



  
LASA  
EXCELLENCE IN AGE SERVICES  
AWARDS 2022

**WINNER  
ORGANISATION  
AWARD**



# Community

**ANNUAL REPORT  
2021-22**

  
**Burnie Brae**  
community, connection, care





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Burnie Brae acknowledges the traditional custodians on whose lands we walk, work and live, including those of the Turrbul and Jagera nations, and pay our respect to their Elders past, present and emerging. We acknowledge the important role Aboriginal and Torres Strait Islander peoples continue to play within our community.

Burnie Brae is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with a disability.



# CEO's message

The past 12 months have seen our wonderful organisation reach new heights for the community we are proud to support and work in. Burnie Brae continues to be valued by our members, clients and staff, delivering quality services to meet a diverse range of community needs including personal home and centre-based care, transport, allied health, member events and activities, and lifestyle facilities.

In my first year as CEO, it has been an honour to lead our dedicated team who have navigated the organisation through continuously challenging times, including the COVID-19 pandemic and February 2022 floods. As a relative newcomer to the sector, it is inspiring to see the unity and sense of purpose that pulses through the heart of the Burnie Brae community each and every day.

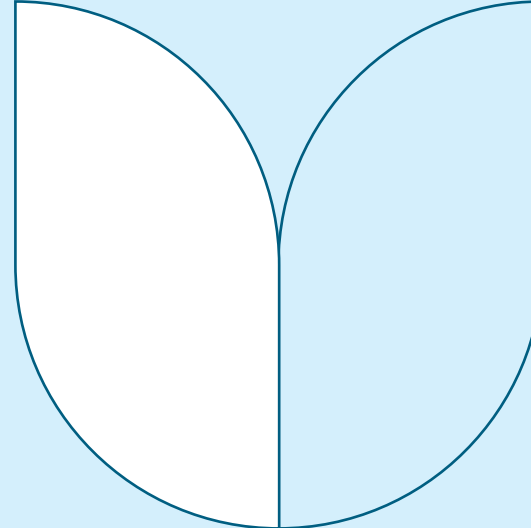
My background in IT and manufacturing affords me the opportunity to view the organisation through a process, service delivery and quality lens. With this, I'm delighted to see that Burnie Brae is in a healthy, sustainable position, which will provide a solid platform for incoming regulatory changes while we continue to focus our efforts on strengthening our operations. Our clients, members and the community can look forward to a growing, progressive and robust Burnie Brae with an ongoing commitment to advocating and delivering services that promote independence and connectedness.

Part of securing our strong community-driven organisation now and for the future is ensuring we complete due diligence when assessing potential initiatives to determine their strategic alignment, client and member value, and viability. With this in mind, we took the decision to decommission the 'Retirement Village' project this year, mainly due to the soaring building costs being experienced nationwide.



We also exited the Fitzgibbon Consortium as part of our decision to maintain our focus on existing operations.

One area of operational focus this year has been staying informed and preparing for the in-home aged care program changes. The Federal Government will be replacing the current Commonwealth Home Support Programme and Home Care Packages with the Support at Home Program in 2024. However, this requires planning now! The change will benefit both clients and providers by improving speed in payment for services, reducing wastage for under-utilisation of services and most importantly, becoming



more client-centred to better match an individual's services to their life and needs. Our staff are incredibly passionate about our clients and members so they're actively working to be ready.

Touching on staff, I continue to be in awe of the huge impact our amazing team makes daily, including our wonderful volunteers. Their dedication and commitment to our clients and members are the cornerstone of our community. Nothing can slow them down—not floods, a pandemic nor flu outbreaks.

Burnie Brae also benefits from a highly engaged board and a leadership team that unites to guide and lead our workforce and volunteers to achieve our strategic direction and operations. I personally would like to thank the board, the leadership team, and all staff and volunteers for their support and efforts this year.

It always heartens me to hear the personal stories from our staff, members and clients, and how Burnie Brae is a unifying force in their lives. It is this sense of unity and alignment to our purpose and values that will help us transform and grow our operational capability this year and beyond.

**Andrew Watson**  
Chief Executive Officer

# Chairman's message

Pride and connectedness are words that resonate with the Burnie Brae Board. We see the impact and difference the organisation makes on a daily basis by the staff, volunteers and leadership team, and it makes us proud that we are part of a real and unified community. This year has seen us face challenges and it is this spirit that has shone through like always, and the reason I am so passionate about this wonderful organisation and humbled to be your Board Chairman.

As board members, we love seeing and interacting with the members and clients at Burnie Brae. The organisation was founded on bringing likeminded people together to unite. This spirit of togetherness is our backbone. It greatly heartens me when I come to the Centre and see a hive of activity and you, our many members and clients, connecting through our activities, events, training and services.

As Board Chairman, I'd like to acknowledge the efforts and hard work of all my colleagues on the board. We thank the senior leadership team for their sound and compassionate management. We pay tribute to Sandy Jewell who stepped down from the board this year, and we were pleased to welcome Andrew Watson as our new CEO.



