



38th Annual Report

October 20th

2023

Funded by:



Australian Government

Department of Social Services



**Queensland
Government**

Caboolture Community Care Inc.

38th Annual General Meeting Agenda

October 20th 2023

WELCOMING AND OPENING:

President of Caboolture Community Care Inc.

ATTENDANCE:

Please ensure you have signed the attendance book.

APOLOGIES:

MINUTES OF PREVIOUS ANNUAL GENERAL MEETING:

A copy of these minutes is included in this report.

ADOPTION OF MINUTES:

PRESENTATION OF REPORTS:

President's Report

Emergency Relief Report

Office Manager's Report

Counsellor's Report

Treasurer's / Auditor's Report

REPOSE TO REPORTS:

ADOPTION OF REPORTS:

ELECTION OF OFFICE BEARERS:

INCOMING PRESIDENT TAKES THE CHAIR:

APPOINTMENT OF AUDITOR FOR 2023-24 AME Accountants Craig Britton.

THANK YOU TO THE VOLUNTEERS:

MEETING CLOSED:

Invitation to join us for Morning tea.



Welcome

The Caboolture Community Care Inc. Management Committee welcomes you to our 38th Annual General Meeting.

Firstly, in the spirit of reconciliation Caboolture Community Care acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

We would like to take this opportunity to thank you for your continued and valued support of Caboolture Community Care Inc. and for taking the time to hear our achievements during the past twelve months.

Our organisation relies on good membership, and we have been extremely fortunate to enjoy a very supportive one for 38 years now.

We have an outstanding team of volunteers as well as two part time professional staff who have served here at Caboolture Community Care Inc. proudly for several years.

Thank you again for your attendance and support, we hope you will join us for light refreshments after the meeting.

Our Mission Statement

Organisation

To be an organisation which constructively contributes to the relief of stress, poverty, disadvantage and contributes to the development of a caring society within the Moreton Bay North Region. Whilst actively encouraging and participating in collective responses to benefit residents of the Moreton Bay North.

Counselling Service

To provide a readily accessible professional counselling service which meets the needs of all residents of the Moreton Bay Region North regardless of ethnicity, religion, age, gender, sexual orientation, marital status, disability, or any other factor.

Core Values

Core Values

The following core values are the fundamental beliefs which govern the decision-making process of Caboolture Community Care Inc.

- Every person has the right to be treated with dignity and respect, regardless of circumstances.
- All programs and projects conducted by Caboolture Community Care Inc. shall be in accordance with Social Justice Principles.
- As a community organisation we are responsible morally, ethically and are financially accountable.
- Caboolture Community Care Inc. will not condone discrimination of any type.
- As an organisation we acknowledge and appreciate the valuable contribution made by volunteers, staff, and management.
- We believe that everyone has the right to access services which meets the needs of the local community.
- We acknowledge that community welfare organisations play a vital role in the local community.
- We acknowledge the importance of program/service evaluation and review.
- We acknowledge the right of every individual to access educational programs which affect the quality of life.
- We acknowledge the need to identify the causes of situations which affect the well-being and quality of the life of residents of Moreton Bay North and the need to address these causes.

**MINUTES OF THE ANNUAL GENERAL MEETING
OF CABOOLTURE COMMUNITY CARE INC.
HELD 22ND OCTOBER 2022**

OPEN: 11.00AM

WELCOME: Acknowledgement of Traditional Owners and Welcome

PRESENT: As per attendance book

APOLOGIES:

Step Up Step Down – Julia Collins

DCDSS – Jennifer Hermus

MBRC Division 3 Councillor – Adam
Hain

Homelife – Margaret Vermej – Irvin

Committee Member - Lyn Viney

Member for Glasshouse – Andrew
Powell

Committee Member - Matthew Welk

MINUTES OF THE PREVIOUS ANNUAL GENERAL MEETING:

MOVED: Dani Buckley

SECONDED: Linda Thomsen

PRESIDENT REPORT: READ BY JULIE HILL

- Extra Covid Funding
- Covid impact on organisation
- Thank you to Craig and James
- Thank you to Management Committee
- Thank you to everyone
- Thank you to Auditor

MANAGERS REPORT: READ BY CRAIG JONES

- Emergency Relief report
- Thank you, Caboolture Community Care and their partners,
- Extra Covid Funding
- Counselling Service Report
- Counsellor assisting Royal Brisbane and Women's Hospital
- Changes to counselling during lockdown period
- Thank you to Management Committee
- Thank you to Organisational Placement Workers
- Thank you to James

EMERGENCY RELIEF REPORT: READ BY JAMES KEONG

- Extra Covid Funding
- Covid Lockdowns
- Covid Impact on organisation
- Extra assistance to clients due to Covid Funding
- Three Month Rule explained
- Contact Numbers and Their Dependants
- Funding Impact on Assistance
- Clients Assisted Vs Not Assisted
- Distribution of Food Vouchers Vs Other Assistance
- Distribution of Other Assistance
- Food Assistance
- Assisted and Not Assisted
- Housing Situation
- Age Comparison
- Marital Status
- Income Sources
- Referred On
- OzHarvest
- Christmas Drive
- Thank you to our Partners (OzHarvest, Backpack Bed for Homeless, Greg Young and Adele Harrison, Knitting for Brisbane's Needy, Share the Dignity, Uniting Church)

COUNSELLORS REPORT: READ BY CRAIG JONES

- Client Numbers
- Work Capacity Assessment
- Gender Categories
- Ethnicity
- Issues Breakdown
- Referrals Breakdown
- General Comments – Covid-19
- PKD Experimental Drug Program
- Counselling Statistic Report

TREASURER/AUDITORS REPORT: READ BY RINA PERFREMENT

- DCDSS Funding fully spent.
- Extra Covid Funds Expenditure
- ER1 shows full expenditure of DSS Emergency Relief Funds
- ER2 shows full expenditure of DCDSS ER Funds
- Special Funds shows that there are assets to cover all liabilities.

MOVED: John Van Leent

SECONDED: Cora Rouyer

DECLARATION OF ALL COMMITTEE POSITIONS MADE VACANT:

All positions were declared vacant, and Mark Ryan took the chair to facilitate the election of the office bearers.

THE FOLLOWING WERE ELECTED TO OFFICE:

EXECUTIVE COMMITTEE:


PRESIDENT: Julie Hill
VICE PRESIDENT: Lynette Viney
SECRETARY: Chantal Linning
TREASURER: Matthew Welk

COMMITTEE:

Cora Rouyer
Guy Rouyer
Linda Thomsen

James thankyou to all

MEETING CLOSED - 11.32AM



President: Julie Hill



Secretary: Chantal Linning

President's Report 2022-23

Firstly, I wish to acknowledge the traditional owners of the lands on which we meet, their elders past and present and their future and emerging leader. I would like to welcome everybody to our 38th Annual General Meeting for 2023. I would ask you to please take the time to read our reports.

Caboolture Community Care receives funding from both State and Federal Governments. The Management Committee and Staff work very closely together to ensure that the funds are distributed in line with the government guidelines, whilst extensive checks are undertaken to manage and budget so that funding is available all year.

Extra funding was also provided to support those struggling due to the Housing Crisis, this allowed us to assist clients a lot more with their overdue utility bills, rent, and temporary accommodation for those that were homeless or fleeing domestic violence. (Further details are available in the Emergency Relief report).

