





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.

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Our Essence





Our Governance

SBcare Incorporated is a registered incorporated association in Queensland and is accountable to our members, funding bodies, employees and most importantly our clients. As a charity SBcare Incorporated is also registered with the Australian Charities and Not for Profit Commission.

SBcare is funded by the Commonwealth and State Governments for different programs, most of our funding sources are related to the provision of aged and disability care services. Our key programs include Home Care Packages (HCP), National Disability Insurance Scheme (NDIS), Commonwealth Home Support Program (CHSP) and a Dementia and Neurodegenerative program (DaN).

The Board governs the organisation and delegates operational management to the Chief Executive Officer. The Board ensures that it receives the appropriate information to maintain good governance, makes all strategic and major financial decisions on behalf of the entity has a lens on organisational risks. The Board has a key role in managing the financial position and accountability and is required to understand the operational aspects of the organisation. This is a lot of work, accountability and responsibility for a voluntary Board.

The major driver for the organisation is the Strategic Plan, this plan is developed by the Board and operationalised by the Chief Executive Officer and her team. Individual Board members provide a voice for our communities of interest and use the information to influence future directions and

organisational strategies. Feedback is also presented to the Board to let them assess the performance.

Our current Strategic Plan is due to expire at the end of 2024 and the Board and Chief Executive Officer as well as the Executive Team have worked with staff and reviewed client feedback for the preparation of the 2024-2028 Strategic Plan. The journey towards a new plan commenced in the last quarter of 2023-2024 with the new plan becoming ready to operationalise in early 2025.

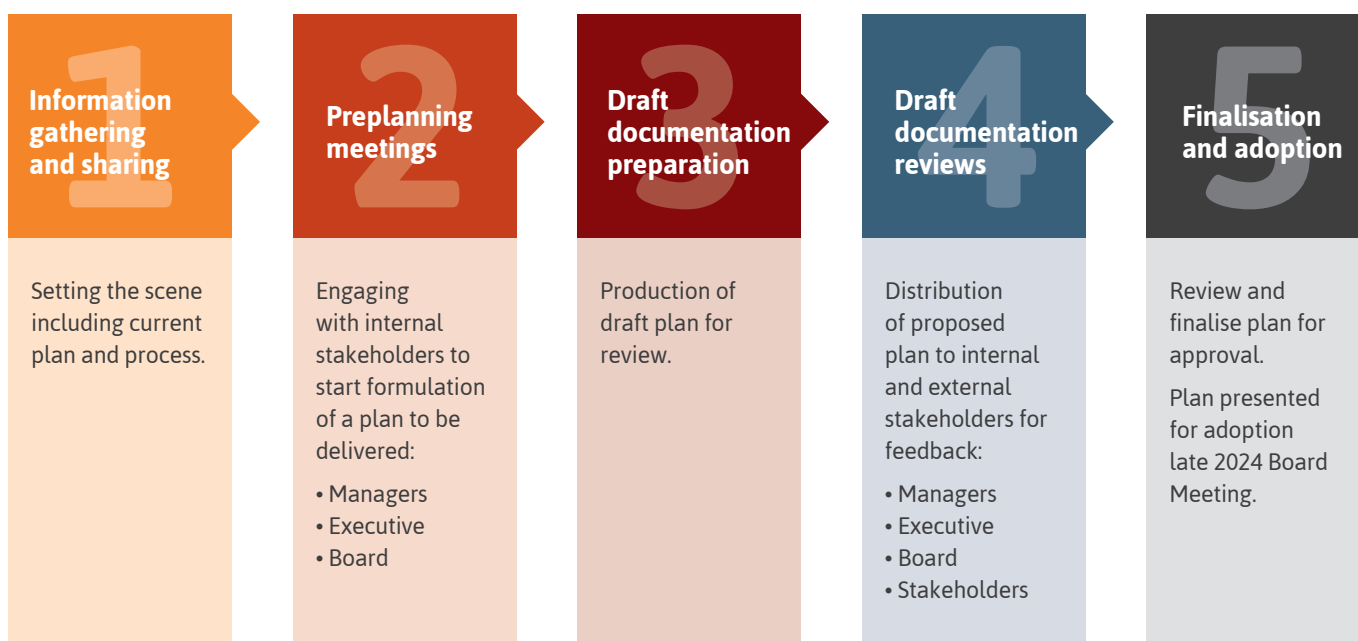
Our Governance Board during 2023-2024 consisted of eight (8) Directors from all walks of life with differing expertise and located in our communities of interest both the South Burnett and Toowoomba regions. Our Directors provide advice and support to generate strategic and operational excellence and also bring educated and passionate voices to the Board room. During this Annual Report period two Directors have completed their tenure. Thank you, Jess Stephens and Darren Schmidt, for the work that you have done with SBcare Incorporated.