The board is proud to witness firsthand the sense of unity within Burnie Brae and know that our clients, members and community as a whole will continue to benefit from our diverse range of services.

**Neville Mew**  
Board Chairman



# Strategic plan

The organisation is in its final year towards delivering the Strategic Plan 2017–2022.

## Strategic initiatives

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

### 01 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.

### 02 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 assessment.

### 03 Strengthen our operations

Burnie Brae will continue to invest in its 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.

### 04 Develop our leaders and 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.

## 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**

# Summary of 2021–2022 strategic plan achievements

## 01 Broaden our impact

- Since 2017–2018, we have taken our membership from 5,995 members to 8,828.
- Compared to 44,823 hours of care delivered in 2017–2018, this year we delivered 135,554 hours of services under the Commonwealth Home Support Programme and Home Care Packages. This included home care, maintenance, modifications and domestic assistance; centre-based and flexible respite; social support; and allied health and therapy services to 10,217 clients.
- We took our Digital and Training Program to new heights and introduced new services.
- We pioneered new programs in allied health, introducing Neurobalance, an Exercise for Veterans Online Program and Hydrotherapy for National Disability Insurance Scheme (NDIS) participants.
- Healthy Connections commenced providing services from the Fitzgibbon Community Centre in November 2021.

## 02 Enhance our facilities

- Our café underwent a substantial refresh and new management was employed.
- We improved our transport fleet to support passenger comfort and accessibility.
- We redesigned and refurbished our corporate office with an open plan and hot desks to inspire greater workforce flexibility and unity.

## 03 Strengthen our operations

- This year brought a significant upgrade of IT infrastructure to a cloud environment to streamline efficiency and support the organisation's ability to scale up and down, while giving workers on-demand access to Burnie Brae applications and data anywhere, anytime.
- We strengthened our dedicated focus on service quality, work health and safety, and compliance.
- We improved our transport payment system to support a cashless operation.

## 04 Develop our leaders and workforce

- We grew our workforce by 2.5 per cent, taking our staff numbers to 166 this year. We focused on client and member support, engagement and quality through a review and realignment of positions in our service delivery teams. We also introduced a client engagement officer, clinical quality and compliance coordinator, and marketing manager positions. In all, twelve positions were created or redeveloped this year.
- We maintained an active and engaged volunteer committee with 56 continuing to support us this past year.
- We nominated our organisation and workforce for our unique model of care, delivered by an incredible workforce, and were named finalists at the Excellence in Aged Care Services Awards. (And would soon learn we had won!)
- A new senior leadership team was formed to focus on the Burnie Brae vision, plan and operations, plus drive a spirit of collaboration and accountability.

**“The right strategy supports our collective purpose to foster unity across all of Burnie Brae’s services, operations and subsidiaries.”**

Now that we’re nearing completion of the present strategic plan, we have commissioned KPMG to provide strategic analysis and help guide Burnie Brae’s strategic direction and focus for the forthcoming five years. In the spirit of unity, this includes engagement with our staff, clients and members to ensure we take an informed approach. In concert with KPMG, the project deliverables include a strategic plan outlining how the organisation can improve operations, be sustainable, and continue to connect with and grow our Burnie Brae community for the future.



# Year in review

Global and local events continued to shape 2021–2022 and were certainly a significant theme for Burnie Brae. The COVID–19 pandemic continued to create challenges across operations, while the February 2022 floods had a significant material impact.

While our organisation, like all others, is adept at dealing with the pandemic, the floods were unexpected and a setback. We experienced extensive damage to our corporate building at 18 Kuran Street, and we lost a significant number of vehicles in our transport fleet.

By working together, we were soon able to get our fleet back on the road by April and see the plans for our office's refurbishment finalised by June. The flooding of our building meant we had to shuffle and shift between working spaces as we were and continue to be unable to use our corporate centre. However, our staff, volunteers, members and clients have showed resilience, fortitude and a wonderful sense of community to work together, share space and keep providing services to our community.

Plus, amidst the challenges, we recorded a wonderful result: Burnie Brae successfully passed its NDIS mid-term assessment in February 2022 and continued its five-star food rating in the café.

In May, we proudly nominated our organisation in the Excellence in Aged Care Services Awards held by Leading Age Services Australia for our unique model of care and were nominated finalists. Winners would be announced in August—we all awaited this announcement eagerly. (At the time of printing, results were in and we were proudly celebrating a win!)

## Staff and volunteers

Interim CEO, Andrew Watson, was formally appointed into the position, bringing a new perspective and skills to Burnie Brae.

Across the year, we responded to our growth by adding four new staff to our workforce and redesigning twelve positions and teams to support Burnie Brae's values and community. Among the new arrivals was community services manager Aynsley Johnson, who is leading the in-home care and respite teams.

We improved support worker rostering and task flexibility to reflect the value they provide to our clients and to Burnie Brae. We also provided laptops to all staff and upgraded our IT infrastructure to support staff to work from home.

