



Enhancing the **wellbeing** of people, the **sustainability** of communities  
and the **development** of regions.

## ANNUAL REPORT **2008/2009**



Community **Solutions**

creating community capital



Community Solutions utilises a multi-faceted approach to support individuals and strengthen regional communities.

# introduction

Community Solutions Inc is a unique organisation, which recognises the significant and sustainable outcomes that can be achieved when the resources of communities, business, government and individuals are brought together to target issues of concern and opportunity.

Our aim is to be a highly successful and effective community based organisation, which specialises in the provision of innovative programs, services and essential assets to individuals and regional communities which are significantly disadvantaged and require direct relief and support.

With a sound governance model, professional management team and highly skilled staff, Community Solutions Inc provides the ideal vehicle for government departments, local councils, corporations and businesses to work with communities to create sustainable benefits for individuals, families and target groups.

# table of contents

<b>4</b>	our vision, logo, mission and values
<b>5</b>	organisational model
<b>6</b>	chairpersons' report
<b>7</b>	managing director's report
<b>9</b>	executive reports
<b>11</b>	treasurer's report
<b>13</b>	our services
<b>14</b>	employment and training
<b>18</b>	community care and case management
<b>21</b>	community projects
<b>31</b>	community assets
<b>35</b>	social investment
<b>39</b>	board profiles
<b>43</b>	connections
<b>49</b>	financial statements

## our vision

Enhancing the wellbeing of people, the sustainability of communities and the development of regions.

## our logo



The crescents of the logo symbolise the respective aspects of the organisation:

**red** – ‘Services’

**blue** – ‘Assets’

**green** – ‘Social Investment’

The symbol can also be seen as three interlocking Cs, the initial letters in the strapline; *Creating Community Capital.*

## our mission

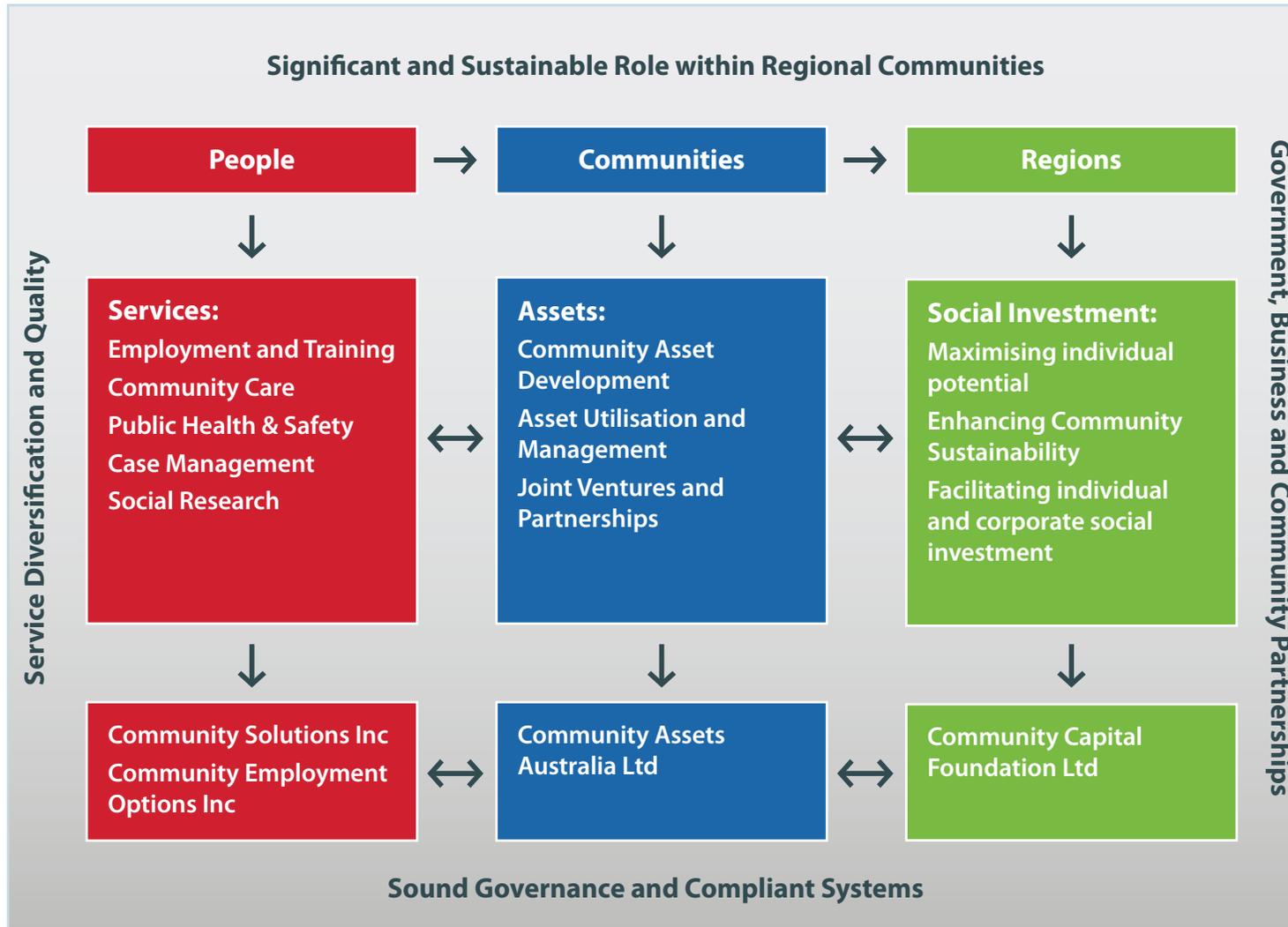
Developing and driving the spirit of enterprise, innovation and creativity that delivers practical applications and local solutions to people, communities and regions.

## our values

The agreed values of the Board, Management, staff and volunteers are:

- ▶ **Client Focus:** The ethos and beliefs that underpin customer developed and driven services
- ▶ **Honesty and Integrity:** Honesty and integrity in all we do and say
- ▶ **Diversity and inclusiveness:** Diversity and inclusiveness in workplaces, organisations and communities
- ▶ **Community engagement and contribution:** We value the engagement, connection and input from individuals, organisations and communities
- ▶ **Respect and dignity:** Respecting the tradition, heritage and culture of individuals, organisations and communities with which we work

# organisational model



# chairpersons' report



In this, my last opportunity to say a few words as the past Chair of Community Solutions, I'll confine my comments to some reflections and, because I can't help myself, words of advice!

The organisation is almost unrecognisable from the time when we were punching far above our weight as a community based not-for-profit service organisation. The plans for our merger with our like minded partner Community Employment Options have been implemented and now there are 200 + employees across 18 sites and the possibility of further interstate partnerships. Growth of that scale is difficult to imagine, but we anticipated this with the change of government and consequent funding models. David Curd, as Managing Director, has always had an innate capacity to predict these opportunities and, together with fellow executive Peter Callaghan, read the play! Those words do not adequately describe the work done behind the scenes, or the quality of thinking and leadership that has been required from the entire management team to effectively facilitate this growth.

This expansion has also meant that the makeup of the Board has had to change to accommodate the significant responsibilities of governing an organisation of this size. John Lockhart, James Kinsella, Shay Zulpo and I have stepped down, leaving Eric Moes, Paul Kusy, Tony McFadden, David Curd and new Chair Ian Coombe to bear these responsibilities – I have total faith that they are the right people for the job.

Wow, what can I say? Since joining the Board as Chair in April we have seen many changes, new opportunities, new offices and new team members.

Whilst our service footprint has become more diverse, and opportunities with other organisations arise, it is still important that we continue to deliver our core services to people in need. It is also vitally important that we recognise, acknowledge and thank all of our team for their efforts, enthusiasm and ability to embrace change. I realise it can be difficult for people with all the changes brought about by expansion and mergers.

I wish to congratulate the boards of both Community Employment Options Inc and Community Solutions Inc for having the foresight, courage and commitment to merge these two great organisations. I won't try to tell everyone we have got it right yet as we have ongoing challenges and issues to resolve. What I can say is that the Board, with the support of all of our team, will continue to work hard to "get it

I must also say how very grateful I am for the hard work, genuine interest, leadership and commitment that the previous Board members have demonstrated to get the organisation to the point where we did ourselves out of a job! As always, my thanks to Mel Anthon for her calm and efficient support of the Board during this time of enormous change, and the sterling leadership of David Curd and his management team.

To the staff and managers whom I have known for a long time, and to those staff who are new to the organisation, I'd like to pass on my very best wishes. Remember what it is we are here for – to provide support for those in our communities who struggle with life and living for a myriad of reasons. When we do our job well, we can make a huge difference in their lives. Always remember that in order to do that we have to keep our relationships with each healthy; robust, yet respectful. I know the new leadership team believes that too. This relationship business is not always easy, but it is always important.

Thank you all for the very great honour it has been to chair Community Solutions for the last few years – professionally, an extraordinary opportunity, personally, a huge treat. My very best wishes for an amazing future.

