



Footprints in Brisbane
105 Commercial Road, Newstead, QLD 4006

P: 07 3252 3488

F. 07 3252 3688
www.footprintsinc.org.au

ABN 151 002 774 92



annual report 2012 2013



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Cover Artwork inspired by painting 'Untitled' by Judith Pfitzner

SUPPORT

THE FOOTPRINTS VISION:

A community where individuals are able to maintain an independent lifestyle.

THE FOOTPRINTS MISSION:

To be responsive, innovative, professional and timely in providing care and support to each client.

To do this we will:

- Provide services wherever they are needed, in your home, in the community and at our centre;
- Work collaboratively with other community agencies;
- Provide appropriate, relevant and practical individualised services designed to suit your needs;
- Involve you in all decisions relating to your care;
- Provide you with any additional information you may need;
- Ensure that our staff are highly competent and supportive;
- If necessary, advocate on your behalf.

FOOTPRINTS VALUES:

- Trust
- Honesty
- Reliability
- Confidentiality
- Client-Focussed



Footprints, Commercial Road, Newstead.

STRENGTH

ORGANISATION PROFILE

Footprints in Brisbane Inc. is a non profit organisation, established in 1991 in New Farm as part of the New Farm Neighbourhood Centre as the New Farm Community Options. In 1995 we became our own Incorporated Association and continued to grow in response to the interests and needs of the local community.

In 2007 the organisation changed its name and became Footprints. Our vision has been to assist people living in the inner north Brisbane suburbs who are ageing, disabled, experiencing mental illness, and homeless or financially and socially disadvantaged to live independently the lifestyles of their choice.

We have assisted thousands of people over the past years to remain independent, make positive lifestyle changes and enjoy greater quality of life.

Footprints currently employs more than 60 highly skilled and caring staff and volunteers who provide flexible and responsive service to approximately 1000 people annually. Our board is made up of local business and professional people who want to make a difference through voluntary contribution of their time and expertise. Located in the heart of the community Footprints is accessible, friendly and welcoming.



Pawprints 2013

PRESIDENT'S REPORT

This past year Footprints has embraced the changes in its funding and operating environment to expand our programs and services and most importantly make a difference to the lives of our clients. Our particular area of focus for the past year has been strengthening and expanding our partnerships across the health and community sector. Through these partnerships Footprints has been successful in securing several new sources of funding and we anticipate the purchase of a building in the near future. This investment demonstrates our commitment to our clients and the local community.

In 2012/13 Footprints provided approximately 65,000 hours of services to 1,200 clients, which reflects our ongoing growth. Footprints has demonstrated highly robust systems to support ongoing and continual growth throughout the year.

Footprints would like to thank Robert Cavallucci and Vicki Howard (our hard-working State and Local members) for their passion, support and advocacy for our clients and the work we do. Footprints is grateful for the vital support which it receives from every level of government as well as its generous community supporters.

I would like to thank my fellow board members for the generosity with which they share their extensive experience and varied perspectives for the benefit of Footprints.

On behalf of the Board, and personally, I would like to express my sincere thanks to Cherylee Treloar (our exceptional CEO), the leadership team and the staff and volunteers for their enthusiasm for the work they do and commitment to our clients.

We look forward to a successful 2013/14.

Tracey Davern
President
2013

TREASURER'S REPORT

I have much pleasure in submitting the Treasurer's Report for the year ending 30 June 2013 for Footprints in Brisbane Inc.

Footprints have continued to consolidate their financial position, and are well placed to deliver the contracted services for all of their programs.

Total income for the year of \$3.546 million is up 3.8% on the 2012 financial year. Footprints have received increases in government grants, minor grants and fee for service income. Grant income is expected to increase further in 2014 with new government funding contracts now in place from 1 July 2013.

Expenses have remained relatively stable compared to last year and the resulting operating surplus of \$249,897 is higher than last year's result of \$81,485.

The Balance Sheet continues to reflect the strong financial position of the association, resulting in a \$263,676 increase in the amount of cash held at bank at the end of the year. The total Cash at Bank now amounts to \$1,805,082. In the 2014 financial year, the association will be looking to utilise the cash reserves for the purchase of a building to run client programs and activities, as well as providing staff office space.

The auditor's report confirms that the accounts have been prepared in accordance with the Associations Incorporation Act.

Scott Pearce
Treasurer
October 21, 2013



Board Members

CEO'S REPORT

Milestones 2012 – 2013

The year in review represents the completion of our triennial strategic plan and Footprints goals 2013 have been fully realised.

Our new website and branding was launched earlier in the year and the utilization of this will continue to expand into the future.

"...Footprints is recognized as a key agency within inner North Brisbane assisting people with complex needs..."

