



Annual Report 2020-21

Finding strength in community



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 people 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.

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Please note: images included in the Annual Report have been taken under various levels of COVID-19 restrictions.

CEO's Message

Welcome to the 2021 executive summary from Board Chair Neville Mew and Chief Executive Officer Kevin Rouse, as we look at the operations and challenges of our second year of living with COVID-19.

This year marks my 22nd year as part of the executive team at Burnie Brae Ltd; an accomplishment I am extremely proud of. During these 22 years, we have seen tremendous growth with increases in turnover of twenty-fold and membership growth from under 1,000 to over 10,000 members.

2020/2021 has again been a year influenced by the effects of COVID-19 but, I have the sense from our staff, members, volunteers and partners, that the hard work and planning in the first year has put us in a better place to meet the ongoing challenges. Certainly, during the past year we improved our understanding of just how affected our members were by the isolation that lockdown created, the resilience exhibited as well as new ways of meeting challenges.

Keeping everyone safe has always been a priority at Burnie Brae, a task that is driven by our quality and compliance division. Accurate and concise information provided to members, staff and clients was extremely

important and was a task driven by our Quality and Compliance Manager, Amanda Mundy.

Being an organisation that provided so many different types of activities however, also meant we were required to have a wide range of COVID-Safe plans from health services such as nursing, transport, food and café services, member activities, gyms and our hair salon, to name a few. This need led to the creation of large volumes of forms, notices, plans and ongoing updates.

Just as important was maintaining concise and accurate information for all associated with Burnie Brae. This responsibility has sat with our marketing and communications team led by Beth Kitson, who maintained all documents and distribution of the information. While this might sound like a simple process, it meant that every update required a change to brochures, posters, letters, social media platforms such as Facebook and Twitter, emails, text messages, newsletters, zoom sessions and individual phone calls.

Together we are stronger.

Our concierge volunteers and staff were also important in our communications processes, supporting members' wellbeing and life challenges.

We all know the importance of social connection with friends and colleagues. At Burnie Brae we continue to prioritise these activities with welfare calls and connecting with each other via Zoom and online classes.

A classic example of this was a group of over 80 Club Respite clients we provided with tablets to enable daily connection, entertainment, recreational and exercise activities. The success of these online connections has seen ongoing services to members developed and implemented, as well as ongoing digital accessibility. The program was supported with devices, connection, training, troubleshooting and free internet access!

In Queensland, we have been extremely lucky in that we have dodged many of the COVID-19 issues that other states have needed to deal with. However, despite this, you can see that keeping our community safe and connected has been no small task; our staff, volunteers and members should all be congratulated.

Special congratulations must also go to our financial control team for their management over many years, which holds us steady in difficult times, such as the current one we are in due to COVID-19. This is no small feat, so we thank Peter Bradfield and his team for their excellent financial management.

Burnie Brae was created to provide services and support to all of our members within our community. We thank you for your support and participation as there is no doubt that without you all, Burnie Brae would not be the place of community, connection and care that it currently is.

10,620
Burnie Brae
Members

155,620
Activity
Participants

140,620
Hours of
Personal Care

130,620
Hours of
Allied Health



Re-envisioning Burnie Brae's Values

Never before have we seen the services provided to our seniors community more valued and needed. It is at times like this - when aged and disability services are most under pressure - that working together becomes crucial if we are to achieve the goals we set ourselves. To achieve this, it has never been more important for us to live the values of our organisation.

We have refined our existing Burnie Brae values (respect, integrity, trust, customer focus, accountability, professionalism and quality) into four value statements, making it easier to live our values in a practical way. You'll see the refined value statements below.

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

CUSTOMER FOCUS

We are passionate about customer experience and keep our customers central to all we do, by respecting the individual and actively seeking feedback as well as diverse views.

QUALITY

Our team of dedicated professionals strive to provide the highest possible standard of service that meets the expectations and needs of our customers; choosing to be innovative, positive, helpful, enthusiastic and solutions-focused.

COMPASSION

Compassion and understanding underpin all we do, as we intentionally create a sense of belonging, social connection and a culture of inclusivity.

INTEGRITY

We are thoroughly committed to a culture of honesty, transparency and total accountability.




Financial Overview

In the changing world we operate within, 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 that we should not be afraid to turn a profit and apply those funds to a community need. To support this, our organisation maintains sound financial management practices that meet accounting standards as well as regulatory and government funding body interrogation.

