



BURNIE BRAE

2019
/2020

ANNUAL REPORT

Burnie Brae Ltd - 60 Kuran Street, Chermside QLD 4032

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Burnie Brae acknowledges the traditional custodians on whose lands we walk, work and live, and pay our respect to their Elders past, present and emerging.

Images contained within this document were captured between 1 July 2019 and 30 June 2020.

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Everything we do at Burnie Brae is driven through our mission to build strong community connections through the provision of high quality health, lifestyle and wellness services.

Never before has a year demonstrated the need to have in place strong strategic processes to guide direction. We started this financial year strongly with plans to build and expand our health and wellness services. We were committed to the continued development of our facilities including our expansion into retirement living. We took steps to develop our workforce to meet future challenges and just as we thought we were on the home run, we were struck down by the COVID19 pandemic (Covid).

More than ever we looked to our vision of a socially connected and healthy community to provide guidance.

It was important that our health and wellness services were totally supportive, and member and client focused. We needed to be connected together as we walked the path of Covid.

Despite all this, together we continue to dream of a desired future and continue to plan for its creation. Covid has demonstrated to us that together we can get through: together we can continue to develop the vision we all have for Burnie Brae.

Kevin Rouse | CEO

Burnie Brae is committed to achieving four strategic initiatives by 2022 as follows:

OUR VISION

A socially connected and healthy community

OUR MISSION

To build strong community connections by providing quality health, lifestyle and wellness services

OUR VALUES

The values that guide the Board, management, staff and volunteers are:

- Respect
- Integrity
- Trust
- Customer Focus
- Accountability
- Professionalism
- Quality



BROADEN OUR IMPACT

Burnie Brae will continue to logically and sequentially grow its range and scope of community services and activities that enhance lifestyle options for all.



DEVELOP OUR LEADERS & WORKFORCE

Burnie Brae will continue to invest in its people with governance and operational structures that support the ability of our leaders, management, staff and volunteers to implement our agreed strategic initiatives.



ENHANCE OUR FACILITIES

Burnie Brae will continue to renovate, refurbish, grow and expand its community services and program facilities using contemporary project management and business case management.



STRENGTHEN OUR OPERATIONS

Burnie Brae will continue to invest in efficient operational structures, systems and practices that provide timely and accurate data, information and reports to assist staff and volunteers to deliver quality community care, health and wellness services.

YEAR IN REVIEW

FUNDED SERVICES MORE IMPORTANT THAN EVER

Following the strong growth of our funded programs in the previous financial year, this year was expected to be a year of consolidation and that is the way the year commenced. Year-on-year we saw an increase in funding of around 2% which indicated the tighter environment and increased competition.

Home Care Packages (HCP) continued to grow steadily and the National Disability Insurance Scheme (NDIS) had settled into a regular pattern of income. That consolidation however, was turned on its head in March 2020 when the Covid pandemic struck. Overnight, services previously provided were cancelled as people burrowed into the security of their homes, and services not previously provided or required were in high demand.

As an example, transport was required far less as people were staying at home, however thousands of our consumers required shopping services for groceries and essential items.

To keep our cafe staff working during shutdown we also initiated home deliveries of prepared meals which supplemented the shopping services.

Making sure members were safe was important to us, so during those months thousands of welfare check phone calls were also made.

Never before has the ability to provide flexible services been more important and valued by our members.



STRONG OVERALL PERFORMANCE

Burnie Brae is pleased to report strong financial performance 2019-2020, despite the effects of the Covid pandemic in the later half of the year.

Whilst continued competition in the aged care sector from commercial operators pressured revenue, we are pleased to report that income grew by 14% during the financial year. This was offset by a growth in expenses of 21%. This increase in expenses can be attributed mostly to the effects of Covid.

This resulted in equity in the business remaining strong at \$11.26 million, down just 0.7%. Salaries plus on costs, continue to be our largest expense item at 56.5% of expenses.

Membership continued the strength of previous years and remained steady at over 9800 members.

OPENING OF HEALTHY CONNECTIONS PLUS ENOGGERA

September 2, 2019 was the official opening date of the new Healthy Connections Plus studio in Enoggera. Our goal is to broaden our reach into the community by providing a different suite of services to attract a younger member base. To that end, Healthy Connections have created a highly specialised Reformer Pilates and exercise physiology studio which complements our other Healthy Connections offerings, providing a comprehensive approach to health and wellness to support the needs and goals of our clients.

The studio provides high quality equipment and a unique mix of highly skilled allied health practitioners as well as diploma qualified Pilates instructors. Our members have enjoyed the variety and expert instruction of the 39 classes on offer each week in the studio schedule.

To further our service offerings, planning is in progress to add Physiotherapy and Remedial massage at the Enoggera studio. These additional services will ensure growth for our allied health services and for future clinical rehabilitation classes. We are very pleased to report that during the Covid closure of the studio, we retained all memberships and maintained connection through free biweekly live digital exercise sessions.

SUPPORTING BRISBANE SENIORS THROUGH COVID

Burnie Brae is living its vision of community, connection and care.

During this time of Covid, Burnie Brae has been committed to providing new ways of delivering these core values to the community. Among the initiatives undertaken, Burnie Brae rolled out pre-configured tablets to their day respite centre clients, in partnership with Aurous and thanks to generous government funding. Burnie Brae are planning towards the expansion of the distribution of tablets beyond their day respite clients, by putting them into the hands of other vulnerable seniors in Brisbane. These seniors will be able to use them to assist their ability to exercise from home, access telehealth services, video call loved ones and take part in Burnie Brae activities online.

