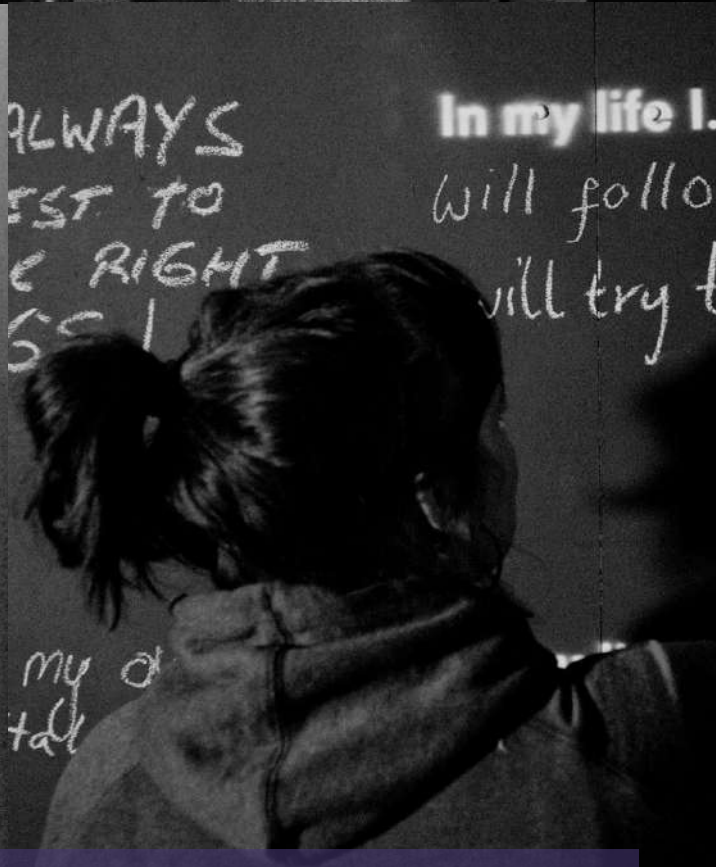




COMPANY PROFILE

An insight into Footprints as an organisation, outlining what we do and who we are.

#01

PRESIDENT'S REPORT

An overview and insight from our President Tracey Davern.

#03

TREASURER'S REPORT

A brief outline of the past financial year from our Treasurer Scott Pearce.

#04

CEO'S REPORT

A message from our Chief Executive Officer Cherylee Treloar.

#05

EVENTS SNAPSHOT

The last 12 months of community activity and client events.

#07

CENTRE BASED ACTIVITIES

The growth and increasing family and community engagement from Coordinator Amanda Lambert.

#09





#11

AGED CARE

The changes that we have experienced, the goals that have been achieved from Coordinator Racheal Mayer.

#13

COMMUNITY CARE COMPLEX NEEDS

The successes over the past 12 months in the Community Options, Homeless Outreach and the Resident Support Programs from Coordinator Paul Sears.

#16

MENTAL HEALTH

Coordinator Ryan O'Leary from Partners In Recovery; and Coordinators Carissa Griffiths and Dee Jackson from the Actioning Recovery and Citizenship Program, share their journeys and reflections from over the past year.

#20

HEALTH & WELLBEING

A briefing of the past year from our Nursing Care Coordinator Lynne Megginson and Occupational Therapist Jacqueline Izzard.

#22

FINANCIAL REPORT

Statistics and numbers outlining our last 12 months' financials from our Finance Manager, Ralda Ruberry.

#23

BOARD & ACKNOWLEDGEMENTS

An introduction to our board and our acknowledgment of all of our partners.

COMPANY PROFILE

Footprints was established in 1991 as the Community Options Program under the auspice of the New Farm Neighbourhood Centre. In 1995 it became its own incorporated association under the same name (NFCO) and in 2005 became Footprints in Brisbane Inc. in acknowledgement of the growth in scope and scale of the organisation.

While embedded within the inner North and South Brisbane local communities, Footprints continues to extend its 'footprint' reaching across metropolitan suburbs into greater North and South Brisbane regions.

Footprints specialises in working with socially isolated and disadvantaged older people and younger people with complex needs, disabilities or people experiencing mental illness and those who are homeless and at risk of homelessness.

Our vision is for inclusive communities where people are able to live independently in lifestyles of their choice. To achieve this we support individuals holistically through practical support as well as recovery, wellness and strength based approaches to their psychosocial and health needs. In simple words we walk alongside our clients; demonstrating our values of trust, honesty, reliability, confidentiality, respect and client focus promoting dignity through choice.

At this time Footprints employs more than 90 staff across three locations (West End, Fortitude Valley and Newstead) and provides services to approximately 2,000 people within Brisbane.

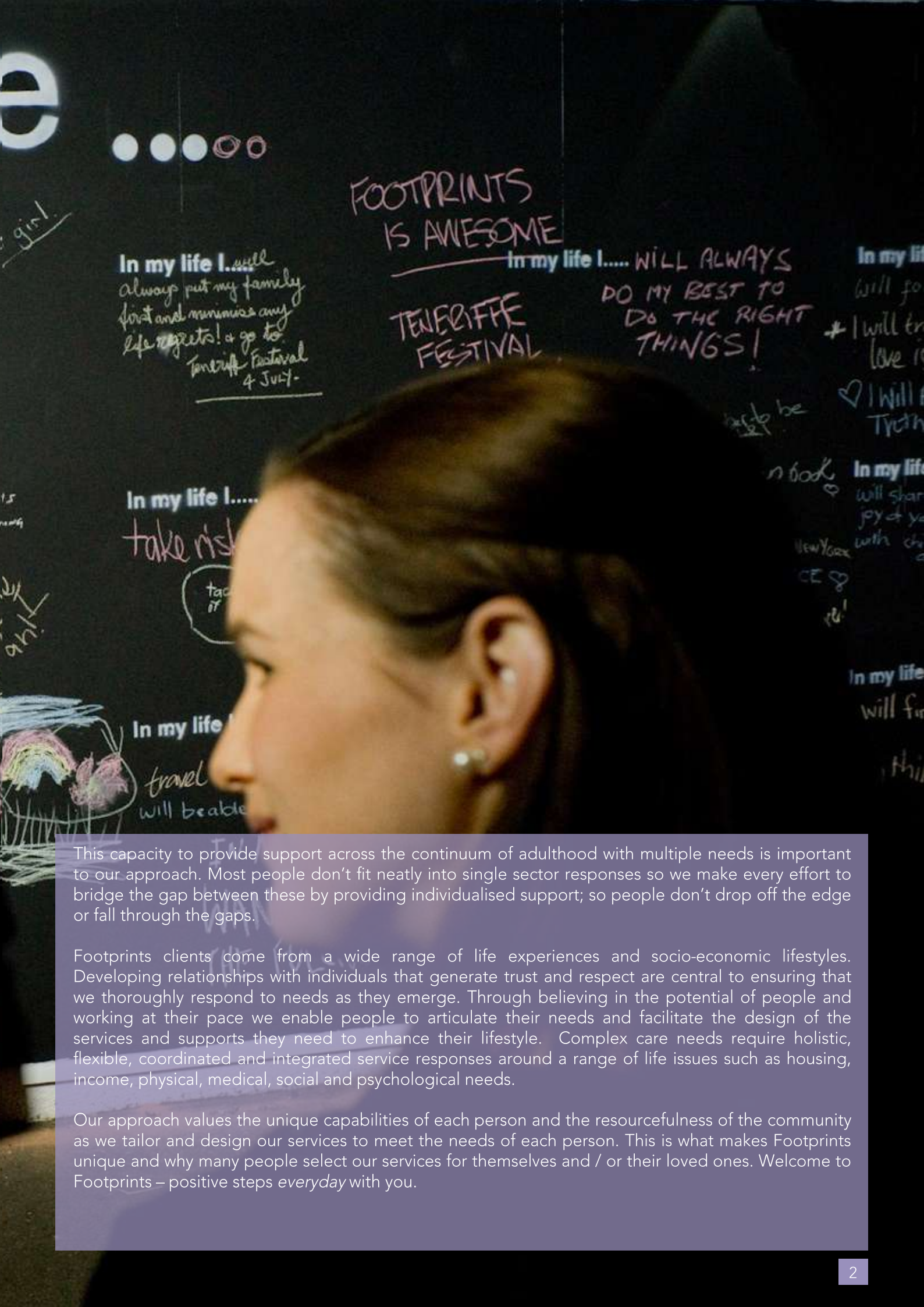
We have a highly valued voluntary board made up of local people who provide strategic direction to the organisation based on their personal commitment and professional expertise from diverse backgrounds of law, finance, business and health services.