Current Directors

Chair Paul Laurentiussen	Members Kym Ebenestelli Craig Lucas Celina Branch Ralph Masters Steven McNamara
Deputy Chair Richard Brannelly	
Secretary-Treasurer Bruce Jay	

SBCare Strategic Plan Roadmap 2024-2028

Phases



Our Annual Reports



**Chief
Executive
Officer**

Cheryl Dalton

Our Year

The 2023-2024 year opened with the continuation then the finalisation of the largest infrastructure project SBcare has undertaken, this was made possible by a State Government Community Infrastructure Investment Program (CIIP) in parallel with the SBcare Board's financial commitment to supporting the project for our staff, clients and community.

Over 1 million dollars has been spent on site including a new safe car park and ensuring our building remains in keeping with the original 1970s vision aesthetically but futuristic and modern inside. We have been able to occupy the former hall in partnership with the Kingaroy Senior Citizens Club with support from the South Burnett Regional Council. The middle section and West wing were completed in the third quarter of 2023 and the staff moved into the spaces and it is wonderful to have fit for purposes offices, public and staff spaces and more room for all.

Our approach

This year has been challenging in many ways, but workforce shortages and the ever-changing NDIS and aged care environments put additional pressure on everyone.

As a not for profit, we are always being asked to do more, do it better and quicker with less resources, whether it be managing workforce shortages, or challenging client needs or changes to the legislative and regulatory parameters we need to work in.

Our industry is reaching crisis point with 55% of not for profits feeling the pressure with shrinking profitability and therefore operational capability. We are consistently shapeshifting our business focus and models to stay aligned with these pressures while doing our job of "making a difference". The environment we work in is one of care and compassion and this plays out daily through our incredible staff. We all work hard to balance the head and heart in all we do.

Our strategy

Our strategy has been to remain committed to our purpose and ensure we can balance the financial needs with the care we provide, our Treasurer Bruce Jay is renowned for saying "If we don't make money, we cannot do good" and he is supported by me and my team in this approach.

We are in process of redefining our strategic direction and this means a review of what we do and how we work. The utilisation of technology is continuing to remain at the forefront of our future planning along with smarter ways to provide care and support to our clients in a large regional area.

We have and I believe will remain viable if we continue to transform and reinvent our work and work environment. We will need to increase our ability to develop and apply integrated, scalable solutions for financial longevity and sustainability for our services. Taking a holistic view of our organisation and the work we do is essential to this end.

Our transformation

This year we reached an important milestone in our journey to become a more streamlined and to commence addressing our sustainability challenges. I've seen firsthand the incredible innovation and problem-solving from all our teams, including large technology projects like the ICT cloud transformation project to small but very effective changes in client communication processes. The innovative attitude in SBcare has me excited for the great opportunities ahead.

Our people

As a Chief Executive you always hope to work with a capable, competent and innovative team and in 2023-2024 this ambition has been fulfilled. I feel privileged to work with a Board that makes a difference in all they do and an Executive Team that supports me and works alongside me to translate the organisational vision and purpose into reality for our community. None of this work cannot be realised without the dedication of the whole team, I am so grateful for the frontline staff we employ who delivery quality care with compassion and professionalism, and they are ably supported by an incredible network of administrative teams.

To provide the services delivered by the best team and industry talent is what we aspire to. Our commitment to our employees to support them in being their best self is important as is the opportunity to continually learn and grow. I know that the better and more inclusive our team is across our footprint, the better we will be in bringing innovative care services and solutions to our clients.

Our future

The 2024-2025 year will see a continuation of technology changes and an uplift in quality systems and documentation to support our clients and staff to do their jobs well.



Thanks for your support in 2023-24. I look forward to another stellar year for SBcare.



Chair

Paul Laurentiussen

In the financial year just gone, SBcare has continued to grow and consolidate its position in the South Burnett region as the preferred provider of services to assist people who are aged and people with a disability in the communities we work in. We have also continued to develop our presence in the Toowoomba and North Burnett areas.

The growth of SBcare has required the organisation to continue to make changes in the structure of the management of the organisation. The ability of management, staff and volunteers to meet the growing and changing needs of the community and our clients is one of the strengths of SBcare and without that ability, the organisation would not have been able to achieve as it has and as a result, SBcare is the organisation that it is today.

The Board and the staff will continue to build their knowledge to ensure the strong governance and transparency of SBcare and to ensure that



SBcare has continued to grow and consolidate its position in the South Burnett region as the preferred provider of services...

we continue to deliver excellent service options for our community.

I would like to take this opportunity to thank the members of the Board of Management and the Chief Executive for their work and dedication and their continuing commitment to make SBcare a quality benchmark for community care.

I would like to thank my fellow Board Members for their expertise, dedication, and genuine commitment to our organisation, this is a big role for a volunteer and much appreciated. I would also like to acknowledge the work that all our staff do to ensure the success of everything we do.



