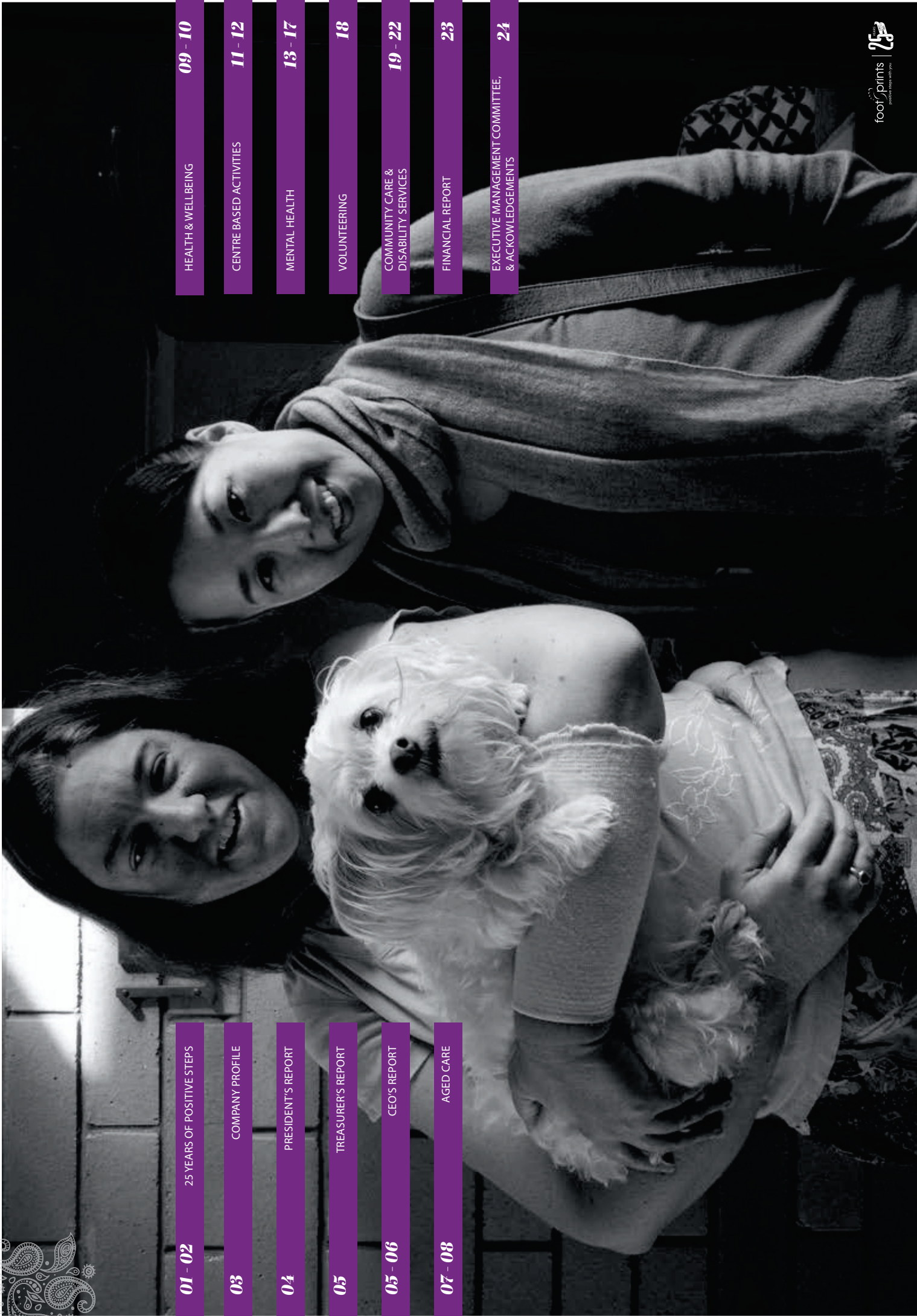




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25 Years of Positive

Steps with You

2002 Moved premises to 141 Sydney Street, New Farm.

Centre Based Activities (CBA) and Homeless Outreach Program (HOP) funded.



2003 Homeless Outreach Drop In and Resident Support Program (RSP) Program Funded.

2006 New Farm Community Options changed name and became Footprints in Brisbane Inc.

Also moved premises to 105 Commercial Road, Newstead.

2008 Resident Recovery Program funded.

2015



Moved Resident Recovery Program to 123 Commercial Road, Newstead.

My Place Mental Health Program Funded.



Moved into 14 Proe Street, Newstead.

Regional Assessment Service (RAS), Disability Services Queensland (DSQ) packages, Lifestyle Response Services (LRS) funded.

2014

Moved into 31 Thomas Street, West End.

Actioning Recovery and Citizenship Program (ARC), Palliative Care and Homeless Health Care Services funded.

1991

WHEN IT ALL BEGAN...

Footprints found its place in the community as a program at the New Farm Neighbourhood Centre, 967 Brunswick Street, New Farm.



1999 CEO- Joan Cameron

2001 Community Care Packages (CCP) Funded.



60 and Better Program Funded.

1996



Manager - Sue Kavanagh

2004

2010 CEO Cherylee Treloar.

Funded for additional Community Care Packages (CCP)



2013

Partners In Recovery and Finance moved to 24 Light Street, Fortitude Valley. PIR and additional Aged Care clients funded.