Burnie Brae members also embraced the new online delivery of activities with online and Zoom options available for members, and to make it easier for those who may not necessarily be technology savvy, the Burnie Brae team created a series of blogs and tutorials to help, such as the popular 'How to join & use Zoom'.

The Healthy Connections team of degree-qualified exercise physiologists were also busy putting together a series of home exercise videos for gym and community members to follow at home, available on YouTube. The team also regularly called clients, provided one-on-one visits in the client's home and offered telehealth appointments.

Café Connect also operated a funded program, delivering hot cooked ready-made meals to eligible seniors in the local area. At Burnie Brae, it really is about being in this together.

'At Burnie Brae it really is about being in this together.'

BURNIE BRAE MEMBERS	ONLINE ACTIVITY PARTICIPANTS	HOURS PERSONAL CARE	HOURS ALLIED HEALTH
9891	1582	3297	5884

It is with great pleasure that we present the 43rd Annual Report of Burnie Brae Ltd for the year ended June 30, 2020.

Never before has it been so pertinent that our vision for a socially connected healthy community is at the forefront of our minds. As we finish one year and move onto the next, we wonder if things will ever be normal again. Despite the challenges that Covid has brought us there are still many things to celebrate in our performance, delivering aged care programs to our over 9800 members.

Healthy Connections Clinics

The Healthy Connections clinics have continued to grow their product offering and memberships over the past year. NDIS services have flourished with the appointment of an NDIS On Boarding Coordinator, resulting in a pleasing increase of NDIS participants.

The opening of Healthy Connections PLUS clinic at Enoggera in September 2019, has resulted in the delivery of our Allied Health Services with a focus on reformer and strength group exercise classes. The range of allied health services continues to expand at Enoggera with Remedial Massage and Physiotherapy services to be added.

Covid has had significant growth impact on our services which on the positive side, has allowed the clinic time to consolidate services and to rethink our business strategy in light of our new environment, resulting in the development of many positive initiatives. Client contact, support, communication and care have been our main focus during this time, with the team supplying an unprecedented number of home visits. Telehealth for our Exercise Physiology and Physiotherapy services were offered for first time this year and will be embedded into our new digital strategy program. Healthy Connections saw the continuation of the My Health for Life program, implementation of the new digital platform for the Exercise Right for Active Ageing program, and zoom live interactive classes providing connection with our members while the clinics were closed.

Member Events and Activities

With membership currently sitting at over 9800 individuals, member events and activities make up an important part of Burnie Brae. This year we continued to see great attendance at our weekly schedule of activities at the Burnie Brae Centre and at the Fitzgibbon Community Centre, up until March 2020, when activities and events had to be suspended due to the onset of the Covid pandemic. From March to the end of May we saw approximately 1500 people participate in virtual classes, which were provided free of charge to members. We are gradually reintroducing our activities program in line with Covid-safe protocols.

Burnie Brae Retirement Living

The Burnie Brae Retirement Living Project has continued to progress during 2020. In February 2020 after considerable consultation, our development application was approved by Brisbane City Council Town Planning Division. The approval is for 38 unit apartment block over four floors fronting Kuran and Buna Streets. Whilst Covid has added a new complexity to this development we have nonetheless continued with our due diligence of reviewing valuations, building and finance costs and re-evaluating our model prior to moving forward.

Funded Programs

The provision of government funded community programs is an important and sometimes invisible part of what happens at Burnie Brae. During this financial year we have received \$7.31 million in Federal State Government funding towards the following programs:

- Commonwealth home support programme (CHSP)
- Home Care Packages (HCP)
- National Disability Insurance Scheme (NDIS)
- Home Assist Secure (HAS)
- Queensland Community Support Program – Transport (QCSP)

The most pleasing performance of these funding types has been from our Home Care Packages team who have managed to increase packages under management by over 60%. It is expected that this service type will continue to grow strongly in coming years as more and more seniors choose to age in their own homes. Moreover the significant criticism of the Residential Aged Care Providers at the Royal commission into aged care will see consumers continue to choose Homecare packages as the preference.

FINANCIAL OVERVIEW

In the changing world in which we operate, it has never been more important that we have strong and resilient governance practices and an operating model that delivers productive business outcomes.

In this challenging environment where communities and governments seek more from us, we should not consider ourselves just as not-for-profit but rather an organisation that delivers 'profit for good'. This means we should not be afraid to turn a profit and apply those funds to a community need. To support this, our organisation has in place, sound financial management practices that meet accounting standards and regulatory and government funding body interrogation.

2010	2020
TURNOVER	
3.63m	16.16m
TOTAL ASSETS	
6.07m	14.39m
TOTAL LIABILITIES	
0.45m	3.13m
GOVERNMENT GRANTS	
2.70m	7.31m
TOTAL EMPLOYEE EXPENSES	
1.62m	9.31m
ACCUMULATED FUNDS	
5.62m	11.26m
TOTAL BURNIE BRAE MEMBERS	
1522	9800
TOTAL STAFF MEMBERS	
52	160

Royal Commission into Aged Care

Whilst the Covid pandemic has no doubt had an impact on the face of aged care services possibly the largest impact is yet to come with the conclusion and handing down of final reports from the Royal Commission into Aged Care. It is expected that the Royal Commission will propose significant changes to funding models and service delivery when it reports. The Royal Commission to date has found significant shortcomings in all aspects of the existing model from

- the disgraceful abuse of seniors
- to hundreds of thousands of seniors waiting for package care
- to a shortage of appropriately trained workforce
- to underfunding issues

Burnie Brae Management has the opinion that the Royal commission provides needed review of operations by service providers and government. It is our position that Burnie Brae will benefit from the findings of the review resulting in stronger program participation and opportunities for our members.

