

POSITIVE STEPS with you

footprints

ANNUAL REPORT

2018



Our Vision

An inclusive community where individuals are able to maintain a lifestyle of their choice.

Our Mission

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

Our Objects

- To promote quality of life for frail older people and younger people with disabilities and their carers
- To actively work towards social justice
- To empower disadvantaged members of the community
- To contribute to the relief of poverty
- Any other charitable work or purpose for the benefit of the community

Strategic Plan 2020

Strategy 1 COMMUNITY	We take positive steps to meet changing needs.
Strategy 2 SUSTAINABILITY	We are a financially viable organisation.
Strategy 3 CAPACITY	We invest in our people and infrastructure.
Strategy 4 VISION	We are recognised for who we are... AND what we do.



Our Values

- Trust** - We listen to each other, rely on each other and can be counted upon to represent the best interests of all
- Honesty** - We are ethical in all our dealings and are open and sincere with each other
- Reliability** - We are dependable, responsible and consistent
- Confidentiality** - We respect and protect the privacy of all concerned
- Client focused** - We empower individuals to be independent and have control over their life
- Dignity** - We interact with compassion and empathy in acknowledgement of an individual's uniqueness
- Respect** - We hold all people in positive regard and treat with courtesy and consideration

Table of Content

4	Chair Report
6	CEO Report
8	Footprints Experience
9	Programs + Services
10/13	Aged Care Services
14/17	Mental Health Services
18/21	Community Care and Disability Services
22	Human Resources
24	Treasurer Report
25	Finance
26	Thank You

Chair Report

Recently the provision of care to older Australians has come under intense public scrutiny. The formation of the Royal Commission into Aged Care will shine a light on the need for service providers to do a better job of supporting older people to age well. In addition, the introduction of self-directed care has placed significant emphasis on the rights of and protections for our clients.

Footprints is particularly conscious of the need for it to continue to advocate to ensure that vulnerable people with complex needs are not forgotten and the care provided to them is targeted to their particular requirements.

To ensure Footprints is providing services to the highest possible standard and in accordance with all requirements, during the last 12 months Footprints has been heavily focussed on compliance.

I am pleased to announce that in September 2017, Footprints aged care services successfully met all requirements for the Aged Care Standards to a high standard. Footprints' community care and disability programs and relevant mental health services were also positively reviewed against the Human Services Quality Framework in March 2018. The Management Committee was particularly proud to receive feedback from the assessors that staff and clients felt that Footprints "walked the talk" through its genuine commitment across all levels of the organisation to its values, vision and mission.

This year the Management Committee and executive management team also took time to review our governance documents including key policies to ensure we were prepared for the commencement of NDIA clients. In addition, we conducted an external review of our work health & safety systems to ensure we provide the safest possible environment for our staff, volunteers and clients.

Another key focus of Footprints in the last 12 months has been to extend our services into the Logan and Moreton Bay, Caboolture and Redcliffe regions. This accords with our Strategic Vision and will ensure we continue to meet the needs of our target groups and has expanded our "Footprint" across greater Brisbane.

Over the past several years the membership of the Footprints Management Committee has been very stable and it is with sadness we farewelled two key members this year. Jennifer Hocking (Secretary) and Martin Ford (Treasurer) have both moved on to embark on new chapters in their life adventure. I would like to acknowledge their valuable contributions to Footprints over the years and wish them well. We are very pleased to welcome three new members to our committee Simon Vertullo (Treasurer), Clinton Hanney and Bronwyn Glass.

This year has confirmed that Footprints continues on its solid base and we look forward to the coming year with optimism.

Tracey Davern
Chair
Footprints in Brisbane Inc.

CEO Report | 2017 -2018 A focus on improvement

Quality improvement has been a focal point for Footprints in 2017 – 2018. Across the year in review we have participated in a number of quality reviews including the examination of our governance and operational activities in relation to the aged care standards. In addition we also were evaluated against the Human Services Quality Framework for our Community Care and Disability services including a component of the Mental Health services. Our food service was also assessed through the local government Food Safety Audit. This is important for the provision of nutritious and tasty meals for clients attending the Centre Based Activity program as well as our micro business Food for Thought.

All of our programs and services received full compliance with all of these reviews and we retained our five (5) star rating for our food services. This achievement reflects Footprints' positive culture to continually offer services that are safe, reliable and of a high quality.

We decided to open new sites at Ellen Street Kingston in 2017 and at Strathlink in Strathpine in 2018. Increasing our investment in these areas, Footprints takes a place based approach by collocating Footprints aged care, mental health, community care and disability services to address issues that exist at the neighbourhood level. Risk of homelessness and housing support needs, social isolation, fragmented service provision that leads to gaps or duplication of effort, forming partnerships with government, primary health networks and other community groups will help to stretch further limited resources to address local needs.

Over the past year our staff continued to work collaboratively with stakeholders both government and non-government :

- Extending the highly successful mental health demonstration pilot with DPHW Fortitude Valley and Chermide Housing Centres and QHealth Mental Health targeting at risk tenancies. This included collocation with Fortitude Valley Housing Service to improve opportunity for resident / clients to have access to appropriate services in one place
- Working Together To Connect Care (WTTC) partnership as part of the Health Alliance core group targeted approach to address frequent presentations at emergency departments with the Metro North HHS and other agencies such as Micah Projects. We are working to connect reoccurring emergency patients to the care they need more efficiently
- Health Alliance Core Group for the Health and Wellbeing of frail older people developing collaborative strategies across health and primary healthcare and community based supports to improve the way healthcare responds to older people
- Brisbane City Council - Hoarding and squalor reduction initiative programs to assist individuals with de-cluttering services and capacity building supports
- Ongoing collaboration with Headspace Taringa facilitating DBT youth skills programs
- Supported Accommodation meeting - owners, managers, RSP providers, QDN, DS, NDIA & Carers Qld
- Domestic and Family Violence Subcommittee - Disability Working Group
- Brisbane Alliance to End Homelessness
- Central Interagency Governance Committee – networking for all local Brisbane services
- Carers Qld RTO Reference Group
- Ongoing collaboration with QUT, UQ, Griffith and USQ University placements for undergraduate and post graduate social and health sciences students

During the 2017-2018 period, Footprints was very busy reviewing our workforce structure, educational and training requirements as we continue to grow. Introducing improved and new technologies is ongoing to enhance our service capabilities in response to these service requirements. Strengthening our professional development and supervision frameworks have been important over this period to continue to ensure a high standard of practice and support of staff.

