



footprints
positive steps with you

ANNUAL REPORT

2013 - 2014



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.

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Company profile

Our Philosophy

We work from a strength based client centred approach which is central to our case management framework. Our commitment to social inclusion is demonstrated by our solid reputation of providing intensive supports to people who experience complex needs including people who have experienced significant disabilities, long term homelessness and chronic mental health issues.

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 VALUES
Trust
Honesty
Reliability
Confidentiality
Client Focused
Dignity

Organisational Profile

Growing from strength to strength, Footprints is synonymous with providing an extensive range of community based services to people from diverse backgrounds in the Brisbane region.

Footprints has remained constant in the support it offers for over 20 years servicing a wide community reach, including people with a disability, older people, mental health sufferers, homelessness and people experiencing social and financial disadvantage.

Working with key partners in health services, hospitals, housing providers including hostels and boarding houses, and other service providers Footprints supports approximately 1,500 clients annually and engages with the community in many empowering initiatives. As a not-for-profit multi-service provider, Footprints is expanding and currently operates from several locations within North, South and West Brisbane and caters for a wide range of clients. In particular, Footprints is excited about expanding and operating now on the South side of Brisbane, and the new building to house its Actioning Recovery & Citizenship (ARC) program.

Ensuring the programs Footprints offers are delivered successfully there is a dedicated team of staff including case managers, in-home carers, support staff and homeless outreach teams. The future for Footprints is bright; current initiatives are significantly changing lives of people in the Brisbane community and new projects are planned to continue improving the scope of services.



PRESIDENT'S REPORT

Australia's aging and growing population, increasing incidence of chronic illness and changing community expectations, means that there is more demand for community based care.

Reducing housing affordability, the high rate of disability and carer stress, and increasing rates of mental illness are creating greater numbers of people in our community with high levels of social and financial disadvantage and isolation.

Policy changes will have a significant impact on people's lives and the way they access support and assistance. Reforms including the National Disability Insurance Scheme and the Living Longer Living Better Aged Care Reform Package promote an emphasis on consumer choice and personalised assistance to meet the health and wellbeing needs of individuals.

Over the past 20 years, Footprints in Brisbane Inc. (Footprints) has provided vital support for people with disabilities, older people, and people with mental health issues, those who are homeless or at risk of homelessness and people who experience social and financial disadvantage. We have been effective in utilizing our resources to enhance our capacity and reach, and have continued to grow our services in response to local needs.

2013- 2014 was a special year for Footprints as we purchased a property in Light Street, Fortitude Valley.

This purchase is a very significant investment for Footprints. My thanks go to the members of staff and the Board for the additional work they have put into the building purchase and redevelopment. That additional workload will continue through 2015, and I thank them in advance.

Footprints participated in the Tenerife Festival for the 4th year running and many thanks to the Festival organisers for their support as well as board members, staff and their partners who valiantly barbequed throughout the day. A new addition in 2013 was the inaugural Piglet Races that was organised by our Vice President, Debra Fallon, and were

well supported by local business sponsors. We anticipate that this tremendously popular event will continue to be part of the Festival.

I'd like to acknowledge our Local, State and Federal representatives who visited Footprints' Centre in particular Minister Tracey Davis who spent time this year meeting with clients and staff taking keen interest in our services and programs. Particular thanks to our local members, Councillor Vicki Howard and State Member Robert Cavallucci who continuously provide support to Footprints' activities throughout the year including our Annual Art Exhibition giving deserved encouragement to emerging artists.

Footprints is well placed to adapt to the changing social and regulatory environment and assist people to navigate the community care system and gain the support and assistance that they require.

The Board is excited about the future and is pleased to present our Strategic Plan 2014-2017. This plan will guide the organisation in responding to the needs of the community over the coming three years.

Tracey Davern
President

Owen West
Acting President



TREASURER'S REPORT

I have much pleasure in submitting the Treasurer's Report for the year ending 30 June 2014 for Footprints in Brisbane Inc.

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 \$4.759 million is up 34% on the 2013 financial year. Footprints has received increases in government grants, minor grants and fee for service income. Grant income is expected to increase further in 2015 with new government funding contracts now in place from 1 July 2014.

Expenses have remained relatively stable compared to last year and the resulting operating surplus of \$368,298 is higher than last year's result of \$249,897.

The Balance Sheet continues to reflect the solid financial position of the association, with a \$1.753 million increase in non current assets due to the purchase of a building at 24 Light St, Fortitude Valley to run client services and activities, as well as providing staff office space.

The attached Auditor's Report confirms that the accounts have been prepared in accordance with the Associations Incorporation Act.

Scott Pearce
Treasurer



CEO'S REPORT

“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.”

Footprints has continued to grow over the period in review with more services being offered to more clients providing a greater range of opportunities for individuals to access the types of supports they desire.

A number of key partnerships were extended this year within Metro North Brisbane Medicare Locals (MNBML) including the Federally funded Partners in North Brisbane Partners in Recovery (PIR) and Home and Community Care (HACC) North Brisbane Consortiums as well as specialist projects targeting marginalised persons with chronic health conditions; End of Life Planning and Connect 2 Health.

