**Booroongen Djugun Limited**



**ANNUAL REPORT**

**2014**

 **Prepared by Val March OAM**

337-351 River Street

Greenhills NSW 2440

Phone: 02 65602100

Fax: 02 65602108

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# **Executive Management**

**WHO’S WHO AT BOOROONGEN DJUGUN LIMITED**

Formed in 1991, Booroongen Djugun Limited is a multi-faceted organisation which includes a registered training organisation (RTO / College), an aged care facility, aged housing, community housing, and community care services for the aged, frail aged and people with a disability.

#### **EXECUTIVE MANAGEMENT**

#### Chief Executive Officer: Gary Morris OAM (Aboriginal)

#### Director of Operations: Val March OAM JP

Director of Finance and Aged Services: Michael Stevenson

#### Director of Training and Services: Faith March (Aboriginal/Torres Strait Islander)

Director of Aged Care: Debra Urquhart

#### **LEGAL STRUCTURE**

**The main holding company is:**

Booroongen Djugun Limited

337-351 River Street Greenhills via Kempsey

(Locked Mail Bag 2, Kempsey NSW 2440)

ACN: 162957315

ABN: 79 638 718 552

**Trading as:**

Booroongen Djugun College

337-351 River Street Greenhills via Kempsey

(Locked Mail Bag 3, Kempsey NSW 2440)

RTO Code: 6673

ISO9001:2008 Certificate No: QEC13702

**Trading as:**

Booroongen Djugun Community Care Services

337-351 River Street Greenhills via Kempsey

(Locked Mail Bag 2, Kempsey NSW 2440)

Service ID: NAPS1702

**Trading as:**

Booroongen Djugun Aged Care Facility

337-351 River Street Greenhills via Kempsey

(Locked Mail Bag 2, Kempsey NSW 2440)

Provider Number: N475

# **Executive Summary**

It is with pleasure that I present the Chairperson’s Report for 2014.

AGM time is a time to reflect on the previous year and is an opportunity to talk about the successes and changes that has occurred.

Much has changed in the way governments are funding Indigenous services. We have seen major changes to Community Care services such as the Aged Care Reform, Disability Reform, and the changes happening to Home Care Service of NSW.

I ask that you take time to read the Service Report that form part of this Annual Report.

Our Mission has always been to provide the best possible services to our target group (clients, residents, students).

I would like to thank the Executive Management for their continued hard work and leadership. Not many people would know of the sacrifices they have made in the interest of the Company:

 Val March OAM (Director of Operations)

 Michael Stevenson (Director of Finance and Aged Care)

 Debra Urquhart (Director of Care)

 Faith March (Director of Training and Services)

Also each and every employee of Booroongen Djugun Limited for their commitment to the delivery of services to both our Aboriginal and/or Torres Strait Islander and non-Indigenous peoples. Looking back you owe yourselves a pat on the back for a job well done.

I would also like to highlight the contribution of the volunteers in the Community Care Services, Aged Care Facility and College. You have made a difference to the lives of so many people by meeting a variety of needs. So to every volunteer out there, on behalf of myself and Executive Management, I’d like to express our sincere gratitude.

When I reflect on the past year I am proud of the achievements of Booroongen Djugun Limited.

Our primary focus is to secure funding so that we can continue the quality services that we have been recognised for.

As part of our continuous improvement we need to look at genuine and constructive change. I am extremely proud to announce that the process of transformation within Booroongen Djugun Limited is happening. We are now in a position to form alliances with like-organisations to apply for funding.

The implementation of our new Business Plan 2014-2020 reflects our total commitment to the clients we serve and the accomplishment of a person-centred approach to service delivery across Booroongen Djugun Limited. Again, I am indebted to the Executive Management for their ideas and vision; and the competencies and capabilities they apply to their work roles.

Despite the many challenges Booroongen Djugun Limited face; having taken stock of where we are right now; we continue to look forward to maintaining a well-structured and innovative Company.

In order to achieve this we will provide a constructive environment in which our employees can perform and transform to meet the pressures of competitors and external changes.

In closing, I Ieave you with the words of John Wesley:

***Do all the good you can***

***By all the means you can***

***In all the ways you can***

***In all the places you can***

***At all the times you can***

***To all the people you can***

***As long as ever you can***

Thank you



**Gary Morris OAM**

Chairman

# **Objectives**

The objectives of the Company are outlined in the Rules of Booroongen Djugun Limited.