Footprints has a broad and inclusive client base that is highly diverse. We continue to promote the needs of people who may be left out or left behind due to changes to both State and Federally funded government programs; to ensure that people who are hard to reach and may be isolated continue to have access to necessary services. We acknowledge and thank our funding partners, in particular Department of Health, Department of Community Services, Disability and Seniors, Department of Housing and Public Works, Queensland Health and the Metro North Brisbane Primary Health Network.

A very big thank you and congratulations for all that has been achieved in 2017-2018 and to staff and volunteers who are tireless in their efforts across all areas of the organisation whether in providing direct service to clients, behind the scenes in corporate office or as members of the board. Thank you to our clients who chose to receive our support and service.

CHERYLEE TRELOAR

CEO

Footprints in Brisbane Inc.

Footprints Experience

Footprints began operating in the Inner North Brisbane area in 1991 under the auspice of the New Farm Neighbourhood Centre and is well known to local residents and businesses. From these humble beginnings of three staff it now extends its services across greater Brisbane North to Moreton Bay, Redcliffe and Caboolture Regions and South through to Logan City. Since 2010 the organisation has grown from approximately 30 staff to over 135 with more than 50 volunteers and is continually expanding.

The drive behind this expansion has been demand for our services, especially for individuals who are socially isolated and financially disadvantaged. A capacity to adapt to the ongoing impact of government reforms and policy changes and a commitment to the mission, vision and values of the organisation – trust, honesty, reliability, confidentiality, client focused, dignity and respect - has allowed us to meet this community expectation.

Programs + Services

Footprints integrated service models, which combine practical support services with skilled staff (across the human service industry including clinical personnel e.g. Allied Health, Nursing & Social Work) have enabled us to continue to engage with people from a wide range of backgrounds, personal experiences and needs including:

Aged Care

Home Support, Packaged Care, Regional Assessment Service, Assistance with Housing, Case Management & Advocacy, Centre based activities & social outings, Flexible Care, Special Services inc. continence education and palliative/end of life linkages.

Mental Health Services:

The Mental Health Services team is dedicated in improving the health and well-being for clients over the aged of 18 who have complex mental health needs. Providing options such as information & advocacy, assistance with care and housing, outreach services and specialist response, social, sporting and recovery orientated groups.

Community Care and Disability Services:

Community Care and Disability Services provides person-centred supports to people with a disability and complex needs to access the community and provide in home supports to enable them to remain living independently.

Footprints is an approved National Disability Insurance Scheme provider, providing over 17 categories of supports.

Footprints collaborate with a broad range of industry stakeholders, formally and informally, and collocate with partnering HHS and HSC and community groups. Across services and levels of staff, the organisation has strong relationships with Primary Health Networks and works with neighbourhood centres, headspace and other hubs.

The scope of our programs offer individuals the opportunity to access the type of supports they need and to have a continuity of support as their needs change.

With four locations (*Strathpine, Fortitude Valley, West End and Kingston*) our capability to extend existing programs and to offer new services is good and reflects Footprints' steady governance, strategic vision and irrefutable commitment to individuals to live independently within different communities; the lifestyles of their choice.



Footprints Aged Care Services



Current Australian Aged Care Facts:

Over 1.3 million older Australians receive aged care services every year. Currently, 15% of the Australian population is aged over 65 years and over (3.8million people); 2% of the population is 85 years and over (499,000 people). Currently, 4 out of 5 Australian people aged 85 years or older access aged care services.

110,000 older Australians have been assessed as requiring care at home.

COMMONWEALTH HOME SUPPORT PROGRAM

38,340
Hours

HOME CARE PACKAGES

81
Total

AGED CARE HOUSING

3,025
Hours

TRANSPORT SERVICES

2,130
Trips

REGIONAL ASSESSMENT SERVICES

1,000
Assessments/reviews

HOME SUPPORT PROGRAM

Footprints Commonwealth Home Support Program (CHSP) provides older clients within the Brisbane and Caboolture Regions with entry level assistance with home care services, access to community, such as transport, shopping and social outings. In the past 12 months approximately 1,500 referrals for home support services were received through the My Aged Care portal for services including domestic assistance, personal care, social support, group activities, shopping, transport, housing and hoarding/squalor.

Throughout the year, Support Workers in the Home Support program undertook approximately 38,340 hours of service, 3,025 hours of Aged Care Housing and 2,130 transports.

Intensive case management, using respectful strength based and client focused support, is provided in the Home Support Program for clients experiencing significant ongoing disadvantage, caused by a range of complexities and disadvantages. These include housing issues, chronic poor health, social inequalities, personal beliefs and lifestyles, family disconnection, alcohol and drugs. Recognising peoples' individual strengths, life skills, knowledge and capabilities and listening to their individual stories, gives the Case Managers an opportunity to understand the person as a unique individual in his/her own environment and circumstances. Case managers provided 1,800 hours of complex Case Management over the last 12 months in advocacy, referral and intensive support.