Footprints applied for and was awarded funding through the Queensland Government community based mental health services contestability process for our new Actioning Recovery and Citizenship (ARC) program that will be offered across Metropolitan Brisbane. This replaces the Resident Recovery Program (RRP) utilising Footprints' expertise in working within a Case Management framework and group engagement for individuals living with severe and persistent mental illness and residing in boarding houses and hostels.

We were also successful in tendering for additional

Federally funded aged care services in both North and South Brisbane in particular Centre Based Activities, Transport and Allied Health.

With more than 80 staff, Footprints' Aged, Disability, Mental Health and Homeless support services have been provided across both the North and South regions of metropolitan Brisbane. Approximately 1,500 clients received services of over 70,000 hours of support in their place of residence and in the community. These included personal and home care, community transport and access, individualised case management, care planning and group activities within our Centre as well as Outreach services to highly marginalised persons.

Throughout the year, Footprints has partnered with other agencies and supported initiatives such as Homeless Community Action Planning (HCAP), 500 Lives and 500 Homes and formed new partnerships including those with health and hospital services, residential care and universities.

Footprints participated in a range of quality review and audits over the past 12 months (including Price Waterhouse Cooper, Queensland Community Care) that demonstrated quality assurance and a culture of innovation and resourcefulness. Retaining for the fourth year running our 5 Star Eat Safe Rating !

Our robust accountability processes continue to support operations in the delivery of services funded by State, Federal, Local Governments and other sources, with practises reflecting commitment to the values, vision and mission of the organisation.

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 year we prepared our triennial Strategic Plan 2014 – 2017. In setting a vision for our future with board members, key external stakeholders, staff and clients we reflected on Footprints' resilience in meeting the changes in our external and internal environments and exceeding targets set over the past 3 years.

It is with gratitude that I acknowledge the dedication of our excellent board members, staff, clients, volunteers and supporters and look forward to the year ahead.

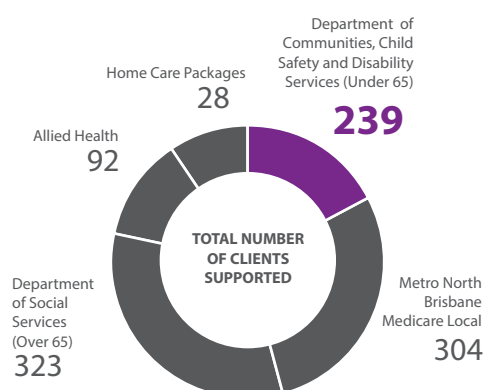
Cherylee Treloar
CEO

The background features a vibrant, abstract illustration of a rainbow with thick, textured brushstrokes in shades of blue, green, yellow, and orange. A large, thick purple circle is positioned on the left side, partially overlapping the rainbow. The text is located in the lower right quadrant of the image.

Community Care Team

Community Options Program
Aged Community Care

Footprints Community Care Team has spent the past 12 months excitedly positioning its comprehensive variety of services and support further within the ever changing Aged and Disability environment.



The Community Care Team continues to focus on a wellness approach and consumer driven practice offering further opportunities for clients to access low cost Allied Health services.

COMMUNITY OPTIONS PROGRAM

The Community Options Program provides support services to people both under and over 65. The program is funded through the State by the Department of Communities for people under 65 and through Federal Government, Department of Social Services for people over 65.

The Community Care Team has played a pivotal role within the Department of Communities National Disability Insurance Scheme Readiness Project. This involvement allows Footprints to advocate for our clients aged Under 65 and their needs. The team has provided ongoing

statistics/data on behalf of Footprints' clients to the department providing a snapshot of the types of support needed and extensive opportunities provided by Footprints to this client group.

ALLIED HEALTH

Physiotherapy, Speech Therapy, Counselling and Dietician support. This affordable and innovative approach has already 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.

STAFFING

The growth of our service opportunities, client base and services areas allowed for an increased diverse and holistic office team to help meet these needs. The team has since taken on 2 additional Case Workers, a Client Services Officer and approximately 10 additional In Home Support Staff.

Footprints Community Care Program would like to take this opportunity to thank all clients accessing our support and reiterate that our growth and success in building for the future has been as a result of your unwavering support and ongoing feedback. We look forward to a challenging new financial year to allow the program to successfully expand in further creative, holistic and innovative ways to benefit those receiving support opportunities from us.

Aynsley Johnson - Program Coordinator CCT



Aged Care

Home and Community Care

HOME AND COMMUNITY CARE (HACC)

HACC services support older people to be more independent at home and in the community.

HOME CARE PACKAGES (PREVIOUSLY COMMUNITY AGED CARE PACKAGE CACP)

In preparation for the commencement of the new Aged Care Reforms the Community Care Team completed an extensive funding submission to expand within the Consumer Directed Care sector and eagerly await the outcome of this later in 2014. In anticipation to the announcement of this decision the Community Care Team has commenced an extensive Consumer Directed Care Action/Project Plan with significant opportunities for consumer involvement and feedback.