2012

Moved Resident Recovery Program to 5 Julia Street, Fortitude Valley

Home and Community Care (HACC) funding split between Federal (Over 65) and State under 65. Homeless Outreach program introduces My Home client removalist services and funding for Men's Health

2016

25 YEARS ON...

Moved into 24 Light Street, Fortitude Valley.

Mental Health Demonstration Project - Social Housing and Tenancy (SHoU), additional Disability Services Queensland (DSQ) Packages, Mental Health Frequent Presentation Response Project (FPR) funded.



Company Profile

Footprints in Brisbane Inc. has been making positive steps with the community since its inception in 1991 as New Farm Community Options and this year is celebrating its 25th Anniversary, which is a good time to reflect on the past and to move forward, with purpose, to the next 25 years.

Footprints has been a part of the inner city community for a long time and while we have grown significantly, providing services across greater Brisbane from multiple locations, inner north Brisbane is our heart and we have always retained close connections with people living here and key stakeholders in health, housing, government, other community groups and networks.

From modest roots in New Farm, providing one program to clients, we now work with some of the most vulnerable people in the community, providing twelve programs over the sectors of Mental Health, Aged Care, Community Care and Disability and Housing and Homelessness.

For this reason, we took the timely opportunity to purchase a property at Light Street, Fortitude Valley in 2013, and in this our anniversary year, we are excited to officially launch the Light Street office, which now houses our Centre Based Activities program, Homeless Outreach, Aged Care Services, Finance and Human Resources.

Footprints offers choices to individuals that allow them to live their lives, as independently as they choose, whether they are socially isolated, disadvantaged, older people or younger people with complex needs or disabilities, or people experiencing mental illness or homelessness and at risk of homelessness. In simple words we walk alongside our clients; demonstrating our values of trust, honesty, reliability, confidentiality, respect and client focus, promoting dignity through choice.

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 type of services and supports they need to improve their current lifestyle. Complex care needs require holistic, flexible, coordinated and integrated service responses across a range of life issues, such as housing, income, physical, medical, social and psychological needs.

We are able to do what we do thanks to our dedicated staff who are professionals from multiple disciplines including social work, psychology, allied health, nursing, aged care, 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.

Footprints currently employs over 118 staff members across 12 programs, based at our three offices in Fortitude Valley, Newstead and West End. Over this last year, we have also increased our volunteer numbers by 79%, and the work they do within the organisation is invaluable.

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 individual person. This is what makes Footprints unique and why many people select our services for themselves and / or their loved ones.

We are not alone on our journey. Without our clients and our supporters, we would not be able to provide such specialised and unique services. Here's to the next 25 years. Welcome to Footprints – *positive steps everyday with you.*

President's Report

TRACEY DAVERN - PRESIDENT



This year marks Footprints' 25th Anniversary. In 1991 we were operating as New Farm Community Options. We changed our name to Footprints in Brisbane Inc. in 2005. Over the past 25 years, our growth has been in direct response to local community needs and increasingly Footprints has shifted its focus to supporting the most marginalised in our society.

The last twelve months has seen Footprints embrace many changes including different government funding parameters, increasing competition with the introduction of Consumer Directed Care and the new Aged Care Portal and preparations for the introduction of the National Disability Insurance Scheme. Most excitingly, we relocated to our new premises at Light Street, Fortitude Valley, earlier this year.

Through these changes, Footprints has remained flexible and resilient and has expanded into new areas through embracing innovation, challenging traditional structures and seeking new opportunities. The urban renewal and resultant changing demographics of inner Brisbane neighbourhoods has made those areas some of the most expensive areas of Brisbane for private rental and purchase. The inner north of Brisbane also has the highest number of homeless persons and shared accommodation (boarding houses and hostels) in Brisbane.

Footprints offers support services that are inclusive and ensure community access for many people who would otherwise be left out or left behind, both by significant systems changes as well as increased focus on high end consumer engagement within inner city neighbourhoods. It is well documented that healthy communities are those which are diverse and include people from a wide variety of socioeconomic backgrounds reducing social stress and promoting place and space for all residents.

Continued diversification of our own services has prompted us to establish our first social enterprise. We recognise that policy changes across government sectors are important business drivers and, as an organisation, we have demonstrated capability to contribute economic as well as social benefit to the communities we support.

As part of Footprints' commitment to continuous improvement, we actively and regularly seek feedback from clients on the provision of our services and their changing needs. Footprints also continues to look for opportunities to engage with Key Stakeholders and advocate on behalf of our clients. Footprints' impeccable reputation as a leader in the provision of services to the most vulnerable ensures we are regularly invited to provide input on policy changes and frameworks, and share its knowledge through roundtable discussions, conferences and workshops.

It is with great pride that I reflect on the last 25 years of Footprints' service to the Brisbane Community and with great optimism and enthusiasm that I embrace the next 25 years.



Debra Fallon
Vice President



Jennifer Hocking
Secretary



Samantha Bryce
General Member



Murray Sutherland
General Member



Julie O'Sullivan
General Member



Treasurer's Report

SCOTT PEARCE - TREASURER



I have much pleasure in submitting the Treasurer's Report for the year ending 30 June 2016, for Footprints in Brisbane Inc.

