within the local community, where a need has been identified. A prime example of this is our School Based Counselling. We now have regular programs and counselling sessions occurring at Mudgeeraba, Coolangatta and Ashmore Primary Schools.

Following discussions with schools and community groups in the southern region of the Gold Coast, it was identified that a suite of support services for vulnerable children and families needed to be established in Coolangatta. We officially opened the Coolangatta Hub in March with a variety of soft entry programs as well as child and youth counselling groups and after school fitness programs. Individual counselling is also being offered from this hub site, which is located in a facility on the grounds of the Coolangatta Primary School.

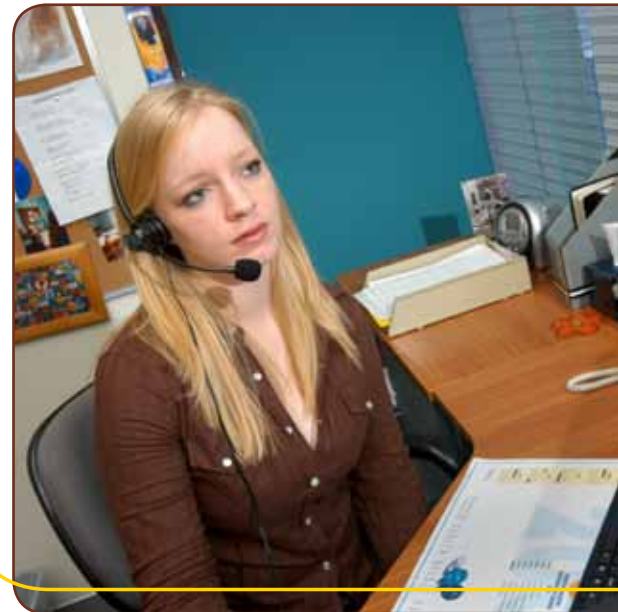
Meanwhile in May, we were happy to receive the news that the extension of funding through the Department of Communities was re-granted to our Telephone Counselling department. This money went towards the funding of positions that support the training, education and clinical supervision of telephone counsellors.

Our Telephone Counselling department continues to go from strength to strength, with resignations down by 50 percent. Another great coup for the service was that the call answer rate to the 24-hour Crisis Line in December was at 63 percent - one of the highest call answer rates in the state.

We have seen the creation of a new performance management system, the implementation of new systems, procedures and manuals and an overall move into a more efficient and controlled working environment. All clinical and administrative staff are now supported through a comprehensive business plan and associated key performance areas for all staff and associated project plans.

This has created a number of improvements in services including a 20 percent increase of face-to-face clients seen.

The Gold Coast Business Division generated an exceptional result for the 2008/09 financial year, showing great resilience to the major market downturn experienced by the wider Australian retail sector. The 10 stores returned a combined annual revenue of \$4.1m. This placed the retail division 6.8 percent ahead of budget and represented a 15 percent increase on the previous year. The Molendinar Supa Shop generated an annual profit of \$664,000; the highest of all Lifeline stores throughout Queensland. The Southport and Burleigh Heads stores also featured among the top 20 shops in the state.



Gold Coast

The Public Relations and Income department has seen significant success in the past year. The appointment of a part time PR and Communications Manager along with the External Relations Manager has seen a number of successful partnerships, initiatives and events develop. A strong focus has been on raising greater awareness of Lifeline's services within the local community in order for fundraising activities to increase. We are pleased to say that media coverage and interest has increased in the past year with an average of almost 10 media mentions per month. Couple this with the introduction of a Lifeline Gold Coast Ambassador and a number of strategic business partnerships and the future for Lifeline Gold Coast's PR and Income department looks bright.

Business Lifeline was launched on 25 March 2009 with the first seminar attracting over 100 attendees and 25 members. The Business Lifeline initiative intends to meet two core objectives:

- To identify issues within the small business community and offer low cost solutions / support by way of coaching, mentoring, informative seminars and allowing access to corporate training, counselling and trauma response at a cost effective rate.
- To raise much needed funds for our current and future community hubs and other community services.