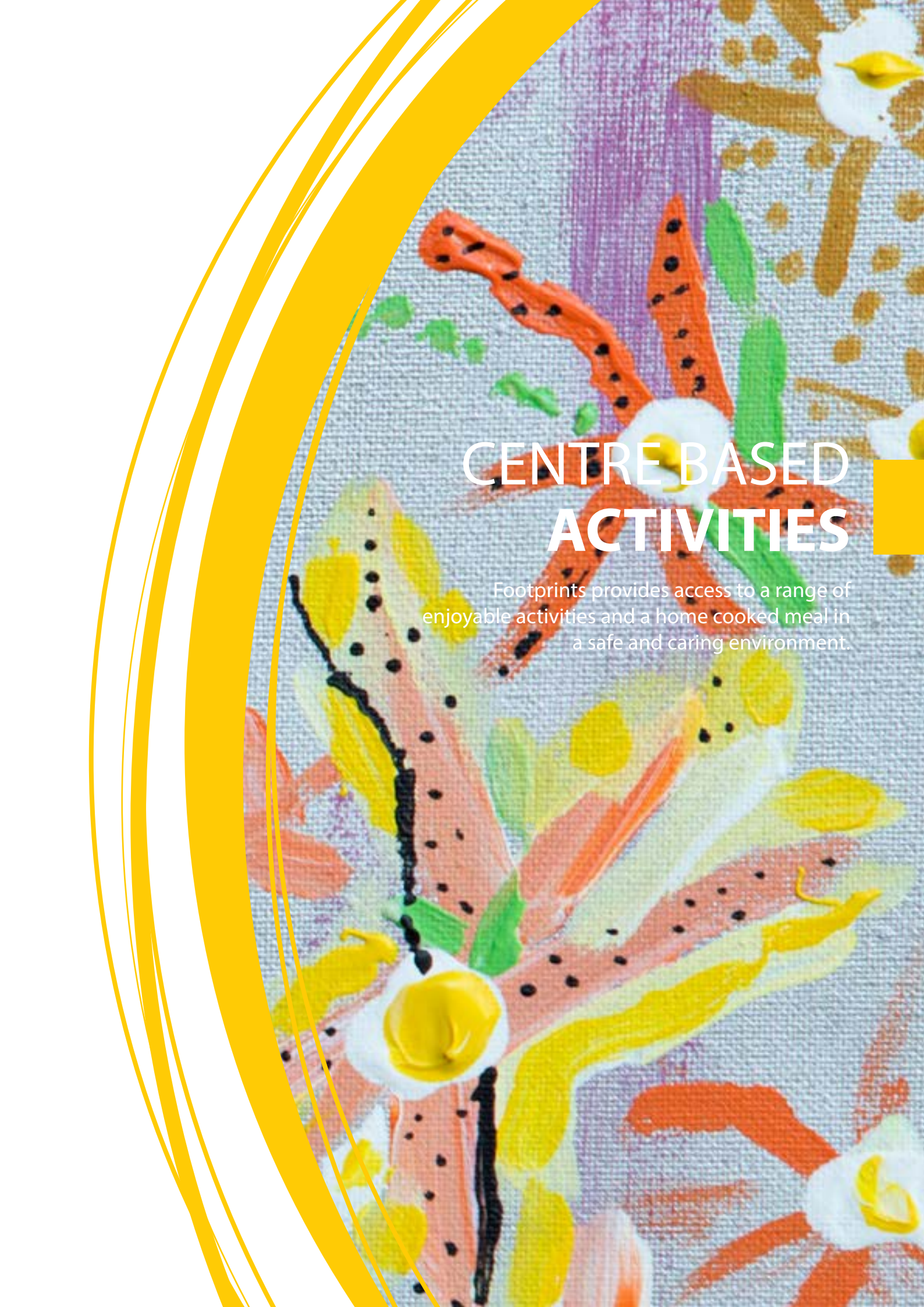
Footprints' 20 Home Care Packages have remained full throughout the year across North and South Brisbane providing additional support opportunities for package clients such as de-cluttering for hoarding environments, after hours and overnight post hospital care, allied health and intensive case management.

METRO NORTH BRISBANE MEDICARE LOCAL (MNBML) PARTNERSHIP

From 1 July 2013, Footprints Community Care Team were successful in securing a position within the MNBML Consortium to assist with the transition of clients from Hospital Health Services (Community Health) to Home and Community Care (HACC) services. This success allowed the team to provide service opportunities to approximately 200 additional clients aged Over 65, across 20 new suburb areas as far as Bellbowrie and Bracken Ridge. The MNBML program provides additional service opportunities such as Spring Cleaning and extensive Allied Health services. These opportunities continue in addition to established HACC funded service types (shopping, domestic assistance, transport).



"[The in home staff] are angels.
Thank you for looking after
me to make sure I am safe
when outside, giving the right
change, and doing a fantastic
job cleaning"



CENTRE BASED ACTIVITIES

Footprints provides access to a range of enjoyable activities and a home cooked meal in a safe and caring environment.

CENTRE BASED ACTIVITIES

Throughout 2013 / 2014, the CBA program operated at capacity. The Centre Based Activity (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 for people to participate in activities of choice and to expand social networks.

We were delighted to be successful in obtaining extra funding to expand our Centre Based Activity Programs. This has enabled us to offer programs five days a week with a view to Saturday programs in the near future. On Wednesdays we have introduced a Community Access program offering clients the opportunity to visit a variety of venues which have included Art Galleries, Museums, Somerset Dam, Wellington Point and Maleny.

