



TULLY SUPPORT CENTRE INC

Servicing communities throughout the Cassowary Coast region since 1991



Over 30 Cassowary Coast businesses went purple for DV month 2019.

INDEX

ACKNOWLEDGEMENTS	2
MISSION STATEMENT	3
MANAGEMENT COMMITTEE MEMBERS	3
STAFF AND VOLUNTEERS	4
SERVICES TO THE COMMUNITY	5
2018 ANNUAL GENERAL MEETING MINUTES	11
PRESIDENT'S REPORT	14
TREASURER'S REPORT	15
AUDITOR'S REPORT	16
MANAGER'S REPORT	26
ADMINISTRATION REPORT	39
DFV CHILD AND PANAMA COUNSELLING REPORT	41
4854 OUR COMMUNITY PHOTO ENTRIES	46
TULLY YOUTH CENTRE REPORT	48
FAMILY SUPPORT REPORT	51
DFV ADULT AND PANAMA COUNSELLING REPORT	53
CENTRELINK AND COMMUNITY DEVELOPMENT	54
CASSOWARY COAST REGIONAL SNAPSHOT	66

The Tully Support Centre Inc. gratefully acknowledges the support of the following individuals, community organisations and funding bodies.

- Department of Child Safety, Youth and Women
- Department of Communities, Disability Services and Seniors
 - Department of Social Services
- Department of Employment, Small Business and Training
 - Cassowary Coast Regional Council
 - Department of Humans Services
 - CCRC Mayors Christmas Appeal
 - St Vincent De Paul Society – Tully
- Community Support Centre Innisfail
 - Cassowary Coast Independent
 - Tully Lions and Lioness Club
- Mission Beach Lions and Lioness Club
- Mission Beach Community Support Inc.
 - Teitzel's SUPA IGA Tully
 - Cardwell IGA
 - Woolworths Mission Beach
 - Raycare Family Pharmacy
 - Live Life Pharmacy
 - Top of Town Butchers
 - Tigers Leagues Club Tully
 - Mamu Health Service Ltd
- Nick and Jean's 5-star Supermarket
- Kurrimine Beach Fishing Competition
 - Igguldens Mens wear
 - Newsexpress Tully
 - Harles Electrical
 - Ando's Plumbing
- waterview property maintenance
 - Tully Computers
 - Tackle World Tully
 - Good Vibrations Tully
 - Mitre 10 Tully
 - J & P Galleano
- Tully District Craft, Knitting & Crochet Group
 - QCWA – Tully
 - CentaCare Cairns

Mission Statement

To provide a quality support service for individuals and families in Tully and the surrounding community focusing on advocacy, support, education, and referral.

Organisational Overview

The Tully Support Centre Inc. (TSC) became an Incorporated Association in 1991 under the name of Cardwell Shire Community Support Centre Inc. The centre changed its name in April 2008.

The TSC employs 11 permanent part-time staff and 2 program specific short-term casual staff members. The TSC has a strong volunteer program and is supported and overseen by a voluntary Management Committee elected from the community.

Membership

The TSC is non-government organisation, overseen by a volunteer management committee. Membership is open to anyone in the community with an interest in the organisation, its services and helping people in our community.

Membership fees per annum are:

Corporate / Business - \$11.00	Non-Profit Organisations - \$5.50
Individual - \$5.50	Pensioner - \$2.20

The Management Committee are elected from this membership and oversee the operations of the Tully Support Centre.

Management Committee

2018 - 19

PRESIDENT	Tania Gilbert
VICE PRESIDENT	Ruth Radel
SECRETARY	Elizabeth Todd
TREASURER	Tania Gilbert
ORDINARY MEMBERS	Jacqui Szafran Rick Taylor

Staff and Volunteers

2018 – 19

MANAGER	SHANE GREENWOOD
ADMINISTRATION	DONNA BUTLER
FAMILY SUPPORT	KRISTY LEILUA KRISTIAN MURPHY LINDA TREVISI
COMMUNITY ENGAGEMENT	MAXINE BRITTON GEORGINA DUGGAN SHANE GREENWOOD
TULLY YOUTH CENTRE SUPERVISORS	KRISTIAN MURPHY LIZ ZONTA MATTHEW EVANS
CENTRELINK SUPPORT	MAXINE BRITTON LIZ ZONTA LIZA ROSSETTO
DOMESTIC VIOLENCE PROGRAM	LINDA TREVISI KAREN HETHORN JIM CHAFFEY JUDY CAMPBELL
INTENSIVE FAMILY SUPPORT	SANDRA NASH LINDA TREVISI
PANAMA SUPPORT PROGRAM	KAREN HETHORN JIM CHAFFEY KRISTIAN MURPHY MAXINE BRITTON
COMMUNITY WORK SKILLS	MAXINE BRITTON GEORGINA DUGGAN
VOLUNTEERS	LIZA ROSSETTO KATRINA WILSON RAQUEL BARBA

Services to the Community

In addition to the regular services, the TSC has delivered two short term projects; the Panama Support Service and the Cassowary Coast Skilled2work Community Work Skills (CWS) program.

Panama Support Service

The Tully Support Centre (TSC) Panama Support Service (PSS) undertook a three-pronged approach, in line with the funded service agreement to:

- Provide **therapeutic structured counselling**, delivered by qualified and experienced staff, to provide immediate support and intervention for community members affected by Panama TR4;
- Provide strengths-based case management to **build the capacity of individuals** to cope and adapt to the changing circumstances;
- Engage the community in **productive and positive conversations** about how best to support our community, identify and respond to community need, and assess the capacity of the community to respond to future Panama detections.

These three core service goals underpinned the work of the TSC at every level, from the design of the service delivery and engagement strategy, to the drawdown of the service on the 31st of May 2019.

The work undertaken by the TSC is commonly referred to under the 80/20 rule. That is, 80% of our time is spent working with 20% of our community. What we have found supporting our community over the 3 iterations of the PSS, is that we are increasingly working with the other 80% of our community.

That is, those community members who had limited or no contact with the TSC prior to the impact of Panama on our community.

Counselling and Case Management program

From the 1st of June 2018 to the 31st of May 2019 the TSC PSS Counselling and Case Management services provided **623 counselling and case management sessions to 88 clients**; 40 males and 48 females (12 contacts a week) including 11 community members identifying as being from a culturally and linguistically diverse background and 5 being from an Aboriginal or Torres Strait Islander background.

Of these contacts: **6 were Banana farmers; 47 were employed in the Banana Industry; 9 were employed in Associated Industries; 13 were Small Business owners; and 13 were employed in Other Industries.**

The majority of issues reported by clients included: **Job insecurity; Financial issues; Relationship issues; Stress; Anxiety; Behavioural issues; Low self-esteem; and Poor coping strategies, including Drug and Alcohol misuse.**

Community Connect program

From the 1st of June 2018 to the 30th of June 2019, the TSC PSS Community Connect service undertook **247 hours of development of resources and tools** including: the Panama TR4 grower kit Stress fact sheet, PSS program brochure, Resilience surveys, Search Conference model, Welcome to Tully booklet, 4854: looking forward guiding documents; 4854: Our Community project development.

In addition, the TSC Community Connect program undertook **445 hours of direct community engagement, involving 124 service contacts and 2,853 community contacts** (includes individuals and services with multiple contacts).

Moving Forward

The outbreak of Panama Disease Tropical Race 4 in Tully presents a significant and ongoing threat to the Banana industry as an economic pillar, major employer and driver of small business within the CCRC.

As a result, there would be very few families and businesses in Tully, who do not, somewhere down the economic chain, derive an income from bananas. Consequently, the TSC has observed impacts across the socio-economic and cultural groups within our community.

The Queensland Government has stated that Panama TR4 is 'ineradicable'. The Queensland Government has pledged their support to continue to work with industry to delay the spread, work to containment, improve bio-security practices, build resilience in the banana genome and diversify production bases/locations.

Despite acknowledgement at all levels of government, in industry and the community of the ongoing need for emotion and financial assistance, funding to support community members has been erratic and short-term based. The TSC works hard to promote the service and removed the stigma in accessing services. Each time the funding concludes, the process must start again further compounding negative impacts.

It is the position of the TSC that block funding should be provided over a **minimum of 3 years; incorporating generalist counselling, youth support and capacity building activities** to address the ongoing impacts of TR4 on the social, emotional and economic wellbeing of our community.

The TSC is committed to continue working with stakeholders all levels of the ongoing response to Panama TR4, to raise awareness of community issues and ensure collaborative response to the ongoing threat of Panama in our community.

Cassowary Coast Skilled2work

The TSC, in partnership with Central Queensland University, was successful in obtaining funding to deliver the Cassowary Coast Skilled2work Community Work Skills (CWS) program to community members throughout the Cassowary Coast.

The TSC CWS program is a part of the Queensland Governments Skilling Queenslanders for Work program providing skills development and training through a suite of targeted skills and training programs.

This TSC CWS supported 90 community members to undertake Certificate II and III qualifications and nationally recognised skillsets based on feedback from community and employers.

Cassowary Coast Domestic and Family Violence Service

The TSC Cassowary Coast Domestic and Family Violence (CCDFV) service is based in Innisfail and Tully, providing regular outreach to Cardwell, Mission Beach and Child Counselling in schools throughout the region as required.

The program provides Adult and Child Counselling Services, Case Management, Court Support in Innisfail and Tully, and the capacity to improve the security of community members experiencing Domestic and Family Violence (DFV).

The CCDFV service provides a targeted and responsive DFV service throughout the Cassowary Coast region; facilitating face-to-face Counselling, Court Support, Case coordination, Crisis intervention, Information, Advice and Referral, and Advocacy services weekly in Tully and Innisfail, outreaching to Cardwell and Mission Beach.

However, this program stops short of providing support for perpetrators to break the cycle of violence and although the CCDFV service can respond to male victims of DFV they are not counted in program outputs.

The TSC is committed to continue to work with community and government to improve the delivery of the program and raise awareness of the need for perpetrator services and the inclusion of males as victims.

The TSC urges both the State and Federal Government to provide funding to enact perpetrator programs to work to change the behaviour of existing offenders and to provide targeted programs for young men; as the main perpetrators of DFV; to stop the cycle of violence.

In addition, the TSC encourages the national conversation to include, raising awareness of and de-stigmatisation male victims of Domestic and Family Violence.

Information, Advice and Referral

A core role of the TSC is to provide information about services available to the community by the TSC and other organisations both government and non-government.

The TSC works with clients to empower them to make positive changes in their lives and give them the tools to reach their goals.

The TSC uses a case management approach to client issues, making full use of the available referral networks' both within the TSC and other services outreaching to the community.

Advocacy

TSC support staff are able to advocate on a client's behalf to other services, government bodies, local council, insurance companies, rental issues and financial issues. Our staff assist clients to ensure their rights are upheld as a member of our community.

General Support

The TSC support staff work to give clients the tools and support they need to cope with events in their life. Sometimes it is hard when there are a lot of things to cope with to make sense of it all and find a sense of direction.

Our support staff help clients break the issues down into manageable tasks to get clients heading in the right direction again. By giving clients these tools, we seek to empower them to be better able to cope in the future.

Emergency Relief

The Emergency Relief Program is designed to assist members of our community in times of crisis. This assistance can be in the form of food, fuel, or pharmacy vouchers; assistance with school fees and school supplies as funding allows.

The TSC has a network of service providers to assist with emergency relief needs and of course, we can advocate on your behalf for payment plans, extensions and fee relief.

The Emergency Relief program is available by appointment.