HOME CARE PACKAGES

For clients requiring increased levels of support to remain living at home, Home Care Packages at Footprints offer coordinated, flexible packages of care, which are individually tailored to clients' needs and choices. Since deregulation in 2017 81 clients have chosen Footprints to coordinate their Home Care Packages across all package levels with the majority receiving level 2 and 4 packages.

Data released by the Department of Health shows the queue for older Australians waiting for Home Care Packages has grown significantly since the Increasing Choice in Home Care Reforms in early 2017. On 3rd March this year, there were over 108,000 people assessed as requiring care at home.

AGED CARE HOUSING

The Aged Care Housing Program (ACH) is a service for frail older people 65 years and over (or 50 years and over for Aboriginal and Torres Strait Islander people), who are on a low income and are homeless or at risk of homelessness as a result of experiencing housing stress or not having secure accommodation. Also supported in this program are prematurely aged 50 years and over (or 45 years and over for Aboriginal and Torres Strait Islander people) who are on a low income and are homeless or at risk of homelessness.

Staff working in this program often work in very challenging environments with people who are extremely complex and distressed, but when these staff return to the office, it is always with humility that they speak of the clients' gratitude for small steps achieved.

Case Study: Housing Tony (Name changed)

Tony is a 57-year-old male who previously had a professional career, a family and a home, but due to family break down, Tony was unable to continue paying his mortgage; consequently he lost his home and also became reliant on alcohol. Tony then became homeless. In 2016 Tony referred himself to the ACH program at Footprints. With no fixed address, staff worked with Tony, who was sleeping rough on the boardwalk by the river in Hamilton.

He secured accommodation in a boarding house for a few months, but this was not sustainable due to conflict within the facility. Tony again became homeless and by then, it was winter. Tony contacted ACH again, after leaving the boarding complex and after a few short weeks, with advocacy and guidance, Tony accepted affordable accommodation in a one-bedroom apartment. Tony now has his own space and a garden in which to sit and relax.

He recently contacted ACH via a phone message and stated that ACH had "saved his life"; he thanked ACH staff and Footprints for all their hard work and for giving him his life back. An ACH worker recently bumped into Tony in the community and he is still residing in his apartment and appeared to be quite content and remains extremely grateful to Footprints.

Patricia: (name changed)

"I still can't get over how much difference having help and support gives to someone's psyche - mine in particular!! Sometimes life can be very difficult! Sometimes the presence of someone who is there to offer help can make such a change".





REGIONAL ASSESSMENT SERVICE (RAS)

Footprints is a member of the Brisbane North PHN consortium and is contracted to undertake RAS assessments for clients who have been referred through My Aged Care for services provided under the Commonwealth Home Support Program. Over the last 12 months, approximately 600 assessments were completed and in the last 6 months, 240 client reviews were completed by Footprints staff.

RAS Assessors at Footprints cover the Caboolture, Brisbane North and Brisbane South Region. In 2 months, one of our new RAS assessors has travelled over 1800kms and has seen 65 clients.

She talks about the most satisfying part of her role: helping people with their aged care journey and alleviating their fears and uncertainties of undergoing an aged care assessment and navigating My Aged Care.

SOCIAL SUPPORT
PROGRAMS PROVIDE

17,500
hours of support

FOOD4THOUGHT

2,199
meals sold

Case Study: Decluttering Matilda (Name changed)

I have been working with Matilda for about two months, visiting her on a weekly basis and following her referral to ACH for assistance with decluttering. Part of my intervention with her was focusing not only on 'sorting out' her kitchen, but taking the time to listen to her story about her life. By spending a few minutes at the beginning of our sessions, I was able to build good rapport with her which allowed me to assist her with decluttering.

Matilda told me that she suffers from chronic fatigue and finds it difficult and overwhelming to sort out her kitchen. She told me that she finds my visits helpful as she finds the motivation to throw things out when I am there. On many of my visits Matilda would throw out as many as 3 bags of rubbish. By setting small manageable goals, like clearing a small space on a bench during my visit, Matilda finds it easy, as she advised me that she has a clear and attainable goal to achieve.

On one occasion when I was unable to visit Matilda, I rang to tell her that something else had come up and would not be able to make our usual appointment. She was happy for me not to attend, but asked me for 'homework', stating that she could see the microwave, but due to clutter she was unable to access it. We set a goal for my next visit: she would be able to access the microwave to heat food and make coffee.

During my next visit, I noticed that she had cleared some of the clutter, which allowed her to access the microwave. Matilda advised me that she found the 'homework' setting useful and helpful in dealing with some of her clutter in the kitchen.

Centre Based Activities: One client sees their one-day visit at Footprints CBA as a three day experience – "Anticipation" (day prior), "Consumption" (day of attendance) and "Reflection" (the following day)

(Client Quotes) "Attending Footprints CBA is something I look forward to" one client commented, while another, in a drive to Light Street to attend the centre activities, commented, "I just love coming. Footprints has made a real difference to my life." The CBA team have a passion for delivering service to clients that are personal, helps meet their needs, grows their enjoyment and engagement in activities of interest, and supports and encourages their engagement with others. Staff see and act on opportunities to engage interests and connections. Activities encompass stimulating physical, intellectual, creative and social interest. Having fun is evident from the laughter, singing and animated conversations that permeate through the entire office and makes us all smile.

With the support of staff and a wonderful team of volunteers, clients have opportunities to contribute in various ways. One client from a group of Monday Knitters has renewed her interest in knitting for the first time in forty years. With the support and encouragement of a Monday volunteer, Theresa, a number of clients worked on and presented paintings for the Footprints Art Exhibition and several wonderful rugs were also auctioned.

Social support services provided 14,000 hours of group and one on one support over the last 12 months.

