



ANNUAL REPORT 2019





100
STAFF



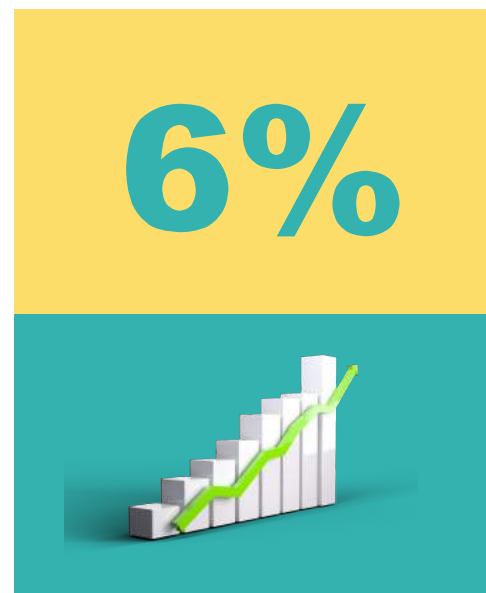
**BBCR BOARD, STAFF AND
VOLUNTEERS WOULD LIKE TO
*THANK YOU***



OUR BOARD MEMBERS

Back - Ross Clifton, Sharon O'Brien, Dave Reynolds
Front - Michele Smith, Jo McAlister

INCREASE IN REVENUE



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VISION

To be the leading community provider in the Illawarra

VALUES

Each person has a right to be treated with dignity and respect

We are all individuals and have individual needs

Our services are managed effectively and efficiently

We are open to continual improvement

MISSION

To identify community needs and where possible, establish services to meet those needs

To stimulate the interest of the community in the development of their area

To have a voice in the establishment and operation of these services

MESSAGE FROM THE CEO AND PRESIDENT

The past year has gone quickly, and yet again Dave Reynolds, BBCR President and I have experienced many wonderful, inspiring and at times challenging stories to share with you.

OUR PURPOSE

BBCR is committed to making a difference in each and every individual's life. We do this with compassion, trust, integrity and professionalism.

At times we have faced and voiced the significant challenges that come with working in an industry of human services, which this year has proved to have had a number of complexities and changes to manage in both our Aged Care and Community Service areas.

Dave and I can say with full confidence that this year, more than ever before in BBCR's history, we have experienced significant challenges relating to the external and internal environments following Government Reforms.

The Community Care industry has become very competitive with a continual flow of for-profit and not-for-profit providers entering the market. For providers such as BBCR, this can present some particular operational and strategic challenges, for example how to continue to deliver a quality service at a price that attracts consumers who often shop around for the best price. One area that we believe provides BBCR with an 'edge' to **survive and thrive** in this competitive environment is the fact that we are a 'local' provider and have an amazing Team of people supporting BBCR. Our staff understand the challenges of living in a rural and remote area, we have

established strong referral links and partnerships with local key stakeholders, including allied health services which we engage with to deliver a flexible and responsive model of person-centred care to meet consumer needs.

COMMUNITY SERVICES

There will be on-going developments in the environment in the coming year with changes in the Community Builders Program, which is changing to the Targeted Early Intervention (TEI) Programme in July 2020. We are currently preparing for negotiations with the Department of Justice NSW Government for this transition.

Our Community Services Team, led by Tabitha Gallanty, Community Services Manager, has spent the past 18 months planning and working with the Department to:

- Design the new evidence-informed TEI Program
- Identify outcomes important to our Bay & Basin community
- Re-design local service systems to strengthen the Government's aim of providing an early intervention focus.

The new TEI program focuses on outcomes to show the impact of individual services and the program as a whole. This is to make sure the Government is getting it right for individuals. We will continue to support children, young people, families and communities experiencing, or at risk of experiencing, vulnerability in the Bay & Basin area. For the first time ever NSW Government Human Services Agreements will be offered for up to five years.

Over the past 12 months the Community Services Team has already been implementing many exciting activities, which have a 'Targeted Early

Intervention' focus from a range of funding streams. You will read more about these activities in the Community Services Report.

AGED CARE

BBCR Aged Care Services will continue operating the Commonwealth Home Support Program (CHSP) following the announcement of a two-year extended contract until 2022.

During this two-year extended period negotiations with the Department of Social Services will begin ready for the implementation and streamlining the CHSP with the Home Care Package Program as outlined in the Aged Care Road Map. We will also experience changes following the findings delivered by the Royal Commission (RC), which has just been extended for another six months. Therefore, we are looking at maybe 2021 before we have any real "vision" from the RC enquiry for the future improvements in the aged care sector.

We can only hope that for the thousands of consumers who are waiting for services under a home care package that any additional funding comes quickly, plus the workforce is acknowledged through higher wages, career opportunities, an improved image and a value statement for our older Australians and the people who care for them.

OUR PEOPLE

One of BBCR's many strengths is our amazing dedicated **staff** and **volunteers** who go the extra mile to make sure our consumer's expectations and choices can be accommodated. We at BBCR are all totally committed to the care and quality of services we provide. We aim at gaining an improved quality of life for each and every individual while ensuring we value and appreciate the diversity and flexibility required to meet consumer choice and safety in our service delivery. We have established new roles and developed Teams to direct our energies

and investment into the change management required related to technology and workforce advancement.

A re-structure of the BBCR Human Resource Department to the "People, Culture and Transition" Team was part of an innovative strategy to build a Team to meet the 2019/20 Business Goals One and Four: "Build a skilled and Vibrant Workforce" and "Develop Innovative Services".

The Team is led by BBCR People, Culture & Transition Manager, Zanna Elliott who creates a positive impact every day she works with staff to meet their targets. Zanna's report on page 10 will outline in more detail on how the Team will enrich and empower BBCR to attain their Business goals.

During the year, Dave and I have had the pleasure of visiting our service areas and being involved in the many activities, which are part of building and empowering individuals and the communities we live in.

Having, the opportunity of being involved in the day to day operations of our community radio, men's shed, out of school hours care, or assisting at one of our Aged Care venues and community events, is always exciting and rewarding. These experiences make it an absolute privilege to manage and lead such a diverse and vibrant community-based organisation.

Enjoying the many events such as the two volunteers' events we attended included mingling with over 70 volunteers to personally thank them on behalf of BBCR for the great work they do. To work with volunteer Board members is also rewarding, observing the difference they make driven by their passion for their community through volunteering is inspiring. The members of the Board are currently transitioning the organisation to a Company Limited by Guarantee, which has required a new governance structure and Constitution to be established and followed.



OUR PERFORMANCE

The Board and Executive Team are extremely diligent and engaged in their governance roles with the introduction of the new Aged Care Standards, the Consumer Charter of Rights and the HCP pricing schedule all to be implemented from the 1st of July 2019. They are also working on their business goals for 2019-2020 and continue to carry out their Strategic Planning process for 2020-2025 with the assistance of our consultants.

A big thank you to Deborah Butler, Project Development Manager for successfully gaining Development Approval and through an EOI process engaged builders, KNK to complete the building modifications to BBCR's Browns Road property in South Nowra, which is due to be completed by November, 2019. This will provide much needed office space for Michelle Gregory, Aged Care, Operations Manager and the Aged Care Team.

The following service reports in this year's Annual Report highlights the great work, which is being carried out in all service areas. We have demonstrated and invested in innovation, developing new models such as our wellness programs in the Cottage Respite Retreat and our social support group Tai Chi and Qigong classes, which have opened the door for intergenerational partnerships for older Australians joining in mainstream groups with funded support to focus and follow wellness and reablement approaches. The positive results of these activities have been experienced by the many individuals who have attended.

We have a wide range of consultants that are available to support BBCR with expert advice and support in specialised areas such as legal, financial, IT, Governance and Construction.

Over the past year we would like to make special mention of the following four key consultants who have provided their skills and experience in working with the Executive Team members in a number of

critical Projects that BBCR invested in:

- Raul Arregui – IT Project Management of TRACCS Implementation Project
- Dr. Ross Clifton – Strategic, Governance, Quality and Operations Planning
- Gae Rheinburger – Managing Director of Southern Health and Safety
- Mr. Edo Smit – Building surveyor and consultant for Brown's Road construction.

BBCR is all about empowered living, helping individuals reach their full potential in living independent, meaningful and productive lives. Therefore, when we hear from consumers and their families on how appreciative they are, or examples on how our model of care has made a positive difference in these areas, we all beam with pride and satisfaction. Thank you, to all involved in the wonderful outcomes for BBCR consumers during the year.

We encourage consumer feedback to inform our quality improvement process. If it is something we can improve on we welcome our consumers comments. Feedback is gained through a number of methods such as in person, over the phone and consumer surveys. Below is an email I received today from a daughter of a Short Term Restorative Care consumer. This was shared with the Aged Care Team as recognition for the great work that they do in meeting consumer's goals.

Hi Sue,

I would like to provide feedback and compliment on the recent Restorative funded program that was provided to my Mum. The Assessors that assessed Mum initially were very thorough, understanding and professional in their assessing role. They seemed to quickly understand how to best assist my Mum and advised us of all actions, steps and outcomes. Within an extremely quick turn-around timeframe the much-needed services were in place. The team also regularly checked how

everything was going with mum and conducted reassessment, again listening to Mum's needs and co-ordinating those services that fit within the funding guidelines.