Expenses have increased compared to last year and the resulting operating surplus of \$50,266 is another good result for the year.

The Balance Sheet continues to reflect the solid financial position of the association. Total assets held by Footprints have increased by \$203,651 with the main increase due to the complete refurbishment of the new head office at 24 Light St, Fortitude Valley.

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 \$6.721 million is up 11% on the 2015 financial year. Footprints has received increases in government grants and client contributions. Grant income is expected to increase further in 2017 with new government funding contracts in place for innovative new after hours programs.

The accounts have been prepared in accordance with the Associations Incorporation Act and have been audited by KPMG external auditors.

See Financial Report page 23.

CEO's Report

CHERYLEE TRELOAR - CHIEF EXECUTIVE OFFICER



Footprints is nearing the completion of its current three-year Strategic Plan. I am very pleased with our progress and can report that we are on track to achieve each of our Strategic Priorities.

Our goal to build our profile and influence over the term is building each year with ongoing marketing and communications strategies in place providing the necessary pathways to ensure we are well recognised organisation. We continue to increase our brand awareness through existing partnerships, the broader community and the corporate sector.

This year's Tenerife Festival was a big success along with the highly popular Community Touch Football Tournament, which grows exponentially each year with the increase of sponsorship, media coverage and community participation.

Footprints has seen extensive growth in volunteers seeking participation with our programs and providing a new dimension

to our connection with clients and our community.

Several staff have presented at and participated in sector forums, conferences and funding discussions that provide opportunities to advocate on behalf of our clients and to share and gain information across the sector.

Our second goal to create and utilise robust and scalable systems and infrastructure over the short to long term has been achieved to date with ongoing systems improvements over the next year enabling current and future service delivery and operations. In this area we anticipate growth in the utilisation of assistive technologies for staff and clients in the coming years.

We continue to review and refine the organisational structure, positions and skills to enable sustainability and growth. This has allowed the successful restructure of our programs to accommodate changes to funding e.g. consumer directed care. This period has also seen the introduction of a new management position, Community Care and Disability Services Manager.

Footprints continues to review the Workforce Plan, identifying the emergence of a new level of leadership through continued growth recognising the importance of succession planning, growing our people for new services in emerging fields; providing greater choice for our clients and staff alike.

The third goal to deliver new and expanded business and service models allowing Footprints to respond to more people has been strategically driven by securing alternative sources of funding to implement and evaluate innovative services.

This year has seen the introduction of new innovative programs, such as our social enterprise project - Lifestyle Response Service (LRS), providing assistance to individuals who are facing challenges from the impact of hoarding and squalor; and the Mental Health Demonstration Project - which Footprints named 'Social Housing and Tenancy Support' (SHout), supporting vulnerable social housing tenants in partnership with Public Works and Housing and Queensland Mental Health - achieving 100% tenancy sustenance for participants.

This year has also seen the introduction of the Frequent Presentation Response (FPR) project funded by Metro North PHN, which was a direct response from our strategic collaboration with Health Services and Government to target a much needed service for vulnerable clients reducing hospital presentations. Initial data reflected a 36% decrease in presentations for clients that had received two months of service.

We continue to build new strategic relationships and partnerships with industry alliances and consortiums and participate in numerous working groups to facilitate greater reach and depth of support for our clients and to facilitate new service responses to identified client needs.

We continue to apply for grants from both government and the private sector and have implemented a direct debit payment to ensure Footprints continues to build

strong fiscal and monetary longevity.

Our final goal, to be an effective and responsive organisation, culminating in a positive difference for staff, consumers and the community has been strategically supported by the intake of university placements for both under and post graduate students. Footprints provides opportunities for the next generation of social innovators who in turn bring new thinking and knowledge to our existing assets of experienced staff.

Across services we continue to improve our evaluation framework to demonstrate consumer outcomes and the impact of Footprints services and continue to seek client feedback on the programs and services provided.

Through our dynamic marketing and communications team, Footprints provides updates to clients and the sector of system changes through direct mail, home visits, client newsletters, website and our eNews; growing our social media presence and interactive capacity to be accessible and transparent to our community.

I would like to take this opportunity to acknowledge the strength of the Management Team in providing stability and leadership throughout the year and the staff and volunteers within Footprints who continue to grow from strength to strength.

Light Street has been in the planning for many years and I would like to acknowledge and thank the Management Committee for their stamina in maintaining the energy in seeing it come to fruition.

Thank you to all our partners and supporters for another successful year and finally thank you to staff who have demonstrated patience and ongoing support throughout the challenges of change we have experienced over the past few years.

As a community of practice our focus remains on creating choice and value, more for less, every day for our clients.

Aged Care Services

On July 1, 2015, the Australian Government established the My Aged Care (MAC) portal. The MAC portal aims to provide a single entry point enabling older people and their families access to information, support and services by aged care service providers in their community. This has been a significant change in Aged Care and in the history of Footprints as a service provider.

The aim of the portal is to have a central client record and a national screening and assessment system with every older person seeking aged care in Australia to be allocated an Aged Care number (AC number). Their AC number will help to facilitate access to entry level support services in a more streamlined and consistent approach nationally. This will empower and enable older people to live independently in their own home for as long as possible, a philosophy that Footprints embraces.