(Story) One client, after 3 years of receiving homebase support services from Footprints joined CBA activities 3 years ago, at the age of 96. At one point, he was considering entering residential aged care due to health challenges and increasing frailty. Over the past few years, he has attended CBA twice a week, he brings to the sessions a great sense of humour, he is very sharp in answering crossword clues, sings at our Thursday singing sessions and enjoys company and conversing with people. He remains living at home and regularly comments that: "It (Footprints) has given me a new lease on life."

A client who started one day a week and now attends three days a week commented to a staff member "We are lucky to have you (Footprints); I'd be sitting at home on my own – you provide a great service".

FOOD FOR THOUGHT

The Food for Thought Cafe has been very successful and popular with clients and staff alike over the last 12 months. Staff and Volunteers at Light St are tantalised with the aromas of beautiful food every day. Since commencement over the past year the cafe sold 2,199 meals and continues to grow.

Maryanne Riek

Manager Aged Care Services
Footprints in Brisbane Inc.



Mental Health Services

On any given day the Mental Health Service provides care and support for over 200 people across the greater Brisbane area who have mental illness as well as a number of complex needs, many of whom require numerous supports and services to be able to live safely, whilst still trying to manage their own physical and mental illness.

The mental health team travel nearly 110,000kms over the year, averaging 2300kms per week anywhere between Logan and Dayboro. It is not uncommon for our staff to travel to a variety of places to visit the client, whether this is within their homes, hospitals, doctor's offices, cafés, caravan parks, or wherever people feel the most comfortable.

Services such as ours exist for clients who have missed out on the support they need, as they are often chronically unwell and vulnerable. People with mental illness often experience a range of problems that extend beyond their physical and mental health needs. They may often have difficulties with housing, income, management, food, security and simply managing to survive. Often they are alone with little or no support and at times their lives are complex and can be overwhelming. For those attending our services, in addition to mental illness, many may also experience issues with substance dependency, physical problems, intellectual difficulties and most debilitating of all, isolation and loneliness.

Many of the people we support have presented numerous times to hospitals for long term supports which is not the focus for hospital based services. Our clients' needs are complex and complicated which requires services such as ours, who have the proven experience in providing psychosocial and advocacy support.

Footprints Mental Health team consists of dedicated and highly qualified health professionals who provide both clinical and non-clinical support and engage with a variety of services so we can connect care for our clients. Our skilled staff are experts at helping people to understand and support them to solve their difficulties, by either case management, providing life skill training through individual or group support, or connecting them to appropriate services. We work very close with the person to develop their trust and work together at their pace, so they can achieve their own recovery goals. We establish links for the person based on their needs, whether these links be to a GP, specialist services, housing or social connections.

For example, a typical scenario that the staff are required to assist may be as follows:

It is Friday afternoon and one of our staff has received a call from a client who is a single mother and suffers from unstable mental illness and needs our assistance desperately. She has discovered that she not received her centrelink payments, there is no food in the house, and she is currently in rental arrears. Mum does not have any other financial support for her children's needs, such as groceries, medications and the rent is due on Monday.

Our professional staff are skilled at helping people to understand and support them to solve their difficulties

Unfortunately due to her financial situation she could not afford to have her prescription dispensed as she used this money to pay for her children's food and clothing. Mum does not know what to do or where to go and she is very distraught and incoherent. The staff member once they have clarified the issues visits Mum to see how she and the children are, and to provide emotional support. With Mum, a plan is developed to address the immediate concerns. The plan may include contacting Centrelink to explore options of emergency funds as well as accessing an emergency food package from a local welfare centre for the weekend.

The Department Housing and Public Works would be contacted to inform them of the current financial concerns and the current plan for Mum and the children. Long term strategies would be explored to assist Mum and the children with providing them with living skills to prevent a similar occurrence. Connections would also be made with a Bulk Billing GP, psychiatrist to review Mum's mental health treatment plan, as well as to connect with other Footprints Mental Health programs such as our Mental Health Nurses program and our other programs to provide long term case management.

This is to ensure that Mum and the children are supported and are not alone. Support would be provided for the children in case of any collateral trauma given Mum's relapse of her mental illness. The main message is that Mum is not alone and together we can provide solutions.

WORKING TOGETHER TO CONNECT CARE (WTTCC)

The purpose of this project was to look at a more coordinated approach to providing psycho-social support and care, along with assistance to people who present frequently to Metro North Hospital and Health Service Emergency Departments. Our partners include Metro North Hospital and Health Service, Metro North Brisbane PHN, Micah Projects and Footprints working together to connect people to appropriate care.

ACHIEVEMENTS

- MNHHS 2018 Research Excellence Awards finalist – Category Health Services and Implementation Research Award- noted improvements in patient centred outcomes and which impacts on effectiveness, access or efficacy of health service delivery.
- Model of service recognised by the MNHHS /PHN Alliance. Noted as one of the 3 main areas of service/system improvement, besides Aged and Frail, Children in Caboolture and Emergency Department frequent presenters.
- Reduced frequency of people with complex needs and mental illness to MNHHS – RBWH Emergency Department by 49% - Expansion to MNMH –TPCH Emergency Department.
- 46 clients referred to the service since July 2018.

Mental Health Programs

ACTIONING RECOVERY AND CITIZENSHIP (ARC)

The ARC program provides medium term support (up to 12 months) to individuals whom experience episodic or persistent mental health challenges. ARC provides psychosocial interventions and case management that are complimentary to the individual's recovery journey, which will increase the person's capacity to self-manage their lifestyle and health needs.

ARC has a range of recovery-orientated skill building groups with accredited facilitators and peer supports. These groups include; Art Therapy, Creative Arts, Buried In Treasures, DBT, Hearing Voices, Mind & Body Awareness and SMART Recovery & WRAP.