MANAGEMENT REPORT

OUR EXECUTIVE



KEVIN ROUSE
CEO



NEVILLE MEW
Chairman



PETER BRADFIELD
Secretary

BOARD MEMBERS



ANNE COPELAND



BILL PARNELL



SANDRA JEWELL



JULIE LINWOOD

MEMBER

ACTIVITIES & EVENTS

Members are the heart and soul of Burnie Brae and it is rewarding to see so many finding renewed energy, vitality and friendship through their participation in our weekly activity program and Centre events.

WEEKLY ACTIVITIES

Our timetable of weekly activities caters to a wide variety of interests and allows each Burnie Brae member the opportunity to connect with others and stay social and active within the community. Fitness activities remain popular with our members, particularly those which incorporate dance and movement to music. These fitness activities offer our members a low cost way to improve fitness levels within a social environment.

NEW ONLINE OFFERINGS DURING COVID

Burnie Brae members embraced the new online delivery of activities during the months where Covid meant our members could not meet together for these activities. Here's what members and activity participants, Jim and Jean had to say, 'Thank you to Burnie Brae for their help and support at this strange and difficult times. It was good to have a phone call from staff some time ago to see if we were coping and were safe and well in our lockdown. Thank you once again for all the care to all of us. We look forward to our next lesson.' Online and Zoom options for members included: Zumba, Art, Matwork Pilates, Functional Fitness, Ballroom Dancing, Line Dancing, Gypsy Rumba and Clogging.

EDUCATION PROGRAMS

Informative and engaging educational events were presented to our members to maximise wellbeing and encourage healthy ageing. This year we hosted a variety of presentations covering health, travel, lifestyle, craft workshops and computer tutoring. Notable events included *Healthy Eating and Weight Management*, *Improving your Golf game*, *All about Medications* presented by Healthy Connections Staff and *Let's Discover New Zealand* with Burnie Brae Travel Connections. We also held a popular CPR program which we present at the centre yearly.

Regular GOLD workshops supported by the Brisbane City Council provide members with a range of low cost craft workshops. Workshops included *Make your own stamp* and *Upcycle your local newspaper*. These received great feedback as they allow members to express themselves creatively, try something new and meet new people. Our free computer tutoring program remains popular and offers members the chance to learn new skills with one on one hourly sessions. Staying connected in an increasingly digital age has become increasingly important.

CENTRE EVENTS

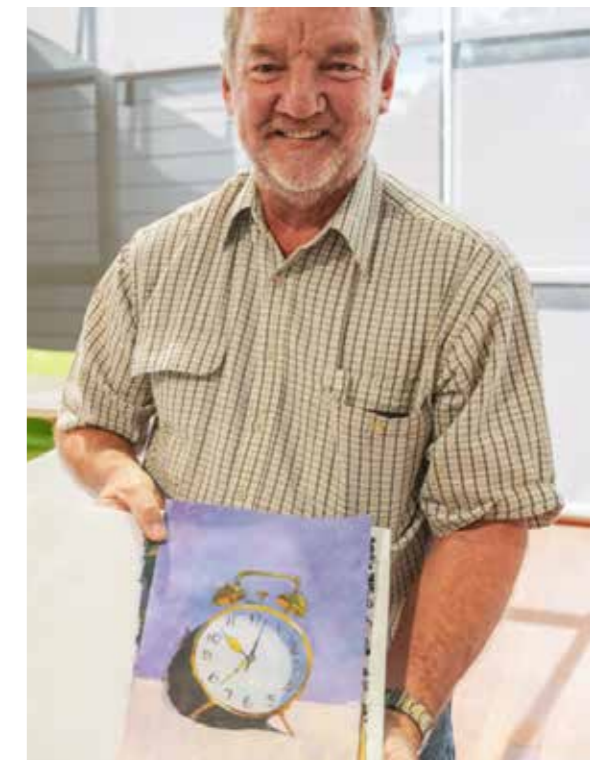
As well as the annual Burnie Brae events such as the Line Dancing Melbourne Cup Lunch and end of year get together, members also enjoyed a couple of special celebration events. Burnie Brae ran a *Give It a Go Seniors Week* event in August 2019. It was an opportunity for Queenslanders of all ages to celebrate and acknowledge the valuable contributions made by older people in the community. At Burnie Brae, Seniors Week provided seniors with the opportunity to try new things and get involved.

50'S & 60'S ROCK AND ROLL DANCE PARTY

Over 100 guests danced the night away at our first ever Rock & Roll Dance Party. DJ Ged took requests throughout the night and had hits like Grease Lightning and Hound Dog getting the crowd up on their feet and moving to the music. Decor and food was reminiscent of the era with prunes wrapped in bacon bringing back memories. Barman Travis looked after the drinks while the Pink Ladies entertained the crowd. We were impressed by the fantastic outfits we saw on the night which transported us right back to the era.

OUT & ABOUT PROGRAM

The Out & About program incorporating the half and full day bus trips and theatre events continues to be very successful with great feedback from members, although this program had to be put on hold from March 2020, due to Covid-19. At the end of 2019, members enjoyed trips to the Outback Spectacular, Toowoomba Carnival of Flowers and performance at the Redlands Performing Arts Centre. We also enjoyed great musicals productions including *Muriel's Wedding* and *Chicago*.



1582

PARTICIPANTS IN ONLINE ACTIVITIES

1540

OUTBOUND WELFARE CALLS DURING CENTRE CLOSURE

'It was good to have a phone call from staff to see if we were coping and were safe and well in our lockdown.'

