

A photograph of a man in a red polo shirt with a logo, smiling and talking to an older person whose back is to the camera. The background is a bright, indoor setting with a window and some papers.

2024-25 ANNUAL REPORT



ACKNOWLEDGEMENT OF COUNTRY

SBcare Incorporated acknowledges the Traditional Custodians of the land on which we work and recognises their continuing connection to land, water and community and pays respect to Elders, past, present and emerging.

OUR ANNUAL REPORT

This Annual Report has been prepared with you in mind - our clients, your families and carers, and all those who support and accompany us. It reflects the year we have experienced together, the care we have provided, and the relationships that continue to strengthen and evolve.

At SBcare, we believe that care should be personal. For this reason, person-centred care remains at the core of our approach. It involves listening to your needs, respecting your choices, and collaborating with you to develop services that genuinely enhance your quality of life and focus on your wellbeing. Whether it is providing a nutritious meal, helping keep your yard maintained or sharing a meaningful moment of connection, we strive to ensure that interactions are responsive and make a difference to you.

Over the past year, we have witnessed remarkable stories. From music sessions that fostered joy and engagement, to support plans that empowered clients to achieve greater independence, to trainees who have matured into capable professionals, support workers who grew and took on new responsibilities, these examples highlight the profound impact of care, community, and compassion.

We have also continued to invest in more robust systems, stronger teams, and more efficient ways of working. Our Clean Teams, Meals on Wheels, and support workers have consistently demonstrated exceptional dedication, ensuring services are delivered

with reliability, dignity, and kindness. Behind the scenes, our staff have worked diligently to manage essential operations, including rostering, transport, technology, and communication.

We recognise that life can present challenges, and we are committed to supporting you throughout these experiences. Our pledge is to provide care that is not only professional, but also personal and that acknowledges and values you as an individual.

Thank you for being a valued member of the SBcare community. Your stories, resilience, and trust inspire us each day. We look forward to continuing this journey together, fostering a community in which everyone feels safe, supported, and truly valued.

Warm regards,
The SBcare Team



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OUR PROMISE

VISION

To be trusted by our communities as the premier community care service.

Our vision in action

SBcare continues to grow in our communities providing aged care and NDIS services, we are the largest employer in community care in the South Burnett and provide valued and niche services in Toowoomba and the North Burnett.

PURPOSE

To provide and manage a wide range of services and facilities for the community with a focus on those that enhance the quality of life for people who are aged, frail, people with a disability and their carers.

In the past twelve months SBcare Incorporated has re-invested over 20M back into our communities by:

- Contributing over 15M in wages paying local staff who spend their wages in our communities.
- Engaging local contractors and services to provide direct client services and to help us maintain our vehicles, buildings, equipment.
- Buying goods for our own services like Meals on Wheels to purchasing items and goods on behalf of our clients.
- Supporting our staff and clients with community events and training.

VALUES

CUSTOMER FOCUS

We provide quality services in a professional, responsive, and flexible way.

INTEGRITY

We are honest and accountable in the way we act in our business and in our relationships.

INNOVATION

We encourage the development of ideas and practices that create a sustainable organisation of excellence.

MAKING A DIFFERENCE

We are committed to action for and with our community to help create a good place to live.

OUR VALUES IN ACTION

Redesigning our teams to create a service delivery unit to meet client needs.

Fostering a training culture and creating a secure and permanent jobs for our workforce.

Purpose built "Clean Teams" and new laundries with time saving technology to allow sustainable services.

Personal Care teams who provide safe and effective care co-designed by the client and nurse.



OUR FUTURE

STRATEGIC PLAN 2025-2029

STRATEGIC PILLAR 1

OUR CUSTOMER IS THE FOCUS OF OUR ORGANISATION



Ensure person centred care is a key feature of our services

- Build the “your way” philosophy of care with our customers.
- Action a model of service delivery that meets our customers’ needs.
- Support affordability for our customers.

Provide contemporary services for our customers

- Create contemporary service offerings
- Host and partner in events for social and community participation
- Promote and facilitate a great customer service practice.

Adopt a high-quality customer service approach

- Track, manage and improve care services.
- Use feedback to enhance the customer experience
- Build strong relationships with our customers.

STRATEGIC PILLAR 2

INNOVATIVE AND POSITIVE CHANGEMAKERS



Foster Innovation

- Provide innovation opportunities for our organisation.
- Engage Leaders in lean management principles.
- Empower a solution focused approach.

Create an efficient and collaborative organisation

- Embed the use of data driven decision making (DDDM) in the organisation.
- Create efficiencies using connectable technology solutions.
- Invest in research and development.

Improve stakeholder experiences

- Embrace solutions for better experiences.
- Measure and share successes.
- Engage with stakeholders for positive change.

STRATEGIC PILLAR 3

PROMOTE SUSTAINABILITY AND POSITIVE SOCIAL IMPACT



Ensure Sustainability

- Implement Sustainable financial practices.
- Promote and practice environmental sustainability.
- Collaborate for greater impact.

Lead the organisation ethically and responsibly

- Lead by example.
- Embed a culture of responsible behaviour.
- Ensure good governance and best practice.

Leverage and manage risks and opportunities

- Integrate risk management and accountability into everyday work.
- Seize opportunities to create success.
- Identify priorities and opportunities.

STRATEGIC PILLAR 4

BE AN EMPLOYER OF CHOICE



Create workplaces where people want to work

- Provide career pathways and growth opportunities for our employees.
- Be competitive in remuneration and benefits.
- Create a positive work environment.