- Spanning across Brisbane Metro - linkages with Brisbane South from Strathpine to Logan
- Networking with over 50 stakeholders
- Travel approximately in a week is 1700 kms.

ACHIEVEMENTS

Group Support

- Over 1000 hours provided.
- 359 clients completed groups.
- 660 frequency of attendance.
- Over 450 volunteer hours including peer volunteers.
- An average of 12 groups are offered weekly ranging from therapeutic groups to skills enhancement.
- Average 15 referrals per week received from other service providers and private and public mental health services.

Personalised Support – Case Management

- Over 12,900 hours direct support.
- More than 200 clients have been provided services throughout the year received from mental health services, broader community linkages including court link.
- In-reach to Health and Hospital Services including Metro North and Metro South Mental Health.

PARTNERS IN RECOVERY (PIR)

PIR supports people with severe and persistent mental illness, as well as access support and support coordination for those applying for, or with an approved NDIS support package.

The services provide information, advocacy, assistance with care and housing, disability support, social, support and recovery oriented groups, outreach services and specialist response and coordination as well as psychosocial support and education.

ACHIEVEMENTS

- MOU with Q STARS due to population group requiring tenancy support and advice.
- Group development and implementation with use of ICB funds:
 - a) Implementation of successful living group, to assist clients with developing life skills such as self-care, motivation, communication, health eating.
 - b) DBT skills group – education/training rollout for PIR staff.
- 100% of staff have received education and training re: NDIS and ICB areas of support for individuals with severe and complex mental health issues.
- Engagement with the MNMH - Job Shadowing program, exchange of clinical and non-clinical staff between PIR and MNMH, to assist in reducing barriers and improve understanding and communication between the sectors.
- 100% of the staff have received training in LSP16 and WHODAS assessments which is an important role in acting as support given to access NDIS.
- Video developed to demonstrate client engagement and service model.
- 109% to target re client numbers.
- 73% of clients are likely to meet NDIS criteria.



Working together to achieve great outcomes for vulnerable people at risk

LIFESTYLE RESPONSE SERVICES (LRS) - FEE FOR SERVICE

This service is a Member of the Great Brisbane Hoarding and Squalor & Strategy group. This service is not restricted by boundaries, with services being provided from Redcliffe Peninsula to Logan.

Specialised skills are provided, such as Cognitive Based Therapy as well as all In Home Support Workers trained in decluttering intervention/skills. Over 12 IHSWs have been trained in these skills to date. Referrals are via a variety of sources including community based networks, government departments e.g. DHPW, HHS, private sector as well as family, career, and/or self. With the introduction of NDIS, referral rates have doubled due to viability of funds providing individualised support for people experiencing hoarding and squalor.

MENTAL HEALTH NURSING IN BRISBANE NORTH (MHNIB)

Commenced in July 2017 MHNiB provides clinical care coordination and treatment services for people with severe mental illness and complex health issues being managed in primary care settings. MHNiB operates over the Moreton Bay South and Brisbane North regions.

This service is available to over 100 individuals and is linked with over 60 private providers from Chermshire to Northlake's and Dayboro and the Hills District.

This program is funded by the Federal Government through the North Brisbane PHN and our partners include Toowong Private Hospital and Morayfield Psychology Centre.

Footprints MHNiB nurses are located in our new Service Centre in Strathpine.

SOCIAL HOUSING AND TENANCY SUPPORT (SHOUT) HOUSING DEMONSTRATION PROJECT

Introduced in 2016 as a tenancy sustainment pilot project to support people who were at risk of losing their housing due to the impact of their mental illness. This partnership model with DHPW has exceeded all targets and is a testimony of the importance of working together to achieve great outcomes for vulnerable people at risk.

ACHIEVEMENTS

- 85 clients have been provided services by this program.
- Of the clients discharged from the program 98% have maintained sustainable housing.
- Co-located services with Fortitude Valley Housing Support Centre.
- 1730 hours of direct support.
- No client has exited to homelessness, with 100% of clients linked to other services for ongoing support.

Keryn Fenton

Manager Mental Health Services
Footprints in Brisbane Inc.

Community Care and Disability Services

COMMUNITY OPTIONS PROGRAM

9607 hours
(12 409 instances of support)

High-level case management engagement and allied health support. Social and in-home services to support people to remain living independently in their home in the community.

HOMELESS OUTREACH PROGRAM

8433 hours
(7327 instances of support)

High-level case management engagement, outreach support and social and in-home services to support people to access housing and remain housed.

RESIDENT SUPPORT PROGRAM

4185 hours
(4040 instances of support)

High-level coordination of care, advocacy and social support to vulnerable people living in boarding houses, predominately level 3 accommodation.

CENTRE BASED ACTIVITIES

8954 hours
(1825 instances of support)

Centre based group support and allied health services

DISABILITY SERVICES

4148 hours
(2693 instances of support)

Case Management, social and in-home support for 9 individuals in receipt of Disability Services funding.

NDIS SERVICES

856 hours
(508 instances of support)

Service hours provided prior to the NDIS rollout in Brisbane. -Support Coordination, capacity building, allied health, and in home and community services.

TOTAL

36849 hours
(28 505 instances of support)
*approx.

The Community Care and Disability Service (CCDS) team consists of specialists in the areas of homelessness, housing, community and disability support for people under 65 years of age.

Within the State funded Community Care program, Footprints provides the Community Options, Homeless Outreach and Resident Support Programs primarily for individuals with complex needs. People with complex needs often have multi-factorial disadvantage that occurs earlier in their lives, persist over time, and requires inclusive, flexible and individualised supports.

Footprints has been registered with Disability Services Queensland for several years and provides services to nine individuals holding packages across Brisbane and Logan. The CCDS program achieved certification under the Human Services Quality Framework and attained full third party certification with full conformity across all standards.

