



# Annual Report 2020



# MISSION STATEMENT

## VISION

Communities living happy, healthy, productive and meaningful lives

## MISSION

We partner with our communities to provide person-centred services for all

## VALUES

### PROMOTE INCLUSION

We proudly work with and foster the diversity of individual and community needs

### ENCOURAGE WELLNESS

We value the health of each person by offering innovative lifestyle choices

### ACT WITH INTEGRITY

We are honest, fair, transparent and build trusting relationships

### SHOW EMPATHY

We are partners in your journey



# CONTENTS

At a Glance	4	Community Services	29
Key Highlights	5	Community Radio	34
A Message from the Chairman and CEO	6	Activities Hub	37
Our People	10	Outside School Hours Care	40
People, Culture & Transition	11	Project Management	42
Staff Recognition	14	AGM Minutes 2019	45
Volunteers	16	Financial Overview	46
Volunteer Recognition	18		
Our Services	19		
Aged Care	20		
Home Care Packages & Short Term Restorative Care Programs	27		



# AT A GLANCE

## With the support of



**95** employees



**118** passionate volunteers



services and programs were delivered to more than



**3,000** people

across the Shoalhaven and Illawarra

**838** consumers accessed at least one service or program through our aged care and NDIS community access services



**31,704** occasions of one on one direct care were delivered, resulting in **40,791** hours of individual support being delivered to **731** consumers



An additional **25,662** hours of aged care support were delivered in centre based or group settings to a further **107** consumers



Over **2,750** participants attended programs and services through our Community Services

An average of **760** people per month were assisted with information, referrals, support or use of BBCR Community Centre resources



Increase in Revenue of **18.5%**



# KEY HIGHLIGHTS

- Completion of the Browns Road Project provides a new office for the Aged Care team in South Nowra.
- Successful negotiations with Shoalhaven City Council for a re-design and refurbish of the Sanctuary Point Youth and Community Centre.
- Approval of DA for Larmer Carpark and re-zoning of the property to residential.
- Completion of the review of BBCR Vision, Mission and Values released in September 2020.
- The new BBCR website goes live.
- Secured lease for Respite Room at St Georges Basin Community Centre for 5 years.
- Increase in revenue of 18.5% to approximately \$6.4 million.
- Contribution and joint partnership in Carers Research Project with Cathy Duncan PHD Student UoW (researcher), and NSW Carers Australia, leading to the implementation of the Carers Framework and 3 submissions to the Royal Commission for Aged Care.
- Increase in Home Care Package Program, from 77 to a total of 101 packages.
- Successful transition of Out of School Hours Care service to a new provider.
- Successful transitioning to the Targeted Earlier Intervention Program, having secured a 5 year contract.
- Gaining a 2-year extension of the CHSP program 2020-22.
- New Quality Improvement Committee commenced, being chaired and facilitated by a designated Quality Coordinator position.
- Introduction of both a Staff and Consumer Newsletter to increase communication across BBCR.
- Clinical Care Manager appointed to establish the Clinical Care Committee.
- An online “E-learning” platform established for staff training and development.
- New 24/7 Employee Assistance Program launched for staff counselling and Manager advice.
- Implementation of new accounting software.
- Transitioned to a Company Limited by Guarantee.
- Successful COVID-19 Safety Planning and implementation of processes and training delivered as a team, across all BBCR services.
- Aged Care Consumer Survey confirms BBCR consumer satisfaction remains very strong, with 98% of respondents reporting that BBCR services had made a positive difference in their life.
- BBCR new well-being program commenced with Tai chi, Qigong classes and cottage activity therapies such as music and exercise.
- Farewell to Tabitha and Gail after nearly 15 and 19 years of service respectively.



# MESSAGE FROM THE CHAIRMAN & CEO

Welcome to our 2020 Annual Report.

**We started the year** with the Aged Care Royal Commission (ACRC) into Aged Care Quality and Safety. This was a landmark inquiry in Australia into the care being provided by residential and in-home aged care providers to older Australians. Here there was the opportunity to get to the heart of the problems facing the sector and to put in place real reforms to transform aged care services.

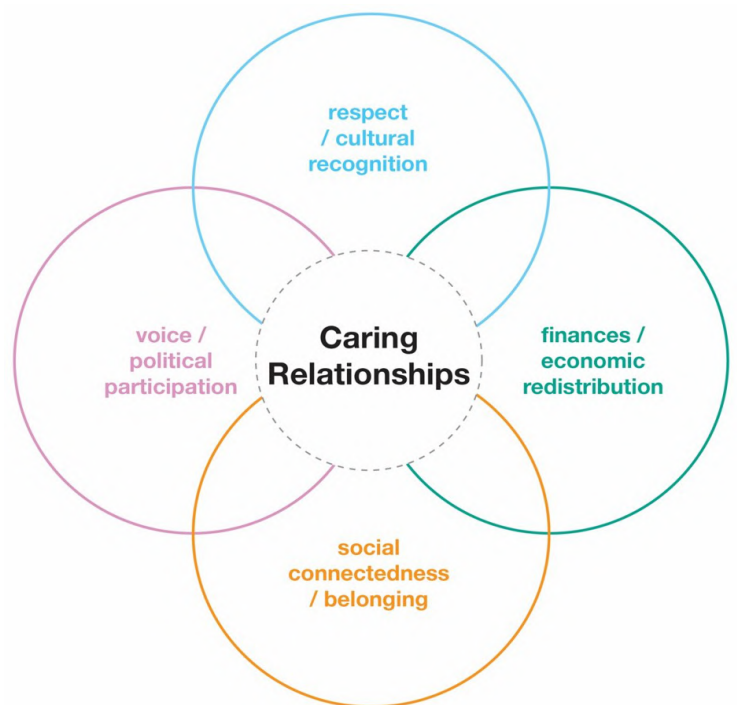
BBCR was proactive in partnering with a PHD Student, Cathy Duncan (social worker and researcher) from UoW and Carers NSW Australia, to prepare submissions and present to the ACRC. These submissions raised a number of issues around the current Home Care Package (HCP) model for Carers and the people they care for. The Framework for Carer Recognition was also developed by Cathy in consultation with BBCR, and a Carers Action Group, convened by Carers NSW and shared at the ACRC. We also wrote a submission on the lack of recognition and utilisation of Volunteers (social capital) in the HCP model. This was presented to the senior policy officers from both Commonwealth Department of Social Services (Carers Policy section) and Commonwealth Department of Health (Home Care Packages policy section).

We are thrilled to report that the submissions resulted in direct consultation with the ACRC with Cathy reporting the following:

**“They loved the idea of the Carer Action Group and the collaborative research partnership between Carers NSW and BBCR. They also loved that we have**

**developed recommendations for a carer inclusive HCP based on your successful model at BBCR.”**

It was recommended that the Framework for Carer Recognition can be used both as a guide for policy and program development and as a quality monitoring mechanism for aged care providers to ensure services are carer inclusive and comply with the Commonwealth Carer Recognition Act.



The ACRC reported it will follow up with the recommendations presented. It was a wonderful opportunity to play a part in offering positive solutions to the Commission and to be part of reshaping Aged Care into the future. We are grateful to Cathy, who carried out an independent review of our HCP model and interviewed Carers, BBCR Board, management and front-line workers. It proved to be a highlight for the year, with the further

development of staff training in the model as the next step.

**Half way through the Year** we farewelled Gail Carlie who retired and moved to Queensland. Gail loved her role as receptionist and admin support worker at the Sanctuary Point Youth and Community Centre. Gail had been in the role for nearly 19 years. If you met Gail you will always remember her happy smiling face, her laugh and the great asset she was during her time at BBCR. There were many tears, hugs and laughter as we gathered together at her farewell to say our goodbyes. You can visit our website to read more about our farewell to Gail, a valuable employee and friend to many, she made a difference in the lives of countless people in the Bay & Basin area.

**We ended the year** with managing the increasing challenges and complexities of the Coronavirus Pandemic. We had just taken a breath from the devastating bushfires over the summer, then the floods, to find ourselves into Autumn with the announcement of this deadly virus. The Department of Health and the constant messages from the media warned us of the significant threat to our older population. Residential care facilities went into lock down and community care providers such as BBCR, had to make massive changes to the way services could be delivered. All groups and cottage respite sessions were cancelled, our community centres closed, our staff equipped to work from home, and our volunteers could not continue in their various support roles. Consumers could not go shopping with staff, and were at risk of isolation during this time. New Policies and Procedures needed to be written quickly with COVID-19 Safety Plans and numerous other checklists needing to be developed. PPE equipment and packs were prepared and ready to go in case there was a positive case/s reported. Staff were engaged in consumer well-being calls, using a check list to monitor consumers' mental and physical needs during this time. As the pandemic continues and the world searches for a

vaccine, we have taken confident action with our planning for the worst-case scenario, but hoping for the best outcome for everyone. To date we have not had any positive test results recorded for our staff, volunteers or consumers. We are totally committed to following all the Government's guidelines and best practice measures to maintain the health and well-being of everyone.

Thank you to ALL for their valuable contribution during these difficult periods - there are just too many individuals to name. Our sustained success as an organisation is the direct result of your dedication, team work and everyone being so prepared to step up to the challenge and complexity of providing services that have been evident over the past 12 months. We have an amazing Board of Directors, who as volunteers, continued to be actively engaged in their roles during these difficult times. They attended monthly Zoom meetings, plus had a representative attend the Quality Improvement Committee each month to provide encouragement and support, ensuring BBCR was able to meet all governance responsibilities.

The families in the Bay & Basin have benefitted by the activities and programs offered by our Community Services Team (CST), such as all the great Community Hub projects, Enrichment Gardens and Community Radio. The production of the "My Mob" Dhurga language book featuring local Aboriginal families and celebrating language is another example of an amazing project. Congratulations to the BBCR Team Leader Karen Chambers, who worked in partnership with Sanctuary Point School Connect Playgroup and to everyone else that got involved. We thank you for your valuable contribution in creating "My Mob".

We sadly said good-bye to Tabitha Gallanty, BBCR Community Development Manager, who left BBCR in June for a new opportunity. Tabitha worked for BBCR for 15 years, managing and leading the Community Services Team incredibly well.

The Team demonstrated how dedication and commitment during this challenging year can still facilitate rewarding outcomes for community members, especially growing partnerships with our local schools, CALD and indigenous communities. Karen Chambers, who has been with BBCR for 14 years, has taken on a team leadership role and the coordination of the Targeted Earlier Intervention (TEI) program over the next 5 years. The Team have a very exciting range of activities planned for 2020/21 so keep an eye on the BBCR Facebook page for the upcoming events and latest news.

This year has been an extraordinary year with the need to manage and lead BBCR through a maze of complexity in such an ever-changing environment. We did it together as a team and we have grown, thrived, survived and developed as an even more robust and resilient organisation. Often having to face such intractable challenges and having an insatiable demand for urgent action, our Executive Team, Managers and Staff remained passionate and inspiring in their leadership. There were so many positive achievements, highlights, events and stories that we can share.

I am very excited and proud to invite you all to keep reading our BBCR Annual Report as it demonstrates that through all the challenges, there has been such success and triumph at BBCR as the staff reflect on the year gone by.



**Sue Clifton**  
BBCR CEO

## From the BBCR Chairman

As Sue has stated, a Royal Commission, (still ongoing), bushfires (out), and a pandemic, (still ongoing), have affected us all and presented the Board with simultaneous issues we had not before contemplated. This also coincided with our transition from an Incorporated Association to a Company Limited by Guarantee. Fortunately for the Board, this process, although a long time in the making, went smoothly. Board member roles are more fluid, but as before, we are still responsible for fulfilling our governance duties to BBCR and the law.

This transition process was greatly improved by the efforts of BBCR staff and CEO who liaised with our legal team and the Board to ensure we got it right so we could move on to all the other pressing issues on our agenda.