Embed a culture of safety and wellbeing

- Engage with our employees.
- Support wellness programs.
- Ensure a safety ethos and compliant workplaces.

Support our workforce to do their job confidently and competently

- Offer training and development programs
- Encourage continuous learning
- Provide regular feedback.

Our Governance

Good governance is fundamental to ensuring that our organisation remains accountable, ethical, and responsive to the needs of our communities. This includes our clients, staff, funding bodies, and the businesses we collaborate with. As a registered provider of Aged Care Services and NDIS Services, as well as operating as an incorporated association and charity, we are deeply committed to upholding transparency, integrity, and best practice throughout all aspects of our work. In 2025, we proudly introduced our new Strategic Plan for 2025-2029, establishing

a clear direction for the next five years. This plan was developed through a collaborative process, ensuring the voices of our stakeholders were heard, and it reflects our dedication to person-centred care, innovation, sustainability, and the wellbeing of our workforce. The Strategic Plan serves as our guiding framework, helping us make informed decisions and ensuring that our services continue to evolve with purpose and meaningful impact.

Our Board

Our Board is made up of passionate and experienced volunteers from across the South Burnett and Toowoomba regions. Each member brings valuable expertise and a shared commitment to SBcare's mission. Together, they provide strategic direction, oversee financial decisions, and ensure that SBcare remains focused on delivering high-quality, person-centred services.

CHAIR Paul Laurentiussen Solicitor and community leader	DEPUTY CHAIR Richard Brannelly Financial planner and governance expert	TREASURER Bruce Jay Former banker and public servant	MEMBER Craig Lucas Long-serving member and disability advocate	
MEMBER Ralph Masters IT trainer and emergency services volunteer	MEMBER Kym Ebenestelli Strategic marketer and creative director	MEMBER Steven Fiedler Local business owner and community coach	MEMBER Jack Newbery Dedicated pharmacist and regional health advocate	MEMBER Eleanor Sharpe Accountant and business manager

We thank former Directors Steven McNamara and Celina Branch for their contributions during their tenure. Their leadership helped shape the organisation we are today.

Our Board continues to work closely with the Chief Executive Officer and Executive Team to ensure SBcare remains a trusted and forward-thinking provider of care in our communities.



CHAIRPERSON AND TREASURER REPORT

Adaptability, innovation, and person centered-care define SBcare's evolving journey forward.

As another year concludes, we are preparing for our Annual General Meeting.

To commence, I extend sincere appreciation to Kym Ebenestelli and Steven McNamara for their dedicated service on our Board. Kym previously served in Brightside on Victoria, Toowoomba, bringing considerable expertise and consistently valuable insights. Steven contributed many years to our organisation, offering extensive knowledge of the health care sector, particularly in aged care, and his contributions have been greatly valued. I wish both Kym and Steve every success in their future endeavours.

This year we have welcomed Steven Fiedler, Jack Newbery, and Eleanor Kratzmann to the Board. Their diverse backgrounds in construction, clinical care, and financial management will further enhance our Board's capabilities as we continue to pursue excellence.

A review of the minutes from the past twelve months' Board meetings highlights the ongoing evolution within the disability and aged care sectors. This dynamic environment requires us, both as a Board and as an organisation, to remain adaptable and receptive to change.

One significant challenge ahead involves the increasing integration of artificial intelligence into workplaces and its potential application within SBcare's operational systems.

Despite the challenges that lie ahead, I am confident in the collective ability of the Board, Executive Leadership Team, and all staff members to address these obstacles and continue advancing the strength and success of our organisation.

I would like to thank my fellow Board members for exhibiting integrity, expertise, wisdom, and camaraderie throughout the year. I look forward to our continued collaboration in the year to come.

Finally, I wish to acknowledge the dedication and commitment demonstrated by all SBcare staff, whose efforts ensure that our clients, both those living with disabilities and those in aged care, enjoy richer and more meaningful lives.

Paul Laurentiussen
CHAIRPERSON

SBcare Annual Financial Report

Introduction

This year marks the first time during my tenure as Treasurer that SBcare Incorporated must report a financial loss, amounting to \$367,737. This outcome was anticipated by both the Board and the Chief Executive Officer, as we were aware of several significant changes introduced by the Federal Government that would take effect during the 2024-2025 financial year. We recognised that these changes would have negative financial implications for SBcare.

Key Factors Impacting Financial Performance

- **Rising Wage Costs:** Wages represent our largest expense. Annual wage increases have outpaced the Consumer Price Index (CPI), while funding from the National Disability Insurance Scheme (NDIS) has not increased, and aged care funding only rose in line with CPI. This has adversely affected our financial position.
- **NDIS Package Amendments:** Amendments to NDIS packages have resulted in reduced or cancelled packages for some clients. As a result, clients have had access to fewer goods and services arranged through SBcare.
- **Delays in Home Care Packages:** Ongoing delays in the release of Home Care packages have continued to impact clients' ability to access higher-level services.
- **Rising Operational Costs:** General increases in the cost of vehicle fuel, electricity, insurance, and goods and services have significantly raised our operating expenses over the past year.

SBcare's Financial Stability

Despite the reported loss, SBcare remains in a strong financial position. We are clearly a "going concern," with the capacity to meet all our financial obligations. Evidence presented in the "Statement of Financial Position" included in this Annual Report shows that we have a substantial surplus of assets over liabilities. In practical terms, this means that SBcare could pay all its debts and still retain ample cash reserves to sustain operations for an extended period. This strong position is the result of prudent decisions made by the Board and Chief Executive Officer in previous years to build up financial surpluses, recognising the volatility in our sector caused by policy changes.