Mainstream funding through the Department of Health, and our consortium membership with Partners for Health Brisbane North (PHN), allows for continued growth and servicing a broader spectrum of clients. The Commonwealth Home Support Programme (CHSP) (formerly known as Footprints Community Options Program), offers a mix of basic support services with a focus on wellbeing and staying healthy. Footprints services, such as domestic assistance, personal care, social support, transport, occupational therapy and nursing are successfully delivered under CHSP funding.

CHSP funding has also allowed for the addition of the Assistance with Care and Housing program (ACHA). The ACHA program assists clients (50 years +) to find the most suitable accommodation through advocacy services and referrals to appropriate legal / housing providers as required.

Clients assessed with higher needs and those previously on a Community Aged Care Package (CACPs), have now been transferred to Home Care Packages (level 1 – 4). Footprints has packages which are delivered under a Consumer Directed Care

(CDC) basis allowing clients to have more choice, control and flexibility about how their chosen services are delivered.

With the ever changing aged care reforms, Footprints has made adjustments to internal operations to meet the new Aged Care environment which include:

- data base system developments and
- expansion and reconfiguration of staff roles.

In the midst of accommodating these changes we moved office from 105 Commercial Road to 24 Light Street. As sad as this was to leave the warm friendly atmosphere of 105 we are all feeling settled in the new contemporary office space.

The Aged Care program has been challenged during this time of change and growth; there have been major hurdles which have required a robust response. Thank you all for your understanding during this period of consolidation. We are confident that we will be able to continue to provide services that are flexible, consistent and reliable to support and enable you to continue to live the lifestyle of your choice, independently in the community.

Regional Assessment Services (RAS)

Footprints is part of the Partners 4 Health RAS Consortium across Brisbane North, South and Redcliffe.

The Consortium members continue to work well together. Although the introduction of My Aged Care has brought some significant challenges to staff and clients, Partners 4 Health focuses on providing a quality experience for clients and ongoing tailored education to meet the needs of the assessors. As part of the commitment to providing a quality experience, Partners 4 Health have the 'Better Action Management Plan' in place looking at sustainable improvement around all areas of RAS including KPIs, staff education and quality assessments. Client surveys, looking at the client experience of the assessment, have also been introduced, but ways of making this more user friendly for clients are being explored.



"I'm very thankful and appreciative of the support. I'm a lot more hopeful and positive about my future now... this can be attributed to your support..."

Health & Wellbeing

Nursing

Footprints was part of a Decision Assist linkages project which looked at ways to improve access and entry to aged and palliative care services for those at the end of life. There were many components of the project, including education for staff, support for clients transitioning into aged care and the continuation of the Footprints Death Café to help raise awareness about issues around death and dying. All 20 organisations involved in the linkages projects presented the highlights of their work at a day held at the Queensland University of Technology (QUT). Footprints were one of the four projects chosen as a spotlight organisation due to the uniqueness of the project and the successful outcomes achieved, which allowed a longer time to present the findings and was given more opportunity for questions from the audience. Ignition Films interviewed staff about the project and clients shared their experiences, which they found empowering. The finished product will be made available on the Decision Assist website and will be shared on the Footprints website.

Nursing assessments and health advice are offered to clients to enhance their health and well-being. Health education sessions are provided for clients at our centre in Light Street and have covered topics such as End of Life Planning, Diabetes and Falls Prevention.

The Death Café continues to help staff and clients explore thoughts and feelings around death and dying.

Allied Health

It has been a full year for the Occupational Therapy (OT) program seeing an increase in the number of external service referrals, and with the introduction of My Aged Care there have been an average of 12 referrals per month, with an overall total of 150 received from July 2015 to June 2016.

The needs of the clients referred to OT have been wide and varied, and include applications to the Medical Aids Subsidy Scheme / Community Aids, Equipment and Assistive Technology Initiative (MASS / CAEATI), some of which have attracted a collective prescriber subsidy of approximately \$5000. There were many referrals to Home Assist Secure services throughout Brisbane North for home modifications to assist with transfers and Activities of Daily Living (ADLs). Other services provided to clients include specialist equipment assessment and provision, assistance with expediting housing applications for clients in need of rehousing and therapeutic advice and information to enable independence with ADLs.

This financial year has seen the OT role become a full time position, which has enabled involvement in the Acquired Brain Injury Outreach Service Skills to Enable People and Communities (STEPs) programme. The first peer / service provider leader group was run for six weeks at Chermide United Church between April and May 2016, providing skills and strategies for adults with an acquired brain injury and plugging a gap in service provision. This programme was highly subscribed to therefore a second group will be commencing this month. This year has also seen the implementation of the Restorative Early Intervention Enabling Wellness (RENEW) initiative. The aim of RENEW is to work within the restorative framework to identify clients who have been referred for services following hospital admission who would benefit from OT input to enable swift restoration back to their level of functioning prior to admission. The OT programme is looking forward to another good year.

Nursing and Allied Health services clients from 18 years onwards.

"This is such an important service and I wouldn't be where I am today without it"



Centre Based Activities

The CBA program offers a broad range of contemporary activities which are designed with a wellness approach providing opportunities for people to participate in activities of their choice while expanding their social networks.

This year has brought some exciting changes, not only to our programs but also our organisation, with the relocation to Light Street. Clients and staff have settled well into the new premises with one client stating "it's got a really good vibe to it, it's so fresh and new".