There are eleven (11) objectives, they are:

(1) To promote and develop mechanisms for self-determination for Aboriginal people individually and as communities.

(2) To provide services to Aboriginal people that will enhance their physical, social, emotional and spiritual wellbeing.

(3) To identify, promote, develop and deliver a range of services that give effect to the aims and objectives

(4) To provide aged care facilities and associated services.

(5) To provide an independent community college framework.

(6) To provide employment and develop employment opportunities for

 Aboriginal people.

(7) To identify community needs and provide community services.

(8) To promote, develop and provide environmental services.

(9) To promote, develop, and provide cultural heritage services

(10) To identify such other community services and or Aboriginal specific services.

(11) To secure funds from appropriate sources to further the aims.

The Objectives are explained in full in the Rules of the Company.

# **Objectives of Charity**

That monies raised due to the public and other related fund raising activities shall be used solely for the purpose of:

1. The provision of aged care and community services.
2. The provision of educational and training services.
3. The provision of community based services and employment.

Payment of a commission, wage or fee to a trader and any other person from the proceeds of any appeal conducted jointly with a trader in accordance with the Charitable Fundraising Act 1991 and the Charitable Fundraising Regulations 1993.

# **Future and Current Planning for Expansion of Services**

Booroongen Djugun Limited’s future and current planning for the expansion of services are outlined in the Company’s Business Plan 2014 -2022.

# **Future Marketing Targets**

Executive Management have plans to:

* Increase BDL’s share of the market by 5% within a year
* Develop effective marketing strategies for the various BDL services
* Image building and Company branding
* Improve quality and delivery of training
* Client and Service evaluation process

Further details are in the Company’s Business Plan 2014 -2022.

# **Hours of Operation**

College: Monday to Thursday 8.30am – 5.00pm; Friday 8.30am – 3.00pm.

Community Care Services: Monday to Thursday 8.30am – 5.00pm; Friday 8.30am – 3.00pm.

Aged Care Facility: 24 hour care over 7 days.

# **Financial Management**

In conjunction with the Annual Report, I am tabling the Financial Report. The independent financial Auditor has included an Auditor’s Report to be tabled for the Board of Directors which includes a:

* Statement of Financial Performance
* Statement of Financial Position

# **Description of Services**

**College (Registered Training Organisation)**

**Booroongen Djugun College** started its community-based programs in 1994 in support of Aboriginal and Torres Strait Islander people gaining access to the necessary industry skills which would allow them to become more competitive in the job market. The training was extended in 1997 to include Open Access to non-Aboriginal students, and distance education in 1999.

The College is a Registered Training Organisation (RTO) with its own accredited courses and traineeships. The College is staffed by qualified and experienced educators and trainers. The College offers training services to Aboriginal and Torres Strait Islander people and non-Aboriginal people.

Booroongen Djugun was nominated “Employer of the Year” at the 1995 Australian National Training Awards (ANTA) by the NSW Community Services and Health Industry Training Advisory Body (ITAB). The nomination resulted with Booroongen Djugun being selected as the New South Wales finalist. In 2004, the College was honoured with the prestigious Adult Learning Australia’s ***“Australian Indigenous Community Provider of the Year Award”******and in 2009 the College won the Macleay Valley Business Award for “Outstanding Aboriginal Achievement’.***

Courses are industry approved, government accredited, and nationally recognised. Our courses have been especially developed for Aboriginal and Torres Strait Islander students and are Abstudy approved (for people who are eligible).

**Natural Resource, Conservation, Land Management**

For Aboriginal and Torres Strait Islander people the land and natural resources are central to the cultural, economic and social wellbeing and is of environmental importance. There is strong interest in gaining a better understanding of how Aboriginal and Torres Strait Islander peoples value land and landscape. Aboriginal and Torres Strait Islander knowledge is increasingly accepted as a valid and necessary information input to biodiversity management, alongside scientific information.

With the establishment of a Natural Resources Unit, Booroongen Djugun Limited provides a culturally specific service designed to meet the needs of Aboriginal and Torres Strait Islander communities for access to networks, information and natural resources management (NRM) resources and advice.