We are able to offer an extensive range of community based services (transport, socially assisted access into the community, help in the

home, personal care, respite) as well as center activities, health and allied health.

Home means different things to different people, for which reason we provide services to individuals wherever that may be including shared accommodation, caravan parks, community housing or living rough.

Our dedicated staff are made up of professionals from multiple disciplines including social work, psychology, allied health, nursing, aged care and disability and other therapeutic backgrounds such as diversional therapy. Footprints employs individuals with lived experience within our mental health programs and are committed to engaging volunteers from within the community to build social capital.



This capacity to provide support across the continuum of adulthood with multiple needs is important to our approach. Most people don't fit neatly into single sector responses so we make every effort to bridge the gap between these by providing individualised support; so people don't drop off the edge or fall through the gaps.

Footprints clients come from a wide range of life experiences and socio-economic lifestyles. Developing relationships with individuals that generate trust and respect are central to ensuring that we thoroughly respond to needs as they emerge. Through believing in the potential of people and working at their pace we enable people to articulate their needs and facilitate the design of the services and supports they need to enhance their lifestyle. Complex care needs require holistic, flexible, coordinated and integrated service responses around a range of life issues such as housing, income, physical, medical, social and psychological needs.

Our approach values the unique capabilities of each person and the resourcefulness of the community as we tailor and design our services to meet the needs of each person. This is what makes Footprints unique and why many people select our services for themselves and / or their loved ones. Welcome to Footprints – positive steps *everyday* with you.



THE PRESIDENT'S REPORT

Over the last twelve months, the Nation's community health focus has been on the introduction of consumer directed care and the Aged Care reforms introduced on the 1st of July 2015. Footprints management and staff worked tirelessly during this period ensuring our internal systems were ready for these reforms.

Footprints continues to adapt to these many changes including reviewing workforce planning to ensure the right expertise is on hand to deliver the necessary assistance to clients and ensuring that through our Strategic Plan 2014 – 2017 our mission is continuously met, *'be responsive, innovative, professional and timely in providing care and support'*.

Footprints has experienced significant growth in client numbers with a 29% increase over the year. This increase reinforces the urgent need for client services to continue and for ongoing advocacy for marginalised clients specifically those that have complex needs.

Community organisations across the state including Footprints have campaigned for greater inclusion of marginalised Australians who may not meet the criteria for aged care reforms. Footprints continues to advocate on behalf of these marginalised groups and clients and has been successful in participating in discussions and influencing government policy ensuring disadvantaged people do not slip through the cracks of the system.

This year saw the Launch of Footprints' 'In my life...' public Blackboard campaign encouraging the community to engage and connect with others.

The public, yet anonymous wall is an honest depiction of the longing, pain, joy, insecurity, gratitude, fear and wonder you find in any neighbourhood. Its purpose is to provide an opportunity for the community to share more with one another.

Once the blackboard wall is filled, the board is washed with water and the process recommences. Much like in real life, it symbolises that you can start again, by wiping the slate clean. Footprints staff have recorded each full canvas.

Our relocation from Commercial Road, Newstead to our new premises in Light Street, Fortitude Valley is planned for early 2016. In the past twelve months, extensive investigation has been undertaken to ensure we have the best design for our clients' needs.

I am really looking forward to the next twelve months as we mark 25 years delivering valuable services to the community including people with mental health issues, those that are homeless or at risk of homelessness and people who experience social and financial disadvantage.

Tracey Davern
President



THE TREASURER'S REPORT

I have much pleasure in submitting the Treasurer's Report for the year ending 30 June 2015 for Footprints in Brisbane Inc. (Footprints). Footprints has continued to consolidate its financial position and is well placed to deliver the contracted services for all of its programs.

Total income for the year of \$6.036 million is up 27% on the 2014 financial year. Footprints has received increases in government grants, fundraising (bequests) and client contributions. Grant income is expected to increase further in 2016 with new government funding contracts in place from 1 November 2015.

Expenses have increased compared to last year and the resulting operating surplus of \$241,541 is another solid result for the year. The Balance Sheet continues to reflect the strong financial position of the association, resulting in a \$111,156 increase in the amount of cash held at bank at the end of the year. Total assets held by Footprints have also increased by \$282,159.

The accounts have been prepared in accordance with the Associations Incorporation Act and have been audited by an external accounting firm.

Scott Pearce
Treasurer

THE CHIEF EXECUTIVE OFFICER'S REPORT

In my life

I want to
Live off the
grid

In my life I.....
have achieved my
Goal of working &
Living in
In Australia!

will be the
best role model
that I can be
for my kids

.....study
& travel
the world

Will do more for others

WILL ALWAYS

In my life I..... WILL ALWAYS

In early 2015 we launched Footprints 'In my life I...' Blackboard and Facebook and this report depicts images and words from these (which form part of the campaign) scribed by people who took the time to express their wishes and hope over the past several months. This seemed a fitting backdrop to this year in review, which has been underpinned by change management and driven by consumer choice.

As consumer directed care becomes more and more a part of the service delivery environment, we wanted to focus on the voice of the people within our community. We feel strongly that choice goes hand in hand with access and that real choice comes with equity of access.

Within the aged care sector, policy changes begun in 2010 have culminated this year in the commencement of the My Aged Care website and contact centre and the establishment of Regional Assessment Teams from 1st July 2015.

We have continued to engage with Federal Government, peak bodies and representative groups raising our concerns for marginalised individuals and the risks of their being left out or left behind through these processes.

Working with our State Government funding partners we are preparing for the rollout of the National Disability Insurance Scheme and transition of clients within Footprints' Community Care programs to the NDIS as it is introduced within our State.

These current and future changes, both State and Federal, have given rise to internal restructuring of services and teams, enhancements to systems and processes, and learning and development.

I strongly commend all our dedicated staff (operational, finance and human resource teams) who have embraced these new directions while working hard to ensure clients were well supported and services delivered; achieving above and beyond what we thought we could do with so much to be done and in an environment of transition. Thank you.

In all aged and community care programs targets were reached and in most instances exceeded. Centre Activities spread its reach into South Brisbane and several innovations were introduced across the program to extend social, health and wellbeing options for people to engage in.

At the same time we successfully undertook a quality review with the Aged Care Quality Review Agency across several programs including the home support programs (Community Options, Homeless Outreach, Resident Support, and Centre Based Activities) and packaged aged care services meeting all standards.

As part of the North Brisbane Primary Health Network Consortium for Regional Assessment Services (NBPHN), we work with our partner agencies in 2015 in the establishment of the RAS within North and South Brisbane.

Such projects as 'End of Life Care', which Footprints started with small grants from the NBPHN (formerly Metro North Brisbane Medicare Locals), have continued under Decision Assist through support from Queensland University of Technology (as part of the Department of Social Services Grant Program). Footprints has also continued the Connect2Health program through our Nursing Care and Allied Health services.

In 2014 our Partners in Recovery (PIR) Team engaged in a number of sector capacity building projects culminating in strong cross sector and interagency collaborations such as those targeting Hoarding and Squalor concerns.

In the same year Footprints also established and implemented the Actioning Recovery and Citizenship (ARC) program across metropolitan Brisbane opening new premises in West End, close to many of our partner agencies and linking with PHN and Health Hospital Services (HHS). We are very thankful for the welcome we received and inclusion in many networks and supported such ventures as Southside Mental Health Collaborative, Sanity Fair School for Hard Knocks, 500 Lives 500 Homes, Inclusive Health Network to name a few.