Commitment to Staff and Efficient Operations

Service delivery to our clients depends fundamentally on our staff. As noted in previous Annual Reports, salaries and wages will always remain our largest cost. Our Chief Executive Officer, Cheryl Dalton, and her Executive Leadership Team deserve credit for their diligent oversight of this area. They continually strive to maximize the time staff spend directly with clients and making effective use of our assets, including vehicles and buildings, as well as developing and leveraging technology, and building and refining processes and systems. Careful allocation of staff ensures that client needs are met in the most effective manner.

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Service Improvements in 2024-2025

SBcare has continued to enhance its offerings to clients, who remain our central focus. Our efforts this year include:

- **Improved Comfort and Safety:** We have invested in new vehicles purchased locally, either to expand our fleet or replace older models, thereby improving the comfort and safety of our clients.
- **Expansion of the "Clean Team":** The "Clean Team" has been expanded in both Toowoomba and South Burnett, ensuring clients receive the high-quality home cleaning services they need with minimal disruption.
- **Exploration of Artificial Intelligence:** We are exploring the use of Artificial Intelligence (A.I.) in a limited and tightly controlled manner to assist with record keeping.

Looking Ahead

Like other providers of disability and aged care services, SBcare is awaiting the implementation of government changes to aged care, which have been deferred from July 1 to November 1, 2025. In the meantime, we continue to manage the organisation with a focus on returning to profitability.

Achieving a profit is essential to ensuring we can continue to provide high-quality services to our clients and retain the dedicated staff who are vital to our ongoing success.

Bruce Jay
TREASURER

OUR SERVICE

207
STAFF

Staff Hours
Paid
294,661

Aged Care
Service Hours
79,395



NDIS Service
Hours
84,091

Kms Client
Service Vehicles
Travelled
1,178,372

Meals
Provided
54,927

1,501
CLIENTS





CEO REPORT

Together, we are building a future where care is not only delivered, but truly felt.

Reflection

As I reflect on the past year, I am pleased to present this report, which details both the progress achieved and the challenges encountered at SBcare Incorporated. Our journey has been defined by a steadfast commitment to high-quality care, operational resilience, and a genuine respect for the communities and individuals we work with and for.

Strategic Planning and Consumer Focus

We have finalised and launched our 2025–2029 Strategic Plan, a document shaped by meaningful contributions from our Board, staff, and clients. It is notable that once again, consumers, clients, participants, and carers remain at the heart of our operations and decision-making, underscoring our ongoing dedication to person-centred care.

Responding to Sector Challenges and Compliance

This year has brought its share of tests, from navigating new and impending aged care standards to refining our governance frameworks amidst evolving NDIS and Aged Care reforms. Our efforts in these areas were evidenced by fully compliant outcomes in both the Aged Care and NDIS Audits. Achieving these results required considerable effort and adaptability as standards and practices changed across both sectors. Each challenge was met with determination and a collaborative approach, and I am immensely proud of the professionalism and dedication demonstrated by our staff throughout this period.

Enhancing Clinical Governance and Care

We have taken significant steps to strengthen our Clinical Governance and clinical care, ensuring our practices align with contemporary standards, regulatory compliance, and client expectations.

Policy and Innovation

Two new policies were developed during the year, including the Workplace Harassment Prevention Plan. Additionally, a draft policy for the utilisation of Artificial Intelligence (AI) within our organisation has been prepared for testing during this year. These initiatives reflect our initiative-taking approach to workplace wellbeing and technological innovation.

Data-Driven Decision Making

Data-driven business decisions have become a focal point, supported by the implementation of new dashboards that enable effective data tracking and trend analysis. This approach helps us create a more efficient business model. The ongoing evolution of tools and business processes is a testament to the dedication and innovation of our teams working behind the scenes.

Staff Development and Recognition

Our frontline teams, especially support workers, have participated in a wide variety of relevant and valuable training opportunities over the past year. We remain committed to continuously investing in staff training and development, recognising their significant role in upholding the quality of care and the reputation of SBcare Incorporated. The number of compliments received has far exceeded complaints, which is both encouraging and a testament to the hard work and commitment of our staff.

In June 2025 we finished of the year with all staff, over two hundred attending an annual service information and training day covering topics from a service update to cyber security, we filled the town hall with little room to spare, this was logistically challenging but feedback after the event showed that it was well worthwhile.

We hosted a reward and recognition event in August 2024 which saw over twenty five (40) staff receiving awards ranging from five (5) years to twenty (20) years of service, a huge achievement.

Advocacy and Client Engagement

Throughout the year, we have maintained a strong focus on advocacy for our clients, particularly those navigating the complexities of the NDIS and Aged Care reforms. Feedback and experiences from clients and our Consumer Advisory Body serve as a constant reminder of the importance of our work and the necessity of championing systems that are flexible, equitable, and person-centred.

Strategic Outlook

Our priorities will include:

- Managing financial risk with responsive strategies to ensure we remain available for our communities as this is what our communities tell us is important to them.
- Finalising a comprehensive review of our Policy Manuals to meet the expectations of our compliance agencies and to establish a robust management system for the organisation.
- Implementing structural changes that support operational growth and future strategic direction.
- Leveraging data to inform business decisions and monitor organisational performance.
- Strengthening client engagement and feedback systems.

Acknowledgements

With the continued support staff and community, I am confident that SBcare will remain a trusted provider and a strong advocate for regional care.