We have had to adapt to a system that allowed both face to face interviews and a remotely run service via phone, I.T and the utilisation of online vouchers. While this has been a challenge to the running of the service, the changes that were needed to take place were quickly learned by our extremely adaptable workers allowing for the continued running of our service both face to face and online as required.

We have continued to receive Oz Harvest deliveries, Secondbite pickups and other generous donations from organizations allowing us to construct and distribute hampers to those in need, and we also have an on-site food recue market to distribute donations.

Homeless Packs were also purchased to help clients that have struggled with accommodation due to the housing crisis and other factors. The situation has increased, and we were finding it hard to access temporary accommodation due to all the motels being full.

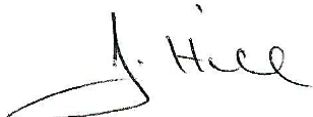
I would like to thank both Craig and James for working beyond their duties to keep the service running and to help the most vulnerable clients. They are both invaluable to our Service and I personally appreciate the hard work they put in alongside the Management Committee, who also put their time in to help get through this year.

I would like to personally thank the volunteers for the work they do, without them CCC could not function without their dedication and professionalism.

Thank you also to AME for their role in auditing the accounts.

Going forward I wish to say a big thank you for all the support I have received throughout this year. I am stepping down from the Presidents Role but will be happy to stay on the Management Committee if required, this allows the younger board members to move forward.

Julie Hill (President)

A handwritten signature in black ink, appearing to read 'Julie Hill', written in a cursive style.

Manager's Report

I would first like to once again welcome all staff, board members and guests to the Annual General Meeting for Caboolture Community Care Inc. 2023.

Firstly I would like to acknowledge the great work of the staff, board, volunteers & other associates over the last year previously we dealt with pandemics, wars, disasters and climate change. Now it is just the spectre of potential international financial collapse and a national housing crisis.

So that means everything is pretty much back to normal.

EMERGENCY RELIEF:

As always, the emergency relief and counselling services remained open Monday to Friday 9am to 3pm servicing the community where the needs arose while staying in the financial and timing restraints that CCC has always had to face.

Our well-trained and dedicated team continued to deliver the Emergency Relief to the surrounding community in a professional and efficient manner.

Caboolture Community Care continues to work in partnership with other organisations such as the Caboolture Neighbourhood Centre, Oz Harvest, Second-Bite, Ken Lai, Matilda Blue, Coles, Homelife, KEIHS, the new Centrelink Community Partnership Specialist Officer and other services to numerous to mention from our vast network of contacts still allowing us to continue to meet the needs of most clients either directly or indirectly.

The Commonwealth and Queensland State Governments also continued to support CCC and as such the wider Moreton Bay North and extended community areas with increases to our ER funding this year. Nonetheless while this is greatly appreciated more would always be better (*but that may be selfish on my part*).

I encourage you to take a close look at our Emergency Relief report; this report contains a breakdown of the statistics for all the assistance and client demographics obtained throughout the year and shows where this funding was used and the corresponding increase in client numbers and the issues they faced.

As I do every year I would like to thank the volunteers and associates for their dedication and for putting in their free time to help the disadvantaged people of the Moreton Bay North and surrounding community.

THE COUNSELLING SERVICE:

As with most years, the counselling service continued to work alongside the emergency relief service, particularly with the increase in clients presenting with elevated levels of mental health disorders and emotional responses occurring after the post-Covid years. However, now we also have the added financial stressors that are the results of these Covid years with major increases in cost of living and threats of homelessness due to the quickest annual increase in rental prices ever recorded in Australia's history.

As has always been the case the counselling service still continues to meet and surpass its contracted targets with the service still only ever missing one quarterly target a couple of years ago when I had a 6weeks off due to health issues. At the moment the counselling service is working at **145%** of its contracted targets (*now while the government wants the counselling service to continue doing these duties they only count 130% of this work, go figure*).

FOOD RESCUE

One area I do encourage you to look at is the Food Rescue portion of the ER report which relates to the “new” service CCC continually provides to the community everyday (*well Monday-Friday anyway*). While I say “new” service it is actually a service we have provided before but with some adjustments and new stakeholder partners it has become easier to access and provide for even more clients.

As such it is a very successful service to the community overall.

Nonetheless if you are still reading (*many people probably have already zoned out and that is okay*) I do have one bitch, or let’s say request, about this service and that is most of the deliveries are currently performed by certain dedicated volunteers in their own vehicles. Now while you are a captive audience I do request if anyone wants to donate a van or the funds to provide one I will happily accept.

Today’s period of soliciting has now ended.

CONCLUSION:

Finally I would like to once again (*like most years*) take this opportunity to thank the Management, Staff and Volunteers for all their help, support and dedication.

I would especially like to thank the Office Administrator James Keong and the evolving Management Board, the Commonwealth Department of Social Services and the Queensland Department of Treaty, aboriginal and Torres Strait Islander Partnerships, Communities and the Arts whose combined efforts allows CCC to continually support those members in our community in times of crisis.

However finally, unlike most years, I would like to give an extra Thank You to Julie Hill who is stepping down as president (*spoiler alert*), but will remain as Treasurer (*her fault*). Without Julie as a leader and mentor to the staff and volunteers this service would not exist as it does now and would have fallen by the wayside a long time ago. If you’re a sportsman who kicked a ball or a politician who gets voted in once you will always receive mostly unwarranted accolades but true unsung heroes like Julie are never given the recognition they richly deserve.

Thank You



Craig Jones

DipJus, BPsych, BSocSc (Sociology / Politics / History) JP (Qual).
Office Manager/Counsellor

Emergency Relief

Emergency relief is a major part of Caboolture Community Care Inc's service to the Caboolture community. Receiving funds from both Commonwealth and State governments we distribute assistance to those who seek our help. Most of the Emergency Relief we provide is in the form of Coles Voucher and Food Parcels, however we do also assist with Chemist needs (scripts), Transportation (fares and fuel), Telstra Vouchers and a wide variety of sundries.

The following report will show the breakdown of information gathered over the past 3 years.

This financial year we once more received extra funding to deal with matters arising throughout the year in particular the increase in cost of living.