The launch of Business Lifeline opened up an opportunity to promote our new corporate training initiative. So far we have conducted eight corporate training sessions to a variety of organisations including: police services, government agencies, corrective services and community based organisations. It is our aim and intention to increase this service delivery over the next 6 to 12 months with appropriate PR and Marketing around this initiative. We also aim to increase delivery of trauma response through the Business Lifeline network.

The regular giving program Hand of Life was re-launched with a gala ball in May. The ball's main objectives were to re-launch the program and raise money for service delivery.

Close to \$40,000 in revenue was raised and the night was used as an opportunity to introduce Lifeline Gold Coast's new Ambassador, Zarraffa's CEO and Founder Kenton Campbell, to both the press and the community at large.

The evening was held at the Hyatt Regency Sanctuary Cove, in conjunction with the Sanctuary Cove International Boat show, hosted by Channel Seven Sunrise's Mark Berretta and attracted 140 attendees.

With several local companies on board as sponsors – including Lucy Cole Prestige Properties (the major sponsor), Prime Television, Bartercard and Zarraffa's Coffee as minor sponsors – and all pledging to contribute to making next year's bigger and better, the inaugural event was a great accomplishment. The benefits of the event were two-fold; we were able to raise awareness of Lifeline and the vital work of our Hand of Life program as well as raise much needed funds for our services.

The focus for the Hand of Life program is to now engage regular givers to ensure a steady stream of funding, allowing us to plan ahead and make a lasting difference for our children and youth programs.

Gold Coast

Prime Television continues to be our major community partner, providing Lifeline Gold Coast with television coverage through community service announcements and supporting our events and activities. We value this partnership and look forward to continuing to work together to ensure our message is reached by the wider community.

Lifeline Gold Coast coordinated the third annual Festival of Light in 2009. The festival aims to bring the Northern Gold Coast community together to help build a sense of belonging and identity. The Festival is child-focused, with active family involvement and an emphasis on learning, while the lantern making workshops build skills in technical construction, art and team work.

Over 2,000 people attended the festival throughout the day and 600 walked in the lantern parade at night. More than 400 young people up to the age of 12 attended workshops in the lead up to the festival to construct and design their own lantern. The aims of the Festival of Light are to bring the community together in a positive, fun way; to include as broad a cross section of the community as possible; and to inspire creativity within families. The festival received funding from the Queensland Government; Q150 and the Gambling Community Benefit Fund.



Greater Sunshine Coast

The Greater Sunshine Coast (GSC) Division of Lifeline Community Care Queensland has had a busy, productive and successful past 12 months.

There have been three new programs added to the Families cluster of Federally Funded programs this past year, all designed to support parents and children through the changes of separation and divorce.

In the latter part of 2008, Lifeline GSC was successful in tendering for several programs centred in the Caboolture area. As lead agency in a consortium that included the Sunshine Coast Family Contact Centre, we opened a new service location at East Street, Caboolture, and rolled out both a Children's Contact Centre and a Post Separation Cooperative Parenting (PSCP) Program.

Within the first year of operation, it became obvious that the services were too busy for co-location and, in mid-2009 PSCP was moved to Lifeline's King Street location. PSCP has successfully marketed its parent education and support program to the region and is now experiencing steady growth. Its group work component has been offered in several outreach locations, including Woodford Correctional Centre, where service has been provided for inmate fathers who are about to resume life in the Caboolture area and re-connect with their children.

In late 2009, Lifeline began to roll out its Supporting Children After Separation Program at the King Street location. The program now offers individual play-based therapy to children and also group therapy and outreach to various locations within the Caboolture region. The next development is to extend individual therapy to children at the Primary School Court (Maroochydore) location.

This has now seen the Division grow with 18 programs in seven office locations, from Redcliffe to Gympie. Significant this year was the opening of the new Redcliffe Office and the expansion of financial counselling into this area and across the region.

The inaugural Family Law Forum, hosted by the Sunshine Coast Family Relationship Centre, saw the attendance of over 60 persons within the sector, including family lawyers, agencies and programs whose work is within the Family Law Act. Guest Speaker was Federal Magistrate, Her Honour Leanne Spelleken.

The annual "Doing Dads Proud" Father's Day event saw thousands attend and the inaugural "Mother's Day Out" on Mother's Day was also very well received, drawing many hundreds of people.