One of the positives of the past year was the completion of major renovations at our Browns Road site in Nowra. Here, a run-down house which had been converted to run down office space, was renovated into modern office space for our Nowra and North operations centre. A significant amount of work was undertaken by BBCR staff to ensure we chose the right builder and obtained the best advice to get the building renovated within budget, but without compromising the essential features required. Our chosen builder ultimately delivered an excellent outcome on time and on budget. Congratulations to all involved!

One of the community projects BBCR has been involved in from its inception has been the Bherwerre Wetlands Project. This project adjoins the rear of BBCR on Sanctuary Point Road and Larmer Avenue and goes right down to the shores of St Georges Basin and Cockrow Creek. This area of land is a biodiversity hotspot and the project has been seeking funding to create a range of accessible paths and interpretive features to enable locals and visitors to enjoy and understand all the unique species of flora and fauna contained in our



region. Finally, the project is moving forward and will be part of the gateway to Sanctuary Point and a fantastic back yard to BBCR Sanctuary Point Road operations centre.

As the reporting year draws to a close, the BBCR Board has been forced to meet via Zoom, through our computers / phones / iPads, as the COVID-19 pandemic has meant that meetings in person have not been permitted. While somewhat impersonal, the Board has risen to the challenge and continued our monthly meetings from our respective homes. This has not been without its glitches as internet dropouts and other digital gremlins have often meant an unintended tea break for the Board while a participant reconnected. But we have passed and seconded the essential motions and also noted that BBCR has proved to be extremely resilient to the challenges over the past year.

With all that has been thrown at BBCR this year and its ability to function effectively throughout it all, the Board would like to thank all the staff and volunteers. They make it possible for BBCR to show that even though we may be small, compared to many of our competitors, we are beautiful! ("**Small is Beautiful**"; E. F. Schumacher, 1973).



**BBCR Directors**

From left Sharon, Jo, Michelle and from the right at the back Dave and Ross.



**Dave Reynolds**

BBCR Chairman

**Acknowledgements**

BBCR Board and Management wish to acknowledge the funding sources that make our work possible through the below Projects.

**Australian Government Department of Health**

- Commonwealth Home Support Program
- Community Visitors Scheme
- Home Care Packages
- Short Term Restorative Care

**Australian Government Department of Social Services**

- Strong and Resilient Communities Activity

**Australian Government Department of Education and Training**

- Outside of School Hours Care
- Little Green Dream Champions
- Connect2me

**NSW Government Family & Community Services**

- Community Builders Program (Community Development and Centre & Community Skills Development support programs)
- Targeted Earlier Intervention program

**St Georges Basin Country Club - ClubGRANTS Scheme**

**Community Broadcasting Foundation Ltd**

- Assistance towards TX site rental fees

# OUR PEOPLE



**People, Culture & Transition**



**Staff Recognition**



**Volunteers**



**Volunteer Recognition**

# PEOPLE, CULTURE & TRANSITION

The People, Culture and Transition (PC&T) team's key activities through 2019-2020 were aligned to the goal of building a skilled and vibrant workforce at BBCR. The following is a snapshot of key initiatives undertaken by the PC&T team this year.

## **PC&T Team Growing the Workforce**

The Team continued to evolve recruitment techniques in response to ongoing sector-wide shortages of qualified aged care workers and increasing consumer demand for community care. In addition to traditional recruitment activities, the Team supported regional workforce development initiatives coordinated by the Aged & Community Services Association (ACSA) workforce development unit. BBCR supported the Regional Employment Trial (RET) for the Far South Coast, providing career information and hosting participants in our aged care services. BBCR have also been an active member of the Illawarra Workforce Action Group for the Aged and Disability Services sector. Continued involvement in such initiatives supports the growth of the sector, promotes the BBCR brand, and attracts new employees to BBCR.

The Team formulated plans with TAFE to deliver a career pathway program to attract new entrants to the sector. This initiative would see students complete a partial qualification in aged care to prepare them for employment at BBCR. This program was unable to proceed as initially planned when COVID-19 restrictions suspended face-to-face learning. However, as TAFE adapted and expanded online learning, BBCR leveraged the more flexible learning options to launch a revised version of the pathway program. In June, a recruitment campaign

was launched to secure our first cohort of individuals for the program. They will commence online studies at TAFE in July and upon success, will be hired as Level 1 Community Care Workers, then progress to become fully qualified Aged Care Workers. This initial cohort will serve as a pilot program to inform processes for future programs.

Next year will see BBCR support various youth employment pathway programs across the Shoalhaven and Illawarra regions, in an effort to increase overall workforce numbers, but also prepare to respond to the ageing workforce in the sector and increasing number of retirements in our workforce. These programs will combine professional development opportunities for our existing Care Workers to enhance their coaching and mentoring skills, thereby also developing potential future leaders.



Learning and Development Day




## Employee Well-being and Engagement

Our new Employee Assistance Program (EAP), provided by Mentor Services, was launched in December 2019. By the end of June 2020, 32 hours of support have been provided through the EAP services. It has proven to be a valuable service through what has been a difficult year for many. Employees who have voluntarily disclosed their use of the service, tell us that the opportunity to seek timely support, without the need for a BBCR approval and referral, has been a welcome improvement to our EAP offering. Furthermore, the feedback tells us the local counselling services received have been professional and valuable.

A quarterly employee newsletter “The Buzz”, was launched in June, with HR Coordinator Vanessa as Editor. This was launched as a response to employee feedback received, in part from the Mentally Healthy Workplace survey last year, that told us employees wanted to see improved communication across the organisation. This newsletter has provided a forum for BBCR management and employees alike to share information and stories, introduce new employees, and recognise employee milestones and achievements. The first edition has been well received.

Next year will see the WHS Advisory group kick off a project focused on supporting and improving employee well-being which aligns with the new organisational values. This will be a joint initiative between the Team and WHS with the expectation that the project will result in an employee driven wellness initiative that supports employees across all areas of BBCR. The Team will also implement the Mindarma resource, an evidence based e-learning program supported by the Black Dog Institute, that protects mental health and builds resilience.



**“In my experience, BBCR has the people’s interests at heart; both the consumers and the employees. I am grateful to be a part of this great team.”**  
**Karen, Community Care Field Worker**

## Embracing Technology

The new e-learning system was officially launched in October 2019 with 2,166 hours of learning completed within the platform by the end of the year. Employee engagement with the platform has been increased through the development of in house modules. The e-learning platform was successfully blended with the face-to-face aged care training days, a technique that received positive feedback from those who attended. Employees tell us they find the e-learning easy to use, efficient and it gives them the ability to learn at their own pace. Not only has the new learning tool increased development opportunities, it also enabled BBCR to rapidly disseminate new information and training to the workforce in response to the COVID-19 pandemic, proving the expected benefits of this resource are being realised.

The continued willingness of our workforce to adopt new technology within their work must be acknowledged. Forty nine percent of learners completed their online training on mobile phones, demonstrating the synergies between e-learning and the earlier provision of mobile phones to Care Workers. Vanessa’s patience and

perseverance with those workers requiring a little extra support in learning the new technology must also be acknowledged as an integral component of success of the e-learning implementation.

COVID-19 restrictions saw BBCR embrace technology through Zoom meetings and utilisation of 3CX remote phone technology. This technology enhanced information exchange and engagement between team members at a time when many office workers became remote workers for the first time in their careers. Adopting such technology was integral in activating a successful work from home strategy that in turn, achieved business continuity and maintained customer service levels throughout the restrictions.

Next year, the Team will implement ELMO, a cloud based HR Information system, to automate recruitment, employee onboarding and performance review processes across BBCR. It is expected that this system will increase efficiencies, automate previous manual and cumbersome processes, and build engagement and communication across the organisation. ELMO will integrate with the BBCR website, MYOB and TRACCS thereby creating a fully integrated system for BBCR.

## BBCR Begins to Leverage Data

The TRACCS management system has been in operation for 18 months, which now provides BBCR with a complete financial year's worth of data available for analysis. The business intelligence project was established in order to leverage the benefits of this data. Whilst in the early phases, it is expected this project will enhance planning and decision making across BBCR and increase confidence among the management team in leveraging the data in performance of their duties.

BBCR has also been working with the TRACCS software developer to build a road map towards implementation of additional features and benefits, along with additional training to unlock more advanced features of the software through 2020-2021.

### Zanna Elliott

People, Culture and Transition Manager





# STAFF RECOGNITION

## Valuing Our Staff

BBCR, our consumers, and community continue to be supported by a dedicated team of professionals across all our services and programs. As BBCR has grown, it has become more challenging for everyone to meet for organisation wide events. This year, BBCR celebrated the contribution of all employees through team based recognition events. Managers and their teams were able to design a recognition event that suited their interests best and ranged from team lunches, morning tea, and scavenger hunts.



Karen Chambers (top left), Rochelle Fowler (bottom left), and Cita Daidone (above), all smiles and style enjoying the scavenger hunt at the Community Services team recognition event.



Virginia O'Beirne has been working with BBCR since April 2010, but her time with BBCR didn't start there. A few years earlier, Virginia began to volunteer with BBCR's radio station, hosting an Aboriginal music show. She believes she may have been the first volunteer to transition from being a volunteer to a paid Care Worker at BBCR, and up until about a year ago, she continued to do both roles. Virginia recalls the early support from her "Buddies" Deb, Janet and Nat, who she says showed her the ropes to become a Community Aged Care Field Worker. Virginia has enjoyed her 10 years as a Care Worker, reflecting on the gratification she receives from the work, and the happiness she feels when she first enters a consumer's home each day. She thinks she has changed a great deal over the 10 years, learning to be an attentive listener and expressing genuine empathy for each person who comes into her care. Virginia reminisces on her time with BBCR, recalling assisting Roy "the Boy" with his radio show, playing snooker for 2 hours every fortnight, taking consumers to the



pool, cooking with consumers, listening to their stories, and going for the most amazing walks along various pathways around Jervis Bay. She has enjoyed learning a lot of history from the stories of a world way before her time and has been saddened by the passing of people whom she visited on a regular basis. Virginia says she has had a lot of laughs, has made some good friends, and admires the whole team at BBCR who together, do a great job in the community. Virginia sums up her experience at BBCR by referencing the words of a 95-year old consumer she has provided care to for over 7 years, "I've had a wonderful time, thank you". As you can see, working at BBCR is more than just a job. It isn't just a workplace, it is a care-place made possible by people like Virginia.



Virginia O'Beirne, celebrated 10 years with BBCR

Our gratitude is extended to all employees for their contribution through the year, with an extra special thank you and congratulations to those who reached service anniversary milestones with BBCR last year.

## 10 Years of Service

- **Virginia O'Beirne**, Community Care Field Worker
- **Michael Irving**, Finance Manager

## 5 Years of Service

- **Kim McDonald**, Community Care Field Worker
- **Vanessa Cartwright**, Community Care Field Worker
- **Debbie Plant**, Community Care Field Worker
- **Narelle Armstrong**, Community Care Field Worker
- **Kylie Serret**, Community Care Field Worker
- **Rayleen Hartin**, Community Care Field Worker
- **Steve Collins**, HMP Coordinator



Jenny Wainwright, Consumer Services Manager (left) and Deborah Butler, Project Development Manager (middle) present 5 Year certificate and gift to Kylie Serret, Community Care Worker



Steve Collins, HMP Coordinator, celebrating 5 years

# VOLUNTEERS

## VOLUNTEER MANAGEMENT

### Highlights

- New volunteer support roles identified based on identification of operational and administrative gaps in areas of Fleet Management administration and BCCR Historical data and media resources. Volunteers who were identified with specialist skills in these areas undertake the relevant tasks under supervision of the Community Engagement Manager.
- Review of BCCR's Fleet and Driver Management identified a number of gaps in the operation of the fleet and assessment and training of volunteers. Processes and procedures are now in place to manage these operational and service delivery safety requirements.
- It was identified that BCCR did not have a centralised system in place to maintain historical information, photos, newspaper clippings and certificates of appreciation. A process was developed and all information is now maintained in an easy to access data file for promotion and marketing purposes.