The hands-on service providers were all friendly, approachable, caring and listened to Mum's needs and provided an equality quality service. You have an amazing team of staff and contractors.

These services made such a difference to Mum's life, safety and wellbeing in general. She is more confident when out shopping, socialising, has improved her strength and mobility and her home is set up safely with fantastic equipment.

I would highly recommend Bay and Basin and the wonderful team work and quality service. *JS (Carer) 2019*

We, would like to close by thanking our 200+ workforce of volunteers and staff, many who celebrated significant milestones this year. It is important to acknowledge and show our recognition to these staff and volunteers as we value the retention and commitment of our workforce.

We would also like to take this opportunity to acknowledge one very special lady, Lia Anderson, Finance Administrator who reached 15 years of service with BBCR in September, 2018. Lia has been a dedicated, loyal and valuable employee during her time at BBCR. In my role as CEO I have had the absolute pleasure of spending most of those 15 years working closely with Lia in her finance role. Lia is one of BBCR's true assets, she is always there to help when needed, totally reliable and never stops until she has resolved an issue. It is employees like Lia that assist BBCR to have a reputation of being an "employer of choice". Her welcoming attitude for new employees who are able to experience her warmth and genuine fairness in every situation, is well worth cloning where possible.

BBCR will continue doing what it is excellent at, with a particular focus on following a "Person-centred Practice" framework to achieve our goal of developing "A Healthful Culture" at team, organisational and community levels.

Sue Clifton, BBCR CEO

FROM THE BBCR PRESIDENT

As the President and now Chairperson, it's often myself who receives publicity and acknowledgement for the Board. However, the real work of managing the Board administration is done by the Secretary, Michelle Smith.

Michelle has been with us for ten years and not only has she performed the role of Secretary with aplomb, she has also given her time as a volunteer working with the CEO in other parts of BBCR.

Both Sue and myself would like to sincerely acknowledge Michelle for her invaluable contribution as a volunteer and friend over the past ten years, and long may it continue.

The Browns Road Project is a significant statement by BBCR, it represents a solid commitment to our vision, values, ideals and operations in our community. Not only will it be a great place to work with the new fitout, it has plenty of room for future expansion as the block is large and has plenty of parking space with room to spare.

The Board would like to acknowledge the whole team led by Deborah Butler with support from consultant, Edo Smits. Unlike so many projects nowadays there's little likelihood of budget overruns, in fact there are cost savings being realised as the building work proceeds. When next in South Nowra drive past 16 Browns Road and take a look.

Dave Reynolds, BBCR President



BBCR ANNUAL GENERAL MEETING

Date: Thursday 22nd November, 2018
South Coast Community Centre.
130 Mcleans Point Road, SANCTUARY POINT NSW 2540

Meeting Open: 6.04pm

Chairperson: Dave Reynolds

Apologies: Christine Rigg

Attendance: All registered Association Members to sign the Attendance Book

2017 AGM Report: Tabled.
Motion: That the 2017 AGM Minutes be accepted
Moved: R Clifton **2nd:** R Rudd **Carried**

Distribution and presentation of BBCR 2018 Annual Report:

Propose adoption of 2018 Annual Report:
Moved: J McAlister **2nd:** M Smith **Carried**

Treasurer's Report: Tabled
Motion: That Financial Audited Report be accepted.
Moved: R Clifton **2nd:** J McAlister **Carried**

Motion: That Booth & Co be accepted as BBCR Auditors for 2018/2019. That the letter of engagement be signed by the BBCR President.
Moved: J McAlister **2nd:** M Smith **Carried**

Election of Office Bearers 2018/2019

Returning Officer: David Sim
All offices declared vacant by Returning Officer who thanked the outgoing Executive for a job well done.

Nominations read out by Returning Officer and formalities carried out in accordance with the BBCR Constitution.

All Positions filled and accepted:

| | | | |
|------------------------|-----------------|------------------------------|---------------------------------------|
| President: | David Reynolds | Moved: Michelle Smith | 2nd: Ross Clifton |
| Vice President: | Jo McAlister | Moved: Dave Reynolds | 2nd: Ross Clifton |
| Treasurer: | Sharon O' Brien | Moved: Ross Clifton | 2nd: David Reynolds |
| Secretary: | Michele Smith | Moved: Ross Clifton | 2nd: David Reynolds |
| Board Member: | Rebecca Rudd | Moved: Michele Smith | 2nd: Jo McAlister |
| Board Member: | Ross Clifton | Moved: Michele Smith | 2nd: David Reynolds |

Annual Membership Fees: Membership Fees to remain at \$1.00
Moved: J McAlister **2nd:** S O'Brien **Carried**

Meeting closed: 6:55pm

FINANCIAL OVERVIEW

FINANCIAL RESULTS

We had a significant increase in operating revenue of 6%, to approximately \$5.5million. This was achieved largely due to the increase in Home Care Packages and the Short-Term Restorative Care Programs. This increase in revenue ensured that we achieved an impressive operating surplus of approximately \$312,036 after a depreciation charge of \$132,971.

The surplus for 2019 shows a decrease from 2018, however the surplus in 2018 included significant one-off revenue utilised for capitalised assets that were not expensed in the Profit and Loss Statement.

The underlying strong performance in 2019 is reflected in the Operating Cashflows, which in comparison to 2018 shows a net increase of \$257,408, which represents an increase of 29% and reflects prudent management of

expenditure together with our strategies for growing the organisations revenue streams sustainably.

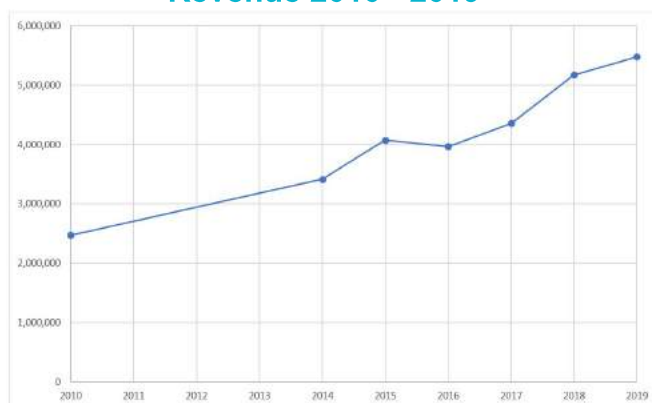
NEXT YEAR

In the New Year we expect to see further growth in our Home Care Packages and also increasing take up of Short-Term Restorative Care places. We expect the challenges in meeting our Commonwealth Home Support Programme (CHSP) output targets to continue for a number of service types, however the growth in Home Care Packages will help to offset this.

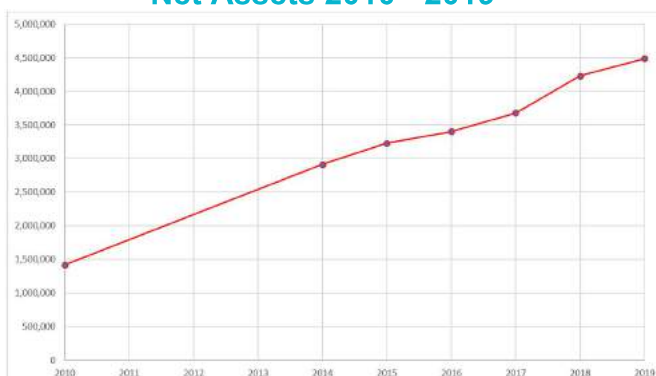
Funding for the construction of the new office in South Nowra (approximately \$600,000) will be obtained internally from our reserves and will result in a reduction of external rent paid for offices in Nowra.

Michael Irving
Finance Manager

Revenue 2010 - 2019



Net Assets 2010 - 2019



2019

PEOPLE, CULTURE & TRANSITION

The HR priorities through 2018/2019 were to actively support the organisation and our people through transition, whilst continuing to respond to increasing workforce supply issues in the face of growing and evolving demand for our services. All actions taken in support of these priorities were underpinned by BBCR's ongoing commitment to the provision of safe and quality care to consumers.

HUMAN RESOURCES REBRANDED - PEOPLE, CULTURE & TRANSITION

As BBCR continues to face changes occurring within the aged care sector, there exists a strong reliance upon both employees and technology to enable the organisation to successfully adapt and continue to meet the needs of consumers and communities we seek to serve.

With increasingly sophisticated technology requirements and growing competition for quality staff, these interdependencies were the catalyst to the restructure of the Human Resources department. This restructure saw the formation of the People, Culture & Transition Team, led by Zanna Elliott, the newly appointed full time Human Resources Manager. The Team consists of HR Coordinator Vanessa Harries, who brought to the team 16 years experience with BBCR. Vanessa's operational experience has proven to be of great value to the team. With strengths in transition and technology, IT Support Officer Adam Ommundson also became part of this team.

Together, with our external IT provider Partner IT and the TRACCS software developer Adamas, this team supports the organisation with day-to-day people and technology requirements and partners with organisational leaders to deliver on key strategic initiatives.

Committed to service excellence, the People, Culture & Transition team will focus on enhancing internal service delivery through the next 12 months to ensure BBCR staff and volunteers are unencumbered to meet the needs and expectations of service users.

KEY INITIATIVES

The following is a snapshot of key initiatives undertaken by the People, Culture & Transition team this year.