Finally, we reviewed our service delivery positions to more effectively align functions to improve service delivery and team outcomes.

## Members and clients

This year, we asked Burnie Brae clients and members for their thoughts on our services and supports. With their feedback, we are able to better plan for the future. In addition, we looked at membership trends, activities and new ways of engaging with our members.

Creating the new role of client engagement officer has helped to encourage an increased focus on individual member and client engagement and needs. Burnie Brae members who need information about community care and supports now have easier, direct access to this important information, as do clients needing more information about member services.

We also continued to encourage membership by conducting many free personal tours of the centre.

"I joined Burnie Brae in 2006 and have enjoyed all those years with them. They take good care with older people and have a very fine program of services. I hope to be able to stay and enjoy more years there."

## SHIRLEY ANDERSON

Member

## IT

To keep the Burnie Brae community united through the year at home, at work, and while out and about, our IT team resolved more than 3,200 individual requests by Burnie Brae staff and volunteers.

The team enabled staff to work from home with remote desktop configuration on laptops we gave to all staff to ensure they enjoyed consistency and ease of use between home and the office. Single sign-on and multi-factor authentication were also rolled out across the organisation.

Community and teamwork were front of mind for the IT team when we enabled better collaboration via Microsoft Teams for virtual meetings and video conferencing. This further supported agile working by introducing a resource-booking system for the boardroom as well as hot desks.

Other IT-related achievements included:

- network speed improvement with upgraded internet to dedicated fibre
- network/internet co-location between 18 Kuran Street and 60 Kuran Street via a managed service
- cloud-hosted virtual servers with Microsoft Azure
- cloud back-up and restoration solution
- cloud-hosted phone system
- improved IT security
- network infrastructure support
- application support.

## Quality

While the successful passing of the NDIS Mid-Term Assessment in February 2022 was a triumph for the quality team, we achieved many other milestones this past year.

Café Connect maintained its 5-star Eat Safe food safety rating with Brisbane City Council.

The quality team also welcomed a new clinical quality and compliance coordinator role to support Burnie Brae's clinical compliance requirements.

We also developed and implemented numerous continuous improvement activities to improve the safety and quality of processes and practices across Burnie Brae. These activities were driven by three committees, each supported by staff and volunteers:

- Safety and Quality Improvement Committee
- Feedback and Quality Improvement Committee
- Diversity Action Team.

Thanks to all staff and volunteers who contributed.

# Financial overview

Providing services to the community as a not-for-profit organisation requires a framework of fiscal responsibility.

We have continued to maintain financial stability despite constant organisation disruption, like many others across the country. Through resilience, unity, and solid governance and operating practices, we have continued to deliver strong outcomes.

We pride ourselves on delivering profit for purpose so that we continue to provide services and a place of connection for our members, clients and community. To support this, we have maintained sound financial management practices that meet accounting and auditing standards as well as regulatory and government funding body requirements.

We are proud to present our financial overview for 2021–2022.

	2022
Turnover	17.30M
Total Assets	17.40M
Total Liabilities	2.10M
Government Grants	7.38M
Total Employee Expenses	9.95M
Accumulated Funds	15.29M

## Senior Leadership Team



**Andrew Watson**  
Chief Executive Officer



**Peter Bradfield**  
Chief Financial Officer



**Aynsley Johnson**  
Community Services Manager



**Amanda Mundy**  
Quality & Compliance Manager



**Jaclyn Mckeown**  
Marketing Manager



**Raechel Keys**  
Human Resources Manager



**Karen Stewart Smith**  
Healthy Connections Manager

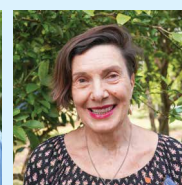


**Connie Gao**  
Finance and Payroll Manager

## Board Members



**Neville Mew**  
Board Chairman



**Julie Linwood**  
Board Member



**Anne Copeland**  
Board Member



**Bill Parnell**  
Board Member

# Member Services

Our Burnie Brae community spirit continued to thrive as we delivered our range of member activities, events, education, information and services in 2021–2022.

With more than 8,800 registered members, providing a wide variety of services is key to how we unite in our community.

We had fun connecting with each other as we learned, laughed and worked together, delivering well over 50 events, activities, outings and educational sessions.

## New events

We introduced some new regular events to our calendar to high acclaim this year, including dance fitness, Bollywood dance and Canasta. Trivia afternoons continued to prove popular.

Older Women Networks (OWN) meetings began, providing a forum for women to support each other, explore other cultures, understand health and create new friendships.

We also introduced our very own community chorale! Hosted by a professional musician each month, Burnie Brae Voices enabled our community to unify with voice. All were invited to sing some of their favourite tunes with drinks in hand and friends nearby.

We also hosted some special one-off events, including presentations by Aged Care and Disability Advocates and the Alison Baden-Clay Foundation, and we brought back word and language expert Emeritus Professor Roly Sussex OAM by popular demand.