The Emergency Relief program funded entirely by donations from the community, fundraising and from Angelcare Tully.

Department of Human Services Agent

The TSC employs a Centrelink support worker to assist community members in accessing Department of Human Services payments and services. The department offers a range of health, social and welfare payments and services through:

Medicare: which looks after the health of Australians through the efficient delivery of programs such as the Pharmaceutical Benefits Scheme, the Australian Childhood Immunisation Register and the Australian Organ Donor Register.

Centrelink: which delivers a range of payments and services for retirees, the unemployed, families, carers, parents, people with disabilities, Indigenous Australians, and people from culturally and linguistically diverse backgrounds, and provides services at times of major change.

Child Support: which provides support to separated parents to provide the financial and emotional support necessary for their children's wellbeing.

Australian Hearing: is one of the largest hearing service providers in the world and is dedicated to helping people manage their hearing impairment so they have a better quality of life. Australian Hearing provides a full range of hearing services for children and young people up to the age of 26, eligible adults and aged pensioners, and most war veterans.

The DHS Support Worker can assist you in filling in forms, certifying identification and registering and accessing self-service online. The Department of Human Services provides phone, computer, internet and fax facilities for community members to access.

DHS support hours are 9 -1 & 2 – 4 Monday, Wednesday and Thursday; and 9 -1 Tuesday.

The DHS Support worker is funded by the Australian Government through the Department of Human Services.

Support Groups

The TSC coordinates a number of support groups such as; Mum's Group, Fatherhood Support Program, Men's Group, Life Skills Program, Home Management Program, plus social groups including art and craft and book clubs.

Support groups are a great way to meet people, get peer support and link with services; we also encourage community input regarding new groups.

Tully Youth Centre

The Tully Youth Centre (TYC) is a safe place for young people aged between 10 – 17yrs to hang out, get some food and BE KIDS! There are pool tables, TV's, Xbox's, handball court and more.

The TYC is fully supervised and is open Monday to Thursday after school and on school holidays. The TYC is funded by the Cassowary Coast Regional Council and is located in the Tully Show Grounds next to the igloo.

Volunteers

The TSC encourages input from the community into program development and targeting services, we also encourage volunteer contributions to the centre. These could be in the form of reception work, gardening, filing and sorting, or youth centre supervisors.

We also welcome student placement.

Outreaching Services

The TSC also acts as a service hub for outreaching service providers, which improves service availability for members of our community and provides room hire income to offset the cost of maintaining the building.

During 2017 – 18 the TSC hosted the following outreaching service providers.

- Australian Personal Management – APM
- Australian Hearing
- Lives, Lived Well
- OSTARA
- Department of Child Safety
- Queensland Indigenous Family Violence Service
- Relationships Australia
- Cootharinga North Queensland - Ability First
- Epic Employment
- NEATO Employment
- Salvation Army – Money Care
- University of New England Student Exams

Tully Support Centre
MINUTES OF THE ANNUAL GENERAL MEETING
TUESDAY 23 OCTOBER 2018
Held at the Red Cross Rooms, Tully

MEETING OPENED AT:

1.30pm by Shane Greenwood (Manager), who welcomed everyone to the Annual General Meeting. Shane acknowledged the traditional owners of the land, the Gulnay people.

APOLOGIES:

Hon. Bob Katter MP (Federal Member for Kennedy), Nick Dametto MP (State Member for Hinchinbrook), Cr John Kremastos (Mayor of CCRC), Andrew Eames (Contract Officer, Department of Communities, Disability Services, and Seniors), Joe Galeano (Community Member and former Mayor of the Cardwell Shire Council), Pam Galeano (Community Member), Dr Kim Favier (Tully Medical Centre), Noelene Byrnes (Tully QCWA), Jim Chaffey (Counsellor for TSC), Linda Trevisi (Counsellor for TSC), Glen and Laurel Fuller (Community Members), Christine Boric (President of the Tully Chamber of Commerce), and members of the Tully & District Knitting and Craft Group: Mary Grinstead, Val Bradley, Joan Sollitt, and Rita Marzona.

APPOINTMENT OF THE CHAIR:

Nominations were called for the position of Chair for the meeting. Cr Rick Taylor offered to chair the meeting. As there were no other nominations, Rick was declared the Chair.

MINUTES OF THE PREVIOUS ANNUAL GENERAL MEETING:

R. Radel moved that the minutes of the previous Annual General Meeting held on 24th October 2017 be accepted. Seconded by M. Britton. CARRIED

PRESIDENT'S REPORT:

This was presented by Tania Gilbert, who then moved that her report be accepted. Seconded by J. Vallianos. CARRIED

It was highlighted that Tully IGA now has a designated trolley for non-perishable items that have been donated by shoppers. These will be collected for TSC's Emergency Relief Pantry.

TREASURER'S REPORT:

This was presented by Tania Gilbert. A detailed report is included in the Annual Report.

The Tully Support Centre Inc. ended the financial year 2017-2018 with:

Total Income of:	\$1,515,364.19
Total Expenditure of:	\$1,515,627.14
Loss of:	\$262.95

On behalf of the Management Committee of the TSC, Tania Gilbert moved that the Treasurer's Report and the attached audited financial statement be adopted. Seconded by K. Hethorn. CARRIED

MANAGER'S REPORT:

This was presented by Shane Greenwood. Shane moved that the Manager's Report be accepted. Seconded by K. Hethorn. CARRIED

As part of his report, Shane thanked Tania Gilbert for the work she has done as Treasurer over this past year. Tania has filled the dual roles of President and Treasurer due to the TSC being unable to appoint a person from the community to the Treasurer's position.

ELECTION OF OFFICE BEARERS:

Rick Taylor declared all positions vacant, and nominations were read by the Secretary.

President

Nominee: Tania Gilbert
Nominated by: Kristian Murphy
Seconded by: Shane Greenwood
The nomination was accepted by Tania Gilbert. CARRIED

Vice President

Nominee: Ruth Radel
Nominated by: Donna Butler
Seconded by: Kristian Murphy
The nomination was accepted by Ruth Radel. CARRIED

Secretary

Nominee: Elizabeth Todd
Nominated by: Maxine Britton
Seconded by: Georgina Duggan
The nomination was accepted by Elizabeth Todd CARRIED

Treasurer

No nominations were received for this position. Tania will act in the role of Treasurer until such time as one is appointed.

SIGNATORIES:

D. Butler moved that office bearers Tania Gilbert, Ruth Radel, Elizabeth Todd, and Shane Greenwood (Manager) be the signatories for Tully Support Centre Inc. Seconded by M. Britton. CARRIED

ELECTION OF ORDINARY COMMITTEE MEMBERS:

Committee Member

Nominee: Rick Taylor

Nominated by: Shane Greenwood

Seconded by: Donna Butler

The nomination was accepted by Rick Taylor. CARRIED

AUDITOR:

S. Greenwood moved that Linda Barbagallo and Associates be the nominated auditor for the 2018-2019 financial year. Seconded by R. Taylor. CARRIED

ACKNOWLEDGEMENTS:

1. Shane Knuth MP Member for Hill:

Shane said that he was very honoured to be at the AGM and appreciated being invited. He indicated that he is happy to support the TSC with its funding applications to the Queensland Government.

2. Rick Taylor Div 2 Councillor CCRC:

On behalf of the CCRC, he indicated his appreciation for the work of the TSC.

3. CWA:

Fran Malloy would like to thank Shane and Georgina for the joint Multicultural Cooking Project, which was very successful.

4. Tully Red Cross and the Tully Nursing Home:

Jean Vallianos thanked Shane and his team for a wonderful job they have done over the past year.

5. Tully Men's Shed:

Bill Kaukiainen thanked Georgina Duggan for her help with the Men's Shed over this past year.

MEETING CLOSED: 2.23pm

President's Report

Tania Gilbert

Another year has flown by with the support and services offered by the staff at the Tully Support Centre making a difference to many lives; in fact, our whole community.

Through my own work I have witnessed firsthand the difference being made to a life through the efficiency of our Domestic and Family Violence program. I received a call from a client early Sunday morning to inform me of an incident, Sunday afternoon whilst I was speaking to her she received a text from the Queensland Police Service to inform her that a DV support worker would be in contact with her. Monday, she received a call from a Tully Support Centre DV counsellor, Tuesday she had her first session. I am pleased to say, with the cooperation and efficiency of all services involved, within 48 hours of the initial incident, this client received the crucial counselling required which in turn has enabled her to move forward in a positive manner. What an amazing achievement!!

It is said that every adversity has the seed of an equivalent or greater benefit. Around this time last year, 40 locals came together to brainstorm and think about Tully – past, present and future. Of course, this all came about due to further outbreaks of Panama tropical race 4 in our local area. I'm sure many came to that session with mixed emotions, I'm quite sure everyone left with a positive mind frame, knowing that our resilience will help us overcome yet another hurdle. After a lot of community consultation and hard work, the 4854 report was published, this offered a snapshot of our current situation and will become a great tool in shaping our future. In addition to this a group of locals have come together to form the 4854-community action group. This is where we turn our ideas and dreams into reality and strive to put our little town on the map.

Of course, whilst all the big things are happening that grab the community's attention, let's not forget all the little things that happen as well. As mentioned earlier the Management and Staff at the Tully Support Centre make a difference to the many and varied lives of each and every person who walks through their doors. I would like to take this opportunity to thank Shane Greenwood our manager, all our staff and volunteers, who often go above and beyond what is required. It is truly appreciated. Thank you.

I would also like to take this opportunity to thank my fellow committee members, local businesses, community groups and individuals who support us in many different ways each year. It's all the little pieces that fit together to form the great organisation we have here within the Tully Support Centre.

Thank you

Treasurer's Report

Tania Gilbert

Our total income for the 2018-2019 financial year was \$1,650,680.81. This figure is up \$135,316.62 on the 2017-2018 financial year total of \$1,515,364.19. This increase relates mainly to one off funding for the Community Work skills program and the new Panama Support Service which both concluded in the financial year. The TSC is currently projecting the income for the 2019-20 financial year to be around \$1.2M.

Our total expenditure of \$1,595,958.62 has resulted in an operational profit of \$54,722.19 which brings our current (accumulated) retained earnings to \$329,621.31. This figure is reinvested into our community and programmes, used to improve and maintain the TSC building (which is not owned or maintained by any level of government) and used to leverage further funding to deliver services in our community.

The TSC remains in a stable financial position, which is reflected in the balance sheet. The balance sheet shows our total assets are \$868,296.33 and when we deduct the centre's total liabilities of \$538,675.02 it shows a total accumulated surplus of \$329,621.31. This is the current "value" of Tully Support Centre in financial terms.

Finally, after accounting for any debts and liabilities, including provisions for staff accruals and any unspent funding carried forward, I am pleased to report that the organisation is financially viable, has sufficient resources to continue to deliver the services contracted and is readily able to meet its debts in full as and when they fall due.

I would also like to thank Shane our manager and Donna our Administration and Accounts person for their efforts in maintaining a high standard of accounting practice, it is not always an easy task, but is essential to the overall operations of the organisation.

On behalf of the Management Committee of the Tully Support Centre I present the Audited Financial Statements for the 2018-2019 financial year and move that the Treasurer's Report and attached audited financial statements be adopted.

Thank you.