- Volunteer Policies and Procedures were reviewed and updated against the National Standards for Volunteer involvement and the National Aged Care Standards to ensure best practice and compliance against relevant standards.

### Facts/Figures

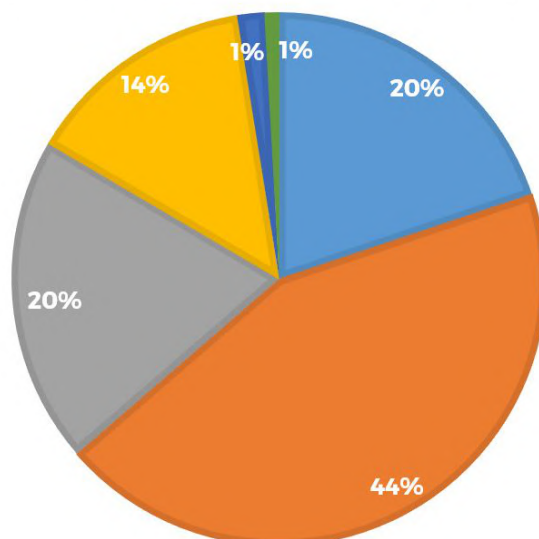
BCCR currently has 118 active volunteers; made up of 48% females and 52% men. During the last twelve months we have welcomed 24 new volunteers and farewelled 37 volunteers, some after many years of dedication and service to the community.

The volunteers come from all walks of life and geographic locations from the Shoalhaven region to Wollongong with a high representation within the Sanctuary Point, Vincentia and St Georges Basin areas.

Volunteer commitment remains high with 37% of volunteers having continued service of more than 5 years, which is an increase in the volunteer retention rate from the previous years by 4%. Volunteers with 10 years to 20 years' service is 6%.

### YEARS OF SERVICE

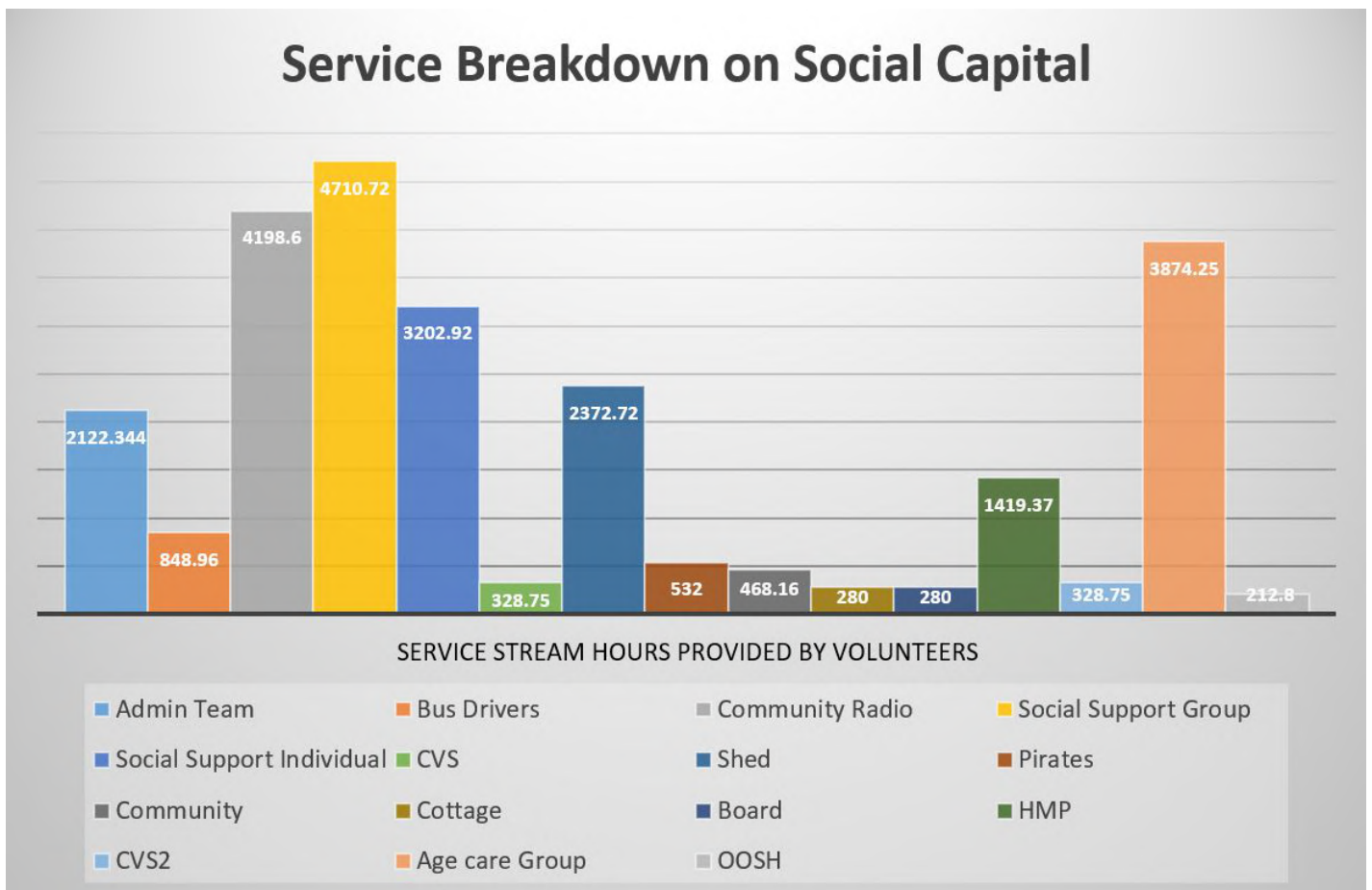
■ > 1 year ■ 1 to 4 years ■ 5 to 9 years ■ 10 to 14 years ■ 15 to 19 years ■ Over 20 Years



The graph below depicts the breakdown of support provided by volunteers, totaling 30,105 hours. This is an increase on the contributed hours from the previous year by approximately 429 hours. As volunteers were suspended from duty from April 2020 to June 2020, due to possible health risks associated with COVID-19, the potential social capital for the reporting year may have been more like 41,395 hours if it weren't for the suspension. Many of our volunteers provide support hours in a cross section of BBCR services.

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 \$1,354,725. Again, had volunteers not been suspended in April, the potential social capital could have been \$1,862,775.

**Margaret Semkiw**  
Community Engagement Manager





# VOLUNTEER RECOGNITION

## International Volunteers Day - December 2019

A great time was had at BBCR's International Volunteers Day celebration. BBCR celebrated the wonderful contribution made by our volunteers during a relaxing afternoon High Tea. Volunteers enjoyed and participated in hand massages, Tai chi and listened to tunes performed by our guest piano player while looking over the beautiful St Georges Basin at Coastal Waters Retirement Complex function Centre.



As a small expression of gratitude, Chef Steve prepared a sumptuous high tea spread for our Volunteers



Project Support Worker Natalie spending time with some of her Group Volunteers

## Volunteers Week Celebrations - May 2020

COVID-19 impacted on BBCR's recognition of our wonderful Volunteers during Volunteers Week. This year we had to forego the Annual dinner celebrations and award presentations.

Volunteers were still recognised by BBCR using technology, social media, radio presentations and phone calls from appreciative team members.



Special recognition must be given to Volunteer Yvonne Ramsay who has supported BBCR for twenty years in various volunteer roles. Yvonne has now retired from volunteering to enjoy time with her family. Words cannot express our gratitude to all that she has given to BBCR and the community.

**Margaret Semkiw**  
Community Engagement Manager

# OUR SERVICES



**Aged Care**



**Home Care Packages & Short Term Restorative Care Programs**



**Community Services**



**Community Radio**



**Outside School Hours Care**



**Activities Hub**



# AGED CARE

## Highlights

- Referral and assessment agencies tell us BBCR continues to be a preferred provider in the area because of our consistent follow up, flexibility in meeting consumer needs and willingness to explore and offer alternatives.
- Continued commitment in promoting wellness and reablement for consumers and carers.
- Adapted service delivery in the face of COVID-19 to ensure consumers' continued access to vital support. This included an increase in telephone support in lieu of a face-to-face visit where appropriate, and increased offerings of unaccompanied activities.
- When COVID-19 initially hit Australia, a number of consumers either temporarily suspended their services or postponed service commencement in an attempt to isolate themselves from the risk of the virus. BBCR maintained records and regular contact with all these consumers and by the end of the financial year, and with the easing of case numbers, most had resumed or commenced services with confidence in BBCR's practices.

## Facts and Figures

BBCR secured a steady number of referrals from My Aged Care (MAC), resulting in a combined total of 770 CHSP program referrals for the financial year. The breakdown of these referrals is as follows:

- Social Support Individual - 214
- Centre Based Group - 16
- Social Support Group - 95
- Flexible Respite - 237

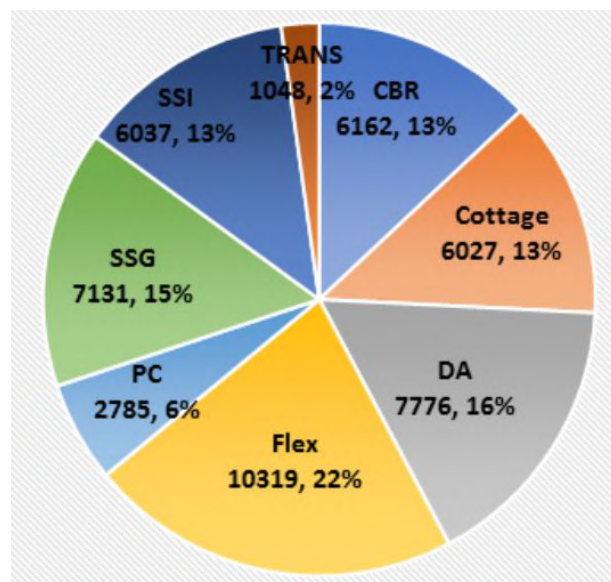
- Domestic Assistance - 106
- Personal Care - 53
- Cottage - 29
- Home Maintenance Program - 20

From the above referrals, 443 new services commenced within the financial year. This figure represents a combination of new consumers commencing services with BBCR, as well as existing consumers commencing additional services with BBCR.

- 189 participants attended activity groups at least once within the year.
- 33 carers had the opportunity for a short break with the person they support attending our 4-night cottage respite.

The following graph depicts the total hours of direct support delivered through all CHSP programs, with the exception of the Home Maintenance Program which is reported separately in this report.

### Total CHSP Service (Hours) Total Hours = 47,284





Consumer's individual Goal Orientated Support Plans are developed and reviewed in consultation with each consumer and their representative, in keeping with a reablement and wellness focus. Care Workers are considered an integral component in supporting consumers to reach their goals and are trained and mentored to integrate the principle of 'doing together rather than doing for'.

**Personal Care** encourages consumers to be as independent as possible, while at the same time providing support and building confidence. Strategies or aids commonly suggested include: long handled sponges to wash backs or legs, appropriate chairs to sit on for dressing or showering, installation of hand rails and non-slip mats. Use of medication devices such as Webster packs, blister poppers and Tab Timers are often employed in support of a person's independence with prescription medication.



Stanley attending the BBCR Beachside Tours group

**Respite for Carers** is where BBCR staff provide an opportunity for a carer to take the time for their own activities away from the home or for a much-needed rest or break. The respite services can also serve to provide information to carers to support their caring journey. Carers are not always related to the client and often don't define themselves as a "carer" and without the valuable time and support from them many more people would be forced into accessing residential care earlier than they may have otherwise needed.