Other highlights included a Nutrition Program, an information session from LifeTec, Malouf Pharmacy and Hearing Australia as well as our Annual Theme Days. We have introduced a monthly Hairdressing service which is available on Fridays. Footprints now employs an Occupational Therapist who has been providing practical information sessions on Falls Prevention and Stay Safe at Home.

During Senior's Week, clients enjoyed lunch outings to Sizzler, and dancing and lunch at Broncos Leagues Club. 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.

The Friday group has continued to attend the Men's Shed at Spring Hill.

We continue to use the world of technology with Wii bowling and X Box dance and the introduction of iPads with armchair travelling to exotic locations being a favourite app!

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 with a high focus on nutrition and food presentation. Once again Footprints Food Safety program has been successfully audited to meet the Queensland Food Act and the Australian Food Safety Standards. We have also successfully completed the requirements to retain our five star rating with the Brisbane City Council's Eat Safe Brisbane program. 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.

The monthly Podiatry service has increased in demand, this service enables clients to access quality treatment for an affordable fee.

We acknowledge the generosity of our wonderful band of volunteers who add to the richness and enjoyment of our programs.

Peggy Skehan - Senior Manager, Services and Operations



COMMUNITY EVENTS

2013



JUL

Teneriffe Festival



AUG

**Football Tipping
Art Exhibition**



SEP

**Wild Life Animal
Visit**

2014



JAN

Summer Picnics



FEB

Valentines Day



MAR

**500 Lives 500
Homes**



OCT

Mental Health Week



NOV

Homeless Connect



DEC

CBA Christmas Party



APR

Pride Day



MAY

139/Footprints Soccer Group



JUN

Paw Prints CollaborART



Mental Health

Partners in Recovery

We assist people to link with accommodation, educational or vocational or social opportunities and encourage people to manage their own **self care**.

PARTNERS IN RECOVERY (PIR)

PIR commenced on the 1st of October 2013. During the first 12 months, the Partners in Recovery program has continued to develop both in service provision to consumers and in staff development. The team has worked particularly close with one another, offering ongoing support, and guidance as needed.

PIR continues to meet the steadily increasing demand for support services for people with a severe and persistent mental illness and complex needs. People accessing the program requested a broad range of support, including (a) access to key supports in the community (both formal and informal supports) (b) support to address complex physical, mental and psychosocial health issues (c) connection with social activities (d) support to understand the services/program available to them.

PIR Support Facilitators firmly

acknowledge the collaborative, transparent relationships with community organisations across the sector. Collaboration has been a key element in the successful outcomes evident within this Footprints' program.

PIR also experiences and acknowledges the importance of having complementary programs such as the Resident Recovery Program, Community Options, Resident Support, Homeless Outreach and Centre-Based programs within the one organization. Seamless service delivery approaches for people increase the effectiveness of the program for each client. Clients had increased access to health assessments, were supported to regain independence, reduce their social and financial disadvantage and to self manage their physical and mental health care.

We value these collaborative connections that support better integrated outcomes for our clients and their carers.

SYSTEM REFORM/INNOVATION

Footprints Partners in Recovery Support Facilitators have been involved in a number of local partnership and innovative projects, and a wider metro-north innovation project.

MENTAL HEALTH AND HOUSING

Footprints PIR has been working closely with services to work towards a service system which provides integrated support to enable adults with severe and persistent mental illness who have complex needs to obtain and/or maintain safe, secure and affordable housing.

DISCHARGE AND HOUSING

Footprints, the RBWH Mental Health Service, Brisbane Housing Company and BRIC Housing have jointly developed a partnership with the purpose of identifying and addressing the barriers that mental health consumers experience, preventing them from obtaining or maintaining secure, appropriate, affordable housing.

PiR commenced on the 1st October 2013. During the first 12 months, the Partners in Recovery Program has continued to develop both in service provision to consumers and in staff development.

This initiative was developed to address both the relational breakdown of services for consumers with severe and enduring mental illness and a lack of safe, affordable housing.

The system barriers identified from the Mental Health Service were; time delays to discharge consumers from the ward into housing and lack of housing options ultimately resulting in poor discharge plans, increased readmission of consumers and increase of length of stay consumers on the wards. Communication issues between the Mental Health Service (MHS) and community housing providers, and limited wrap around supports were also identified as issues of concern.

This Partnership Agreement has been developed as a part of the larger “discharge and transition” reform work that is required within the sector. The desired outcomes are:

- Enhanced capacity of the partners to work collaboratively to implement holistic and recovery orientated services for consumers with a mental health illness.
- Active participation and accountability of the partners in the delivery of services, and
- Referred consumers are able to access appropriate clinical and community based supports and resources to assist them in achieving their personal recovery goals and tenancy sustainability.

ROYAL BRISBANE AND WOMEN'S HOSPITAL MENTAL HEALTH SERVICE (RBWH-MHS) DISCHARGE INFORMATION GROUP

The Partners in Recovery team supported the RBWH-MHS to reignite the discharge information groups on G and I Floor of the mental health centre at the RBWH. Support Facilitators rotate fortnightly co-facilitation of this group with the relevant discharge facilitator. The objective of the group is to provide an opportunity for consumers on G and I Floors to prepare for discharge and to address any issues that they may have about discharge.