## Educational sessions

Some of the educational sessions convened this year included:

- QIMR Berghofer Medical Research—information on new clinical trials and research around COVID-19, prostate cancer and metastatic melanoma
- effective estate planning, including wills, enduring power of attorney and advanced health directives
- voluntary assisted dying (VAD)
- restoring breath and balance
- breast screening.





"I talked to one member who attended the Christmas in July excursion. She wanted to pass on that she enjoyed the trip thoroughly. She said she couldn't fault the trip and felt very welcome throughout the day."

#### STAFF REPORT

#### Building community through our programs

Burnie Brae's most popular programs continue to support and unite the community.

Through our Out and About program, members enjoyed time out together sharing in many cultural, entertainment and social events, such as QPAC, Outback Spectacular, Priscilla Queen of the Desert show and Government House.

Our food support initiative for eligible aged and disability pensioners—Project Pantry—continued. This year we supported 58 people each month with basic hampers that included bread, eggs, butter, tinned items, rice or pasta, cereal, milk, fresh fruit and vegetables, tea or coffee, and frozen meals. We were successful in applying for the QUT Staff Community Welfare Grant, which enabled us to supply additional personal items. Thanks to our volunteers who helped to source and sort food supplies, pack hampers, serve clients, and coordinate deliveries and drivers.

Meanwhile, our popular Community Nursery and Garden program continued to plant seeds of unity and connection.

#### Community rises to support DV advocacy group

Burnie Brae members were proud supporters of RizeUp, a domestic violence advocacy and support community group. Last year, the Christmas appeal resulted in more than 12,300 gifts being distributed to local children. Burnie Brae's 2022 Christmas appeal also benefited the RizeUp initiative.



# Technology Training program

Fingers were tapping all over Burnie Brae as our Technology Training program continued to go from strength to strength. We loved seeing our members engage with technology and open up new worlds of information, connection and entertainment.

Some of the key program highlights are outlined below.

#### Technology lessons

Burnie Brae continued as a network partner to the 'Be Connected Program', an Australia-wide initiative empowering all Australians to thrive in a digital world. By being a partner, we can engage with members and help reduce barriers to technology and improve capability. A key role of this program is to link with our member community, help remove barriers to using technology, build understanding, and support their interests and passions.

This year our nine dedicated volunteers delivered 857 lessons on average, helping learners navigate apps, devices and the online world.

A total of 264 members engaged with the program, as well as learners from Club Respite, where the program is offered three days a month.

In addition to the formal program, another four tutors regularly supported day respite clients on an as-needs basis. On average, two-to-three learners attended each of these sessions.

#### Loan device program

Under this program, Burnie Brae loaned tablets to members without smart devices.

The three-month program included the tablet, SIM card and data allowance, with access to technology support from the Technology Training team.

The team provided basic education for new technology users, an "invaluable" service according to one participant's feedback: "It's a way to try something new that I would have never done otherwise".



"One member has been set up with a Burnie Brae tablet and is getting weekly tablet lessons in the hall. He said he is doing very well with the tablet, and he is finding the weekly lessons are helping him to progress and continue to learn. In the past, he has found he learned a bit but then lost it again when the lesson stopped. He takes the tablet with him to visit his wife in her Residential Aged Care Facility and they enjoy looking at photos together on the device. He puts it on his lap at night and watches movies."

#### PROGRAM PARTICIPANT FEEDBACK

##### Digital skills presentation

As part of Seniors Month and Get Online Week held in October 2021, the Technology Training team—in collaboration with the Chermside Library—ran a Seniors and Technology Digital Skills presentation.

An informative and interactive digital skills session, it introduced members to a range of general concepts including simple tips and tricks to get the most out of your device, how to use popular apps, and an introduction to Wi-Fi and social media.

Our volunteer tutors supported our digital mentor coordinator to share their expertise and skills to the 40 members who attended. Thanks to our tutors for their support.

##### 'Live Well and Stay Connected'

Burnie Brae ran a volunteer Peer Navigator Pilot program in 2021–2022 to provide information and referrals to local support and wellbeing services to older people, their families and their caregivers.

The program, an initiative of COTA Queensland, Moreton Bay Regional Council and partner organisations, was supported by funding from Brisbane North PHN.

COTA volunteers provided a welcoming and confidential space for our members to chat and connect with services using digital and printed resources.

# Café Connect

Burnie Brae's 'Café Connect' continued to provide a fast, friendly and tasty service in 2021–2022, generating a total revenue of \$330,320 and growing to five service team members.

Popular initiatives this year included the introduction of weekly special lunch menus—all featuring meals cooked in-house—available to take away, so Burnie Brae members, clients and community could enjoy ready-made nutritious meals in the comfort of their homes. The menu was updated daily to offer healthy, fresh and wholesome meals. The café also increased its online presence, showcasing weekly food and coffee promotions, and introduced regular specials like high teas.

Importantly, the café improved its coffee standard—thanks to the introduction of a locally reputed coffee—and expanded its array of sweet and savoury food options with an additional food cabinet.