Footprints extended its service capacity becoming an approved provider for flexible care with the Department of Health and Ageing and an approved provider for Disability Services Queensland. This builds on over twenty

Footprints is recognized as a key agency within inner North Brisbane assisting people with complex needs including those who are homeless and at risk of homelessness by providing flexible and responsive supports to those living in boarding houses and hostels, community, social and public housing; with over 70% of our clients living in these types of housing arrangements.

Engagement is a critical aspect of our success and we work within extensive networks, partnership agreements and collaborations across sectors including housing & homelessness, health, disability and community care, ageing and mental health; utilising Footprints Case Managers and Care Coordinators and our capacity to provide practical services that wrap around people and are based on their holistic needs.



Taking the Pulse Conference 2013, Dr Amanda Kenny (Connect to Health presentation)

years experience as a local community based provider of services and programs to older people and younger people with disability, in particular people experiencing social isolation and financial disadvantage, through the Home and Community Care, Queensland Community Care and Packaged Aged Care programs.

Footprints Assertive Outreach approach also enables us to work with hard to reach individuals assisting them to access housing and through support, retain housing.

This year we partnered across a number of projects with the Metro North Brisbane

TRUST

Medicare Locals and other consortia members for Partners In Recovery and supported the transition of HACC services from Community Health within North Brisbane. These relationships are highly valued by Footprints in reducing duplication, leveraging off each others expertise and creating more opportunities for people to have access to better care and support.

Through partnership we have also been able to undertake such key initiatives as Connect 2 Health (C2H) to improve health and wellbeing for people with complex needs who have difficulty accessing specialist and primary health care services and End of Life Planning for people residing in hostels and boarding houses as well as homeless (Palliative care).

We welcome the establishment of the Queensland Mental Health Commission and inaugural Commissioner Appointment and are very appreciative of her active engagement with the mental health sector. We look to the

future with hopeful expectation for many of our clients who are consumers, their families & carers that the new State strategic directions will expand their opportunities to achieve recovery goals and the commencement of PIR will challenge, support and enhance systems change.

"...focus for the past year has been strengthening and expanding our partnerships across the health and community sector."

Another important initiative this year was the commencement of Footprints About Me counselling services (supported by Brisbane Minds); complimenting other programs and providing access to counselling to many of our clients.

We also participated in the Graduate Student industry partnership with the Workforce Council



The Dreaming Stars 2013 Art Exhibition

RESPECT

that resulted in the development of our Peer Workforce Strategy for employment of Peers Workers within Footprints.

This year we also undertook Quality Reviews across all our Queensland Community Care programs and were fully compliant. We were able to provide feedback to our Board from review that (through interviews with clients and the evidence of the quality of our work against standards) Footprints staff and volunteers demonstrated the values, vision and mission of the organisation 'not just spoke about them'.

Footprints is very much a part of the local community and some of the events that occurred this year were our Annual Pawprints (homeless pet day), Art Exhibition and Silent Auction, bi-annual Sports Day in New Farm Park and special mention must be made of our own Remembrance Day in which we honoured the memory of our clients who had passed.

I'd like to thank Footprints Client Reference Group who are representatives from across

our programs for their time, commitment and assistance in the quality improvement of our organisation.

Thank you to our tremendous Board members who voluntarily continue to give their time and expertise ensuring Footprints is well governed and holds its course of sustainability into the future. We warmly welcome newest member Murray Sutherland local business owner and Chair Teneriffe Festival 2013.

Congratulations to Footprints Leadership team who overcame all challenges and surpassed every goal.

I would like to commend the people of Footprints who are invaluable; if clients are the heart of the Footprints community then our staff and volunteers are very much the body and soul of what we do and believe.

Cherylee Treloar
CEO Footprints
September 2013



Power on



Olympics

COMMUNITY CARE PROGRAMS

The Community Care Team(CCT)is highly experienced in working with clients to deliver quality in home services to people aged under and over 65 years of age. Footprints CCT programs are delivered both within inner North and South Brisbane and extend for some services through to Western Suburbs. Footprints programs are aimed to assist people to live independently in the community the lifestyles of their choice. We are highly accessible to all people living in the community including people who identify with diverse cultural backgrounds and Lesbian, Gay, Bisexual, Transgender and Intersex as well as people who experience isolation and/or disadvantage.

Utilising a range of service responses including:

- Case Management,
- Care Coordination
- Counselling support
- Information and Advocacy
- Social Support
- Domestic Assistance
- Personal Care
- Meals
- Transport
- Goods and Equipment Loans
- Respite Care and Medications Prompting

Footprint supported 387 individuals and provided 17,295 hours of service through our Community Care and Home and Community Care programs. In addition we supported 31 individuals through Package Care (Community Aged Care Packages) providing 4,703 hours of service.