The CCDS team will uphold continuous quality improvement practices and make sure we are actively engaged with the NDIS Quality and Safeguarding Framework as the NDIS continues to roll out across the State and the country.

NDIS SERVICES:

Through our belief that no one be left out or left behind, Footprints embraced a proactive approach as the NDIS rolled out across the State. Although the NDIS funding environment creates significant financial change for the organisation and the sector as a whole, our vision for an inclusive community where individuals are able to maintain a lifestyle of their choice, meant that we provided intensive support to reach the best possible outcomes for clients in this new funding environment. The CCDS team offered support to all of our clients during the transition phase of the NDIS, with the team working particularly closely with people living in marginalized housing, and people requiring significant complex support who were at risk of being left out.

This included the development of a readiness pack including a specialised planning tool "My Plan My Way" and assessment tools to support clients to achieve a successful outcome under the NDIS. Up until the 30th June 2018, just under 1800 hours of additional case management, coordination and advocacy support was provided to support clients to access the NDIS.

Footprints has been providing individualised NDIS services in the Brisbane region throughout the 2017-2018 period. The CCDS team has delivered support coordination to assist participants to understand and unpack their plans, and provided direct support such as social and community participation, self-care activities and domestic support.

Footprints Community Care and Disability services offer both individualised and group supports. Keeping active and connected to the community is important for many of our clients and we support them to do the things that interest them. In 2017 – 2018 key groups included the Man Made Collective, Cooking Skills, Social Outings, Gardening Club (part of the Footprints West End Pocket Garden), and Step by Step (walking group).

Case Study:

AS is a 50 year old person who lives alone in an inner Brisbane suburb and is diagnosed with a very rare genetic condition without a known cure. Due to the progression of the disease, AS became progressively less independent across all aspects of her life. AS utilises a wheelchair to mobilise and became very socially isolated, only leaving their unit for medical appointments. AS relied heavily on their support workers and nursing staff to assist her. There was no social engagement within the community and no family support.

The client was never assessed or accepted for an individualised disability services funding and was being supported by Footprints through Qld Community Care funding, providing basic maintenance services due to the level of funding. Initially rejected by the NDIS due to a gross misunderstanding of their disease and other administrative issues, Footprints strongly advocated for an urgent review, which was undertaken with a positive outcome. After countless hours of meeting with and advocating to specialist teams, advocacy groups and allied nursing services, AS ultimately received a balanced package from the NDIA. Funding was approved in all NDIS areas (Capacity Building, Capital, and Core Supports). Services and care increased in line with needs within three weeks of receiving her NDIS funding. Due to their disease and its debilitating effect, the client would have been unable to navigate the NDIS adequately and would have continued to decline in health and independence. Now, AS receives support that will increase independence, and build capacity to be more involved in her community.



STAND UP STEP OUT (SUSO)

SUSO is a repurposed council bus that provides showers, laundry and other specialist services to vulnerable people who are experiencing homelessness and social / financial hardship in Brisbane and outer north regions (Sandgate/Lawnton/Redcliffe). This outreach enables Footprints to further restore dignity to those who experience of homelessness and social isolation. In the year under review more than 3,600 kims were travel, 600 visits to key destinations were visited, with over 240 hours of laundry and shower services and over 300 hours of case management support provided. The delivery of this service is fully funded by pubic donations as well as local service and interest groups in the community. We are deeply appreciative of their support and interest in assisting people in need in the community.

SUSO CASE STUDY:

BB is a man aged over 55 years living in his car. He changes location regularly to avoid police and council from moving him on. BB has attended the service on three separate occasions to complete laundry. BB is currently receiving an aged pension and this is his sole source of income. BB has discussed that living on a pension can be challenging due to the limited amount of money available to him and that he has to be vigilant in where he spends his money. BB has said that coming to SUSO allows him to save some money, to remain clean and tidy and also to spend some time talking and connecting with other people.

The service offered to work with BB to secure some more permanent accommodation and began discussing options for housing. BB advised that he had previously attempted to live in emergency accommodation and found it too challenging due to the people who lived there. He further stated that he is not interested in public housing for similar reasons. BB has been very complimentary of the service and has been provided with access to the laundry, consumable items, connections and time to express himself and feel valued and heard.

Jade Cronan Thompson

Manager Community Care & Disability Services
Footprints in Brisbane Inc.

Client Comment:

"Only a short few months ago my life went pear shaped so suddenly in a way I least expected it. I was constantly sick and ended up in hospital many times for long periods and all of a sudden, I could not walk anymore. I lost the most important thing in my life - my mobility, my independence and my right to live! Every person, doctor or organization I turned to for support and assistance waved their hands in the air and threw me in the too hard basket. Every door was slammed shut! However if it wasn't for my CCDS Case Worker and the Footprints team being relentless in fighting on my behalf and never accepting a "NO" for an answer, I hate to think where I would be today.

Footprints have been a real lifesaver in providing me with the support and assistance, which I desperately needed, yet could not afford due to not having the necessary funding and supports in place which should have been provided by other organisations. Finally, I can say that there is a huge beacon of light shining down my otherwise darkened tunnel of life... thanks to Alex and the Footprints Organisation. Thank you simply is not enough... (VS)"



COMMUNITY GARDEN

Thomas St Community Gardening is a garden that is run from the Bunyapa Park at West End. It is a fantastic community initiative that brings together people that have a passion for gardening and caring for their local environment.

The garden contains flowers, edible plants including salads and vegetables and many butterfly and insect attracting plant varieties.

Gardens are places that create awareness. Our gardens teach people how to provide a sustainable way to live, a strong connection to the food we eat and to be sensitive to the environment around us. We help spread the word about organic gardening and methods of planting and water conservation.