**Margaret Thorsborne**  
Past Chair

right" and to be an organisation of which we are all proud.

Strategic planning, risk management plans, new communications and IT systems are a positive sign that we are working towards keeping this organisation strong. Financially we are in a very sound position which our Treasurer will confirm in his report.

On a personal note, thanks to fellow Board members Eric Moes, Paul Kusy, Tony McFadden and David Curd for your support and efforts and also showing confidence that I could provide the leadership for Community Solutions Inc.

Finally, to Margaret Thorsborne as past Chair and your former Board; thanks for passing on an organisation in great shape with good people and a positive vision for the future. We will continue to do our best for people in need in our communities.

**Ian Coombe**  
Chair

In the future, 2008-2009 will be noted as a period of significant transition and development for Community Solutions Inc, both in terms of service expansion and organisational development. This development has largely resulted from the organisation entering into a positive partnership leading to an ultimate merger with Community Employment Options Inc; an experienced provider of disability, employment and other services in central Queensland. This process was undertaken in recognition of the holistic and complex needs of clients, increasing compliance requirements associated with government funded services and heightened competition consolidation within the community services sector.

This was an important decision undertaken after a comprehensive due diligence process overseen by representatives of both organisations and independent consultant Michael Goldsworthy of Australian Strategic Services.

With high levels of goodwill and support from both Boards, a new Group Board was formed under the stewardship of Ian Coombe; the current Treasurer of Community Employment Options Inc. Community Solutions Inc's long serving and highly regarded Chair, Margaret Thorsborne, stood down along with Directors Shay Zulpo, John Lockhart and James Kinsella. This was a very difficult but necessary step in order to build a governance structure that could support the merger and future development of the Group strategy. The success of the current Community Solutions strategy is very much due to the "good governance and counsel" provided by Margaret, Shay, James and John over many years.

During 2008-2009 Community Solutions Inc, with merger partner Community Employment Options Inc, continued to diversify and expand services across 18 sites from Caboolture to Bowen. With over 200 staff the organisation is now recognised as a significant specialist and innovative provider of quality services in regional communities.

In addition to the development and provision of quality services, Community Solutions Inc has also implemented a community infrastructure strategy via Community Assets Australia Ltd; the asset development arm of the Community Solutions Group. The recently completed *Sunshine Coast Community Capital Centre* will be a tremendous example of an integrated service hub complimenting existing community infrastructure. With the recent purchase of a key site in Maryborough, there is an intention to further develop the Community Capital Centre concept throughout the Group's service footprint.

The following summary outlines our key achievements this year:

## **Employment and Training Services**

Led by Director Peter Callaghan and supported by highly skilled managers, Employment and Training is our largest service area, providing key State and Commonwealth funded training and employment opportunities for unemployed individuals facing barriers to achieving employment. Key service areas include the Job Services Australia contract, state funded programs and the Productivity Placements Program (PPP), which has grown significantly in the past 12 months. In 2009-2010 the Disability Employment Service (DES), currently provided by Community Employment Options Inc, will be an important addition to the Employment and Training service portfolio.

## **Community Care**

The provision of quality case management and care to individuals and families in need is a key feature of our service delivery. We are currently supporting many at risk and disengaged young people via our school and community based case workers with many positive outcomes being achieved and more serious issues being prevented.

Case management is also being provided to adults with health issues in the Fraser Coast and Gladstone regions. In 2009-2010 Community Solutions, with experienced NSW based partner integratedliving Australia Ltd, will commence aged and home based care services in the Sunshine Coast, Wide Bay and Rockhampton areas. This will be a key area of service expansion in recognition of the ageing population and increased care needs within regional communities.

## **Community Projects**

Community Solutions has continued to develop and implement innovative and highly effective community projects in the areas of public health, public safety and social research and evaluation. The unique on-street volunteer based Street Angels service continues to provide critical support on the streets in Mooloolaba and at major public events. The Grandparents as Parents (GAP), Bright Futures, Changing Places, Toursmart and Stay Physically Active (SPA) projects are just a few of the many effective projects and services assisting young people, new residents, tourists and seniors.

# managing director's report



## Community Assets

Throughout 2008-2009, the *Sunshine Coast Community Capital Centre*, overlooking Lake Kawana on Queensland's Sunshine Coast, has been under construction. With more than 1,950sqm of purpose built floor area, the centre will provide a centrally located and accessible integrated service hub for clients and service providers. Within the facility will be the *Paul Siem Wellness Centre*, providing a specialist service environment for clients requiring support for substance abuse and mental health related issues. Plans have also been submitted to the Sunshine Coast Regional Council for the development of monthly "Sunset Markets" held in the Centre's car park, creating a vibrant community engagement event in the Lake Kawana precinct.

## Community, Government and Corporate Partnerships

Community Solutions recognises the sustainable development of thriving communities requires a partnership between all levels of government, business and the schools and residents within each community. To facilitate and support these partnerships, Community Solutions Inc has established the Community Capital Foundation, into which resources and donations can be combined to target local community needs and opportunities. The Foundation will be active in 2009-2010 with both community service and asset development projects considered for support.

## Current Partners and Future Aspirations

Much has been achieved in 2008-2009 and we are now "strategically poised" to develop and achieve a preferred future with the combined efforts of our highly valued volunteers, staff, management, Board and partners. The special partnership with Community Employment Options Inc has provided both organisations with the opportunity to play a significant role and expand our services across regional Australia as well as develop a platform for future growth in desired service areas and communities. The new partnership with integratedliving Australia Ltd is another key step in creating a sustainable, effective and diversified service and asset development group, which plays a key role in communities where there is great need and opportunity.

I wish to personally acknowledge the leadership and support provided by former Board Chair Margaret Thorsborne and Directors James Kinsella, John Lockhart and Shay Zulpo who recognised and supported the changes required to ensure a cohesive governance structure across the rapidly expanding Community Solutions Group. Managers Jenny Madden and Melinda Everett have demonstrated great leadership through periods of challenging growth and are now joined by Sue Callaghan, Jeannine Harrington and Anne Wendt to form the Service Management Team. The merger process between Community Solutions Inc and Community Employment Options Inc could not have occurred without the vision and support of current CEO Chair Rod Hill, Treasurer Ian Coombe and fellow Directors of Community Employment Options Inc.

I would like to particularly express my appreciation to Community Employment Options Inc founder and CEO Peter Callaghan who has developed and led his organisation along a rich journey and now plays a critical role, along with Pat Burke within our Executive Team. Our Board, led by Ian Coombe and supported by Eric Moes, Paul Kusy and Tony McFadden, have committed many extra days and hours to meet the demands of this dynamic and increasingly complex organisation. It is a privilege to work for such an experienced, skilled and committed team who are prepared to make the difficult decisions in the best interests of our clients, staff and organisation.

Finally, to our Team Leaders, staff and volunteers – many thanks for your ongoing support and valued commitment to our organisation during a year of great change. We can be collectively proud of what we have achieved and excited about the many opportunities that lay ahead. Our "good people" will continue to do "good work" for individuals and communities in regional areas.

**David Curd**  
Managing Director



As I write this contribution, the 20th year of Community Employment Options Inc's operation commences. It is timely to recognise the Board members of Community Employment Options Inc, some of whom have been contributing to the organisation's success since 1990. Whilst the organisation hasn't yet officially amalgamated, the Board should be recognised for their decision to merge with Community Solutions Inc. We are in a good position in terms of reputation, cash reserves and performance but recognise that significant investment is required to move forward.

This year we will come together as the NEW Community Solutions Inc – bringing together the potential of both organisations to add significant value to the people, communities and regions with which we interact. This idea of 'adding value' is empowering; while other organisations seem focused on survival, generating income or 'protecting their patch', our journey begins with the intent of contributing our combined resources, experience and skills to enhance community capacity.

Our newly established Employment and Training Division will contribute to the value adding process. To date, service integration has been achieved through co-location of services at the Mackay, Hervey Bay, Maryborough, Gladstone and Gayndah sites. By operating services together, we achieve a unique organisation which

provides responses to people's complex support needs and delivers pathways to the best outcomes for service users. Furthermore, we have undertaken planning for structures, processes, resources and systems to support the effective delivery of our services and in 2009-2010, we will see further developments to support the effectiveness of the division.

Already we have been successful with contracts for Job Services Australia and the Productivity Places Program. These new services have added to the Division's existing Disability Employment Services Program, National Disability Coordination Program, Coastal Recovery and Skilling Queenslanders for Work contracts to collectively generate a potential income of more than \$13 million in the 2009-2010 financial year.

Importantly though, are the division's many staff, who have maintained their commitment and passion to achieving the best possible results for the participants who access our services.

**Peter Callaghan**  
Director of Employment and Training  
Community Solutions Inc  
  
Chief Executive Officer  
Community Employment Options Inc



## executive report

### EMPLOYMENT AND TRAINING



# executive report

## CORPORATE SERVICES



During 2009 and 2010 the corporate structural foundations will be put in place to support our increasing number of services throughout regional Australia. These will enable our employees to deliver quality, cost effective services to our clients across an array of current and future sites and services. These include:

### **Collective Agreement**

This was approved by both our employees and the Workplace Authority in 2009. It now provides a sound and equitable base for the next five years for us to compete in the market place and to fairly compensate and reward our 200+ employees.