We offer programs five days a week, with Friday Fantastic specifically designed for people experiencing a mental illness. This year we have introduced a new program with **Diversional Therapy** staff going into the home to provide assistance to those clients who are socially isolated and to give them the opportunity to reconnect with their community.



In addition to our other allied health services (in particular the popular podiatry service) this year we commenced our new wellness sessions with our **Community Nurse** and **Occupational Therapist**. Topics covered so far have been Diabetes, Advanced Health Care Directives and Falls Preventions. Education sessions have included the Queensland Police, to deliver Personal Safety Talks and students from Eat Smart **Nutrition Consultants** provided a number of nutritional talks and demonstrations for cooking on a budget.



The **Internet Café** on Wednesday has turned into a social hub for people to improve their computer skills and catchup with their friends for tea and coffee. Clients have had the opportunity to learn and expand their knowledge of computers, iPads and social media to reconnect with family. The use of technology in our other programs has been a positive feature. Clients enjoyed the annual celebrations of Oktoberfest, Melbourne Cup, Bastille Day, Ekka, ANZAC Day and many more.

Footprints was successfully audited to gain our Food License for the new kitchen and we also achieved a **five star rating with the Brisbane City Council Eat Safe Program**. This year our kitchen provided approximately 3,000 morning teas, meals and desserts.

The Centre Based Activities team is made up of **diversional therapists**, our kitchen crew, allied health and community nurse and a variety of services that provide additional care to clients.

We acknowledge the generosity of our volunteers as they play a huge part in assisting us to deliver quality services and we appreciate them very much.

Centre Based Activities welcomes clients in areas such as youth, disability, ageing, mental health and respite care.



"... giving me skills, ideas and tools to use to lead a happy, contented life ... to do better ... it's never too late to have dreams come true."

Mental Health

educational skills building groups, providing approximately 1,000 hours of direct facilitation. The groups offered by the ARC Program keep expanding as the skills of the staff diversify and as feedback is received from clients. This year, Dialectical Behavioural Therapy Skills Group, Tree of Life Narrative and Creating Connections were added to complement the existing program. We were also very privileged to begin Art Therapy from the West End office.



The key challenge for ARC continues to be how to create opportunities for hope and how to connect people with their personal recovery. This focus continues to drive the development and expansion of the ARC program as we move forward into our third year of operation.

Frequent Presentation Response (FPR) Program

In November 2015, Footprints in Brisbane Inc. partnered with the Metro North Health Hospital Service (MNHHS) and Micah Projects to secure LINKS Innovation Funding. This funding is aimed at improving the continuity and quality of care for consumers presenting to hospital emergency departments (ED) five or more times in one month.

For many years, the mental health programs within Footprints had seen this as an area of need and were thrilled to be involved in this pilot project.

Footprints Mental Health Program is a community managed, recovery orientated service which is comprised of a number of teams who provide psychosocial rehabilitation support services, as well as coordinated care for people with severe and persistent mental illness as well as complex needs. Our highly qualified and committed staff take pride in providing comprehensive and quality services for clients in need, as well as support for carers and families.

Actioning Recovery & Citizenship Program (ARC)

It has been an exciting year for the Actioning Recovery and Citizenship (ARC) Program with some staff movement, lots of training opportunities for the team and a continual flow of referrals from our networks across Metropolitan Brisbane.

ARC continues to offer medium term support to individuals with severe and persistent or episodic mental health challenges residing in boarding houses and supported accommodation facilities. We have recently been able to extend our eligibility to include social housing, in response to an identified need and gap in service delivery. The support is recovery focused and aimed at assisting people to reach their goals and increase their capacity to self-manage their mental and physical health.

Throughout the year, the team provided approximately 12,000 hours of case management support to 144 clients. In addition to this, the team committed to interagency networking and collaboration, building genuine connections with the Health Hospital Services, and creating links across sectors to better support individuals with dual diagnosis.

The group program had more than 300 clients participate in the psycho-



"I didn't know what to do and was drowning until LRS started to help me".

Brisbane North Primary Health Network (BNPHN) agreed that a small team would be required to facilitate direct client supports and provided additional funding for a targeted community response.

Our flexible model has been based around the need for out of hours response teams which has demonstrated high effectiveness in reducing emergency room presentations.

The project officially went “live” on 31 March 2016 and case conferencing within the MNHHS Royal Brisbane Women’s Hospital (RBWH) Emergency Department commenced following the successful implementation of confidentiality and information sharing agreements across the government and non-government organisations (NGO) involved in this project. Prior to the FPR team participating in the ED case conferencing, the team endeavours to link with the other NGO providers and health professionals working with each client. This is to improve the depth of knowledge available regarding the clients’ individual circumstances, ensure collaboration and aligned goals amongst the sector, and provide a means for relationship development.



Positive results are beginning to be seen, with on average a 36% reduction in the number of presentations for this client group and 49% reduction in the use of Queensland Ambulance Services. During

this period, the FPR Team has also facilitated in-service presentations to the multidisciplinary staff working across the RBWH ED. A direct link between the in-services and referrals could be tracked. The Working to Connect Care flyer has also been developed and modified following feedback provided by Footprints clients.



It is with great pleasure that Footprints is able to advise that the project will continue to run until June 2017 with the possibility of further extension.