In 2015 we opened offices in Proe Street Fortitude Valley having outgrown the Centre in Commercial Road, Newstead and look forward to relocating the latter services and teams to Light Street Fortitude Valley in 2016.

Many events have been held over the year including the 4th Annual Art Exhibition, 4th Annual Pawprints (Homeless Pet day), 3rd Biannual Sports Day and Inaugural Touch Tournament and Death Café. The diversity of activities makes for a lot of excitement across Footprints and the community.

Thank you to our supporters, partners, members and staff who continue to work with us building better opportunities and improving access for our clients to services and supports that enhance their lives. Most of all thank you to our clients who we are privileged to serve and walk alongside.

Cherylee Treloar
Chief Executive Officer

JULY 2014

- Tenerife Festival – inaugural Piglet Races and annual sausage sizzle stall
- Bastille Day Theme Week
- Visit from Senator Claire Moore

AUGUST 2014

- Art Exhibition
- Ekka Day Theme Week
- Seniors Theme Week
- QPilch Soccer Tournament

SEPTEMBER 2014

- Celebrating Spring
- G20 Food Van and Homeless Service Providers Forum
- LASA QLD Conference Footprints Presentation
- Cr Vicki Howard visits the Centre

OCTOBER 2014

- Weekend Away – annual client retreat
- Walk for Awareness – Footprints staff walk to support raising awareness for suicide prevention
- Quality Aged Care Review – met all standards
- PIR Annual Forums (Metro North and State Conference)
- World Mental Health Day – consumer activities
- Friday Fantastic Celebration at New Farm Park
- Oktoberfest Week
- Guest at the National Council of Women of QLD morning tea.
- School of Hard Knocks Choir Launch

NOVEMBER 2014

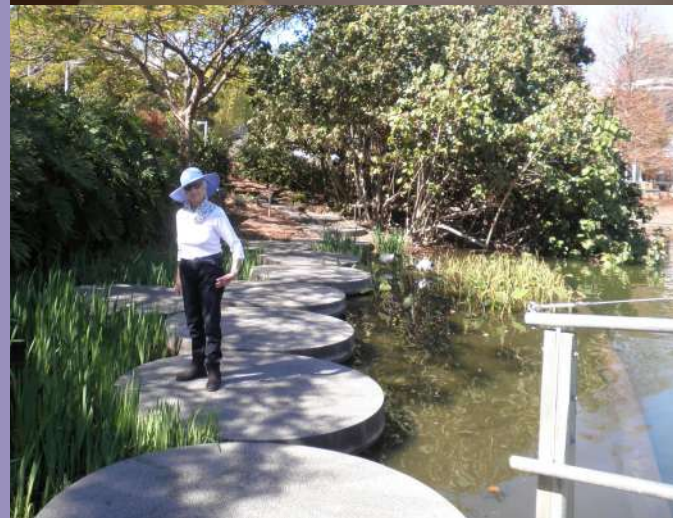
- Melbourne Cup – luncheon for staff and client Guest Speaker – Australian Hearing
- Remembrance Day New Farm by the River – Footprints remembers clients who have passed
- Guest Speaker – Public Trust
- G20 Summit
- AGM Footprints – Chair Cr Vicki Howard
- Decision Assist Linkages 'End of Life' Project commences

DECEMBER 2014

- 3rd Staff Christmas Decoration Judging –congratulations to the winning team (joint display by PIR, Finance & Marketing at Light Street Centre)
- Touch Tournament – big event thanks to supporters
- Friday Fantastic Christmas Party with Dreaming Stars performing
- Staff recognition day – thank you for all your efforts great team great future!

JANUARY 2015

- Long Hot Summer Theme Week
- Australia Day Theme Week
- Through the Aged Care Approvals Round allocated 15 Home Care places
- Preparing for Aged Care changes – to commence 1st of July





SNAPSHOT

FEBRUARY 2015

- Proe Street – new site opened in Fortitude Valley (PIR, ARC, CBA, Corporate and Executive Services)
- Valentine's Day Theme Week
- Chinese New Year Theme Week
- Workforce planning – responding to industry changes & organisational growth

MARCH 2015

- Decision Assist interview with Dr. John Rosenberg – journal article
- Focus group: End of life planning & Death Café.
- Feast with Friends – dinner at Turkish Restaurant for consumers and staff
- "Use it or Lose It" - OT Jacquie series commences
- Brisbane Hoarding and Squalor Forum – Footprints PIR presented on Systemic Reform
- Sustainable Healthcare Transformation conference, Hobart. Footprints Palliative Care presentation and ABC interview
- Easter Theme Wee
- Commence delivery of Disability Services

APRIL 2015

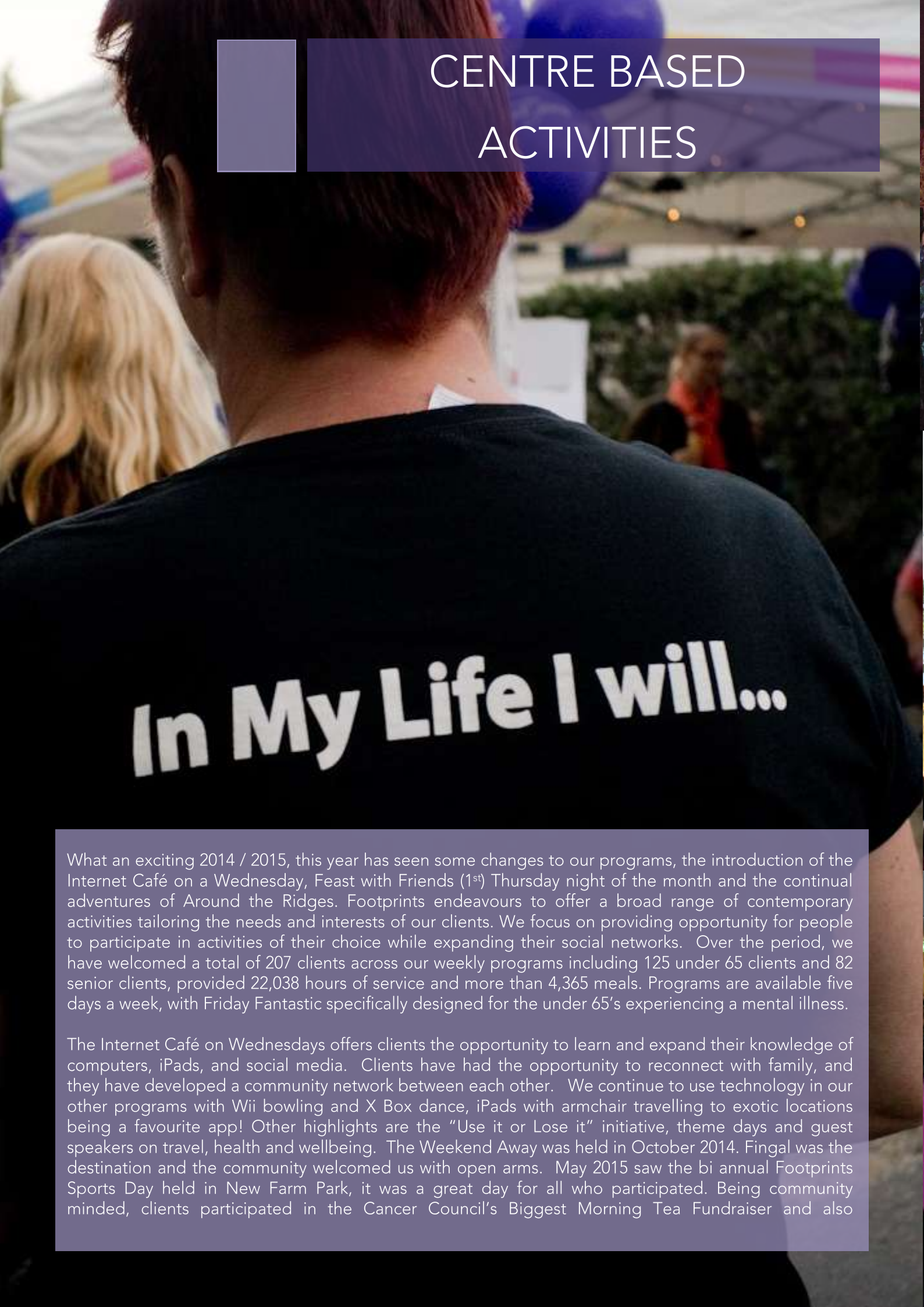
- Death Café at Proe Street
- Grace Grace MP visited Centre
- RAS awarded NBPHN collaborative
- Anzac Day Theme Week
- Awarded grant to produce Nutritional Cookbooks (Wellbeing Tenancy Project) through the Brisbane City Council Housing Support Program.
- Purchased AV and IT equipment from funds provided by Queensland Government's Community Funds Initiative.