	2011	2021
Turnover	4.52m	17.07m
Total Assets	6.07m	17.67m
Total Liabilities	0.50m	3.26m
Government Grants	3.22m	7.74m
Total Employee Expenses	2.15m	9.90m
Accumulated Funds	6.26m	14.40m
Total Burnie Brae Members	1,682	10,620
Total Staff Members	61	162


Executive Management Team




KEVIN ROUSE
Chief Executive Officer




PETER BRADFIELD
Chief Operating Officer



VICKI NEUMANN
Community Services Manager



JOHN ROWE
Member Services Manager



ANDREW WATSON
IT Manager

Board Members



NEVILLE MEW



ANNE COPELAND



BILL PARNELL



JULIE LINWOOD



SANDRA JEWELL

Member Activities & Events

Weekly Activities

From July 2020, Member Services has been able to sustain its weekly activities program, introducing a restricted timetable which was dictated by COVID-19 Plans for indoor activities and ever-changing restrictions. We took temperatures, signed everyone in, and introduced the 'Check-In Qld' app. Our members have worked with us, understanding the need for compliance as well as our overarching desire to keep our community safe. Currently, our activities attendance represents around 65 % of our pre COVID-19 numbers, with around 30 different activities offered on a weekly basis.

Education Programs

The GOLD program is run in conjunction with the Brisbane City Council and continues to be well supported by members. Shibori tie dying, making your own leather wallet, and using alcohol inks all proved very popular during the last year. Members can express their creativity while being well-guided by our resident tutor, Petra.

Educational events included expert presentations on wills and how the role of pharmacies is changing in the community. Lance Currie offered his expertise and experience in the hospitality industry with our Alcohol Appreciation series. These programs were well-supported, with many returning for the full series of events. The charismatic Chiou See delivered our Mother's Day address this year with enthusiasm and was an inspiration to all who met her. Brad McCaw entertained us with his wonderful voice and piano playing.

Out and About Program

We continued with our full and half-day bus trips when restrictions allowed. Ferryman Cruises are a popular addition to our yearly program. This year we also experienced the magic of Birrungu Gallery and Restaurant where we enjoyed an indigenous-inspired food menu, and the Toowoomba Carnival of Flowers was again a great success. Our theatre trips were fewer than previous years, but of those we did manage to see, Come from Away and Chess the Musical, were highly enjoyed by members.

Technology Program

This financial year has brought a focus on technology as a solution to the difficulties and challenges brought on by the impact of the COVID-19 restrictions. A major objective has been supporting our members to access the online world as a means of connection with family and the wider community. Through generous Be Connected grant funding, we have been able to expand our existing program by training and recruiting additional technology tutor volunteers to provide one-on-one lessons by appointment at the Centre. Our volunteer tutors assist an average of 25 people per week, covering a range of devices, technical queries and ability levels.

For members who do not own a device, Burnie Brae has implemented a loan device scheme, providing an opportunity to trial the benefits of technology, free of charge and supported by our volunteer tutors. A part-time Digital Coordinator has been appointed to oversee the day-to-day operation and development of the program, and a new booking system has added efficiency for staff and volunteers.