I would like to thank my staff for their ongoing confidence and belief in our shared vision, purpose and values and delivering this aspiration in real terms to those we serve.

Finally, I extend my sincere gratitude to our resolute board members; your commitment and collaboration have been instrumental in overcoming this year's challenges and establishing a strong foundation for the future.

Cheryl Dalton
CHIEF EXECUTIVE OFFICER

OUR PEOPLE

Years of Service, A Lifetime of Community

At SBcare, long service is woven into the fabric of everyday life of our clients, seen in the comfort of familiar faces arriving for supports. It's the steady hand that assists with morning routines, a favourite song turning into a cheerful sing-along, and a friendly chat that brightens someone's day. These simple, everyday moments build trust and connection - made possible by staff who choose to stay, learn, and return each day to support our communities.

Each year, we honour our team with Years of Service awards, starting from five years and reaching up to twenty and more. This recognition celebrates the skill, compassion, and local knowledge that continue to enrich our towns and are shared generously with new team members. More than just a ceremony, this recognition underpins the importance of continuity: the same support worker who welcomed a client months ago is often the one who notices a change and works with the team to coordinate the right support, ensuring care always feels personal and tailored.

Long-serving staff are the essential thread holding our services together. In Meals on Wheels, they have adapted to new travel routes yet always bring the same warmth and friendly greeting to every doorstep. The in-home supports bring dedicated staff who ensures homes remain safe and clean. In our Centre programs, these staff foster environments where laughter, movement, and new experiences thrive. Behind the scenes, experienced colleagues manage rostering, transport, and finance, case management and so much more, making sure that support is delivered to the right way in the right place at the right time. Their longstanding commitment keeps vital local knowledge within our teams - those "little things" that matter most, such as knowing someone's preferred radio station, the best time for a cuppa, or how to arrange a room for comfort and ease.

To every staff member who was recognised and celebrated their service milestone this year, we offer our heartfelt thanks for your loyalty, compassion, and dedication. During 2024/2025 we celebrated 26 milestone staff members who represent more than 200 years of devoted service to our community - a remarkable testament to the enduring spirit and commitment found at SBcare.



A Cut Above – Community, Confidence and Connection

In 2022, following the challenges of COVID-19, Kingaroy TAFE Hairdressing Teacher Kyla Steinhardt noticed a lack of diversity in the salon's clientele. Seeking to enrich student learning and strengthen community ties, Kyla reached out to SBcare and a beautiful collaboration was born.

Since then, SBcare clients have been visiting the Kingaroy TAFE Salon to receive hairdressing services from students. What began as a simple idea has grown into a meaningful partnership that brings joy, confidence, and connection to everyone involved. Clients enjoy a little pampering, while students gain invaluable experience working with a broader range of people including those who are aged, frail, or living with disability.

The initiative has led to the development of inclusive practices, such as accommodating clients who use wheelchairs or walkers, and has helped shape a more compassionate and community-minded generation of hairdressers. As CEO Cheryl Dalton shared, "Our organisation is about community and creating meaningful connections. This partnership gives back to our clients and supports the next wave of industry professionals."

This collaboration is a shining example of how care, education and community can come together to create something truly special.



SBcare Reintroduces Home Maintenance Services

In January 2025, SBcare proudly reinstated its Home Maintenance Team, responding to a growing need in the South Burnett region following the withdrawal of several local contractors. This strategic move ensures that clients continue to receive reliable, high-quality support in maintaining their homes.

Led by newly appointed Operational Support Officer Ryan, and guided by Operational Services Manager Ron, the team launched with purpose equipped with new gear including zero-turn mowers, whipper snippers, blowers, hedge trimmers, and trailers. This investment enables the team to deliver a first-class service tailored to each client's needs.

The team faced immediate challenges as extreme weather events swept through the region, causing rapid lawn growth and making property access difficult. Despite this, they rose to the occasion, clearing a backlog of jobs with impressive speed and professionalism.

To support safe and effective service delivery, SBcare provided training in working at heights, chainsaw management, and chemical handling. These measures ensure the team operates with best-practice safety standards.

The Home Maintenance Team now offers a wide range of services including mowing, whipper snipping, light tree trimming, raking, weeding, and window cleaning, among others making a meaningful difference in the lives of SBcare clients.



OUR PEOPLE

"At SBcare, our people are at the heart of everything we do. From frontline support workers to administrative staff and everyone in between, each person plays a vital role in delivering compassionate, person-centred care. Their dedication, resilience, and teamwork continue to shape a stronger, more connected community."

- Cheryl Dalton, Chief Executive Officer

Pride of Workmanship South Burnett Training Awards

SBcare is proud to celebrate the achievements of Emily Donnelly, who was honoured with a Rotary Pride of Workmanship Award at the 3rd annual South Burnett Training Awards, held at the Murgon Town Hall in May 2025.

The Pride of Workmanship Awards, presented by the Rotary Clubs of Kingaroy and Murgon, celebrate individuals who embody the ethos of "Do It Once, Do It Well." Emily's recognition is a testament to her dedication, professionalism, and the positive impact she makes every day in her role as an NDIS Finance Specialist at SBcare.

The awards night brought together businesses and employees from across the South Burnett and Cherbourg regions to celebrate excellence in training and workforce development. Emily was one of 12 individuals recognised for their outstanding contributions to their workplaces and communities.

While SBcare was not the Winner of the Business of the Year award this time, the nomination itself reflects the organisation's ongoing commitment to staff development, community service, and excellence in person-centre care. Named a finalist in such a competitive and high-quality field is an achievement in itself, and a reflection of the values that drive SBcare forward.