TRACCS Client Management Software implementation:

- Following the good stewardship of Project Manager Raul Arregui, and contributions of the whole of the "Project Train" team, BBCR successfully went live with TRACCS in December 2018.
- Following the go-live date, a project handover was provided to the People, Culture & Transition team and together with substantial support from the Finance team, further post-project transition steps have taken place to continue to embed and grow competencies in using and leveraging the benefits of this new technology.
- The implementation of additional benefits and modules from TRACCS will continue through 2019/2020.

Mentally Healthy Workplaces project, funded by NSW Government:

- BBCR participated in this project to access free advice and support to assess and manage workplace factors that may be impacting upon mental health
- BBCR was supported by Assure Programs to distribute a confidential survey to all employees, with results informing the creation of a Mental Health Capability Development Plan for BBCR. The plan consists of a number of goals to be actioned throughout 2019/2020

- A key goal within the plan is to conduct a review of the existing Employee Assistance Program (EAP) with the view towards facilitating improved access to mental health support, promote wellbeing, and build organisational resilience. The refreshed EAP program will also provide BBCR Managers with advice to effectively support employees and manage challenging workplace issues.

New e-learning platform:

- This year, BBCR decided to incorporate online learning to bolster existing learning and professional development across the organisation.
- A variety of online learning platforms were evaluated, with Altura Learning selected as the preferred vendor. Access to the learning platform will launch in October 2019.
- The platform will provide BBCR employees, and aged care volunteers with a selection of learning modules to supplement face-to-face training. This blended learning approach will seek to ensure staff competencies are aligned to consumer needs and quality service delivery.
- A key feature of the platform is the ability for BBCR to create learning modules, which will assist in disseminating key information across the organisation. This feature will be utilised to streamline new employee onboarding processes, ensure knowledge in key areas is maintained among existing employees, and facilitate consistent communication across the organisation.

Performance Review assessment tools refresh:

- The existing assessment tools were reviewed and updated to ensure currency, relevance, and ease of use
- These new tools have begun to be rolled out and will continue through 2019 within the annual performance review cycle.

Embracing the new Aged Care Quality Standards:

- A self assessment of Standard 7, Human Resources, was carried out with identification of strengths and areas for improvement
- All Aged Care staff attended training on the new Standards
- The new e-learning platform will feature a module on the Aged Care Quality Standards to continue to embed awareness across the organisation with the aim of ensuring quality of care and a positive consumer experience continues.

BBCR WORKFORCE STRATEGY

Continuing the momentum from the creation of the Workforce Development Plan in 2017/2018, this year saw a significant focus on articulating Australia's Aged Care Workforce Strategy into our existing approaches to address BBCR workforce issues. Much attention has been paid to workforce sufficiency across our Aged Care division, which saw the People, Culture & Transition Manager attend the COTA and ACSA Strengthening the Aged Care Workforce conference in order to bring back innovative ideas to address this in BBCR.

Zanna Elliott has been actively participating in ACSA led events and initiatives, which seek to address industry wide workplace issues, particularly around attraction and retention. It is expected that this level of collaboration and cooperation within the industry will support BBCR in growing our workforce into 2019/2020. Continuing this momentum, BBCR will participate in initiatives such as industry information sessions/career expos, collective promotion and marketing of careers in aged care, and creation of recruitment and training pathways to increase the numbers of individuals joining BBCR.



Following the successful implementation of TRACCS, there is now rich data available to inform future directions and strategies. The People, Culture & Transition Team continue to build their capabilities in this area in order to extract and analyse data, develop key metrics, and measure performance/success. The level of sophistication in this area is

expected to grow through 2019/2020, in order to measure organisational performance and effectiveness of the workforce strategy.

Zanna Elliott
People, Culture and Transition Manager

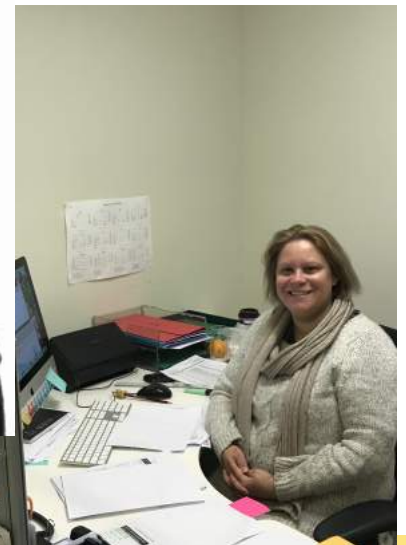
SNAPSHOT OF SOME OF OUR STAFF



Rochelle Fowler
 OSHC Project Officer



Karen Chambers
 Community Project Worker



Marie Bell
 Finance Support Worker



Kris Bettridge,
 Community Care Field Worker



Brad Slaughter
 BBCR Community Project Officer

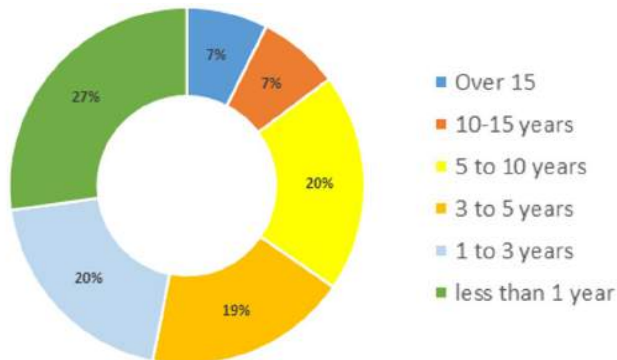


Jenny Wainwright
 Team Leader

BBCR

VALUING OUR STAFF

BBCR, our consumers, and community continue to be supported by a dedicated team of professionals across all our divisions. The average tenure among BBCR employees is 5 years.



Our sincere gratitude is extended to all employees for their contribution through the year, with a big congratulations going out to those who reached service anniversary milestones last year.

Congratulations to the following staff:



5 Years of Service:

- Colin Nielsen, [Community Care Field Worker](#)
- Jenny Wainwright, [Aged Care Team Leader](#)
- Karen Robinson, [Community Care Field Worker](#)
- Rochelle Fowler, [OOSH Supervisor](#)



10 Years of Service:

- Natalie Mallia, [Aged Care Program Support Worker](#)



15 Years of Service:

- Lia Anderson, [Finance Administration](#)



Lia Anderson receiving her 15 years of Service Certificate

2021

PROJECT MANAGEMENT



PROJECT MANAGEMENT

Project management is initiating, planning, executing, controlling and completing the work with a Team to achieve specific goals and successfully meet actions on time. Project Management can be challenging when aiming to achieve all of the project goals within given time and financial constraints. This year the Team did an amazing role in reporting all organisational infrastructure Project Management goals have been met.

With another busy year past and a new one beginning this role has been responsible for:

- Current and future projects and infrastructure requirements for the organisation
- Researching and completion of new funding and business opportunities to enhance current BBCR projects and expand new programs
- Assisting with new programs/projects, which require support and implementation
- The completion of promotion and marketing strategies, to continue to meet BBCR targets
- WHS management/training needs planned, coordinated and implemented

- Supervision of the Community Engagement Manager responsible for growth, management and support of volunteers across all BBCR service area.
- Management of the CHSP social support individual, Home Maintenance Services and the Community Visitors Scheme (CVS).

Infrastructure projects across BBCR

Three main Infrastructure projects for this year have been:

1. The Project Management of the renovations and alterations to the newly acquired industrial property in Browns Road, South Nowra. These works will result in a purpose build office and meeting space to support up to 15 aged care employees who will deliver services throughout the Illawarra.
2. Ongoing work required for the development of land adjoining our current properties in Larmer Avenue, Sanctuary Point to offer the opportunity for a range of new community projects to address community needs in the local area. This project is also to construct a car parking area and provide overflow car

parking for staff, volunteers and community members

3. Completion of kitchen renovations at BBCR's cottage respite facility.

FUNDING

BBCR continually sources funding and business opportunities. These have included the successful gaining of:

- Community Grant
- ClubsGRANTS funding for various projects
- Staying Active Program State Government
- CVS Program Federal Government

VOLUNTEERING

The Community Engagement Manager (CEM) has continued to coordinate and lead the organisations volunteers. The CEM has worked hard on continuous improvement processes and practices in the recruitment, orientation, induction, training and support of volunteers.

Over the past twelve months we have seen a steady increase in our volunteer base who work in various roles across the organisation. The introduction of new volunteer roles to support areas within BBCR continues to make a difference in being able to support our consumers. The recruitment of volunteers comes with its own challenges, people are required to continue to work longer, grandparent responsibilities means not as much spare time to explore other community opportunities, an increase in volunteering opportunities across the community means more organisations are requiring the assistance of people to volunteer.

BBCR acknowledges, supports and recognises the valuable work volunteers contribute to the support of service provision to consumers.



SOCIAL SUPPORT INDIVIDUAL

Provision of the day to day operations of the Commonwealth Home Support Program (CHSP), Social Support Individual, provides accompanied activities, home visits and telephone monitoring/technology to consumers across the Illawarra region. The service primarily is directed towards meeting consumer needs for social contact/company to continue to participate in community life. The service has 84 active clients and continues to take on referrals.

“BBCR Social Support volunteers are changing the life of our consumers.”