### **Information, Communications and Technology (ICT)**

In September 2009 the Board endorsed the Executive Team's recommendation that significant investment was required in the ICT field in order to provide secure, scalable and responsive systems. With the assistance of our chosen partners (Telstra and Camelon IT) we are building a completely new ICT platform. This will consist of new servers in all major offices and a new telephone system (TIPT), which will all be supported by new software architecture (Citrix)

across our own private Telstra broadband (Connect IP) network. These are exciting developments for all our staff who have endured plenty of frustration during 2009 but will be rewarded for their patience during the first quarter of 2010.

### **Site Coordinators**

These new positions were created and filled in 2009 to provide our sites and services with some on-the-ground support in non-service related areas e.g. IT, fleet, administration, reception, office equipment, Workplace Health and Safety etc. Site Coordinators assume coordination responsibility for all 18 offices, ensuring both consistency of policies and procedures and a professional public front office.

These foundations, along with the hard work and dedication of all the Corporate Services and Site Administration teams, will ensure our "good people" will continue to do "good work" with the support of "excellent systems".

**Pat Burke**

General Manager Corporate Services

A handwritten signature in black ink, appearing to read 'Pat Burke', written over a light blue background.

It is with great pride that I submit the annual financial report for Community Solutions Inc on behalf of the Board.

The financial reports show that Community Solutions had an operating surplus of \$883,769 for the financial year ending June 30, 2009. This surplus has allowed Community Solutions to make a donation of \$125,000 to the Community Capital Foundation. This donation meets the target set by the Board and it is anticipated that donations will be made each year from surplus funds.

This past financial year was also the period where the construction of the new building at Kawana took place and to ensure its completion and fit out, Community Solutions increased its loan to Community Assets Australia. The value of the loan as at June 30, 2009 was \$2.331 million.

At financial year end, Community Solutions Inc had a healthy Balance Sheet, with total assets of \$7.25 million and total liabilities of \$2.72 million, giving a net asset position of \$4.53 million.

Community Solutions has been very fortunate this past year with the employment of the Corporate Services General Manager Patrick Burke. Pat comes with extensive experience, both as an Accountant and a Company Secretary, which has been of enormous benefit not only to my role as Treasurer, but to the whole Board.

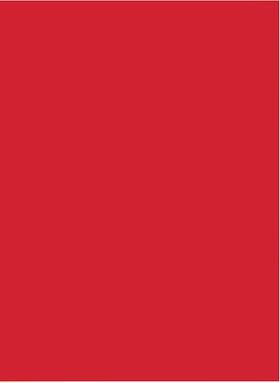
Community Solutions is entering the next phase of substantial growth with very strong financial foundations and it is a credit to the hard work and discipline of staff and management that we can move forward with great confidence.

**Eric Moes**  
Treasurer



## treasurer's report





employment and training  
community care  
community projects

## our services

individuals are encouraged and assisted to achieve  
their full potential

## employment and training

Community Solutions believes that with assistance, everyone can achieve employment.

Through our quality training and employment programs, individuals are encouraged and assisted to achieve their full potential and obtain the level of employment most suited to them.

### Job Services Australia (JSA)

In early 2009, Community Solutions successfully secured *Job Services Australia* contracts in the Mackay and Fraser Coast Employment Service Areas (ESAs).

As a result, the organisation will offer full time employment services in Hervey Bay, Maryborough, Gayndah, Mackay North, Mackay South, Airlie Beach and Bowen supported by outreach services in Proserpine, Colinsville and Dysart.

Job Services Australia provides federally-funded employment support to assist the long-term unemployed return to the workforce through a number of strategies including work experience, training, targeted job search support and case management. Of particular value, is the JSA program's ability to link in with other existing Community Solutions' employment and training programs enhancing the opportunities and options we can provide to clients.

Having secured approximately 30% of the market in the Mackay ESA, Community Solutions will work with almost 2,000 jobseekers in this area between 2010 and 2012. Furthermore, the organisation will work with approximately 1,500 jobseekers (25% of the market share) in the Fraser Coast ESA.



### Productivity Places Program (PPP)

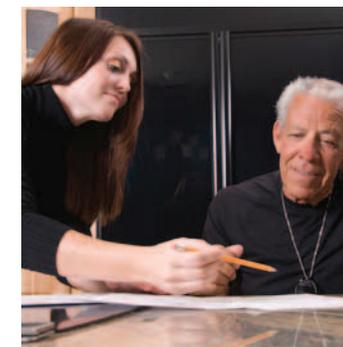
Through the provision of full training qualifications, the *Productivity Places Program* directly addresses current skill shortages in the national workforce.

Certificate level II and III courses in Aged Care, Community Services, Disability Services, Business and Retail have assisted unemployed job seekers over 17 years of age to not only return to the work force, but fill crucial working roles within their communities.

Initially securing 60 PPP places in the Wide Bay area in January 2009 and based on the outstanding success in securing outcomes, Community Solutions was awarded a further 250 places commencing July 2009. In addition, Community Solutions partnered with local Registered Training Organisation JobSmart and was successful in securing a further 400+ places. The program will deliver training between the Sunshine Coast and Bowen each year until December 2012, and provide vital links to our Job Services Australia services.

The provision of Aged Care, Community Services and Disability Services has enabled Community Solutions to establish a niche within the employment and training market, and gain further recognition as a training provider.

The valued support of Bridgeworks throughout this project is acknowledged.



## Job Placement Employment and Training (JPET) – concluded in June 2009

By stabilising an individual's personal, domestic and educational situations, it becomes possible to overcome the barriers keeping them from sustainable employment. The **Job Placement Employment and Training** (JPET) program provided assistance for young people aged between 15 and 25 who were homeless or at risk of becoming homeless. The program aimed to help these people re-engage with the community, and thus create a stable platform from which to develop their skills.

Our JPET care workers assisted young people through this flexible and personalised program to deal with their personal difficulties. Through JPET, young people in the Bundaberg, Maryborough and Hervey Bay areas have been assisted with everyday activities including budgeting, shopping, cooking and personal hygiene as well as re-connecting with school or flexible learning programs and finding employment.

The JPET service has now been replaced by Job Services Australia (JSA).



## Get Set for Work

**Get Set for Work** is an employment and skills development program for disengaged 15 to 17 year olds in the Maryborough and Hervey Bay areas.

For those at risk of leaving school prior to completing Year 12, the program provides a less formal learning environment as a means of re-engaging or maintaining the engagement of young people and uses outdoor adventure based activities as a medium to develop employability skills for participants.

Since the program's inception, Community Solutions has established a number of recruitment strategies and networks for the program, and delivered a wide range of accredited and non-accredited training programs.

To date, *Get Set for Work* has achieved 11 employment and 16 training outcomes.

The program continues to receive immense community support, particularly from schools, making recruitment easier and helping our staff access high quality participants.

Of particular benefit to this program has been the ability to link participants in with the *Productivity Places Program*, which further enables participants to gain sustainable employment.

In 2009-2010, the *Get Set for Work* program will be expanded to Mackay, Emerald, Rockhampton, Maryborough and Hervey Bay.

## Employment Pathways Program (EPP)

Across Wide Bay and the Sunshine Coast, the *Employment Pathways Program* has assisted 150 mature aged job seekers to return to employment.

The program tailors individual pathways for each job seeker based on their personal needs, through avenues including accredited training, job preparation support, paid work placements or connection with local employers.

During 2008-2009, the Aged Care course in Hervey Bay was particularly successful, with the majority of participants securing employment upon completion of six modules towards a Certificate III in Aged Care.

Of the 17 initial participants, seven completed a paid work placement and all secured employment with their host employer, while a further six participants went on to complete their full certificate. Four of these participants later gained employment, with the remaining two participants continuing their studies to further their careers in Disability Services or HACC.

We continue to receive great support and high quality participants from the communities in which we operate. This has been, and will continue to be, achieved through the strong relationships we hold with Skilling Solutions, Job Services Australia providers and Centrelink, as well as a range of community organisations, neighbourhood centres, indigenous and Non-English Speaking Background (NESB) groups.



## Pathways to the Future

For young people transitioning from school or long term unemployment, *Pathways to the Future* provides targeted, individualised assistance to meet identified skill gaps within various growth industries in the Fraser Coast region. This area has been identified as one of high youth unemployment, where young people are often unsure of the demands of particular career paths.

Pathways to the Future links directly with industry to determine local market needs and provide relevant training and support to participants, specifically in the industries of engineering, construction, hospitality and retail.

The Civiskills Program, which works in conjunction with the Australian Industry Engineering and Manufacturing Network (AIEM) to ensure participants obtain the relevant skills for current job vacancies, has commenced both second and third intakes after a highly successful first round of vocational placements.

*Pathways to the Future* supports youths who had not previously been identified as a target group in our programs. The opportunity to support youth in this area has enabled our organisation to build upon our established links and assist a wide range of jobseekers.