Congratulations to Emily and the entire SBcare team for continuing to lead with heart, skill, and integrity.



Organisational Training Day

Building Skills, Collaboration, and Community Impact

Our annual Organisational Training Day is a cornerstone event dedicated to empowering our staff with the knowledge, skills and connections needed to better serve our community. The day brings together team members from across all teams, creating a unique opportunity for learning, collaboration, and professional growth.

This year's event opened with a warm welcome and a respectful Acknowledgement of Country, setting a tone of inclusivity and shared purpose. Throughout the day, staff participate in a variety of sessions designed to address both current challenges and future opportunities. From updates on service delivery and operational improvements to expert-led discussions on critical topics like cybersecurity, every session is crafted to enhance our collective capability.

A highlight of the day was the focus on personal and professional development. Inspiring guest speaker, Seamus Evans shared stories of resilience and innovation, inspiring staff to keep "making a difference". Interactive workshops and breakout sessions fostered teamwork, creative problem-solving, and opened dialogue, ensuring that every voice is heard.

Celebrating achievements is also an important part of the day. Awards were presented to individuals who exemplify our values and commitment to excellence, reinforcing a culture of recognition and appreciation.

Our Organisational Training Day is more than just a learning event, it's a celebration of our shared mission and a reaffirmation of our dedication to the community. By investing in our people, we strengthen our ability to deliver high-quality, compassionate services and build a brighter future together.



Rachel's Career Is Cooking

Since joining the Meals on Wheels kitchen team in 2022, Rachel has become a valued member of SBcare's food services. Her dedication and hands-on experience were formally recognised this year when she achieved her Certificate III in Commercial Cookery through the Recognition of Prior Learning (RPL) process. This pathway validated the skills Rachel has consistently demonstrated in the workplace, allowing her to gain credit for subjects based on her practical expertise and supporting evidence.

Rachel's versatility has seen her contribute across nearly every area of the commercial kitchen. More recently, she has stepped into a leadership role, assisting the Food Service Coordinator with key administrative responsibilities.

SBcare proudly congratulates Rachel on her qualification and celebrates her continued growth and leadership within the organisation.



OUR COMMUNITY

Connecting with our community motivational speaker: Seamus Evans

This year, we enhanced our whole-of-staff training and information day by introducing a motivational speaker, aiming to extend the benefits of this initiative beyond our staff to include the broader community. The project involved collaborating with our community to fully leverage the insights and energetic delivery that a skilled and entertaining motivational speaker could offer.

Seamus Evans, diagnosed with Tourette Syndrome at the age of ten, experienced significant challenges during his school years, often feeling bored and disengaged. Rather than focusing on academic achievement, Seamus found enjoyment in making others laugh and causing distractions in class. This lack of interest in formal schoolwork resulted in poor grades upon graduation, and with a strong dislike for hard physical labour, Seamus found himself with limited career prospects.

Despite these obstacles, Seamus always harboured a clear ambition: to become a TV host. His journey from being self-labelled as a 'dumb' kid with ADHD, Tourette Syndrome, and a notably short attention span, to ultimately securing a role entertaining Australia, is an inspiring testament to his determination and resilience.

The story of Seamus' path to success left a profound impact on both our team and students, serving as a source of inspiration and motivation.

During his presentation to St John's Lutheran School, Kingaroy High School, and SBcare staff, Seamus addressed a diverse range of important topics, including:

- Neurodiversity and the experience of individuals who struggle to fit in or become disengaged.
- Breaking through identity confusion and building confidence during and after school life.
- Dealing with stress and developing strategies to manage challenges.

In his own words, Seamus stated, "I'm dedicated to building an understanding of neurodiversity and inspiring people of all ages to overcome adversity and build resilience skills for a higher-performing future."

The positive impact of Seamus' session was evident in the feedback received from staff. Comments included:

- He was excellent and ensured he had the attention of everyone during his session, sharing Tourette's Awareness in a captivating way.
- An amazing, engaging speaker with a message that would have resonated with almost everyone. His energy certainly made the day.
- An amazing, inspirational speaker. Thought-provoking regarding the challenges he's faced in his lifetime and how he successfully conquered them. Very positive and motivational.





FUNDRAISING FEELS

This year, our team rallied behind important causes, turning awareness days into opportunities for connection and impact. From conversations that matter to colorful events and shared cups of tea, every effort counted.

Highlights of the year:

- **R U OK? Day** – sparking conversations about mental health
- **Movember** – raising awareness for men's health
- **Blossom Beyond Anorexia** – supporting eating disorder awareness
- **Walk for Dementia** – stepping out for memory and hope
- **Purple Muck Day for Epilepsy** – fun, laughter and fundraising
- **Autism Awareness** – promoting inclusion and understanding
- **Biggest Morning Tea** – sharing tea and raising funds for cancer research
- **Disability Learning Day** – building knowledge and inclusion

Together, we raised more than \$4,600 for these causes.

These events remind us that when we come together, we create more than funds, we create awareness, hope and stronger communities.

OUR CLIENTS

PHILLIP'S JOURNEY TO INDEPENDENCE AND STABILITY

Phillip's living situation changed unexpectedly when the shared accommodation he had called home closed its doors to services and supports with just 30 days' notice. Faced with the urgent need to find a new place to live, Phillip's Support Coordinator, Lisa from QSupport Coordination, sprang into action.