JIM & JEAN



Our onsite cafe remains a popular connection point for members.



CAFE CONNECT

Café Connect, Burnie Brae’s onsite café remains popular with Members and the wider community. Our fresh and healthy café menu features a range of specials made daily on the premises. These meals are complemented by herbs and vegetables grown in the Burnie Brae garden by our wonderful volunteers.

The Café continues to deliver great quality catering for a wide range of Centre events and activities, which is often commented on by newcomers to Burnie Brae. Training is provided for all cafe staff and volunteers to ensure customers are receiving the highest level of service and safe food practices. Regular barista training is also provided to staff to ensure high quality coffee.

Café Connect played a big part in Burnie Brae’s support initiatives during the COVID-19 lockdown period, supplying 1850 hot meals that were delivered to eligible seniors. The café also prepared 3898 lunches and coffees for staff between 1 April and 30 June 2020, as part of Burnie Brae’s staff support program.

HAIR SALON

The Burnie Brae Salon has been operating for over 30 years. This year has been a challenging one for all parts of Burnie Brae’s operations particularly during the 3-month Covid related shut down period. The hair salon along-side Community Services and the Corrie St clinic continued working very hard during the Covid lockdown in very challenging and uncertain time.

Our hair salon professionals kept delivering quality services and products with one eye on the safety and comfort of their customers in spite of the growing threat of Covid. Burnie Brae Hair Salon continues to provide high quality products and the best value for money on the north-side of Brisbane.

1850

HOT MEALS DELIVERED

To eligible seniors during the Covid lockdown period.

3898

LUNCHES & COFFEES

Provided to staff between 1 April and 30 June, 2020.

“ My favourite cafe for coffee and meeting up with friends after gym. I love the welcoming smiles there. ”

Lesley: Facebook review

BURNIE BRAE

HOME CARE PACKAGES

Burnie Brae’s Home Care Package program forms a key link in enabling our customers to remain living independently in their own homes for as long as possible.

The Home Care Package program continued to grow steadily through the 2019/2020 year with a 60 % increase in new Home Care Packages provided by Burnie Brae. This has been a magnificent effort by our home care team which has resulted in Burnie Brae being responsible for managing over \$3 million worth of funding.

Burnie Brae Lifestyle Facilitators provided practical assistance by keeping our customer’s homes clean and hygienic and assisting those who have difficulty with their personal care and grooming, continence management, eating and managing their medication. Customers can also access clinical care services, either in their home or at one of our clinics. In house clinical services include: nursing and wound care; clinical health assessments; exercise physiology; podiatry; and physiotherapy.

My Aged Care continues to refine and change the Home Care Package system to allow people to have greater choice and control over their funds and ultimately their lives. Burnie Brae strongly believes in the philosophy of consumer directed care and the right of each individual to choose the type of aging journey they wish to take.

Burnie Brae will continue to embrace the changes and improvements that focus on consumer rights and wellness and reablement. We will also continue to work with people to make sure they have the best Burnie Brae Home Care Package customer experience possible.



60%

INCREASE IN NEW PACKAGES



\$3 MILLION

IN FUNDING MANAGED



The list shop service has been particularly helpful during Covid.

CLUB RESPITE

Social interaction is vital to the mental and physical health of every individual. This is why Burnie Brae offers social groups for people who may otherwise be housebound and lonely. We pride ourselves on providing the highest quality service for our clients. Our caring and highly qualified staff and volunteers are committed to achieving this and endeavor to create a safe, caring and supportive environment for our clients.

For older Seniors who require extra support, Burnie Brae's Club Respite offers experienced staff and a program which includes a range of activities, entertainment and outings in a safe and social setting. Morning tea, lunch, and transport

to and from the Centre within designated boundaries is included as part of the daily fee. Club Respite allows Carers to take a break from their role with the peace of mind knowing that their loved one is in the best hands.

Our lifestyle team has put together a fantastic new program of activities for our clients to choose from. Our most popular activity is the daily gentle exercise class, followed closely by the weekly musical entertainment. Other highlights include our cooking demonstrations, picnics in the Burnie Brae Park, movie days and bingo. It has been a fantastic effort by our lifestyle team to have been able to provide a centre-based program to meet the needs of our clientele.



Clients start each day with gentle exercise



Barbeques in the park are a great way to get some fresh air



Making bird boxes was a favourite for many clients



Musical entertainers join us each week and are always a hit



STAYING CONNECTED

EVEN WHEN WE'RE APART

Staying connected during the Covid pandemic brought its share of challenges to us as individuals, families and communities. Of particular challenge was the task of finding alternative ways of engaging with clients confined to their homes. Thankfully, by collaborating with digital connection provider, Aurous, we were able to obtain a number of preconfigured tablets.

These were distributed to some of our respite clients and offered a way to stay connected during our closure. Despite initial trepidation about unknown technology, clients soon relaxed and enjoyed a virtual respite program presented by Burnie Brae staff. This connection with Burnie Brae, the familiar faces and light hearted chats with staff and volunteers helped to dispel feelings of isolation and loneliness and provided an outlet they would not otherwise have had. Thankfully, we have since been able to reopen our doors, and the respite clients are now enjoying their program face to face with staff.

However, this is not the end of the story! The tablets our clients received have become a treasured item and clients are now keen to discover more. The possibilities that this technology provides are endless. For example, Lenore's favourite app is 'Paint by Numbers' and Merle is installing 'ABC iView' so she can watch Vera online. Every cloud has a silver lining, and for our respite clients this technology has definitely been a silver lining to come from Covid!