The program also benefits the community by directly addressing recognised skill shortage areas, thereby maximising local labour pools available to meet the demand.

## Careers in Care

The *Careers in Care* program targets the critical shortage of trained staff working in the community care industry on the Sunshine Coast. During 2009, 29 participants have undertaken introductory training in the Aged, Disability and Child Care sectors.

Through the program, participants including parents and carers, youths aged 18-24 years, mature aged adults and the under employed were encouraged to consider a "career in care". On completion of the program, 19 of these participants have secured employment, while another three remain in training.

## Queenslanders Working Together

Through this program, 58 mature aged jobseekers on the Sunshine Coast were assisted to make the transition into the employment market. *Queenslanders Working Together – Transition to Employment* saw the participants undertake a combination of non-accredited training, skill development activities, and accredited training in Business Skills. More than half of the participants secured employment or embarked on further training.



## Disability Employment Services

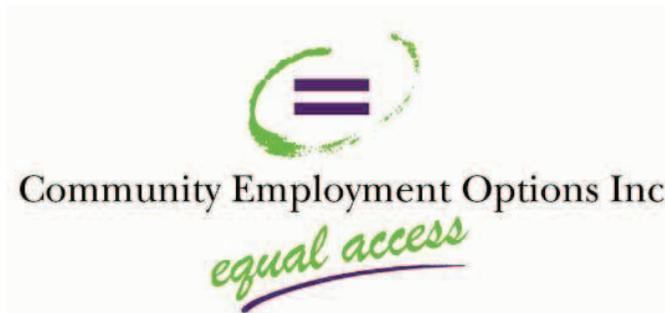
The *Disability Employment Services* (DES) program assists people living with a disability or disadvantage into employment by connecting them to a national network of specialist community and private organisations. The program is accessed by up to 900 people each year across Rockhampton, Yeppoon, Emerald, Gladstone, Biloela, Hervey Bay, Maryborough and Gayndah.

Under this program, *Disability Management Services* (DMS) provides support to job seekers with a disability, injury or health condition and who are not expected to need long-term support in the workplace; while *Employment Support Services* (ESS) gives ongoing support to job seekers with a permanent disability.

These programs also support employers accessing incentives for employing people with a disability.

The *National Disability Coordination Officer* (NDCO) program works with schools, universities and agencies across Region 21 (Gympie, Kingaroy, Emerald, Rockhampton, Wide Bay and Bundaberg) to provide higher education or employment to people with disabilities and their families.

Community Solutions will provide *Disability Employment Services* in partnership with Job Futures Australia Ltd, until June 2012 after the transfer of contracts from Community Employment Options Inc has been approved and completed.



## community care and case management

Community Solutions believes young people should be encouraged to engage in learning and feel positive about the opportunities available to them in their futures.

### Youth Support Coordinator Program

The *Youth Support Coordinator* Program provides early intervention services to young people at risk of premature disengagement from school. Delivered to 10 schools across the Sunshine Coast, Caboolture and Bundaberg regions, the early-intervention program targets people 13-17 years who are most at risk of disengaging from learning for either social or emotional reasons.

Issues which can negatively impact on school engagement include family conflict, truancy, school refusal, mental health issues, peer conflict, violence, physical/emotional and sexual abuse, neglect, sexual health and grief/loss.

YSCs are committed to increasing their schools' capacity to support young people at risk, and are involved in a wide range of networks that assist the school communities to increase their knowledge, processes and support of young people. These include the Youth Health Consortium, Koping networks, Somerset Regional Learning Network, Positive Behaviour Support Program, Child and Youth Mental Health Development sessions.

In 2008-2009, personal development programs including Anger Management, Workplace Expectations, Resourceful Adolescents Program, MoodGYM, Yoga and Self-Esteem were added to the program.

A two day camp enabled 13 clients from seven schools to benefit from personal development through challenging activities such as high rope courses, sensory deprivation activities, drumming and team-building events.



### Youth Pathways Program

The final years of education form a challenging period which shapes the future of young adults. Throughout Hervey Bay, Maryborough, Gympie and Bundaberg, the *Youth Pathways Program* assists young people to make a successful transition through to Year 12 (or its equivalent) and ultimately to further education, training or employment.

The program provides case management support to over 500 "at risk" young people, and during 2008-2009 enjoyed particular success with the Indigenous Leaders Group. Students met regularly to discuss topics such as school attendance, support networks, mentoring and leadership leading to the selection of a year level indigenous leader.

The implementation of this program resulted in a decrease in truancy, which in turn resulted in positive educational and employment outcomes.



## Personal Support Program (PSP)

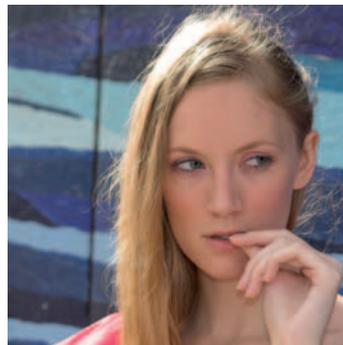
The *Personal Support Program* (PSP) is a flexible program catering to Sunshine Coast and Fraser Coast residents experiencing long-term unemployment due to personal barriers.

The versatility of the program means clients who are not ready or able to engage in full time employment are instead supported to achieve as much employment as they can manage.

The strength based foundations of the program direct the focus towards what the client can achieve, rather than what they cannot. Social interaction is encouraged through a series of group outings which play a pivotal role in rebuilding the shattered confidence many participants can feel.

The *Personal Support Programs* are far more than a service bridging the gap between employment and non-employment. Our staff pride themselves on making a difference in the lives of our clients, and building strong foundations for their continued success in the future.

The *Personal Support Program* concluded in June 2009 and has now been replaced by the recently commenced Job Services Australia (JSA) service.



## Personal Helpers and Mentors Program (PHaMs) Fraser Coast and Gladstone

With the assistance of trained and dedicated carers, mentally ill people can achieve far greater independence and dignity in their everyday lives. The *Personal Helpers and Mentors Program* (PHaMs) provides this necessary support to clients with severe functional limitations resulting from a mental illness. Using a strengths based recovery approach, PHaMs staff work closely with their clients to provide non-clinical support aimed at improved community interaction.

The program is part of the *Australian Government's National Action Plan on Mental Health* and has been delivered by Community Solutions in the Fraser Coast area throughout 2008-2009, and in Gladstone since May 2009.

One particular success story of this year was that of a Hervey Bay mother who presented to the PHaMs program with drug and alcohol related barriers. These barriers had resulted in the woman having her two young sons removed from her care.

With the goal of regaining her parenting role, she has worked through her addictions, and welcomed her children back into her own home.

The client and her Community Solutions case worker have together notified all local doctors and chemists of her past addictions to prescribed medications to prevent future abuse.

The client is now enrolled in a parenting course, and is making constant improvements in her life choices. Her next goal is to secure part time work in the new year.

Her parents have described her as a "changed person, who with the help offered, is taking small steps in the right direction".

Our case workers have formed close links with existing local mental health support services.

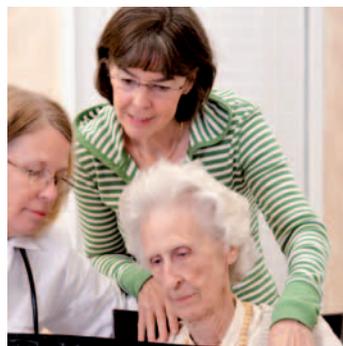
Mental illness has a significant impact on the everyday activities of those living with it. Mental illness can lead people to addiction, social problems, violence and trauma; leaving families and individuals feeling isolated and unsure.

## Community Care

In the 2009-2010 financial year Community Solutions, in partnership with integratedliving Australia, will be commencing the following services in the Redcliffe, Sunshine Coast, Cooloola, Fraser Coast and Fitzroy areas:

- **Community Aged Care Packages** (CACPS) which provide support for older people who require some assistance to remain living in their homes;
- **Extended Aged Care at Home** (EACH) and Extended Aged Care at Home Dementia (EACHD) which will support frail aged people who require higher levels of support including nursing care to remain living in their homes;
- **Home and Community Care** (HACC) packages in the Redcliffe, Sunshine Coast and Cooloola areas; which will support aged people and/or people of any age living with a disability through personal care, domestic assistance and social support.

With a rich history in case management and personal support together with a commitment to sound health promotion practices for the older population, Community Solutions looks forward to commencing these new and exciting ventures.



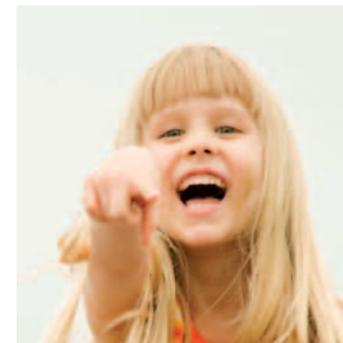
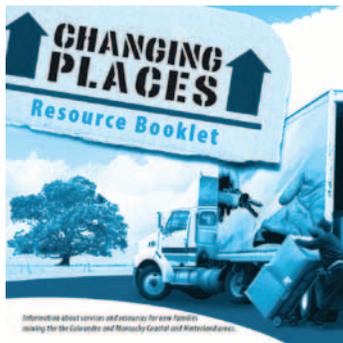
Community Solutions encourages independence and individuality. In partnership with integratedliving Australia, we provide assistance to those needing support to remain living in their own homes and participate within their community.