The team has worked particularly close with one another, offering ongoing support, and guidance as needed.

HOARDING AND SQUALOR

Footprints PiR have been working in partnership with a number of key services regarding an enhanced response for people experiencing hoarding and squalor concerns. An application to the Medicare Local Partners in Recovery Innovation fund to research hoarding and squalor, to provide training and begin peer support groups was successful.

In addition, PIR have been working with the Department of Housing and Public Works to reframe their response to tenants with hoarding and squalor concerns, and to incorporate a more recovery focused process within their current practice.

DUAL DISABILITY (MENTAL HEALTH AND ACQUIRED BRAIN INJURY)

Work has begun on the development of a case coordination group for services working with clients who experience the dual disability of mental health and acquired brain injury, to strengthen referral pathways and build collaborative opportunities. This project is in the development stage and we wait with great anticipation about the direction of this growing concern and need.

NETWORKING

The Partners in Recovery team has continued to nurture and further develop positive relationships and networks within the service system.

Such networks and partnerships include:

- Brain Injury Network Meeting
- Hoarding and Squalor Case Coordination Meeting
- Brisbane North Mental Health Interagency Network
- RBWH Interagency Network Meeting
- Metro North Brisbane Medicare Local/Partners in Recovery Consortium meetings and networks

Support Facilitators of Partners in Recovery would like to thank everyone that has allowed us to walk with them in their journey toward goals and dreams.

Jade Cronan-Thompson, Senior Support Facilitator

Funded by Metro North Brisbane Medicare Local – MNBML





Resident Recovery Program

121

Clients Assisted
Resident Recovery Program

7,077

Service Hours Delivered
Resident Recovery Program

RESIDENT RECOVERY PROGRAM

We have had fabulous success for our clients, who now have a place to call home that gives them stability and a sense of safety.

The past 12 months have been a period of significant uncertainty and change for mental health services in Footprints. Queensland Health (QH,) in line with government changes and contestability policy, invited the Community Mental Health sector to engage in an open tendering process. The Resident Recovery Program (RRP), whose funding contract was due for termination in December 2013, entered into a protracted tendering process.

Despite a broad range of challenges, the RRP team has stepped up and delivered with their usual enthusiasm and commitment to purpose and values.

The RRP team provided flexible, personalised recovery-oriented supports and assistance to people who experience severe mental health issues and live in marginalised accommodation, in particular boarding houses and hostels and social housing.

This year a total of 7,077 hours was given to assist 121 clients in the key areas of social and personal development, living skills development and community placement, with the aim of disrupting the cycling of clients through acute care, boarding houses or hostels and homelessness. Like previous years, similar experiences have been evident in the limitations to safe, appropriate and affordable housing options. Having said this, we have had fabulous successes for some of our clients, who now have a place to call home that gives them stability and a sense of safety.

“ Footprints staff considered my individual needs in a non judgemental way and helped me throughout the process of finding a home...”

Excitement and a renewed sense of purpose swept through the team when we were notified of the success of our tender. We realised that we had been given an opportunity to build on all that worked well with RRP and take it up another level. The new Actioning Recovery and Citizenship (ARC) program has been awarded \$1.1m funding for the next 3 years. Group work will be a significant feature of ARC. Although some group opportunities were previously offered by the RRP, until now they were not formally funded. Months of discussion, collaboration, evaluation and consultation, of internal and external stakeholders, enabled a new model of service provision to take shape. What is also exciting is that we are able to offer an economy of scale as the ARC program is funded for Metropolitan Brisbane (north and south) involving the Metro North and Metro South Health Hospital Services.

The aim of the ARC program is to provide 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-

Recovery based case management and collaboration of care to support and encourage greater stability in accommodation, enhance personal responsibility, increase self-determination, lifestyle choices and self management of mental and physical health.

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. The ARC team will encourage and assist individuals to gain access to the right combination of services, treatments, and specialist supports to self manage their mental and physical health, sustain and maintain suitable tenancy and optimize capacity for inclusion in community life as a full citizen. Considering the social determinants of health and the significance of community connection and participation, the ARC program will offer a range of individually tailored and co-designed strategies for improved health and well being in a responsive and flexible approach, these will be inclusive of peer support.

ART EXHIBITION

Funded by Brisbane City Council Grants for Art Exhibition

The Annual Footprints in Brisbane Inc. Art Exhibition and Silent Auction was held in our Julia Street office in Fortitude Valley. It was a great space to hold this event which keeps getting bigger and better with every year. The creativity and imagination of our client group is amazing and the vibrancy and depth of some of this year's canvases evoked a wide range of emotions, along with curious, joyful and insightful moments. What makes this event so much fun is the comradery and support of the Footprints' extended community, we have an immense gratitude to you all. Particular thanks go to our fabulous art mentors Sherry Black, Terry Gold and Debbie Schneider for their talent and commitment. To the Footprints staff who gave of their time, energy and talents to make sure that everything came together on the night, we could not have pulled this off without you. There was a great deal of friendly competition for the silent auction which financially benefited our artists, resulting in many of our clients art work now on display in a wide range of homes and offices around Brisbane.