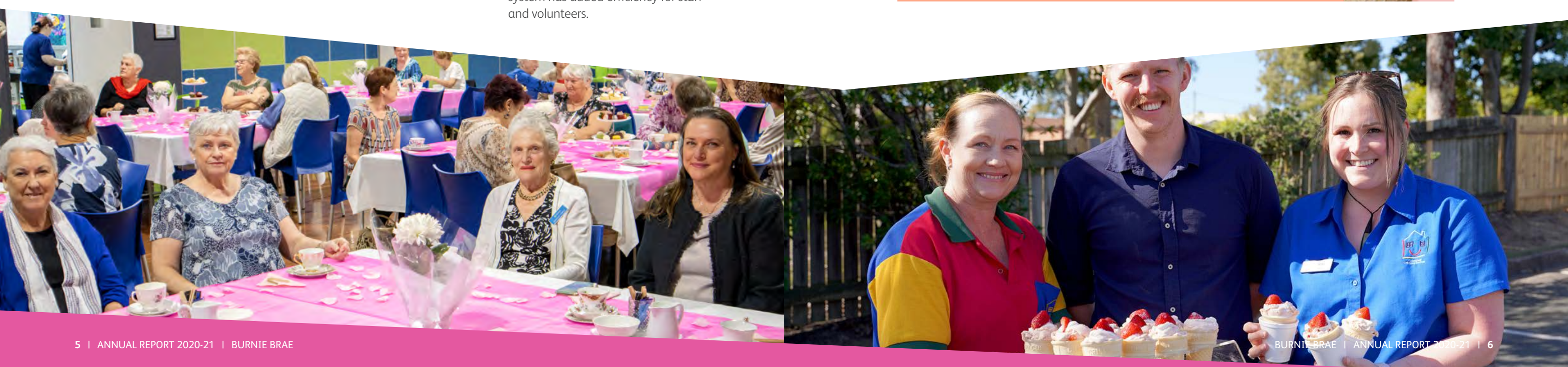
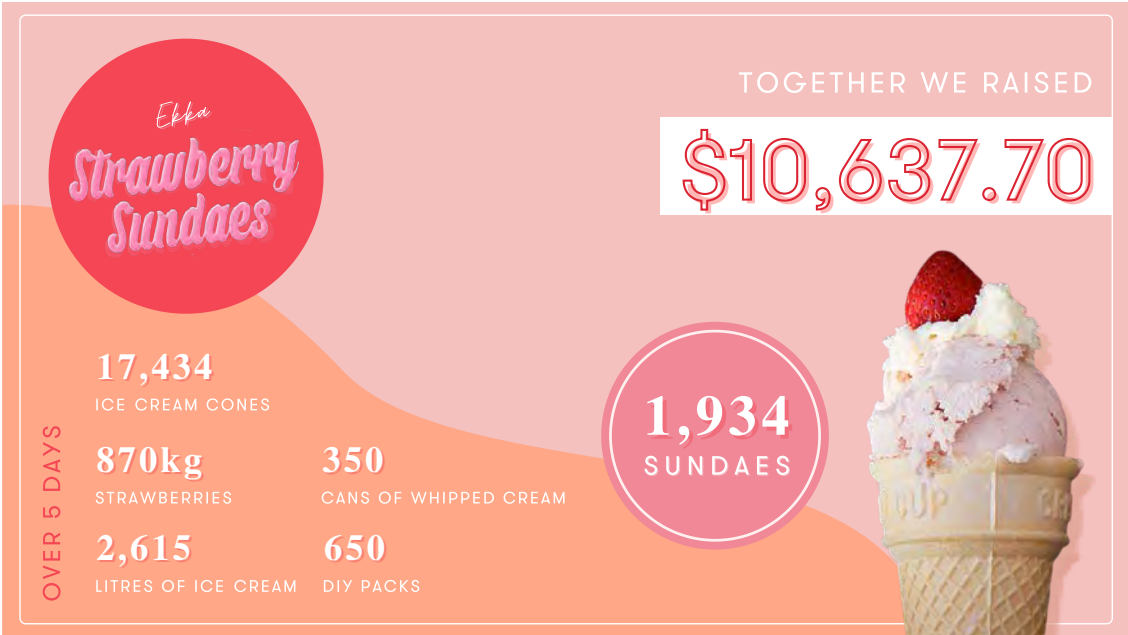
Supporting the Community

RizeUp

The RizeUp mission is to drive awareness of domestic and family violence within society by generating life-changing, practical support for families affected. It seeks to give hope and the empowerment to move on to a life free from violence. We are delighted and overwhelmed with our members' contributions to the RizeUp Children's gift appeal; the Christmas tree in our foyer saw donated gifts cleared three times as there were so many. Thank you to our members who supported this important program. RizeUp was very grateful for the Burnie Brae members who contributed around \$5,000 in gift value for children in need.

The Common Good

August 2020 saw Burnie Brae partner with The Common Good as a distributor of the traditional and ever-popular EKKA Strawberry Sundaes. The original goal of the retail day was to make and sell 300 individual sundaes. In total, we made 1,934 Strawberry Sundaes and raised \$10,637.70 for the Prince Charles Hospital Foundation, which went towards funding vital medical research. Other than direct sales, we have made strong connections with our local community through this event, which we will leverage for more long-term results with regard to service utilisation and sales.



Hair Salon

Visit the Burnie Brae Hair Salon for your cut, colour, wash, style and everything in between! Our staff are experienced, friendly and dedicated to helping you look your best.

The Burnie Brae Hair 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 various pandemic-related shut down periods. The Hair Salon, alongside Community Services, continued working very hard during the COVID-19 lockdown, in very challenging and uncertain times.

If you're looking for one of the best value for money hair salons on Brisbane's Northside, look no further: Burnie Brae salon staff continue to use professional-grade Pump Haircare products, which are 100% organic, Australian made and cruelty-free.

Our hairdressers provide clients with a complimentary, personalised consultation to see which Pump products are best to meet their haircare needs.

Our Hair Salon professionals kept delivering quality services and products with an eye on the safety and comfort of their customers, in spite of the growing threat of COVID-19. The Burnie Brae Hair Salon continues to provide high quality products and the best value for money on the north-side of Brisbane.

Café Connect

Café Connect is our on-site café, open for anyone on Brisbane's northside to enjoy. The café offers a range of breakfast, morning tea and lunch options, as well as daily specials and high teas.

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 café staff and volunteers to ensure customers are receiving the highest level of service, under safe food practices. Regular barista training is also provided to all staff, to ensure high quality coffee.