34,969 HOURS

GROUP RESPITE DELIVERED



PROJECT PANTRY

FOOD SUPPORT PROGRAM

Our Project Pantry food support program provides low cost staple foods and fresh fruit and vegetables to seniors on an aged pension and individuals receiving a disability support pension through a monthly food hamper. The hampers aim to enable pensioners to regularly save money on basic food items and manage their budget week to week. Alongside our volunteers, it is the generous support of community organisations, schools, local businesses, services clubs and members of the public that helps us continue to support pensioners who are feeling the pinch. Thanks to these groups and individuals, we are able to meet the growing need for food assistance in our community.

Food rescue charities continue to support our program, with Foodbank remaining our major partner. We have also been fortunate to receive regular deliveries of fruit, vegetables and miscellaneous items from OzHarvest throughout the year.

Pick up days for the hampers are by appointment, three days a week. Due to Covid we closed the shed to clients from April 2020 and reconfigured the program to a delivery model, offering hamper deliveries for eligible clients within our catchment.



Delivery of hampers meant clients could access fresh produce throughout the Covid pandemic.



1920

PARTICIPANTS SUPPORTED

\$250k

WORTH OF FOOD PROVIDED



NDIS participants participated in a foliage arrangement class.



NDIS

DELIVERING SERVICES AND SUPPORTS TO INCREASE INDEPENDENCE IN OUR COMMUNITY.

The National Disability Insurance Scheme (NDIS) supports those aged under 65 who are living with a permanent and significant disability, by providing funding for support and services. Burnie Brae is a registered NDIS provider and continues to deliver necessary services and supports for our community.

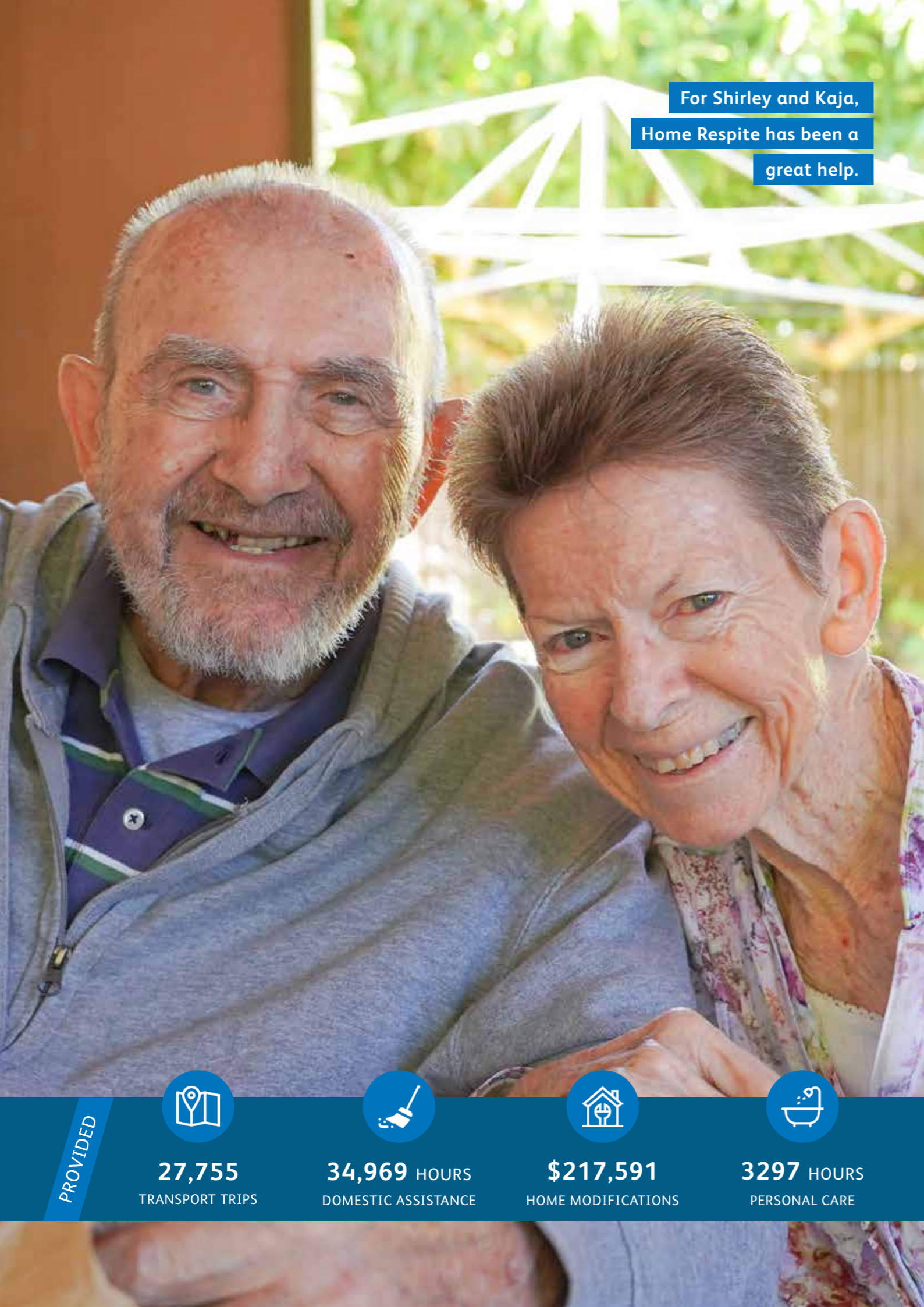
Our team has seen a huge increase in new participants receiving services from both our Support Coordinators and Specialist Support Coordinators. We are supporting participants across multiple areas including those residing in aged care, those with physical disabilities and those with psychosocial disabilities.