Working closely with government agencies, Lisa helped identify a safe, affordable, and suitable accommodation option for Phillip. She also successfully accessed a fast-tracked change of situation to increase his NDIS funding, ensuring Phillip could receive the self-care and drop-in supports he needed.

In late June, Phillip moved into his new home with the support of Toowoomba Community Care Support Workers. Since then, Toowoomba Community Care has provided daily assistance (except Sundays), helping Phillip settle into his new environment and build his independence.

Phillip now attends Brightside every Tuesday, where he actively participates in all activities. His personal growth has been inspiring, he's learned to cook for himself and proudly shared his excitement about independently using his microwave and sandwich maker.

The Toowoomba Community Care Support Workers have embraced Phillip's new living arrangement, offering extra support and encouragement. Phillip, in turn, continually expresses his appreciation for everyone involved in his journey.

Phillip's story is a testament to resilience, teamwork and the power of timely support. With the right people by his side, Phillip has turned a challenging transition into a thriving new chapter.



MARION'S BRIGHTSIDE JOURNEY

Since joining Brightside in February 2022, Marion has become a vibrant and much-loved member of the Centre. Initially quiet and reserved, Marion spent her days colouring, a comforting activity she was familiar with. But over time, her confidence blossomed. She now actively participates in morning activities, often winning games and bringing laughter to the room.

Marion has discovered a love for bingo and outings, especially trips to the local pub where she shines as a "pool shark." Her colouring remains a cherished hobby, and she proudly shares her artwork with fellow clients and carers, often colouring alongside a friend on Tuesday afternoons.

Marion's journey is a beautiful example of how connection, routine, and community can enrich lives. Her positive energy and joyful spirit have made her an integral part of Brightside and a source of inspiration to everyone around her.



JARROD'S JOURNEY TO INDEPENDENCE

Jarrod has been a participant with Queensland Plan Management since 2019. For many years, his supports were consistently managed by his parents. However, due to recent changes in their health, Jarrod has taken a brave and empowering step forward, taking control of his own supports.

With guidance from his support worker and the ongoing support of Queensland Plan Management Jarrod has begun attending meetings to gain knowledge about his NDIS Plan. This hands-on approach has helped him build confidence and capacity, especially as we work to educate participants and providers about the upcoming NDIS changes set for October 2025.

Jarrod's growth has been remarkable. His community engagement has flourished, and he's now managing his supports with greater independence. Most excitingly, Jarrod has recently secured a traineeship with a local radio station, a perfect fit for his long-standing passion for music and performance at local events.

Queensland Plan Management is now supporting Jarrod to engage a Support Coordinator of his choice. With each milestone, Jarrod is proving that with the right support and encouragement, independence and self-direction are not only possible, they're powerful.

SUZANNE'S STORY: A DAUGHTER'S HAND, A COMMUNITY'S HEART

When Suzanne received the devastating news that her daughter was on life support in the ICU at the Hospital, her world stopped. Overwhelmed and desperate to be by her daughter's side, Suzanne turned to the one place she knew could help, her SBcare Home Care Package.

She called her Coordinator, Amy, who immediately arranged urgent transport. A compassionate support worker arrived to take Suzanne to the hospital, offering calm reassurance throughout the journey. Suzanne later shared how deeply she appreciated the kindness shown to her in those moments of fear and uncertainty.

At the hospital, Suzanne held her daughter's hand and whispered, *"You fight like hell."* Her daughter did. After a month in hospital, she was discharged and continues to recover through ongoing medical appointments.

The return trip home was met with minor flooding, but the support worker's steady presence ensured Suzanne arrived safely. Reflecting on the experience, Suzanne said:

"I could not have made it through such a difficult time without the support of SBcare and my Coordinator Amy. I will never forget that."

Suzanne's story is a powerful reminder of the human impact behind aged care. It's not just about services - it's about being there when it matters most.



MARGARET'S PATH TO SAFETY AND SUPPORT

Margaret has been part of the SBcare community since its earliest days, even before the introduction of the NDIS. Her journey began in the Meals on Wheels kitchen, where she volunteered her time and energy to support others.

Following the loss of her mother in 2006, Margaret lived independently with support from her sister and her care team. However, as time went on, her funding could no longer sustain the level of support she needed, and she began experiencing more frequent falls while at home alone.

Recognising the growing risks, we approached Margaret's loved ones, to discuss the possibility of transitioning Margaret into SBcare owned Supported Independent Living (SIL).

Our team worked closely with Margaret to thoroughly examine the advantages and disadvantages of residing in Supported Independent Living (SIL). This collaborative approach allowed us to carefully weigh all relevant factors and ensure that Margaret's preferences and concerns were fully considered.

Throughout this reflective process, Margaret and her family gained a clearer understanding of the significant benefits offered by SIL, particularly the availability of 24/7 support. She recognised that this level of support would provide her with greater safety, stability, and long-term sustainability in her living situation.

Margaret's decision to pursue SIL was further strengthened by the full support of her family. Their encouragement and agreement provided Margaret with additional reassurance and confidence in moving forward with this choice.