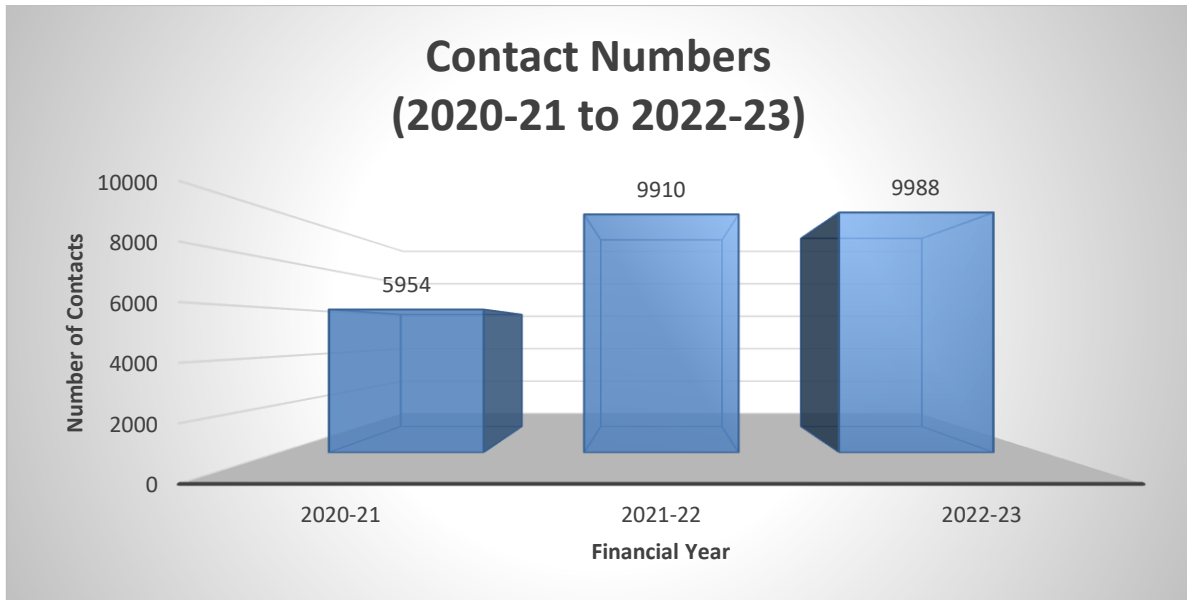
Our **3-month policy** is still in effect and has proved fruitful in allowing us to continue to budget for the growing need within the community, along with trying to break the dependency on our service to those clients who may take it for granted.

The partnerships with the following organisations also allowed us to provide more assistance to the community:

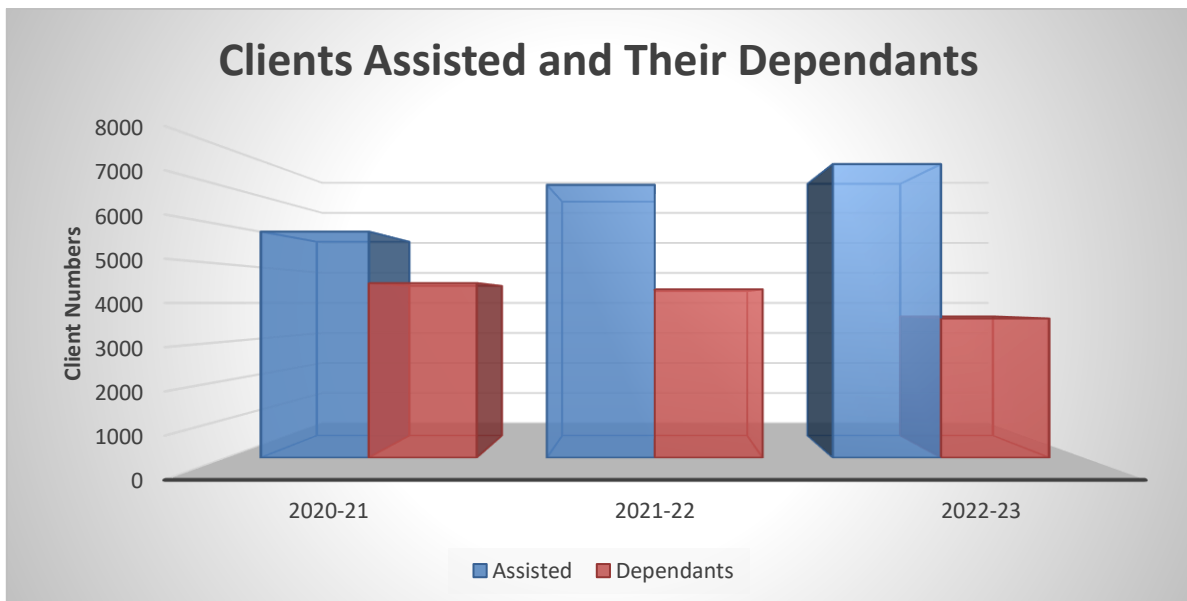
- OzHarvest has been assisting our organisation for a few years now with regular deliveries each Monday.
- Secondbite is now in its second year of partnership with us. This allows us to do daily pickups (Mon-Fri) of produce, grocery items and bread from Coles Caboolture and as of late 2022 Coles Pumicestone ("Big Fish").

Diving into the data and statistics for the past three years, the first graph is CCC's **“Contact Numbers”**.

This year (2022-23) our contact numbers have slightly increased from last year, however we are still seeing a lot more than we were in the 2020-21 financial year. This continued high number of contacts can be attributed the ongoing housing crisis and the rising cost of living.



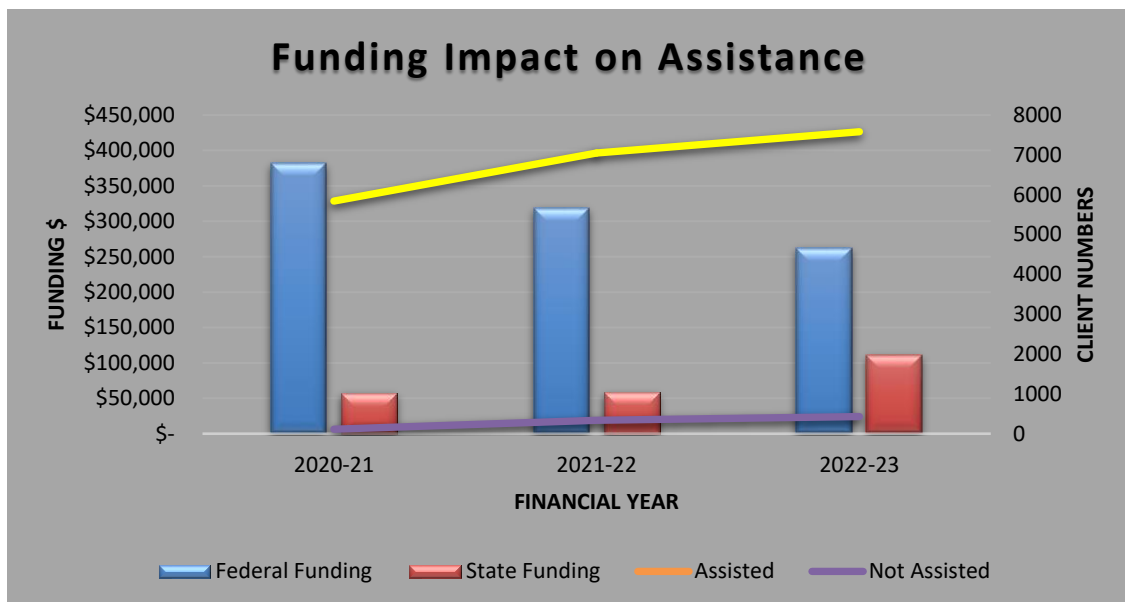
The following **“Clients Assisted and Their Dependants”** graph shows that the number of clients assisted this year has increased, however the number of dependants has continued to decrease.



The “**Funding Impact on Assistance**” graph below shows how the changes in funding has impacted the amount of assistance CCC can provide (Yellow Line) and the corresponding amount of people that we aren’t able to assist (Purple Line) over the past 3 years.

This year (2022-23) we once more saw a reduction in the extra funding from the Federal Government (2020-21 shows higher funds due to covid assistance payments), while this still includes a one-off payment from the Housing Summit to assist with the rising costs of living.

While we have had reduced extra payments from the Federal Government we have had opposite from the State. Our normal funding through Department of Treaties, Aboriginal and Torres Strait Islander Partnerships, Communities and Arts (Previously at time of funding Department of Communities, Digital Housing and Economy) has doubled and we have received extra one-off funding through the Housing Summit to assist with the rising cost of living.