Treasurer

Bruce Jay

It's my pleasure as Treasurer to present such a strong financial report. The Board and Executive have overseen another strong year. The Board and Chief Executive Officer compare SBcare with similar organisations and many of these are not faring nearly as well.

None of this would have been possible without SBcare making a profit and being able to utilise our reserves to benefit clients. I prefer to call SBcare a "Profit for Purpose" organisation rather than the commonly used term "Not for Profit". If we didn't make a profit, we couldn't improve and expand the organisation to benefit our clients. If we didn't make a profit, we would soon not be here to service client needs.

During 2023-2024 we have

- again, increased the number of clients we serve,
- continued to expand the range of services we can offer to all clients,
- improved our facilities,
- altered the way we deliver some services like forming commercial style "clean teams" so clients get a great house clean with minimum disruption; and
- purchased more cars locally to add to the fleet and replaced others so clients are transported safely and in comfort.

Our operating profit is up on last year's, but the profit increase was constrained by major cost increases in wages and goods and services. This financial year, we changed how we reported goods and services which Queensland Plan

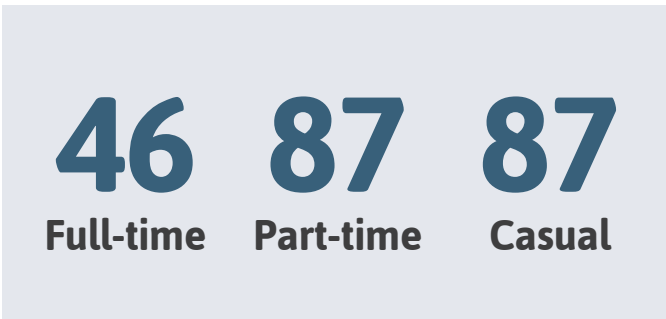
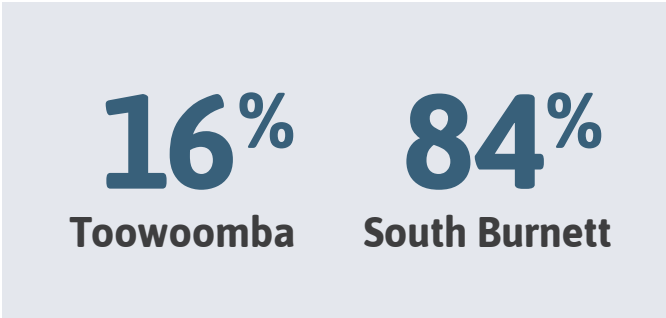
Management bought for clients. The initial report format distorted both income and expenses in 2022-23. In 2023-24, we netted it off in the Balance Sheet, so it is now not reported in the Profit and Loss.

As will always be the case with SBcare, we can't deliver to our client's needs without staff. Salaries and wages are clearly our greatest expense. It is a credit to our Chief Executive Cheryl Dalton and her Executive Team as scrutiny and supervision ensures our biggest cost does not blow out despite wage increases. The whole purpose of SBcare is to meet client needs which is why the team invests much time, effort and finances in rostering more effectively, allocating cars to most towns and using technology so staff can work remotely and not waste client time travelling to and from different towns or coming into the main office for non-client related tasks.

SBcare is in an enviable position, one that we have worked hard over many years to reach. Our strong financial position allows the Board to confidently state we are a "Going Concern". We have the financial strength to say we will be here in future years to continue serving clients and can meet the unexpected events or unexpected major expenses.

Our external auditors work with our internal accounting staff and the Chief Executive Officer throughout the year to confirm the accuracy of our accounting and processes, SBcare has again achieved an unqualified Audit.

Our Service





Client Compliments

I am very impressed with the Clean Team of Bec and Hannah. My polished floors look fantastic.

I want to thank Jack for all he did for me. It looks so good. He is such a good worker.

Even after my father gave Jaz a hard time, she kept her calm and continued to help him.

We are very happy with the quality of the meals as well as the cheerful staff who deliver them.

My parents appreciate the effort MOW makes and the difference it makes in their lives.

Thank you for the beautiful card you sent when my husband passed away. I was always very touched by your friendliness and kindness. My husband enjoyed his social group days, especially travelling on the bus with Paul.

Bill does an amazing job. He goes above and beyond and the energy that he puts in is incredible.

I am very happy with my current support workers. They're professional, reliable, friendly, kind and helpful.

From cleaning to accounts, all staff have provided me with a wonderful service. Nothing was too much.

Ryan's cheerful disposition and readiness to turn his hand to anything made him a most welcome worker.

Staff Sentiments

I really enjoyed my time at SBC and appreciate the opportunity. It was a challenge I wasn't sure I was able to achieve but found I could do it and enjoyed it.

I loved working in my team. It's probably the best team I have worked in.

I have whole heartedly loved my position within the organisation. I sincerely thank you so much for allowing me the opportunity to broaden my skills and knowledge and give to those that need more than myself.