## Changing Places

Establishing contacts and friendships in a new community takes time. In an effort to simplify the transition process, *Changing Places* supports families with children aged 12 years and under to feel as comfortable as possible in their new home.

Throughout the southern and central Sunshine Coast, the program has provided many new residents with valuable assistance in sourcing activities, schools, medical services and other agencies to meet their needs. It has also helped people to connect with each other.

*Changing Places* is funded by the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs and will conclude on 30 June 2010.



## Bright Futures

Children in the care of family members other than parents often experience significant life challenges. In many cases, these children have lived through great trauma in their early years and depend on the stability and support of grandparents, aunts and uncles to rebuild their lives.

Through the *Bright Futures* program, children aged 8 – 17 years who live in the care of a family member are supported to develop personal optimism and to make positive life choices. Participants in the program engage voluntarily in counselling, support programs, therapeutic programs, lifeskills programs and recreational activities such as basketball, golf, holiday craft, jewellery making, movies, bowling and obstacle courses. Therapeutic and lifeskills programs have included self esteem and body image programs.

At the completion of the program in May 2009, 50 young people had participated in the recreational and support group activities, and 13 of these had engaged in counselling support. A number of activities are facilitated collaboratively with the *Grandparents as Parents* Program as there is much overlap in the families of these two programs. The final activity for *Bright Futures* involved a celebration to acknowledge the positive participation and achievements of the participants over the past three years.

Carers reported their grandchildren enjoyed and looked forward to *Bright Futures* activities, and noticed increased abilities to resolve difficult situations. Our staff are proud of this success and wish all of the participants the best for their futures.

## community projects

The early years of an individual's life are vital in shaping their future. Community Solutions aims to provide support and stability to young children, adolescents, families and carers to ensure the best possible foundations are laid and positive outcomes are achieved.

## Generations Connect

In today's technological society, mobile phones and internet access provide ease of contact and improved safety for all. These technologies offer seniors caring for their grandchildren, experiencing health issues, or requiring contact with their own children, a fast method of communication.

The **Generations Connect** program assists these seniors via two components: a five week course providing the basic skills around mobile phone use, text messaging, and taking photos with a phone; and training related to the general use of the internet, emailing, personal shopping, accessing useful websites, uploading photos and online banking.

The project has now trained 30 seniors in the use of mobile phones, and eight in internet use, with a further 40 to complete their training in coming months. The overwhelming response from local seniors confirms the need for guidance and training in the use of modern technologies for communication purposes.

Training sessions with the Socially Organised Singles (SOS) from a local retirement village have been full of chatter, at times confusing and noisy, but always heaps of fun!!



Through the provision of specialised programs, Community Solutions equips seniors with the skills and knowledge to feel safe, healthy and confident in today's fast paced society.

## Grandparents as Parents (GAP)

There are a growing number of incredibly dedicated grandparents in our community who are pushing back their retirement to raise their grandchildren. For any number of reasons, often relating to drugs and alcohol, neglect, abuse, death or mental illness, the children have been placed in the direct care of their grandparents. In many cases, these carers are 60 years of age or more, and are facing their own struggles including low income, health concerns and sometimes the ailing health of terminally ill partners.

Across the Sunshine Coast and Hinterland, the **Grandparents as Parents (GAP)** program supports this special group of people.

From December 2008 to December 2009, the program assisted approximately 1,720 participants - up from 1,300 the previous year. Direct support was provided through counselling, home visits, mediation, case management, recreational activities, meetings, donations and practical assistance.

During the past 12 months, participants have been inundated with offers of food, clothing, footwear, stationery, school items, Christmas hamper donations and home blitz days. The generosity of the general public, local businesses and organisations such as Shine Community Care, local Rotary Clubs and Inner Wheel, is overwhelming and should be recognised.

A specific camp held at Redland Bay this year offered extensive activities to encourage social interaction and normalise the lives of both the grandparents and grandchildren.

At present there are 55 families (175 participants) involved in the program. Each family unit has a unique, and often heart wrenching, story to tell. While the grandchildren range in age from 12 months to 17 years, the grandparents are aged between 46 and 86 years.

GAP is a special program described by the participants as "not just a program" but an essential "lifeline" and "all we have".

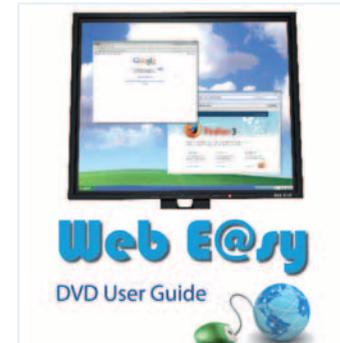
GAP Project Officer Sharon Dixon was the Guest Speaker at the 2009 National Congress for Grandparents, held at Bond University.

## Stay Physically Active Project (SPA)

For Sunshine Coast residents aged 60 and over, the **Stay Physically Active** (SPA) project provides a wide selection of low impact physical activities aimed at improving health, developing social networks, increasing nutrition and preventing falls.

The project offers a range of activity options from Caloundra to Noosa. The many diverse options mean participants can join one activity for six weeks, then change to another activity.

The high number of participants is a strong indication that our older residents appreciate these cost effective opportunities to be active and to socialise. Through *Stay Physically Active*, 400 participants have experienced aqua aerobics, group walks, Tai Chi and dancing, enjoyed social morning teas, and received health information relating to falls prevention, physical activity and nutrition.



## Web E@sy

There is a significant cohort of the community who, through personal disadvantage and low literacy, struggle to access information through electronic media. The **Web E@sy** Project aims to address this need through the development of an 'e-literacy for living' learning resource for adults with poor literacy levels and who require practical assistance to navigate their way around internet sites.

The resource includes a DVD with an accompanying booklet, which serves as a self paced, multimedia package. It is envisaged that these resources, distributed throughout the Sunshine Coast and Wide Bay, will empower socially isolated individuals with increased skills, confidence and the ability to access essential information and services via the internet.

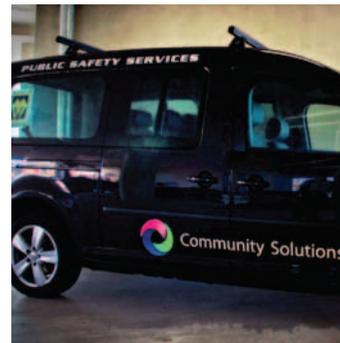
## Management of Public Intoxication Program (MPIP)

Aimed at enhancing safety and reducing intoxication in public places, the *Management of Public Intoxication Program* (MPIP) targets safety and intoxication related issues in the Sunshine Coast region, specifically Mooloolaba.

The service provides prevention and intervention strategies to reduce issues associated with underage house parties, pre and post nightclub behaviour and at major public events including those frequented by young people and visitors during holiday seasons, such as New Years Eve.

In 2008-2009 the *Management of Public Intoxication Program* developed and initiated the Alcohol Court Diversion Program (ACDP) as an innovative and targeted intervention for individuals who have committed an offence due to being intoxicated. See over for a detailed description.

street  
angels



## Street Angels

Through the MPIP Program, Community Solutions Inc provides and supports the on-street support service, *Street Angels*. Celebrating its 10th year of service, the program is operated by Team Leaders who are supported by a group of dedicated and trained volunteers.

The program operates on weekends between 9pm and 1am in Mooloolaba, and at major events across the Sunshine Coast including Schoolies Week, Melbourne Cup Day and New Years Eve. With the introduction of mobile (car and pedestrian) patrols, Street Angels is able to access intoxicated people in a variety of locations and provide immediate assistance and support.

The service also collates data that assists to identify specific community needs and public safety issues and inform the delivery of current and future services. This review process also assists to identify best practice policies for on-street outreach and safety net services operating in similar contexts.

In 2009, *Street Angels* received awards in both the Queensland Safer Communities Awards and the Australian Crime and Prevention Awards.



Through the provision of innovative, evidence based programs and projects, we support safer and healthier communities in which all people can live positive and productive lives.

## Party Safe Party Smart

Within the Queensland Department of Communities, Management of Public Intoxication Program and with the support of the Queensland Police Service, Community Solutions Inc is providing teachers, young people and their parents with the opportunity to attend a free interactive information workshop addressing home parties, safe partying strategies and associated issues.

This year has also seen the ongoing development of interactive multi-media resources to support teachers, parents and students to further develop safe partying strategies.

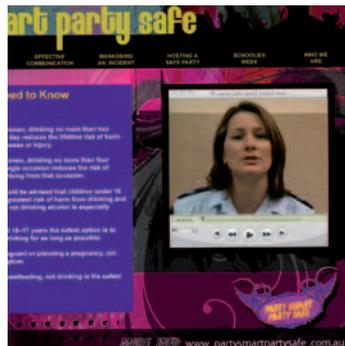
## RaveSafe

With a focus on harm reduction strategies, the South-East Queensland based *RaveSafe* program has provided valuable support and advice to patrons of all ages at a wide variety of music festivals and dance events.