There are a number of ways this support is provided:

- **Community Access**, where the person being cared for is taken out for an activity of their choice with input from carers. Activities have been more limited this year due to the extraordinary circumstances related to the bushfires, floods and COVID-19. Individual risk assessments have been completed to take into account the various risks these circumstances presented as a measure to promote community access wherever possible.

**Sylvia, the daughter of a BBCR consumer, shared that her mother was extremely happy with BBCR care workers. Sylvia said that her mother declined services from a 'Spanish speaking' home care service because she preferred to have her services from our care workers due to their attentiveness and caring nature.**

**"Thank you for sending the Survey form. I filled it in and posted it. I have been more than satisfied with the service I receive from Bay & Basin Community Resources and hope it will continue. Take care in these difficult times and stay well."**

**Domestic Support** provides assistance with basic household tasks where Care Workers encourage the consumer to undertake tasks together and to look for ways for the consumer to complete tasks for themselves, such as through introducing a cordless light weight stick vacuum.

- In Home Respite, while similar to Community Access, is undertaken in the consumer's home with Care Workers engaging in activities chosen by the consumer and/or with carer input. Favourite games include Scrabble and Poker. However, often the opportunity to reminisce and talk is one of the most requested and valued choices. This is also an activity that our Care Workers report gaining the most enjoyment and reward from in their job.

Wayne, son of a BBCR consumer, phoned BBCR to tell us how much his mother is enjoying attending group each Wednesday. Wayne told us he had noticed a huge change in his mother's attitude towards many things, coming home from group each Wednesday extremely happy and cannot wait for the next Wednesday to arrive. Wayne said it was the best decision his family has made towards supporting her well-being. Wayne stated whatever was being done at group to please continue as it is lovely to see his mother so happy.

- Well-Being Days give the opportunity for a full day at Cottage with activities specifically designed for those attending. Our vegetable garden and chook house provide many hours of activities.
- Short Stay Cottage Retreat offer consumers an opportunity to attend Paradise Cottage to be our guest for 4 nights. We often refer to this as a short holiday for both carer and the person receiving care. Guests are supported in a safe environment with a number of activity options available.
- Monthly Carer Support group, held at Sanctuary Point offers opportunities to chat, gain feedback and support from each other. The Carer Support Event in

October was again well received, with lunch and morning tea provided along with the always favourite Ice cream cones.

- Group activities provide opportunities for consumers with or without carers to access varied types of activities in a group setting, both in group rooms or at other venues. Based on consumer interest and preferences, group activities continue to be a blend of the traditional board and card games, trivia and arts and craft. This year's activities included the making of Tote Bags, Sock Snowmen, and Christmas craft to name a few.

This year, our Social Activity groups have travelled locally and outside our region to locations such as Canberra, Mogo, and the Wollongong Botanic Gardens. Tai chi has grown in popularity, also being delivered remotely via Zoom during the peak of COVID-19 restriction times. Aromatherapy demonstrations, as part of one of their sessions, was greeted enthusiastically.



Outing to Mogo Zoo

The Banksia group won another award this year for Artwork entered into the Nowra Show. This is now displayed at the Browns Road office for all to see.

**Michelle Gregory, RN**  
Aged Care Operations Manager

## **BBCR Delivers Safe and High Quality Services**

This year has seen many changes in the aged care service environment as providers, staff and consumers alike adjust as best we can. The emergence of COVID-19 has seen unprecedented regulations and restrictions coming into affect to keep our community safe.

BBCR has always held consumer safety as a top priority and with this comes a strong focus on ensuring quality and compliance. This year saw the introduction of a Quality Coordinator role and from there the Quality Improvement Committee (QIC). The QIC meets monthly to manage new and ongoing quality aspects and works proactively to develop innovative approaches.

This committee works in conjunction with BBCR management and other committees across BBCR, as a coordinated response. Some examples of innovative approaches to quality improvement this year include:

- The annual consumer-wide survey and resulting data summary. This survey proved valuable in gaining insights into what consumers think about their services. Of the respondents, 99% of consumers believed BBCR Care Workers were suitably skilled, treated them with dignity and respect, and made them feel comfortable when visiting their home. An additional 98% of respondents felt the services had made a positive difference in their daily living and 79% felt familiar with how to make a complaint if required.
- Ongoing Social Support phone calls have been offered amid the COVID-19 pandemic to continue support for consumers and tackle social isolation and lack of activity, which can be challenges for older people living alone.
- Purchase of technology such as tablets through a Government COVID-19 initiative to also support consumers to maintain social and family connections.

- Monthly Quality Improvement Committee meeting which comprises of BBCR employees, BBCR Board representative, and consumer representative, to gain holistic perspectives and feedback, as well as address emerging quality issues.
- Regular updates to the aged care Quality Improvement Plan (QIP) to map the organisation's application to the aged care quality standards.
- The weekly COVID-19 Toolbox Talk which has provided a responsive environment in which to discuss important Government updates, and the best ways to move forward in keeping the staff, volunteers, consumers and the wider community safe.
- Online Zoom check-ins, implemented with Care Workers during COVID-19 social restrictions, help keep staff informed and connected. It is expected meetings in this style will continue in to the future.

These are a few examples of approaches and strategies employed throughout the year. BBCR works tirelessly to provide consumers with continuity of care that is high quality, effective and friendly. Our policies and procedures provide the framework by which to provide these services, and we work in a coordinated and proactive fashion to continuously improve our services and organisation.

**Karla Pullen**  
Quality Coordinator



## Social Support Individual and Community Visitors Scheme

### Highlights

Service types under Social Support Individual (SSI) and Community Visitors Scheme (CVS) have increased to provide consumers with more choice, control and flexibility under the Volunteer model.

Volunteers are matched with consumers to meet individual cultural and socio demographic preferences wherever possible.

Contractual requirements were met for CHSP funded SSI and the CVS one on one and group activities

Innovative technology, including the creation of a DVD, DIY webinars and Zoom sessions were used to ensure ongoing social connection under these programs with the support and assistance of the volunteers.

The organisation implemented a range of digital/phone, Zoom sessions, Pirate Band performances, DVD screenings and Virtual DIY workshop initiatives to maintain contact with the consumers. The major challenge, due to COVID-19, is to both the volunteers and residents who have formed a bond and now do not have that social face to face connection.

**A consumer who commenced the service with Wellness, Check and Chat calls due to social isolation restrictions, requested that they be matched with a volunteer who spoke German as she had no one to talk to in her own native language. The volunteer and consumer discovered through their conversations that not only did they both speak German, but they also came from the same town and lived a couple of streets away from each other back in Germany. The consumer and volunteer continue to enjoy their time conversing, and once restrictions are lifted plan to transition to a home visit.**

## Facts/Figures

### SSI VOLUNTEER MODEL

A portion of 55.38% of the total SSI contract was provided under the Volunteer model.

SSI outputs were affected by the bush fires in December 2019 and the removal of volunteer services for accompanied activities and home visits from April to June 2020

Compared to last year, there has been an increase of 420 outputs of Accompanied Activities under the volunteer model this year, representing an increase of approximately 56%. Each month the outputs increased with the exception of December 2019, due to bush fires and April, May & June, due to COVID-19.

The delivery of home visits has decreased by 346 outputs. It is expected that this trend will continue in the future as consumers want more than a home visit to increase their social and community participation.

A wellness check & chat service commenced in October 2019 when selected volunteers were allocated phones and matched to consumers. It has been an extremely popular service, especially during COVID-19, and many of the consumers have indicated that they would like this service to remain even when service delivery is reinstated.

Technology mentoring is a new service type which has mainly been focussed on the IT Pioneers. With the introduction of Tablets/Ipads to consumers there is opportunity to increase outputs with volunteers providing technology support and Zoom meetings.

### CVS - GROUP

BBCR provided a total of 16 active visitors to 450 consumers which exceeded the contract requirements. The service delivery was affected during the reporting period by the bushfires which surrounded the service

area and created safety and accessibility issues. Residential aged care facilities were closed and some were evacuated. This impacted greatly on volunteer visits and group activities.

The service delivery was affected during the reporting period due to COVID-19 from March 2020, as volunteers were no longer able to visit residential aged care facilities due to COVID-19 risks and government restrictions.

## **CVS - INDIVIDUAL**

Funding contract requirements was to provide 15 active visitors. BBCR provided a total of 18 active visitors to 25 consumers.

As with groups, service delivery was affected during the reporting period by the bushfires and COVID-19 restrictions.

Volunteers who could not access consumers due to road closures, made phone calls. Challenges included supporting the volunteers and consumers through the bushfire crisis which led to the organisation undertaking the Next of Kin (NOK) program in partnership with the local Police as at times we could not contact the consumer.

The organisation implemented a range of digital/phone and letter writing initiatives to maintain contact with the consumers. Each consumer was contacted and advised that we no longer would be able to provide a volunteer visitor in home, but would develop an alternative social interaction service to meet their needs.

HCP package clients who originally did not wish to receive CVS services prior to COVID-19, were re-contacted and offered the service of a digital or phone volunteer visit, titled "Wellness, Check and Chat". This service was essential to keeping the CVS consumers connected and up to date with changes related to COVID-19 as well as providing social interaction.

**Margaret Semkiw**  
Community Engagement Manager

## **Home Maintenance Programme (HMP)**

What a year. It was a bit of a struggle due to fires, floods and of course the COVID 19 pandemic. The HMP service proved to be critical in assisting older people to remain in their home safely. Part of the service is to remove garden waste and clean around the house to reduce fire risk. Some of our consumers live in high fire zones, and we are pleased to report that none of our consumers lost their home during the fires, thank goodness.

With the help of our wonderful volunteers, the service was able to achieve over 100% of our HMP targeted outputs.

Consumer confidence and satisfaction was reported as very high. We had a lot of smiling faces and great conversation during our visits, from some wonderful people in need of our services.

Although volunteer numbers have been low, the Team is very dedicated and committed and really deserve any acknowledgement they have received from the consumers, staff and management of BBCR.

Lots of different job requests have been completed to meet consumer goals. This included:

- Yard rubbish removal
- One off mowing
- Weeding, pruning and mulching of gardens
- Repairs to handrails
- Tap washers replaced
- Sliding door rollers replaced, and garden retaining walls repaired

Around 60 consumers received assistance under the HMP service. The My Aged Care portal has been very busy with referrals for new potential consumers as existing

consumers leave the service due to a diverse range of reasons such as moving on to a Home Care Package, or moving away from our service area.

A good example of how valuable this service has been during the year is a lovely couple who live locally. This is their story.

Mr and Mrs T are both elderly and also care for a son with disabilities. Although both are still quite active, they were overwhelmed and distressed because the garden they love was slowly becoming overgrown and unsafe as the retaining walls were sagging and starting to fall over.

The HMP team was able to dig out and salvage some plants, realign and strengthen retaining walls, replant the salvaged plants and return the garden to its former glory. We were also able to bring back to life a former vegetable garden, and of course cleaned up and trimmed the existing shrubs and trees.

The look of relief and the smiles that followed were very rewarding for myself and our volunteers.