I found my job very rewarding and I knew we were making a difference.

It has been an enjoyable ride and I have been so supported.

Our People

Trainees building careers



SBcare Incorporated is a strong believer in providing opportunities for career development from within the organisation and has embraced our commitment to nurturing trainees—an investment that not only shapes their futures but also enhances the entire organisation.

This year saw our Kingaroy Office taking on two new Trainees, Kiearah and Stacey, who are still undertaking study in the Certificate III in Business and have quickly settled into their respective roles within the Queensland Plan Management Team and the Aged Care teams.

We have experienced enormous success over the years in our Traineeship program with many trainees developing and demonstrating the necessary skills and wanting to remain in the organisation and build their careers.

We have many current employees who commenced as trainees with us and have chosen to grow their careers with SBcare, this includes Rebecca, one of our first trainees from 2017, who has developed a career and is a very capable and technical expert in her current role as Logistics Team Leader.

In 2021 we decided to take on eight trainees including Hannah and Trinity who commenced in Community Support Worker roles in the Aged and Disability Group Programs, both are now working independently in the same roles contributing to the quality of lives for our clients. In this same intake Dalhia

joined the Meals on Wheels team undertaking a Certificate III in Commercial Cooking and remains in that domain, designing menus, cooking desserts and supporting the team to deliver great quality meals to our clients. Emily, Jasman and Tayla also commenced in the 2021 intake and each of these started in a Certificate III in Business. Today Emily leads the Queensland Plan Management team and is our NDIS Finance Specialist, Jasman started as the administration support in the Aged Care team and is now a Client Service Officer with her own case load and she is a 'go-to' knowledge repository in this team and Tayla has worked in the Finance Team and has become the organisation's Payroll expert.



Each trainee is not just a short-term investment; they represent the future of our organisation.

As we move forward, SBcare remains committed to maintaining our Trainee Program. We recognise that each trainee is not just a short-term investment; they represent the future of our organisation. By providing them with the tools, mentorship, and support they need, we ensure that our mission of exceptional care continues to thrive for years to come.

2024 Rotary Pride of Workmanship Awards

We were pleased to be invited to participate in the 2024 Rotary Club's Pride of Workmanship Awards which provided organisations the opportunity to recognise and acknowledge employees who constantly strive for excellence in all work practices.

It was a difficult task to narrow down our selection as so many Staff members demonstrate a high degree of excellence in their work here at SBcare. We were very proud to have nominated the following for this year's awards:

Jackie Raine, HR Officer, for her willingness to always go the extra mile for the organisation and tackle any challenge that is presented to her.

Aaron Livingstone, Support Worker, for always putting his best self forward each day and placing the client at the centre of all interactions in a calm and respectful manner.

Shannon Scott, NDIS Client Services Officer, for his commitment to ensuring the best outcomes are achieved for his clients. Shannon works with key stakeholders along with his clients to create a tailored Support Plan for them.



Meals on Wheels Team, for their strong commitment to customer service, embracing diversity and always producing high quality meals. The team has developed a strong culture of respect, communication, cooperation and collaboration.



It was great for members of the Executive Team to celebrate with these staff members and their families as they received their plaques in Wondai on 23 March 2024.

Clean Teams Clean Up

In 2023 SBcare made a business decision to implement a concept named "Clean Teams" to service the increasing demand from clients for household cleaning assistance and associated support. Due to employee shortages and the vast distances, we must travel we took a commercial approach to the service design and focused on maintaining the care and personalised client service that we are known for.

The trial phase started with an eight-week program and we committed to undertake a client feedback 'check in' at the end of this period and, only continue the concept if the feedback was good. We were pleasantly surprised with how positive the feedback was. Clients stated that having a team gave them assurance about consistency of workers, on time every time delivery and a higher standard of cleaning as the work was spread between the workers.



Twelve months later we are delivering over 12,000 hours of support to our clients via the clean teams. These services are vital for our clients as often it is hard to undertake household tasks as people age and household support is usually an entry level service for many clients.

We realised that the existing laundry facilities were not suitable for the volume of work we were doing and invested over \$40,000.00 between our Toowoomba and Kingaroy sites to support our Clean Team members with facilities to help them do their jobs well.

Our Chief Executive Officer presented the Clean Team idea at the Commonwealth Home Support Program annual conference in November 2023 and also participated in an industry sharing forum about our concept, sharing information about the financial cost, resourcing and logistics of delivering this support in our rural and regional areas. The sessions were well received with many providers across Australia following up for further detail.

The success of this concept has allowed SBcare to recruit people who are interested in cleaning and freeing up people whose skill set is primarily support work. A win for our clients, our staff and our organisation.

Our Community

Toowoomba Community Care - Harmony Day 2024

Harmony Week (Day for us) is a celebration that recognises our diversity and brings together Australians from all different backgrounds.