The program was initially established in 1991 and has continued to grow over this time. At Footprints we recognise that for many people their needs are complex and overlapping and

require tailored responses that are flexible, responsive and holistic. The Community Care Team programs and services reflect our vision, mission and values to promote independence and each person's right to remain in their environment of choice in a client-focused, dignified and reliable way.

"My in home support worker does a fantastic job. [They] were very good and friendly. I just don't have enough good words to describe [them]".

In last years Annual Report the Community Care Team outlined change and growth was upon the horizon and this has proven to be our experience. Footprints CCT grew to over 30 staff including Coordinator, Case Managers, Case Worker, Intensive Case Manager, In Home Support Workers and In Home Domestic Workers.

The team has remained strong and robust throughout this financial year. Services included Case Management and Care Coordination and clients were also able to access a range of practical in home and community access services such as domestic and social support, personal care, medication assistance, meals



Community Care Support



Weekend away

preparation, assistance with shopping, transport and outings.

Funding for these services comes from both State and Commonwealth Government sources and includes Home and Community Care, Community Care and Packaged Care. Footprints is an approved provider for Flexible Care as well as Disability services. Most recently we have also partnered with the Metro North Brisbane Medicare Locals to provide additional HACC services to people living in the Inner North Brisbane Area. Through this partnership with Metro North Medicare Local we welcomed

the transition of approximately 200 new clients from Community Health in North Brisbane region and provided almost 900 hours of service within the first month of delivery.

"I am very grateful to Footprints and don't know how I would have managed without them. I am really appreciative of the support I have received from my Case Manager with negotiating through to a residential facility and removing the concerns I had about nursing homes".

Footprints Community Care Team staff are skilled and qualified in a variety of areas of expertise including dementia, disability services, aged care, nursing, social work and community care services. To reflect and address the need for additional specialist knowledge and education, several team members spent the past year attending intensive training courses on Palliative Care within Brisbane and Sunshine Coast hospitals.

Staff also spent time researching the supports needed for persons living in Hoarding and Squalor environments. Staff spent time



Weekend away

DIGNITY

"The staff that visit me are fabulous. They really are. When I was sick a couple of months ago and couldn't see they did everything for me. I couldn't make myself a cup of coffee or even butter toast. They did everything. I have had the same in home support workers visiting me for over 5 years now".

working alongside specialist psychiatric services to support clients with high needs to relocate to more suitable accommodation and guardianship services to support clients to relocate to residential care settings.

The team feel that the greatest achievement of the program was ensuring the Community Care clients transitioned as part of our partnership with MNBML received their services in a timely and flexible manner with a seamless transition from their previous provider. This reduced stress, anxiety and uncertainties for these clients.



Client support

This year the Community Care Program achieved full compliance with the State Government Quality Review across four programs and was conducted against the Human Services Standards.

A Community Care Program client also made a generous donation to the team based on the tireless work of her in home staff and Case Manager which has gone towards purchasing the program an additional vehicle and some professional development training for all the team staff.

"I am very happy with my cleaning service. They (IHSW) are very good".

The year has been challenging and extremely busy for all; we can only imagine what 2013-2014 might have in store for us. The Community Care Team remain strong in their commitment to their clients and staff and would like to take this opportunity to express thanks for their ongoing trust and support for Footprints Community Care this past year.

Aynsley Johnson
Coordinator
The Community Care Team

CONNECT

RESIDENT SUPPORT PROGRAM

"...to build and maintain positive physical and mental health requires a sense of community belonging and relationships with others..."

Mental Health support and recovery has been a large focus for the Resident Support team over the past 12 months. Case Workers have provided people that access the program with many and varied opportunities to enhance empowerment, social connectedness, and choice. The Resident Support team ethos is built around the acknowledgment that to build and maintain positive physical and mental health requires a sense of community belonging and relationships with others. Over the past year RSP has assisted 161 clients and provided 6072 hours of service.

These services have included Client Care Coordination and Social Support to assist people living in Boarding Houses and Hostels (Supported Accommodation) have community access and coordination of supports to improve health and wellbeing.

Initiatives

The Men's Health Breakfast was initiated and hosted this year by Footprints RSP team. The breakfast was developed by Footprints RSP team and was a collaboration between Footprints, Brisbane Housing Company and Red Cross. The breakfast was catered by Abfab catering, and was conducted in International Men's Health Week. The event was developed to provide information, (and a healthy breakfast), and to acknowledge the importance of men's health, particularly to men residing in boarding houses and social housing. Funding for the event was granted by Foundation 49. A men's health initiative. The team would like to acknowledge the Australasian Men's Health Forum for access to a men's health nurse who completed an informal presentation at the event, and Foundation 49 for their generous support.

Women's Space continued into its second year. Activities are client directed, and focus on enhancing the physical and emotional health, and social inclusion of women residing in boarding houses and hostels. The RSP team were successful this year in a Café Smart Street grant to assist with resources for the Women' Space program. This has allowed for the purchase of key items to enhance the experiences and well-being for women residing in boarding houses across Brisbane North.