Ending the financial year with a flourish, Lifeline GSC attracted the Federal Attorney-General's funding for a part time Family Law Pathways worker for the Sunshine Coast. A Community Development worker has been hired to begin the process of identifying key stakeholders within the community of separation support workers. She will help to build a strong network of people who can articulate their visions for the sector and, from that base of shared values, identify and develop projects to advance client service for parents and their children. A later visit to the Family Relationship Centre by the Federal Attorney-General, The Hon Robert McClelland MP, was great encouragement to the staff.

With 135 staff and 500 volunteers, the Greater Sunshine Coast Division of Lifeline Community Care Queensland continues to grow and expand its many programs, projects and services to vulnerable individuals and those in need of care in the community.

Ipswich & West Moreton

A Child Safety Officer (CSO) from one of the local Child Safety Service Centres had phoned regarding a conversation with a foster carer caring for a child who had been removed from their parents due to abuse and neglect. The carer told the CSO she had been on the verge of telling the Department she could no longer care for this child, due to the severity of the behaviors the child was exhibiting. However, the child and her carer had been fortuitously referred to Lifeline Ipswich's Systems Counselling for Optimum Placement Experience (SCOPE) program, which works with traumatised children and their carers. The work done by our SCOPE counsellors had been enough to turn the situation around, thus averting even more trauma and insecurity for this young person. "Had it not been for SCOPE being there, this placement would have ended," the carer said.

As a Division, we have continued this caring work in many different directions during the 2008/9 year. Our Individual and Family Counselling programs provided 2,438 counseling sessions to individuals, children and young people, and families during the past year. In the meantime, our specialist child protection services, the Family Intervention Service and SCOPE, continued their valuable work in assisting families to create safe environments for their children, or to work through the trauma of child abuse. Our Men's Domestic Violence Group Program has also had a steady flow of referrals from men wanting to address the violence that mars their intimate relationships.

As a valuable complementary service to our face-to-face counseling, our Telephone Counselling Service has also seen further developments this year. We have participated, along with other centres throughout Australia, in the ongoing changes which are assisting to improve accessibility for all Australians to this service. Of significance this year has been the development of an excellent relationship with the local TAFE College, generating a steady flow of their students who, being enrolled in the Certificate in Telephone Counseling, fulfill their practical requirements through telephone counselling work with Lifeline. Our triennial LASP Accreditation was also successfully completed during September 2008.

Caring in another direction, through participation in two Community Recovery responses, was also a feature of this year. We offered emotional support during the second half of 2008 when residents of Collingwood Park suffered subsidence of their homes due to past undermining. There was a further call-out when violent storms swept through the Lockyer Valley / Ipswich / Brisbane region early in 2009. Our Telephone Counsellors in particular were fundamental in supporting these initiatives. Psychological First Aid Training has been rolled out throughout the year to support their training needs, together with any paid staff involved in these initiatives.

In constantly seeking to respond to changing community needs, we have seen some success in gaining new funding for the Division though this year. The Supporting Children After Separation Program (SCASP) is our first divisional experience of federal funding, and enables this valuable service to be offered to vulnerable children. More recently, obtaining the Post Separation Cooperative Parenting program will complement SCASP extremely well, as we support parents to be more mindful of children's needs during the painful processes of separation and divorce.

The past year has also seen our Financial Counselling Services triple from one to three full-time financial counsellors, via further Commonwealth funding, together with sharing in the new round of State funding made available to Lifeline Community Care as a whole. This expansion in our services has required the extension of our programs into off-site leased properties, as our primary facility at Roderick Street has now reached capacity.

Ipswich & West Moreton

Here at Ipswich we are surrounded by evidence of the huge population increases characteristic of the South-East corner of Queensland. We are constantly confronted by huge community needs, from the burgeoning populations in the Inala-Ipswich corridor to the specific needs in the rural areas of the West Moreton district. To assist us in planning for these developments, the Community Engagement Centre at the University of Queensland Ipswich Campus has been working with us to develop a demographic profile of the region, with a focus on an analysis of the high needs groups in the community. With the majority of our services based in the immediate Ipswich area, the Division needs to find ways of decentralising into the Goodna and Lockyer Valley / rural regions into the future to address these community needs.