Through the past year we have had a number of staff on contract who embraced our values and became colleagues and friends and are deserving of our thanks: Kara Sweetman, Lindsay Davis, Bhati Gitay, and project staff Nicole Douglas, Jane Williamson, and Lynne Megginson. Also to our awesome Peer Support Workers and Volunteers: Fran Tastic, Patrina Crowden, and Michelle Stewart.



“I know I will be working on maintaining and enhancing my wellness for the rest of my life, but it is the only path I can take. It is a gift I must give myself.”

-Mary Ellen Copeland

ABOUT ME

The About Me Program is an initiative funded by Metro North Brisbane Medicare Local through the Brisbane MIND program to improve the mental health of vulnerable and disadvantaged people through short term appropriate psychological interventions in the Footprints' catchment area, Brisbane North. Services include access to individual counselling and assistance in linking with other support services and General Practitioners. Dee Jackson is our Footprints approved practitioner, an accredited mental health social worker and also the new Group Coordinator of the Actioning Recovery and Citizenship program. In addition to individual counselling, this year Dee ran an Acceptance and Commitment Therapy (ACT) group 'Act for Psychosis' with co facilitator Annie Roker a credentialed mental health nurse from the Sunshine Coast.

has been successful in bringing counselling services to people who may not have access to such services outside of Footprints' support. The counselling service will continue to be offered over the next financial year. Although the counselling services offered are quite generalist, Dee has a range of interests including Hearing Voices and Hoarding and the services targeted to hard to reach individuals.

Jay Hendricks
Manager Mental Health Services



Originally funded as a pilot, the About Me program



Homeless Outreach & **Resident Support**

Homeless Outreach Program
Resident Support Program

The **Homeless Outreach Program (HOP)** provides assistance and a range of practical services to people with a disability who are homeless or at risk of homelessness.

The Service provided through the Homeless Outreach Program included Case Management, Case Planning and Review, Counselling, Support, Information and Advocacy, Social Support, Domestic Assistance and Personal Care.

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 bathroom, laundry facilities, access to computers, 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 Engagement Team, 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. There have been two new service additions this year a GP (Dr Solari) and Arren Healey from The Hairologists to provide haircuts.

Throughout the year there was also a core group of people who were homeless, attending the centre in the mornings (outside the Wednesday Program) to utilise showers, laundry and have breakfast.

316

Clients Assisted
Homeless Outreach Program

9,888

Service Hours Delivered
Homeless Outreach Program

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.

"The Lounge" outreach was also conducted at BRIC, the local Community Housing property, so to further support people whose tenancy may be at risk, and to collaborate with local agencies.



Outreach to SANDBAG has continued on a fortnightly basis. This 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.

5,847

Service Hours Delivered
Resident Support Program

174

Clients Assisted
Resident Support Program

RESIDENT SUPPORT PROGRAM

“Footprints staff considered my individual needs in a **non-judgemental** way and helped me throughout the process of **finding a home.**” - Anon

THE RESIDENT SUPPORT PROGRAM (RSP)

The Resident Support Program provides flexible and responsive support to people residing in boarding houses and hostels to improve their health, wellbeing and social inclusion.

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

OUTREACH

The Resident Support Program continues to conduct Outreach with the HOP Team to Ivory Street, Wickham Park and Queens Wharf Road; enabling the team to engage with people accessing Food Vans and allowing immediate response to people in urgent need

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: Woody Point, New Farm Park, Mt Coot-tha, Roma Street Park, Kangaroo Point, Scarborough.

FUNDING

RSP was fortunate to participate in the Grill's "Local Matters" community donation program. This fantastic initiative resulted in a \$100 donation which was then used for one of the RSP monthly social outings. It was also a great opportunity to show the community some of the work Footprints carries out.

Paul Sears - Homeless Outreach/Resident Support Program Coordinator



Networking

The programs have continued to nurture and further develop positive relationships and networks within the service system.

DREAMING STARS

The Dreaming Stars Music Group has had a very busy 2014 and continue to build and develop their musical abilities and confidence. The Dreaming Stars performed at the CollaborART Exhibition at West End on the 20th of June which was an amazing showcase of creative talent.

The Dreaming Stars also performed as the backing band for Footprints Annual Silent Art Auction on the 28th of August which was a wonderful evening out. This performance was particularly exciting for the Dreaming Stars as they were able to share some original songs they had written leading up to the Event.

The Group has been focusing more on writing original lyrics and music in recent months and developing their creative talents. The Dreaming Stars are very welcoming to individuals who are keen to play an instrument and/or sing. The Dreaming Stars continue to meet from 1pm-3pm on Monday's. Please contact David if you are interested in coming along or know someone that might interested. Such networks and partnerships include:

- Homeless Connect
- U1R
- 500 Lives 500 Homes
- HCAP – Boarding House Group
- HCAP – Outer North Care Coordination
- HCAP – MurriAwse
- Brisbane North Housing Solutions
- Park Users meeting

TOUCH RUGBY

The Touch Rugby is an initiative inaugurated by Reclink and continued by Footprints in Brisbane Inc. and The 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 Tuesday's a regular event.