Partners In Recovery (PIR)

The PIR team has come through another action packed twelve months with a wide range of successes and achievements along with a number of significant changes and challenges. The team is grateful for the connections, networks, support and collaboration that we have shared across Footprints and the wider community sector.

We are privileged to have worked closely with individuals who experience severe and persistent mental illness and complex needs, alongside their families, carers, and existing support networks. It has been an exciting journey to provide care coordination to each PIR participant and play a role in supporting them to navigate, access, and maintain connections across the support sector through the variety of different organisations.

Throughout the year the team has maintained an exceptional level of client support and are proud to have surpassed our annual targets set by the Department of Health. In total, the team supported 165 participants in the financial year. This cohort consisted of 73 individuals from the previous year and 92 new faces.

Over the year we received a total of 184 referrals and we have continued to provide information, linkages, and warm referrals for those that we were unable to personally support as part of our continued dedication to improve pathways within the sector.

The team has greatly enjoyed the opportunity to pursue system reform projects through the year with the continuation of past activities, along with the development and introduction of new ventures.



The team worked in collaboration with Herston Lodge and the Inner North Brisbane Mental Health Service to consult, develop, and deliver a mental health training package tailored to the specific context of the supported accommodation providers. The purpose of the training was to overcome barriers such as a lack of resources and minimal capacity to attend training. To address these the team designed the content to be delivered in a booklet followed by a practical session to consolidate the key components. The package includes four modules based on consultation with Herston Lodge. These

are: Introduction to Mental Health, De-escalation Techniques Alcohol & Other Drugs, and Self-Harming/Suicidality. Future provision of training to the supported accommodation sector will include an online component to further enable access for the workforce.

Another training program that was developed is the Life Skills Group which has been planned and implemented at the end of the financial year. The purpose of the group was to evaluate an intervention model targeting life skills to empower individuals, who have experienced long term homelessness, to develop the capacity to maintain their properties, dietary needs, and budget. The model includes four group sessions alongside individual activities within the home of each participant.

Footprints has continued to play a key role in collaborative projects across the sector. The PIR team has maintained our relationship with the Royal Brisbane & Women’s Hospital through our weekly in reach service.

Social Housing & Tenancy Support (SHout)

Social Housing and Tenancy Support Team (SHout), as part of an innovative, integrated mental health and social housing project, known as the ‘Mental Health Demonstration Project’ (MHDP) commenced this year. Footprints provides psychosocial support to social housing tenants, at risk of losing their tenancies due to mental illness or complex needs. Working in alignment with Queensland Health, Metro North Mental Health (MNMH) and Department of Housing and Public Works (DHPW) housing service centres at Chermside and Fortitude Valley, Footprints provides a recovery centered approach to social housing tenants challenged with managing their tenancies.

Volunteering

The SHout Team provides short term, psychosocial and tenancy support to social housing tenants with mental illness or other complex needs, residing in the Brisbane CBD and northern suburb region. The SHout Team, in providing three dimensional support; case management, support & recovery work and intentional peer support, aims to assist participants realise inherent strengths, develop housing and holistic goals, whilst building capability and resilience.



With SHout based out of the Proe Street office in Newstead, the team are able to provide outreach support to participants throughout the week, early evenings and across the weekend. If required, up to 15 hours per week can be provided to each participant during the course of support.

Running through to June 2017, the project aims to reduce exits from social housing for those tenants suffering with mental illness or complex needs by creating an environment in which the participant leads goal identification, develops skills and / or resources to realise those goals, therefore leading to being able to sustain their housing. Year to date there have been no exits to homelessness and all participants remain accommodated.

Lifestyle Response Service (LRS)

This year saw the addition of a specialised hoarding support program to Footprints' portfolio. The Lifestyle Response Service (LRS) was established following the

significant involvement of Footprints in sector reform projects dedicated to hoarding such as the Metro North Brisbane 'No More Sweeping It Under the Rug' Project (2014-2015).

LRS is based on a social enterprise business framework, and operates within a fee-for-service model with capacity for funding and grant opportunities.



LRS aims to include a peer workforce within the model, and actively recruits employees who have a lived experience of mental health challenges.

LRS consists of intensive psychosocial interventions over a period of three months or more, depending upon the participants' response to the individual or group therapy. LRS is intensive and is targeted to participants who are experiencing severe and long term chronic symptoms that have not responded to generalised interventions.

LRS has capacity to work with participants for an open ended period of time, and provide a maintenance plan and referral pathways to sustainable programs upon exit to ensure sustainability.

LRS tailors support to the individual, designed to meet their needs and assist with working towards identified outcome goals. LRS provide short to medium term interventions across Metro Brisbane and surrounding regions, and is available after hours.

Volunteers have been an important part of Footprints for many years. As part of Footprints' commitment to our volunteers, a dedicated Volunteer Coordinator commenced on 10 November 2015 to support and expand the role of volunteers across the organisation.



Historically, the Centre Based Activities Program has utilised the services of volunteers the most, with volunteers assisting with client activities and meals. Footprints would like to acknowledge the remarkable efforts of our longest serving volunteers:

- Jeanette Ayre, who has been leading weekly music and singing with the Thursday group for 11 years;
- Petina Roberts, who has been providing her assistance in the kitchen for 7 years; and
- Sherrin Partners Financial Advisers, our Corporate Volunteers, have been sending 2 staff, one day a month, to lead activities and present prizes (donated by staff) for 8 years. Thank you to the 17 Sherrin Volunteers.