MAY 2015

- Black Board Launch – thanks to local residents, businesses for your support – great evening – live feed from Channel 10 Weather Report and City North News.
- DBT training - Thomas Street – skilling staff
- Metro North Brisbane Medicare Local Community Palliative Care Forum - Footprints panel speaker
- Homeless Connect – visit us next year
- Footprints Sports Day – biannual sports day thanks to our supporters great weather and turn out.
- Cancer Council Biggest Morning Tea – thanks to clients and staff who donated to support this fundraiser
- Death Café @ Proe Street – "Lets Talk About It"
- Successful consortium member for My Aged Care Regional Assessment Service (RAS).

JUNE 2015

- RAS Training – preparing for the industry changes
- Decision Assist Workshop – walking alongside people discussing what they wish and hope for
- Metro North Health Forum - PHN
- Bribie Island outing – gone fishing....



CENTRE BASED ACTIVITIES

In My Life I will...

What an exciting 2014 / 2015, this year has seen some changes to our programs, the introduction of the Internet Café on a Wednesday, Feast with Friends (1st) Thursday night of the month and the continual adventures of Around the Ridges. Footprints endeavours to offer a broad range of contemporary activities tailoring the needs and interests of our clients. We focus on providing opportunity for people to participate in activities of their choice while expanding their social networks. Over the period, we have welcomed a total of 207 clients across our weekly programs including 125 under 65 clients and 82 senior clients, provided 22,038 hours of service and more than 4,365 meals. Programs are available five days a week, with Friday Fantastic specifically designed for the under 65's experiencing a mental illness.

The Internet Café on Wednesdays offers clients the opportunity to learn and expand their knowledge of computers, iPads, and social media. Clients have had the opportunity to reconnect with family, and they have developed a community network between each other. We continue to use technology in our other programs with Wii bowling and X Box dance, iPads with armchair travelling to exotic locations being a favourite app! Other highlights are the "Use it or Lose it" initiative, theme days and guest speakers on travel, health and wellbeing. The Weekend Away was held in October 2014. Fingal was the destination and the community welcomed us with open arms. May 2015 saw the bi annual Footprints Sports Day held in New Farm Park, it was a great day for all who participated. Being community minded, clients participated in the Cancer Council's Biggest Morning Tea Fundraiser and also



purchased a family of ducks in the PA Hospital's Great Duck Race.

Footprints Food Safety program has been successfully audited to meet the Queensland Food Act and the Australian Food Safety Standards.

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

We acknowledge the generosity of our wonderful band of volunteers who have played a huge part in delivering quality services especially in our Internet Café and other activity days.



The background image shows an elderly man with white hair, smiling and looking towards the right. He is wearing a brown jacket over a light-colored shirt. Behind him, several purple balloons are visible, some with the word "prints" on them. A woman with glasses is partially visible behind the balloons, also smiling. The scene appears to be an outdoor community event at night or dusk, with some foliage and a building in the background.

AGED CARE

COMMUNITY AGED CARE

This past year was one of consolidation of initiatives while responding to various sector reforms presenting both challenges and opportunities for the future of the program and the way services are planned, resourced and delivered. We have dedicated a significant amount of time, energy and resources transitioning through the environment evolving how we operate now and into the future.

The team are very busy navigating their way through the many changes as a result of the introduction of My Aged Care and the new Home Care Packages System and the Commonwealth Home Support Program, which commenced on the 1st July. Regardless of the changes, our Community Care Program has a continuing focus on offering people choice, flexibility, innovation and the highest levels of care.

COMMUNITY OPTIONS PROGRAM (HOME AND COMMUNITY CARE- HACC)

The Community Options Program provided a variety of support services to elderly people, people with disabilities and their carers, which allow our clients to continue living independently within their own homes. The Program is funded by State, Department of Community, Child Safety and Disability Services (under 65) and Federal Government, Department of Social Services (over 65). Our range of services include transportation services, domestic assistance and personal care, respite care, social support, nursing care, meal preparation, client information and advocacy.

ALLIED HEALTH

The Community Care Team continues to focus on a wellness and re-ablement approach within consumer driven practice offering further opportunities for clients to access low cost Allied Health services such as Occupational Therapy, Podiatry, and Physiotherapy, Speech Therapy, Counselling and Dietician support. This approach is proven to have profound benefits to our clients to provide increased mobility, decreased pain, safer homes, improved health and wellbeing, active participation and valuable connections to their community.

HOME CARE PACKAGES (PREVIOUSLY COMMUNITY AGED CARE PACKAGE CACP)

Home Care Packages provide a variety of services to people through individualised care packages which assist clients to live independently in their own homes. HCPs are designed for individuals who require more intensive levels of assistance, as well as a component of Case Management to support their needs.

In preparation for the commencement of the new Aged Care Reforms and in particular the introduction of new Guidelines for Home Care Packages the Community Care Team implemented a comprehensive Consumer Directed Care Action/Project Plan with significant opportunities for consumer involvement and feedback.

This approach means clients will have more involvement in determining the services they require in their package, highlighting client choice and control of their services and the opportunity to redesign their Home Care Packages to become flexible, innovative and self-directed.

Footprints offers packages across tiers 1, 2 and 3 and in both North and South Brisbane areas.



PRIMARY HEALTH NETWORKS (FORMALLY METRO NORTH BRISBANE MEDICARE LOCAL) PARTNERSHIP

Footprints Community Care Team continued its arrangement with the Primary Health Networks (PHN) Consortium providing services to approximately 260 clients between Bellbowrie and Bracken Ridge. The PHN program provides established HACC funded service types, shopping, domestic assistance, transport, personal care, allied health, information and advocacy.