The music group continues to provide people with an afternoon of relaxation, enjoyment, and social connectedness. The group is growing, with the view that more technology can be brought into the program.

Networking

Case workers have been actively encouraged to attend network meetings with both community providers and government departments. These networks have fostered relationships and allowed for a more streamlined referral process to other support agencies.

Outreach

This year, the team began outreach to a Community Housing (boarding house) provider. This allowed case workers to reach and support people who were isolated due to health and/or social complexities. This outreach has resulted in better health and housing outcomes for such people.

This year the team again conducted outreach to Gregory Terrace level one boarding houses, and joined with the Homeless Outreach Program to the Ivory St site on Tuesday mornings.

The Resident Support team would like to thank everyone who allowed us to assist them in better health outcomes.

Jade Cronan-Thompson Coordinator
The Resident Support Program Team
September 2013



**Footprints inspiring the local
community at the Annual Art
Exhibition & Silent Auction**
September 2013

HONESTY

HOMELESS OUTREACH PROGRAM (HOP)

Over the 2012-2013 period, the Homeless Outreach Program team has continued to provide collaborative, strengths-based, holistic support to people attending the service and to one another in the team. It is crucial to note, that the team has worked extremely close with one another, offering ongoing support, and guidance to each other as needed.

Services provided included Case Management, Case Planning and Review, Counselling, Support, Information and Advocacy, Social Support, Domestic Assistance and Personal Care. Over this period 282 individuals were assisted and Footprints HOP team provided 9860 hours of service. The majority of individuals assisted were under 65 years of age.

The Homeless Outreach Program continues to meet the steadily increasing demand for support services from people who are homeless or at risk of homelessness. People accessing the program requested a broad range of support, including:

- assistance to obtain immediate housing
- support and advocacy to secure longer term accommodation through government and community housing providers
- support to address complex physical, mental and psychosocial health issues
- financial assistance
- crisis intervention to prevent loss of tenancies
- assistance to sustain housing
- referral to other community services, and
- social activity

Case managers continue to work intensively with a core group of clients with multiple, complex and interrelated issues. Case Management continues to be a critical component of our work in working with this target group. The Homeless Outreach Program continued to work alongside the Resident Support Program this year so to enhance

responsiveness to homelessness, and support delivery in boarding houses and hostels. Having complementary programs such as the Resident Support Program, Community Options and the Resident Recovery Program (specialist mental health recovery program) within the same organisation is clear. Seamless service delivery approaches for people increase the effectiveness of the program for each client. Not only could they have their accommodation needs addressed, clients were able to increase access to health assessments, were also supported to regain a level of independence, reduce their social and financial disadvantage and to self manage their physical and mental health care.



Sports day

Long term housing options have, as expected been slower this year due to the affordable housing shortage across Queensland. However, despite this, the HOP team has assisted many people into suitable accommodation and to sustain their tenancy. Tenancy sustainment has required ongoing resource intensive support from the team, and strong working relationships with service providers within the sector.

BELONG

The success in housing is a result of strong collaborative relationships within the One Social Housing system, the consumer, and with local private housing providers.

Footprints Drop- In Service

Over the past year, the Homeless Outreach Team participated in, and encouraged celebration of yearly events during drop-in. Such events included: NAIDOC week, State of Origin, Easter celebrations, and Brisbane Exhibition.

Drop-in continued to provide a safe environment for people who are homeless or at-risk of homelessness. The centre provides a disability accessible bathroom, laundry



Client support

facilities, access to computers (including internet), and opportunity to play pool or cards and to share in nutritious home cooked meals. The average attendance at drop-in for the year was approximately 30 people per week. Formal collaboration with service providers i.e. the INMHS Homeless Health Outreach Team, the Centrelink Community Contact Team, the Medicare Indigenous Community Team, and the Anglicare Nursing Service who all attended the centre on a regular basis, offered ease of

access to invaluable and essential health and related services. We value these collaborative partnerships that support better integrated outcomes for our clients.

Outreach

Outreach is an important element in the provision of an effective homelessness service. Assertive outreach is a deliberate attempt to end homelessness. Case Managers of HOP attend outreach sites in conjunction with other services so to model good practice: a multi-disciplinary approach to outreach. Outreach to parks and boarding houses provides an opportunity for the most vulnerable people to connect and talk with case managers in an informal manner. It provides ease of access to information, and is useful to build relationships and trust.

Over the 2012-2013 period, Outreach to Queens Wharf Rd (in place of Botanical Gardens), Ivory St, and Gregory Tce continued to be conducted, enabling the team to engage with people accessing food vans and allowing immediate response to people in urgent need. Outreach to Wickham Park was also with a change in people accessing services on different days.