Good news story: “A volunteer has supported a consumer in the Sanctuary Point area who was totally reliant on her husband to do everything until he passed away. The consumer has been receiving services from us for the past 5 months. Our volunteer has been encouraging her through positive reinforcement and praise to connect to the community, undertaking tasks she did not have the confidence to do, create new friendships and experience. The consumers independence and confidence has increased, to being able to use public transport to go to Nowra and the local shops for the first time. She has taken up walking, got back into gardening and has started completing tasks her husband used to do”.



This story is a wonderful example of a wellness and re-enablement model of service and shows the value of volunteering.

The Social Support program initiated the "IT Pioneers", offering tablet device technology to seniors. The project has made a significant difference to the lives of our clients improving their understanding and attitude to technology.



Rose and Margaret attending IT Pioneer's Morning Tea

Two of our valuable consumers shared their experiences over the past 12 months. They have had limited experience with IT before and their comments below are heart warming:

"I had no understanding and had never used IT at all, not even a mobile phone". Friends would often say I should get a computer and I used to say, "when I am 99 and in a rocking chair I might consider it". "I had no experience at all, this was my first introduction". "having no family, I felt alone at times, but not anymore. "With the device there is instant communication with friends, day or night and I know I will get an answer". "I communicate with others in the program through the chat forums and messaging, listen to music, play games and puzzles, access recipes and exercise sessions".

"I had just gone through some hard times when I started in the program and wasn't going out. I found the ability to make connections with people through the chat forums, exchanging ideas and text

messages changed things for me. There is always someone to talk to and I am a happier person". *Rose and Margaret, BBCR Consumers.*

COMMUNITY VISITORS SCHEME

Community Visitors Scheme, is designed to recruit volunteers to provide friendship and companionship through one-on-one visits to older people receiving Australian Government subsidised home care packages and who are socially isolated. The program also has a provision for volunteer group visits in residential aged care homes.

BBCR was successful in gaining on going funding to 2021 to continue to provide this program to consumers.

Residential Group visits - KPI's achieved through the delivery of communication and partnership strategies, which included offering the visits to an increased number of residential care homes. Additional Volunteers were recruited to encourage care recipients to actively participate in BBCR community volunteer band performances promoting social interaction.

Home care one on one visits - KPI's achieved. Home Care Package consumers clients were offered a range of activities undertaken during a home visit in line with wellness and re-enablement philosophies. Activities included volunteers supporting the use of communication and technological tools, applications to learn new skills, enhance existing skills, abilities such as on-line shopping, learning new languages, accessing mind games and creating a life story book.

PROMOTION AND MARKETING

BBCR continues to provide the wider community with up to date information on

news, events, services, and community projects available. This has included a number of promotional initiatives such as:

- Engagement with Webics (local website design company) who have been working on BBCR's new website design. This will ensure our website is user friendly, provide current information and is a useful tool to assist all community members
- Ongoing management of BBCR Facebook page with increased followers weekly to the site
- Design and purchase of promotional giveaways including: pens, note pads, and bags
- New BBCR promotional signage at our venues
- Local media advertising in the About Magazine, newspapers and promotional fliers.

Information is distributed throughout the community across the Illawarra and Shoalhaven, through promotional talks, to community and stakeholder groups, service providers, health professionals, doctors surgeries, medical practice clinics, TAFE, hospitals.

BBCR's attendance at community events provides an opportunity to talk with individuals to promote and provide referral access to services, which are offered by the organisation. These events have also included promotional stalls and community group visits.

STAKEHOLDER AND PARTNERSHIP ENGAGEMENT

Regular attendance at stakeholder network meetings, planning workshops and forums has included:

- Shoalhaven Community Aged Care network
- Community Care Collective
- Wellness and Reablement workshops
- Regional Assessment Team meetings

These meetings and workshops provide information on current legislation

requirements and changes in Government reforms. Information from these meetings is included in monthly reports to the CEO and Board, which assist in our quality management processes. BBCR has continued to foster good business and community partnerships across the Illawarra/Shoalhaven. Some of these partnerships have included: local schools, community groups, businesses, residential facilities, Government bodies and allied health services.

WORK HEALTH AND SAFETY (WHS) MANAGEMENT SYSTEM

The WHSMS new and ongoing projects for 2019 have included:

- SHS BBCR WHS 2019 Project Plan Review
- WHS training program for all workers/volunteers
- Ongoing review of safe work method statements (SWMS)
- Continued delivery of the HR SWMS competency training tool
- Accident/injury/illness reporting
- Hazard reporting
- Event checklists and risk assessment reviews
- Completion of quarterly and annual venue inspections
- A strong WHS advisory group with consistent health and safety representatives attendance and completion of safety related projects
- Test and tagging for all BBCR facilities

The Board receives a comprehensive monthly WHS report, which keeps them up to date in all areas of WHS including any new legislative requirements and changes.

Deborah Butler
Project Development Manager



VOLUNTEER RECOGNITION

BBCR currently has 131 active volunteers, consisting of 54% females and 46% men. During the last 12 months we have welcomed 27 new volunteers and sadly, 39 left, which we farwelled after many years of dedication and service to the community.

BBCR volunteers come from all walks of life and geographic locations, from Ulladulla to Wollongong, with a high representation within the Sanctuary Point, Vincentia and St. George's Basin areas.

Volunteer commitment remains high with 33% of volunteers continued service of more than 5 years.

The Social Capital graph depicts the breakdown of support provided by volunteers, which totals 48,787 hours over the past 12 months.

To highlight how valuable their contribution is to BBCR, if we estimated the social capital contribution of our volunteers in a monetary capacity it would be estimated at approximately \$2,195,404.

VOLUNTEER RECOGNITION

International Volunteers Day

BBCR values and recognises the contribution and positive impact made by our volunteers for both the organisation and the community.

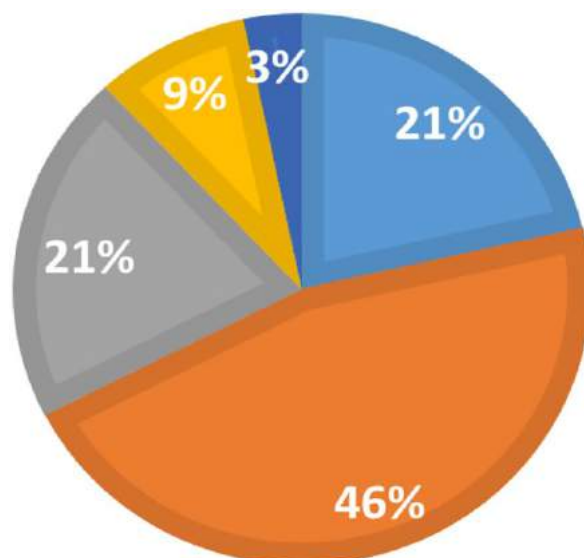
As part of International Volunteers Day in December 2018, BBCR hosted a "Wellness Brunch" for our hardworking volunteers. This was designed to relax and recharge in mind, body and spirit with Tai Chi, massages, nutritional food and meditation.

Volunteers Week 2019 Celebration

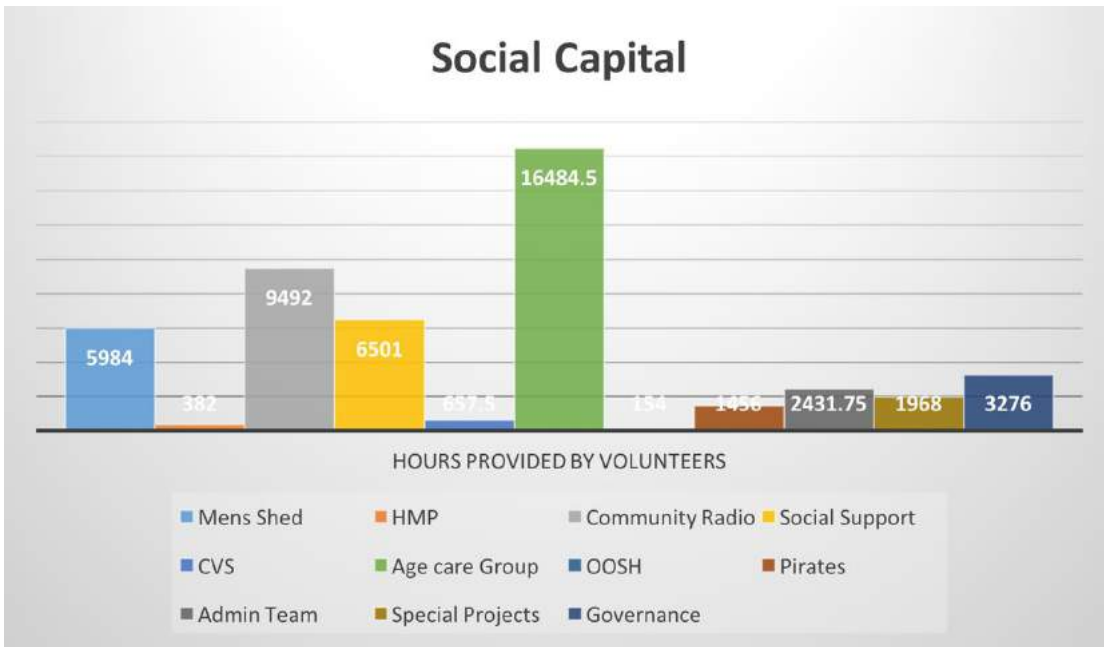
Over 80 volunteers were treated to a wonderful dinner at St. George's Basin Community Hall, with entertainment provided by the BBCR community "Pirates" band.