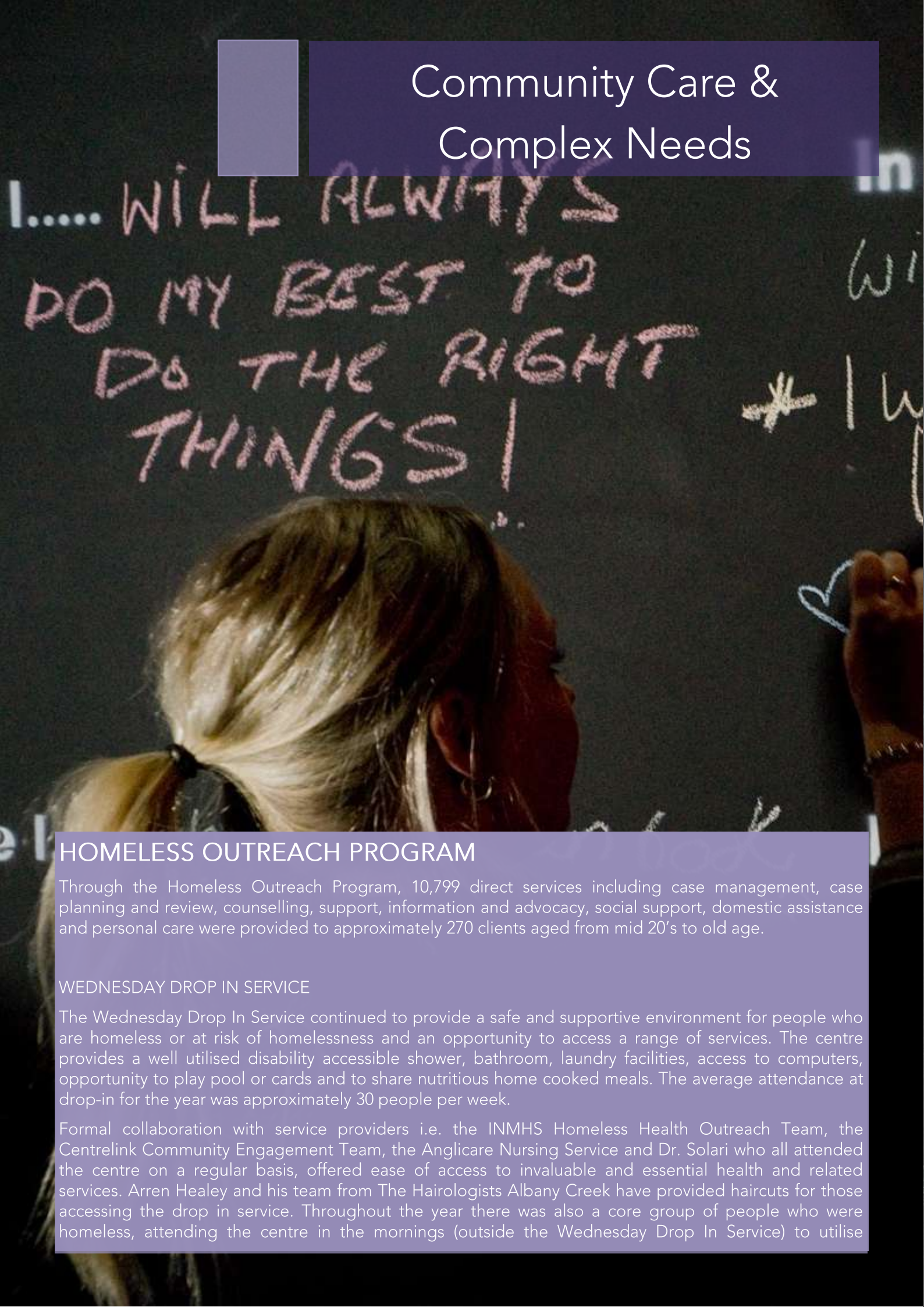
Footprints Community Care Program would like to take this opportunity to thank all clients for your unwavering support and ongoing feedback.

REGIONAL ASSESSMENT SERVICE

In addition a consortium lead by BNPHN was successful in its tender to provide Regional Assessment Services (RAS) commencing 1 July 2015. In preparation for this the team participated in comprehensive training in order to ensure they had the necessary skills to meet requirements for the new standardised national assessment process delivered through the My Aged Care System.

In My Life...

I wish to see my children happy.

A woman with blonde hair in a ponytail is seen from the back, looking at a chalkboard. The chalkboard has handwritten text in pink and white chalk. The text on the board includes "I..... WILL ALWAYS DO MY BEST TO DO THE RIGHT THINGS!" and "#1 w".

Community Care & Complex Needs

HOMELESS OUTREACH PROGRAM

Through the Homeless Outreach Program, 10,799 direct services including case management, case planning and review, counselling, support, information and advocacy, social support, domestic assistance and personal care were provided to approximately 270 clients aged from mid 20's to old age.

WEDNESDAY DROP IN SERVICE

The Wednesday Drop In Service continued to provide a safe and supportive environment for people who are homeless or at risk of homelessness and an opportunity to access a range of services. The centre provides a well utilised disability accessible shower, bathroom, laundry facilities, access to computers, opportunity to play pool or cards and to share 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 Engagement Team, the Anglicare Nursing Service and Dr. Solari who all attended the centre on a regular basis, offered ease of access to invaluable and essential health and related services. Arren Healey and his team from The Hairologists Albany Creek have provided haircuts for those accessing the drop in service. Throughout the year there was also a core group of people who were homeless, attending the centre in the mornings (outside the Wednesday Drop In Service) to utilise

showers, laundry, have breakfast and access the computers for entertainment and studies.

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 as 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.

Outreach to Ivory Street with the Residential Support Program to Wickham Park continued to be conducted, enabling the team to engage with people accessing food vans and allowing immediate response to people in urgent need. Due to road blockages, outreach to Queens Wharf Rd has been suspended.

DREAMING STARS

The Dreaming Stars has had another incredible year! The Music Group performed at the Footprints Annual Art Exhibition and Annual General Meeting in 2014 both events providing wonderful live performance experience for the Group.

The participants have been working on song writing and developing their own material in the past year. This has been a rewarding experience for participants to tap into their creativity and produce unique songs in collaboration with their fellow band members.

The Dreaming Stars also undertook an induction course at Edge Recording Studio, South Bank State Library and completed three recording sessions. This was a wonderful learning curve into the world of sound engineering.

The Dreaming Stars continue to meet every Thursday from 10am-12pm at Footprints' Thomas Street building in West End and is currently practicing their material for upcoming Events in 2015 and 2016.

NETWORKING

The Homeless Outreach Program has continued



to nurture and further develop positive relationships and networks within the service system. Such networks and partnerships include, Homeless Connect, Reconnect, Under1Roof, 500 Lives 500 Homes, Rough Sleepers Working Group, Boarding House and Supported Accommodation Working Group, Brisbane North Community Connections, Park Users Meeting, Queensland Court Referral and Central Interagency Meeting.

INITIATIVES

500 Lives 500 Homes:

Footprints supported the Project through various layers including, Rough Sleepers Working Group, continuation of VI-SPDAT assessments with appropriate clients and attendance and contribution to the Planning Group.

Integrated Service Response Project:

Footprints has been involved with the Australian Red Cross nine month Community Impact Project focusing on families residing within Aspley Acres/Alpha Caravan Parks. The Project aims to provide support to families that can increase resilience and agency, as well as create clear opportunities to work on goals centred around housing, health, family/child safety and overall wellbeing.

Footprints provides Project support through multiple layers including Case Coordination Group, Client Participation and Feedback Group, Steering Committee Group (co-chaired by Australian Red Cross and Department of Communities, Child Safety and Disability Services).



Touch Rugby:

The Touch Rugby is an initiative inaugurated by Reclink and continued by Footprints and 139 Club. We believe that every person has the right to an encouraging and safe social network and a positive experience felt through community engagement. Government and not-for-profit organisations participate, worker and client alike. Local community members have also made these Tuesdays a regular event.

This year we were fortunate enough to hold the Community Touch Tournament event at New Farm State School due to New Farm Park Soccer field being under repairs. Congratulations to the 139 Club who took out the shield once again.

Thank you to the hundreds of supporters who attended the tournament, with over ten teams and more than 100 players. We also acknowledge the contribution of many agencies for resourcing these activities and Brisbane City Council for grant assistance.

FUNDING

Another year of a successful Brisbane City Council funding application for the housing support program which responds to the housing and social needs of homeless people or those living in social housing.

The funds are used to assist people with removal and relocation costs, cleaning products for housing maintenance with hoarding and squalor issues, nutritional/cooking classes, and the production and printing of a \$100 fortnight cookbook (big success).

RESIDENT SUPPORT PROGRAM

The Resident Support Program (RSP) provides client care coordination and social support assistance to people living in boarding houses and supported accommodation facilities to ensure community access and coordination of supports and improvement to health and wellbeing. Approximately 160 clients were assisted across 5,815 service hours throughout North Brisbane.

OUTREACH

Outreach to Gregory Terrace, Ivory Street and Wickham Park continued to be conducted, enabling the team to engage with people accessing food vans and allowing immediate response to people in urgent need.