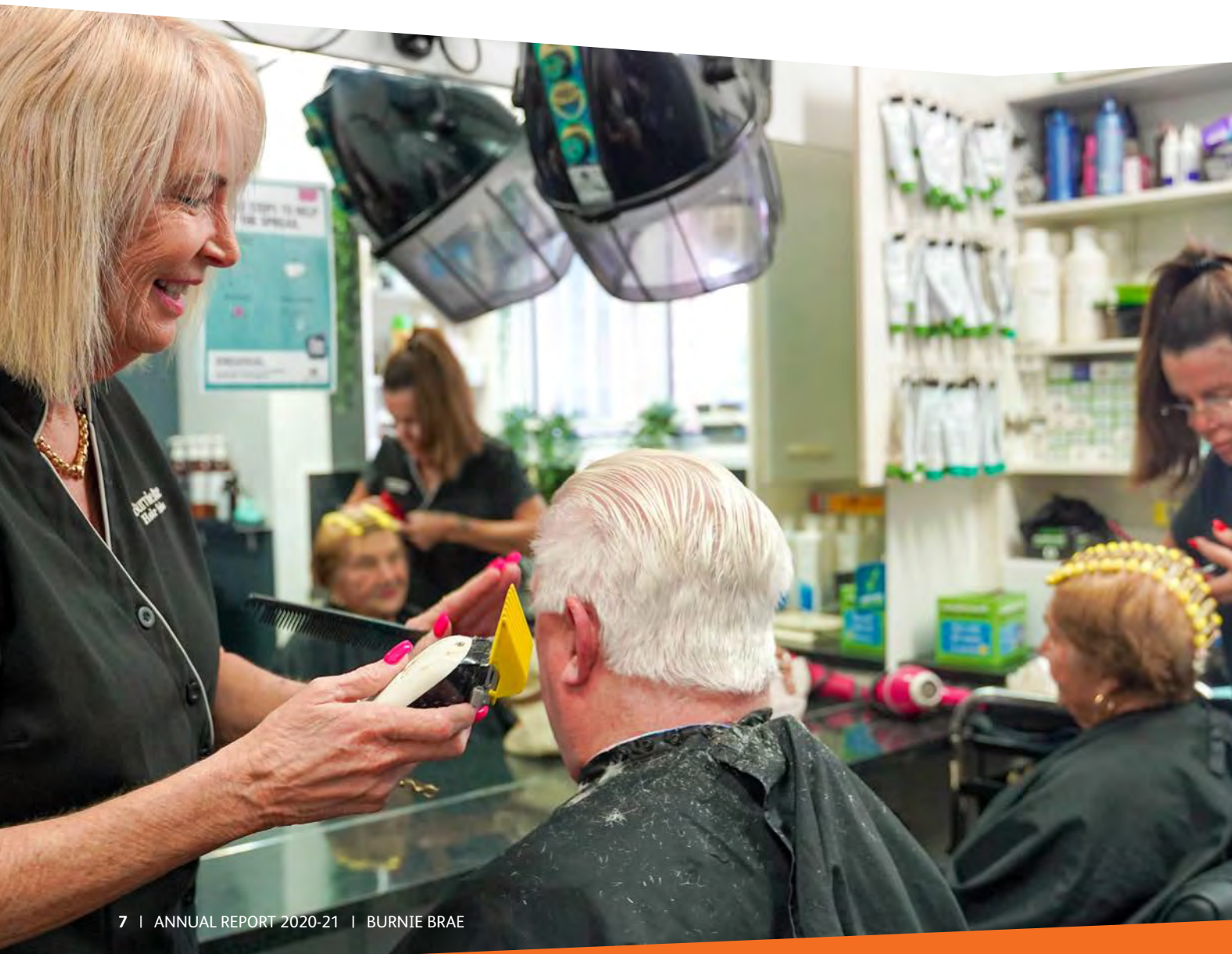
Café Connect played a big part in Burnie Brae's support initiatives during the COVID-19 lockdown periods.

What customers say about Café Connect:

"Friendly staff, delicious home cooked food" - Janice

"...Good honest food and well priced" - Avon

"Good coffee, great food" - Rachel



Club Respite

As COVID-19 continues to impact our lives, it has never been more important to remain socially connected. Club Respite provides that social support and relief for carers, in a safe and welcoming environment.

With the onset of COVID-19 at the beginning of 2020 and the closure of our centre for several months, we re-opened in June 2020 with a bang and a new name, Club Respite. We launched our virtual respite program during the lockdown period and continue providing it to clients who are unable to attend every day, or who are away for a period of time. This allows us to stay connected with our clients at their convenience.