Through continuous staff training, the café provided customers with exceptional and friendly customer service and high-quality coffee—two essential ingredients strongly aligned to the Burnie Brae vision and values, leading to a happy, well-fed community.

"Café Connect is absolutely wonderful! Everyone has the best attitude and everyone is like a 'little ray of light.' Keep up your fantastic work, everyone!"

**BARBARA**  
Customer

##### Hair salon

One of the best value-for-money salons in Brisbane continued to turn heads this year, with Burnie Brae's experienced stylists welcoming many members of our community.

The salon offers all services—cut, colour, perms, wash, styles and everything in between—and uses 100% organic, cruelty-free products from Pump Hair.

All Burnie Brae members can visit the salon for a complimentary and personalised consultation on the full range of products and accessories.





# Travel Connections

Burnie Brae's Travel Connections groups managed 123 bookings and more than 300 enquiries during 2021–2022, generating a total revenue of \$465,827.23.

With post-COVID travel booming, the group booked reservations for as far ahead as January 2024. With the industry seeing improvement, along with Burnie Brae, Travel Connections is optimistic about future expansion and looks forward to arranging more adventures, escapes and travel for members, clients and the wider community in the coming year.

"We had a great time away. The tour director and coach driver were excellent. Both passed on good information about the countryside and people in it. There was plenty of food and certainly food that met my dietary needs. We are planning our trip for next year so, when we are ready, we will be in touch to book airfares and car hire."

**RAY AND SUE**

Clients



# Transport Services

The team is an essential part of the Burnie Brae community, connecting clients and members to the Centre as well as health appointments, shopping trips, and social and community outings.

Despite significant trials—including losing most of its fleet to floodwaters in early 2022—the transport team still completed 32,353 trips over the course of the year.

To improve accessibility and client travelling comfort, we upgraded our fleet this year. This included installing handrail, step and seat modifications, plus the purchase of an additional commuter bus with a hoist.

A new transport software system went live in May, significantly improving the service's booking and tracking capabilities as well as saving time for clients and members.

Always mindful of COVID-19 Health and Safety requirements and the desire to provide a convenient and client-focused service, the team also introduced cashless payment this year for clients and members.





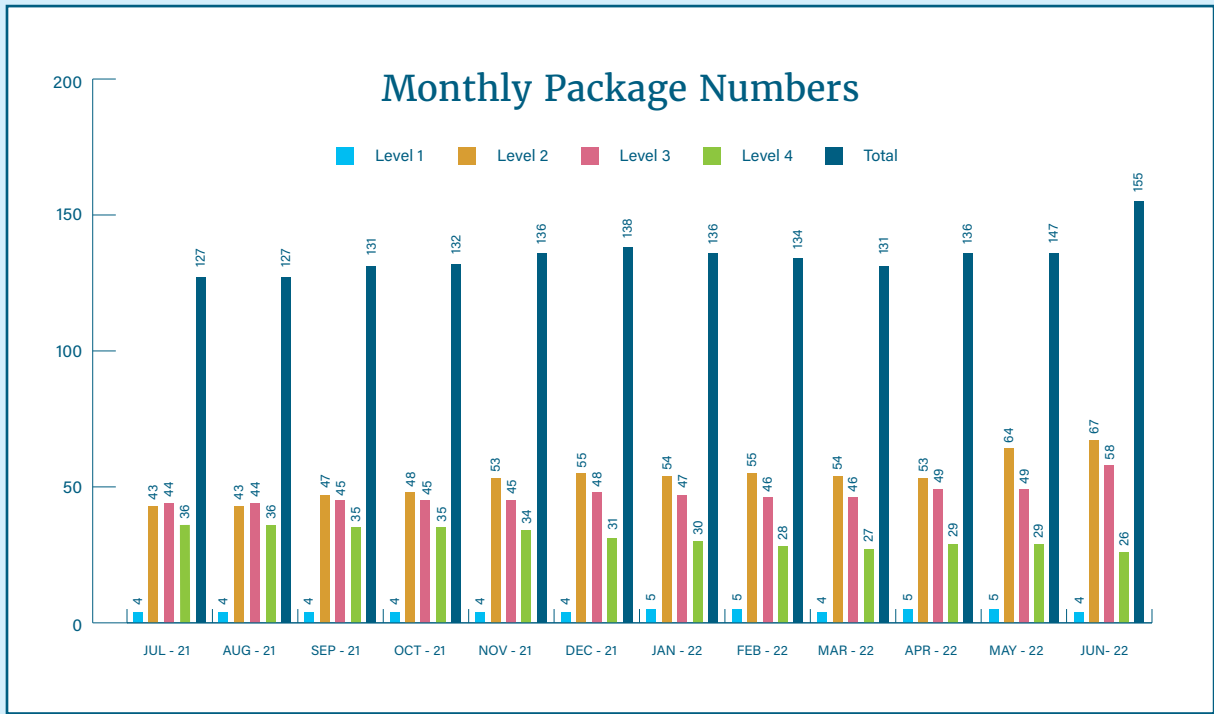
# Home Care Packages

The Home Care Packages Team experienced another year of program growth, adding 85 new packages across the financial year.