CLIENT DETERMINATION

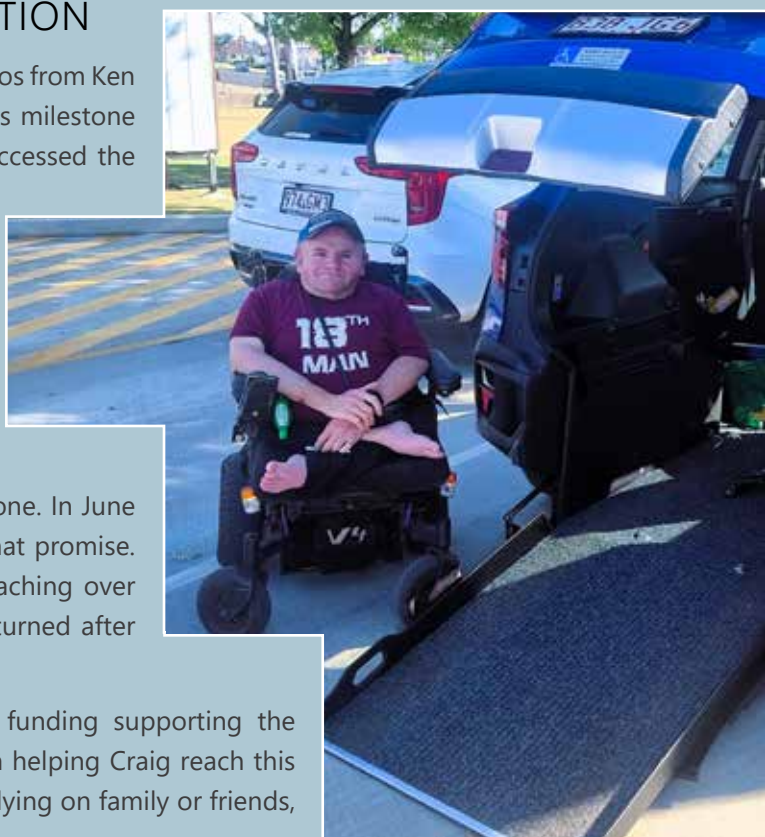
FROM PROMISE TO INDEPENDENCE: A JOURNEY POWERED BY NDIS AND DETERMINATION

After a long wait, Craig received the keys to his new KIA Seltos from Ken Mills Toyota in Kingaroy on Friday, 6 December 2024. This milestone marked the fulfilment of a goal Craig set when he first accessed the NDIS in 2020, to become as independent as possible.

With support from South Burnett Care, Craig travelled to Bundaberg for six months of specialist disability driving lessons in a hand-modified Suzuki Swift. On the final day, Craig earned his driver's licence on his first attempt, achieving a perfect score.

Before leaving Bundaberg, Craig promised his instructor, Dave, that he'd return to show him the car once he had one. In June 2025, accompanied by a support worker, Craig fulfilled that promise. Dave, surprised and touched, said that in 19 years of teaching over 2,000 students, Craig was the only one who had ever returned after getting their licence.

Craig purchased the vehicle independently, with NDIS funding supporting the modifications. South Burnett Care's assistance was vital in helping Craig reach this goal, enabling him to attend places and events without relying on family or friends, a major step toward true independence.



MEALS ON WHEELS: A TAILORED APPROACH TO CARE

Mr. Don and Mrs. Dawn Gordon were both recipients of our Meals on Wheels service. Sadly, Mr. Gordon passed away in August, leaving Dawn, who lives with Alzheimer's disease, on her own. Following Don's passing, it became clear that Dawn was struggling with her meals. She shared that the portions were too large and difficult to manage. In response, we trialed a new approach: splitting her main meal into two smaller containers and ensuring the food was soft and easy to eat.

This simple adjustment made a meaningful difference. Dawn's daughter, Denise, phoned to say the change had worked. We further refined the offering by replacing soups with side salads, which Dawn found easier to enjoy.

Initially receiving two meals per week (equating to four containers), Dawn's service was recently increased to three meals per week, now totaling six containers. This tailored support has continued successfully, with no further changes needed.

This story highlights how small, thoughtful adjustments can have a big impact ensuring dignity, independence, and nourishment for those we serve.

OUR COMPLIMENTS



Beverley

"I would like to say how grateful we are for having you and your team caring for Mum, you all do a wonderful job!"



Marcus

"Your support has been a really big help for me to be confident and independent in all I do."



James

"I have received my personal alarm, shower chair and toilet seat raiser through support from South Burnett Care and I must say it is a really big help for me to be confident and independent."



Merle

"The home maintenance man did the best lawn mowing job i have ever seen, I am very pleased with the service and thankful for South Burnett Care."



Julie

"My Clean Team were 'very polite and very helpful."



Craig

"Thank you for the last two years of great support and I look forward to many more."





Reginald

"My care worker did a fantastic job with my support and 'm very pleased with the service."



Dominique

"The meals were amazing and I am very happy with them "



Wendy

"I want to thank you for arranging the additional social support las this allowed me to attend a South Burnett Care organsied carer meeting that is important to me, it always an enjoyable and helpful afternoon."



Kay

"My Care Worker is lovely, thank you for organising her for us. Dad thoroughly enjoyed the visit and the chance for a walk."



Mal

"I am so happy I got my NDIS Plan reinstated but without Q Support Coordination help I wouldn't have gotten there thank you and your team for your support and service. Thank you for everything and I am happy to work with Q Support Coordination, you are the best."



Tanya

"I would like to thank Toowoomba Community Care for all the support they have provided to me whilst sl have been residing in Toowoomba."



Lyndal

"I'd like to pay a compliment to my Care Worker for the great work she did in cleaning up at my house."



Karin

"I'm really happy to have the social support and transport services. I can get errands done and have lovely people to talk to and go out on small trips."



Annyce

"What a delightful team you sent. Really happy with their work and work ethics. So good. I am blown away by the commitment these two ladies showed and they did soooooo much more cleaning in the hour. Thank you thank you."