The unit employs an Aboriginal Extension Project Officer (AEPO), an Aboriginal and Torres Strait Islander identified position. The AEPO supports and develops natural resources management (NRM) capacity and services within Aboriginal and Torres Strait Islander communities across the North Coast Local Land Services region.

**HACC Aboriginal Volunteer Training Program**

**The Home and Community Care (HACC) Aboriginal Volunteer Program** prepares Aboriginal and Torres Strait Islander people for tomorrow’s work force through training and volunteer programs.

Each volunteer receives WHS and First Aid training. The main aim of the program is to:

* recruit and train people into volunteering with host employers
* to provide people with FREE formal qualifications
* to ensure volunteers are suitably trained in industry skills that will enable them to become competitive in the job market
* and most importantly, to enhance the independence of the Aboriginal and Torres Strait Islander frail aged, aged and people with a disability in the community by providing volunteer support services

The program is open to all Aboriginal and/or Torres Strait Islander and non-Aboriginal and/or Torres Strait Islander people to assist them to develop industry skills and knowledge whilst in the workplace. Building tomorrow’s workforce today!

The HACC Volunteer Aboriginal Training Program covers the Mid-North Coast Local Government Areas (LGAs) from Coffs Harbour down to Great Lakes, and out to Gloucester.

**Aboriginal Business Advisor (AEDO Program)**

The aim of the **Aboriginal Enterprise Development Officer (AEDO) program** is to assist the establishment and retention of viable, locally designed Aboriginal and Torres Strait Islander business, and encourage a commercial culture within Aboriginal and Torres Strait Islander communities.

The role of the Aboriginal Business Advisor (ABA) is to:

* Encourage new Aboriginal and Torres Strait Islander enterprise and employment initiatives
* Ensure that non-viable business ideas are not continued
* Create and retain employment by encouraging Aboriginal and Torres Strait Islander enterprise development
* Foster the establishment of support services to improve the likelihood of new Aboriginal and Torres Strait Islander enterprises being successful
* Assist the survival of existing Aboriginal and Torres Strait Islander business
* Facilitate the development of small business skills
* Encourage a commercial culture among Aboriginal and Torres Strait Islander people
* Assist in small business training (eg NEIS – New Enterprise Incentive Scheme) for Aboriginal and Torres Strait Islander people.

The program targets Aboriginal and Torres Strait Islander people who either wish to become self-employed, or who are self-employed and need advice on small business start-ups and/or management.

**New Enterprise Incentive Scheme (NEIS)**

NEIS is a Commonwealth Government funded program that assists unemployed people into self-employment. NEIS is administered by the Department of Employment. NEIS is a comprehensive program of assistance providing small business training, income assistance and business mentoring support during the first year of your business.

**NEIS includes:** Training in small business management, business skills and business plan development.

* Income maintenance (NEIS Allowance) replacing Newstart allowance for up to 52 weeks.
* Business advice and mentor support during the first year of business operation.

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| --- |
| NEIS aims to assist people to create viable small businesses by offering training and mentor support to eligible members of the community, by providing practical training and expert business mentors.  |

**Community Aged Care Packages**

**Community Aged Care Packages** are provided to Aboriginal aged, frail aged, and people with a disability to support the person with day-to-day living skills. Level of need of the client is identified by the Aged Care Assessment Team (ACAT) as necessary for that person to remain living independently in the community.

The Packages are designed to meet the identified care needs, and each client is individually assessed to ensure all of their care needs are met.

Services offered include: showering, personal hygiene, toileting, dressing and undressing, mobility, meal preparation, laundry, cleaning, yard maintenance, and shopping. The service can also act as an advocate for the client and/or carer.

Care Plans covering craft activities and other community-focused activities ensures the client’s social and emotional support needs are met.

**Home and Community Care – Social and Emotional Support**

**Booroongen Djugun Aboriginal Home and Community Care** provides support and practical assistance for Aboriginal and Torres Strait Islander people who are aged, frail aged, have a disability or are disadvantaged, to enable them to live as normal a life as possible within their community.

The service aims to prevent the premature entry into institutionalised care of Aboriginal and Torres Strait Islander people.

Services are: community home visits, hospital visits (inpatients), advice on services provided by BDL and other Home and Community Care (HACC) funded programs, funeral transport and information, diversional therapy classes, promotion of HACC funded programs, community work (lawn mowing, rubbish removal, furniture moving, and the supply of firewood).