NETWORKING

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

- Boarding House and Supported Accommodation Working Group (co-chaired by Micah Projects and Footprints)
- Brisbane North Community Connections (Supported and hosted by Australian Red Cross Homestay program)

INITIATIVES

RSP Monthly Outings

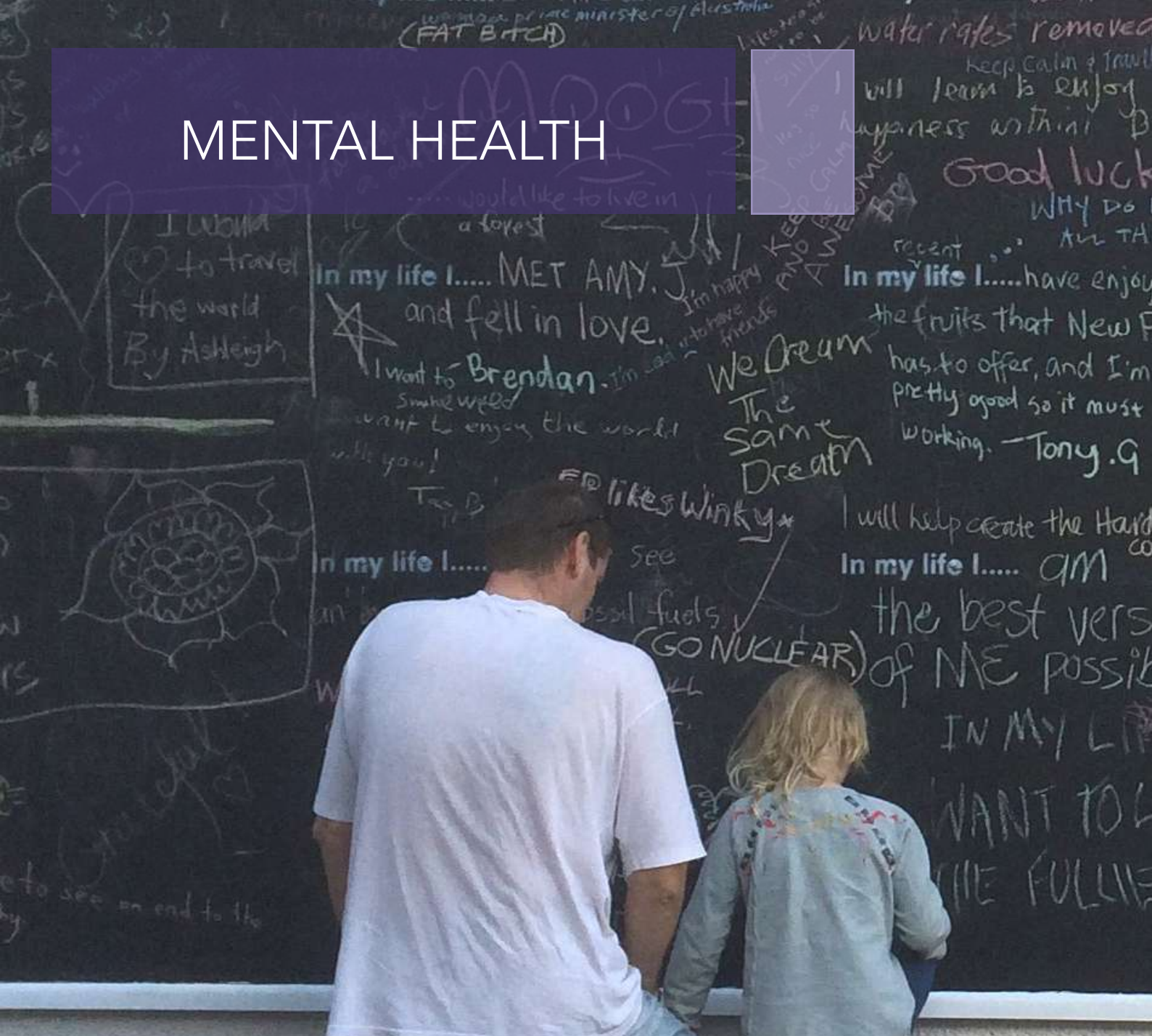
This year, RSP has focused on providing social support and client network building through regular monthly outings. Each outing had an average of 18 participants attend. These outings were at various locations including: Bribie Island, Samsonvale Dam, Mt Coot-tha, Newstead Park, Wynnum, and Redcliffe Lagoon.

The benefit to include is high and aims to reduce social isolation, provide community access and simply enable marginalized individuals to enjoy more of life.

In My Life...

I will savour every moment.

MENTAL HEALTH



PARTNERS IN RECOVERY PROGRAM

It has been an exciting year for the Footprints Partners In Recovery team with a range of staff changes, an office relocation and a continual flow of referrals across the Metro North Brisbane Consortium. PIR works with a broad variety of individuals along with their families, carers, and support networks. It has been a privilege for our team to walk along side our participants through their recovery journey, allowing us to support each person across a wide spectrum of complex needs as they continue to make steps towards their wellness.

At the start of the calendar year we said farewell to Jade Cronan-Thompson who had led the team through PIR's launch and development over a busy 18 months. We are thankful for her guidance as we found our feet within the sector and worked towards the outcomes that we have achieved. At this time our colleague Anne Hayes also moved across the river to continue her role as a support facilitator with the Greater Metro South team. Leila Goring has continued her role as a part time case worker and officially joined the team as a Footprints employee at the end of the year.

The remaining team of Kimberly Taylor and Ryan O'Leary were kept very busy in the following months and the arrival of two new workers to join the team in April was greatly welcomed. Naoko Hansen moved from the Actioning Recovery and Citizenship team and David Timmins had previously worked in the Homeless Outreach Program. Their skills, knowledge, and experience have been a great addition

and have enabled an increased capacity to continue our client work and to develop and continue our system reform projects. The team were able to reach full strength at the end of the financial year with the inclusion of our fifth support facilitator, Jennifer Sloan, who joined the team from her role at Roma House.

At the start of the year our team were based at the Light St office and joined several other Footprints programs in the move to the Proe Street office. This was an exciting change and allowed the team to be located closer to others across the organisation, social groups, centre based activities, and to the other Footprints office on Commercial Road.

Through the year the team supported a total of 118 individuals through different stages of their recovery journey. Of this number, 49 were existing clients from the previous year, with 69 people entering our program from the 111 referrals we received.

The team has made a concerted effort to support ineligible referrals to access alternative supports within the community and ensure that these individuals do not fall through the gaps of the service sector.

Through North Brisbane PIR's care coordination model we achieved fantastic outcomes through facilitating the collaborative response from services across different sectors. This approach has allowed us to participate in significant, sustainable change to overcome complex challenges requiring a coordinated, multi agency approach. Through these experiences the team has developed a comprehensive understanding of services involved in many areas of people's lives beyond their engagement with the mental health sector. This has also allowed us to further develop our networking relationships and strengthen our knowledge and experience throughout a range of organisations in Brisbane.



In My Life...

*I will take nothing
for granted.*

The Footprints' PIR team has continued the system reform component of our roles through the continuation and finalisation of existing projects as well as planning and developing for the third year of the program. Kim has achieved a range of impressive outcomes within the realm of hoarding and squalor through her continued H&S Case Coordination Group and Working Group which have developed the capacity across the service sector in improving responses to this area of our community. Kim has also been heavily involved in completing the PIR Innovation Fund Project and co-facilitating the Buried in Treasures program, with Dee Jackson from the ARC Team, aimed at working directly with individuals with challenges in this area to improve their quality of life. The evaluation for this project is currently in progress and initial findings have been very positive leading to the development of the Buried in Treasures program continuing through the Footprints ARC program.

Following the positive feedback of the training programs developed for Department of Housing workers, further training programs have been rolled out for a broader audience. PIR facilitated a collaborative training schedule with the combined input of the Inner North Brisbane Mental Health Service and the Workforce Council. The training focused on mental health first aid as well as person centred approaches to working with disadvantaged populations. Delivered over two sessions to ensure accessibility, the program was provided for Brisbane Housing Company property managers and received positive feedback from all parties.