Outreach was also conducted at local Community Housing properties such as BRIC Housing and Brisbane Housing Company so to further support people whose tenancy may be at risk, and to collaborate with local agencies in such.

Outreach to SANDBAG has continued on a fortnightly basis. Such Outreach has been crucial in reaching and supporting vulnerable people in the Sandgate Community. The Homeless Outreach team would like to thank the staff of SANDBAG for their ongoing collaboration and support.

Initiatives

Pawprints in Brisbane was in its second year, and was a great success, with an increase in people accessing the support with their pets. The event was instigated by Footprints Homeless Outreach Team in 2011, with the first event being in 2012. Pawprints in Brisbane has been conducted in partnership with the RSPCA. The event was aimed at pet owners that are homeless, at risk of homelessness, and living in social housing. Pawprints enabled pets and owners to access free vet care and pet products. The event highlighted the vast positive impact that pets can play in ones own health.



Pawprints 2013

Networking

Case managers have been actively encouraged to attend housing network meetings with both community providers and government departments. Such networks have increased relationships and allowed for a more streamlined referral process to other support agencies and to housing providers.

"I wished I'd known about Footprints earlier, my life's been terrible for the last 2 years... Since coming to Drop In the case managers here have helped me get my life back on track..."

The Homeless Outreach team attended "Homeless Connect", facilitated by Brisbane City Council at the RNA Showgrounds. This event offers an opportunity for clients to connect with a broad range of service providers, whilst simultaneously highlighting the services provided by the Homeless Outreach Program.

HOP staff continued to be active contributors of Under One Roof, a consortium of homelessness, housing and community agencies based in the inner city. The HOP team supports the consortium providing Case Management and practical supports to social housing residents who are at risk of losing their tenancies and support agencies to improve access to services for people who are homeless.

The Homeless Outreach team has continued this year to have involvement with the Brisbane Homeless Community Action Plan. Particular focus has been on enhancing support to boarding houses and hostels, preventing boarding house evictions, and hoarding and domestic squalor. HCAP working groups has provided opportunity across the sector

to develop partnerships with community organisations and foster relationships with government departments.

The Homeless Outreach Program has continued to nurture and further develop positive relationships and networks within the service system. Such networks and partnerships include:

- Homelessness to Health Network
- Brisbane North Housing Solutions Network
- Park Users Meeting/Network
- Red Cross Steering Committee meeting
- Brisbane North Mental Health Inter-agency Network
- Under 1 Roof
- Brisbane Outer North Case Coordination
- HCAP facilitation
- Homeless Health Outreach Team Partnership
- Outreach Services Network

Funding

A submission to the Brisbane City Council Housing Support Program was again successful this year. This year the funds will be allocated

to assist people with removal costs (particularly when someone moves from homelessness or unstable housing to permanent long term housing, cleaning products (for assistance when moving into one's home), cooking items (so to run healthy cooking on a budget- in collaboration with other interested organisations), intensive cleaning (linked to hoarding and squalor needs).

The Homeless Outreach Program was successful with a Café Street Smart grant to assist with the development of a resource (in conjunction with other members of the HCAP working group) for people residing in boarding houses across Brisbane. This resource is still in development.

The Homeless Outreach Program team would like to thank everyone that has allowed us to walk with them in their journey toward goals and dreams.

Jade Cronan-Thompson Coordinator
Homeless Outreach Program
September 2013



Men's Health Breakfast

RESPECT

CENTRE BASED ACTIVITIES PROGRAM (CBA)

Throughout 2012 / 2013, the Centre Based Activity (CBA) program operated at capacity providing 14,835 hours of service to 76 clients and in addition 111 hours of Allied Healthcare to 55 individuals. The CBA program endeavours to offer a broad range of activities and outings tailoring the activities to meet client needs and area of interest. We focus on providing opportunity to safely participate in activities of choice in a warm friendly and caring environment. The program provides a range of Diversional Therapy, Leisure and Recreational activities, Transport and Meals and includes community outings through the year.

"Home away from Home"

Some highlights included, a visit by a Lone Pine koala, lively performances by Hans The Entertainer, and an information session by local Police representatives on personal safety. Annual Events included a Spring-themed Evening Out; a keenly anticipated event, Seniors Week lunch and dancing at Broncos Leagues Club, and the Annual Weekend Away at Fingal Head NSW where 9 clients and 3 volunteer staff enjoyed the local beach, markets and fish and chips by the Tweed River.

Wii bowling and X Box continue to be popular keeping clients active both in mind and body.

Footprints Friday group have been keen participants in the Men's Shed at Spring Hill. This is a Reclink initiated project supported by a number of community groups. Footprints being one of the mainstays of the project, has been instrumental in delivering quality activities of client's choice and catering for over 30 attendees. We have been attending on a fortnightly basis during the year. This activity reflects one of the aims of the Friday group which is to provide opportunities for clients to engage in social activities in the community.