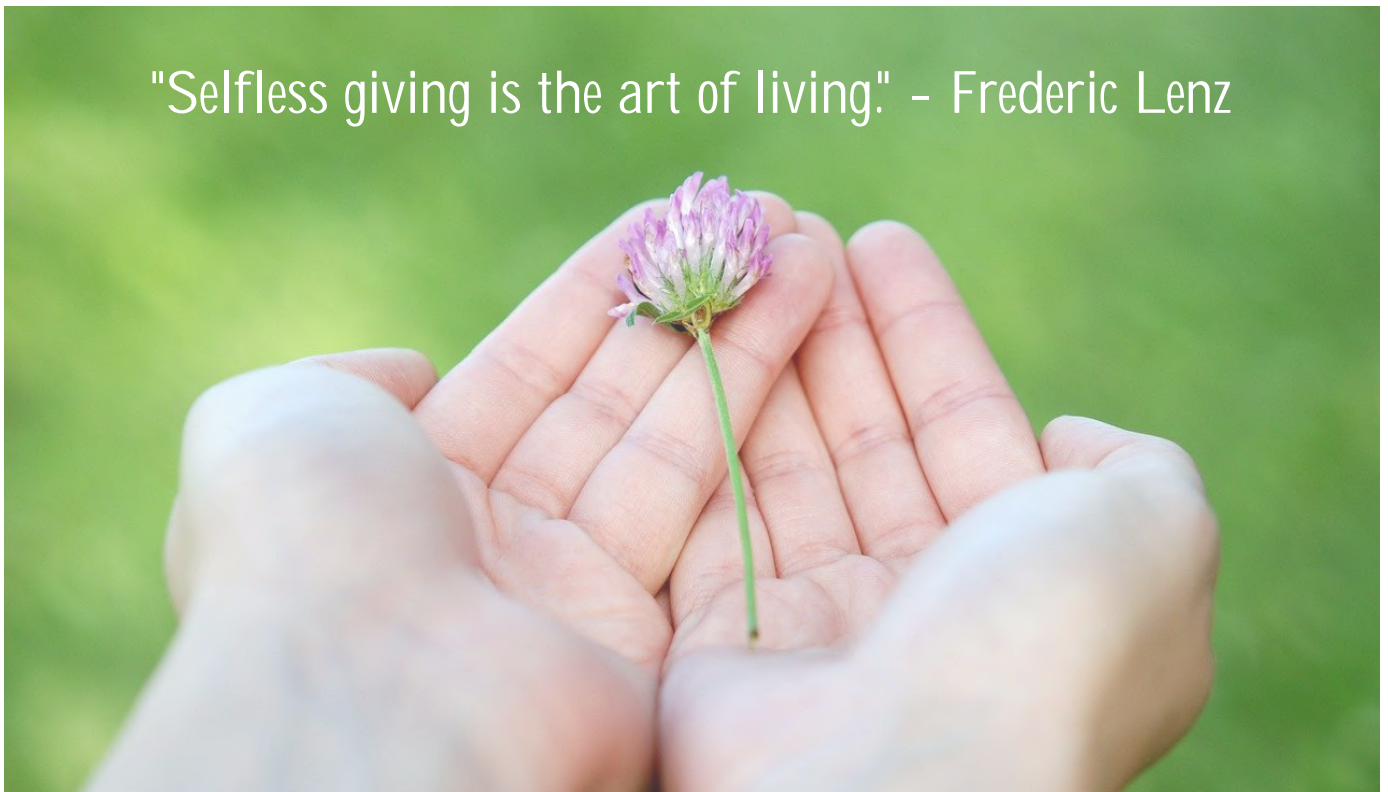


Mr and Mrs T overjoyed with the result of their garden

On a personal note, and on behalf of BBCR, I would like to acknowledge the HMP volunteers for their dedicated and constant support to help make the BBCR Home Maintenance Program the success it is. Without them, this program would not be able to provide the service it does. THANK YOU.

**Steve Collins**  
HMP Coordinator

"Selfless giving is the art of living." - Frederic Lenz





# HOME CARE PACKAGES & SHORT TERM RESTORATIVE CARE PROGRAMS

We know that most people want to stay at home for as long as possible as they get older. The BBCR Home Care Package (HCP) and Short Term Restorative Care (STRC) team have been working hard to achieve this goal for their consumers. Recently a competitor stated that BBCR was a “boutique” home care provider because we have a reputation for going above and beyond for our consumers. What a wonderful recognition for our Care Workers and Care Managers.

Our consumers have faced a particularly difficult time since Christmas 2019, with bushfires in our southern region and all consumers facing the change brought about by the COVID-19 pandemic. BBCR has provided extra support for our consumers during this time, particularly in regards to social isolation by introducing a quarterly

consumer newsletter, to keep our consumers informed of changes, and phone calls to attend welfare checks.

**Time to talk numbers:** June 2020, we hit triple digits; HCP finished the financial year with 101 packages, 24 more than last year. The proportion over the four package levels has varied over the year. Some consumers have waited a long time for their package assignment or have been assigned a lower package level whilst waiting a higher level. These delays often mean there is a need for further ACAT review and progression to a higher package. Our care managers work closely with the family to assist in this process. Last year, BBCR lost existing consumers when they moved out of area; moved to a residential aged care facility or by their passing.

## HCP Package Numbers by Level

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
<b>Level 1</b>	15	18	19	15	12	11	10	13	14	17	16	19
<b>Level 2</b>	23	22	26	29	36	36	39	38	41	40	40	41
<b>Level 3</b>	23	21	17	15	18	18	18	17	17	20	20	22
<b>Level 4</b>	16	17	19	21	19	19	19	18	19	19	20	19
<b>TOTAL</b>	<b>77</b>	<b>78</b>	<b>81</b>	<b>80</b>	<b>85</b>	<b>84</b>	<b>86</b>	<b>86</b>	<b>91</b>	<b>96</b>	<b>96</b>	<b>101</b>

## **NORMA'S STORY**

I'd like to introduce Norma, an 86 year old lady, one of our STRC consumers who had a fall and injured her shoulder. This was preventing her from maintaining her independence and required her family to assist with meals, cleaning and personal care. Norma was able to access STRC after a My Aged Care assessment. BBCR met Norma in her home with her husband and 2 daughters. Norma was able to access Physiotherapy; and Occupational Therapy; home modifications to assist with access for her 4 wheel walker within her home; equipment to assist with cooking safely (Norma loves cooking slices) and BBCR to help with personal care and cleaning. Norma let us know that she was so thankful to be able to stay in her own home and receive help from all these people following her fall.

By the end of the program, Norma no longer required assistance in the kitchen or with her personal care due to the gains she made with her physiotherapy.

Norma said "Everything has been perfect, everyone I have met has been helpful, courteous, friendly and obliging. I will definitely spread the word on what a great help Bay and Basin have been."



Norma

Our team has seen some change over the last year, with half of our care management team going on parental leave in January; Skye, our Social Worker/HCP and STRC Care Manager, to have her first child, and Chantelle, HCP Care Manager, to have her second. Although we have missed their expertise, it has meant that Carly, who was previously working in CHSP Intake for BBCR and Jennifer who is new to BBCR, but has worked recently as an Aged Care Support Worker and a Case Manager for Carers NSW, have been able to join our team and share their ability and skill. Debbie is currently our most experienced Care Manager and brings her knowledge of BBCR and aged care to the role. Keiryn continues to support the care management team, but has been able to commit more time in supporting with STRC. We welcomed Lorraine to BBCR as the HCP/STRC Senior Care Manager and BBCR Clinical Manager. Lorraine has brought value to BBCR through her skills as an RN/Manager from an acute hospital background.

Short Term Restorative Care has remained constant at 10 consumers at a time for their 8 week program. COVID-19 was initially a huge challenge in running this program that provides home visits from Physiotherapists, Occupational Therapists and other allied health providers. Zoom and other technology platforms were used to continue to provide service with sign-ups initially happening by phone. Keiryn and Lorraine have worked closely together on managing these consumers and their various needs and assisting with achieving their goals to prevent functional decline and allowing them to stay at home.

**Lorraine Williams, RN**  
Senior Care Manager/Clinical Care Manager

# COMMUNITY SERVICES

## Highlights

- Renovations & Restorations of the Community Space.
- 100% of participants would join us for future programs & would recommend our services to others.
- Activation of online presence and virtual community hub classes & connections during COVID-19 restrictions.
- Significant growth in participation of Aboriginal & Culturally and Linguistically Diverse (CALD) families across all projects.



SPYCC Renovations

## Community Builders

BBCR Community Services deliver support & programs which have:

- Empowered people to change their lives.
- Built a strong, resilient & connected community.
- Advocated for equality & social justice with opportunities for all.
- Been holistic & sustainable in their

practices.

Our integrated service provision includes delivering programs that focus on:

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

- ▶ Staff delivered over 100 life skills, education or learning programs.
- ▶ We had over 1250 occasions of participation in these programs.
- ▶ Our community hub offered over 450 services, classes or supports.
- ▶ 177 young people were supported through our Tween Projects.
- ▶ We supported 234 people with emergency food packages through our Little Food Pantry Program.
- ▶ 84 Participants engaged in parent education.
- ▶ 156 took part in skill development – such as budgeting, cooking classes, improving mental & physical well-being.
- ▶ On average, approximately 760 people per month were assisted with information, referrals, support or use of centre resources.



"Thanks again for the (Budget Cooking) course. It gave my home schooled 16yr old the confidence to know he wants to do commercial cookery at TAFE!" - AP

"Thank you so much! You have completely opened our eyes! Because of your assistance we now know our child has sensory processing issues, you gave us tools & support and now we have sought further help. It's amazing." -CW

"I am a single mum, just out of hospital. We came to the centre last week and I broke down. A worker offered me one of the Xmas hampers. Thank you so much, we don't have friends here yet (working on it)....it's actually the best thing I'm looking forward to, you made my year!" -LJ

## Aboriginal Families

Health, Cooking & Nutrition workshops  
Outreach Health Checks  
Connecting with Culture Groups  
Parent/Carer Education  
Binji Boori Playgroup Support

## Food Pantry

Emergency Food Packages  
Christmas Hampers (for those experiencing unexpected hardship).  
Community Consultations



Multicultural cooking with Israeli Shashuka Sivan

## Programs

### 0-5 years

Emergent Literacy & Numeracy  
Health, Well-Being, & Nutrition  
Improving Child Development Outcomes  
Fundamental Movement Skills  
Parent Education  
Outreach Health Checks  
Transition to School

### 8-14 years

Increasing Healthy Behaviours  
Community Radio Program  
Healthy Relationships  
DIY Workshops for Girls  
Creative Play for Boys

### Young Parents

Parent Support  
Parent Education  
Child Safety & Well-being  
Improving Child Development Outcomes

Fiona\* & her children have been involved with BBCR for 4 years. Between them they have been part of our community celebrations, participated in events & education sessions for families with children 0-5, engaged in tween projects, parent education & skill development programs. With help from BBCR the youngest has made a successful transition into kindergarten. Through ongoing participation in our programs the eldest child has found outlets for creativity, developed confidence and a wider range of skills. This child has continued to pursue these interests within the broader community. Fiona has become a BBCR peer mentor, sharing skills & leading groups. She was encouraged to start her own business and ran workshops for adults and youth, whilst also generating an income from other elements of the business. With BBCR support, Fiona also begun full time study. She is now feeling financially secure enough to look at buying a home!

\*Name changed

## Strong and Resilient Communities

This year BBCR Community Services concluded its 'Cultural Connections' program. This project utilised targeted, place based initiatives to support marginalised, CALD and Aboriginal individuals into community activities, with further opportunity to engage in leadership, volunteering and mainstream programs/services. Children developed positive identity and resisted social stereotyping and false social entitlement.



Celebrating National Aboriginal and Torres Strait Islander Childrens Day

Cultural Connections enhanced social cohesion by:

- Improving community understanding, knowledge and skill
- Encouraging bystander action against racism and intolerance
- Utilising community activities and public spaces for positive intercultural interaction
- Enhanced participants sense of belonging and community identity

- Increased ability and willingness for community groups to partner together

'Cultural Connections' concepts originated with Aboriginal, Culturally and Linguistically Diverse communities and partner organisations. Each party recognised the synergy and opportunities afforded by working together. However, each faced barriers in building these connections. Cultural Connections adopted assets based, participatory design principles with program development dynamic and stakeholders, including CALD and Aboriginal communities involved in each stage of initiation, planning, implementation and evaluation.