Staffed by a team of committed volunteers, *RaveSafe* attends various events, festivals and venues to provide a safe and comfortable place to rest, refreshments and a range of health advice with a focus on 'party drugs'.

The *RaveSafe* website provides information to patrons and event organisers about safe practices when organising or attending raves, dance parties, clubs, festivals, house parties or other events where the use of alcohol and other drugs may pose risks to patrons or those attending.

[www.ravesafeqld.com](http://www.ravesafeqld.com)



## Alcohol Court Diversion Program (ACDP)

In many cases, alcohol related criminal offences highlight underlying physical and emotional barriers affecting the everyday lifestyle of individuals.

The eight week *Alcohol Court Diversion Program* (ACDP) provides support and guidance for adults and young people who have been charged and plead guilty to alcohol related offences.

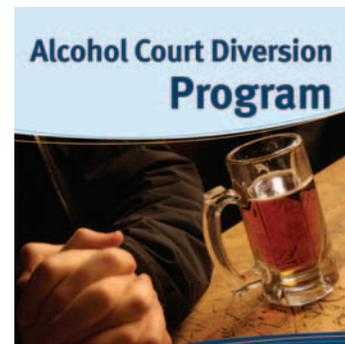
The program addresses individual needs in relation to offences and alcohol consumption, and provides vital links to other support services including doctors, employment service providers and government bodies among others.

The service is offered to defendants during their first court appearance, and if accepted, assists them to make positive and proactive changes to their lifestyle, and demonstrate a commitment to self improvement. On completion of the program, caseworkers provide a progress report to the magistrate, which is considered during the sentencing process.

Since its inception in March 2009, the service has supported 58 clients on charges including, but not limited to; drink driving, public nuisance, break and enter, obstructing police and resisting arrest.

Successful clients have been supported by general practitioners, psychologists, employment service providers, attitudinal driving workshops, accommodation services and government bodies with outstanding results.

Feedback has included such comments as: "Meeting times were manageable, the information and directions were clear and the worker was fantastic," "It's up to the person as to how much they want to achieve," and "People like me need and depend on you".



## Party Safe 2Nite

*Party Safe 2 Nite* enables police and their volunteers to address issues such as alcohol consumption, licensed venues, Lock-outs, Anti Smoking Laws, other drug use and access to transport through the distribution of targeted resources.

Through the project, police and other service providers including the Sunshine Coast Regional Council, Department of Fair Trading (Liquor Licensing), Queensland Health and local licensed venues can inform the community and patrons of key information in relation to having a safe night out in local entertainment precincts. This strategy prevents confusion, unlawful behaviours and misinformation and reduces the negative impacts on police resources and the general community.



## Play Safe Party Safe

Following the success of the *Party Safe 2 Nite* project in Mooloolaba, the *Play Safe Party Safe* project has been developed as a coordinated strategy across Queensland's regional communities to create safe day and night leisure environments. Conducted in Hervey Bay, Airlie Beach, Townsville and Cairns, the project provides local police with a range of resources to inform the general public, visitors/tourists and licensed venue patrons about safe practices and laws associated with the consumption of alcohol in and around licensed venues and water based activities.

The contemporary materials - including wallet cards, coasters and key rings - provide a practical use while also providing important safety messages and useful information such as access to local transport.

## Toursmart

*Toursmart* reduces the incidence of crimes committed against tourists in Hervey Bay through a range of strategic educational and promotional activities.

The three year public health program has seen Community Solutions join key stakeholders such as the Fraser Coast Regional Council, Qld Police Service, tourist operators and the Hervey Bay Transit Centre work together to achieve the common goal of improving the safety of tourists.

Encouraging this awareness among tourists without creating a negative image of the area has proven to be a continual challenge for those involved in the project. However, the program and its theme of "Lock it or Lose it" have been very well received by both tourists and local business operators as a public safety message which is viewed in a positive light.



## Sunshine Coast Visitor Surveys

This year Community Solutions continued to strengthen our relationship with Tourism Sunshine Coast by coordinating the annual *Sunshine Coast Visitor Surveys* for the fourth consecutive year. Teams of data collectors interviewed tourists in the Maroochy, Caloundra and Noosa regions, gathering information on visitor profiles, their motivations, the source of information they used in planning their trip, activities they engaged in and their satisfaction with their experiences.

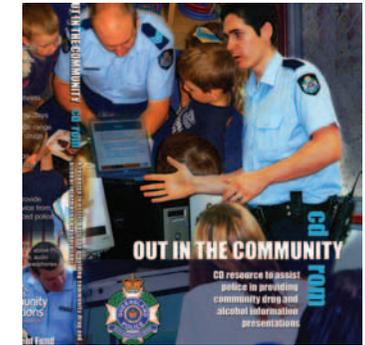
The Visitor Survey is instrumental in providing Tourism Sunshine Coast with a better understanding of existing markets for the coast, which in turn helps to guide the development of the regional tourism strategies.



## Out in the Community

Continuing our work with the Queensland Police Service (QPS), Community Solutions completed work on the *Out in the Community* DVD: a resource to assist police with providing high quality community presentations on drug and alcohol issues.

*Out in the Community* provides police with presentation ideas as well as sample activities and strategies for liaison with community groups, schools and sporting clubs. *Out in the Community* has been distributed through the QPS Drug and Alcohol Coordination Unit to police throughout Queensland.



## Pseudo Underage Gambling in NSW

During 2009 Community Solutions, in partnership with Southern Cross University, completed a major research project examining underage gambling in New South Wales.

Undertaken on behalf of the NSW Government, the project focussed on ease of access to venues and gambling activities, with data being collected at a large variety of venues across the state in both city and regional areas. Results have been analysed and the final report is currently with the NSW Government.

## Australian School Students Alcohol and Drug (ASSAD) Surveys

Conducted across Australia every three years, the *Australian School Students Alcohol and Drug (ASSAD) Surveys* provide key information regarding young people's behavior in relation to alcohol, tobacco and illicit substances.

For the past 11 years, Community Solutions Inc has played a strong role in these surveys with our staff coordinating and implementing the Queensland data collection.

With Queensland data collection involving schools in city, regional rural and remote locations, ASSAD is a significant data collection project.

Data gathered from young people throughout Australia, via the ASSAD Project, informs prevention initiatives from advertising campaigns through to higher level research undertaken.

The survey also gathers information on sun safety and diet, providing a broad snapshot of the health behaviors of Australia's youth.

## Virtual Jackpot Phase 2

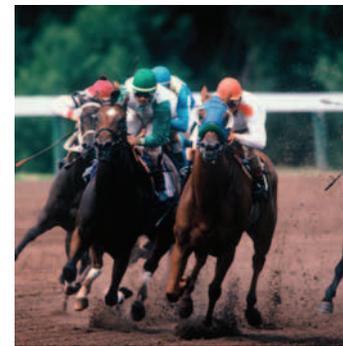
This year saw the completion of the *Virtual Jackpot Research Project*, conducted on behalf of Queensland Treasury.

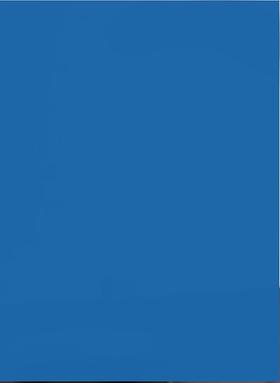
Virtual Jackpot Phase 1 explored young people's attitudes and behaviours in relation to gambling. The information gained from interviews and focus groups during the earlier phase informed this second phase of study.

During Phase 2 of the project a questionnaire was developed that provided quantitative information regarding the association between the development of gambling behaviours and the socio-cultural and environmental contexts of young people in Queensland.

Findings mirrored those of Phase 1, revealing that while a noteworthy proportion of participants had been exposed to internet gambling via net marketing, the majority of participants did not find the idea appealing. Rather, influences such as familial, peer, cultural and environmental were found to affect the course of individual gambling involvement.

Both Phases 1 and 2 will be used by Queensland Treasury to develop effective public health strategies to address the specific risk factors for problem gambling in young people.





Community  
Capital Centre

sunshine coast community  
capital centre  
paul siem wellness centre  
integrated community service  
centre - maryborough

**community  
assets**

providing local communities, service providers  
and their clients with an integrated and easily  
accessible service centre

# community assets

## Sunshine Coast Community Capital Centre

During 2008-2009, the *Sunshine Coast Community Capital Centre* has been under construction. Developed via the asset development arm of the Community Solutions Group, Community Assets Australia Ltd, this integrated service hub will complement existing community infrastructure.

The centrally located *Sunshine Coast Community Capital Centre* will bring state, regional and local providers together in a purpose built service environment, offering the best location for delivering quality client service and support.

Services such as employment and training, sport and recreation, disability support, counselling, personal support and public health will be located at the Centre.