For clients who require extra support and for carers who are needing a break from their caring role, Club Respite offers a diverse program of activities to choose from. It is incredibly easy to become a Club Respite client – the minimum requirement is that you are over the age of 65 and are registered with My Aged Care, along with approval to attend the Centre.

The highlight of the program would have to be the weekly musical entertainment on Wednesdays. Other popular activities include monthly cooking

demonstrations and regular woodwork activities, which our male clients find very rewarding. We are lucky to have a beautiful park adjacent to the Centre, allowing us to regularly have walks in the park and maintain some garden beds. Our keen gardeners take great pride in watching their seedlings grow. With our perfect Brisbane weather throughout most of the year, we are also able to have regular barbeques in the park. Furthermore, we provide our clients with hearty and healthy meal options during their visits to Club Respite.

We are very proud of our achievements throughout the past year, in light of the challenges that COVID-19 has presented. With the snap lockdowns and changes in government requirements, we have continued to provide a service to our clients that is of the highest standard. We have also had heightened hygiene regulations to follow, ensuring our clients are well protected whilst in our comprehensive care.

Project Pantry - Food Program

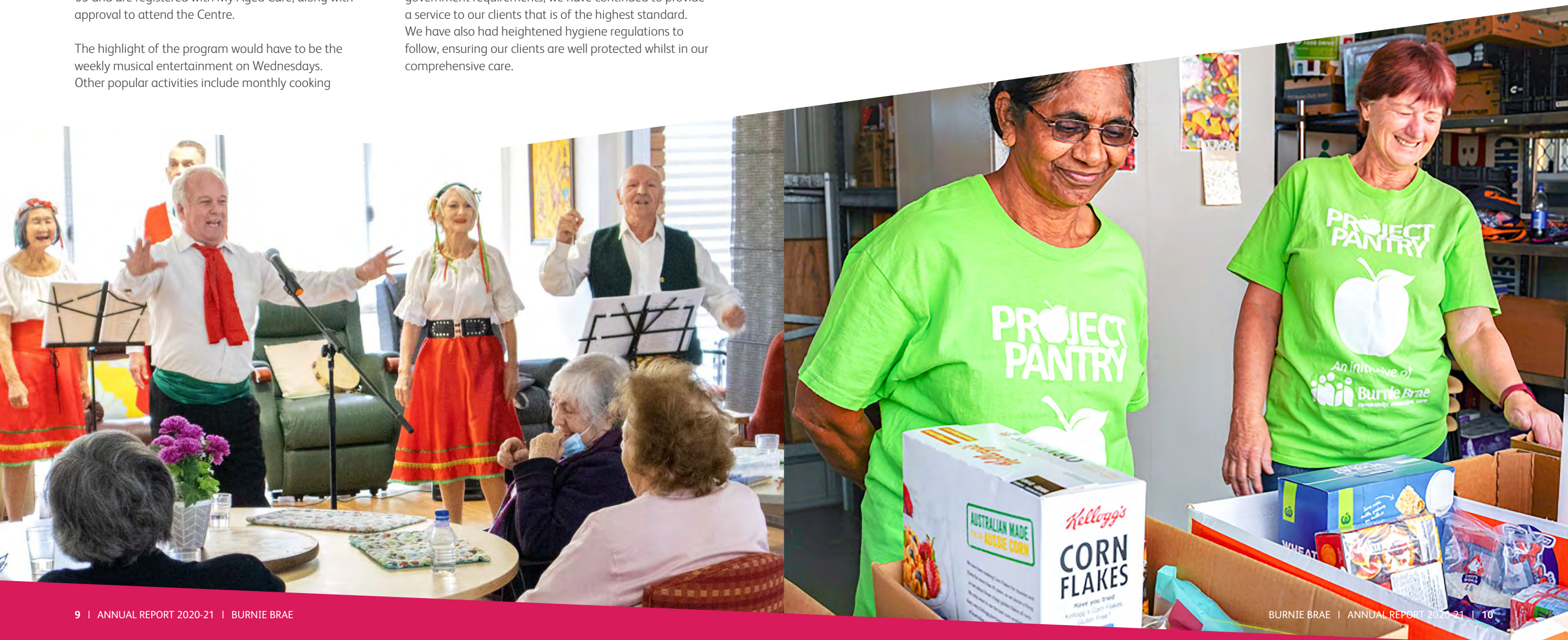
“Without Project Pantry to get me by, I don’t know how I would make it. I am very, very grateful”
- Elaine, Wavell Heights

Our Project Pantry food support program continues to provide low-cost staple foods alongside fresh fruit and vegetables to seniors on an aged pension and individuals receiving a disability support pension, through the provision of a monthly food hamper. With 85 regular monthly clients, the food program was at capacity during the financial year. The program supports recipients from a social perspective also, as they are offered a coffee in the café free of charge when they come into the Centre for their hampers.