Thomas St Community Gardening is set in a sustainable space and provides a safe and comfortable environment. Not only are individuals involving themselves in something good for the wider community, but they are engaging and socialising with others and contributing to their sense of well-being. They are provided a place for healthy team building and are able to attend and get their hands in the dirt or talk to other participants. Their feelings of isolation diminish and their involvement and self-esteem can grow. Our garden not only grows plants but can help 'grow' and nurture our people.

Human Resources | Our People

Workforce Strategy

The HR Strategy this year continued to focus on building workforce capacity, capability and diversity to ensure that the workforce is positioned to successfully deliver on those objectives identified in the Footprints Strategic Plan, Strategy 2020. In order to have the organisational flexibility to respond to growing service demands due to the impending NDIS rollout in Brisbane and expanding provision of Aged Care services, our Support Services team increased by 16%. Recruitment, selection and employee engagement were critical activities with 33% of our workforce commencing over the past 12 months.

In response to these challenges, the HR Team have reviewed and streamlined recruitment and selection practices, and improved HR systems and processes for greater efficiency and effectiveness.

As employee attraction and retention remain key issues for Footprints and the industry we operate in, HR strategies such as the offering of a range of flexible work arrangements (eg. working from home, changes to hours of work) to our workforce produced positive outcomes including improved work/life balance, higher job satisfaction and reduced attrition.

Aligned with our ongoing commitment to building workforce capability, Footprints continued to provide both generalist and specialised learning and development opportunities to our workforce. A strong internal training program ensures compliance with the mandatory role requirements, while a range of professional development opportunities in the form of webinars, conferences and workshops, ensure our people maintain industry currency and continue to develop their knowledge, skills and abilities.

Ageing Workforce Cluster Program

With 36% of our workforce aged over 50, thanks to the support of the Metro North Brisbane Primary Health Network (MNPBN), Footprints participated in the Ageing Workforce Cluster Program to formally become an age friendly employer and identify targeted strategies to support our ageing workforce.

The three key strategies identified include:

- Developing Employee Retention Strategies, including physical and psychological wellbeing programs, and flexible work arrangements that proactively support employees to manage the natural effects of ageing.
- 'Encore Career' Development, including career reshaping counselling for employees over 50 and identifying and supporting re-skilling opportunities.
- Transition to Retirement Planning including financial planning and superannuation advice.

Looking Ahead

Embedding and continuing to develop workforce strategies that provide the organisation with flexibility and agility is a key HR priority moving forward. Structured workforce planning activities and an investment in technology to automate HR processes are enabling us to continue building a sustainable workforce. We will continue to invest in workforce development to shape performance capabilities and increase capacity as we grow.

Lisa Smith

HR Manager
Footprints in Brisbane Inc.



Finance

FOOTPRINTS IN BRISBANE INCORPORATED

STATEMENT OF COMPREHENSIVE INCOME - EXTRACT FOR THE YEAR ENDED 30 JUNE 2018	2018 \$	2017 \$
Grants	8,019,908	6,885,749
Other income	355,216	372,804
Total Income	8,375,124	7,258,553
Employee costs	6,804,408	6,253,077
Other expenses	1,381,493	1,177,497
Total Expenditure	8,185,901	7,430,574
TOTAL COMPREHENSIVE INCOME FOR YEAR	189,223	(172,021)

STATEMENT OF FINANCIAL POSITION - EXTRACT AS AT 30 JUNE 2018	2018 \$	2017 \$
Current Assets	1,288,856	564,361
Non Current Assets	2,757,278	2,943,421
Total Assets	4,046,134	3,507,782
Current Liabilities	1,570,534	1,220,979
Non Current Liabilities	7,325	7,751
Total Liabilities	1,577,860	1,228,730
NET ASSETS	2,468,275	2,279,052
TOTAL MEMBERS FUNDS	2,468,275	2,279,052

Treasurer Report

I have much pleasure in submitting the Treasurer's Report for the year ending 30 June 2018 for Footprints in Brisbane Inc. (Footprints)

Footprints has continued to consolidate its financial position, and is well placed to deliver the contracted services for all of its programs.

Total income for the year of \$8.375 million is up 15% on the 2017 financial year with a resulting operating surplus of \$189,223.

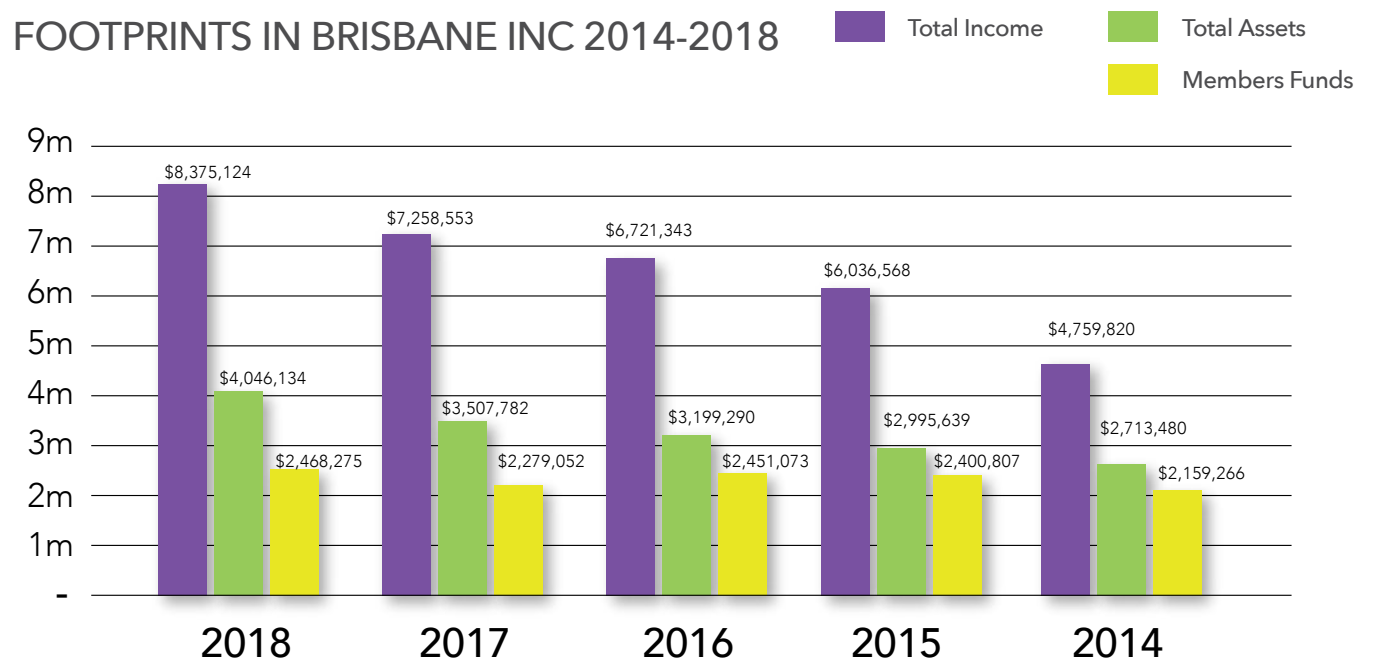
Grant income is expected to increase in 2019 with new government funding contracts in place for programs.