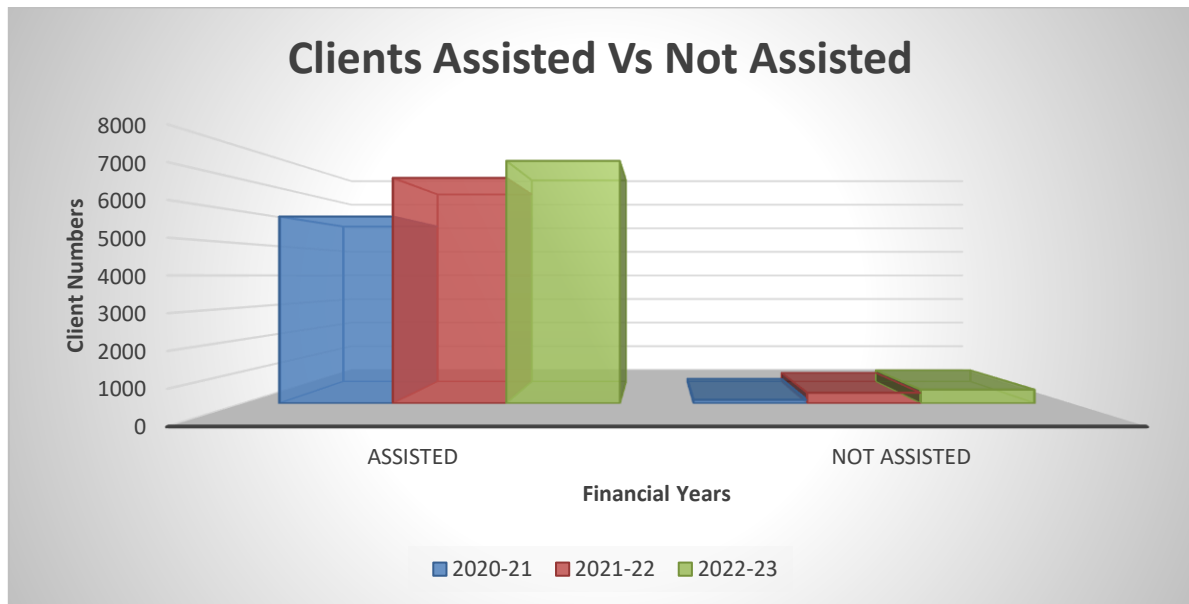


This year we have had **9988** contacts of which we have been able to assist **7583** clients with **3598** dependants also relying on this assistance. Of the **7583** clients **524** were new clients which is a similar number to last year.

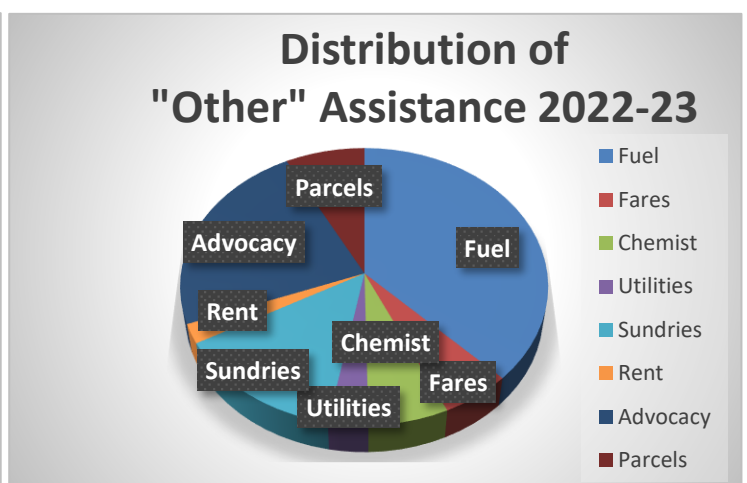
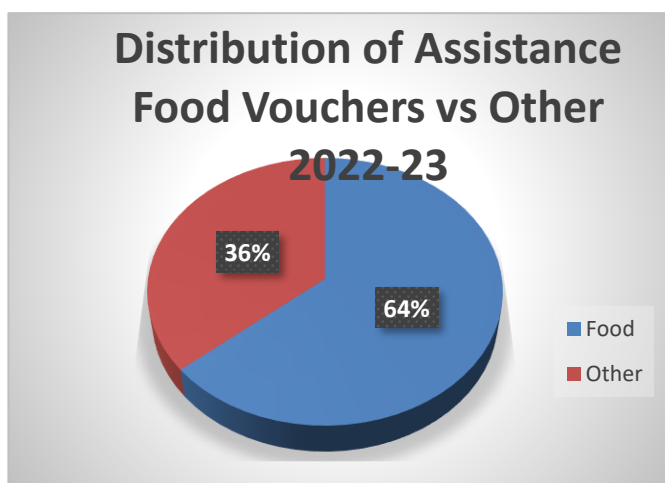
Breaking down the funding into the amount eligible for each person per session attended allowed us **\$49.18/visit**. This is once more a decrease from previous years by **\$4.31** which is a decrease of almost **\$10** in the past two years. The decrease is caused not only by receiving less money then in the height of the Covid pandemic but also due to the continuing increase of people within the community needing assistance.

If CCC were to of assisted everyone that contacted the service we would have only been able to assist with **\$37.34/visit** this is once more a continued decrease from last year though only slightly.

Shown in “**Clients Assisted Vs Not Assisted**” we have had an increase in the number of clients we could assist and those we were unable to assist. The number of clients that were assisted has continued to rise over the past 3 years. This year 22-23 we have continued to see an increase in those we were able to assist. The number of “Not Assisted” also increased predominately due to the number of contacts we were receiving regarding accommodation and housing.



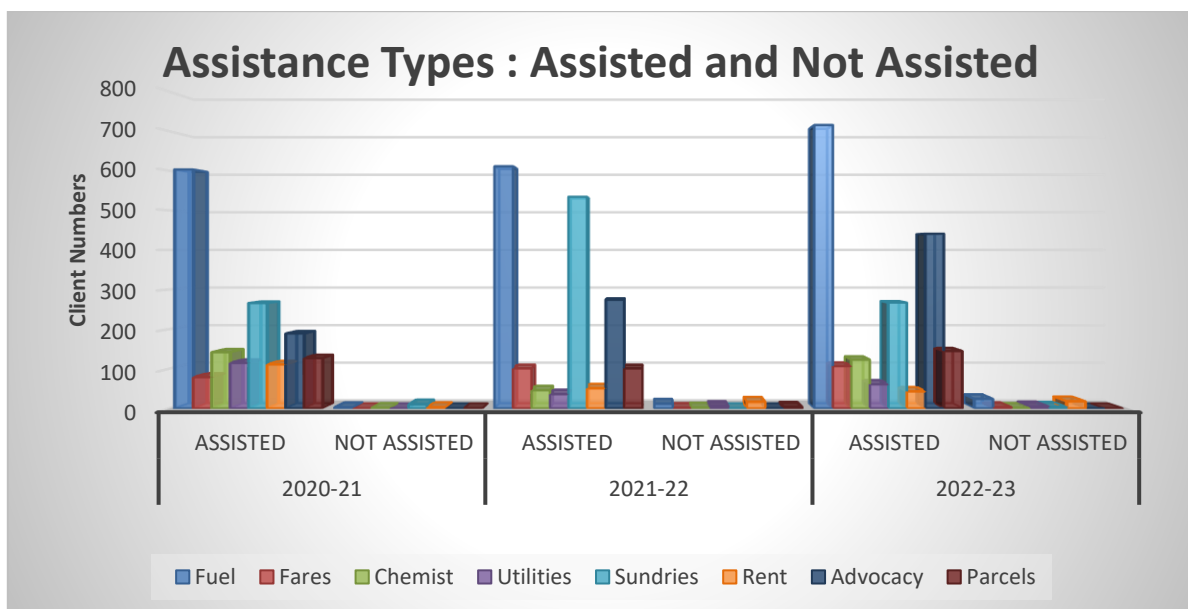
The types of assistance that we can provide are outlined in the following variety of graphs. Firstly, there is the “**Distribution of Assistance – Food Vouchers Vs Other**” and the “**Distribution of Other Assistance**”. The main reason these have been broken down into two separate graphs is to show that **63%** of the assistance we provided to clients in 2022-23 was in the form of **Food Vouchers** and the remaining **37%** was through other types of assistance such as; **Fuel, Fares, Chemist, Utilities, Sundries, Rent, Advocacy and Food parcels**.