Each volunteer was presented with a 2019 Volunteer Week pin and a Certificate of Appreciation as a momento of the evening.

YEARS OF SERVICE



■ > 1 year ■ 1 to 4 years ■ 5 to 9 years ■ 10 to 14 years ■ 15 to 19 years



A number of volunteers received additional recognition for years of service and their names were added to the perpetual plaque.

BBCR CEO, Sue Clifton walked amongst our BBCR quiet achievers interviewing them to personally offer her thanks and ask the volunteers to share their experiences working with our consumers.



Volunteer Commitment



Volunteer Recognition

The common theme from all volunteers on the night was how supportive they felt in being a member of the BBCR Volunteer Team. Having the opportunity to provide assistance, achieve their driving passion and commitment to support the needs of the community.

Margaret Semkiw
Community Engagement Manager - Volunteers



BBCR volunteer years of service perpetual trophy

2019

SERVICE REPORTS



AGED CARE TEAM

2018 - 2019

It has been another year for:

- Change
- Growth of support options
- Consolidation of services across the Shoalhaven and Illawarra
- Promoting reablement and wellness for consumers and their carers.

The below epitomises BBCR's philosophy on supporting our aged care consumers.



BBCR's Commonwealth Home Support Programme (CHSP) is funded through The Australian Government. The aim of CHSP is to offer early entry support and opportunities to older Australians to remain living independently in their own homes in conjunction with their available funding.

BBCR's flexibility continues to be commented on by ACATS, Regional Assessment Team members and My Aged Care making us a Provider of Choice.

TRAINING AND FORUMS

This year the Aged Care Team members have participated in training or attended forums which have included:

- ACQA New Quality and Safety Care Standards
- WHS Management System
- Safe Work Method Statements
- Completion and use of WHS forms
- Emergency Incident Scenarios
- Medication review
- Dementia and MAC Operational Update Webinars
- Code of Conduct and Confidentiality

- Program outlines – difference between CHSP, STRC and HCP services
- Mentally Resilient Workplaces
- Regional Aged Care Forum
- Nowra Nurses Conference.

The Aged Care Team were also provided with additional training through opportunities and contacts for on line courses. This resulted in workers increasing their knowledge and understanding through flexibility study time options, which suited their professional and personal circumstances.

eLearning modules will be commencing in the next financial year. These will greatly increase the scope of training available in a range of specific topics such as assisting with medication, dementia care and policies and practices that will meet the new aged care standards.

In 2019, a consumer feedback survey was carried out for a number of reasons including gaining input for our Quality Improvement Plan and to provide another opportunity for consumers and their families to be included in service delivery planning. We encouraged consumers to complete the survey by providing not only a stamped addressed envelope for a no cost confidential return but also having the opportunity to win a gift card. This resulted in a high percentage of surveys being returned in a timely manner. Those consumers who were successful with winning a gift card were very appreciative. One consumer stated:

“I never win anything and getting the phone call has made my day.”

The feedback summary provided evidence that the majority of our consumers (76%) ranked their service as highly satisfactory/and or excellent, the remaining consumers ranked the service as satisfactory with lovely positive comments. There was 13% who did not respond to the question and some minor

feedback on areas which BBCR could consider for improvement. These comments have been beneficial for us to follow up in BBCR Quality Improvement Plan.

In the last financial year BBCR received from My Aged Care (MAC) a CHSP combined total of 651 referrals. From these referrals 477 moved forward with the intake process of receiving support.

- Social Support Individual - 104
- Centre Based Group - 24
- Social Support Group - 86
- Flex Respite - 268
- Domestic - 127
- Personal Care - 51
- Cottage - 63

53 carers have had the opportunity for a short break with the person they support attending our 4-night cottage holiday retreat.

143 participants attended activity groups, some more than once a week. Tai Chi being a popular addition to BBCR's scope of group activities.

OUR SERVICES FOCUS ON REABLEMENT AND WELLNESS

A wellness approach is embedded in all our service delivery practices.

This is achieved through each consumer's individual Support Plan, which is designed in consultation with the consumer and their representative/s.

The Support Plan is goal orientated and is designed with a reablement and wellness focus. Together, we look at what strategies may assist in promoting and maintaining independence and wellbeing. Direct care worker's training and conversations have emphasised the importance of 'doing together rather than doing for'.

SERVICE TYPES

Personal Care encourages consumers to be as independent as possible while at the same time providing support and building confidence.

Domestic Support encompasses basic household tasks being provided or support given to undertake them together.

Respite for Carers is where BBCR staff provide a carer the time to attend another activity away from or in the home. Carers don't always think of themselves under that name and aren't always family members. These opportunities can give time for activities as simple as time to have an uninterrupted sleep or attend a movie with friends.

There are a number of ways this support is provided:

Community Access is where the person being cared for is taken out to an activity of their and their carer's choice. Some activities have included swimming, going to the movies, enjoying a coffee and a chat, or going to Bingo.

In Home Respite, while similar to Community Access it is undertaken in the consumer's home with workers engaging in activities chosen by the consumer and or with carer input. One consumer loves to play Connect 4 and is adamant the worker needs to play to win.

Wellbeing Days give the opportunity for a full day at Cottage with activities specifically designed for those attending. Opportunity to attend The Men's Shed and be involved with woodwork is often a very popular choice.

Short Stay Cottage Retreat consumers attend the retreat, each being treated as our Paradise Cottage special guest. The Cottage operates from Friday morning until Tuesday afternoon. We often refer to this as a short holiday for both carer and the person they care for. Guests are

supported in a safe environment with activity options available. The Cottage grounds now has its own "Chook" palace and vegetable garden. Guests are able to use produce from the garden to participate in cooking activities during the weekend.

Group activities provide opportunities for consumers with or without carers to access varied types of activities in a group setting. This year saw Banksia group win an award for an Artwork Collage entered into Nowra Show. Frenz group were very pleased after they sent a letter to the Duke and Duchess of Sussex and received a reply.

Time at our groups for people with dementia has been beneficial this year with increased emphasis on individual activities based on Montessori principles. A focus on the individual's interests is used as a basis for activities. Activities such as warm scented washers to freshen up before lunch have worked well with increasing appetite and calming behaviours.

HOME MAINTENANCE PROGRAM (HMP)

HMP was again very well received from our consumers this year, enriching and encouraging good healthy and safe living within their own home environment.

Consumers are encouraged to join our friendly team of volunteers and staff to get out into their gardens and plan and participate in getting their gardens manageable and easy for them to maintain.

Retaining walls have been built and repaired, weeds removed, mulch put down and recommendations have been discussed with consumers to look at native plants where possible to help achieve low maintenance gardens.

Social inclusion is also a large aspect of our service activities. HMP volunteers



and staff enjoy a good chat over a cuppa and cake, which is very much enjoyed and appreciated during the days worked in the sun with lots of stories and laughter usually accompany these sessions.

Small furniture and fence repairs have been carried out along with other timber handrails etc. to help consumers maintain their independence.

Veggie boxes have also been well received by consumers with farm fresh seasonal veggies grown by our staff and volunteers at BBCR.

The look of surprise on the consumers faces when their fresh veggie boxes are delivered is so wonderful and rewarding for the Team who have put in the many hours to prepare. We have evidence of the many comments and phone calls thanking BBCR for such a meaningful gift. We are told lots of soups and casseroles were made during this time promoting good healthy eating.

A huge thanks to staff and volunteers who all participate and help out in such a worthwhile program.



Social group happy to pose during a successful day in Bowral

BBCR is very proud of its ongoing feedback from consumers, family members and other stakeholders.

Feedback received from consumers and their families expressed a common theme of being extremely thankful and appreciative of how caring and wonderful our staff.

Affirmations such as:

“Staff are wonderful and do a good job, they call mum when we think something may be wrong and check in with her.” She stated that it gives her peace of mind, as she knows her mum is being cared for.”

“Intake staff are efficient they covered everything properly. They listened to all the details especially those relating to access. They have done a wonderful job.”

“I am very appreciative of BBCR and grateful for the assistance for my mother. Just wanted to pass on my gratitude for being contacted regarding concerns regarding my mum and let you know this is a great services”

“The BBCR staff are so wonderful and professional with my wife, this takes the pressure off me.”

“Thank you to BBCR staff for their service, my wife had the opportunity to access Cottage and I can't wait to book her in for next year. BBCR's staff's professionalism and kindness is appreciated.”

“All volunteers are great, Jill helps out above and beyond, Jill is a great help to me, thinks ahead, always willing to help with anything, pleasure to work beside. Gets on well with clients, as do Pat and John.” Passed on by one of BBCR's group facilitators.”

One gentleman rang to let us know how thankful he was for the staff member who attended to his service. He felt that they had given him confidence and had shown him the little things that make life easier.

We have a great Team of dedicated people making a difference to the quality of life for older Australians, ensuring that each individual lives life to their full capacity.

**Michelle Gregory RGN,
Aged Care Operations Manager on
behalf of the Aged Care Team**

HOME CARE PACKAGES & SHORT TERM RESTORATIVE CARE PROGRAMS



What a year we have had in the Home Care Package (HCP) and Short Term Restorative Care (STRC) Program Teams. We would like to thank everyone for their commitment and care in assisting our consumers in achieving their goals and growing the organisation's networks in both the Shoalhaven and Illawarra.