Despite the positive news of the last year, the Division has also undergone a significant loss. Lin Reilly passed away on 31 July, following a long battle with cancer. Lin was a significant figure in the history of Lifeline Ipswich, having worked here for the past 15 years in various roles, including that of Director and Clinical Supervisor. His clinical skills with clients; his roles in staff support; his supervision of human services staff and trainee social workers in the region; and his provision of suicide prevention and complex trauma training, made him a well-known and much respected practitioner in both the Ipswich region as well as the wider Queensland context. Lin's passing will be a significant transition for Lifeline Ipswich and West Moreton, with which he has been synonymous, in the minds of many, over the past few decades.

The Division has continued to grow and has increased the number of stores, with the Brisbane Valley store opening in February 2009. Located in Stocks Market Village on the junctions of the Brisbane Valley Highway and the Warrago Highway, this store will develop as the community expands in the South-East Queensland Master Plan. The Store that was opened in Gatton last financial year has been accepted by the community and is now achieving the growth of which it is capable. It will become a key component of the Division over the next few years.

Updating of Divisional resources commenced in 2007 also came to completion, with the stores now repainted and the warehouse equipment fully functional including the replacement of our two small trucks. These resources are also bringing more growth in the Division, which now has over 100 donation bins across the area ranging from Toogoolawah to Rathdowney and Gatton to Goodna.

This is a giant step from the small Ipswich based operation in 2006. As a result, we have commenced the direct export of product to Dubai, which was achieved through the Lifeline Community Care relationship and the help of Mr Derek Carius (Brisbane Division) in sharing his knowledge, contacts and market.

As we continue on our journey forward, which at times has been challenging and testing, we continue to be reminded at every point that the strength and value of the Division is the quality and commitment of the people involved.

North Queensland

Lifeline Community Care Queensland's North Queensland Division stretches along the coast from north of Bowen to south of Tully and then extends across to the Northern Territory border - an area almost twice the size of the State of Victoria. Three of the State's biggest Indigenous communities – Palm Island, Doomagee and Morning Island – are located in the Division. Other major centres include Ayr in the Burdekin, Ingham, Charters Towers and Mount Isa.

2008-09 milestones reflect both achievement and positive change. The North Queensland Business Division's 11 Lifeline Stores and Distribution Centre returned to profitability after three years of trading deficits. A net result of \$93,000 represents a significant turnaround. The Garbutt store in suburban Townsville ranked among the top few performers in the State for the first time ever.

Key personnel changes occurred. A new General Manager was appointed. Two of the five Team Leaders also changed. It is a pleasure to note that the appointees in Youth Programs and Iona House were both internal applicants.

The Division sharpened its focus on collaborative opportunities to service delivery with other not-for-profit organisations. A notable case has been the partnership in Youth Programs with the Youth Network Inc.

The Division responded to activation under the State Emergency Act in February 2009 as a result of the record flood levels reached twice in a short period of time by the Herbert River which isolated Ingham and cut the town in half.

The Department of Communities funded on-going community recovery operations. A small but critically important grant was also received from a philanthropic organisation known as Pilot Light. Over 300 people were assisted.

Family Support Programs

A highlight of the year's operations was commencement of some innovative programs and partnership arrangements to embody other key services.

Financial Counselling was added to the Division's suite of programs with the appointment of two counsellors. Outreach is being provided to Ingham and Ayr.

Work continued with Indigenous offenders in Townsville Correctional Centre and in the city's biggest Town Camp, Happy Valley. A Memorandum of Understanding (MOU) was drafted with the Department of Correctional Services to provide some structure to a Transitions Program that operates in the gaol. Art has been adopted as the mechanism to facilitate effective engagement of the residents of Happy Valley.

An MOU was also drafted with Education Queensland under their District Spectrum Project with a view to Lifeline Community Care Queensland being a counselling support partner in designated schools.

A volunteer tutoring program called Learner's Integrating New Knowledge Skills (LINKS) was commenced as a response to learning difficulties or risk of educational disengagement of many young clients in a range of family support services.