Tully Support Centre Inc
66 108 637 893
Financial Statements
For the Year Ended 30 June 2019

**Auditor's Independence Declaration
Under Section 307C of the Corporations Act 2001**

To the Members of Tully Support Centre Inc

I declare that, to the best of my knowledge and belief, in relation to the audit of Tully Support Centre Inc for the year ended 30 June 2019 there have been:

- (a) No contraventions of the auditor independence requirements as set out in the Corporations Act 2001 in relation to the audit; and
- (b) No contraventions of any applicable code of professional conduct in relation to the audit.



Grahame Allen
LBA Partners
12-20 Toogood Rd, Woree

Dated this 27th day of August 2019

Tully Support Centre Inc
Profit and Loss Statement
For the Year ended 30 June 2019

	2019 \$	2018 \$
Income		
Donations	10,118.79	16,173.00
Membership Fees	60.00	67.00
Recurrent Funding	789,280.82	734,512.08
Non-Recurrent Funding	369,794.47	379,206.52
Youth Centre Funding	32,500.00	45,490.91
Interest Received	13,565.96	12,499.19
Unspent Funding Brought Forward	178,578.42	94,467.00
Fundraising Income	2,755.45	2,894.25
Vehicle Usage Fee	21,415.00	21,591.00
Auspice Fee Income	9,500.00	14,300.00
Administration Costs	75,884.39	59,659.99
Venue Hire	14,044.00	13,190.00
Management Costs	131,476.58	121,313.25
Profit on Sale of Non-current Assets	1,706.93	-
	1,650,680.81	1,515,364.19
Expenditure		
Administration Costs	75,884.39	59,659.99
Advertising	10,877.11	3,566.80
Auspice Fee	9,500.00	14,300.00
Auditor's Remuneration	8,790.00	8,200.00
Bad Debts Written Off	-	220.00
Bank Charges	412.54	570.88
Building Improvements	71,020.91	72,994.80
Cleaning	12,296.68	11,773.88
Computer Supplies & Support	13,636.36	1,786.59
Client Personal Development	31,289.12	32,453.93
Depreciation - Motor Vehicles	8,374.00	10,074.00
Donations	5,872.25	-
Electricity	5,878.55	5,401.32
Fees, Licences & Permits	710.33	940.28
Household Goods	-	568.77
Maintaining Tenancies	38,955.07	32,233.36
Childcare & School Vouchers	40.82	1,375.55
Food Vouchers	17,303.24	18,065.55
Freight & Cartage	-	74.50
Fuel & Travel Vouchers	5,290.92	5,238.19
Pharmacy Vouchers	616.38	800.57
General Expenses	1,646.86	6,857.66
Insurance	9,677.94	8,012.27
Lawns & Gardens	4,315.08	6,858.74
Management Costs	131,476.58	121,313.25
Materials & Supplies	3,515.85	5,701.82
Minor Assets & Acquisitions	-	3,849.42
Motor Vehicle Expenses	35,702.56	35,154.71
Printing & Stationery	9,967.93	11,679.22
Provision for Employee Entitlements	48,243.71	39,429.98
Provision for Unspent Funding	166,284.05	178,578.42
Rates & Taxes	3,249.85	3,320.83
Rent	20,032.18	10,328.17
Repairs & Maintenance	4,473.02	4,823.51
Resources	19.59	1,568.65

The accompanying notes form part of these financial statements.

Tully Support Centre Inc
Profit and Loss Statement
For the Year ended 30 June 2019

	2019	2018
	\$	\$
Salaries & Wages	723,545.98	686,833.79
Security Costs	1,865.00	2,652.82
Staff Training, Welfare & Recruitment	19,849.95	19,197.04
Subscriptions & Memberships	3,421.42	2,900.27
Sundry Expenses	(3.61)	(.91)
Superannuation Contributions - Employees	64,480.07	62,597.34
Telephone	10,664.29	12,048.24
Travelling Exp & Conferences	471.54	292.81
Workcover	16,310.11	11,330.13
	1,595,958.62	1,515,627.14
Profit/(Loss)	54,722.19	(262.95)
Opening Retained Profits	274,899.12	275,162.07
Unappropriated Profit At 30 June 2019	329,621.31	274,899.12

The accompanying notes form part of these financial statements.

Tully Support Centre Inc.
Schedule of Retained Funds
For Year Ended 30 June 2019

Project/Job	Opening Balance		Profit/Loss		Appropriations		Closing Balance	
	DR	CR	DR	CR	DR	CR	DR	CR
ADMIN TRAINEE				2,272.73	2,272.73			
CLINK			205.41			205.41		
TSC General		274,899.12		52,654.87		2,067.32		329,621.31
Retained Funds not allocated								0.00
	0.00	274,899.12	205.41	54,927.60	2,272.73	2,272.73	0.00	329,621.31
Total		274,899.12	-54,722.19					329,621.31

Tully Support Centre Inc
Balance Sheet
As at 30 June 2019

	2019	2018
	\$	\$
Equity		
Retained Profits	329,621.31	274,899.12
Total Equity	329,621.31	274,899.12
Represented by:		
Current Assets		
Cash on Hand	300.00	300.00
Cash at Bank - Tully Support Centre	152,884.67	183,952.38
Term Deposit - TSCG	524,671.62	414,069.50
Term Deposit - Employee Entitlements	158,411.28	116,091.23
Trade Debtors	1,177.00	1,489.50
Total Current Assets	837,444.57	715,902.61
Non-Current Assets		
Motor Vehicles	65,248.76	61,635.73
Less Accumulated Depreciation & Impairment	(34,397.00)	(36,538.00)
Total Motor Vehicles	30,851.76	25,097.73
Total Non-Current Assets	30,851.76	25,097.73
Total Assets	868,296.33	741,000.34
Current Liabilities		
Trade Creditors	-	(33.90)
BAS Creditor	8,325.75	8,483.87
Provision for Employee Entitlements	192,868.11	153,848.28
Provision for Backfill	145,865.69	111,820.60
Provision for Unspent Funding	166,284.05	178,578.42
Provision for Professional Development	25,331.42	13,403.95
Total Current Liabilities	538,675.02	466,101.22
Total Liabilities	538,675.02	466,101.22
Net Assets	329,621.31	274,899.12

The accompanying notes form part of these financial statements.

Tully Support Centre Inc
Notes to the Financial Statements
For the Year ended 30 June 2019

1 Significant Accounting Policies

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (Queensland). The committee has determined that the association is not a reporting entity.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of the financial statements.

Basis Of Preparation

The financial statements have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes. The accounting policies that have been adopted in the preparation of the statements are as follows:

(a) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Interest revenue is recognised using the effective interest rate method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Revenue from the provision of membership subscriptions is recognised on a straight line basis over the reporting period.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

All revenue is stated net of the amount of goods and services tax (GST).

(b) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the balance sheet.

(c) Employee Benefits

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the amounts expected to be paid when the liability is settled.

The accompanying notes form part of these financial statements.

Tully Support Centre Inc

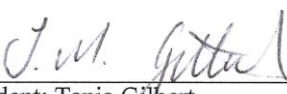
Statement by Members of the Committee

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in the Notes to the Financial Statements.

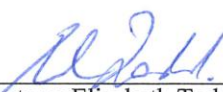
In the opinion of the committee the accompanying financial statements:

1. Presents a true and fair view of the financial position of Tully Support Centre Inc as at 30 June 2019 and its performance for the Year then ended.
2. At the date of this statement, there are reasonable grounds to believe that Tully Support Centre Inc will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the committee and is signed for and on behalf of the committee by:



President: Tania Gilbert



Secretary: Elizabeth Todd

Dated: 04/09/2019



INDEPENDENT AUDITOR'S REPORT

To the Members of Tully Support Centre Inc.

Opinion

We have audited the financial report of Tully Support Centre Inc. , which comprises the balance sheet as at 30 June 2019, the profit & loss statement, schedule of retained funds and notes to the financial statements, including a summary of significant accounting policies, and the declaration by those charged with governance.

In our opinion, the accompanying financial report presents fairly, in all material respects the financial position of the Entity as at 30 Jun 2019, and its financial performance and its cash flows for the year then ended in accordance with Australian Accounting Standards.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of matter – basis of accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist ABC Entity to meet the requirements of the applicable legislation. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Other Information

Those charged with governance are responsible for the other information. The other information comprises the information included in the Entity's annual report for the year ended 30 June 2019 but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with

Woree Plaza
12-24 Toogood Rd Woree Qld 4868 | PO Box 858E Earville Qld 4870
T 07 4033 1144 | F 07 4033 1188 | accounts@lbapartners.com.au
www.lbapartners.com.au

 **Directors**
Linda Barbagallo FCPA
Grahame Allen FCPA
Barbagallo & Allen Pty Ltd **ABN** 90 091 987 085

Liability limited by a scheme approved under Professional Standards Legislation

the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards, and for such internal control as management determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

[A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at: <http://www.auasb.gov.au/Home.aspx>. This description forms part of our auditor's report.]

LBA Partners



Grahame Allen

Date: 27th August 2019



Liability limited by a scheme approved under Professional Standards Legislation

Manager's Report

Shane Greenwood

I would like to welcome everyone to this year's Annual General Meeting, this is my 11th AGM as manager and my 17th year involved with the Tully Support Centre (TSC).

The TSC has been a busy and vibrant organisation over the last 12 months, with high levels of community engagement and significant outputs within funded programs. This has been enhanced by the delivery of one-off programs including the Cassowary Coast Skilled2work project which concluded in December 2018.

The Skilled2work project was a significant undertaking for the TSC, engaging 90 community members to identify skills and education gaps and pathways to employment. In total, 59 community members achieved their desired qualification, 55 participants either gained employment or undertook additional roles for their current employer as a result of their participation in the program, and 12 participants engaged in further study.

The TSC does not currently have plans to undertake further community-based learning projects. However, the availability and access to training remains an issue within the Cassowary Coast region and presents a significant barrier to individuals and businesses in our community.

Human Services Quality Framework

The TSC has once again been successful in obtaining accreditation under the Human Services Quality Framework (HSQF) to deliver services funded by the Queensland Government. HSQF is the quality assurance framework for assessing and promoting improvement in the quality of human services delivered by non-government agencies across Queensland.

HSQF was developed to maintain important safeguards for people using services. In the same way that childcare services require accreditation to operate, the TSC is required to maintain compliance with the Standards, measure performance against the relevant Standards and incorporate and implement a process of continuous improvement incorporating feedback from all levels of the organisation including client and community feedback.

Engaging in this process has resulted in direct benefits for the TSC, service delivery, staff and clients. Through this process the TSC has enhanced its capacity as a learning organisation in which feedback is gathered, opportunities are identified, improvements are implemented and reviewed in a perpetual cycle.