We have endeavored to build relationships with local providers and have built a strong connection with allied health services. Through this we have seen the provision of high-level care and active involvement by multidisciplinary teams to achieve goal oriented outcomes and meet the needs of our consumers. We have also seen the increased use of contractors to complete recommendations by allied health staff and support our consumers in maintaining their independence in their homes.

We have a robust Team working in HCP and STRC with the wonderful addition of Chantelle and Keiryn this year. Chantelle has taken on the role of HCP Care

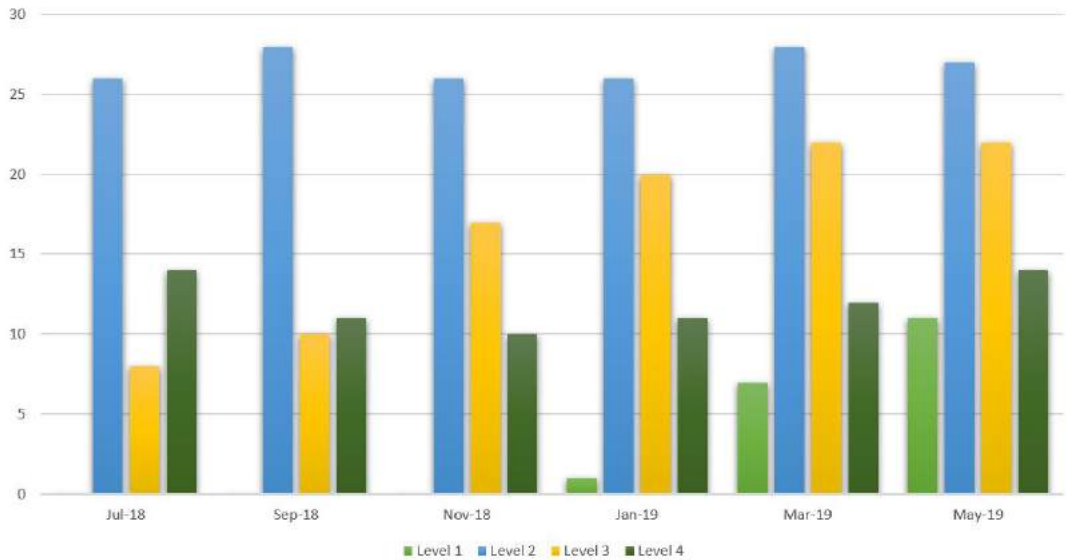
Manager in the Southern area and Keiryn has supported STRC in the management of our extensive waitlist and consumer interaction on the program. Skye, our Care Manager and Social Worker has been involved in partnership supporting a PHD student develop a Thesis on Carers roles and has actively encouraged and supported BBCR consumers and carers with the opportunity to be involved. Jess, our RN has also been involved in the clinical care of our HCP and STRC programs through liaison with local health districts and Acute to Aged Related Care services.

HOME CARE PACKAGES

At the end of the last financial year we had 45 HCP packages, this number has increased over the last 12 months to see an additional 32 consumers come on board which takes us to 77 HCP packages. The HCP Team took on their first Level 1 package in January 2019 and have noticed quite a large influx since then taking our Level 1 packages to 15, our Level 2's to 24, our Level 3's to 23 and Level 4's to 15.



HOME CARE PACKAGES



SHORT TERM RESTORATIVE CARE PROGRAMS

Short Term Restorative Care has remained steady throughout the last financial year, the amount of referrals received greatly increased throughout November 2018 to February 2019 this set a challenge for the STRC Team. BBCR have maintained the 10 places for STRC, we have seen some amazing results for consumers over the last 12 months with one of our consumers looking at accessing a 3rd round of STRC. Consumers love the flexibility and choice involved when choosing the services that they would like to access, the consumers become enthusiastic and have a positive outlook for change over the 8 weeks.

With the implementation of the new Aged Care Quality Standards we have seen a collaborative approach with the whole BBCR team and are looking forward to aligning our HCP and STRC programs with these new standards. Our aim for the next 12 months is to continue to grow and enhance our HCP/STRC consumer experience and continue increasing development of knowledge and education with our team.

2020 will be a year of positive outcomes, fun and a new time of reaching our goals together!



HCP consumer - Kathleen attending our Cottage



HCP consumer - Lily also attending our Cottage

COMMUNITY SERVICES



ANTAR Sea of Hands installation for Reconciliation Day

Over the past 12 months the BBCR Community Services Team at Sanctuary Point Community Centre delivered services, which have:

- Empowered people to change their lives
- Built a strong resilient and connected community
- Closed the gap with opportunities and justice for all
- Been holistic and sustainable in their practices.

Our holistic service provision includes delivering programs that focus on:

- Strengths based project and group work.
- Community collaboration, development and advocacy.
- Partnerships and ongoing participant support.

Staff Delivered over 200 life skills, education or learning programs

With over 2500 occasions of participation in these programs

Our Community Hub offered 836 services, classes or supports

On Average over 600 people per year are assisted with information, referrals, support or use of centre resources.



Education Parents Workshop



Harmony Day Celebrations

The Community Services Team work with people and families who experience complex issues such as generational trauma, family and domestic violence, unstable housing, mental health and substance use issues and highly significant social disadvantage. We work hard within community to build trust, mutual respect and use participatory design, community led and active engagement to empower people to change their lives.

Community Services is proud of the diversity and degree of skills development and educational programs we have been able to offer our local community. This is a direct result of our networking and partnerships. We work closely in partnership with NSW health, the local high school, primary schools and preschools, local playgroups, registered training organisations, Aboriginal groups, community gardens, community groups and charities, support agencies, early childhood education programs, youth health and many more.

Together, we offer both short and long term programs and support for vulnerable members of community. The community assists with this process through participatory design and consultation. We also aim to embed and share environmentally sustainable principles within our service and programs.

Our achievements have enabled us to be successful securing additional grants for our community. One of these has us delivering targeted capacity and skills development programs with CALD and Aboriginal communities over two years, whilst building social cohesion in the broader community.

Karen Chambers
Community Project Worker

PROGRAMS

0-5 YEARS

- * Emergent Literacy & Numeracy
- * Health, Well Being, & Nutrition
- * Improving Child Development Outcomes
- * Parent Education
- * Outreach Health Checks

8-14 YEARS

- * Increasing Healthy Behaviours and Activity in Sedentary Tweens.
- * Community Radio Program
- * Healthy Relationships
- * Lego Club Play Therapy for social anxieties or poor emotional regulation.

YOUNG PARENTS

- * Parent Support
- * Parent Education
- * Child Safety a Wellbeing
- * Improving Child Development Outcomes
- * Skill development and peer led projects.

ABORIGINAL FAMILIES

- * Health, Cooking & nutrition workshops
- * Outreach Health Checks
- * Connecting with Culture
- * Parent/Carer Education

DEVELOPING COMMUNITY COHESION

- * Sustainability Workshops
- * Aboriginal Culture Share Workshops
- * Multicultural Cooking and Skill Share
- * Children's Projects exploring diverse cultures.
- * Community Cuppas
- * Community Celebrations

BAY & BASIN COMMUNITY RADIO

92.7FM

Bay & Basin Community Radio 92.7FM broadcasts to the local Bay & Basin region located in the central Shoalhaven, including all outlying villages such as Sussex Inlet, Wandandian, Jervis Bay and Wreck Bay.

We have a dedicated team of radio volunteers that assist in many different capacities such as production and editing, interviews, web streaming, IT and technical, promotion/marketing and outside broadcasting in addition to developing and presenting regular radio shows on air.

COMMUNITY

The station is extremely fortunate to be managed by BCCR and is just one of the many exciting programs offered by the organisation to the community. We have a team of over 40 radio volunteers that cover all ages and interests so there is always something you will find worth tuning into on 92.7FM.

Our many partnerships with local schools and a wide range of community groups and organisations ensures vital community information on services and events are readily accessible by our listening audience during normal programming and online 24/7 via the 92.7FM web stream.

The station recently celebrated its 4th year in our purpose built studio and production room facilities in Sanctuary Point, having these facilities built specifically to cater to our needs at Bay & Basin FM has made life much easier for our team of volunteers and it has also given the opportunity for a wider range of community members to access the radio to pursue an interest in broadcasting.

Our outside broadcast calendar is always busy and the station participates and supports regular events throughout the

year, such as the Spring into Sanctuary Point expo, SGBPS spring fair, SPSS twilight fair, Seechange Arts Festival, Jervis Bay Lions club Easter festival and themed events such as the Vincentia Marketplace Seniors week, Father's day and Mother's day promotional events.



Spring into Sanctuary Point Expo 2018



SPSS Twilight Fair 2018



Vincentia Market Place Father's Day 2018



ACHIEVEMENTS

Over the past 12 months we have steadily increased our range of programs on air with a highlight being the "HORIZON PULSE" program that airs each Thursday from 3pm – 4.30pm. This show is presented by Jarod who accesses the radio each week as part of his NDIS package. Jarod has been a regular figure at 92.7FM over the past few years and has been involved in an array of different roles in the time with the station, from co-hosting the weekly Youth radio program "The Well Wicked Hour" whilst he was a student at Vincentia High School to assisting with outside broadcasts at regular community events throughout the year. Jarod's goal was to always present his own radio show, which has now become a reality thanks to BBCR staff and the NDIS.