During the past year, we have incorporated technology platforms, Zoom and Microsoft Teams to enable service delivery to Queensland based participants who may reside outside of our catchment, but are seeking to connect with Burnie Brae.

Our team have all undergone intensive professional development training this year to further improve our service delivery, industry knowledge and expertise. In this way, Burnie Brae can continue to provide services and supports in line with the aims outlined by the National Disability Insurance Agency (NDIA) to help participants

- > Pursue their goals and aspirations
- > Increase independence
- > Increase community and workplace participation
- > Develop their capacity to actively take part in the community





For Shirley and Kaja,
Home Respite has been a
great help.

CARE SERVICES

Care Services incorporates three of Burnie Brae's fundamental community services; Home Care, Home Maintenance and Transport services. A management decision was made early in the financial year to withdraw from community based NDIS direct care services due to logistical issues and the inability to recruit adequately trained staff. This decision has allowed Burnie Brae to focus on our core business of Aged Care.

SERVICE QUALITY

Care Services implemented a Five Star Quality Assurance rating system where feedback from our valued customers was collected by our staff at the Customer Service Centre on a daily basis. The information collected was used to improve the quality of services we provide to our customers and ensure that our service meets the expectations and needs of the people we service. Staff receiving consistent five star reviews from our customers are acknowledged in their monthly Team Meetings and rewarded with a five star team badge.

COVID

Burnie Brae Care Services continued to operate throughout the Covid pandemic to ensure that the most vulnerable of our customers were able to remain living safely in their own homes. Service improvements driven by Covid were:

- A cashless list shopping service - enabling people to remain isolated within their own homes during the initial lockdown period. The service was so successful that the high demand for list shopping has continued.
- A staff symptom monitoring system was implemented to ensure that all staff are Covid symptom free before commencing their workday. Staff were required to isolate if they display any symptoms and seek testing. This requirement has had a huge effect on staff availability and service delivery during the early part of 2020 but our customers have been very understanding.
- Covid Infection Control training was delivered to all staff
- Staff who are unable to socially distance from customers, due to the nature of the service provided, are required to wear a face mask.
- Cleaning of equipment and vehicles occurs between each customer service to ensure Covid infection control
- Our Customer Service Centre has increased phone contact with vulnerable people who may not have family or friends close by and are isolated from the community because of Covid

GOVERNANCE

As a team, we are committed to continuous improvement and ensuring a high level of compliance with the different Standards and Legislation across all services. The appointment of a new Quality and Compliance Coordinator ensured that we are actively adhering to all requirements and our Governance is current. The Quality and Compliance Coordinator is responsible for driving Policy creation and change in the areas of Clinical Governance; Infection Control; Food safety; WHS; Risk Management and legislation compliance across all of Burnie Brae. This appointment proved to be a critical link in Burnie Brae's response to the Covid outbreak.

THE FUTURE

The Care Services Leadership Team continues to re-evaluate and streamline how Care Services are operating in an ever-changing world. The recent experience with Covid has been a great learning experience and has allowed us to pull together to use the skill and talent within the Team to create positive outcomes for our customers during challenging times. We will use these learnings to strengthen our Aged Care services during 2020/2021, focusing on business efficiencies that align with Burnie Brae's strategic vision and ensuring that our services meet the expectations of our customers and the Aged Care Quality Standards.

PROVIDED



27,755
TRANSPORT TRIPS



34,969 HOURS
DOMESTIC ASSISTANCE



\$217,591
HOME MODIFICATIONS



3297 HOURS
PERSONAL CARE

SERVICE
FEEDBACK
AVERAGES



4.4 STARS
HOME CARE



4.6 STARS
TRANSPORT



4.8 STARS
HOME MAINTENANCE



HEALTHY CONNECTIONS

The team at Healthy Connections strive to provide high quality services to Burnie Brae members, community organisations, university affiliates and allied health partners through innovative programs, best practice methodology and quality of care.

This year has been a challenging year for the Healthy Connections team due to the Covid pandemic. Our Healthy Connections team of degree-qualified exercise physiologists developed a series of home exercise videos for gym and community members to follow at home, available on YouTube. Healthy Connections - at Home Facebook group member, Wendy, said, 'Thank you to everyone involved in setting this up. I love that I can log in and exercise whenever I feel like it.'

Live Zoom interactive classes were also implemented across all clinics, with such tremendous success that we are continuing to offer these to our members. The zoom classes offer a unique platform for our members to be physically active, touch base with friends and to have the confidence to exercise in their own homes safely. The variety of classes has been a key to maintaining client interest and health outcomes. A number of focus areas have been addressed in these sessions such as balance, bone health, cardiovascular health, flexibility and mobility and generalised functional fitness.

PRESENTATIONS, CLASSES & BLOGS

Although we have seen less in-person presentations and workshops during the first half of 2020, Healthy Connections has continued to provide blogs and health tips via our website and social media channels. These regular blogs are geared towards seniors, encouraging them to keep moving and active. Healthy Connections is planning to recommence presentations from September this year. Community fitness classes provided by Healthy Connections staff members are very popular, with a combination of functional fitness, mat work Pilates and balance classes on offer at Chermide and Fitzgibbon.