It's about inclusiveness, respect and a sense of belonging for everyone. Harmony Day for us is about promoting diversity in our communities and bring us together as a team and workplace.

On 21st March 2024 the team in Toowoomba hosted a come and share breakfast for all staff. The office staff pitched in and set up and cooked a big breakfast of bacon and egg muffins with coffee, tea and juice for support workers coming into the office to start their shifts.

The team made their own orange (the colour of Harmony Day) shirts and took the opportunity to chat and share a meal with the workers coming and going for the day.

The event was successful and is a way that we can recognise and show support for diversity in our own team, our client base and our community.



'Purple March' – Epilepsy Awareness Day

On 26 March 2024, SBcare held an Epilepsy Awareness Day which consisted of a Staff Breakfast in the front car park followed by the 'mucking' of three of our Staff members.

Staff were encouraged to wear purple and were treated to a breakfast of bacon and egg burgers, juice, tea or coffee and had the opportunity to interact with others they don't normally get a chance to catch up with during their workday.

The highlight of the day was the 'mucking' of Shannon Exelby, Kimberley Francis and Paul Ricketts where Staff donated \$2 to cover them in purple slime. All money raised was provided to Epilepsy Queensland to assist with their fundraising efforts.

This event also launched the roll out of focused Epilepsy Training for those employees who work closely with clients living with epilepsy to ensure we are cognisant of current trends and strategies.





SBcare Meals – Meals on Wheels



SBcare Meals supplies over 36,000 meals per annum all over the South Burnett from Benarkin to Durong and most places in between. Meals are fresh cooked in our Kingaroy kitchen by a professional and well-trained team under the guidance of Chef Craig with his right-hand support cook Rachael. Unlike most other meals on wheels services, we have a full team of paid staff from the kitchen team through to the delivery team with our driver Kerry in her purpose-built refrigerated truck.

SBcare meals are delivered to the door and fresh cooked and chilled so that the people who use the service can decide whether to eat the meal after heating, put it in the fridge for later or freeze it for another time, all great options for the person receiving the meals.

Our approach has been for Craig and his team to produce meals that we would eat ourselves and this has seen great quality meals produced and many of our staff purchasing the meals for their lunch.

In the last year we have developed new partnerships by providing community meals to those in need. We now supply meals for the South Burnett Alliance kitchen who support the community in need of a meal and to CTC who use a regular supply of meals to support youth at risk.

We all know that cost of living pressures is making it hard for people and we expect that in the next year we will extend the way we can continue to support our community.



The meals are such high quality and look very appealing and are just tasty.



Our Clients

Mr Music

In South Burnett, each of the five Aged Care social groups have a monthly music session. Group programs operate in Kingaroy and Yarraman twice weekly and Wondai once a week. These sessions offer an opportunity for favourite song requests with a lyric book being provided for the sing along. The songs are geared to the interest of people attending the group, so a lot of variety is on offer including Slim Dusty, Johnny Cash, Willie Nelson, Neil Diamond, Elvis and much more.

The music sessions are led by Paul Ricketts, an experienced and valued team member who is also a professional entertainer. Paul has started to accumulate a lot of awards and is now recording his music. He has been on the entertainment card at Music Festivals such as Tamworth Country Music Awards, Gympie Music Muster, and Music in the Mulga.

With Paul taking the lead and the support provided by our capable and skilled Aged Care team, the use of song and music not only entertains the group members but stimulates cognitive function for the dementia community that attend the program.

Paul's skills and passion for music and aged care quality of life, translate to our programs with many examples of making a difference such as two Kingaroy Group members who often dance with each other during music sessions. Both have dementia and experience a lot of difficulty in socialising, but the sessions gave them a platform to once again be involved in a social life through dance, song and music.



Other examples of the power of song and music with dementia group members include a Yarraman group member who became difficult to support in toileting. Paul noticed her response to the Tennessee Waltz during the music sessions, now the staff will sing and waltz the same tune and guide her to the bathroom, making the experience seamless and effortless for her and the staff. She sings and smiles and is now very much at ease with activities of daily living because of this program.

These sessions appeal to a wide range of members with another group member having younger onset dementia coming alive when Elvis sings Blue Suede Shoes. He dances, sings and entertains like a professional which is enjoyed by the member and appreciated by all.

The group members all comment that they wished they could do music every day! We are very lucky to have Paul in our team and that he shares his wonderful talent to enhance the quality of life for our social group members.

Plan Management Expertise for Family

Queensland Plan Management (QPM) services client all over Queensland as a financial intermediary for NDIS Plans and usually pays provider accounts within 48 hours which is a huge point of difference in the NDIS Plan Management market.

Naomi's family relocated to a rural area in the Gladstone region and she transitioned her four children's plans to Queensland Plan Management in September 2023. We first became aware of the issues the family were having securing a quality Plan Management service when a relative contacted us. The relative stated that

Naomi was struggling as she did not understand Plan Management and how her children's plans could be accessed to ensure that their disability needs were being met and what they could use the plans for.