Nell

"The mower man had just left after mowing my lawn and he does a wonderful job, does all the edges, even with the yard being very weedy, windy, up and down. The mower man is absolutely wonderful."

OUR FINANCES



REVENUE

The majority of our funding comes from Consumer Direct Care (79%), with Grants contributing 15%. Food sales, service fees, and other revenue streams make up the remaining 6%.

EXPENDITURE

Most of our spending is dedicated to Salary and Wages (86%), ensuring high-quality care and support. Materials and services account for 11%, while depreciation represents 3% of total expenses.

CAPITAL REINVESTMENT

Our capital investments focus on Buildings (48%) and Motor Vehicles (36%), with Plant and Equipment making up 16%. These investments help us deliver better services to our community.

OUR BUSINESS UNITS



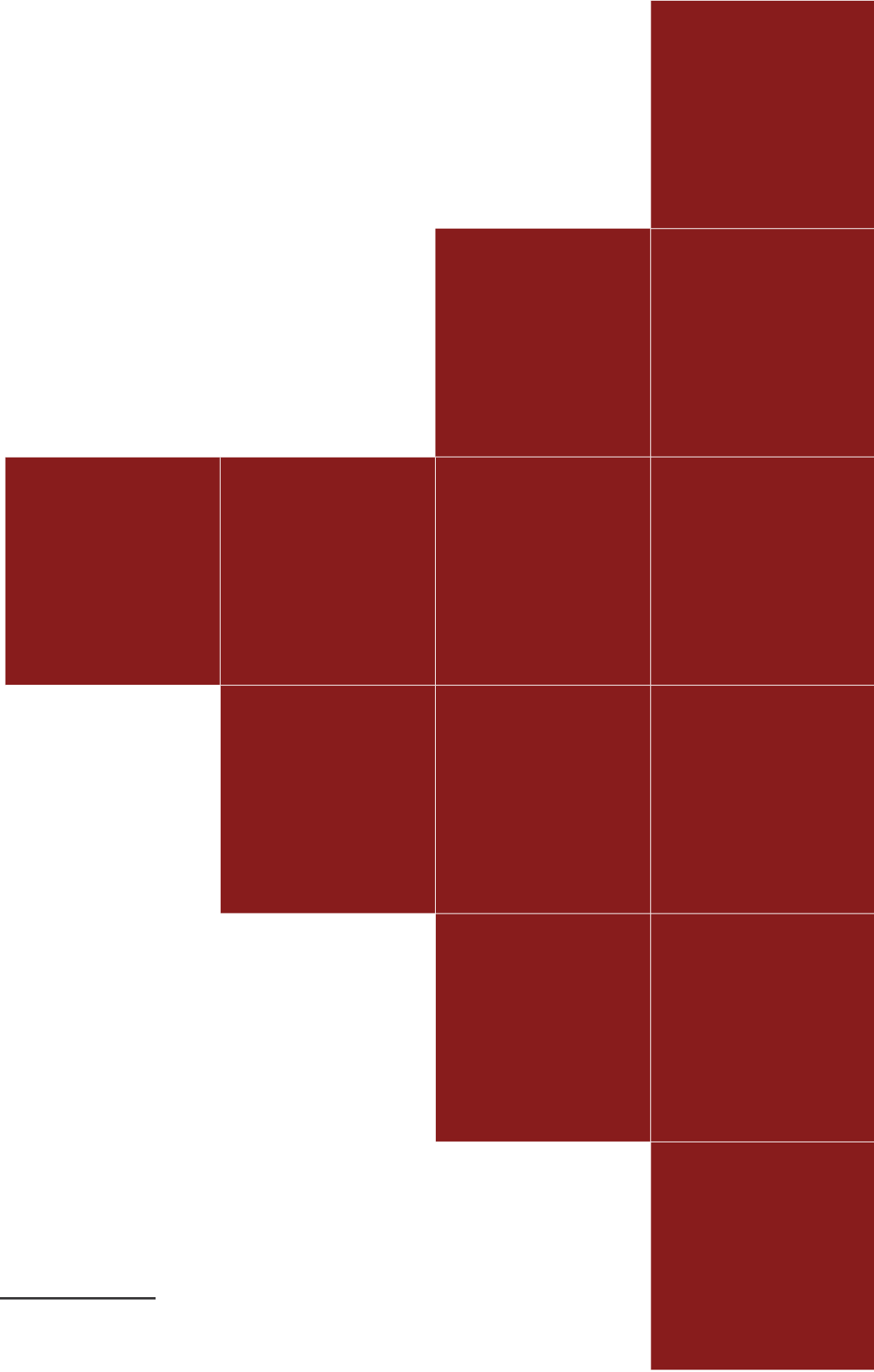
Our newest team, Q Support Coordination works closely with clients to navigate the NDIS and build tailored support plans that reflect individual goals, preferences, and needs. We take a person-centred approach, ensuring that each client feels heard, empowered, and supported throughout their journey. Whether it's connecting with providers, understanding funding, or advocating for better outcomes, our coordinators are here to help make life easier and more independent.

Phone: 07 3517 4935



Queensland Plan Management provides fast, reliable financial administration for NDIS participants across the state. Our team ensures that provider invoices are processed quickly and accurately, giving clients peace of mind and more time to focus on their wellbeing. With a strong reputation for responsiveness and clarity, we're proud to offer a service that simplifies the complexities of plan management while maintaining a personal touch.

Phone: 0447 963 304



WEBSITE

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Visit tccare.org.au



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