In the coming year, our PIR team is planning to further develop a flexible and practically accessible training program for Supported Accommodation providers to assist them in the service they provide in their communities. This will be delivered in collaboration with the Inner North Brisbane Mental Health Service to add value to the sector through formulating stronger networks across the sector. There is a great potential for this project to expand and build the capacity of different support services beyond our local community. Across the PIR consortium Footprints will be participating in

several regional system reform projects in collaboration with our partners across the Metro North Brisbane area. This will enable us to directly influence significant, broad systemic reform to improve the experiences of individuals, families and carers, as they navigate the support system and continue their steps towards recovery.

ACTIONING RECOVERY AND CITIZENSHIP PROGRAM

This year we launched the new Actioning Recovery and Citizenship (ARC) program, a social model of mental health underpinned by the five practice domains and capabilities of the National framework for recovery-oriented mental health services. ARC offers a 'roadmap' for a range of individually tailored and co-designed strategies for improved health and wellbeing in a responsive and flexible approach, inclusive of case management, group work and peer support.

The ARC program provides medium term support to individuals with severe and persistent or episodic mental illness, targeting psychosocial interventions that are commensurate with their recovery journey, increase self-management of lifestyle and health needs and the acquisition of the skills and resources to break the cycle of moving through acute care facilities, boarding house or hostel accommodation and homelessness in the Brisbane Metropolitan area.

"It has been a great help to me and you guys have really gone out of your way to help me. The transport training has been great, as has being introduced to organisations such as BrookRed. I've come up from Melbourne ... I didn't know anybody up here, and I'm starting to make friends".

With our program covering both Metro North and South, the ARC team operate from two

locations: our Proe Street office in Newstead and our Thomas Street office in West End. Both are welcoming spaces for clients to connect with their support staff and to attend the various groups that are delivered at both sites.

The three key challenges for the year in review were the transitional phase out of the previous resident recovery programs, establishment of new services in two locations across metropolitan Brisbane, several new team members and direct service to a much broader scope and scale of consumers.

Highlights have been the steady growth of the new program, acknowledging that considerable industry linkages and the development of new pathways and consumer engagement were required in the first half of the program establishment, in particular within South Brisbane region. This was reflected in 8,566 hours of direct client service and 362 clients supported; not including community engagement, industry networking or related client activities that formed part of individual recovery plans.

The ARC program is targeted at hard to reach and complex needs individuals with severe and persistent mental illness for which reason the formation of relationships with owners and operators of boarding houses as well as residents across a broader location have been important.

"... I haven't self-harmed or been to hospital in six months... I'm just so happy in my new place... I now have lots of things to keep me busy"

The Group program has an important function in complementing individual case management and facilitating the psychosocial skills development and self management strategies for health and well being. The Group program has a group coordinator and 4 Peer Support Workers who co-facilitate many of the groups. The Peers Support Workers also assist in collecting the feedback data and spend 1:1 time with clients to provide additional support.

The groups are facilitated by appropriately trained and experienced staff from the ARC Case Management team so there is a cross over in their roles but also continuity for many of their Clients.

In My Life...

I will look for the best in everything.



The Case Management team comprises skilled professionals from a multi disciplined background including social work, psychology and other allied health.

Footprints has invested a collective 1,000 hours of training and development of ARC staff. This investment is to ensure the integrity of the individual and group processes, the quality of the content and delivery, and to provide a safe and welcoming space for clients to learn and grow.

In the establishment phase of the ARC program, a number of focus groups were conducted with consumers to uncover their preferences for skill development, knowledge acquisition, recovery and wellbeing. The ARC program has been developed from this feedback with groups being offered at different times throughout the year in locations both sides of the river.

A Stakeholders Reference Group was formed to ensure that ARC effectively meets its



responsibilities to our client group. This follows the traditions established by the RRP program of stakeholder engagement and expert input enabling effective communication between its members to progress respectful collaborative working relationships. The members provide constructive feedback, exchange information and discuss issues of common concern, collaborating to develop strategies for successful resolution.

This past year has been incredibly exciting, challenging and rewarding so a big thank you goes to the dedicated and flexible team.

HEALTH & WELLBEING

ALLIED HEALTH

Following the inception of the Occupational Therapy (OT) program in May 2014, approximately two hundred clients received OT input with the focus on increasing their wellness and restoring function to enable their independence with daily living activities.

The majority of these referrals have come from Footprints via Aged Care Services, Homeless Outreach Team/Resident Support Team (CC&DS), CBA, ARC and PIR, however as the scope of the program has grown and the community has become aware of this service, referrals have also been made by outside organisations and by clients who had no prior link to Footprints but through OT input have subsequently become clients of other programs.

Services provided to clients (including socially and financially disadvantaged and those at risk of homelessness) have included assessment of home safety, personal and intrinsic activities of daily living, provision of aids and assistive technology, applications to the MASS and CAEATI schemes for equipment to access the community, restorative therapy to improve muscle function and linking to appropriate services for home maintenance and major modifications to name a few. The service includes reaching into boarding houses and hostels and is highly inclusive for clients across the life spectrum from 25 to very old age.

To promote the Wellness and Reablement model the OT program has collaborated with CBA on the "Use it or Lose it" group, designed to increase community engagement and participation whilst raising the profile of OT and how it can facilitate wellness with our clients regardless of age or circumstances. The program also promotes wellness of Footprints staff through provision of manual handling training and regular health and wellbeing updates to ensure that the workforce can meet full potential.

With the introduction of the Regional

Assessment Service (RAS), the OT program now encompasses the role of Assessment. This new activity involves undertaking both straight forward and complex RAS assessments using the My Aged Care portal, and supporting other colleagues within the team to facilitate a smooth transition to this new way of working whilst ensuring that the assessments promote the concept of client centered reablement rather than client service provision.

It has been a busy year for the OT program and Footprints is looking forward to continuing to raise the profile of both OT and our services in the coming year.

NURSING

Nursing care coordination has been an important addition to clients across several programs assisting with general nursing, continence and wound assessments and assisting clients to be linked in with appropriate health services such as General Practitioner (GP), dental and other allied health care to promote holistic health care with a reablement focus.

INITIATIVES

Connect 2 Health:

The Connect 2 Health project assists people who are marginalised and may experience complex physical and mental health conditions to have the same access and opportunities for health care as the general public by providing case management, transport, advocacy and support.

The second phase of the Connect2Health project finalised in July 2015. Over the past several months, 47 clients were assisted to connect into various aspects of health care (for example to link in with a GP, to access more appropriate care for their complex needs); link with the Dental Foundation dental rescue day program; Case management was also provided for some clients with ongoing health needs and difficulties accessing and navigating the health care system.

End of Life:

Funding from Metro North Brisbane Medicare Local (MNBML) project finished early in the year however Footprints was successful in its funding application through the Australian Government Specialist Palliative Care and Advance Care Planning Advisory Services Project, known as Decision Assist.

The Decision Assist Palliative Care and Aged Care Services Linkages Project, is managed by a consortium of national health and aged care organisations, including Queensland University of Technology (QUT), however clients continue to be referred for end of life support.

As project lead for the Decision Assist Project, Footprints continues to look at innovative and creative ways to ensure marginalised clients receive access to the care they choose and deserve at the end of life.

Project Partners, BallyCara and Karuna have worked well with Footprints to ensuring our clients are linked with the most appropriate care provider at the end of life. Clients are also assisted as they transition into aged care. For some clients who are under 65, this can be a huge adjustment and they may experience social isolation as the majority of residents will be much older, so work is done within this project to address this by engaging Red Cross Visitors Scheme and scheduling a phased discharge from Footprints services so that the client feels supported in this stressful phase.

The Decision Assist Project has highlighted Footprints involvement in the linkages project in their last two newsletters as being a unique and special project which again raises awareness to the wider community about challenges faced by our client group.