Following 5 months of a delivery model, initiated due to COVID-19, Project Pantry returned to its previous collection model in September 2020 with pick up days

by appointment, 3 days a week. Pick up dates are designated monthly with each recipient’s contribution being \$15 per month.

Foodbank continues to be our major support partner. Local schools, and community organisations have also contributed to our food staples supply, supplemented by a food wholesaler. Our clients continue to receive excellent value of up to \$40 in food items, including fruit and vegetables. As a new addition to the staple food items on offer this year, we made up to 6 frozen meals per month available to hamper recipients. This was a welcome inclusion to our program, which resulted from the provision of specific COVID-19 funding.



Care Services

Care Services incorporates three of Burnie Brae's fundamental services: Home Care, Maintenance and Modifications, and Transport Services. The 2020/2021 year has been a year like no other, where COVID-19 continued to influence client services, staff, and most importantly, our clients, as well as their families. Through it all our team has continued to perform to the best of their ability; always with a focus on making sure our clients remain safe.

This Year

The last 12 months has required resilience and planning to manage unexpected challenges the pandemic has thrown our way. Focal points included:

- Development of a Risk Rating Scale to ensure the most vulnerable people are prioritised during the frequent lockdowns.
- Use of technology to connect with our clients by partnering with the Aurous Program.
- Continued monitoring of the COVID-19 situation to ensure appropriate levels of infection control, and that our clients would remain safe and supported in their own homes.
- Restructuring of the Customer Service Centre to move away from a call centre model and back to having champions for each service type. A change initiated by client feedback.
- Promotion of influenza and COVID-19 vaccination for all Burnie Brae staff.

Service Quality

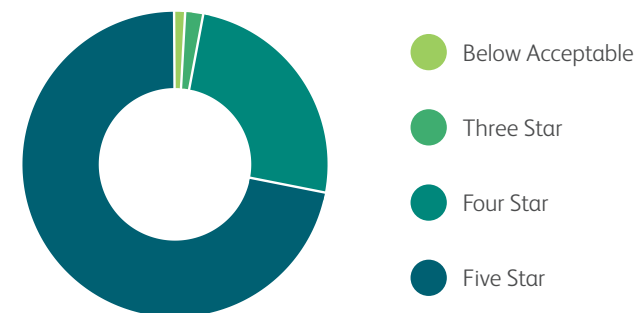
As a team, we are committed to the continuous improvement of our services and a high level of customer satisfaction. To achieve this, we consistently seek feedback from clients about the standard of our services on a daily basis. Poor service is addressed immediately, with opportunities for improvement identified and implemented. It is pleasing to know that 97% of our clients rate our services at four and five stars.

Burnie Brae also maintains a 'Compliments and Complaints Register', used to improve the services provided to our clients. We don't always get it right, but we are dedicated to developing a quality service that meets the needs and expectations of our clients.

Governance

In February 2021, Burnie Brae Commonwealth Home Support Program services were audited by the Aged Care Quality and Safety Commission (ACQSC). Burnie Brae was compliant in all areas assessed, with the ACQSC paying particular attention to risk management, related to infection control and clinical services. This successful assessment, coordinated by the Quality and Compliance Coordinator, is evidence of the high quality of services and care provided by our Team as well as the knowledge and skill of our Leadership group. The ACQSC publish outcomes for all aged care assessments; you can read the full report on their website.

Client Feedback 2020-21



The Future

In 2021, the Royal Commission into Aged Care made 148 recommendations to improve the Aged Care system across both the Residential Care and Community Care sectors. Burnie Brae has many of the recommendations as standard practice already, and our Leadership Team will continue to change and evolve services as well as practices in line with Government Policy. In doing so we will maintain a focus on Burnie Brae's strategic vision, business efficiencies, and most importantly, our clients and their families.





Online Class Feedback

"Thank you very much for the classes. I never felt better than when I was able to do the exercises."

"Big thank you to you and your beautiful team. They are so generous to invite us into their homes. It sure helps; not only in maintaining fitness, but also structure and connectedness for those of us who live alone."

Service Type	Group Services #
Members Sessions	2,704
Movement 4 Life	765
Total # Group Services	4,746

Service Type	Individual Services #
Massage Services	1,740
Total # Individual Services	3,415
Total # Home Visits	679

Healthy Connections

Healthy Connections Exercise Clinic is heading into its tenth year of providing exceptional Exercise Physiology, remedial massage and other allied health services to our valued Burnie Brae members and the local community. We would like to thank our loyal members, Burnie Brae management and our dedicated staff for your part in keeping the Clinic alive and strong over the past 10 years.