I found this process very rewarding and I would like to acknowledge the hard work of the TSC staff and management committee for their commitment to

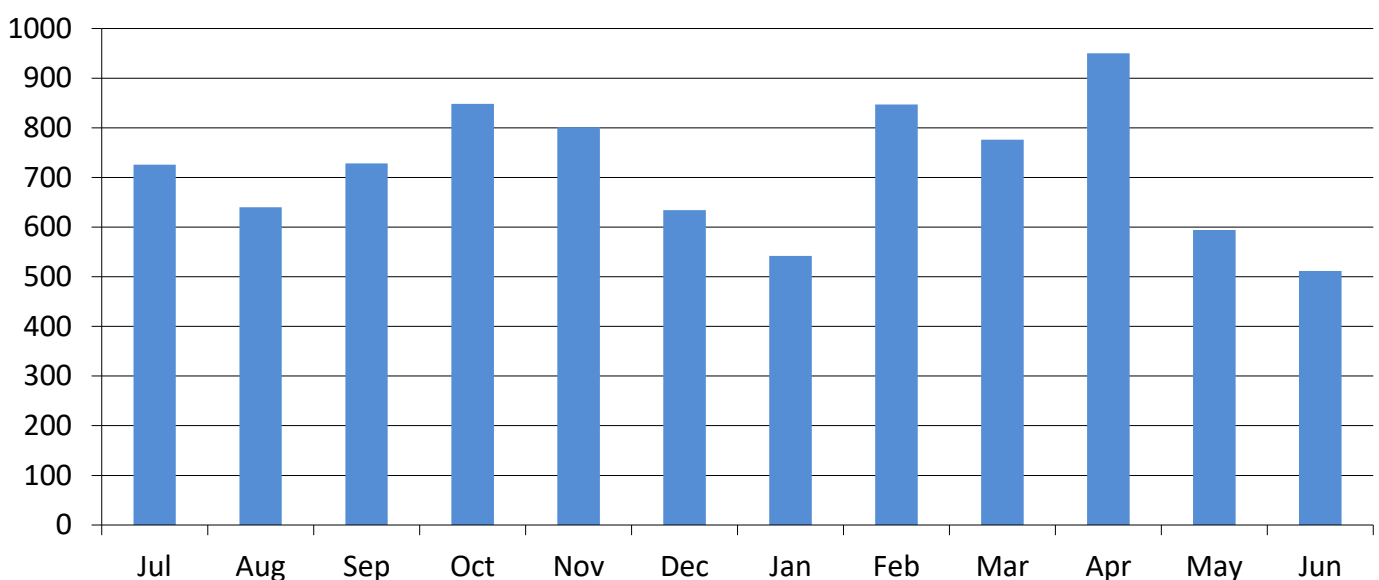
this process. I would also like to acknowledge and thank Kathy Rees from HDAA for her support during the last accreditation cycle.

Statistics

It has been another busy year and I would like to acknowledge the support of our service delivery partners in the Department of Child Safety, Youth and Women, the Department of Communities, Disability Services and Seniors, the Department of Employment, Small Business and Training, Department of Human Services, Department of Social Services, Saint Vincent de Paul Tully, Mamu Health Service, the Community Support Centre Innisfail, Queensland Health, Mission Beach Community Support, Tully Community Mental Health, Tully Red Cross, Tully Queensland Country Women's Association, Tully and District Chamber of Commerce, the State and Federal Governments and the Cassowary Coast Regional Council.

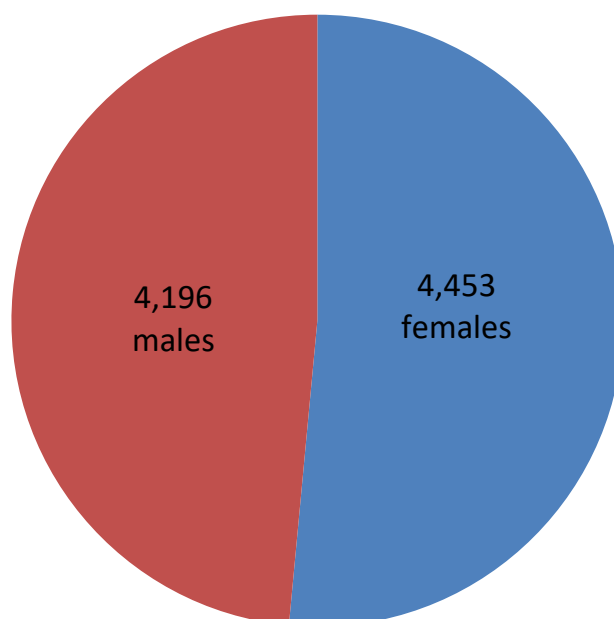
These partnerships have ensured that more members of our community are able to access support services when required, there are fewer service gaps and that clients are able to be assisted in a holistic manner to meet their current needs while increasing the capacity of the individual and their family to cope into the future.

The following statistics are for the front office for the 2018 – 2019 financial years and represent the number of people accessing the centre on a monthly basis. These statistics do not include contacts through outreach, community engagement, the Tully Youth Centre or group activities.



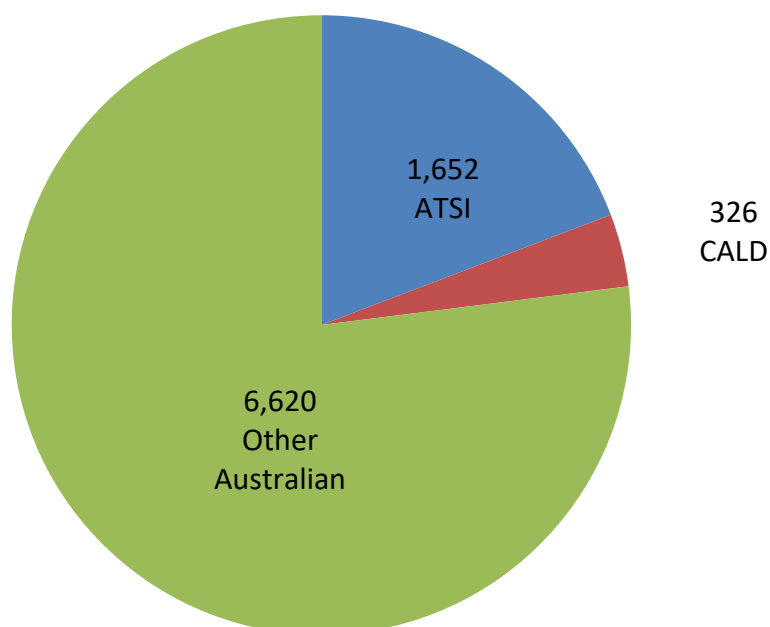
A total of 8,598 client attended the TSC building over the last financial year, a reduction from 9,378 last financial year; this equates to 171 clients a week for the 50 weeks the centre is open. This drop is consistent with the increasing levels of outreach provided by the TSC, thereby reducing the number of clients physically needing to attend the centre.

Number of Male and Female Client Contacts



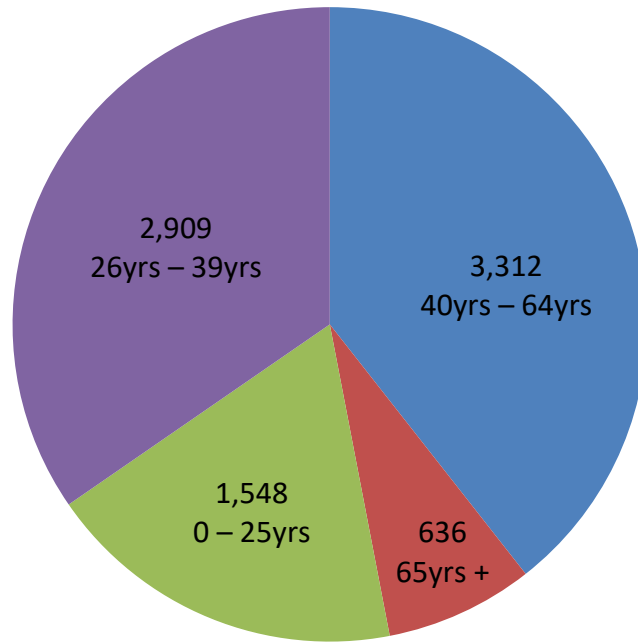
NB: Significantly 49% of client contacts are males; traditionally the majority of clients connecting with neighbourhood centres in Queensland are females.

Client contacts by Cultural Background



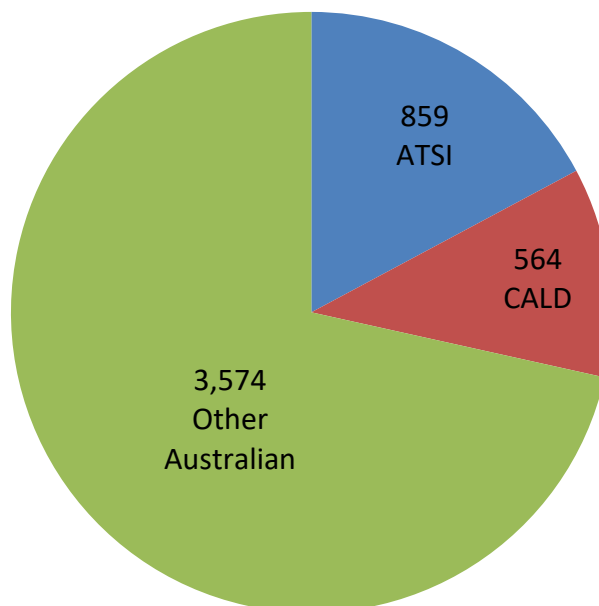
NB: 19.21% of clients identified as Aboriginal or Torres Strait Islander

Client contacts by Age group



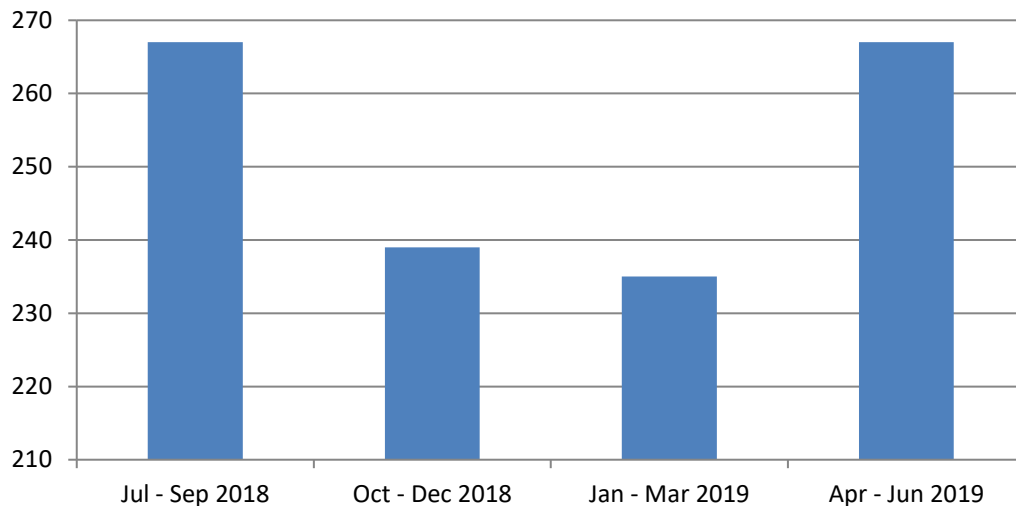
NB: Overall increase in the number of clients aged 26 – 39yrs attending the centre since last financial year despite the drop in total client attendance.

Contacts for general support, information, advice and referral



The total number of client contacts for **general support, information, advice and referral** for 2018 – 19 was 4,997 (**859 ATSI and 564 CALD**), compared to 6,233 contacts in the previous financial year.