RESEARCH

Continued Research is an incredibly important tool in driving policy and change to create positive health outcomes for all members of the community. The Healthy Connections Plus team has been working with the Eagles bowls club at Enoggera, building a program to develop the skills and fitness of their bowlers. In addition, we have created a testing protocol that may highlight the key capabilities that identify talent in a bowler, especially when looking at the sport from an elite status. We are excited about this new project, which may take several years to complete.

EXERCISE RIGHT FOR ACTIVE AGEING: AN EXERCISE PHYSIOLOGY DELIVERED PROGRAM

The program delivers a pre-assessment, 10 group exercise classes and a post assessment, at no cost to participants. It has been a great success with over 70 participants completing the program to date. Healthy Connections continues to actively support this initiative from ESSA, providing ongoing programs and online exercise group classes. Delivery via Telehealth, due to the Covid pandemic, enabled easier access to this funded program for Burnie Brae members.

COMMUNITY CONNECTIONS

We have broadened our outreach to community groups this year through online services and a digital strategy. Healthy Connections have created a series of home exercise videos for gym and community members to follow at home, and have also provided live interactive Zoom classes daily with a variety of focus areas specific to our members. The classes are never boring and certainly keep you on your toes!



Regular Zoom classes meant clients continued to remain physically active at home.



3500
TOTAL GROUP CLASSES

2130
TOTAL MESSAGES

MY HEALTH FOR LIFE

Healthy Connections has been approved to provide and promote the government funded MyHealth4Life program through until 30 June 2021. This program provided through Diabetes QLD, promotes health and wellness through a series of educational lifestyle modification sessions. The program has been well received with participants reporting health benefits such as weight loss and improved activity levels within their daily lives and has been of added benefit to the clinic with the extension of the program till mid-2021.



'I wouldn't have got this far without Sophie and Renee in the gym, and Jodie and her mastery of the NDIS system.'

From Residential Aged Care to Independent Living

MARIANNE'S STORY

When Marianne met Sophie she told her 'I want to be walking in a year.' Through a tremendous amount of resilience and hard work she managed to do it in eight months.

Upon meeting Marianne you may be surprised to learn that beneath her bubbly personality and great sense of humour, is a story in which she has had to overcome more than many of us can imagine.

In 2013 Marianne was diagnosed with Dystonia, a neurological movement disorder that causes the muscles in the body to contract or spasm involuntarily.

This left Marianne unable to walk and in a wheelchair. Unfortunately, it also meant that she had to move out of her and her husband Don's home, and into a residential aged care facility. It was this experience that gave Marianne an incredible amount of motivation to walk again.

Noting the importance of resilience in her journey, Marianne explained that it was 'the resilience to get from there to here, there wasn't a plan, just an 'I have to get out of here.''

Marianne started coming into the Healthy Connections clinic twice a week. Sophie explained 'at that point she wasn't able to walk and struggled to stand up unsupported.'

'We would do a lot of seated exercises, and gradually over time we got Marianne off a chair and onto a walker. As time went on, she got off the walker and now walks unsupported.'

'It's been a year now since I left the aged care facility and moved into a retirement village. I have since moved from there and am in independent living with Don. I've done a 360 with my life in the last five years', Marianne said.

Nowadays Marianne walks often. She walks to the grocery store and walks a kilometre from her place to the Burnie Brae Centre: 'It takes about 15 to 20 minutes, whereas before it would take me that long just to walk to the bus stop [about 200 metres].'

Reflecting on her journey, Marianne is incredibly gracious: 'I wouldn't have got this far without Sophie and Renee in the gym, and Jodie and her mastery of the NDIS system.'

'Jodie has taught me to be my own powerhouse woman, in my own life.'

When asked of her message for others Marianne stated, 'Exercise is really good for everyone, no matter what your age is, you don't realise how important your muscles are until you lose them, and they're hard to get back once they're gone.'

HEALTHY CONNECTIONS PLUS



Healthy Connections Plus continues the vision of providing highly specialised clinical services based around Reformer Pilates and the provision of in-home allied health services.

We offer Physiotherapy, Exercise Physiology and Remedial Massage, working together in a multidisciplinary environment. Over the first year of operations we were able to utilise and integrate this range of services to meet the individual needs and goals of clients, supporting overall wellbeing. Our aim for continuous improvement means we are becoming a leading provider in clinical services, specialising in treating pre and post-surgical rehabilitation, lower back

pain, osteoarthritis, osteoporosis, exercise for Parkinson's disease and improving balance and general wellbeing. The future for the clinic lies with expanding our Allied Health services towards in-home care, which came to the fore during the time of Covid lockdown, along with the addition of online classes and an engaging Facebook group.

The future plan is to have an integration of all the Healthy Connections PLUS clinics so as to offer additional services at an affordable cost, as well as expanding allied health services and brokerage services for the home. Opportunity lies here for an additional membership type to be added to our Chermside clinic that will increase our appeal to the community.



BURNIE BRAE TRAVEL CONNECTIONS

'Anywhere, providing it is forward', Dr David Livingstone quotes as he set out to travel the entire width of Africa, 1953. There are no truer words for the wish and desire we have to be able to once again enjoy the adventure of travel or simply, go 'anywhere forward'.

Our main focus at Burnie Brae Travel Connections remains our loyal clients. It's fair to say the travel industry is one of those hardest hit by the onset of Covid, and it has been an extraordinarily difficult time. We have worked hard to ensure each and every individual booking was given the utmost care, particularly into 2020, as we got our clients home, cancelled existing bookings, processed credits and refunds, and deferred travel plans for 2021 and beyond.