Since transitioning to Queensland Plan Management all four children have consistent services in place. A strong relationship between Plan Management and their local Support Coordinator has evolved making life a lot easier for Naomi and her children. Naomi now has streamlined access to required products



and services for her children, a previously a stressful ordeal has now been made easy for her.



Persistence Pays

Angus is a NDIS Toowoomba Community Care support coordinated participant. He was diagnosed with Duchenne Muscular Dystrophy which is a life limiting genetic disease. Angus came to Toowoomba Community Care in late 2022 when he moved into the area.

Prior to Toowoomba Community Care support coordination, he was prescribed a wheelchair that was not a good fit for him and was then rejected by the agency for a new chair as they had already purchased one (albeit the wrong chair) in his plan.

In November 2022, NDIS Coordinator Casey worked with numerous Occupational Therapists, previous providers and the NDIA to submit a request for a "Review of a Decision". Unfortunately, the request was rejected, and Angus was hesitant to continue the process to get a suitable new chair. During this time, Angus continued to use the unsuitable chair, and this limited his ability to be independent as he could not access his community.

Casey was persistent and a new Assistive Technology request was submitted in early 2023, during October 2023 Angus was advised that his new wheelchair had finally been approved, Angus received his new chair late in 2023.

Since Angus has had his new chair, he has attended music festivals, has moved into a Specialist Disability Accommodation where he lives independently, he is accessing his community and he can now attend Allied Health appointments in clinic rather than at home. The difference this has made to Angus's quality of life is incredible.



Jhett's Trains



One of the regular Centre attendees, Jhett, has been spending his group time working on model trains. These aren't just any model trains, they have all been carefully planned, prepped and constructed using paper by Jhett's own hands. From memory, Jhett sees a train, designs a three-dimensional construction template, adds details, colors and assembles a replica meticulously.

Jhett will spend many hours working on these trains and will excitedly explain and show off his amazing creations to anyone that attends the centre. A highlight for Jhett was being able to showcase his work at the South Burnett Regional Council Library in Kingaroy at a recent art exhibition and having all his friends from the group attending a public viewing of his work on display.

Jhett's train project has supported him to move out of his comfort zone and engage with new people as well as build his confidence when interacting and communicating with individuals and in group settings.

What is next for Jhett? He is now planning on making a wooden shelf in the afternoon DIY Workshop group in order to have a place to display his artwork at home.

NDIS Group Centre Programs

The 2023/2024 year has seen a change in the NDIS Group Centre, this is due to new staff, new programs being offered and NDIS payment changes.

Programs offered have ranged from “football fans” to “ten-pin bowling”, “fine arts” and the “DIY workshop”. There has been a lot on offer to provide participants the opportunity to learn new skills, engage in community participation and enjoy all important social connections.

We have introduced planning time for each group with the aim of coordinating and implementing all the activities groups engage in to ensure each participant can give feedback and have a voice in the planning process.

Throughout the past year, the Cooking Groups and Discovery Club groups have ensured everyone has been well nourished



with quality, nutritious and flavourful meals for lunch club each day. This program is building participant capacity relating to menu planning, shopping, nutrition, teamwork and

hospitality skills. The groups have cooked all types of meals with simple to more exotic choices on the menu, main meals are always accompanied by a tasty dessert option.

Emma's Got Talent

Emma is a young woman who lives with her family, her disabilities impact on her ability to socialise with peers and the wider community. Emma and her family originate from South Africa, they initially had no family or friends in Australia and this situation created feelings of isolation and being disconnected from the community. Last year Emma was diagnosed with a disability that impacts on her in many ways including her health, employment options, independence, and wellbeing.

In the past few years, her SBcare NDIS Support Coordinator Deb and her “Care Team” have worked closely with Emma and her family to create a network and circle of security, to help achieve her goals.

Emma identified that one of her strengths is singing; to overcome anxiety and loneliness. Deb used this opportunity to think laterally and connected Emma with a professional who provided singing lessons to build her social skills for independence and connectivity. Emma's confidence has grown with the support of her singing teacher and our SBcare support workers' ability to mentor, encourage and inspire her to work towards her goals. Emma has recently auditioned for a part in a local theatre production, “Calamity Jane” where she was successful in securing a solo singing part and is enjoying costume fittings and working as part of a theatre team.

Emma has connected with a local disability enterprise employer who was impressed with her excitement to engage in work with their Café team. She is in the process of securing employment with the possibility of growing her skills in other areas of the enterprise.





Norm's Goal of Independence

Norm and his wife Jan live in a retirement village where Norm was diagnosed with Parkinson's Disease seven years ago. Jan supports Norm with his activities of daily living and provides minimal supervision but occasionally prompts Norm when he attempts to mobilise without his Wheelie Walker. Norm stated that he voluntarily "retired" from driving a car about two years ago because he recognised the risk to himself and others, a courageous action as his independence was affected by this decision.