The below “**Food Assistance**” graph shows both the number of people we have assisted and those we were unable to assist with food vouchers over the last 3 years. This year (22-23) we have once more seen an increase in the number of people needing food assistance along with a slight rise in those, we couldn’t assist with food predominantly due to our 3 month policy.



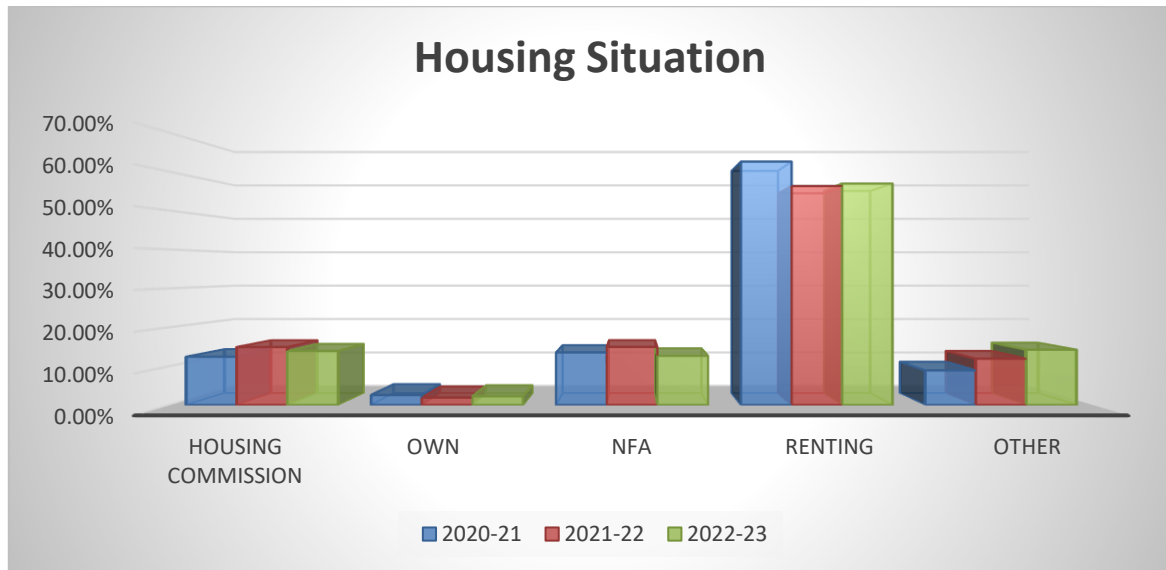
The “**Assistance Types : Assisted and Not Assisted**” graph below shows the breakdown of each type of assistance (not including food vouchers) into the financial years comparing the assisted client numbers to that of the not assisted numbers.



The breakdown of assistance shown in the “**Assistance Types : Assisted and Not Assisted**” graph shows (**assisted/unable to assist**); of the **7583** clients assisted **3246/357** received food vouchers, **145/0** food parcels, **715/24** fuel, **107/3** fares, **123/1** chemist costs, **61/5** utilities, **267/4** sundries, **43/18** rent and advocated for **441** clients. (These graphs do not include the **extra 1334** clients that received assistance from accessing the OzHarvest and Secondbite donations.)

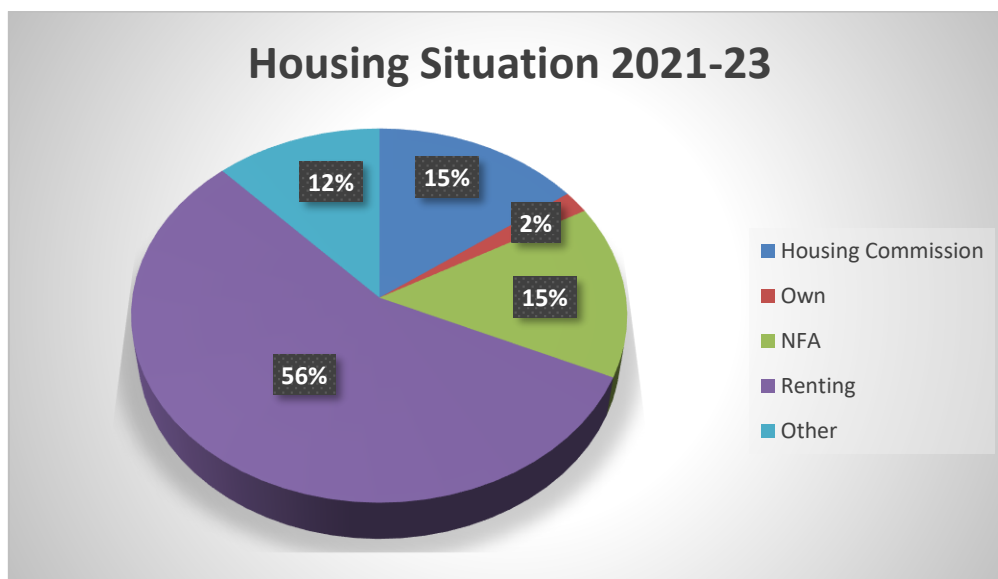
While the data indicates that all types of assistance was in higher demand the main difference this year is a decrease in sundries as last year, we had extra supplies for assisting those affected by the floods.

The **“Housing Situation”** graph shows the trend in the number of clients that are renting and own their own home, while showing a growth in those that are in Housing Commission, Homeless or are in Other accommodation. The Other category can also be classified as the “Tertiary Homeless”, this includes all people who are in share accommodation, boarding, camping and/or couch surfing.