- BBCR staff delivered over 70 Cultural Connections programs.
- Over 1500 local residents participated in these programs, including Sanctuary Point Pre-Schools, Sanctuary Point and Vincentia Public School and Vincentia High School.
- 4 Aboriginal and 1 CALD community members were mentored and assisted to acquire ABN's, and public liability to begin their own businesses sharing knowledge & teaching culture.

**"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." - DL**

**"I'm from Japan/Taiwan. We don't have a baking culture. I learnt lots of different way to use oven for baking. Whole family like the food from cooking class each week. It was good but scary to present to the class. I am much more confident now to join other groups and maybe even be leader of more!" - SN**

**"This is unbelievable, I have nearly all of these plants in my garden and had no idea they were so useful or even that they had uses. I feel so lucky!" VJS**

- The program resulted in a regular attendance increase in the Aboriginal playgroup from 4 – 20 participants.
- During the project CALD family inclusion in supported playgroups increased 20%.
- Partnered with SPPS and Aboriginal community to redesign, develop and open the school's Aboriginal garden/cultural learning space – including associated workshops using native plants and video resource of bush tucker and medicine.
- 'My Mob' Dhurga language book was also produced – featuring local Aboriginal families & celebrating language.

**"With support from BBCR the number of CALD families accessing our supported playgroups had increased significantly. In addition, whilst the children and mothers may be born in Australia, many of their husbands or partners were born overseas. These families are now comfortable to share this cultural heritage and indeed the group celebrate the diversity. BBCR have also supported Binji Boori Aboriginal Playgroup and we have seen more support and outreach from health, an increase in participant numbers and adoption of improved health behaviours and positive parenting and relationships." Sanctuary Point Connect Supported Playgroups**

**"We certainly recognise that Sanctuary Point is an area of need with limited medical services in the area. I would love to offer another Health Hub and will be in touch." Health Hub**

community members including community kitchens, culturally significant food share and traditional art/crafts.

**Support for local playgroups and parent education.** Play and parenting groups were developed to improve accessibility and ensure cultural diversity of activities offered. Hands-on workshops built capacity with families and developed connections to provide support and addition service referrals. Education and modelling developed parental skills around health, nutrition, language and cognitive abilities; communication and behaviours, self-reliance and early help seeking.



Using the food groups to create healthy lunches - Binji Boori Playgroup

## Small Group Projects

**Skill Share Workshops.** These workshops are led by local Aboriginal and CALD



## Community Events

**Health Hub for children** - ages 0-8.

**Community Celebration Events** - including Harmony Day, NAIDOC and Refugee Week.

**Community Cuppas** - morning teas celebrating cultural diversity with a CALD or Aboriginal guest speaker. A space for the wider community to meet culturally diverse residents, share food and drink and promote cultural understanding and respect.

**Recognising Occasions of Cultural Significance** - promoting and celebrating significant cultural events for CALD and Aboriginal residents with wider community.

**Multicultural Performance Art** - exploring performance techniques and traditional stories of local cultural groups.

**'Our Story' Project** - CALD and Aboriginal residents, recorded their stories and had these broadcast on local community radio.

**Children's Projects** - in partnerships with local playgroups and after school care we delivered activities that explored the diverse cultures of our local area.

My family are Aboriginal. I have been attending a lot of BBCR workshops & they are great. My teenage son is on the autism spectrum and can have quite a closed mindset, lately he was showing racist behaviours & language to multicultural members of community. He is also extremely fussy and wasteful when it comes to food. After sharing resources and information from the Refugee Week brunch with my family he has had a complete change in attitude. He is challenging others on their stereotyped and often hurtful discriminatory comments and has eaten all his food, every meal thankfully and with no complaints. Also after sharing what I learnt with my family, my daughter has chosen to focus on refugees as a topic for a major HSC assignment. She is going to continue to learn and educate as many people as she can! Really far reaching impact from just one program!



NAIDOC family celebrations

**Karen Chambers**  
Community Project Worker

# COMMUNITY RADIO

## Highlights

A highlight for the radio this year was receiving a donation of professional studio sound & recording equipment from an extremely generous community member and local musician, Marco Verdugo of Cantamar Studios in Huskisson.

Our station has always prided itself on promoting local arts and music and our weekly show, The SLAM, with Vanessa has been home for many guests since its inception providing the opportunity to perform live to air on the radio.

Bay & Basin 92.7FM is currently in the process of designing the layout of our live performance space, on site. With the welcome addition of funding via the Community Broadcasting Foundation, we will begin construction in early 2021. This is a very exciting project and we look forward to offering this service to local artists/musicians once completed, which will become a very unique part of the station.

Another highlight was the formation and implementation of our 92.7FM radio consultative and advisory committee. The committee will assist and support the function of the station in line with our ACMA licensing requirements. Congratulations to everyone that was involved in the development of the committee and a special mention to the BCCR Community Engagement Manager, Margaret Semkiw, for supporting and guiding our volunteers throughout the process. I look forward to working with the committee.

## Services/ programs

Bay & Basin Community Radio has a team of over 40 volunteers, including students from local primary and high schools, who make up the majority of our Youth Radio programming.



Darren and John on the radio

After enduring the 2019/20 bushfires in December and January, we were faced with lockdown restrictions imposed due to the COVID-19 pandemic. This meant our volunteers were unable to access the studio to present their shows, and staff were required to work from home over the period of March to June 2020 operating the radio remotely. Volunteer numbers were down considerably with only a small number of consumers registered with the BCCR Social



Support services and NDIS program continuing to present programs on the station when supported by staff.

A massive thanks to our radio programming assistant, Chris Kovalik, who continued to undertake vital updating of CRN programming and automated logs from home, keeping our content up to date and in line with normal timeframes.

The station also ensured all material and updates from NSW health were included in regular programming on air, to keep our local area informed with the latest updates and information.

Whilst this time has been an extremely challenging time to say the least, it was encouraging to see many members of the team undertake pre-recording of shows from home to be used in lieu of their live shows. For one new volunteer announcer who was due to start on air in March, this was a very strange introduction to broadcasting as he was required to pre-record his show for 10 weeks from home before restrictions were lifted to allow the return of volunteers on site.

Over this time, the strength and support of the radio team coming together via regular Zoom meetings to catch up and check in with each other, was extraordinary and the work of those to continue with developing content from home for the listening audience was a huge effort. I am pleased to say that by the end of June 2020, approximately 75% of our volunteers have returned to their roles at the station.



Zoom Session

A massive part of the radio being able to continue to service the local community over this time, was due to the ongoing support of local businesses who make up our wonderful list of loyal community radio sponsors. At a time when many of these businesses themselves were facing financial uncertainty, we were particularly grateful not to lose their support.

The station has incorporated many new programs over the past 12 months, with the addition of sports and more with Uwe, upbeat Songs with John, Monday Mixed Bag with Jennie, The Jotboard show with Chris & Jesse and new releases with Zena and Lance.



Horizon Pulse

The station also worked with a number of local community members to record and produce the "My Story" series, featuring 12 local stories. The stories highlight the diverse and rich community we share in the Bay & Basin area, including stories from members of the local Indigenous community sharing culture and experiences growing up on country in the area. A WW2 veteran who shared his accounts of the war and how he met the love of his life, an immigrant who grew up as a child working in a market garden, a flight attendant and Sydney bus driver. Stay tuned to the station to hear these stories.



## 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 ClubGRANTS scheme. This enabled upgrades to be carried out at our TX site in Vincentia and the Community Broadcasting Foundation for their financial contribution assisted with the cost of our annual TX site rental fees and transmission equipment.

Thanks to the BBCR staff, management and volunteers for going above and beyond to ensure the station continues to operate. We are looking forward to getting back to our full operating capacity and providing outside broadcasts to support our community partners again in 2021.

**Brad Slaughter**

BBCR Community Project Officer



**One of our longest serving radio volunteers Roy “The Boy” Shute sadly passed away in October 2019 aged 92. Roy presented his show “Strolling Down Memory Lane” on a Wednesday at 92.7FM for nearly 16 years. He was supported by his co-host John before being joined by Renate and Martin who were a vital part of the show for many years and still continue in the usual timeslot today presenting “Memory Lane” with a sincere dedication to Roy each week.**

**Over his time at the station, I worked with Roy the Boy on many occasions to bring his unique and lovable charm to air at many outside broadcasts of his show in areas such as Sussex Inlet, where he had a strong following. I recall Roy telling me whilst in transit on the day of the event that we may need to have an extra hour or two up our sleeves if they want to dance as once the music starts they will be hard to stop! He was certainly right, as we did a solid 2 hours of the program and needed to extend the event for an additional hour by request of the group. Roy only took a break from dancing to grab the microphone to announce in between songs. At another event Roy and his gorgeous wife Edna both danced up a storm before Edna took a fall and required an ambulance ride to hospital. Roy himself had a ride in an ambulance one day, when, during his show at the station he suffered a heart attack and needed assistance. However, upon their arrival he ushered the paramedics out of the studio stating “I can’t leave, I only have 20 minutes to go”.**

**Roy had an amazing knowledge of the big band and swing era and relished the opportunity to give this style of music a chance to be heard on 92.7FM. He was also an avid artist and could be seen every weekend painting landscapes of his beloved Jervis Bay in the park at Huskisson and sharing a story, joke or golfing tip with passers-by. It was certainly a pleasure to work with Roy over the years.**

# ACTIVITIES HUB

## Highlights

The BBCR shed site, or as we now know it the “BBCR Activities Hub”, incorporates several projects and activities including the BBCR shed, NDIS Community Participation programs, Community Enrichment Gardens and BBCR aged care programs such as the Community Visitors Service and Social Support groups (Art Group) and Individual programs (Community radio).

A highlight for the Activities Hub this year includes the approval of a DA for a carpark on our Larmer Avenue property that adjoins the rear of the hub site. Once completed, this will provide secure and accessible off street parking to access our community enrichment gardens and other activities on site.

The carpark coincides with Stage 1 of the Community Enrichment Gardens that are currently underway. These gardens are being built as no-dig raised beds in a similar style to the existing gardens which are wheelchair accessible with ample room to move around freely. The gardens will produce freshly grown seasonal vegetables lovingly maintained by our volunteers, consumers and staff who access the site throughout the week. The harvested produce will be boxed up and distributed throughout the local community to consumers who are registered with BBCR.

The hub gardens are a very rewarding project enjoyed by all on site and we look forward to the new enrichment gardens being established so we can further develop this activity.

Another exciting development was the announcement by Shoalhaven City Council of securing \$918,000 from their Tourism

Sustainability Grants submission. These funds will be used to develop and implement the Bherwerre Wetlands Project in Sanctuary Point. The wetlands area is located directly opposite the athletics oval on Larmer Ave and Shoalhaven City Council have reported that the work will be completed by November 2021. BBCR hosted and supported the wetlands steering committee meetings to develop the concept plan in partnership with key stakeholders from the community such as Birdlife Shoalhaven, Bay & Basin Villages Forum and local schools.

The funding will allow the installation of raised walking platforms, bridges and boardwalks, bird viewing platforms and other features such as kayak access points and seating. The area will link up with existing nature reserves enabling access to other areas along the Basin foreshore. BBCR will continue to work closely with all key stakeholders on the project.

## Services/ programs

The Activity Hub encompasses many projects on site such as the BBCR Shed Program, Community Radio 92.7FM, Community Enrichment Gardens, Aged Care groups/ programs, Community Visitors Scheme, the Pirates Band and NDIS Community Participation programs.

Since its inception in 2005 the BBCR Shed has continued to function as a broader access community shed model, with both male and female volunteers, consumers and users accessing the service and activities on offer at the site and with the addition of NDIS in recent years we have seen this area of growth enable access for a wider range of our community.