STEPS Program (Qld Health) – A Queensland wide program for people with Acquired Brain Injury (ABI), Stroke, Traumatic Brain Injury and their carers has been delivered once again by a qualified CBA staff member. This is a two part program, the first being a six week facilitated group which aims to improve community life, help people look after themselves and build

"Talking about footprints makes my face light up"

local support networks. The second part is an ongoing Network Group where people can maintain connections made during the initial 6 week program. Footprints clients and people from the broader community have been participants in this program.



Images: Koala Visit, CBA Christmas Team, Personal Safety, Herb Garden

CONFIDENTIAL

We offer our compliments to Val, our master chef extraordinaire, for her high standard of cooking. Val, in consultation with CBA staff and clients, compiles menus for all seasons and theme days with a high focus on nutrition and food presentation. Once again Footprints

"Coming to the Centre opened up my life"

Food Safety program has been successfully audited to meet the Queensland Food Act and the Australian Food Standards. We have also successfully completed the requirements to retain our 5 Star rating with the Brisbane City Council Eat Safe Brisbane program.

CBA continues to host students undertaking industry placements as a component of their qualifications. Both staff and clients value the contribution students bring to the program.

"Pleasure to be here every week"

Monthly visits by a Podiatrist enables clients to access quality treatment for an affordable fee. This service continues to be popular with appointment times fully booked well in advance.

"Lovely social gatherings to attend"

The Centre Based Activities Team gratefully acknowledges the generosity of the wonderful band of supportive volunteers who provide such enjoyment and hilarity each week. Volunteers from the community include the Sherrin Partners, a local financial advisory company who visit monthly, Petina Roberts, Judith Balisi, Lucy Uren, Marie Louise Trusler, and Samantha Hood, who assist on Tuesdays and Thursdays, Jessica Uglietti, Noela Fry and Li Gao on Fridays, and the weekly Music Group of Jeanette Ayres, Dawn Jenkins, Pauline Burnett and Faith Collins. We look forward to more fun and activity in the coming twelve months. The Team gratefully acknowledges the assistance given by Footprints staff with transport when needed.

Janette Wood Coordinator
The Centre Based Activity Program
June 2012/2013



Images: Friday Group Xmas Party, Easter, Weekend Away, Melbourne Cup



'Smiley' by Donna James
People's Choice Award winner 2013

Footprints' talented local artists dazzled it's patrons at the Annual Art Exhibition & Silent Auction

September 2013

RESIDENT RECOVERY PROGRAM (RRP)

The Resident Recovery Program (RRP) provides short to medium term, flexible, personalised supports to people experiencing moderate to severe mental health issues who live in boarding houses or hostels situated in the catchment area of the Royal Brisbane and Women's Hospital (RBWH). Utilising a Case Management recovery/wellness framework, the aim of RRP is to assist its clients to break the cycle of moving through acute inpatient care, boarding houses or hostel accommodation and homelessness and to optimise their health and wellbeing. In addition we work with clients to increase their opportunities and choices and develop social networks/connections that are both sustainable and allow meaningful participation in community life.

In the past year RRP have assisted 118 clients with a total of 6,996 hours of support in the key areas of social and personal development, living skills development and community placement. Consistent with previous years approximately 50% of all RRP referrals are being received from Inner North Brisbane Mental Health Services (INBMHS). Other referrals come from boarding houses, hostels, other agencies

and self referrals. Often, though not always, these new clients have had contact with mental health services previously.

The hours of service provided are significantly above target in total however, a decrease in available housing options and a reduction in the relocation of our clients this year have

"Power On is fabulous because it's all women and you can talk about women's things."

impacted on housing availability and thereby community placement. As such, additional time has been spent on psychosocial and personal development with a focus on recovery oriented self management of mental health symptoms, and addressing the physical health issues which impact on mental health. We believe that this is a long term investment in sustaining future tenancies and is part of a holistic service.

The RRP team has been presented with some changes this past year with Carolyn Perry moving on to take up a position with Medicare

Local. Her contribution to the ongoing development of the RRP team and Footprints in general has been exemplary and she will be missed. Coinciding with the arrival of the new Manager of Mental Health Services, Jay Hendricks, the team also moved out of their office at 123 Commercial Rd into temporary offices until the current location at 5 Julia St in Fortitude Valley in April. Despite these changes and challenges Dee Jackson, Carissa Griffiths, Naoko Hansen, Kathryn Delaney and Phillipa Fleming have continued to provide quality services to their clients. They have been assisted in this by Kimberly Taylor, who stepped in to the team in April, while Kathryn is on maternity leave and Fran Dagostino (aka Frantastic) who has been providing peer support and co-facilitating some of the groups as has the equally fabulous Patrina Crowden.