In response to growth, the team added two part-time registered nurses as dedicated team members to work with Home Care Package clients. Plus, a new Service Delivery Coordinator was engaged to support the program’s administrative needs.

During the year, the team placed focus on falls prevention and management, with the goal of reducing the number of falls in the community and using effective strategies to help people recover faster.

The team also reviewed and restructured care plans to further promote holistic and collaborative approaches to package delivery and client service support.



“Burnie Brae is doing a fantastic job of hiring the right people for the right job. I have yet to find fault with any of the Burnie Brae staff. Knowing we are safe and cared for means a lot to us.”

**MERVYN COWLEY**  
Client

## CASE STUDY

### Burnie Brae helps to keep Gordon at home

Burnie Brae Home Care Package recipient Gordon Williams is recovering well and enjoying being home, thanks to the Home Care Package Team’s efforts in the past year.

After a fall, Mr Williams spent three months in transition (post-hospital) care with restricted mobility—meaning he needed support to navigate the stairs of his two-storey home and shower.

Gordon and his wife feared the obstacles ahead of them were too difficult and that he’d have to prematurely enter residential care as a result.

#### Enter Burnie Brae.

Mr Williams’ Case Coordinator and the Home Care Package Team arranged a visit from an Occupational Therapist to assess mobility aids and grab rails placement around their home to help prevent falls.

They also arranged for a physiotherapist to work with Mr Williams to build his strength and mobility.

Following this, Mr Williams returned home and was safely showering and negotiating the stairs within weeks.

The Burnie Brae case coordinator continues to support him to remain independent—and to stay in his own home.



# Club Respite



Club Respite’s fun program continued to run in 2021–2022 thanks to our clients, staff and volunteers who remained resilient and steadfastly committed to spreading joy in our respite community.

Outings recommenced on Mondays and Fridays for small groups, and the team ensured there was plenty of planned in-house fun, too, including daily gentle exercises, sit-down dance, singalongs, woodwork, gardening, bingo, cooking demonstrations, barbecues in the park, craft days and weekly entertainers.

Each activity was designed by our team of qualified and experienced staff to align with our program aims and our clients’ goals, interests and passions.

Based on clients’ choices, Club Respite celebrated many cultural and special event days, including Italian and Himalayan experience days, NAIDOC week, Harmony Day, Mother’s Day, Father’s Day, Easter and Christmas. At each of these events, there were culturally specific food, activities and demonstrations, as well as stories, dance and music. Sharing culture in this way builds new learning, fosters social relationships, and promotes unity and belonging.

## New initiatives

Club Respite focuses on combating social isolation and loneliness as well as carer strain.

Following client and carer feedback, the program introduced a Saturday Day Respite program in early 2022, initially as a half-day outing once a fortnight before becoming an every-Saturday activity.

Events included plant nursery visits, museum tours, park picnics, antique store visits, driving tours and waterfront walks.

## Compliance and continuing improvement

In line with the Queensland Government and Burnie Brae’s best practice COVID-19 infection control requirements, Club Respite continued to practice heightened hygiene procedures to keep clients as safe and well as possible.

Following client and community feedback, we also introduced a confidential quality assurance questionnaire as part of a new compliance and business improvement activity aligned to both the NDIS and Aged Care standards.

Each afternoon, a team member spoke with at least three clients and asked a series of questions about their experiences that day.

Over 90 per cent of feedback obtained each week was positive and linked to the following areas:

- quality of service received
- quality and size of meals served
- level of support provided by staff
- variety of activities offered.

“Nola [stated] that she is very happy with everything at respite. She loved her morning tea and lunch and said she feels very spoiled. She feels well looked after and said the ‘girls are always lovely’”.

“Grace [stated] that Club Respite has filled an enormous gap in her life and that she is so lucky to have Burnie Brae. She said the staff should be given much praise for what they do for all the clients.”

## FEEDBACK RECEIVED

### NDIS

NDIS participants continue to be welcomed to the Club Respite community.

Two NDIS participants attended Club Respite throughout the year to receive one-on-one and group support.

Meanwhile, 41 NDIS participants attended Healthy Connections to receive 27 hours of allied health and therapy services, including exercise physiology.

### NDIS audit outcome

In February 2022, Health and Disability Auditing Australia (HDAA) undertook a Maintenance Assessment Audit on behalf of the NDIS.

Thanks to a successful audit, no corrective actions were identified and Burnie Brae continues to be certified to deliver the following NDIS services:

- exercise physiology
- therapeutic supports
- group/centre activities
- assist-life stage transitions (presently inactive)
- specialist support coordination (presently inactive).

“I would give the exercise physiologists an 11 out of 10. [They are] wonderful!”

### CLUB RESPITE PARTICIPANT

“I have nothing but praise for what they provide to [me].”