The past year has been very busy for the Healthy Connections Clinics. We have been reconnecting with our members and clients following the extended COVID-19 lockdown in 2019/20, while planning and implementing both new and efficient ways to deliver our services, as a primary focus.

How we've been strengthening our community

- Innovation and growth of our services has remained consistent, as our team worked tirelessly searching for new ways to stay connected with our members, while providing them with safe, healthy, effective and targeted programs.
- Consolidation of our telehealth services for those clients at home, available for CHSP, HCP, DVA, Medicare CDMP, EPC, NDIS and private paying clients. Providing education, learning and practicum (prac) placement to an unprecedented number of prac students from the University of Qld and QUT. As a sought-after contributor to university affiliates, we ensure high quality clinical supervision to our future practitioners, while fostering working relationships with our local universities.
- Progression of online content into a 12-week program covering health-related conditions with appropriate exercise and education; continuing to provide a minimum of four sessions per week to our members.
- Growth of massage services for clients utilising both funded and private services with extended hours into afternoons, four days a week. Additionally, adding a highly-qualified remedial massage therapist with diverse training in other therapies for health and wellness.

Stronger together - community connections and research

Community HUB Grant

The online content of the ERAA program has been so successful that the Healthy Connections Clinic was awarded a Veteran and Community Grant. The aim of the project was to deliver online exercise classes, to maintain and improve the independence as well as the quality of life of members of the Australian Veteran community.

Active@Home Program

Healthy Connections has enhanced our working relationship with PHN by providing expert Exercise Physiology advice and training to care workers for the delivery of the innovative Active@Home program.

Upcoming Projects

The Neurobalance pilot study is specifically designed for the older adult who is suffering a decline in mobility and cognitive processing. Results from this new case study will

assist in promoting the new program and provide important data for evidence-based practice.

Locations

May 2021 saw the creation of a new NDIS space at Fitzgibbon. We are looking forward to extending our reach into this community by providing exceptional NDIS services.

Healthy Connections PLUS Clinic was relocated from Corrie Street to Kuran Street. Clinical Reformer classes called Movement for Life have become a popular mode of rehabilitation and exercise for our clients. Currently we are providing 15 reformer clinical classes per week with a total of 765 group classes completed this last financial year, showing the popularity of this mode of exercise with clients.

Our Staff

The Healthy Connections clinics provide training and diversification

opportunities for their Exercise Physiology (EP) and Pilates staff. Healthy Connections and Healthy Connections PLUS have implemented an EP-dedicated NDIS team, a clinical services leader, an EP women's health practitioner, six reformer Pilates experts across both Healthy Connections and Healthy Connections PLUS Enoggera as well as a team of highly skilled EP's in the delivery of muscular skeletal rehabilitation and exercise prescription for those with chronic health conditions.

Clinic reception staff was restructured and consolidated with Burnie Brae reception for improved efficiency and service delivery. This consolidation led to a new role "Member Services Admin Team Leader". We expect these changes to lead to a more seamless onboarding process for current and new members.

Healthy Connections PLUS

Healthy Connections PLUS at Enoggera is a group reformer studio that combines Pilates and Exercise Physiology teaching styles.

We are excited by the introduction of more than just reformer work this year, with strength classes, clinical classes and women’s health classes. Pilates classes on offer include Matwork, Reformer, Jump (cardio) , Strength & Conditioning, Clinical Rehabilitation class and Women’s Health.

Our clients are enthusiastic and committed, ranging in both age and ability. We are connecting with local business by providing lunchtime classes. A strong sense of community is growing at our Enoggera location.

	Total Visits	Total Classes	Total Service Hours
y/e 30 June 2020	2,307	927	1,018
y/e 30 June 2021	5,727	1,737	1,819

To date, Healthy Connections PLUS maintains a 4.5 star rating across 214 reviews on Mindbody, the premiere health and wellness service platform.



Home Care Packages

This past year, Burnie Brae’s Home Care Package program has been focused on improving how we support our consumers to achieve their goals and maintain their independence.

These developments have been achieved through increased training and opportunities, improving knowledge and practices as well as growing the team, which now consists of seven staff including nurses, care coordinators and administration. This has effectively enabled our team to provide better care and services by implementing a two-phase care planning process, which includes appropriate assessments conducted by our team of nurses.

Burnie Brae’s Lifestyle Facilitators have been dedicated to providing quality services such as assisting our consumers to keep their homes clean and accompanying them whilst out in the community. As a result of COVID-19

restrictions we have seen a significant increase in our list-shop service which assists consumers to stay safe in their own home whilst still having access to groceries.

The Australian Government Department of Health has been working on changing the way that the Home Care Package Program providers are paid funds, and commenced the first phase of the Improved Payment Arrangements in February this year. Our Home Care Package Manager Belinda Hall has been working closely with our Management Team to ensure Burnie Brae is ready for phase 2, which will begin on the 1st of September, 2021.