Our Activity Hub team is made up of BBCR staff, volunteers, consumers and groups, including students from local primary and high schools that make up the majority of attendance during the week. Due to COVID-19 restrictions since March 2020, we have been unable to offer group activities due to strict maximum capacity and social distancing rules.

Although the last quarter of the year saw disruption to groups due to COVID-19, we have undertaken many projects on the site including a number of hardwood outdoor tables as a community partnership project with Jervis Bay Brewery at Woollamia. The tables were designed and built in line with the brewery's ethos of using sustainable materials, using a number of ruff sawn spotted gum hardwood sleepers that were milled from felled trees on a local property. The timber was dressed and constructed into the table settings on site at the BBCR Activities Hub before being delivered to the brewery in time for their opening in December 2019. The design, quality and standard of the build was hugely satisfying for all involved and a huge thanks to our in-house master craftsman Wayne Grumley for his time, effort and dedication supporting the project.



Table for Jervis Bay Brewery built at the Activities Hub

Other key community projects completed by the BBCR Shed this year include:

- outdoor settings for St Georges Basin public school.
- recycled timber teepees for Huskisson public school.

- pre-fab wall frame system for school radio studio at Sanctuary Point public school.
- raised seat platforms for David Berry hospital palliative care unit.
- HMAS Creswell timber weight/ medal display piece for change of commander ceremony.
- timber slab shelf and back board & 50 x recycled oregon timber tasting paddles for JB Brewery.
- timber slab top for antique sewing machine and ice-cream trolley for Opal Aged Care Bomaderry.



HMAS Creswell

The Community Visitors Scheme "Pirates Band" program is always a hugely popular program with our very own 5 piece music band that calls the Activity Hub home. The band rehearse on site and usually traverse the Shoalhaven with up to 20 gigs a year at various residential aged care facilities covering Berry to Milton. The band have continued to grow from strength to strength over the years, but have been on hiatus since March due to restrictions in force at aged care facilities in NSW.

Without being able to perform at the facilities, it was decided to make up a music DVD that could be sent out to the facilities to enjoy some music and a message from the Pirates Band members. The Pirates did themselves proud and were able to make up a 30 minute DVD consisting of live performances, videos and photos from over



the past 6 years featuring all of the facilities. The DVD was received very well and enjoyed by all. The Pirates look forward to getting back out on the road again soon.



The Pirates Band

Key projects for the next year at the Activities Hub will include:

- Reduce BBCR's carbon footprint with the addition of a 13.8KW 42 panel solar system being installed in September 2020. The solar system will subsidise power usage on site servicing the main front office building and all services conducted at the activity hub including the sheds and community radio 92.7FM.
- Over term 4 of 2020 the hub will host a 6 week 'Edible Garden' program on site with the design and implementation of a solar garden, using recycled materials and solar power the garden will be self-watering and will be used to grow herbs and other plants.
- Weekly "Introduction to the Workshop" classes for women, in partnership with the BBCR Community Services team.

## Grants and funding

A sincere thanks goes to the management and staff at The Country Club St Georges Basin/Vincentia for their generous contribution, via the Clubs NSW ClubGRANTS scheme. This funding enabled us to replace and upgrade our main workshop shed roller door, with a fully automatic opening system and a new 20ft storage container for the safe and secure storage of items on site. Thanks to the BBCR staff, management and our team of awesome volunteers for their continued

support over the past 12 months.

## Brad Slaughter

BBCR Community Project Officer

Although many of our activities have been restricted in some capacity over recent months, we have still been able to offer our essential services such as NDIS community participation programs.

Jesse has been with the activity hub for about 4 years and accesses the site each twice a week, enjoying the range of community participation activities on offer in line with his identified NDIS plan goals. These include helping to build our raised garden beds for the enrichment gardens, general carpentry and woodwork projects in the shed, music program, weekly fishing trip/BBQ, general landscaping, lawn mowing and caring for our resident chickens. Jesse is very much one of the team and takes pride in working alongside all of the staff and volunteers involved with the service.

A recent project involved Jesse making several recycled timber planter boxes for a community member. He enjoyed this so much it inspired him to make a planter box for himself to take home and he has been reaping the rewards of growing his own fresh produce over the last few months enjoying his carrots in rice paper rolls.



Produce boxes ready for delivery

# OUTSIDE SCHOOL HOURS CARE

## After School Care

Once again, we'd like to give a shout out to the St Georges Basin County Club for providing us with much needed ClubsGrant funding! Thanks to their contribution we were able to purchase another new storage bench for our room which has made such a positive impact to our space. Our Connect 2 Me funding also allowed us to renovate and change the floor plan of our kitchen.

Thanks to our Little Green Champions funding, we've been able to provide lots of exciting things this year at After School Care. We were able to send 10 children to the Activity Hub on Monday afternoons, to participate in a Mural Workshop and a Woodwork Workshop. The children helped design and create a large mural that now lives in our movie room at the service. During the Woodwork Workshops, the children worked with the Activity Hub volunteers to sand, stain, cut and drill a wooden u-shaped bench seat that has been installed in front of our OOSH building. During Term 3 2019, we were also able to allow 3 of our older students to visit the Community Radio station on Wednesday afternoons and put on their own radio show with the guidance of Brad.



The children working on our OOSH Mural - partnership project with BBCR Activity Hub and BBCR OOSH

Our Little Green Champions funding also allowed us to run a Children's First Aid session and a Children's CPR session in partnership with South Coast First Aid.



The children participating in our CPR training session with South Coast First Aid

During Term 1 2020, we had Allie visit us for 10 sessions of wellness and art activities. We focused on gardening, active lifestyles and personal hygiene. Unfortunately, our sessions towards the end of term were impacted by COVID-19.

This financial year also saw our service undergo the Assessment & Rating process through the Australian Children's Education & Care Quality Authority. I'd like to give a huge thanks to all our educators, volunteers and Managers that helped us get ready for the process and supported us through the



Assessment visit. Our service was rated 'Meeting Quality Standards' in all seven areas. Our service is currently the only service in the Bay & Basin area with this Rating.

## Vacation Care

Brad (BBCR Community Project Officer) and the Activity Hub completed and installed our solar powered vertical garden. The children then helped us plant herbs, vegetables, flowers and succulents in the garden. The garden has really shot off and the children and our OOSH families are all very impressed by it.



Our solar powered vertical garden working its magic – partner project with BBCR Activity Hub and BBCR OOSH

Brad visited OOSH during the October school holidays and ran an African drumming workshop with us. The children also all got a turn using Brad's electric drum kit.

In the January 2020 school holidays, we visited the Activity Hub and participated in an art workshop run by Cita. The focus of the workshop was the BBCR chicken's as they are always a favourite with the children. We started by visiting the chicken coop to closely look at their anatomy and to learn the different breeds of chickens. We then focused on drawing the chickens before making our own ceramic eggs. We managed to collect 5 eggs from the chickens that day and Brad let us keep them!



Celeste and Jackson inspecting the BBCR chickens on our ceramic workshop excursion to the Activity Hub

January 2020 also saw us visit the Activity Hub for a Woodwork Workshop. With the help of the Activity Hub volunteers, we constructed a mud kitchen out of old wooden pallets for our OOSH service.



The finished mud kitchen sitting in front of our OOSH building

**Rochelle Fowler**  
OOSH Project Officer



# PROJECT MANAGEMENT

As Australians, we have been tested this year through drought, bushfires, floods and COVID 19. As with the Aussie spirit everyone has soldiered on and we have continued to get through the year and look forward to the next phase in our journey for the future and what changes this may bring.

Thank you to everyone for all the hard work and dedication to BBCR over the past year. It has been a very busy time with lots of changes and new processes to implement. It has also been humbling to see how with adversity comes innovation and change for the better to the way we would have previously provided service to our consumers and community members.

We have learnt to go about our daily working lives differently, but have looked to appreciate the simple things in life. This included working from home some of the time and spending more time in our local area. I look forward to continuing to work as part of a great team to provide the best possible services we can to our consumers, their families and the wider community.

## **BBCR Infrastructure Project Management**

Due to the expansion of aged care services, BBCR increased their property assets by purchasing 16 Browns Road, South Nowra. The property is an industrial site and had an office building on site. To accommodate BBCR expanding Aged Care Service delivery services, modification were required to expand the building. This infrastructure project commenced in July 2019, and consisted of renovating the existing offices, adding additional office space, meeting room, covered decking and car-park. Once completed, staff were relocated from a rental property to the new premises. This

project took 8 months to complete and was completed on time and within project.



New Browns Road office

The construction works included:

- Design and developing an environment, which met the Australian Aged Care Quality of Care and Safety standards.
- Engagement of contactors to work with and complete the plans and submission of the DA for the new building. Negotiating with the consultant and council to get the DA through in the shortest timeframe.
- Completion of engagement of all Council requirements.
- Working with consultant to complete the EOI for builder engagement and construction, negotiation and completion of contract for works.
- Attending meetings with builder and EOI consultant through every stage of construction to address any changes or issues raised during construction.

- Working with consultants to complete works not under the building contract. All issues raised were negotiated successfully with no timeline holdups through construction.
- Development and management of a Staff Relocation Plan, including consultation and implementation in place to complete all tasks related to relocating of all staff and equipment to the new premises.
- The doors opening for business on the 13/01/20 with no downtime to service delivery.
- About magazine monthly articles completed, which reaches all community members in the Bay and Basin area.
- Engagement of marketing company to develop a gallery of photos and videos to enhance the marketing approach for BBCR. Consultant development of a new logo working with the CEO and Board.
- Work completed on advertising approaches to build a skilled workforce.
- Ongoing advertising across all services and projects offered by BBCR.

### **Larmer Avenue Project**

BBCR purchased land adjacent to their current property in Sanctuary Point Road to use for community projects and provides onsite car parking for the staff, volunteers and the many individuals who access BBCR services.

The land was required to be rezoned to residential to allow it to be used for community use required by BBCR. A DA was submitted and approved for all projects requested to proceed on the land. These community projects will be implemented over the coming years.

### **Promotion and Marketing**

Marketing plans are completed annually based on the needs of the organisation. Some of the projects, which have been completed this year included:

- Ongoing work and launch of the new website, building a better website and social media presence to enhance BBCR's culture and awareness in the community. Website reports evidence based real time data.
- Use of social media Facebook.
- BBFM radio advertising with over 25,000 listeners.

- Promotion and marketing events attended (pre COVID-19).
- Distribution of organisational brochures.
- Ongoing partnerships with residential communities, community groups, local schools, and the wider community.

### **Work Health, Safety and Wellbeing**

Due to COVID-19, BBCR had to introduce new policies and processes, to be able to continue to provide a high-quality safe service to all our consumers and community members, under WHS legislative requirements. I would like to thank everyone at BBCR for completing the huge amount of work required, to not only research, document and implement the new policies and processes, but to be able to constantly provide daily updates for implementation. Everyone worked as a team to ensure the health, safety and wellbeing of all individuals associated with BBCR following Government and Health Department regulations.

Outcomes of WHS across BBCR for the past 12 months included the following:

- Working with the People, Culture and Transition (PCT) Team in consultation and planning to form a project team under WHS wellness and wellbeing approaches initiative. Completion by the PCT a workforce survey with staff to establish the needs of staff for this project.

- WHS COVID-19 policies and procedures implementation - this has had an impact on all BBCR service delivery. There has been the introduction of many processes to deal with the impact of the pandemic from the initial lockdown to the lifting of restrictions. This has brought with it many changes, challenges and innovation to service delivery.
- WHS P&P have been reviewed to align with the new quality standards review for all BBCR services.
- As part of the WHS management system and following debriefing sessions and a consultation process with staff, volunteers and consumers, work has commenced on the organisational Emergency Disaster Response Plan for all future natural disasters including pandemics.
- Updates of all BBCR venue Emergency Response Plans.
- Ongoing WHS training for all staff and volunteers required for service delivery.
- Completion of all maintenance and repairs to all BBCR venues, equipment and machinery, through regular inspections.
- Vehicle fleet management, including required training.