### CLUB RESPITE PARTICIPANT



# Service Delivery

(previously Home Care Team)

After a full review of staffing and the program model, Burnie Brae renamed its Home Care team to Service Delivery, and included the Home Maintenance and Modifications team.

The review included changes to titles, with the administration officer role now the service delivery coordinator to better reflect the responsibilities and contributions these team members make to the program.

The team also welcomed the senior service delivery coordinator roles to provide leadership support and guidance across specific programs: intake and review, maintenance and modifications, scheduling and service support, and support workers.

Finally, the team implemented the CHSP case management model, as well as two new case managers, to identify and provide short-term intensive support to clients with complex needs.

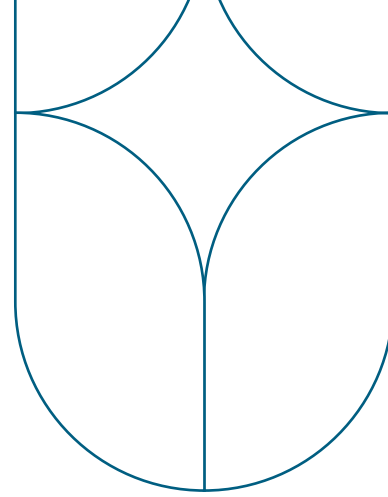
## Support workers

The important work of lifestyle facilitators was recognised with the title 'Support Worker' to better reflect roles and responsibilities.

A dedicated team to oversee and guide the support workers was also introduced, as well as senior support worker opportunities to attribute experience.

Monthly recognition awards were also introduced to acknowledge high performance, while staff meetings became a training platform for ongoing support worker training.

This year, Burnie Brae successfully attracted many more support worker applications.



## CHSP Service Delivery

The team continued to successfully adapt to COVID-19 requirements in the past year, including mandatory vaccinations and delivery of essential services despite the high number of unwell clients and staff.

To keep clients safe during the pandemic peaks, we introduced a 'List Shop Service'. In this service, the support worker obtained the client's shopping list, completed the shopping, and helped to put items away if it was safe to do so. This way, the clients could have their needs met while also staying safe.

CHSP clients also accessed services through Healthy Connections. Services included in-home and in-clinic physiotherapy, exercise physiotherapy and remedial massage.

## Home Maintenance and Modifications program

Exceptional external contractors continued to bolster the success of this program, with notable help from Leon Newall (handyman/locksmith), Darren Low (handyman/locksmith), Ross Plumbing and Inside Out Handyman (Home Modifications).

Like other parts of the Burnie Brae business, weather affected our program delivery, and roof repair requests increased.

We also had a significant increase in general requests for home modifications following occupational therapy assessments and garden maintenance.

Next year, we will hire a new role of garden maintenance field officer, responsible for lawn mowing and gardening.

"[I] don't know what I would do without Burnie Brae"

## CLARE CHURCH

Home Maintenance and Modifications program

## CHSP service hours 2021–2022

### Personal care

4,117

### Domestic assistance

18,682

### Social support individual

1,468





# Healthy Connections

Healthy Connections celebrated its 10-year anniversary in 2021–2022—a wonderful milestone acknowledged with a morning of free clinic and exercise trials, breakfast and live entertainment.

Cohesion, progressive thinking and collaboration as well as professional development continue to be hallmarks of the team culture—and the result is a happy and satisfied member community that enjoys exceptional service from the clinical and administrative staff.

The past year was one of consolidation, including reviewing clinical compliance, creating research-based innovative programs, renewing community connections and partnerships with local hospitals and universities, and creating new business strategies to expand services into the community.

The team celebrated Exercise Right week, with clients encouraged to share why they exercise and what value it brings to their lives.

Five outstanding student exercise physiologists accepted permanent positions with Healthy Connections, bringing with them magnificent work ethics and positive relationships with clients and members.

Also new to the team is the health promotions officer, who has implemented promotions, member incentives and retention strategies for both Healthy Connections Clinics and Healthy Connections PLUS. Promotional initiatives have included ‘refer a friend month’, a re-ignite pack to welcome back past members, a competitive commitment month, and a new cardiac referral and rehabilitation booklet.

Healthy Connections also replaced two remedial massage therapists—now totalling three—and successfully brokered in-clinic physiotherapy services.

## Fitzgibbon Community Hall

The Fitzgibbon services first moved from Corrie Street to the back of the hall at Kuran Street. Since November 2021, they have run at the Fitzgibbon Community Hall.

Burnie Brae ran more than 20 group sessions a week at Fitzgibbon—coming to about 1,000 group classes for the year, with just eight members per class. It also ran about 350 individual sessions this year.

## New programs

- Neurobalance—two days a week
- Hydrotherapy for NDIS and private clients
- Online EVO (Exercise for Veterans On-line)—two days a week
- In-house training and mentorship
- In-clinic physiotherapy—one day a week

## In-house training

Healthy Connections delivered organisation-wide manual handling training in 2021–2022.