With the same ambition as Dr Livingstone, we hold hope that this crisis will soon come to pass and we once again will take to the skies, take to the beaches, take to the ski slopes and cruise the seven oceans. We look forward to the release of our new Burnie Brae Travel Connections Escorted Group departures for 2021. We are working on two Queensland Rail escorted journeys in June and August 2021, and internationally an escorted walk on the New Zealand Abel Tasman trail in November 2021.

From our team and all our dedicated travel family partners, we thank our loyal clients for your support, patience and grace in dealing with what has been a difficult time.

WHAT OUR CLIENTS HAVE TO SAY:

We couldn't be happier with our experience with Kristie at Travel Connections. I felt really confident in her knowledge and experience in helping us plan a trip with two young children. Unfortunately we were unable to take our trip due to Covid however, Kristie could not have been more helpful advocating on our behalf for refunds and reimbursements. She went above and beyond and we were refunded more than we would have expected. We are eagerly awaiting the time we can travel again and won't hesitate to come back to Kristie to help us plan!

Rosaria K

Nicole booked the major components of our 2020 trip to Europe, which was sadly cancelled due to Covid. Throughout the entire booking and subsequent cancellation, Nicole was cheerful and efficient, demonstrating she had my best interests at heart. Thank you for your company and service.

Felicity R



Burnie Brae Travel Connections offered an exclusive group departure on the Heritage Highlights Rail Journey in January 2020. This included a visit to Parkes, where guest had the opportunity to attend 'King' at the Elvis Festival.



5884

TOTAL HOURS OF SERVICE

1005

TOTAL SESSIONS

2294

TOTAL VISITS



OUR STAFF

Our growing team of staff and volunteers are committed to providing the highest quality of care and service delivery to support the continued success of our organisation and needs of our community.

In line with our strategic initiative to 'develop our leaders and workforce', Burnie Brae offers a leadership program to emerging and existing leaders within our organisation. The program includes in house workshops, mentoring and external training.

Burnie Brae is committed to facilitating regular training and development opportunities to staff, enabling growth and upskilling in all areas of our organisation. Training programs include: online training, workshops and conference opportunities.

VOLUNTEERS

Our volunteers play a vital role in shaping the face of Burnie Brae. Without the valued support of our group of volunteers, we would not be able to operate as effectively as we currently. We currently have almost 240 volunteers working in various areas of the organisation including: transport, day respite, Café Connect, the community garden and nursery, activity leaders, Project Pantry, maintenance and the newly introduced concierge role at main reception.

What does **quality care** mean to our staff?



'Giving **100% devotion** to each client and their needs to the best of my ability, with the time I have with them.'

Yvonne
Lifestyle Facilitator



'It is quality service with **honesty** and **care**. Ensuring clients get the best service, with **safety** and **efficiency**.'

Yangchen
Lifestyle Facilitator

160

TOTAL STAFF MEMBERS

3

AVERAGE NEW EMPLOYEES PER MONTH

35

NEW EMPLOYEES 2019/2020

238

TOTAL VOLUNTEERS

68

CARE SERVICES VOLUNTEERS

170

MEMBER SERVICES VOLUNTEERS

PARTNERS & COLLABORATIONS

Burnie Brae is proud to be associated with the following organisations:

- ADA Australia
- All About Living
- Alzheimers Queensland
- Anglicare
- Aspley Leagues Club
- Aurous
- Australian Catholic University
- Ballycara
- Blue Care
- Blue CHP
- Bolton Clarke
- Bond University
- Brisbane City Council
- Brisbane North Mental Health Service
- Brisbane North Primary Health Network
- Care Connect
- Carers Queensland
- Centacare
- Co-as-it
- Communiify
- COTA Qld.
- Deception Bay Neighbourhood Centre
- Economic Development Queensland
- Endeavour Foundation
- Feros Care
- Foodbank Queensland
- Footprints
- Greek Orthodox Care
- Griffith University
- HUR Australia
- Institute of Urban Indigenous Health
- Jabiru Youth and Community Services
- Jubilee Care
- Kedron Wavell Services Club
- LASA Queensland
- Lions Clubs of Brisbane
- Loqui Speech Pathology
- Metro North Hospital and Health Service
- Mobile Rehab
- National Australia Bank
- North Brisbane Mental Health Expo
- Ozcare
- Ozharvest
- QADA
- Queensland Fire and Rescue Service
- Queensland Health
- Queensland University of Technology
- Red Cross
- Royal Brisbane & Women's Hospital
- Royal College of Healthcare
- RWM Chartered Accountants
- RSL Care
- Sandbag Community Centre
- Smith & Stanton Lawyers
- Solutions with Food
- Southern Cross Care
- St John Transport
- St Vincents Health and Aged Care
- Suncare Community Services
- The Common Good
- The Prince Charles Hospital
- Treetops Nursing Home
- University of Queensland
- Villa Maria Community Services
- Wesley Mission

THANK YOU

Staff continue to provide the highest quality of care to support the needs of our community.



Thank you to the following government bodies and representatives for their funding and support:

- Australian Government Department of Social Services
- Australian Government Department of Health
- Queensland Government Department of Communities, Disability Services and Seniors
- Queensland Government Department of Housing
- Hon. Anika Wells (Member for Lilley)
- Hon. Anthony Lynham (Member for Stafford)
- Hon. Leanne Linard (Member for Nudgee)
- Brisbane City Council
- Cr. Adam Allan (Councillor for Northgate Ward)
- Cr. Amanda Cooper (Bracken Ridge Ward)
- Primary Health Networks (PHN)
- Michelle Smith (Executive Manager Aged and Community Care Brisbane North PHN)
- Sandy Landers (Councillor for Bracken Ridge Ward)



Burnie Brae