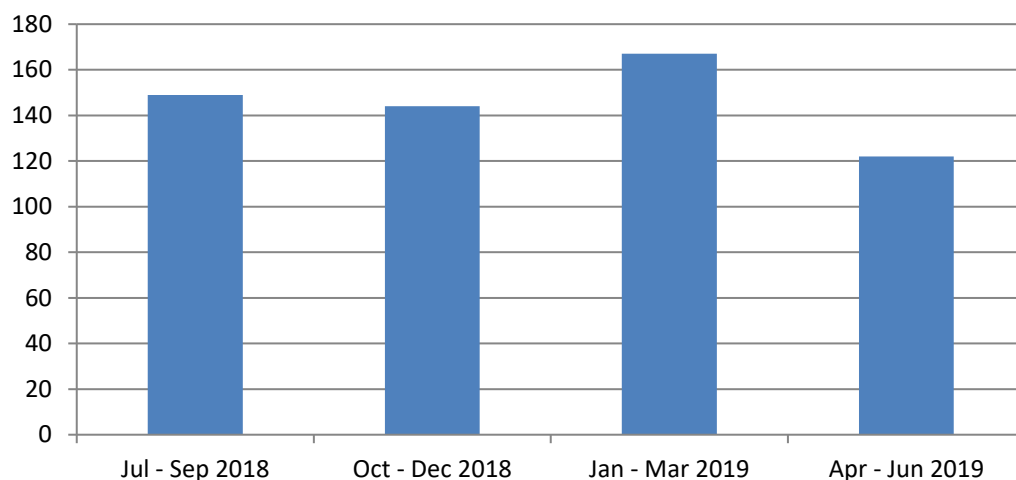
Number of Case Managed Client Contacts



The total number of client contacts for **case management** under the Early Intervention Family Support program for 2018 – 19 was 1,008 (**93 individuals including 23 ATSI and 6 CALD**), compared to 1,031 contacts in the previous financial year.

NB: This service has achieved an average of 20.2 case managed contacts per week. The total capacity for this service is 21 contacts per week.

Number of Counselling & Case Managed Client Contacts

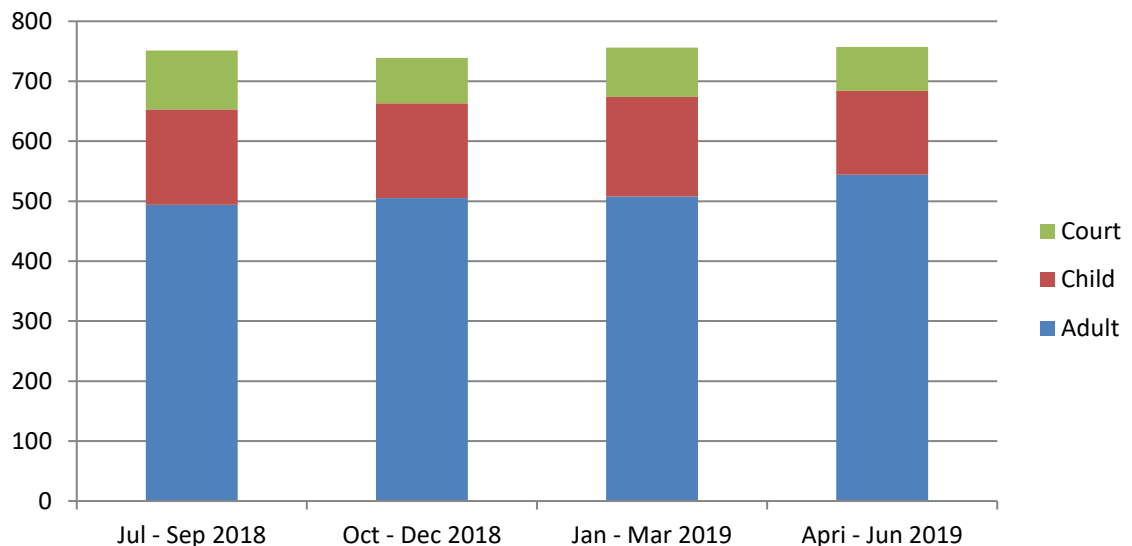


From the 1st of June 2018 to the 31st of May 2019 the Panama Counselling and Case Management services provided 623 counselling and case management sessions (**88 individuals including 5 ATSI and 11 CALD**).

Of these contacts: **6 were Banana farmers; 47 were employed in the Banana Industry; 9 were employed in Associated Industries; 13 were Small Business owners; and 13 were employed in Other Industries.**

NB: This service was at capacity throughout the delivery period.

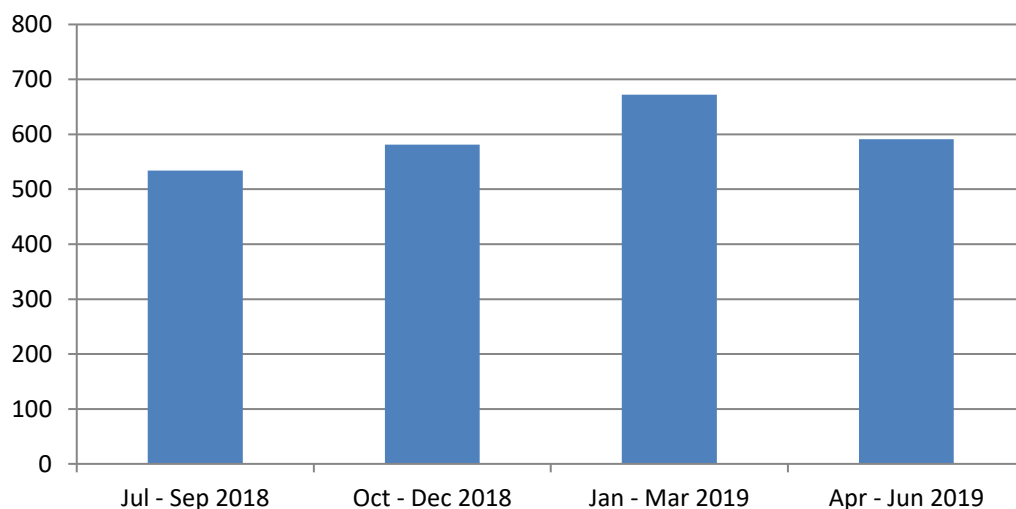
CCDFV program contacts



During the 2018-19 financial years the CCDFV program provided:

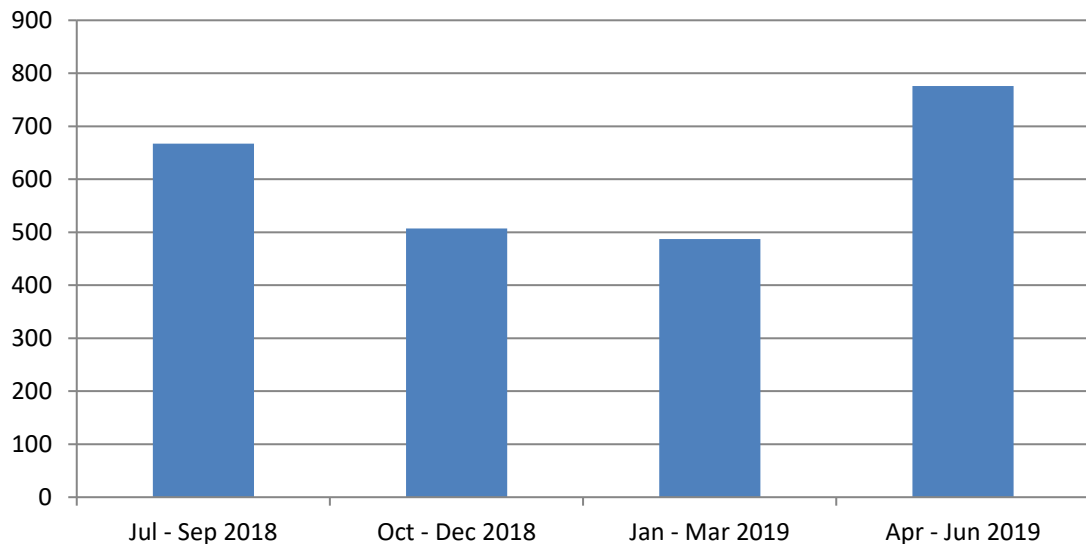
- **Adult counselling** – 261 individuals (**39 – ATSI, 27 – CALD**) engaged in 2,051 counselling sessions. Totalling 3,024 hours of service delivery.
- **Child counselling** – 117 individuals (**5 – ATSI, 9 – CALD**) engaged in 623 counselling sessions. Totalling 901 hours of service delivery.
- **Court Support** – 329 instances of support (**99 – ATSI, 20 – CALD**). Totalling 224 hours of service delivery.

DHS Agent Contacts



The total number of DHS agent client contacts for 2018 – 19 was **2,378**, compared to 2,497 contacts in the previous financial year.

Tully Youth Centre contacts



The total number of **Tully Youth Centre** contacts for the 2018 – 19 financial years was 2,437 (**1,424 Male, 1,013 female – 1,459 ATSI, 145 CALD**), up from 1,756 in the previous financial years.

NB: The continued high attendance is largely due to the success of the two-supervisor model implemented in 2016. This model enables not only greater supervision but also allows targeted activities to run alongside our normal recreational activities.

The accuracy and the quality of the information the TSC gathers is essential to target service delivery, measure the effectiveness of the services delivered and identify service gaps.

The TSC continually reviews the outputs of all funded services and uses information gathered through client feedback, statistics and direct service provision to target service delivery to the needs of the community.

Financial

Tully Youth Centre (TYC)

The Tully Youth Centre is funded by the Cassowary Coast Regional Council and through fundraising undertaken by program and the young people attending the centre. The TYC provides safe afterschool activities and youth mentoring through Cardwell State School.

In addition to the \$32,500.00 provided by the CCRC this program received \$188.40 in donations and \$1,857.45 in fundraising income. This is \$1,000.00 less than the fundraising income from 2017-18, this is largely due to significantly decreased income from the 2018 Tully Christmas Street party and reduced sales of soft drinks through both the TSC and the TYC.

Due to funding restrictions the TSC has ceased delivering outreaching youth mentoring to Cardwell State School. At the current rate without an increase in funding for young people in our community, the TYC will need to further reduce opening hours and or days. The TSC urges the state government to consider funding of youth services outside of Innisfail within the Cassowary Coast.

The TYC program has finished the year with unspent funds of \$540.73.

Early Intervention Family Support program (CP)

The Early Intervention Family Support program is funded by the state government through the Department of Child Safety, Youth and Women. This program provides strengths-based in-home and centre based case management for families at risk of child safety involvement.

The CP program finished the year with unspent funds of \$2,761.58. This was largely due to lower than expected operational costs and can be carried forward.

Community Support Services program (CSS)

The Community Support Service program is funded by the state government through the Department of Communities, Disability Services and Seniors. This program funds the various community engagement and development activities we undertake as well as individual support, information, advice and referral activities.

The CSS program finished the year with unspent funds of \$1,097.11. Again, this was due to lower than expected operational costs.

Emergency Relief program (ER)

The Emergency Relief program provides financial and material assistance to community members in need. The Emergency Relief program is funded entirely by donations from the community, fundraising and from Angelcare Tully.

This program received \$6,114.58 in donations including: \$3,000.00 through the partnership with Angel Care in Tully; \$1,000.00 from the CCRC Mayors Christmas appeal; \$894.58 raised by local community member Helen Bailey who got cold for a good cause on Christmas day with a swim in the Irish sea; \$600.00 donation from the QITE community pantry; \$500.00 donation from the Kurrimine Beach fishing club; and a \$120.00 donation from the Mission Beach Anglican Church community BBQ.

The ER program has finished the year with unspent funding of \$2,505.98, due to donations received prior to the end of the financial year, which can be carried forward.

Centrelink (Clink)

The Centrelink program is funded by the federal Government through the Department of Human Services. This program funds the DHS Support Worker role, which provides assistance to people regarding income support payments.

The program has finished the year with a loss of \$205.41.

Cassowary Coast Domestic and Family Violence service (CCDFV)

The CCDFV service is funded by the state government through the Department of Child Safety, Youth and Women. This program provides adult and child counselling, court support and security upgrades for women and children affected by DFV and provides weekly services in Tully, Mission Beach, Innisfail and Cardwell; as well as through schools throughout the region.