The Julia St premises have provided a welcoming space for clients to attend the groups that are now being offered. This year team members undertook formal training to gain accreditation to run both the POWER ON program and Wellness Recovery Action Planning (WRAP) groups. Each group is co-facilitated by a peer support worker who has also undertaken the training. In addition, the

Hearing Voices group and the Art Group is continuing to develop and evolve.

Once again the Art Exhibition and Silent Auction in September was an absolute success and highlighted the wonderful talents of the Footprints community. The Discount Art Warehouse continued their generosity donating studio space for the art workshops facilitated by Terry Gold and Sherry Black. Mentoring support was also provided by Sally Cox and Nameer Davis from the Brisbane Institute of Art, who assisted our Footprints clients to transfer their imagination to canvas. During the art group from May to August the artists created a total of seventy four wonderful art works including paintings, sculptures, photography and poetry. The artists sold many of their art works at the silent auction and exhibition and donated ten percent of their sale to continue this initiative in 2013.

"Since working with Footprints I can eat when I'm hungry, I don't have to starve anymore"

The About Me Program is an initiative funded by Metro North Brisbane Medicare Local to improve the mental health of vulnerable and disadvantaged people through short term appropriate psychological interventions (both individual counselling and group work). The initial service was provided by Dr Carolyn Perry and proved to be a valuable addition to the services offered to Footprints consumers and is being continued by Footprints RRP Coordinator, Social Worker Dee Jackson. Footprints value the opportunity to provide access to ATAPS for often hard to reach individuals and thanks to MNBML for their ongoing support.

Jay Hendricks
Manager Mental Health Services
Resident Recovery Program
September 2013



Power on



Olympics

POSITIVE

OTHER INITIATIVES

Connect 2 Health

This year the Connect to Health (C2H) program initially aimed to improve the health and well being of persons experiencing homelessness through supported access to primary and specialist health care services. The dual key objectives of the program were to make it easier for people experiencing homelessness to gain access to health services and to identify health service gaps in the local community for people experiencing housing vulnerability.

Utilising a Care Coordination approach the C2H project demonstrated that persons experiencing homelessness do “make contact” with primary health care professionals, however this contact may be limited to a once only occurrence, sporadic or interpreted by the person as unsatisfactory in meeting their presenting health and well-being needs.

Participants have achieved better self management of their physical health conditions with a coordinated collaborative care approach for access to primary health care. A “wrap around support” client-centered approach, within a psycho social framework of practice where primary health providers and community

based support services work in collaboration to facilitate transport, client support and coordination of sustainable contact with health professionals, clinical services and community based support services.

“living independently with support”

Linkages were established with a range of providers including Drug Arm, Anglicare and many others who engage with individuals living rough, in boarding houses and hostels and caravan parks as part of an Active Outreach approach. Similarly more than 500 GPs practices were contacted to identify those who had capacity to engage with this client group as well as after hour’s medical supports. We acknowledge the financial assistance of Metro North Brisbane in funding C2H to improve access to healthcare for disadvantaged individuals.

Tania Schmakeit
Coordinator - Connect 2 Health



Foodbank

RECOVERY

End of Life Planning

(Palliative care for homeless persons)

This year Footprints initiated a capacity building project to include End of Life planning for highly isolated and disadvantaged clients. Many of Footprints clients experience homelessness or at risk of homelessness reside in boarding houses, hostels or public housing (over 70%) and are without informal supports (over 90%) such as family or friends. We identify that mental health issues and co-morbidities, chronic and complex in nature and combined with other lifestyle conditions, limit life expectancy in this client cohort.

Across our programs while some clients receive clear diagnosis of a life limiting condition and/or a terminal prognosis staff are regularly challenged with situations in which many clients who navigate a chronic and progressive trajectory of illness do not. For these individuals there is often no clear transition to end of life, but rather an insidious physical and functional decline, which clearly affects quality of life.

Recent client deaths, stimulated this project and identified a need to build staff capacity to provide active support to clients who face chronic and life limiting illness with beginning a process of thinking about, talking about and eventually planning ahead for quality of life, at end of life; recognising the choices available for meeting their needs and values during this phase.

“...making a difference in later life...”

The aims of this project were fully realised and Footprints is continuing to expand its specialist capacity to support disadvantaged people who are in this end of life phase. This project was made possible by the financial assistance of Metro North Brisbane Medical Local.

Christina Robb
Project Coordinator - Palliative Care



Pawprints 2013

In this year Footprints partnered with the Metro North Brisbane Medicare Locals (MNBML) Partners in Recovery (PIR) Consortium along with several other partner organisations that provide specialist mental health services within North Brisbane region. I strongly commend the MNBML as lead agency for the consultative process that led to the successful submission.