BRISBANE NORTH TRIAGE PILOT

The Homeless Outreach Program participated in the Brisbane North Triage Pilot lead by Under 1 Roof. This project investigated and trialed improved intake, assessment and support planning processes for homelessness agencies in the Brisbane North area. The pilot provided valuable learnings for other areas, including about barriers to best practice in these processes. It also indicated the strong relationships and effective collaboration between Specialist Homeless Services and Non-Specialist Homeless Services, including neighbourhood centres.

FUNDING

Another year of a successful funding application to Brisbane City Council 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
- and nutritional/cooking classes

500 LIVES 500 HOMES

The Homeless Outreach Program and the Resident Support Program participated in the 500 Lives 500 Homes Campaign Lead by Micah Projects. The 500 Lives 500 Homes is a coalition of government and non-government agencies supported by the Queensland Government's Home for Good initiative and Brisbane City Council. It is a three year campaign to break the cycle of homelessness for families, young people and adults in our community who are homeless or vulnerably housed.

By getting to know each person by name and surveying their individual health, housing and support needs, we can respond in the best way to each person and prioritise the most vulnerable people who are sleeping rough, or who are at risk of death.



Projects

Palliative Care
Paw Prints
CollaborART
Connect 2 Health

PROJECTS

PALLIATIVE CARE

The Medicare Local funded Palliative Care project was a wonderful opportunity to look at ways to improve end of life care for those who are socially or financially disadvantaged and may be at risk of homelessness. There was a focus on end of life care planning and also assisting those who were in the palliative phase of their lives to link in with appropriate services and in some cases be reconnected with loved ones.

While clients in this group may have unique life circumstances and challenges, many were keen to engage in planning for end of life care and actively participated in group discussions. It was a unique opportunity to identify issues and provide recommendations for future care provision and Footprints is keen to continue this work into 2014 – 2015 working in partnership with other specialist services, housing and other providers to ensure better access for vulnerable people living in the community.

PAWPRINTS IN BRISBANE

Pawprints, in its third year, was a great success with even more people accessing the pet care. The event was initiated by Footprints Homeless Outreach Team in 2011, with the first event being in 2012 and was the first of its kind in Queensland, inspired by similar projects in other States.

This year, Pawprints in Brisbane was conducted in partnership with the RSPCA and Henry Schein Company. 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 peoples' health and wellbeing.

COLLABORART

In June 2014, Footprints participated in CollaborART- a joint Art Exhibition with 139 Club, Brisbane Housing Company, Open Minds, Mission Australia, BrookRED, Mental Illness Fellowship Queensland, Brisbane Youth Services and Footprints in Brisbane. This initiative was lead by Wendy Hovard, Manager of the 139 Club in an effort to encourage the creative talent in our community. Art & Design Precinct Gallery in West End provided an enormous support to organise and exhibit the artwork for two weeks.

On the 20th of June, CollaborART celebrated its first Art Exhibition opening and it was a great success. There was a total of 120 people who attended the event. It had an amazing atmosphere and the space was filled with many wonderful art works, exhilarating music and dancing. Dreaming Stars, the Footprints Music Group, performed on the night with fantastic reviews. Throughout the two week exhibition, many more people visited the Art & Design Precinct Gallery and admired the creativity in the community. Much of the art work found their new homes. The artists and organisations were overwhelmed by the great community response. Well done to all those involved.

CONNECT 2 HEALTH PROGRAM (C2H)

The Connect 2 Health program (C2H) was refunded by Metro North Brisbane Medicare Local this year and it was a six month project which extended on the work completed in 2013.

The program aimed to improve the health and wellbeing of socially isolated and financially disadvantaged persons experiencing homelessness or housing vulnerability through supported access to primary, specialist health and community care services and to identify gaps in current health service delivery.

The program engaged with a large number of agencies and regular active outreach occurred in a total of 18 sites across Metro North Brisbane including Aspley Acres Caravan Park. Outreach was completed in collaboration with MOSHPIT (Drug Arm), the Homeless Outreach Program (Footprints in Brisbane inc) and QuHIN.

Participants of the program received a spectrum of support, including information provision, advocacy and care coordination. Health assessments were completed and appropriate linkages were made to specialist health, community and allied health services. This enabled participants to connect to health services for the first time in years, improve their relationship with their current health care services, for health care plans to be completed or updated which all lead to improved understanding of each individuals own health needs and improved health outcomes.

The program was also involved in 4 events including the 500 Homes, 500 Lives campaign registry fortnight, Homeless Connect, Acres of Hope and a vaccination clinic held at Footprints. 'Acres of Hope' was an event at Aspley Caravan Park which was supported by the Hope Centre, the Red Cross and C2H. It aimed to build trust and rapport with the disenfranchised residents while also providing health and safety education and information regarding local services. The free vaccination clinic targeted people experiencing homelessness, people who were vulnerably housed or people living in unsuitable or crowded accommodation. The clinic, run by the Metro North Hospital and Health Service Public Health Unit, focused on influenza vaccinations but also provided vaccinations against pneumococcal disease, hepatitis B, tetanus and pertussis (whooping cough).

C2H filled a gap in current service delivery and all participants reported positive outcomes after receiving support from the program.