## **Innovative quality services**

Provision of CHSP services, which focus on quality, diversity and safety in service delivery to meet the new Aged Care Standards requirements and systems development including technology.

Development of new flexible service models funded under CHSP Social Support Individual, Home Maintenance Program and the CVS program.

These CHSP services have met data outputs for the last financial year, the Social Support Individual program met up to 90% of the

outputs required, which was a great effort considering the restrictions to service delivery during fires, floods and COVID-19. The Home Maintenance Program (HMP) met 100% service delivery outputs for the year.

The service is aimed at maintaining independence, safety, accessibility, health and wellbeing within a home environment. HMP facilitates a consumer's wellness and reablement goals by maintaining their home in a safe and manageable condition.

The COVID-19 pandemic has change the way we provide service to the community. Volunteer restrictions meant BBCR needed to look at innovative flexible models of service to be able to continue to stay in contact with our consumers.

These included:

- The use of more technology-based communication for the SSI, SSG and CVS programs.
- A return to hand letter writing.
- Wellness check and chat calls.
- IT Pioneers program keeping in touch via chat rooms with consumers through the use of iPads, tablets and mobile phones.
- Zoom technology providing residential facility with virtual men's shed activities.
- The creation of CD versions of musical activities for residents under the CVS program.

The introduction of the Wellbeing Centre, with an application submitted under the Community Building Partnership program to enhance the garden area, will provide wellbeing activities at this venue. New service and business models are being researched to provide a wider range of programs and projects to individuals in the local community. These will begin to be implemented over the coming year.

**Deborah Butler**  
Project Development Manager



# AGM MINUTES 2019

## BAY & BASIN COMMUNITY RESOURCES LIMITED ANNUAL GENERAL MEETING

**Date:** 28th November 2019

**Venue:** 130 Macleans Point Road, Sanctuary Point, NSW 2540

**Time:** 6.10pm

**Attendances:** Directors: Michelle Smith (Company Secretary), Dave Reynolds (Chairperson), Jo McAlister, Sharon O'Brien, and Ross Clifton.

**CEO:** Sue Clifton    **Visitor:** Gary Pudney (Community Member)

**Opening of Meeting:** Dave Reynolds, Chairperson.

**Apologies:** Booth Partners, Rebeka Schroeder (Accountant), Michael Irving, BBCR Finance Manager.

### 1. Confirmation of 2018 AGM Minutes

Minutes of previous Annual General Meeting (Association)

Motion: That the 2018 AGM Minutes be accepted.

Moved: J McAlister                      2nd: S O'Brien                      Carried

### 2. Confirmation of Directors and their Roles

No change, Directors are all still current from signing of memberships as of 10/5/2019.

### 3. Presentation of BBCR Annual Report and Financial Report

CEO, Sue Clifton presented BBCR ANNUAL REPORT 2019

Motion: Propose adoption of Annual Report 2019

Moved: M Smith                      2nd: D Reynolds                      Carried

Director, Ross Clifton presented FINANCIAL REPORT 2019

Motion: That the Financial Audited Report prepared by BOOTH Partners as presented by Ross Clifton be accepted.

Moved: S O'Brien                      2nd: J McAlister                      Carried

### 4. General Business

Appointment of Auditor for 2019/20

Motion: That Booth Partners be accepted as BBCR Auditors for 2019/20.

Moved: M Smith                      2nd: J McAlister                      Carried

**Meeting Closed:** 7.25pm

# FINANCIAL OVERVIEW

## Achievements

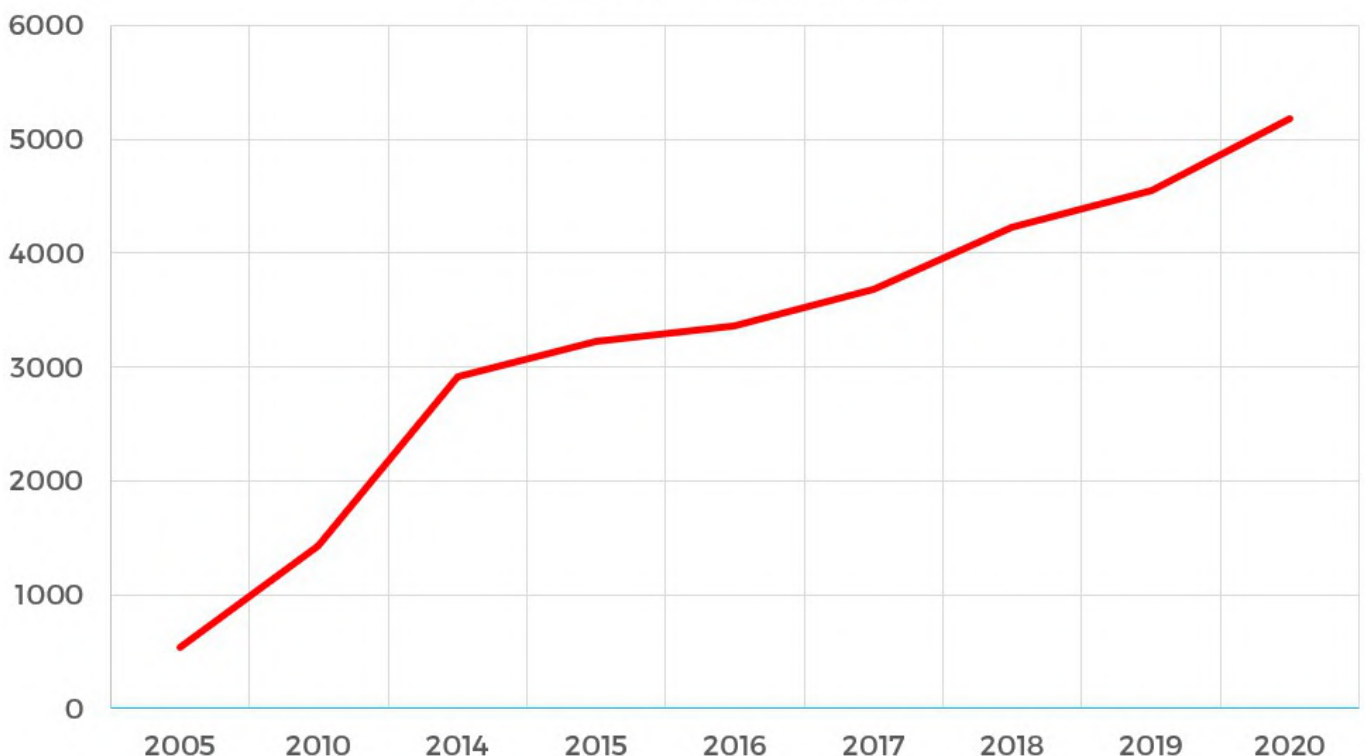
With the bushfires and COVID-19 it was a challenging year financially, however BBCR was able to record another successful financial year with a number of notable achievements and strengthening of our financial position.

We were successful in obtaining contract extensions and new funding for the following:

- Targeted Earlier Intervention funding was negotiated and successfully secured for five more years.
- A significant increase in the number of Home Care Packages and Short Term Restorative Care placements.
- COVID-19 support from the Federal Government, the CashFlow Boost and JobKeeper Subsidy, and additional support for the Community Visitors Scheme.
- \$21,000 received from the Club Grants funding.
- In addition, we were able to build our financial reserves to weather the continued impact of COVID-19.

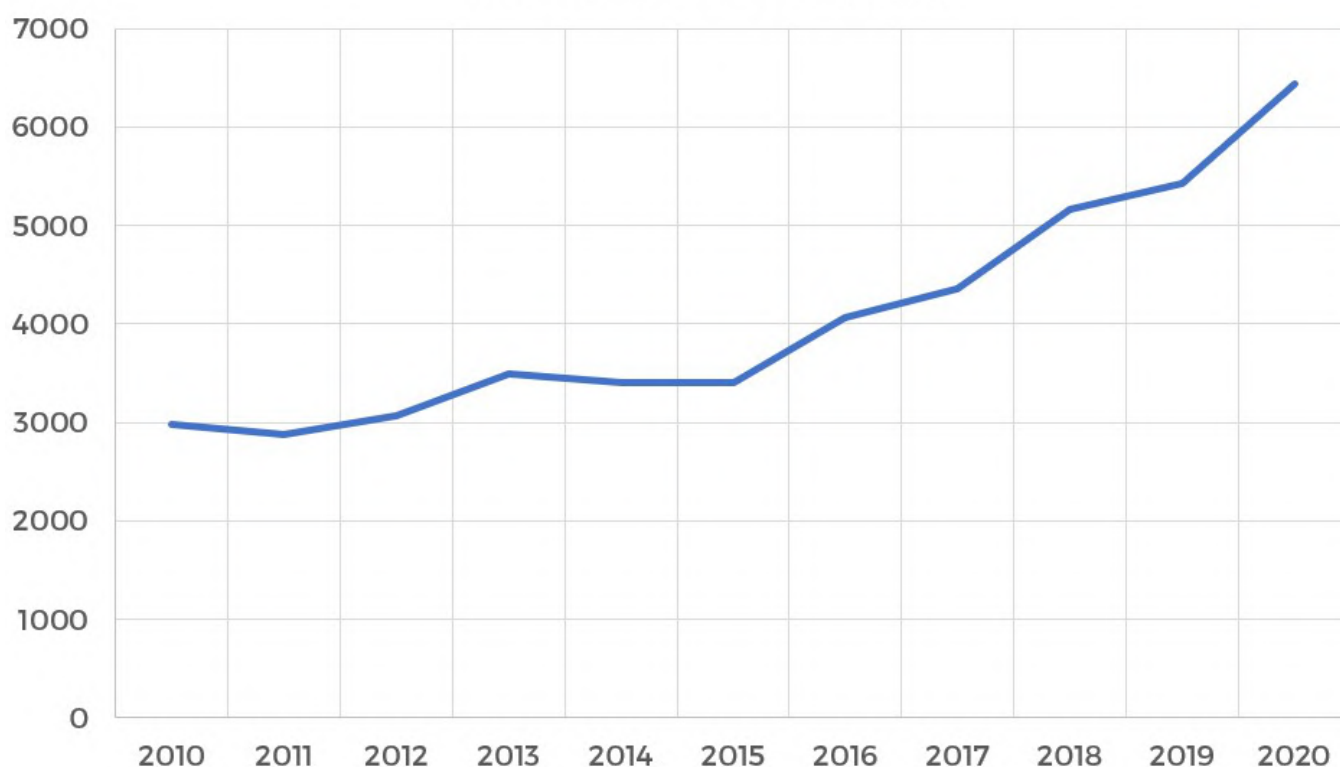
We invested in our assets and facilities during the year, chiefly the construction of the new BBCR Nowra Aged Care Offices.

Net Assets 2005 - 2020 ('000)



We had a significant increase in revenue of 18.5%, to approximately \$6,4 million. This was achieved in part by utilising funding received in the prior year and 278k in direct COVID-19 support. Operating revenue increased largely due to the increase in Home Care Packages and Short Term Restorative Care Packages operating at close to capacity. This increase in revenue ensured that we achieved an impressive operating surplus of \$637k after a depreciation charge of \$140k. This increase represents a large improvement from 2019, and reflects prudent management of expenditure together with our strategies for growing the organisation revenue streams sustainably.

Revenue 2010 - 2020 ('000)



## Next Year

The new year will see BBCR invest in Human Resources support, re-branding, updating the vehicle fleet, venue refurbishment and investing in community projects at the BBCR Activities Hub. We are also projecting to further grow the number of Home Care Packages.

**Michael Irving**  
Finance Manager



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