During the 2020/2021 year the Home Care Package team onboarded 42 new consumers and managed \$3.8 million worth of funding.





Travel Connections

Reflecting on this past year in travel, we have seen perhaps the most significant change in our lifetime! Our team has been challenged yet inspired, hopeful and overjoyed to be part of successfully-curated travel, be it for family connections or exciting journeys.

We have been thankful for our loyal customers, the people we wouldn't exist without, for sticking with us as we navigated the ultimate unknown. We are thankful for their faith in us to book a London flight home, for a precious moment to say their final goodbyes; for trusting in us to successfully articulate travel requirements into the USA, to enjoy the moments and memories in attending a daughter's wedding (border closures and all). We are also thankful for customers who journeyed alongside us on memorable group departures such as Outback Queensland with our "Unleash Longreach Tour"! The patience and understanding of our clients as we issued refunds and holiday credits for future travel was invaluable, as is the knowledge that they chose to utilise

our experience, our knowledge and our expertise when booking travel!

With many new travel experiences to share, we urge our community not to lose sight of the joy that travel has brought and will again bring, upon its return to full capacity. Let's not stop the opportunity to create moments of indescribable joy. Travel is still calling! New wonders await!

So, where to next? With 10 years travel experience as well as friendly, dedicated staff, we aim to continue to indulge our clients' curiosity for travel experiences, ensuring their safety and time away is perfect!

Feedback from Travel Connections Clients

Unleash Longreach Attendee Survey

100% of surveyed guests described the Travel Team as:

**Helpful,
Friendly,
Professional**



of surveyed guests rated the culinary experience on Queensland Rail as excellent!

100% of surveyed guests rated the Unleash Longreach inclusion as:

**Great Value,
Inclusive,
Exciting and Fun!**

Steve & Julie

"Fabulous Kristie has helped us with three major trips and is organising our upcoming fourth trip. She is very knowledgeable and well organised, as we recently found out with our trip to the USA. Although we had exemptions to travel, Kristie had to deal with multiple flight changes, mandatory documents, tight deadlines, and border closures. She impressed us with her enthusiasm, thoroughness and 'can do' attitude. We can thoroughly recommend Kristie and Nicole for any travel plans; maybe closer to home, with Kristie's guidance again. I would definitely recommend Kristie for all vacation planning needs!"

Elizabeth

"Our expectations on the Longreach Tour were exceeded... and every excursion and outing proceeded with your watchful eye! We all have so much to be grateful for... From the booking of our holiday in January to

our arrival home in May, you were fantastic... I can't find words worthy enough to say thank you!"

Brian & Pamela

"Many thanks for 'looking after' us all on our recent Longreach Trip. This was our first escorted trip, and it was great to know someone so caring was there to help anyone who needed a hand, or just to see we were all OK. Your care, concern and excellent organisational skills were obvious, and all contributed to a memorable holiday."

Vince & Yvonne

"Vince and I just want to let you know how much we enjoyed our Longreach Adventure. We noticed how much you were doing behind the scenes to keep everyone happy and 'organised'. Looking forward to another with you!"

Burnie Brae Staff & Volunteers

Our Staff

Burnie Brae continues to focus on giving all our staff and volunteers the opportunity to develop and grow within their roles. We do this to ensure that we can provide the highest quality care and service to our clients as well as the broader community.

This year we have continued our focus on developing the leaders within our organisation who will then be able to best support all members of their teams. Our leadership program has included group workshops, individual coaching sessions and behavioural profiling.

As an organisation, Burnie Brae is committed to facilitating career development opportunities for all our staff to enable growth, aid in the retention of key

employees and upskill team members. Programs include online training, workshops and additional qualifications.

Our Volunteers

Without our team of dedicated volunteers we would not be able to operate as effectively as we do. The support they show the organisation and its members never ceases to amaze us!

We currently have almost 90 volunteers working across a variety of different areas including: transport, day respite, Café Connect, the community garden and nursery, maintenance, Project Pantry, and our very successful Digital Mentorship program.

162

Total Staff Members

4

Average New Employees
per Month

44

New Employees from
1 Jul 20 - 30 Jun 21

89

Total Volunteers

33

Care Services
Volunteers

56

Member Services
Volunteers



Partners & Collaborators

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
- RizeUp
- 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 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 (Northgate Ward)
- Cr. Amanda Cooper (Bracken Ridge Ward)
- Cr. Sandy Landers (Bracken Ridge Ward)
- Primary Health Networks (PHN)
- Michelle Smith (Executive Manager Aged and Community Care Brisbane North PHN)



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