OUR TEAM







Financial Report

FINANCIAL REPORT

STATEMENT OF COMPREHENSIVE INCOME - EXTRACT

\$ AUD

FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
Grants	4,433,862	3,265,750
Other income	325,957	280,649
Total Income	4,759,820	3,546,399
Employee costs	3,209,384	2,526,124
Other expenses	1,182,138	770,378
Total Expenditure	4,391,522	3,296,502
TOTAL COMPREHENSIVE INCOME FOR YEAR	368,298	249,897

STATEMENT OF FINANCIAL POSITION - EXTRACT

\$ AUD

AS AT 30 JUNE 2014

	2014	2013
Current Assets	681,703	1,887,591
Non Current Assets	2,031,777	278,307
Total Assets	2,713,480	2,165,898
Current Liabilities	548,823	321,069
Non Current Liabilities	5,391	17,155
Total Liabilities	554,214	374,929
NET ASSETS	2,159,266	1,790,969
TOTAL MEMBERS FUNDS	2,159,266	1,790,969

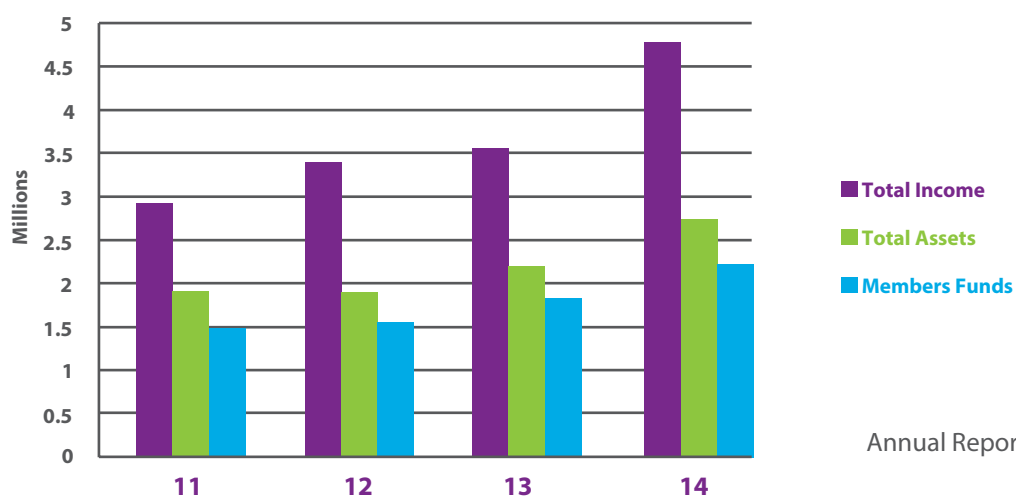
STATEMENT OF CASHFLOWS - EXTRACT

\$ AUD

FOR THE YEAR ENDED 30 JUNE 2014

	2014	2013
Net cash from operating activities	622,832	317,470
Net cash used in investing activities	(1,840,676)	(53,793)
Net increase / (decrease) in cash and cash equivalents	(1,217,845)	263,677
Cash and cash equivalents at the beginning of the financial year	1,805,082	1,541,406
Cash and cash equivalents at the end of the financial year	587,238	1,805,082

Footprints in Brisbane Incorporated 2011-2014



Footprints acknowledges and is grateful for the support of –

139 Club	Karuna
500 Lives 500 Homes – Planning group, Rough Sleepers Group	Litchfield Landscapes
Absolute Cleaning Solutions	Malouf Pharmacy New Farm
AfterCare	Medicare Local
Anglicare	Metro North Brisbane Medicare Local (MNBML)
Australian Red Cross	Micah Projects
Brisbane Housing Company (BHC)	Mental Illness Fellowship QLD (MIFQ)
Black and White Home Services	My Rehab Team
Blue Care	New Apostolic Church
Bric Housing	New Farm Neighbourhood Centre (NFNC)
Brisbane City Council	Open Minds
Brisbane Housing	Park Users
Cabrini Health Ltd	Pest Movers
Care Connect	Partners in Recovery (PIR)
Centrelink	Prince Charles Hospital
Changes Psychology	Queensland Police Service (QPS)
Chermside Community Health	Queensland Health
Coles New Farm	Raynor's Meats New Farm
Centre for Palliative Care Research and Education (CPCRE)	Royal Brisbane and Women's Hospital (RBWH)
Crosby Park Meals On Wheels	RSPCA Qld
Department of Communities, Child safety and Disability Services	Sandgate and Bracken Ridge Action Group (SANDBAG)
Department of Social Services	Sherrin Partners Financial Advisors
Department of Housing and Public Works (DOH)	St Vincent's de Paul
Drug Arm (Moshpit)	Staffing Options
Foundation 49	Teneriffe Festival Committee
Givit	Troy Hansen Photography
Hart 4000	Under 1 Roof (U1R)
HCAP – Boarding House	Wesley Mission / Brisbane
HCAP – Hoarding and Squalor	Workforce Council
HCAP - ONCC (Outer North Care Coordination)	
Healthy Communities for LGBTI Group	
Henry Schein Company	
Homeless Health Outreach Team (HHOT)	
Hope Centre	
IGA New Farm	
Inner North Community Housing (INCH)	

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



All artwork used within the Annual Report are **works by Footprints artists** submitted in our Annual Art Exhibition for 2014.

Footprints in Brisbane Inc.

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