We look forward to the implementation of PIR over the next months, working collaboratively together with our partners, towards systems improvement and change.

Footprints has extensive networks within Inner North Brisbane across homelessness, housing, mental health, disability and community care and aged care utilising Case Management and Care Coordination practices to support complex needs clients.

Cherylee Treloar
CEO Footprints

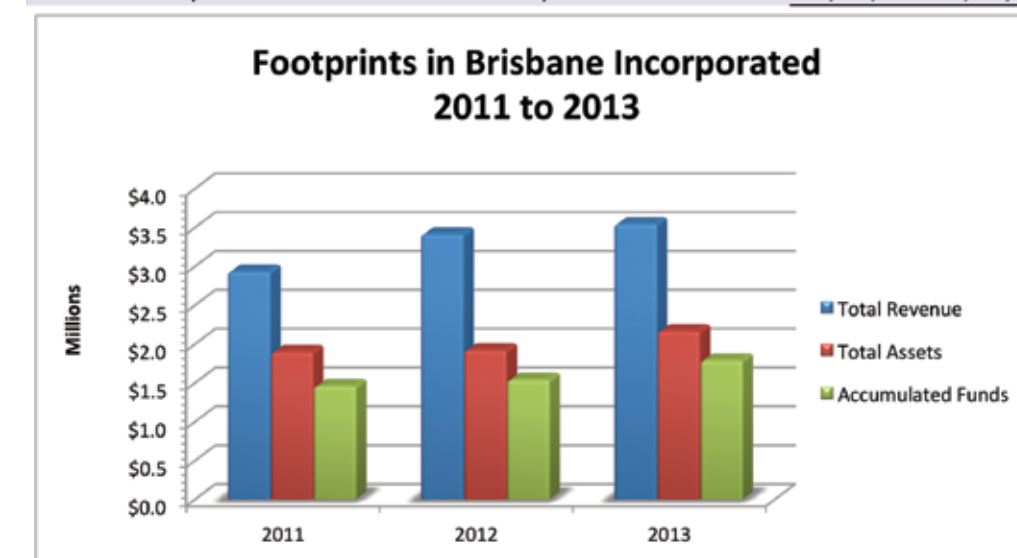
Signing of Agreement PIR

FOOTPRINTS IN BRISBANE INCORPORATED

STATEMENT OF COMPREHENSIVE INCOME - EXTRACT FOR THE YEAR ENDED 30 JUNE 2013	2013 \$	2012 \$
Grants	3,265,750	3,241,801
Other income	280,649	172,371
Total Income	3,546,399	3,414,172
Employee costs	2,526,124	2,548,560
Other expenses	770,378	784,127
Total Expenditure	3,296,502	3,332,687
TOTAL COMPREHENSIVE INCOME FOR YEAR	249,897	81,485

STATEMENT OF FINANCIAL POSITION - EXTRACT AS AT 30 JUNE 2013	2013 \$	2012 \$
Current Assets	1,887,591	1,558,696
Non Current Assets	278,307	361,068
Total Assets	2,165,898	1,919,764
Current Liabilities	357,774	362,383
Non Current Liabilities	17,155	16,309
Total Liabilities	374,929	378,692
NET ASSETS	1,790,969	1,541,072
TOTAL MEMBERS FUNDS	1,790,969	1,541,072

STATEMENT OF CASHFLOWS - EXTRACT FOR THE YEAR ENDED 30 JUNE 2013	2013 \$	2012 \$
Net cash from operating activities	317,470	140,873
Net cash used in investing activities	(53,793)	(159,038)
Net increase in cash and cash equivalents	263,677	(18,165)
Cash and cash equivalents at the beginning of the financial year	1,541,406	1,559,571
Cash and cash equivalents at the end of the financial year	1,805,082	1,541,406



For a copy of the full audited financial statements please contact Footprints on 3252 3488 or admin@footprintsinc.org.au

ACKNOWLEDGEMENTS

Footprints acknowledges and is grateful for the support of -

Department of Social Services (formerly Department of Health and Ageing)

Department of Communities, Child Safety and Disability Services

Queensland Health

Metro North Brisbane Medicare Local (MNBML)

Brisbane City Council

Workforce Council

Street Smart Australia

Foundation 49

Rainers Meats

Coles New Farm

Teneriffe Festival Committee

RSPCA

IGA Brunswick Street New Farm

AIV Food Services

Officeworks

Heiser Gallery

Troy Hansen Photography

Healthy Communities for LGBTI Group

Relationships Australia – Rainbow Service

Art Warehouse Arthur Street The Valley

Damian Caniglia Photography for the MNBML

And our many generous supporters and volunteers for their donations and in-kind contributions

Thank you



'Smiley' By Donna James
People's Choice Award winner 2013