**Booroongen Djugun Aboriginal Wheels to Meals** provides food to Aboriginal and Torres Strait Islander people who are aged, frail aged, and people with a disability and are disadvantaged. These services ensure access to nutritionally balance meals to improve the health status and lengthen the life span of Aboriginal and Torres Strait Islander people.

 **Regional Home and Community Care**

**Booroongen Djugun: Regional Aboriginal HACC Development and Support Service’s** (RAHACC DSS) primary focus is to develop mechanisms to improve the access to, and effectiveness of, both Aboriginal and Torres Strait Islander specific services and non-Aboriginal services, by Aboriginal and Torres Strait Islander communities. The worker identifies needs and implements strategies to develop and support existing as well as new Home and Community Care (HACC) services.

RHACC DSS’s primary aim is to ensure necessary integration and coordination of HACC services to Aboriginal and Torres Strait Islander people in their communities. The service covers 8 LGAs from Woolgoolga to Tea Gardens. The Coordinator works in conjunction with service providers within this region offering support, planning and developing advice.

**Aboriginal HACC Transport Service**

**Aboriginal HACC Transport Service** offers clients transport to medical related appointments in New South Wales by means of ticket bookings or travel vouchers, and in more extreme cases, support worker transport.

Our clients are Aboriginal and Torres Strait Islander people who are aged, frail aged and younger people with a disability. We can provide this service to people who live in the Kempsey Shire, including Bellbrook, South West Rocks, Hat Head and Burnt Bridge.

We provide transport to medical appointments and tests, culturally appropriate social trips and shopping trips. People who live in rural and remote areas can also receive transport to get prescription medicines.

This service aims to assist Aboriginal and Torres Strait Islander people to access essential services which in turn promotes a sense of independence and can improve quality of life, keeping them from pre-mature institutionalisation. This is a FREE service to eligible clients.

**Aboriginal Community Options Program**

**Aboriginal Community Options Program (ACOPS)** is for Aboriginal and Torres Strait Islander people who have complex needs who are frail aged or have a disability and carers of people with a disability.

Our case managers assist clients who have complex needs by regularly checking how things are going, and if services are meeting the clients changing needs. ACOPS is able to broker new services for clients.

Our work is about making it easier for people to stay at home, be with family and the community, no matter what disability, how old, how young. Our commitment is to support people with their choice to stay at home.

Services provided include:

* Case management
* Transport to Hospital / medical appointments
* Daycare / Respite
* Home help
* Home modifications
* Medical equipment

**Respite Service**

**Booroongen Djugun Respite Service** support people with a disability by giving regular or short-term breaks for carers and families, providing care in the community, and responding to emergency situations or difficulties.

Respite services are aimed at developing clients’ social and independent living skills and giving ‘time out’ to carers. Priority is given to people with disabilities who:

* have a single carer or parent caring for them
* are assisted by parents, spouses or carers who are elderly
* are at risk of having to leave the community and enter an aged care facility for care.

**Aged Care Facility**

Booroongen Djugun Aged Care Facility was officially opened early 1997. The facility was established to provide care for Aboriginal and non-Aboriginal frail aged, as well as provide care for young people with disabilities who are unable to be assisted in the community.

Residents at the facility are individually assessed and care is provided based on their individual needs. The facility is unique, currently offering 40 beds, 20 of which are Dementia specific secure beds, and 20 self-contained units.

**Aboriginal Aged Housing**

**Booroongen Djugun Aged Housing** has independent aged housing on site near the other BDL services.

Tenants are housed in 2 bedroom units and have the option to care for themselves or have support from BDL’s community care services.

Tenants who take the option to care for themselves can purchase services (food, laundry, cleaning, etc) from BDL when required (eg ill-health).

**Conference / Workshop Guest Speaker**

BDL was invited to speak at an Aboriginal Economic Development Symposium at Armidale. Val March OAM, co-founder of Booroongen Djugun Limited, spoke about the development and management of Booroongen Djugun Limited from the concept to present day operations.

Aboriginal Economic Development Symposium. Warra-Li Resource Unit Inc; NSW Aboriginal Land Counci; Regional Development Australia. **Introduction to key opportunities and case studies (Business lessons learnt).** Val March, OAM, Faith March – Northern Region Forum, Armidale 29 July 2014