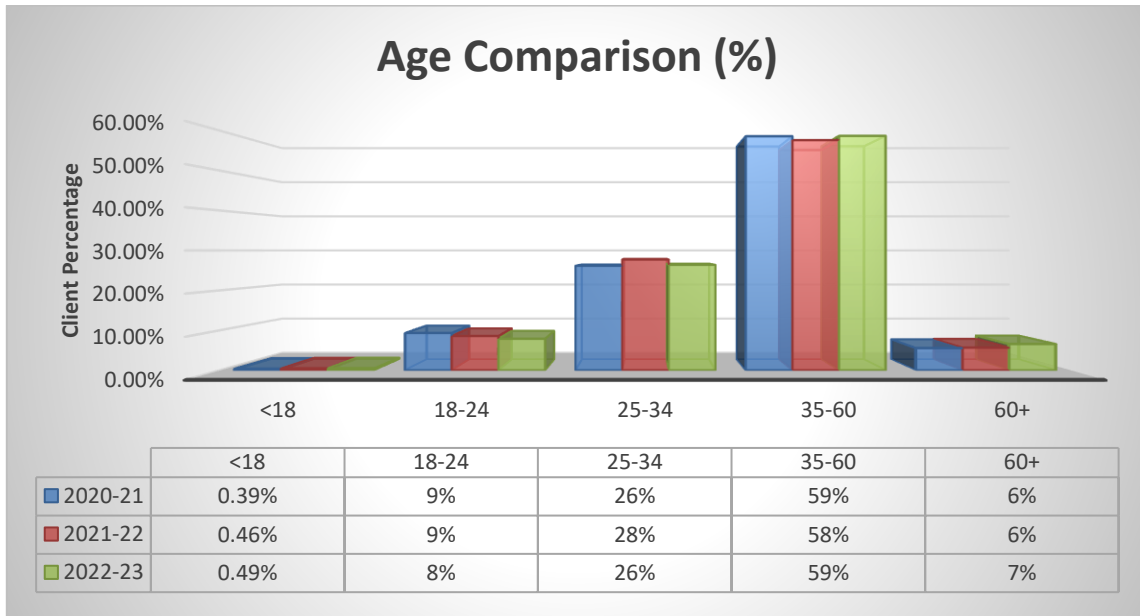


The **“Housing Situation 2022-23”** pie chart shows that during 2022-23;

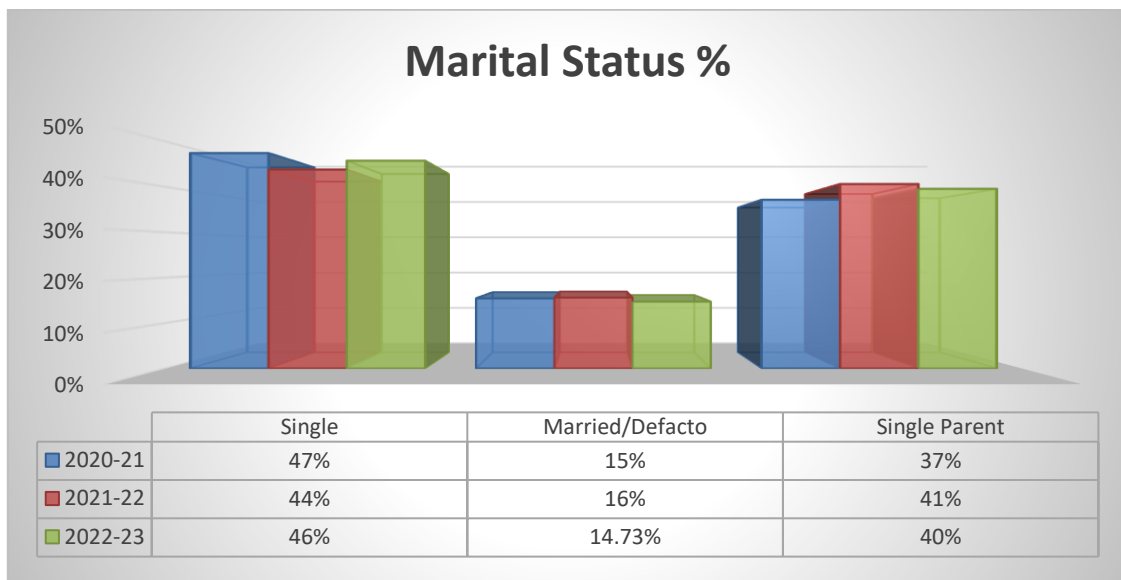
- **408** clients **Housing Commission** **(15%)**
- **66** clients **Own their home/Mortgage** **(2%)**
- **372** clients **No Fixed Address -NFA** **(15%)**
- **1672** clients **Renting** **(56%)**
- **418** clients **Other** **(12%)**



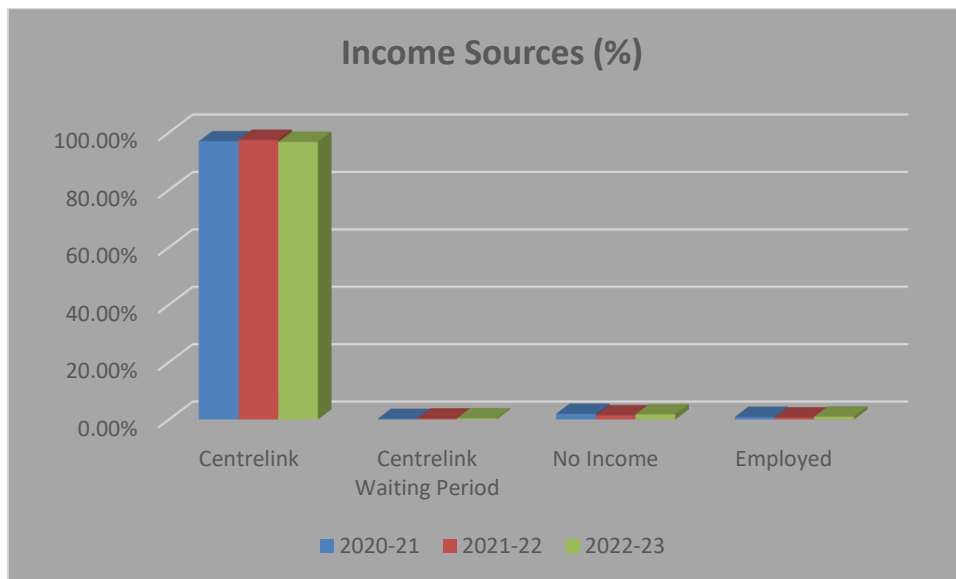
In the **“Age Comparison”** graph below it is shown that there is not much of change between the percentages of the different age groups that are seen from year to year, apart from the slight fluctuations of a couple of percent across most categories.



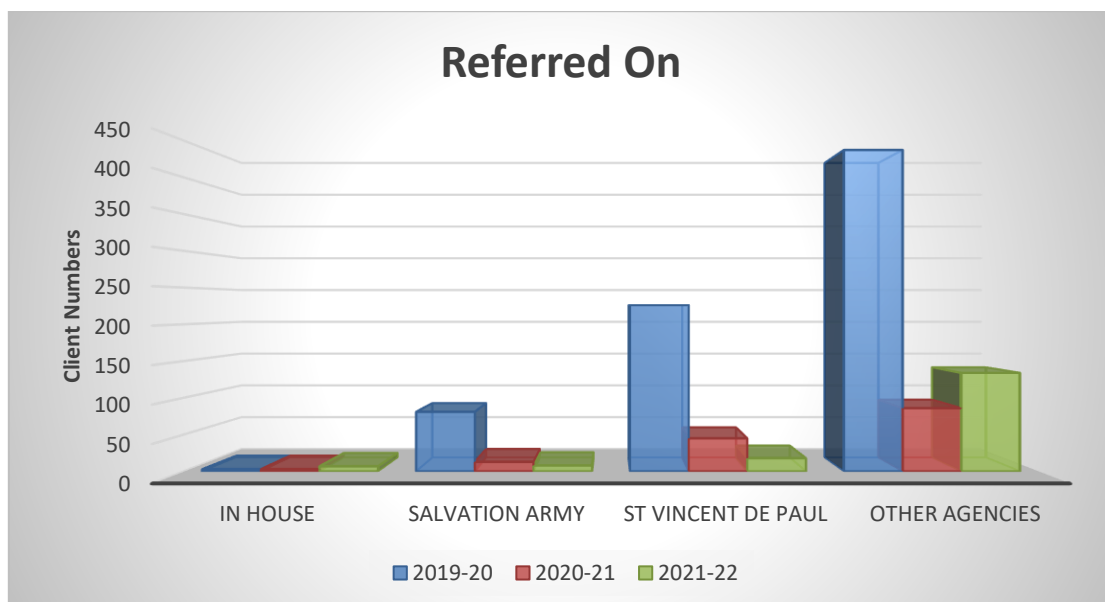
Much like the Age Comparison graph the **“Marital Status”** numbers have only changed slightly by a couple of percent across the board.