A Needs Assessment was conducted in November and December 2015, which identified numerous potential roles for

volunteers across the organisation and informed volunteer recruitment efforts for 2016. The second half of 2016 will involve the development of an exciting new volunteer Buddy Program where trained volunteers will be matched with clients for one-to-one and small group social activities.

Volunteers worked with the Art Group hosted by Mental Health Services across both CBA and CCDS, and the additional volunteers worked at CBA (in the kitchen, supporting activities, hairdressing and helping with the bus run).

Some of the new volunteer roles over the period include Administrative support (ARC, CCDS, Aged Care, Volunteer Program); Accounting support (Finance); Touch Football - helping with weekly games and coordinating the annual Tournament (CCDS); Art groups (CBA / all of Footprints) and assisting the LGBTIQ Group (ARC).

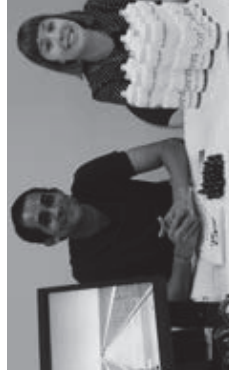


Footprints would like to take this opportunity to acknowledge all of our volunteers and the positive difference they make to our clients, staff and organisation as a whole. Thank you for giving us your valuable time.

Community Care & Disability Services

From 1 July 2015, the Commonwealth Home and Community Care (HACC) Program services were combined under a single streamlined Commonwealth Home Support Programme. Due to this, the organisation undertook a split of Aged Care Services (Federal) and Community Care (State) program teams.

The Community Care and Disability Service (CCDS) team consists of specialists in the areas of Homelessness, Housing, Community Care and Disability support for those under 65.



The team continues to focus on wellbeing, independence and consumer and person-centered driven practice offering further opportunities for clients.

The CCDS team has continued to play a pivotal role within the Department of Communities, Child Safety and Disability Services National Disability Insurance Scheme Readiness Project. This involvement allows Footprints to advocate for our clients aged under 65 and their needs in preparation for the NDIS rollout in Brisbane in 2018.

Regardless of the changes, our team has continued to focus on offering people choice, flexibility, innovation and the highest levels of care.

Services Provided
Our Community Options, Homeless Outreach, Residential Support and Centre

Based Activities programs provided over 23,000 direct services hours to approximately 606 clients throughout the year including: Case Management, Case Planning, Review and Coordination, Counselling, Support, information and Advocacy, Social Support, Domestic Assistance, Personal Care, Nursing and Allied Health to a range of individuals aged from late teens to 64 years' old.

These services were provided to people who are homeless or at risk of homelessness, people living in Boarding Houses and Supported Accommodation facilities and those living in private rental or own homes to ensure community access and coordination of supports to improve health and wellbeing and to enhance independence.

Disability Services QLD Packages

Over this financial year we provided an additional 3,000 hours in disability service packages which enhanced our capabilities to look after individualised plans, budgets and flexible rostering options, and prepare towards the NDIS rollout.

CCDS Drop In Service

The Wednesday Drop In Service provided 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 socialise, play cards and to share in nutritious home cooked meals.



"I find after hours support extremely useful, especially at the weekend when no other services appear to be available".



Formal collaboration with service providers i.e. the Queensland Health Homeless Health Outreach Team, the Centrelink Community Engagement Team, Hearing Australia, the Anglicare Nursing Service and G.P. who all attended the centre on a regular basis, offered ease of access to invaluable and essential health and related services. Aren Healey and his team from The Hairlogists Albany Creek have provided haircuts.

Outreach

Outreach is an important element in the provision of an effective homelessness service. Assertive outreach is a deliberate attempt to alleviate homelessness. Our team is part of a multi-disciplinary approach to outreach and attends sites in conjunction with other services. 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 including such areas as Gregory Terrace, Ivory Street and Wickham Park enable the team to engage with people accessing food vans and allowing immediate response to people in urgent need.



Networking

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

- Homeless Connect

- Reconnect
- Under 1 Roof
- 500 Lives 500 Homes
- Boarding House and Supported Accommodation Working Group (co-chaired by Micah Projects and Footprints)
- Brisbane North Community Connections (Facilitated through the BNCC representatives' committee Hosted by Australian Red Cross Homestay program)
- Park Users Meeting
- Queensland Court Referral
- Central Interagency Meeting



Initiatives

500 Lives 500 Homes: Footprints has supported the project through various layers including Rough Sleepers Working Group, continuation of VI-SPDAT Assessments with appropriate clients, attendance and contribution to the planning group and Aged Care.

Integrated Service Response Project

Footprints have been involved with a 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 centered on housing, health, family / child safety and overall wellbeing.

Footprints has supported the project through multiple layers including:

- Client Participation and Feedback Group
- Steering Committee Group (co-chaired by Australian Red Cross and Department of Communities, Child Safety and Disability Services and funded through the Public Health Network)

Outings

The benefits to inclusion are high and aim to reduce social isolation, provide community access and simply enable marginalised individuals to enjoy more of life.