With completion in November 2009, demand for space is strong and confirmed tenants at this stage include Cystic Fibrosis, Australian Sports Commission and the Paul Siem Wellness Centre.

Overlooking Lake Kawana, the Centre is adjacent to the \$12 million Lake Kawana Community Centre, providing tenants with immediate access to a large multi-functional, air-conditioned venue with auditorium, meeting and training rooms. Childcare centres, schools and public transport are all just a short walk away, as is the State Government's proposed Sunshine Coast Public Hospital.

With the recent purchase of a key site in Maryborough, there is an intention to further develop the "Community Capital Centre" concept throughout the Group's service footprint. In addition to Maryborough, future Centres are planned for Mackay, Hervey Bay, Rockhampton and Whitsunday regions.

Additional and future Community Asset projects may include safe and affordable housing and alternate education and learning centres.



## Paul Siem Wellness Centre

The *Sunshine Coast Community Capital Centre* will also be home to the *Paul Siem Wellness Centre* – a purpose built area in which individuals and families can access specialised services for issues including domestic violence, mental health, homelessness, alcohol and drug misuse, social isolation and family breakdown.

Available services will include counselling, case management, information and resources, relaxation therapies, referral support and training, meeting and group activity facilities.

Local support agencies will also be invited to use the *Paul Siem Wellness Centre* as a central point of service delivery and can be confident that complimentary services, organisations and resources will be immediately available to support individual client needs in the one convenient location.

## Integrated Community Service Centre - Maryborough

In August 2009, Community Assets Australia Ltd purchased a number of tenancies within Horsburgh Place; a significant commercial site formerly occupied by the Maryborough City Council. This historic and quality property now hosts our Employment and Training, Community Care and Case Management services – a virtual “one stop shop” for providing critical support for individuals and families in need. With 700+sqm, the site includes training facilities, private case worker rooms, open plan offices and IT stations for clients.





community capital  
foundation

social  
investment

a specialist facilitator of corporate social investment and philanthropic giving to target unmet community needs and maximise individual potential

# community capital foundation

Community Capital Foundation Ltd is a registered charity in the State of Queensland. Donations of \$2 or over are tax deductible. The Foundation aims to be a specialist facilitator of corporate investment and philanthropic giving, with a focus on unique service and asset development projects which directly benefit individuals, families and communities.

The Foundation will be supported by the specialist service delivery experience of Community Solutions and the asset development and management expertise of Community Assets Australia Ltd.

The Foundation shares the same directors as Community Solutions Inc; providing the benefits of unity of control and strategic direction across the Community Solutions Group. The Board of Directors meet quarterly to discuss Foundation matters and decide on the disbursement of funds.

The Foundation is keen to work with the corporate and philanthropic community to develop programs which focus on unique service and asset development projects that provide direct benefit to individuals, families and communities, specifically in regional Queensland.



## The Foundation will be based on the principles of:

- encouraging innovation;
- ensuring sustainability;
- coordinating private, business, government and community resources;
- meeting unmet needs and maximising individual potential;
- involving donors and investors directly (according to preference);
- accountability and transparency– foundation resources are for needs and services, not administration, rent and management; and
- focusing on Regional Queensland.



Community Capital Foundation

## Scope of activity

Creating Community Capital	Possible Activities
<p><b>Increasing human capital</b></p> <p>Focusing on health, education, nutrition, literacy, family and community cohesion, increased training and workplace dynamics to generate productive and innovative workers</p>	<ul style="list-style-type: none"> <li>• Targeted relief for families in the areas of food, shelter, education and employment</li> <li>• Workplace development programs</li> <li>• Targeted support for minority groups or talent through scholarships and professional development</li> </ul>
<p><b>Improving physical capital</b></p> <p>Focussing on community assets such as public facilities, efficient transport, high quality housing and adequate infrastructure</p>	<ul style="list-style-type: none"> <li>• Community Capital Centres (access to integrated service hubs, training, internet cafe/library or other resource facilities)</li> <li>• Client retreats in unique natural setting locations for more intensive case management / counselling /training</li> </ul>
<p><b>Multiplying social capital</b></p> <p>Addressing representative governance, capacity building, collaboration and Partnerships</p>	<ul style="list-style-type: none"> <li>• Community Capital Centres (meeting place and activities for community groups)</li> <li>• Partnership programs</li> <li>• Community sector collaborations</li> </ul>
<p><b>Strengthening economic capital</b></p> <p>Maximising the use of existing resources, replacing imports with local wares, increasing fair trade and developing innovative community financing solutions</p>	<ul style="list-style-type: none"> <li>• Community Markets</li> <li>• Social Entrepreneur Education</li> <li>• Business Enterprise Centres</li> </ul>
<p><b>Enhancing cultural capital</b></p> <p>Paying attention to traditions and values, heritage and place, the arts, diversity and social history</p>	<ul style="list-style-type: none"> <li>• Indigenous Arts and Culture initiatives</li> <li>• Art and Craft education</li> </ul>
<p><b>Conserving natural capital</b></p> <p>Encourages living within ecological limits, conserving, enhancing natural resources, using resources sustainably, cleaner production methods, and minimising waste</p>	<ul style="list-style-type: none"> <li>• Support for community conservation / recycling initiatives</li> <li>• Support for sustainable development initiatives</li> <li>• Environmentally sensitive business practices</li> </ul>



## board profiles

Ian Coombe  
David Curd  
Paul Kusy  
Tony McFadden  
Eric Moes

we recognise, acknowledge and thank our amazing team for their efforts, enthusiasm and ability to embrace change

# board profiles



## **Ian Coombe**

Director 2009

**B. Bus., CA, MAICD**

### **Special responsibilities**

Chair

Governance and Compliance

Ian is a chartered accountant in public practice at CP O'Shea & Co, Rockhampton. Ian has been an owner or partner of the business since 1991. Ian is also Treasurer of Community Employment Options Inc (since 1999). Ian is President of Central Queensland Rugby Union Ltd and Treasurer of Queensland Country Rugby Union.



## **David Curd**

Director 2000 – current

**M. Bus Admin, B. Ed, Dip. Teach, GAICD**

### **Special responsibilities**

Managing Director

David has more than 20 years experience in education, government, business and community sectors. In 1997, David was awarded a Winston Churchill Fellowship to study community development and drug prevention in the USA, UK and South East Asia. David founded Community Solutions Inc in 1998.

David currently holds the position of Director for Sunshine Coast Enterprises Ltd and Job Futures Ltd.



## **Paul Kusy**

Director 2001 – current

**B. Commerce, B. Law**

### **Special responsibilities**

Secretary and Public Officer

Audit and Risk

Paul is a Solicitor and Senior Partner with Schultz Toomey O'Brien Lawyers with a specific focus on commercial law. He has a detailed understanding of governance and compliance within a non-profit incorporated association.



### **Tony McFadden**

Director 2008 – current

**MBA Columbia University, B. Comm, GAICD**

#### **Special responsibilities**

Audit and Risk  
Foundation

Tony is the founder and Director of James St Capital Pty Ltd, a boutique investment and corporate advisory group based in Brisbane. Previously, Tony was an investment banker with Credit Suisse First Boston in New York, Hong Kong and Singapore. Tony qualified as a Chartered Accountant with Coopers & Lybrand (now PWC) in Brisbane. Tony leads the social investment and future Foundation activities for the Community Solutions Group.



### **Eric Moes**

Director 1997 – current

**B. Arts, Grad Dip. Soc. Sc., GAICD**

#### **Special responsibilities**

Treasurer  
Audit and Risk

Eric has extensive experience in local government, community development, youth and community services. Eric has previously worked with the Brisbane Youth Service, Maroochy Shire Council and Caloundra City Council and is currently a Manager within the Community Services branch of the Sunshine Coast Regional Council.