## New online booking and payment system

After a review, Mindbody was set up and ready for implementation.

The new online booking and payment system will be introduced during the first quarter of 2022–2023 at the Healthy Connections clinic in Cherside and the Fitzgibbon Community Centre.

## Healthy Connections

Members (not including clinical clients)  
**398**

## Massage

Total services  
**1,546**

Total clients

**303**

## Group classes

Total group classes in year  
**3,900**

Total member group classes weekly

**48**

Total member group classes in year

**2,400**

Total clinical group classes weekly

**25**

Total clinical group classes in year

**1,250**

## Exercise physiology

Total Medicare visits  
**410**

New GP referrals

**59**

## Online classes

Total online classes weekly

**5**

Total online classes in year

**250**

## Individual services

Total individual services weekly

**40**

Total individual services in year

**2,000**

“Compliments to the Functional Fitness class at Fitzgibbon Community Centre. The class has really helped with my concerns and I am very impressed with the results.”

**ZUMBA PARTICIPANT**



# Healthy Connections PLUS

Healthy Connections PLUS offers small group reformer classes combining exercise physiology and Diploma-qualified Pilates instructors.

Through energy, constancy, engagement and a passion for helping everybody and anybody achieve their goals, the Healthy Connections PLUS team continued working toward business and member growth in 2021-2022, recording over 45 members at year's end.

The team achieved 4,565 paid visits, delivered 1,224.5 hours of service, and held 1,642 group and personalised training sessions throughout the course of the year.

A business, operations and marketing planning review was also undertaken in anticipation of the forthcoming year, with areas of focus identified as:

- staff mentoring, support and in-house training
- marketplace differentiation and distinctively promoting unique value
- services and pricing
- product and service extension opportunities
- cross promotion and packaging opportunities
- space utilisation evaluation.



# Partners, sponsors, collaborators and connections

Burnie Brae enjoys active and effective partnerships. Thanks to our partners, COTA, Brisbane City Council, Traders in Purple, Carers Queensland and Brisbane North PHN.

The knowledge and experience that our collaborators bring is undeniable. Thank you to The Prince Charles Hospital, the Royal Brisbane Hospital cardiac rehabilitation unit, and to University of Queensland and Queensland University of Technology for the practicum students they make available to us.

Sponsors add value and enjoyment to our events. Thanks to this year's trivia afternoon sponsors—

- Bunnings Stafford
- Kedron-Wavell Sub Branch RSL
- Allsports Albany Creek
- BWP Hospitality Services
- Emtex Furniture
- Fox and Hound Country Inn
- Electracare
- John Lowther Painter and Decorator
- Lions Club of Brisbane Inner North
- Instyle Blinds and Interiors

"Sinead (client support work) wanted to point out the incredible work Savanna has done with Mark (NDIS client) with rehabilitating his shoulder back to normal function. Along with her ongoing patience and ability to effectively communicate with Mark."

STAFF MEMBER



We would like to acknowledge our Community Connections—

- ADA Australia
- All About Living
- Alzheimers Queensland
- Anglicare
- Aspley Leagues Club
- Australian Catholic University
- Ballycara
- Blue Care
- Bolton Clarke
- Bond University
- Brisbane North Mental Health Service
- Care Connect
- Carers Queensland
- Centacare
- Co-as-it
- Communify
- 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
- National Australia Bank
- North Brisbane Mental Health Expo
- Ozcare
- Ozharvest
- Paxton Hall Lawyers

- QADA
- Queensland Health
- Red Cross
- RizeUp
- Royal College of Healthcare
- RWM Chartered Accountants
- RSL Care
- Sandbag Community Centre
- Smith & Stanton Lawyers
- Solutions with Food
- Southern Cross Care
- St Vincents Health and Aged Care
- Suncare Community Services
- The Prince Charles Hospital
- Villa Maria Community Services
- Wesley Mission

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 Seniors, Disability Services and Aboriginals and Torres Strait Islander Partnerships
- Queensland Government Department
- Hon. Anika Wells (Minister for Aged Care/ Member for Lilley)
- Hon. Leanne Linard (Member for Nudgee)
- Cr. Adam Allan (Northgate Ward)
- Mr. James (Jimmy) Sullivan (Member for Stafford)
- Cr. Fiona Hammond – Marchant Ward



“Client complimented the Healthy Connections Fitzgibbon clinic and the exercise prescription designed by Avery Wu and Luke Di Trapani. The client reported that she had been noticing her balance decreasing. Staff members identified that the client had a weakness in her abdominal and back stabilisers. The client has noticed a huge improvement in her balance since commencing the new program.”

STAFF MEMBER



“Peter attended Healthy Connections for a one-on-one with Nathan. At the end of his session, he came to reception to pay for his session and when asked how he went, he replied, ‘Nathan is amazing. I have been to other clinics and worked with EPs in the past and I can’t even compare them to Nathan. I suffer from a degenerative condition and Nathan has helped me approach my treatment with positivity which has given me so much hope and motivation.”

STAFF MEMBER