When Norm brought his Home Care Package to Toowoomba Community Care he stated his goals included accessing the community independently, in a safe, supported, and dignified manner. Having appropriate equipment is important to facilitating a person's ability to continue with meaningful occupations and connecting socially.

In mid-2023, Norm undertook the appropriate assessments to help him maintain independence and safe mobility. It was recommended that a mobility scooter was purchased so that Norm could access the retirement village facilities and the local shops independently.

Since Norm has had his mobility scooter, he has been introduced to the Brightside Community Centre at Toowoomba Community Care and now attends twice a week and is a very social member of the group. Norm makes his own way to and from the group



on his scooter, rain hail or shine. A benefit for Jan from Norm's renewed independence is that she can then use this time to meet with friends, attend appointments and take time out for herself.

Norm has reported that Parkinson's Disease created symptoms like a soft voice, shuffling gait, poor handwriting and a propensity to have falls, but despite his challenges Norm is living his best life with support from Toowoomba Community Care and continues to maintain his independence because of his mobility scooter which was bought through his Home Care Package.

With Care and Support, Tanya Thrives in Her New Home

In February 2024, Tanya, with the support of her family, took an important step in her life by moving from her lifelong home to a SBcare supported living house. As a new household member Tanya adds a new face to the close-knit residents and has quickly become a part of the group.



Tanya has lived with Down Syndrome and is now beginning to show signs of dementia, making this transition a significant one. She spent many years working at the Endeavour Biscuit Factory, where she made lifelong friends with several of her former colleagues who now meet up with Tanya at the Making Music Social Group in Kingaroy. Reuniting with her friends each week fills Tanya with excitement and hope as she settles into her new environment.

In her new home, Tanya receives the support she needs, including assistance with personal care and other activities of daily living.

Tanya's support team work collaboratively, and she now benefits from an array of assistive aids designed to enhance her quality of life. The introduction of a High Low Bed, a hoist for seamless bed and wheelchair

transfers, and a rolling shower commode has transformed her daily routines, ensuring both her safety and comfort.

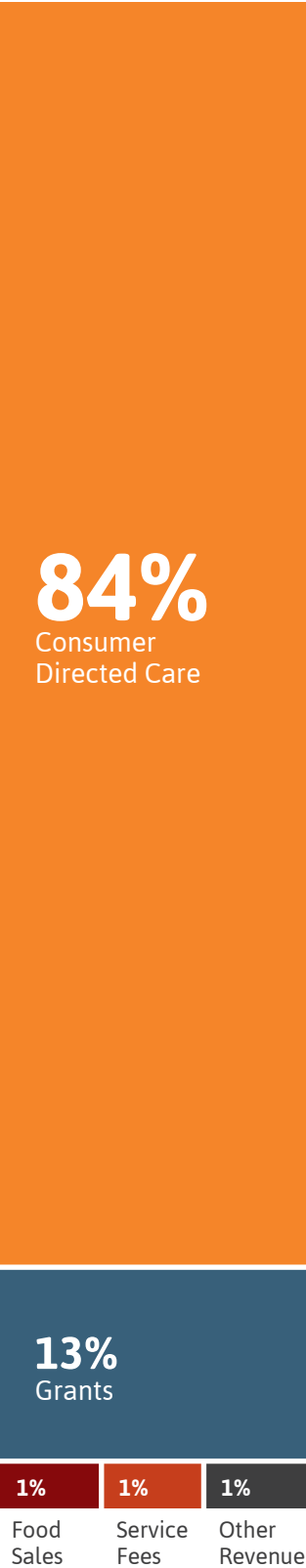
Though she misses her family, she has a constant and strong bond with them and they are frequent visitors that bring joy to all.

Tanya has also developed a wonderful rapport with the staff at SBcare, Tanya enjoys a sense of autonomy, and the staff work with her to ensure she maintains her independence.

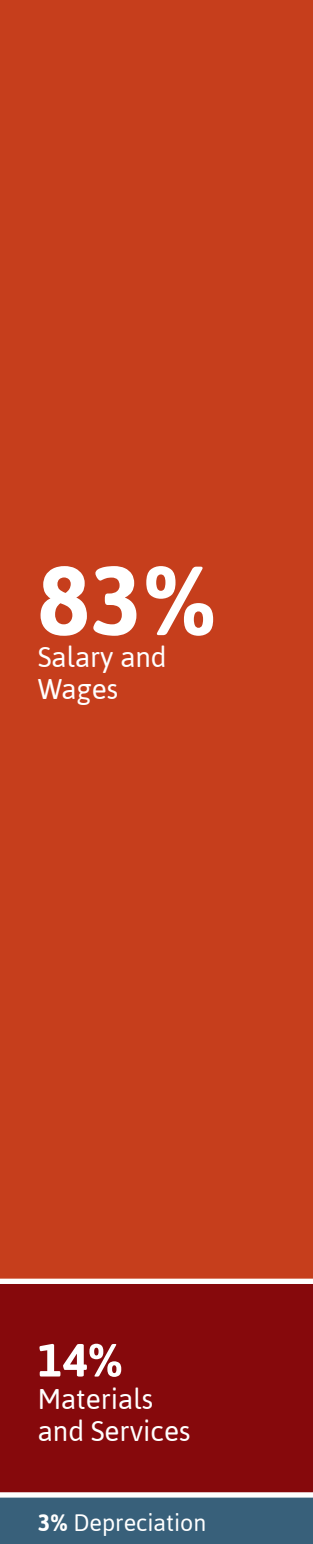
Tanya's journey is a testament to the power of collaboration and compassion in community care. With the right support, she is thriving in her new home, proving that with love and dedication, independence is within reach.