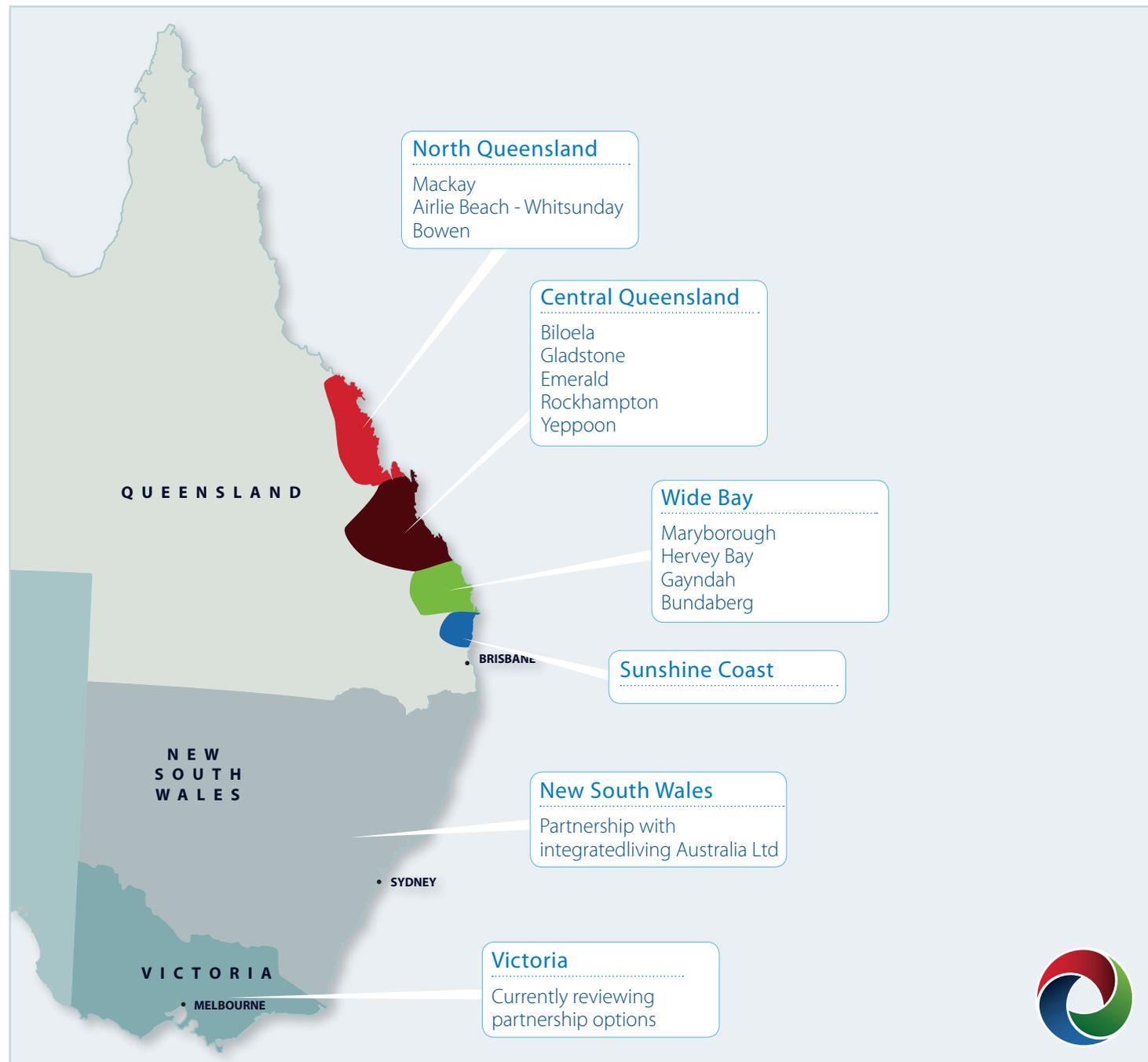


where  
how  
partners and funding  
agencies  
supporters

## connections

making a tangible and positive difference within a community requires people, partnerships and the collective resources of the government, business and community sectors

where we  
make a  
difference  
in regional  
communities



Queensland Sites	Employment and Training	Community Care	Community Projects	Community Capital Centres
Sunshine Coast	✓	✓	✓	✓
Maryborough	✓	✓		✓
Hervey Bay	✓	✓	✓	
Gayndah	✓			
Bundaberg	✓	✓		
Biloela	✓			
Gladstone	✓	✓		
Emerald	✓			
Rockhampton	✓	✓	✓	
Yeppoon	✓	✓		
Mackay	✓			
Airlie Beach - Whitsunday	✓			
Bowen	✓			

how we make  
a difference  
in regional  
communities



# our partners and funding agencies

## Partners

Community Solutions Inc provides government departments, non-government organisations, universities and business corporations with a diverse range of quality and culturally appropriate project management, consultancy services, training and resource support.

### International Partners

Specialised personnel have provided recent and quality consultancy, training, technical and resource support, via the Colombo Plan Drug Advisory Program, to government departments, universities and non-government organisations in Thailand, Malaysia, Indonesia, South Korea, Laos, Phillipines, Sri Lanka, Pakistan, India, Bhutan, Nepal, Afghanistan and Vietnam.

### National Partners

- Job Futures Ltd
- Western Bulldogs AFL Football Club
- integratedliving Australia Ltd
- University of Queensland
- Southern Cross University, NSW

### Local Partners

- Community Employment Options Inc
- United Synergies Ltd
- Jobsmart Pty Ltd
- Bridgeworks Training and Employment
- Sunshine TAFE
- Tourism Sunshine Coast

## Funding agencies

### Commonwealth

- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Health and Ageing
- Attorney General's Department
- Department of Education, Employment and Workplace Relations
- Department of Education, Science and Training

### State

- Queensland Health
- Queensland Department of Communities
- Queensland Department of Employment, Economic Development and Innovation
- Queensland Police Service
- Queensland Treasury
- New South Wales Office of Liquor, Gaming and Racing

### Local

- Sunshine Coast Regional Council

### Other

- The Cancer Council
- Telstra
- Queensland Community Foundation

## Community Solutions greatly appreciates the generous support received from the following organisations during the year:

- Myer Community Fund
- Garry Crick Auto Group
- Lions Club of Mooloolaba
- Inner Wheel Sunshine Coast
- Queensland Turf Club
- Rotary Club Noosa Heads
- Schultz Toomey O'Brien



## During 2008-2009 Community Solutions have shown their support, by way of donation, for organisations including:

- Zoe's Place
- Community Capital Foundation
- The Salvation Army
- Kawana Life



Community Capital Foundation



our supporters



balance sheet  
income statements  
statement of cashflows  
notes to financial statements  
independent auditor's report

## financial statements

Community Solutions is committed to sound financial management, sustainable operations and prudent use of limited resources to support quality service delivery



## Regional Offices

### Sunshine Coast

Street Address

Level 2, Community Capital Centre,  
100 Sportsmans Parade,  
Bokarina, Queensland 4575

Postal Address

PO Box 631  
Buddina Qld 4575 Australia

Phone +61 7 5413 1555

Fax +61 7 5437 9399

### Maryborough

Street Address

320 Kent Street  
Maryborough, Qld, 4650

Postal Address

PO Box 806  
Maryborough, Qld 4650

Phone +61 7 4122 7666

Fax +61 7 4122 3299

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10-12 Torquay Road  
Pialba, Qld 4655

Postal Address

PO Box 3407  
Pialba, Qld 4655

Phone +61 7 4197 3111

Fax +61 7 4124 0511

### Gayndah

Street Address

16/18 Capper Street  
Gayndah, Qld 4625

Phone +61 7 4140 8867

Fax +61 7 4140 8865

### Bundaberg

Street Address

Bundaberg Enterprise Centre,  
Quay Street  
Bundaberg, Qld 4670

Postal Address

PO Box 1662  
Bundaberg, Qld 4670

Phone +61 7 4151 6155

Fax +61 7 4151 0244

### Biloela

Street Address

102 Rainbow Street  
Biloela, Qld 4715

Postal Address

PO Box 321  
Biloela, Qld 4715

Phone +61 7 4992 4220

Fax +61 7 4992 4063

### Gladstone

Street Address

Suite 3/32 Tank Street  
Gladstone, Qld 4680

Postal Address

PO Box 8040  
Gladstone, Qld 4680

Phone +61 7 4972 7663

Fax +61 7 4972 7665

### Emerald

Street Address

74 Egerton Street  
Emerald, Qld 4720

Postal Address

PO Box 1462  
Emerald, Qld 4720

Phone +61 7 4987 5211

Fax +61 7 4987 5053

### Rockhampton North

Street Address

2 -6 /189 Musgrave Street  
North Rockhampton, Qld 4701

Postal Address

PO Box 5850  
CQ Mail Centre  
North Rockhampton, Qld 4702

Phone +61 7 4932 8000

Fax +61 7 4921 1877

### Yeppoon

Street Address

56 Normanby Street  
Yeppoon, Qld 4703

Phone +61 7 4939 5356

Fax +61 7 4939 5351

### Mackay South

Street Address

The RSL Building  
70 Sydney Street  
Mackay, Qld 4740

Postal Address

PO Box 11  
Mackay, Qld 4740

Phone +61 7 4841 8888

Fax +61 7 4957 3456

### Mackay North

Street Address

Shop B, 4 Discovery Lane  
Mackay, Qld 4740

Postal Address

PO Box 11  
Mackay, Qld 4740

### Airlie Beach-Whitsunday

Street Address

Whitsunday Shopping Centre  
226 Shute Harbour Road  
Cannonvale, Qld 4802

Postal Address

PO Box 578  
Cannonvale, Qld 4802

Phone +61 7 4946 7442

Fax +61 7 4946 4882

### Bowen

Street Address

Shop 7 Downtown Centre  
37 Williams Street  
Bowen, Qld 4805

Postal Address

PO Box 1418  
Bowen, Qld 4805

Phone +61 7 4786 5422

Fax +61 7 4786 3125

## Queensland Registered Office

Street Address

Level 2, Community Capital Centre,  
100 Sportsmans Parade,  
Bokarina, Queensland 4575

Postal Address

PO Box 631  
Buddina Qld 4575 Australia

Phone +61 7 5413 1555

Fax +61 7 5437 9399