Horizon Pulse

In December, we celebrated with radio volunteer Martin Bengé (Strolling Down Memory Lane) who received a producer/engineer lifetime achievement award from studios 301 and audio technologies. Martin has had an extraordinary career in the music industry of some 40 years, most notably working at Abbey Road studios in the UK and as manager of Studios 301 in Sydney. Martin worked with the Beatles in 1967 and with George Martin and Paul McCartney again in the 90's as part of the Beatles anthology recordings.



Martin's Lifetime Achievement Award

SPECIAL MENTION

As many of our listeners would be aware our radio announcers are very passionate about what they do in their respective timeslots on 92.7FM.

The contribution our volunteers make to the station to ensure the listener is given a variety of styles of music and specialist content is paramount to the success of what we do as a community station.

Although, we now have more locally produced programs on air than ever before, one such show that stands out as a crowd favourite was the "Mixed Bag" show on a Saturday afternoon. This program featured the unmistakable dynamic duo of John and Jennie and was a staple at Bay & Basin FM for some 13 years. I had the great pleasure of working closely over this time with both John and Jennie and we all shared many happy times and memories.

John was an extraordinary musician and owned quite a selection of guitars and basses, his chosen instrument was bass and he didn't just play it, the bass was like an extension of his body. His passion for all things music kept him busy on most weekends and if he wasn't playing in his band Shrewd Rhythm he was at the Angels café in Huskisson supporting other bands.

Sadly, we lost John in November 2018 and “Mixed Bag” left centre stage, to her credit Jennie did the show whilst John was unwell and presented the very last mixed bag show as a dedication to her mate.

To many of us, John was known as the bass player with Ray Brown and the Whispers who garnered much success in the 60’s, but to fellow 92.7FM volunteers and many BCCR staff he was known as our friend.

As a dedication and acknowledgment to John M the BCCR Men’s Shed participants hand crafted and donated a beautiful timber seat which was presented to Susie Q at the Angels Café in Huskisson at a special memorial event for John held in February 2019. The seat now takes pride of place at the front of the café, a regular spot that John occupied over the years enjoying the many bands and artists that performed each weekend.



Angels Cafe - our chair for John

Rock 'n' roll heaven welcomes Manners

OBITUARY
BY JENNIE ARMSTRONG

Sanctuary Point
A PRIMA DORY figure in the Australian music industry and much-loved Sanctuary Point man passed away recently.

John Manners' friend and local resident, Jennie Armstrong shared his life story with the South Coast Reporter. John spent a lifetime in the Australian music industry.

In the 1960s he was at the forefront of the Australian music scene as the bass player of iconic band Ray Brown and the Whispers.

At the peak of their career their first three singles went to number one nationally. This was followed by several more by 10 singles, EPs and albums. They even had the Bee Gees do the backing vocals on some of their recordings.

During their career they were one of the most celebrated and successful bands in the country.

He shared the stage, television and radio with many famous names including Neil Sedaka, Johnny O'Keefe, Sammie Rowland, Billy Thorpe and Glenn Shorrock.

His experience and memories are in the school curriculum in the year 10 history books for many generations.

Although John resided in Sydney, he had a holiday house at Sanctuary Point which soon became his base to continue his musical career.

He continued playing with several local bands in the area. He never stopped playing that bass.

He was described as a natural bass player. It was not just an instrument but an extension of himself. He collected more than 40 guitars over his lifetime.

He looked never missing a gig and was always on hand to help out.

John was 12 years old when he started playing commercial radio. He worked tirelessly and with great enthusiasm for the radio as it served a big part in his life as an aid. This is more than just a hobby. John saw the potential to connect the community and...

loyal, intelligent, always remembering most who over-see, played down his achievements.

John grabbed his band microphone and cup and moved over rock and roll.

He was so young at heart and of mind but now, sadly, has been denied the opportunity to see grass cut.

It is my honour to write this story today.

Thank you John for your...

MISSED: John Manners (bottom left) was the bass player of band Ray Brown and the Whispers. He recently passed away. Photo contributed.

Article for John

GRANTS AND FUNDING

A sincere thanks to the management and staff at The Country Club St Georges Basin/ Vincentia for their generous contribution via the Clubs NSW clubgrant scheme, this enabled the vital repairs and maintenance works to be carried out at our TX site in Vincentia and the Community Broadcasting Foundation for their financial contribution to assist with the cost of our annual TX site rental fees, transmission equipment and installation costs.



TX Tower



RADIO SPONSORS

On behalf of Bay & Basin Community Radio 92.7FM I would like to acknowledge the following local businesses that have supported the station as our valuable sponsors over the last 12 months:

- The Country Club St Georges Basin/ Vincentia
- Nowra Carpet Court
- Vincentia Laundrette
- Hunt Removals and Storage
- Vincentia Bay Medical
- Your Mouth Matters
- Sanctuary Point/ Districts Community
- Nowra Tilt Tray
- Hancock Denture Clinic
- Jervis Bay & Basin Locksmiths
- Ison and Co Home Hardware Sanctuary Point
- Huskisson Vincentia Football Club
- Simply Pharmacy Sanctuary Point
- Nowra Toyota
- Shoalhaven Party Hire
- St Georges Basin Hair & Beauty

Sponsorships and donations provide the backbone of community radio and without this support it would not be possible to provide this valuable resource to our local community. If you would like to support 92.7FM please phone the office on 44437 681, email slaughterb@bbcri.com.au or get in contact via our website www.bbcri.com.au.

A huge thanks to our listening audience and the community for playing an active role in what we do throughout the year and the BBCR Board, Management and Staff that play a vital part in ensuring the ongoing success of the station.

Thanks to each and every one of our wonderful team of radio volunteers, they do exceptional work and are the voice of 92.7FM.

Brad Slaughter
BBCR Community Project Officer



COMMUNITY
BROADCASTING
ASSOCIATION OF
AUSTRALIA



COMMUNITY
RADIO
NETWORK



ClubsNSW



acma
Australian
Communications
and Media Authority

MEN'S SHED

COMMUNITY ENRICHMENT PROJECT

In July 2018, we were fortunate to receive 12 months funding to deliver the "Community Enrichment Project" (CEP) as part of the Department of Social Services "Strong and Resilient Communities – Inclusive Communities" scheme.

The CEP focussed on objectives that provided training and mentoring to young people from local public schools (incl youth and community members) in all aspects of radio broadcasting (Incl. Outside broadcasts at selected community events on weekends) to build social capital through the engagement of volunteers and mentoring activities.

BBCR staff developed a weekly broadcasting workshop/ program at Sanctuary Point Public school (SPPS) held over each school term and supported students to present a regular timeslot on air with 92.7FM, students were also involved in a number of outside broadcast events at the school and other community events such as the Spring into Sanctuary Point Festival.

A highlight of the program was the development and setup of an in-school radio studio built within the school's welcome space room in Terms 3 and 4, 2018. Students were involved in utilising their skills to present a weekly radio program each Thursday broadcasting a show within the lunchtime period using the schools PA system in the school grounds.

Over Term 1 and 2, workshops focussed on providing training in general broadcasting, production/editing skills and recording of regular content to be used for the weekly SPPS Forever Forward radio program on 92.7FM presented each Friday afternoon.

The school studio was developed and built in partnership with the BBCR shed, with the school purchasing the necessary equipment to facilitate its operation and maintain the ability to continue to run the

program after the cessation of the BBCR Community Enrichment Program in June 2019.

The school radio studio will continue to be utilised by SPPS staff and students to record and provide regular content such as the teacher talk segment, school updates and regular news and information on events to promote on 92.7FM.

Feedback from the school's staff and principal was very encouraging and due to the success of the program they plan to continue to provide access to students and other staff to utilise the resources now available. BBCR staff will continue to support the weekly radio program via 92.7FM.



SPPS Forever Forward Radio Show

The program also conducted a number of regular art workshops with stage 3 to Year 5 and 6 students from local public schools, these workshops were facilitated by a local artist Dr. Vanessa Barbay and BBCR shed staff and volunteers with a focus on developing a "sense of place" within the Bay and Basin Community, the main outcome being the completion and launch of the Bherwerre Wetlands art mural boards on Larmer Ave Sanctuary Point in November, 2018.

The Bherwerre wetlands site is quite a unique ecosystem with some quite rare flora and fauna, there are over 60 different species of birds that inhabit the area, this was the catalyst for the creation of the art panels to feature images of different birds and plants with the inspiration for the



concept originating from the 2016 seechange art festival which involved many local artists doing a walk through the area and local birdlife. Shoalhaven member and photographer Chris Grounds kindly sharing many of the images that he had captured from the Bherwerre wetlands, these beautiful images went on to form the basis and design of the panels.

A total of 12 panels were completed, with 9 being selected to be installed on site for the community launch of the Bherwerre wetlands art project in November, 2018. The community launch was attended by approx 40 community members including students from local schools that were involved in the project. Local Elder Uncle Paul Mcleod and his Son Joe Brown performed a welcome to country and smoking ceremony and a traditional dance display from the Vincentia High School Indigenous Rangers who also performed to launch and celebrate the art installation.