Our Finances

Revenue

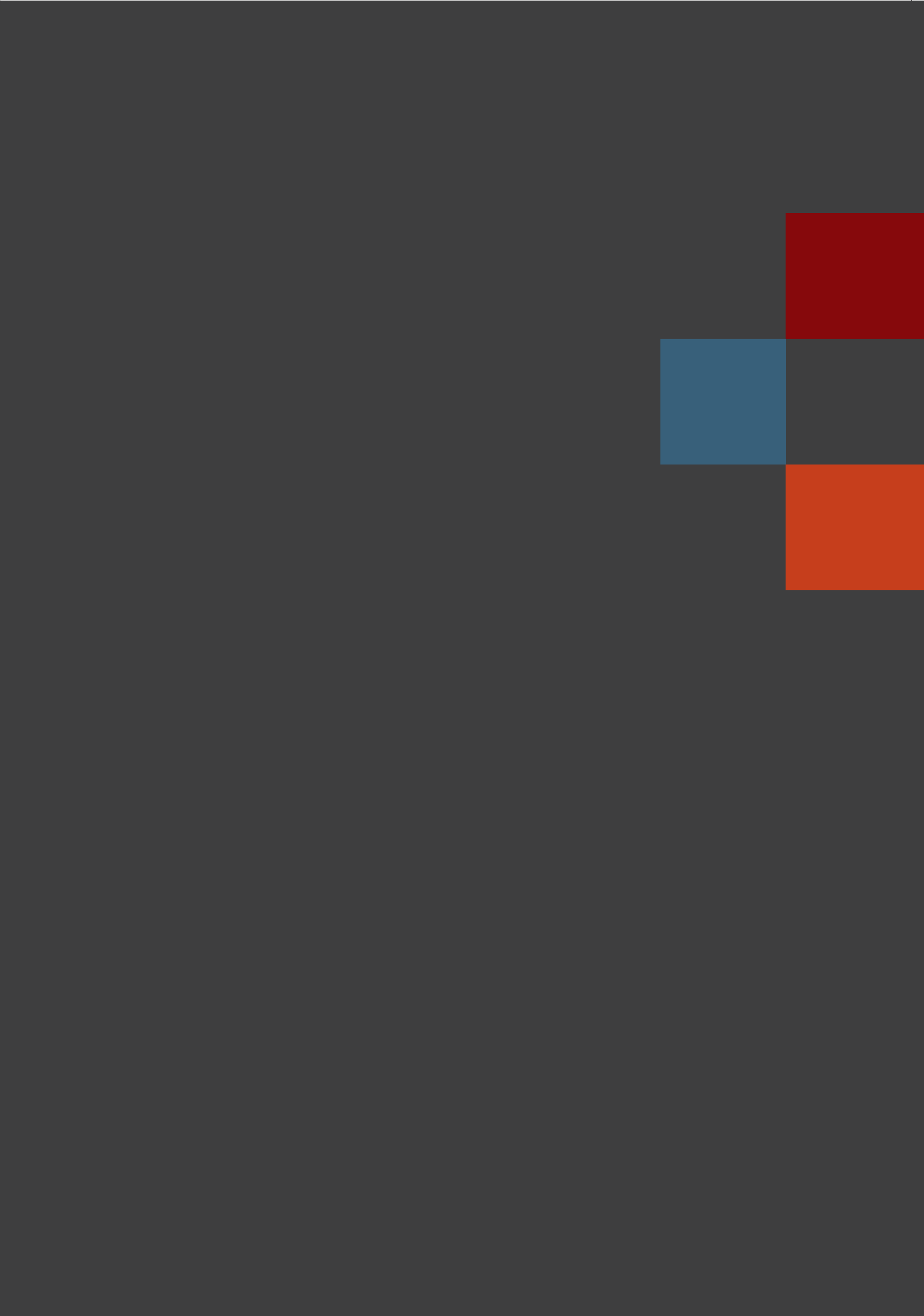


Expenditure



Capital Reinvestment







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