The **“Client Income Sources”** graph continues to show that most of the clients we can assist are those that are on Centrelink Payments. This makes up to ~97% of our clients leaving the last 3% to be those that are awaiting approval from Centrelink to receive their payments, those with no source of income and those that are employed.



The following **“Referred On”** graph shows the number of clients that were referred on to other services. This could be due to needing more assistance than we are able to provide at the time, or assistance getting into rentals or accommodation. Our in-house numbers represent those that were referred to our Counselling service or to the Budgeting service.



Our referral numbers rose slightly more this year due to the increase in cost of living and housing crisis. We were having to refer more people to services such as Encircle for their “Homeless Outreach Access Program”. However this is still a lot less than 2019-20 due to the floods impacting a lot of people that year.

FOOD RESCUE

As mentioned at the beginning of the Emergency Relief report, this year we continued to receive weekly donations from OzHarvest and we also continue our partnership with Secondbite allowing us access to Coles Caboolture and Coles (Big Fish) Pumicestone. The food rescue program allowed us to help a further **1334** households that we may have not been able to assist otherwise. These 1334 households were comprised of **3191 adults** (increase of ~363%) and **2458 dependents** (increase by ~181%).

CHRISTMAS DRIVE

This year we ran our 4th Caboolture Community Christmas Drive, unfortunately due to weather predictions we had to quickly change what we had planned. This caused some extra restrictions on the day and instead of hosting the event like previous years we had to funnel those attending through the building which led to some bottlenecks and capacity issues.

We still managed to have tables set up with a variety of grocery items and fruit and vegetables set out for those attending the event to make up their own food hampers to help them out over Christmas and the school holiday following.

Due to the changes and restrictions, the capacity was halved from last year reducing the number of households we could assist to 121.

This year we were assisted by:

- Caboolture Pool and Fitness Centre
- Caboolture Neighbourhood Centre
- Greenland Dental Caboolture
- Mark Ryan MP
- Mitchelton Knitting Group
- Mens Shed
- Morayfield Community Uniting Church
- Share the Dignity
- Sun Doctors Caboolture
- World Gym Burpengary

We also had many donations from members of the Moreton Bay Region's community and also from a variety of knitting groups that used to be a part of Knitting for Brisbane's Needy (until it wound up and splintered late in 2022 due to health reasons of those running the group).

Supporters

Greg Young & Adele Harrison – Baked and delivered cakes frequently.



Weekly food deliveries.



Monday – Friday donations of produce



Hygiene products.

Uniting Church – Food and clothing.

*Thankyou,
James Keong
Administrator*

Caboolture Community Counselling Service

Report for Annual General Meeting 2023
(Covering the period from July 2022 – June 2023)

CLIENT NUMBERS

During the year between the months of **JULY 2022 - JUNE 2023** the total number of individual client cases handled by the counselling service was **330**. At the end of this year there are **62 Current** and **33 Open** cases remaining with **262 Closed** cases occurring over this period.

WORK CAPACITY ASSESSMENT

Based on the funding agreement over the year the service needed to have completed 900 direct client hours with a quarterly target of 225 sessions. Over the **2022 - 2023** periods there were **1460** sessions available for direct client counselling and assistance services from which **971** appointments were made. However, when combined with **201** direct client administration hours combines to show that the service is currently working at about **130%** of the current agreement.

*(However, these numbers also do not include another **129** hours of other duties such as government forums, mandatory training, networking and allied service assistance hours completed by the counselling service. When these hours are combined then this raises the counselling service duties to **145%** of the current agreement targets)*

The monthly breakdown shows a minimum of **68** sessions in **January** and a maximum of **97** sessions in **May** with an average of **81** booked sessions per month. Of the appointments scheduled for counselling **78%** of these sessions went ahead as scheduled with **10% No Shows** and **12% Cancellations** (*Of the cancellations 83% rescheduled for other future appointments*). The total number of **No Shows** was **101** and the total number of **Cancellations** was **120** which average out to **8 No Shows** and **10 Cancellations** per month.

As can be seen at this stage over the last year the counselling service has had slight fluctuations with the statistics showing reductions in certain areas and increases in others, nonetheless none of these changes has been of a significant level so far. The only truly significant change has been in the number of cancellations which has reduced by nearly a quarter, making it a good result.

GENDER CATEGORIES

The majority of clients seen by the service still remain as being **Adult Females (65%)** followed by the number of **Adult Males (28%)**, this shows that the number of adult females has increased by 11% since the same time last year and will need to be monitored into the future.

The number of **Couples (6%)** has remained relatively stable since last year with only a very minor increase. The number of **Adolescent Females & Males Combined (1%)** has reduced significantly and the number of **Children (0%)** accessing the service is non-existent, but this could be a good sign as these clients are only allowed to be seen in emergencies. This may mean that the clients are being seen by other services contracted to deal with them, however this is conjecture only and will also have to be monitored into the future.

As you know with the changes in recognised gender categories across society the Caboolture Community Counselling Service has included further gender categories, but so far this number has been insignificant and will be reported in next year's report where appropriate.

REFERRALS BREAKDOWN

The inward referral sources for the counselling service have had little change since last year's report with all categories remaining relatively stable. The number of **Self (15%)** referrals is the only real change doubling since last year which may mean people are better organising their own self-help.

ETHNICITY

The majority of clients attending the service are still in the **Australian** category with the number of these clients remaining stable at **78%** which is similar to the number of **ATSI (9%)** clients which have also remained steady. While previously there was a significant increase over the 2021-2022 periods, this year shows a complete turn-around with a significant decrease in the number of clients from the **Other (10%)** cultural groups. This has been offset by those clients who self-identified as being from a **Mixed Ethnicity (2%)** cultural group that has shown a corresponding increase.

ISSUES BREAKDOWN

Since last year the statistical breakdown shows slight fluctuations across the board in multiple areas of the issues with some going up and others going down with no real significant changes in most categories. The only major change is in the **Family Issues (8%)** that has reduced by about half from 15% the previous year. As a singular annual variation, no known reason has presented itself why this has occurred and as other areas will be monitored into the future.

The other major fluctuation is in **Specialist Referrals (12%)**, which has dropped by a quarter due mainly by two reasons; 1. More specific referrals to this service & 2. Increase in specialist service ease of contact with clients directly.