The CCDFV service has finished the year with unspent funds of \$13,749.32; which relates to unspent security upgrade funding, which can be carried forward.

Panama Support Service (PSS)

The Panama Support Service is funded by the state government through the Department of Communities, Disability Services and Seniors.

The TSC does not have existing generalist counselling capacity. As a result, its ability to respond to community stressors; such as the outbreak of Panama without specific government assistance; is limited. This program was funded for 12 months until the end of May 2019. This program met and exceeded all of the expectations of the department and the requirements of the service agreement and came in under budget.

Despite the submission of a detailed report to the relevant government departments, ministers and the premier, outlining the high levels of ongoing need in our community for additional supports, including the need for relationship counselling, youth services and financial assistance no further funding has been allocated to our community.

This program finished the year with unspent funds of \$3,945.42. This funding has been returned to the department.

TSC General Account (TSC-G)

The TSC General Account is used by the centre to track income from room hire, vehicle use fees, interest received and auspice fee incomes. In the last financial the TSC received total income of \$78,342.10; this included \$13,780.00 for room hire, \$9,500.00 in auspice fees, \$13,565.96 in interest, \$21,415.00 in vehicle use fees and \$3,851.81 in donations.

This money is utilised by the centre to offset the costs of service delivery including Insurance, Rates, Cleaning, Electricity, Vehicle maintenance and replacement, and to contribute to the ongoing improvement and development of the TSC building.

Overall, I am happy with the financial situation of the TSC as at 30th of June. We have worked very hard to create and adhere to budgets, to secure funding, source donations and undertake fundraising to ensure the ongoing financial viability of the centre and its programs.

I am confident that the organisation has and will continue to fulfil our financial accountability and transparency obligations to our funding bodies and our service delivery commitment to our community.

Events and Community Involvement

By conducting community events and participating in existing events the TSC not only raises awareness of the centre and its services, it also provides information and contact for clients in a relaxed atmosphere. Over the years the centre's participation in these events has proved time and again the value of this kind of participation and community involvement.

Over the last 12 months the centre has conducted, supported and participated in many events across the Cassowary Coast. This has included Life Skills for new Tully Sugar apprentices, Grant writing workshops for local schools and community groups, Digital advertising and marketing workshops for small business, Domestic and Family Violence month activities, supporting activities during the 2019 World Rafting Championships, Self-defence training for women and girls, Volunteer morning tea in Mission Beach, Child protection week activities in Cardwell, Family activities in Kurrimine Beach and extensive community engagement around the impacts of Panama on the future of our community.

I would like to take this opportunity to highlight a couple of standout activities.

Cassowary Coast Goes Purple

Domestic and Family Violence Month May 2019

Now in its second year, the Tully Support Centre partnered with the Tully and District Chamber of Commerce and businesses throughout the Cassowary Coast region to "go purple" from the 20th – 25th of May 2019 for DV month. This included lighting the exterior of buildings in purple, staff wearing purple and displaying purple flags, decorations and balloons in shop windows.

The 2019 event was very successful with 30 businesses participating (including 5 from Innisfail, 5 from Cardwell, 2 from Mission Beach and 18

from Tully) up from 10 in 2018. The TSC will seek to continue to expand upon this success in 2020.



Panama Support Service

In May 2018 the Queensland Government announced funding to support community members affected by the ongoing impacts of Panama TR4. This program was composed of three targeted responses, providing therapeutic counselling, case management and community engagement.

This was a mammoth undertaking for the TSC and represented not only an increased capacity to engage and support the community on an individual and family level, but also to engage the broader community in a targeted and sustained community engagement process. This process was designed to assess the capacity of the community to cope with future detections of Panama TR4 and assist the community to articulate a vision for the Tully area moving forward and build their capacity to enact that vision.

In addition, to the significant counselling and case management outputs highlighted above, the TSC PSS Community Connect program undertook **445 hours of direct community engagement, involving 124 service contacts and 2,853 community contacts** (includes individuals and services with multiple contacts).

The resilience report produced, as required by the service agreement, was circulated to all levels of government, relevant ministers and departments. Unfortunately, further funding addressing the ongoing service gaps in relation to generalist counselling (including relationship counselling), youth support, financial assistance and activities related to building the capacity

of the community to adapt to the changes and challenges posed by Panama TR4 has not been forthcoming.

Service Gaps

The current funding methodology of the state and federal government does not meet the needs of the Cassowary Coast community. There are significant gaps in service delivery including:

- No youth specific funding outside of Innisfail;
- No generalist counselling services;
- No capacity to provide relationship counselling;
- Limited financial and emergency relief services, including financial counselling;

As a result,

- young people in need of support and guidance cannot access services until they either become parents of children at risk of Child Safety intervention or victims of domestic violence.
- Individuals in need of generalist counselling cannot access services until they develop a Mental Health issue.
- couples experiencing relationship issues cannot access services until it escalates to domestic violence. Even then support is only provided for women and there is limited child counselling support.
- Community members in need of financial assistance must either rely on an already overloaded Saint Vincent's de Paul service or travel to Ingham or Innisfail to access the limited emergency relief assistance available there. Or increasingly fall victim to the debt traps of payday loans, credit cards and other forms of personal debt.

In addition, the cessation of Youth Mentoring, due to financial constraints, represents another loss particularly for young people in Cardwell. At its height this program delivered youth mentoring services in schools throughout the Ulysses cluster including Tully, Mission Beach, Lower Tully, Cardwell, Kennedy and El Arish.

Through the delivery of the Youth Mentoring program since 2006 the TSC proved the benefits of this intervention for the young person, their family, peers and the classroom environment.

Feedback from parents highlighted the positive impacts on the family including reduced stress in the family unit (including relationship stress); reengagement in positive social activities; positive interactions with peers; and decreased anti-social behaviours.

Feedback from schools and teachers also highlighted improved classroom engagement; decreased classroom disruptions; and improved education outcomes for the individuals and their peers.

This community needs youth specific funding to support young people transitioning through these difficult times in their lives. Research shows it takes significant time to build meaningful helping relationships with young people, however, this research also shows that funding invested in providing targeted services to young people early reduces flow on costs up the service spectrum. Including through the criminal justice system, unemployment benefits, child protection, domestic violence services and so on.

By failing to fund services for young people in our community the state and federal governments are failing young people in our community.

However, the TSC is committed to continue working with all levels of government, service providers and the community to raise awareness of these service gaps and other community issues, ensuring a collaborative response to the ongoing service delivery needs in our community.

In Conclusion

I would like to take this opportunity to acknowledge the support the TSC does receive from the Queensland Government through the Department of Communities, Disability Services and Seniors, the Department of Child Safety, Youth and Women and the Department of Employment, Small Business and Training; and the Federal Government through the Department of Social Services and the Department of Human Services. I would also like to acknowledge the Cassowary Coast Regional Council for their ongoing support of the Tully Youth Centre and the TSC in general.

I would like to thank each and every one of my staff and all those people who have volunteered their time to the centre and to our community in general over the last year.

Everyone one of my staff bring a passion and commitment to their role. Which when enhanced by relevant qualifications, not only makes this a great team, it also ensures that: quality services are consistently delivered to community members in need; the organisation is flexible and responsive to community and individual need; the organisation is able to meet its accountability and transparency commitments to the relevant funding bodies and the community; and staff are supported and encouraged to grow and develop as human service professionals.

I would also like to thank our Management Committee for 2018 – 2019, without whom we would not be able to do the job that we do. Finally, I would also like to welcome and thank those people who are joining and re-joining the Management Committee for the coming year.

Administration Report

Donna Butler

ADMINISTRATION/PAYROLL:

Processes in place with the ATO regarding the functions available within AUSkey continue to upgrade. The only downside to the constant upgrades is that Internet Explorer is now obsolete when it comes to reporting to the ATO. All these functions must now be performed using Chrome. The upside of the upgrades – the BAS reporting processes are more user friendly and efficient.

With the Implementation of the new MYOB upgrades, there has also been some significant changes to the process for reporting and paying Superannuation. These functions are now reported to the ATO via MYOB and issued to the Superannuation fund nominated by the employee directly by the ATO.

The final pay for the 2018/19 financial year was completed on the 25th of June 2019. PAYG summaries were issued to staff on the 26th of June. Data captured in the Empdupe file and uploaded to the ATO was also completed on the 26th of June. This is the final year these processes will remain. With the new reporting requirements, all PAYG summaries will be available direct from the MyGov account used by the employee. This information is now also available in real time after each pay has been processed.

All the information for the financial year was passed on to our accountant on the 10th of July.

Staff at the TSC continue to work with me to provide timely processing of our payroll. Pays are completed each fortnight on a Monday and set to be deposited into bank accounts overnight with most staff receiving their pay by Tuesday afternoon.

Payment vouchers are completed at least once a week to continue contributing to positive ongoing relationships with our suppliers. Tania regularly attends the Centre to review/sign the vouchers allowing prompt payment to our suppliers.

Shane provides ongoing support to me in my role and continues to encourage development within my level of responsibilities.

There are no identified issues with the administration and payroll functions currently in place for TSC. We are successfully meeting expectations in a timely manner.

FINANCIAL:

The lead up to the end of financial year was especially busy this year with the implementation and first time use of the now compulsory STP (Single Touch Payroll). I can confirm the TSC is fully ATO compliant with regards to processing our BAS, payroll and superannuation.

The Audit was completed on the 20th of August. Grahame from LBA Partners has advised there are no structural weaknesses within our financial processes.

The new financial year has been rolled over in MYOB and we start the year off with no outstanding debts or credit accounts. This includes the credit account with Igguldens which has finally been depleted.

The room hire facilities provided by the TSC remains at capacity. Room hire accounts are invoiced in the first week of the new month. I find issuing these invoices in a timely manner results in most accounts being settled prior to the months end.

I continue to reconcile accounts via the company data auditor to a trial balance for the Centre on a weekly basis significantly reducing room for error and the amount of time required to finalise end of month processes. This also assists in timely distribution of financial reports to committee members. The budgets for the Centre are also updated weekly to assist with budget maintenance.



Domestic and Family Violence Child Counselling and Panama Counselling Report

Jim Chaffey

We have had another busy year at the Tully Support Centre (TSC) and it is hard to believe that we are close to another year ending with Christmas just 8 weeks away. I have been employed at the TSC for a little over 13 years now and have held various positions during this time.

The TSC has certainly gone through many changes in this time and I am proud of both the work and the outcomes that have been achieved in 2019. As a team we strive to continually improve the services that we provide, and we have evolved into the thriving community centre that we have here today.

Our small community is the same as many others in Queensland and we deal with similar issues as our big city counterparts. This includes domestic and family violence, alcohol and drug use, relationship issues, family breakdown and mental health issues such as anxiety, depression and sadly, suicide.

Maintaining a professional and reliable reputation comes through commitment and hard work and ensuring that we have the right people for the right job. We have a great team at the TSC, starting from the volunteer Management Committee to the Manager and the staff and volunteers all of whom have worked very hard (at times under difficult circumstances) to deliver the best service possible to our community.

Cassowary Coast Domestic and Family Violence Service (CCDFVS)

The purpose of this funding is to support women and children affected by domestic and family violence (DFV). This includes not only those people who are currently experiencing DFV but also those who have previously experienced DFV in their lives (regardless of how long ago this may have occurred).