North Queensland

Work is underway with the Barrier Reef Institute of TAFE to provide applied financial literacy training to indigenous apprentice trainees. Discussions also got underway with a local service club with a view to an auspice role for the Division in a Men's Shed Program.

The Child and Adolescent Support Program and Service (CASPAS) was restructured. The program involves individual and group support for children with a parent who suffers from a diagnosed mental illness. Many of these young clients are actually their parent's carer. CASPAS is now staged over a two year period with rolling entry and planned outcomes.

Our telephone counselling service has consistently performed well above average during the year when compared to the other 40 centres nationwide.

An average of around 530 calls per month were handled or over 6,000 for the year. Sixteen new telephone counsellors successfully completed the training course. Federal funding was received to support a part-time Clinical Supervisor. The number of 'inactive' Telephone Counsellors continues to be high.

Disability Programs

North Queensland Disability Service's first Music and Dance Workshops for young adults were a great success. The Music Workshops culminated with a "We Rock" DVD launch involving all the participants. This DVD has been uploaded on You Tube. Another series of workshops are planned.

Core services - Post School Services, Family Support, Innovative Support & Housing and Individualised Community Inclusion Support - all operated successfully.

A significant degree of growth was achieved with new funding of a Post School Service. North Queensland has a number of non-government service providers offering a good range of options to people with disabilities. There is a great deal of collaboration and support between all service providers. The service directly supported 38 clients and a further 40 people from other services accessed the Sports or Creative Arts program.

The Division's disability service leadership continued to play an active role in the local disability service providers network known as North Queensland Support Agencies Consultative Group (total agencies: 17).

Home and Community Care Program (HACC)

Our Division continued to lead in monitoring personal alarms for aged and frail clients. The service is HACC-funded and valuable to more than 700 clients spread across the entire region including Mornington Island, Doomagee and Palm Island. 24-hour monitored alarms means these elderly people are able to continue to live independently and securely in their own homes. A Financial Hardship Assessment process was developed in response to clients in-need of handing back alarms because of cost. These clients inevitably ended up at increased risk of being placed prematurely into a nursing home.



North Queensland

The Personal Program also provided 374 Clients with 2,452 hours of Social Support and 86 Clients with 1,000 instances of Minor Home Modifications (Alarm Installations and Retrievals) per year. Community Care Transport carried 155 Clients on 9,351 trips.

The program achieved high-level accreditation during the year against HACC National Service standards. Community events participated in by the HACC team included Seniors Picnic in the Park Expo, Carers Week Expo and NAIDOC week Breakfast.

Youth Services

Casey's Youthlink Program delivered self-development workshops in five schools. The program ceases in December, 2009. Federal funding is to transition to State programs. The Division's Youth Services has developed a partnership with Education Queensland and The Youth Network Inc (Townsville) to avoid service interruption.

Some other very beneficial partnerships have been established as follows:

Create Your Futures - Delivers ACCESS 10 (an educational program for Year 10 students who have disengaged), in collaboration with the Youth Network.

DETOUR (Developing Today's Youth for Tomorrow) – results from another partnership with The Youth Network Inc (TYN). A shift in service delivery outcomes and programs changed as well. The name change reflects core business.

Parkour has been introduced in partnership with TYN, Queensland Health, Education Queensland and PCYC. This contemporary and innovative program involves physical engagement for young people and it challenges perceived limitations and incorporates emotional and mental barriers that young people struggle with. Parkour has been receiving world wide recognition. The program featured on Network 10.

Each year Lifeline Community Care North Queensland receives toys and other gifts from the Mayor's Christmas Tree Appeal and the Target Christmas Tree Appeal. These generous donations are then distributed to clients and their families and other members of the community.



Contacts

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24 Hour Crisis Line

13 11 14

Financial First Aid

1300 370 255

Get Involved

Every dollar donated to Lifeline Community Care goes towards making a difference in someone's life, towards providing a helping hand to those who are most vulnerable in our communities. Your donations help to provide services like:

- 24 hour Crisis Counselling
- Free face-to-face Counselling
- Supporting programs for families and children.

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.

For more information phone 3250 1900.

Events, donations and marketing phone 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 3250 1900.

www.lccq.org.au