The Balance Sheet continues to reflect the solid financial position of the association. Total assets held by Footprints have increased by \$538,352 and we have a cash holding of \$1,112,276.

The accounts have been prepared in accordance with the Associations Incorporation Act and Australian Accounting Standards – Reduced Disclosure Requirements and have been audited by KPMG external auditors.

Simon Vertullo
Treasurer
Footprints in Brisbane Inc.

FOOTPRINTS IN BRISBANE INC 2014-2018



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



THANK YOU

Affiliations, Funders and Supporters

Australian and New Zealand Mental Health Association
National Council of Women of QLD
Australian Evaluation Society Inc.
NDS-National Disabilities Services
Our Community
Community Management Solutions
QCOSS
COTA Queensland
Queensland Alliance
Council to Homeless Persons
Queensland Shelter
Golden Carers Membership
QNADA
Good2Give
Transport Development and Solutions Alliance
Leading Age Services
Valley Chamber of Commerce
TICA

3rd Space
500 Lives 500 Homes
A Place to Belong
Acquired Brain Injury Outreach Service (ABIOS)
ADA
After care
All about living
Alpha Delta Kappa
Anglicare
BallyCara
Benevolent Society
Brisbane Housing Company
Biala
Big Issue
Blue Care
BRIC Housing Company
Brisbane Airport Corporation
Brisbane Youth Service

Brook Red
Burnie Brae
Burringilly
Carers Qld
Centacare
Centrelink
Churches of Christ
Co.As.It
Common Ground QLD
Community
Consumer and Carer Representatives
COTAQ
Diversicare
DPW
Dr Ann Solari
DRUG-ARM
DSQ
Flexible Living
Foodbank
GIVIT

GOC Care
Grinders Teneriffe
HART4000
Headspace Taringa
HHOT (Homeless Health Outreach Team)
Home Stay
Inner North Community Housing
Inner North Brisbane Mental Health Service
Institute of Urban Indigenous Health
Interact
IUIH
Joining Hands
Jubilee Community Care
Keperra Golden Valley Lions Club
Kyabra Community Association
LASA
Lives Lived Well
Local Government Association of QLD
Mater Health Services
Metro North Mental Health The Prince Charles Hospital
Metro South Brisbane Health & Hospital Service
Max Employment
Micah Projects
MIFQ
Mission Australia
MNHHS

Neami
New Farm Neighbourhood Centre
New Farm Village News
Nextt
NITV League Nation
North Brisbane Partners for Health
Northern Suburbs Bowls Club
Norton Rose Fulbright
Nundah Activity Centre
NWYAS
One Voice
Open Minds
Orange Sky Laundry
OzCare
OzHarvest
Peter Scally Medical
PiR North
PiR South
QIGS – Kent Vickers
Qld Alliance for Mental Health
Qld Council of Social Services
Qld Injectors' Health Network
Qld Police Service (QPS)
Qld Public Interest Law Cleaning House
QNADA
Qshelter
QuHn

Red Cross
Relationships Australia
RFQ (Richmond Fellowship QLD)
Roma House
Roma St Magistrates Court
RSL Care
RSPCA
Salvation Army Services
Sandbag
SAPA
Sherrin Partners Financial Advisers
SIC PA
SIC RBWH
St Joseph's Nudgee College
St Vincent's Private Hospital
Synapse
Teneriffe Progress Association
The Hairologists
The Prince Charles Hospital (TPCH)
The Rotary Club of Fortitude Valley
Under1Roof
Volvo
Wallenius Wilhelmsen Solutions
Wendy Bird Group
Wesley Hospital
Wesley Mission
Mr & Mrs Wilkinson
Youth Outreach Service
Youth Housing Project (YHP)

OUR FUNDERS



Australian Government
Department of Health



Department of
**Communities, Child Safety
and Disability Services**



Queensland Government
Queensland Health



Department of
Housing and Public Works

phn
BRISBANE NORTH
An Australian Government Initiative

Thank you to the members of our Management Committee, Senior Management Team, Staff and Volunteers, Footprints' Clients, Consultants and Community Stakeholders for their contribution.

FORTITUDE VALLEY
KINGSTON
STRATHPINE
WEST END

PO Box 735 New Farm QLD 4005

Phone: (07) 3252 3488
Fax: (07) 3252 3688

footprintsinc.org.au