Elder Uncle Paul Mcleod

This was an extraordinary project and the panels are in full view of all pedestrians and vehicles on the approach and departure out of Sanctuary Point, in line with the objective of creating a “Sense of Place” in the community. The 9 panels are fully weatherproofed and have been given an anti-graffitti protective coating, they are featured as a 3 sided rotating head on a 3mtr high pole to allow for clear viewing and to also deter easy access for vandalism. This project relied on the strong partnership developed with Shoalhaven City Councils fire mitigation/ bushland management officer who assisted greatly in securing the portion of land fronting the wetlands for the installation of the art panels, creating a colourful and inviting entrance to the site. We will continue to work further on this exciting project as BBCR has adjoining property and close access to the wetlands reserve.



Tomerong School Group

Seven of the mural art panels were selected and featured in the 2019 JB Basin Arts annual Seechange arts festival in May 2019.

In Terms 1 and 2, further art workshops were facilitated by artist Dr Vanessa Barbay (Jervis Bay & Basin Arts) at the Sanctuary Point School.



Joe Brown

These were conducted in partnership

with the schools Aboriginal education officer Mr Rob Williams and focussed on creating a number of smaller individual mural panels (12) featuring local birdlife and fauna that are native to the Bherwerre wetlands area. The panels will be installed on display within the SPPS school grounds to further promote the Bherwerre wetlands area.



Volunteers Chris and Dave from the BBCR Shed Project

A number of no-dig raised garden beds were constructed at the BBCR shed site in term 3 and 4 2018 by students from locals schools. Students were involved in soil preparation, planting a crop and making a recycled timber insect hotel to attract insects to the garden site.

Over term 1 2019 these beds were harvested by students with each student having a small bag of fresh produce to take home. The remainder of the crops were harvested and made up into fresh produce boxes that were utilised to distribute to community members in partnership with our home maintenance program consumers that reside in the Bay & Basin area.

A second group of students in Term 1

were involved in the construction and installation of timber seating within the school grounds in partnership with the program. The timber seating was installed at the entrance to the Aboriginal gardens that are currently being overhauled and refurbished by the school, the seats are receiving plenty of use and have proved very popular for teachers as an outdoor learning space.

A presentation for the timber seating will be held upon completion of the garden area to tie in with the school's annual twilight fair in December 2019.

A total of 90 students were involved over the duration of the project, positive feedback was received from all participants and school staff, BBFM volunteers and BBCR staff reported all activities were extremely popular with participants that were involved with many requests to continue with further activities due to their popularity. Although, we generated great interest from all local schools, unfortunately not all local schools could be involved in these projects due to the restricted availability of students/teaching staff and transport to the shed site on the specific days of operation.

THE PIRATES BAND

The BBCR shed "house band" the Pirates continue to meet on site each week to rehearse and practise in preparation for their monthly community performances as part of the BBCR Community Visitors Scheme (CVS). These performances feature the band providing live music and entertainment for residents in aged care facilities in the Shoalhaven region.

The pirates have continued to have another busy year with approx 16 community performances covering Berry, Nowra, St Georges Basin, Sussex Inlet and Milton.

Their gig calendar for the remainder of 2019 is already fully booked, with many requests being lodged for dates in 2020.





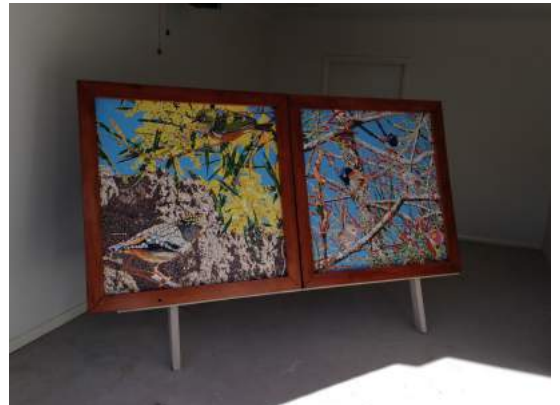
Pirates Band

SEECHANGE ARTS FESTIVAL 2019

A highlight from the year was our involvement in the 2019 seechange arts festival, this year we worked closely with the Curator, Natalie Mcdonagh to design and construct a number of free standing self-supported modular walls, which were made at the shed by our trusty volunteers, these were quite an unique creation and served the purpose very well, being used for the main community art exhibition held at the Huskisson community hall over the duration of the festival.

The BBCR shed participants also assisted over the duration of the festival with setting up displays for an exhibition at Coastal Waters utilising a number of timber easels that were constructed by the shed.

The seechange festival is now conducted each year during the end of May to June for 2 weeks. We look forward to continuing to work closely with our partners Jervis Bay & Basin Arts towards the next event.



Seechange Exhibition

On behalf of staff and volunteers at the BBCR shed, I would like to acknowledge the various funding bodies, schools, partnership organisations and community groups for the continued support to enable the range of activities, projects and events that we are able to conduct for our local community throughout the year. A special mention to our shed volunteers Wayne, Dave and Chris who played a major role in designing and developing the Art panel rotating frames and modular walls for Seechange 2019.

***Brad Slaughter**
Community Services Project Officer*



Wayne's Modular Wall Creation

OUT OF SCHOOL HOURS CARE

AFTER SCHOOL CARE

We have been very busy at After School Care this year. We had a staffing change with the introduction of Cita to our team. We also got our 2 lovely new volunteers Maddie and Stewart!! Our numbers have increased and we normally have over 22 children Monday to Thursday. We've had lots of lovely kindergarten children join us this year who have had no trouble settling in.

Once again we'd like to give a shout out to the St George's Basin County Club for providing us with much needed ClubsGrant funding! Thanks to their contribution, we were able to purchase a new storage bench for our room, which has made such a positive impact to our space. Our Connect 2 Me funding has also allowed us to purchase new tables and chairs, two new couches and lots of new toys.

Thanks to our "Little Green Champions" funding we've been able to provide lots of exciting things this year at After School Care. We've had active kid's workshops and cross fit sessions with Jervis Bay Cross Fit.



The children participating in one of our Cross Fit sessions with Jodi and Carla

We've had lots of fun outside! We've spent many hours in the sandpit, playing handball on the basketball court, playing tips, and kicking the soccer ball. Our new outdoor mats have been a great

addition to the service and provide a space for children to participate in quiet activities while outside.



Dylan, Miller and Olivia loom banding at the playground



Patrick, Leo and Aidan in the sandpit



Our Clean Up Australia Day effort

2022



April and Zoe in their bush cubby house



Bede and Shandi staining our vertical garden



Tameeka and Innes wearing our new fairy wings



Rub's beautiful unicorn thanks to KelMac Face Painting

VACATION CARE

This year we have visited the Bay & Basin Men's Shed and had Gemma, from the Community Services Team visit us at OOSH. Brad and the Men's Shed are helping us to create a solar powered vertical garden for the front of our OOSH building. Gemma ran lots of puppet and drama workshops with us. A big thanks to Brad and the Men's Shed volunteers for always making OOSH feel welcome!!

Our transition to our KidsXap software has been wonderful! We now have a paperless roll and it's much easier for us

to plan and document our daily program and our children's observations.

Our parents also have a companion app that lets them change their bookings, notify us of absences, check their account and view real time pictures and observations of the child. We've had a fantastic year and we've got some exciting projects ahead with the help of the Men's Shed and the Radio 92.7FM.

Rochelle Fowler
OSHC Project Officer

TESTIMONIALS

"The literacy and numeracy packs have been amazing. We have been trying to do things with him at home but it just leads to melt downs. Now he actually wants to learn and finally I can help him! His older brother is even using it too."

– Ant (Literacy/Numeracy Workshops)

"All the multicultural experiences for our kids have been awesome, I love that it has encouraged so much cultural sharing too from playgroup families. Especially loved the festival of colour – I took my kids to their dads work afterwards so they could share their beautiful mess."

– Australian/Finnish (Festival of Colour)

"It was a really simple activity but so impactful. The kids explored the why's and how's around reconciliation and individually wrote or drew personal messages around this theme. To then attach these to the Sea of Hands installation and slowly see each hand become part of something bigger was a true celebration of coming together as a community."

– Kira (Sea of Hands)

"To be honest nothing could be improved. The experience was inclusive, wonderful that the women were supported and felt confident enough to share their family heritage and recipes. I got so much out of the experience, new friendships, budget friendly menus and was able to recreate and share these with extended family and friends and on social media. It has broadened my horizons with generations sharing their knowledge. I have fibromyalgia the women were very supportive, compassionate and helped when I couldn't use fine motor skills. I'm also an adult on the autism spectrum and find adult social/making friends/talks intimidating, the course was very accommodating, I loved it."

– Bec (Multicultural Cooking)

"You changed my life. Thank you for taking the time to help my son. You have shown and taught us such simple things that have completely changed his behaviour and my understanding of it. It's been incredible – I've been struggling for so long and didn't realise there were underlying reasons and so many resources to assist."

– Sam (Parent)

If you would like to become a volunteer, wish to donate or are keen to participate in any of our programs or projects, please contact us on the details provided on the back cover of this annual report.





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GREAT MATES MEN'S SHED

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Ph: (02) 4443 2393

NOWRA OUTREACH OFFICE (AGED CARE)

102 Douglas Street
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OUT OF SCHOOL HOURS CARE

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