Once again over the year there have been no clients presenting with **Behavioural Issues**, as this deals mostly with children or adolescents and may be removed as a category next year.

GENERAL COMMENTS – COST OF LIVING

As most of you know the major change that is affecting the service is the number of people who are either being directly or indirectly impacted by the increases of cost of living that has occurred across the board.

Some of these increases in cost of living have included the 13 interest rises that have occurred over the last 12 months that has not only caused added stress to the mortgage market but also a corresponding increase in some rental prices. Corelogic reports a rental increase in the Moreton Bay North area of 13% over the last year but luckily a vacancy rate that has gone from .9% to 1.6% since the January quarterly report. This can be taken two ways; there are more houses available, or people cannot afford the rental increases. Unfortunately, this may be due to the second reason with the latest ABS report showing a 5.2% increase in National Homelessness Rates from 116,427 to 122,494, despite there being over 1 million empty dwellings on Census night.

There has also been an increase in multiple areas such as food, petrol, energy, basic materials, and various other prices all primarily based on the Ukraine-Russian War. However, a recent report from the EU on the impacts on the war show that imports from Ukraine & Russia combined only makes up 0.2% combined of all the imports Australia receives and Deloitte Economics state that this should have minimal impact on local prices but may have a roll on into the future from international effects. If this is true, then why have some of these items jumped by more than significant increases?

Caboolture Community Care has always suggested new ways to combat the cost of living especially on the lower-socioeconomic members of our society; most of these ideas are readily accepted by clients but usually ignored by those with their hands on the funding strings. I may be preaching the obvious here but many of these increases seem to me to be based not on good economic management but rather on profiteering, but what would I know???

Thank You

Craig R Jones

DipJus, BPsych, BSocSc (Sociology / Politics / History), JP (Qual).

Manager / Counsellor

Caboolture Community Care

Emergency Relief / Counselling Service

Counselling Statistic Report 2022 – 2023

COUNSELLING SESSION BREAKDOWN

| | | | |
|---|-------------|-------------------------------|------------|
| Available Sessions: | 1460 | Appointments Made: | 971 |
| <i>Counselling Sessions going as scheduled:</i> | | | |
| (a) Counselling | 752 | Average Monthly Sessions | 63 |
| (b) No Shows | 101 | Average Monthly No Shows | 8 |
| (c) Cancellations | 120 | Average Monthly Cancellations | 10 |
| <i>% of Cancelled Sessions Rescheduled</i> | | | 82% |

COUNSELLOR UNAVAILABLE

| | | | |
|---------------------------|------------|--------------------------------|----|
| (d) Administration | 201 | Average Monthly Administration | 17 |
| (e) Leave | 145 | Average Monthly Leave | 12 |
| (f) Other | 129 | Average Monthly Other | 11 |

CLIENT BREAKDOWN

| | | | |
|------------------------------|-----------------|--|----------------|
| No. Clients 2022-2023 | 330 | Closed Clients | 235 |
| Current Clients | 62 | Open Clients | 33 |
| CLIENT CATEGORIES | | | |
| Adult Females | 215 (65) | Adult Males | 92 (28) |
| Adolescent Females | 2 (.5) | Adolescent Males | 1 (.5) |
| Couples | 20 (6) | Children | -- |
| CLIENT ETHNICITY | | | |
| Australian | 259 (78) | Aboriginal / Torres Strait (ATSI) | 31 (9) |
| Other Ethnicity | 34 (10) | Mixed Ethnicity | 6 (2) |

COUNSELLING ISSUES

| | | | | | |
|--------------------------|----------------|----------------------|----------------|-----------------------------|----------------|
| Abuse | 4 (1) | Addiction | 12 (4) | Anger | 6 (2) |
| Anxiety | 1 (.5) | Behavioural | -- | Depression | 1 (.5) |
| Domestic Violence | 19 (6) | Emergency | 46 (14) | Family Issues | 28 (8) |
| Grief & Loss | 9 (3) | Mental Health | 30 (9) | Other | 80 (24) |
| Personal Growth | 54 (16) | Relationships | 10 (3) | Separation / Divorce | 4 (1) |
| Trauma | 26 (8) | Comorbidity | 41 (12) | Specialist Referrals | 38 (12) |

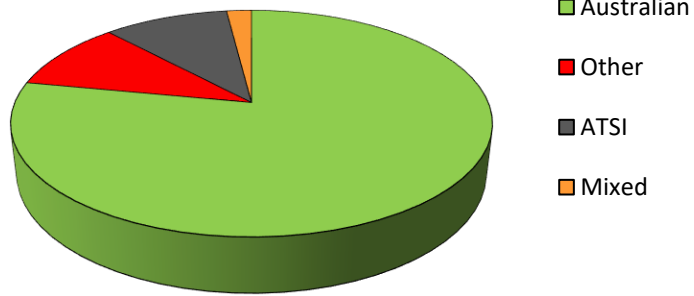
REFERRAL SOURCES

| | | | | | |
|--------------------------------|-----------------|-----------------|----------------|--------------------------|-----------------|
| CCC | 82 (25) | Clients | 39 (12) | Family / Friends | 25 (8) |
| Government | 115 (35) | NGOs | 18 (5) | Self | 51 (15) |
| <i>No. Government Agencies</i> | <i>9</i> | <i>No. NGOs</i> | <i>8</i> | <i>Combined Personal</i> | <i>115 (35)</i> |

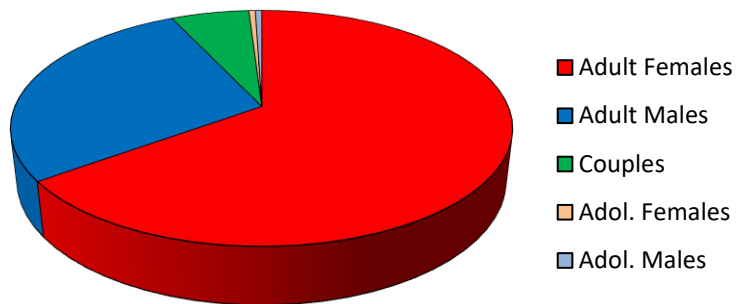
**Within the brackets of the preceding statistics are the percentage breakdowns of those categories*

***These numbers do not include the minimum 100hrs of direct client work the Office Administrator performs*

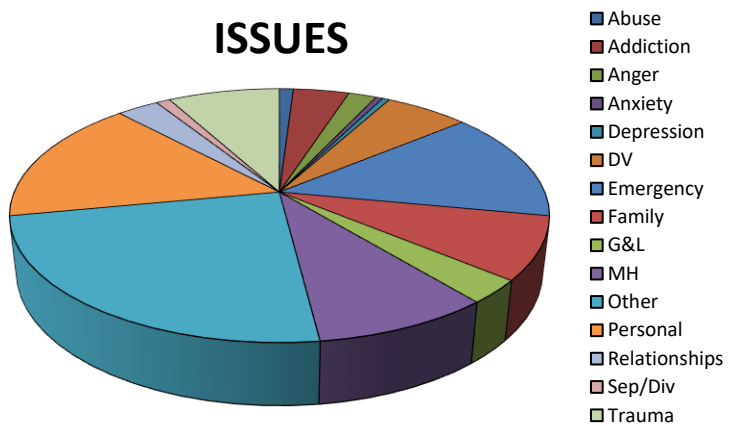
ETHNICITY



CATEGORIES



ISSUES



REFERRALS