Death Café:

Clients continue to be assisted to complete advanced health directives and make end of life plans. Footprints has held three Death Cafés at Proe Street this year which has been very well received among staff and clients. They are a unique opportunity to talk about all aspects of death and dying in a relaxed environment that allows people to explore their thoughts and feelings.

Death Café is a world wide movement that is a place where tea, coffee and food is served in a café style environment and the only topic for discussion is death and dying. It is not designed to lead people to a particular conclusion, rather to raise awareness and break down the barriers people have in talking about this topic.

In My Life...

I will travel the world.

Shared Learnings:

A series of health and well-being sessions facilitated by Footprints provided an opportunity for clients to learn more about health promotion and how to take positive steps to reduce the risk of heart disease, diabetes and other chronic diseases. Power-on is a women's only group which sees the involvement of Nursing staff during 'menstruation and menopause week' and has proven to be great fun, educational and interactive with the use of objects such as walnuts to demonstrate the size and shape of an ovary.

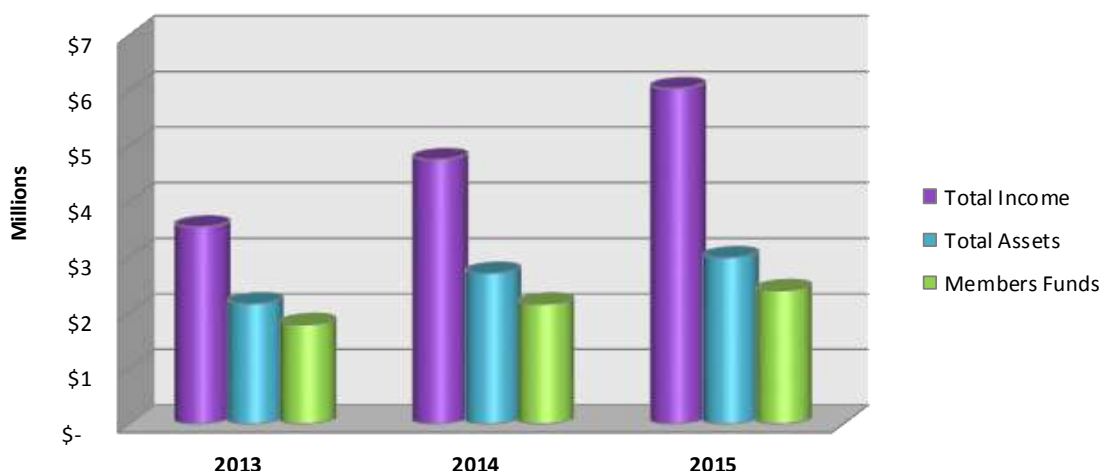
End of life planning for marginalised people was the topic of a presentation given at the Sustainable Health Transformation Conference in Hobart. This looked at the findings of the palliative care project and highlighted the many barriers that are faced by those at risk of homelessness at the end of their lives. This was well received and shown on ABC news in Tasmania. This also led to an article highlighting the issues in the publication "GP Speak".

A presentation was delivered at BEMAC, again focusing on the palliative care project. The findings of the project were discussed in depth and several case studies were presented. Footprints discussed the issues clients face and the difference the project had made to staff and clients, and Karuna presented a case study. The input from those involved in the project meant that the client discussed, who was at serious risk of eviction from her boarding house because of her illness, was able to be supported to stay, and die in her home which was a very positive outcome and was reported in the local New Farm Village News publication. Every opportunity is taken to raise awareness of the issues and barriers faced by marginalised clients accessing health care, particularly at the end of life and to find ways to empower clients to have a voice and choice around their health care. Footprints continues to participate and raise client issues at various meetings and has been invited to the NWCO Christmas lunch at UQ as guest speaker.

This is part of the Footprints commitment to promoting inclusive quality services to the community for a wide range of people, including individuals who are isolated and often on their own.

FINANCIAL REPORT

Footprints in Brisbane Incorporated 2013-2015



STATEMENT OF COMPREHENSIVE INCOME - EXTRACT FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
Grants	5,277,172	4,433,862
Other income	759,396	325,958
Total Income	6,036,568	4,759,820
Employee costs	4,414,717	3,209,384
Other expenses	1,380,310	1,182,138
Total Expenditure	5,795,027	4,391,522
TOTAL COMPREHENSIVE INCOME FOR YEAR	241,541	368,298

STATEMENT OF FINANCIAL POSITION - EXTRACT AS AT 30 JUNE 2015

	2015 \$	2014 \$
Current Assets	856,883	681,703
Non Current Assets	2,138,756	2,031,777
Total Assets	2,995,639	2,713,480
Current Liabilities	588,952	548,823
Non Current Liabilities	5,880	5,391
Total Liabilities	594,832	554,214
NET ASSETS	2,400,807	2,159,266
TOTAL MEMBERS FUNDS	2,400,807	2,159,266

STATEMENT OF CASHFLOWS - EXTRACT FOR THE YEAR ENDED 30 JUNE 2015

	2015 \$	2014 \$
Net cash from operating activities	314,688	622,832
Net cash used in investing activities	(203,532)	(1,840,677)
Net increase / (decrease) in cash and cash equivalents	111,156	(1,217,846)
Cash and cash equivalents at the beginning of the financial year	587,237	1,805,083
Cash and cash equivalents at the end of the financial year	698,393	587,237

For a copy of the full audited financial statements please contact Footprints on

3252 3488 or admin@footprintsinc.org.au

OUR BOARD

Our Vision...

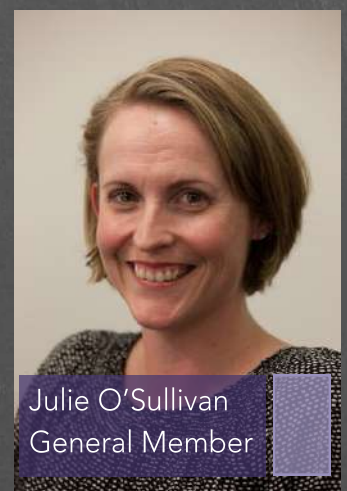
is to create a community where individuals are able to maintain an independent lifestyle of their choice.

Our Mission...

is to be responsive, innovative, professional and timely in providing care and support.

Our Values...

Are trust, honesty, reliability, confidentiality, client focussed and dignity.



ACKNOWLEDGEMENTS

VOLUNTEERS

Thank you to all Footprints volunteers for the dedication and generous support throughout 2014 – 2015

BEQUESTS

Mr. Lawrence James Kirk for his extremely generous bequest of \$265,092 and Mr. Steve Quadrio from Quadrio Lee Lawyers New Farm

Lavinia Betty Carlstrom

John Robert Moffatt

TENERIFFE FESTIVAL SPONSORS

Quest Breakfast Creek

Accombris

Bourke Legal

Eye's on Business

Tom Dooley Developments

Tessa Advisory

Alfred & Constance/Limes Hotel

Teneriffe Realty

Errol's Plumbing

Top Gun Conveyancing

Business Depot

DONATIONS

Merthyr Rd Uniting Church for their generous donation to set up the Uniting Church Fund for Financially Disadvantaged Clients

Kathryn Prato

Jenny Best

Patricia Black

Allens

Peter Scally Medical

TRUSTS AND FOUNDATIONS

Queensland Community Foundation

Queensland University of Technology

GRANTS

Australian Department of Social Services
Partners for Health Network

Queensland Department of Communities, Child
Safety and Disability

Queensland Health

Queensland Department of Justice - Gambling
Community Benefit Fund

Brisbane City Council Community Grants

Brisbane City Council Office of Lord Mayor

Brisbane City Council Housing Support Program

Decision Assist

PIR funding initiative

CONGRATULATIONS

Tarina-Rosa Trundle winner of 2014 People's
Choice Award, Footprints Art Exhibition and
Silent Auction.



footprints

FOOTPRINTS IN BRISBANE INC.

P.O. BOX 735 New Farm QLD. 4005

P: 07 3252 3488 | F: 07 3252 3688

www.footprintsinc.org.au | ABN 151 002 774 92