This year we have focused on providing social support and client network building through regular monthly outings, such as GOMA, New Farm Bowls Club, Southbank Cinema, Botanical Gardens Mt Coot-tha, Wellington Point, Walkabout Creek – The Gap and Roma Street Parklands.

Community Touch Football

We believe that every person has the right to an encouraging and safe social network and a positive experience felt through community engagement. Local community members, government and not-for-profit organisations' workers and clients made Tuesday's participation a regular event.

This year we were fortunate enough to hold the Footprints Community Touch Tournament event at St Joseph's Nudgee College. They provided lots of support that made the day possible from providing student referees, field setup and cooking the BBQ.

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 resourcing these activities and Brisbane City Council. A special thanks goes to Cr Vicki Howard who provided

funding for food for 200 people and for the tournament winners' cup.

The teams showed great sportsmanship, enthusiasm and respect for the student referees and opponents. In the end, special congratulations must go out to Toowoomba Highlanders 2015 Community Touch Tournament Champions and holders of the Gerard Bargo Shield.

Donations were received after the event which has enabled a continuation of this great initiative. The Touch Football was an initiative inaugurated by Reclink and has been continued by Footprints over the past seasons.



Grants

We have had another year where our grant application to the Brisbane City Council, for the Housing Support Program, was successful. This grant allows us to respond to the housing and social needs of homeless people or those living in social housing.

The grant is used to assist people

- with removal and relocation costs
- cleaning products for housing maintenance
- with hoarding and squalor issues
- and nutritional/cooking classes
- production and printing of two more cookbooks following \$100 fortnight cookbook, a gluten free and diabetic cookbook.
- Touch Tournament

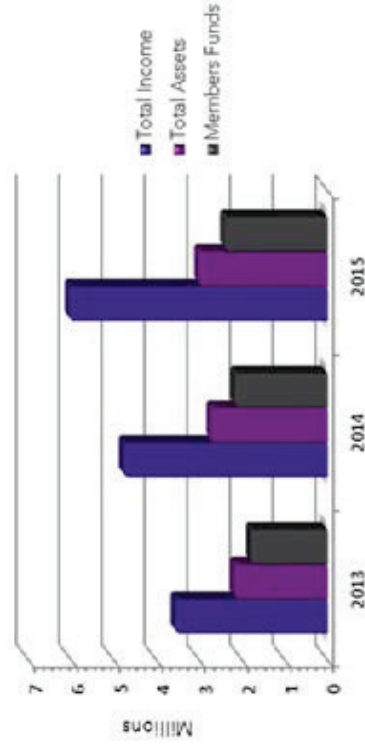
Financial Report

FOOTPRINTS IN BRISBANE INCORPORATED

STATEMENT OF COMPREHENSIVE INCOME - EXTRACT FOR THE YEAR ENDED 30 JUNE 2016				
	2016	2015		
	\$	\$		
Grants	6,393,197	5,277,172		
Other income	328,146	759,396		
Total Income	6,721,343	6,036,568		
Employee costs	5,228,898	4,414,717		
Other expenses	1,442,179	1,380,310		
Total Expenditure	6,671,077	5,795,027		
TOTAL COMPREHENSIVE INCOME FOR YEAR	50,266	241,542		

STATEMENT OF FINANCIAL POSITION - EXTRACT AS AT 30 JUNE 2016				
	2016	2015		
	\$	\$		
Current Assets	391,838	856,883		
Non Current Assets	2,807,452	2,138,756		
Total Assets	3,199,290	2,995,639		
Current Liabilities	743,947	588,952		
Non Current Liabilities	4,270	5,880		
Total Liabilities	748,217	594,832		
NET ASSETS	2,451,073	2,400,807		
TOTAL MEMBERS FUNDS	2,451,073	2,400,807		

FOOTPRINTS IN BRISBANE INCORPORATED 2013 - 2015



For a copy of the full audited financial statements please email
finance@footprintsinc.org.au

Vision

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

Mission

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

Values

Our values are trust, honesty, reliability, confidentiality, client focused and dignity.

Executive Management Committee



Cheryllee Treloar
CEO



Peggy Sheehan
Aged Care



Keryn Fenton
Mental Health



Ralida Roberyy
Finance



Gina Hales
Human Resources



Andre Janes
Facilities & Projects

Acknowledgements

Teneriffe Festival Sponsors

Tom Dooley
City Realty
Teneriffe Realty
AccomBris
Bourke Legal
Tessa Advisory
Village News
Emu Plumbing
Top Gun Conveyancing
Errol's Plumbing
Scratchers Nail Boutique

Donations

Robert Lalich
Senator Claire Moore
HP & CT Mott
Peter Scally Medical

Trusts and Foundations

Queensland University of Technology

Government Grants

Australian Government Department of Health
Partners 4 Health Ltd - Brisbane North PHN
Queensland Department of Communities, Child Safety and Disability Services
Queensland Health
Queensland Department of Housing and Public Works
Metro North Hospital and Health Service
Brisbane City Council Housing Support Program
Brisbane City Council Lord Mayor's Suburban Initiative Fund - The Gabba Ward
Brisbane City Council Lord Mayor's Suburban Initiative Fund - Central Ward

Bequests / In Memorium

Greg Hebbard
Tony Lott

Special thanks to GIVIT who have donated over 1,700 unique items to our clients.

footprints
positive steps with you

25
YEAR
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1990

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www.footprintsinc.org.au