There is no scope under this funding agreement for us to work with male perpetrators of domestic violence and if they make contact with our service they are referred on to the appropriate organisation such as MAMU's 'Better Changes for Our Future Program' which is a Men's Support Group where they can learn tools and strategies for positive changes and for maintaining a life free from abusive behaviours.

My role under this program is to work with children affected by DFV. Children are often witness to and/or within close proximity of the violence and they are open to the risk of significant physical and/or emotional harm. Children who witness and/or hear DFV consistently show higher rates of depression, anxiety and trauma symptoms as well as cognitive and behavioral problems.

My role is to support the children and make sure that we are doing everything possible in making sure they are safe and to reduce the risk of further harm. A part of this process is done via using tools such as Risk Assessments, Parent Interviews and extensive Safety Plans. Counselling is a safe space for the child where we can work together to address the child's presenting issues and concerns while closely monitoring their emotional well-being.

I am very careful in my counselling role to work at the pace of the child and ensure that the counselling process is delivered in an age appropriate manner. The key here is to be careful to not re-traumatise the child and this is why it is important to work slowly and methodically with each child.

Referrals can be made into this support service by outside agencies and/or also by CCDFVS staff and Support Workers of TSC. I spend a lot of time promoting this service to schools, hospitals, daycare centers and other relevant services in our community. Client numbers have been consistent for this program and vary between 15-20 children for my case load at any one time. I have 22 counselling case blocks per fortnight for this program and I am usually always at capacity.

Domestic Violence Broadly

Domestic and family violence is around us all and we need to be vigilant in reporting any concerns that we may have around the safety and welfare of our families, friends and neighbours.

This is a community issue and the days of ignoring what we hear or see by excusing it with; "What happens in someone else's relationship is none of my business", or "Stay out of it, it doesn't concern us" attitude is wrong and this only serves to send the wrong message to the perpetrator that they can get away with using power and control against another person.

In 2018 the number of deaths related to Domestic Violence was 63 and currently for 2019 that number is at 49 which does not include the 16 children also killed since January 1st, 2019, astonishing isn't it!

These numbers are alarming to say the least but by raising awareness around Domestic and Family Violence this has produced some great responses from individuals, groups and of course local, state and federal government.

Panama Support Service (PSS)

The Panama Support service ended at the end of May 2019 and this is still is a difficult topic to talk about. I continue to hear from clients and community members alike about the financial struggles that some members of our community are having. Conversations and concerns voiced around the high number of residential properties that are currently on the market

as well as the number of businesses up for sale in Tully are also concerning. This is not about being negative but are simple facts, the pressure that something as devastating as Panama tropical race 4 can have on our community only compounds the stress and pressure that many business owners and community members are under.

A healthy concern is warranted for the viability of our community and for any community that is struggling as many are in Queensland currently because of drought and fires for example. Not only is there concern for this generation but also for our future generations. Panama has had a negative impact on our community, it continues to be a contributing factor and impact the banana industry and therefore filters down through the community as a whole.

Panama will not be going away, so we have to find a way to adapt and move forward for the financial sustainability and longevity of our community. I know this is taking place and we have many people working very hard towards keeping the banana industry viable and looking forward towards our future and what this might look like.

Community Issues

One of the issues that is continually highlighted is the difficulty in finding employment in the area which is negatively impacting on many in our community. With this in mind, how then do we keep the young people in our community? How do we encourage them to buy homes and start families if there is little chance of them gaining employment after they leave school?

As a counsellor I often use Solution Focused therapy (SFT) and I think this is useful when thinking about our community as it is a way of focusing on strengths, on what is working well, and focuses on your preferred future by concentrating on solutions as opposed to focusing on the problem itself. What we do today affects our tomorrows, and this is something that we can all control. Dealing with any problems as they present and not avoiding them or pretending they don't exist will help our community see through any challenge.

In my role as a Counsellor I am often asked "What does the Tully Support Centre do?" My immediate reply to this question is "Support our community". Many people would not think about homelessness, alcohol and/or drug addiction, domestic violence, mental health issues and suicide unless they were directly affected by these things, so they are surprised when I tell them these things are all currently impacting on our community.

There are different pressures placed on us all and sometimes the pressure and stress of everyday life can seem too much. Many people in our community have little to no support and/or coping skills to know what to do

when they are feeling overwhelmed. At times it is easier to ignore what is happening to us so that we can pretend that it isn't real (denial) and that way we don't have to deal with it (avoidance).

Denial and avoidance of course don't work, the problem will not go away and if anything, our problems tend to only get worse the longer they are ignored. This can cause an increase in stress and even further pressure on the individual and/or family until they reach their 'breaking point'.

Some may try to cope by drinking alcohol or using other drugs; food is often a source of comfort used when relief is being sought but this relief is only temporary. Then there are the dangers of physical and mental harm with increased levels of anxiety and stress as these strategies do not alleviate the problem and can risk bringing on other issues such as alcohol/drug dependency, weight gain and physical/mental health problems.

Department of Child Safety (DOCS)

A close relationship is maintained with the Department of Child Safety (DOCS) with our counsellors and support staff attending Family Group Meetings, assisting with the formulation of case plans, advocating for our clients to the department and attending relevant training pertaining to the laws and legislation of Child Safety clients.

We have in place Family and Child Connect (FaCC) (call 13FAMILY 13 32 64) a local community based service that assists families to care for and protect their children at home, by connecting them to the right service at the right time. For our catchment area the FaCC worker is based in Innisfail. The idea is that the higher risk cases are referred to the DOCS and the less severe cases are dealt with by other support services.

Alcohol Tobacco and Other Drug Service (ATODS)

The ATODS continues to provide an excellent service to the support centre in helping our clients who have alcohol and/or drug related issues. ATODS (Innisfail) continue to provide an outreach service from the Tully Hospital on Wednesday's where they provide alcohol and drug assessment, counselling, support and referrals.

Once clients have been assessed they can go onto alcohol detox and withdrawal management and ATODS staff also assist in training and education to both staff and community members. This service is invaluable and helps with the holistic approach that counsellors take when meeting the identified needs of our clients.

Queensland Health (Tully Hospital/Mental Health)

During the course of the year we have had clients who have attended at the Tully Hospital for various health issues. Some clients who come to the TSC seeking assistance may need to be admitted to the hospital and/or Mental

Health for assessment. There are those clients who have been admitted to hospital who require support during their stay and also upon being discharged.

The TSC receives great support from the doctors, nurses and administration staff at both the Tully Hospital and also from Tully Mental Health who are located at the rear of the hospital. The Social Work department is an asset for us and referrals are often made between our two organisations. The Social Worker at the Tully Hospital has provided counselling services and support to some of our clients throughout the year when we haven't had the capacity to do so.

Education Queensland (EQ)

As a child counsellor I work with both High school and Primary school children and it is crucial that I get to know the support staff at each school I attend. I have built up great rapport with many Principals, Guidance Officers, Teachers and Chaplains all of whom are supportive of the work that we do. There are quite a few schools in the Cassowary Coast, and I am happy to say that our child counselling outreaches to all of these and with the exception of few I am having contact with students at most of these schools. I get great support from school staff and the feedback I receive is that they are happy to have another male in a support role especially around such a difficult issue as domestic and family violence.

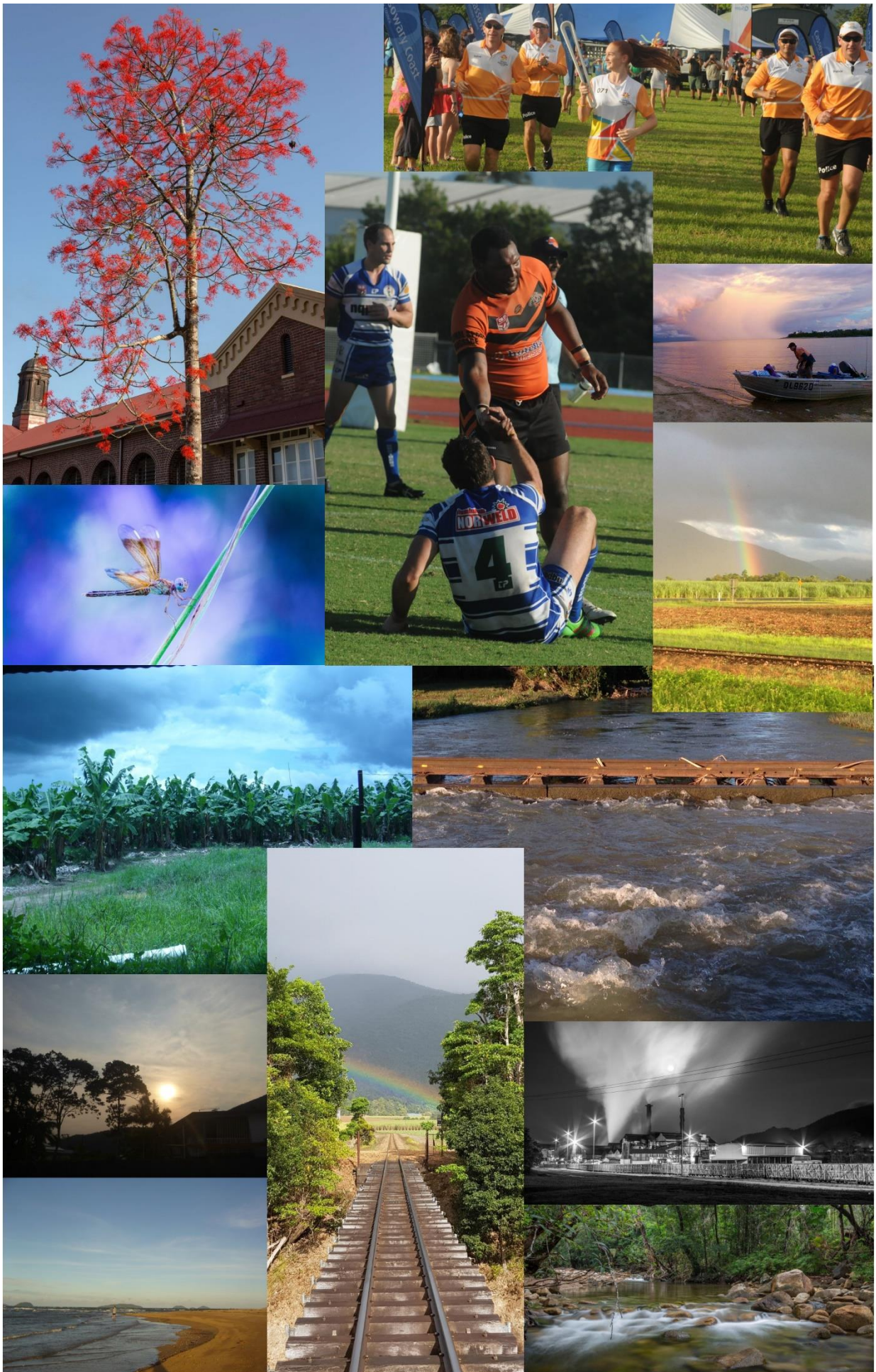
In closing

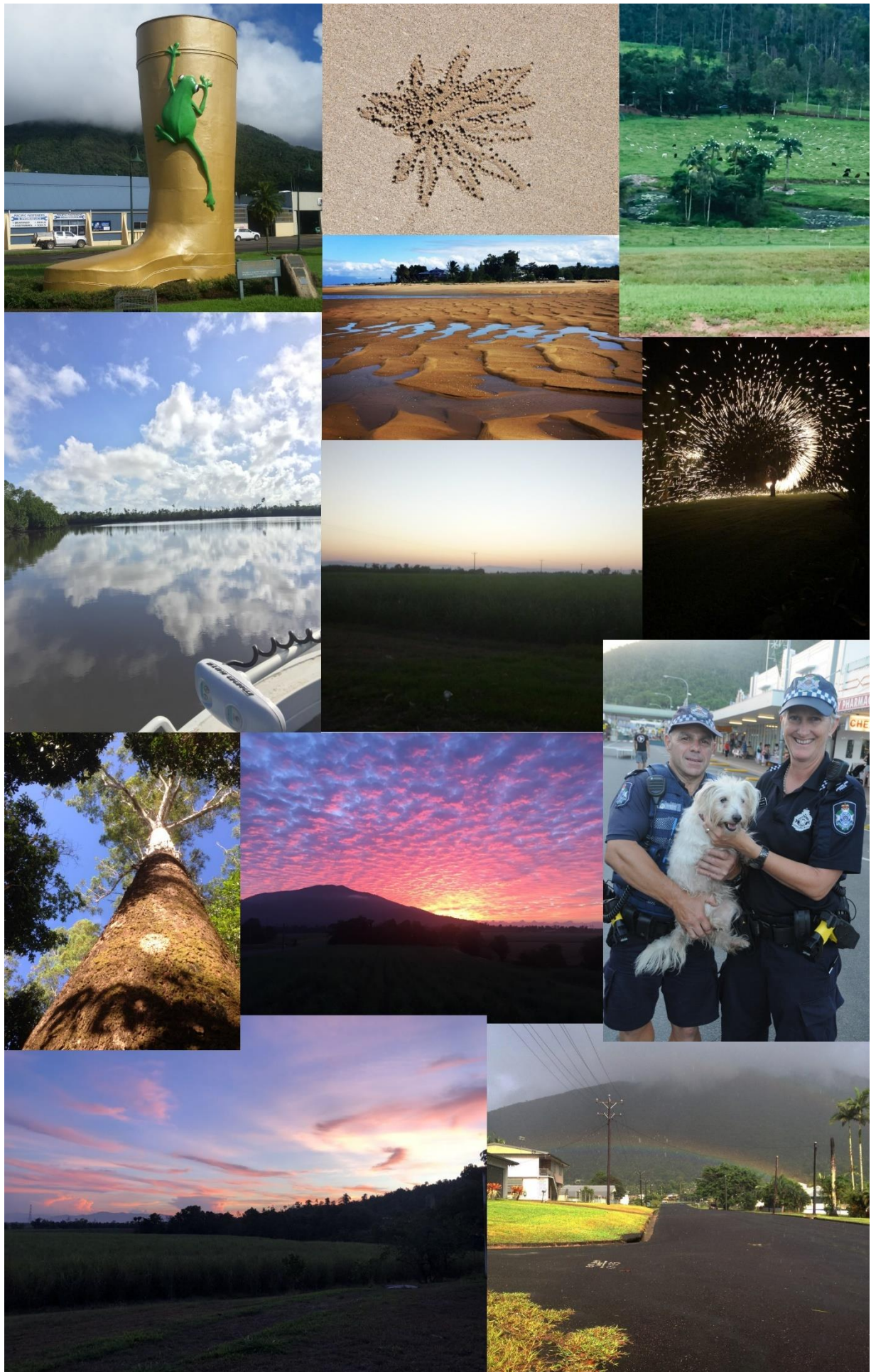
As you can see TSC Counsellors deal with many issues in our community and this AGM report does not mention all of the individuals or organisations that I have had contact with throughout this year and I would like to take this opportunity to personally thank all of those people who have assisted me and my clients in my counselling roles.

A big thank-you must also go to the Tully Support Centre's Management Committee (all of whom are volunteers) for their hard work and investment of time and energy for a job that largely goes unnoticed by those outside of the TSC.

I would also like to acknowledge my manager, Shane Greenwood who captains a tight ship with support and guidance and allows us to perform our roles unobstructed. He works hard to keep the TSC running smoothly and has done an excellent job in achieving many of his goals towards improving the TSC and the services that it delivers.

Thank-you for taking the time to read my report and I look forward to working with you all towards the betterment of our community's physical, emotional and mental wellbeing for the next year ahead.





Tully Youth Centre

Kristian Murphy

Tully Youth Centre continues to provide the youth of Tully a safe space for them to hang out with their friends where they can be themselves. Tully Youth Centre continues to have high attendance, with overall attendance numbers largely dependent on extending our opening hours past our limited funding.

This continued high attendance is largely due to the success of the two-supervisor model which allows not only greater supervision but also allows activities to run alongside our normal recreational activities.

Funding Limitations

The Tully Youth Centre is funded by the Cassowary Coast Regional Council (CCRC), which includes \$32,500.00 (ex GST) for program costs (including \$2,500.00 per annum for food and drinks) and the use of the Mullins building, power and maintenance.

While I acknowledge the financial limitations of the CCRC, the limited funding places significant limitations on the activities provided through the TYC.

The \$2,500.00 for food and drinks does not cover the full year costs of around \$4,000.00 and is no money for activities, equipment or other consumables. Due to the increased costs for food the TYC undertakes fundraising at the Centre through the sale of drinks to make up the shortfall of funding for food.

The funded hours of the Tully Youth Centre only cover the opening hours of the centre. I currently plan upcoming activities either at the TYC or in the one hour per week that I have for administration for TYC. In this hour, I have to write reports, shop for food for the week, enter statistics as well as plan activities that have no cost that teenagers will want to participate in.

Every year costs increase, and the lack of CPI indexation ensures that the capacity of the program decreases as does its appeal to young people. TYC has been able to continue the two-person supervisory model that has been a success in terms of attendance of youth and staying open three days a week. In order to continue to operate under this model the mentoring program at Cardwell State School ceased at the end of the 2018 – 2019 financial year.

Activities

Due to the limitations of funding activities at TYC are difficult to run. This year Pool Competition has continued due to its popularity with the youth, along with touch football, art and limited craft. These activities are facilitated

by TYC staff with input from the youth attending TYC. Activities are normally run on quieter afternoons to reduce costs and allow for adequate supervision.

Youth Week

Youth Week 2019 was again a lowkey event due to funding limitations of the program and the lack of youth funding available for TYC to access. This year we were fortunate to have a Youth with a Mission (YWAM) team visiting the Cassowary Coast. YWAM attended TYC every afternoon during youth week participating in our activities and encouraging the youth to participate. Our main event for the week was laser tag afternoon and a BBQ. This event was well attended and with the weather being fine this year.

School Holidays

School Holiday programs have been run over all the school holidays with better attendance than in previous years. While attendance was better than in previous years it is lower than term time numbers. Many of the youth leave Tully to stay with relatives, go on family holidays or to work over the school holidays. As stated earlier without the necessary funding for activities, it is extremely difficult to have activities that the young people actually want to participate in over the school holidays.

Mentoring

The Mentoring Program at Cardwell State School continued until the end of the 2018 / 2019 financial year. Visits were conducted once every two weeks during school terms. While I was at the school to support the students, I did find that I was also speaking to staff and parents as well. The rapport built with the school over the last 14 years has made Tully Support Centre Inc. and Tully Youth Centre a valued part of the school. Cardwell State School attempted to try and find funding to expand and then to save the program as did the Tully Support Centre Inc. Unfortunately, due to the focus on youth justice currently, both TSC and Cardwell State School, were not able to secure the required funding to continue this program. As a result, mentoring at Cardwell State School has ended. The relationship with Cardwell State School continues through assisting the P&C run events as required.

Community Activities

I have attended many community activities including Kurrimine Beach Fishing Comp, Christmas Street Party, and Reconciliation Day. These community events continue to be well attended by families and young people. I also attend the TSSN every month to inform the group about the Tully Youth Centre and our activities.

Building

Over the last year the Mullins Building has not needed any significant repairs. CCRC has been responsive to most requests for minor repairs which the TYC is thankful for. Unfortunately, due to the age of the Mullins Building

it is becoming apparent that the building needs to have a program of upgrades. I say this as some of the youth who attend the building for the first time are surprised that we are using the building in its' current state. Some young people who attend for the first time can be heard commenting on the appearance of the building, something which is well beyond the capacity of TYC or indeed TSC to fund.

Much of these issues are caused by the current use of the building clashing with its designed purpose as a sports bar. The open area is great but much of the building is taken up by a bar, a kitchen and cold room that have not been used, for their actual purpose, for many years. The toilets and kitchen also require an upgrade to modern standards and the building interior requires painting.

Fundraising

Our fundraising efforts this year have been good. We have raised \$1,857.45 through soft drink sales at TYC and TSC, \$150.00 donation from Live Life Pharmacy, a \$38.40 donation from a community member. This funding is used to top up our food budget.

Volunteers

We do continue to be approached by members of the community to volunteer at TYC. Not many of these people have been suitable due to their own family or time constraints, beliefs and perceptions of what TYC and the Youth should be.

Social Media

As the youth have moved on to Instagram as a social media platform, we have concentrated our social media efforts on this site. This allows TYC to get the information about our programs to the youth. TYC's Facebook page is still regularly updated but this is more to keep parents informed of our activities. I am encouraged by the new faces that attend TYC regularly, as this means that word is getting out to the young people who need TYC the most.

TYC continues to provide the young people of our community a safe space to be themselves, where they are safe and can find assistance should they require it. I look forward to the coming year.

2018 – 19 Tully Youth Centre Stats.

TULLY YOUTH CENTRE ATTENDANCE 2018 / 2019													
DATE	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
M	112	175	116	129	115	40	28	95	147	187	126	154	1424
F	57	127	80	94	102	27	34	83	100	156	60	93	1013
ATSI	88	194	133	140	161	46	41	116	166	157	93	124	1459
NESB	2	0	0	0	3	0	0	3	2	57	34	44	145
OA	79	108	63	83	53	21	21	59	79	129	59	79	833

Family Support

Kristian Murphy

Over the past year Tully Support Centre has continued in our role of supporting members of our community to affect positive change in their lives. As a part of this support my role as a Family Support Worker also included work under the Panama Support Service (PSS).

Panama Support Service

Panama disease is a part of our community currently and a major threat to the banana industry. My role in the PSS was to support families to meet the challenges that Panama disease has created for them. As many of the people the program was aimed at are not normally service users, it took time to get the message out about this service. The people that I supported wanted to stay in the region but needed support to meet their new normal. Unfortunately, as the program was winding down, I was getting an increase in contacts for this program. This was mainly due to these people trying to work their way through their issues by themselves. I was able to transfer some people across to the Family Support Program which does not have the resources that the PSS did to provide additional support these families.

Family Support Program

My role in the Family Support Program has seen some changes in the last year. Moving from an office-based role to one that is more mobile. It has been a good experience having the freedom and the flexibility to see people in their own homes or community. I have found that seeing people in their own environment has allowed rapport to be built faster than normal. This is mostly due to the client being in a familiar environment giving them the power in this situation. Since the recent upgrade to our computers I am now truly mobile and have access to many of the same resources that I do at the TSC.

The mobility of my role has also flowed into my attendance at community events in the TSC catchment area. These events have included the Kurrimine Beach Fishing Competition, Tully Christmas Street Party, Reconciliation Day (facilitated by MAMU Health) and assisting Shane and Maxine's participation in the World Rafting Championships community events. As a part of my roles I am also involved in the Tully Support Services Network meetings. These events are well attended by members of our community and by service providers to our community. The TSC catchment area is large and is facing many of the same challenges of other rural communities in Australia.

The community is facing challenges similar to many other rural communities. These challenges include:

- Panama disease

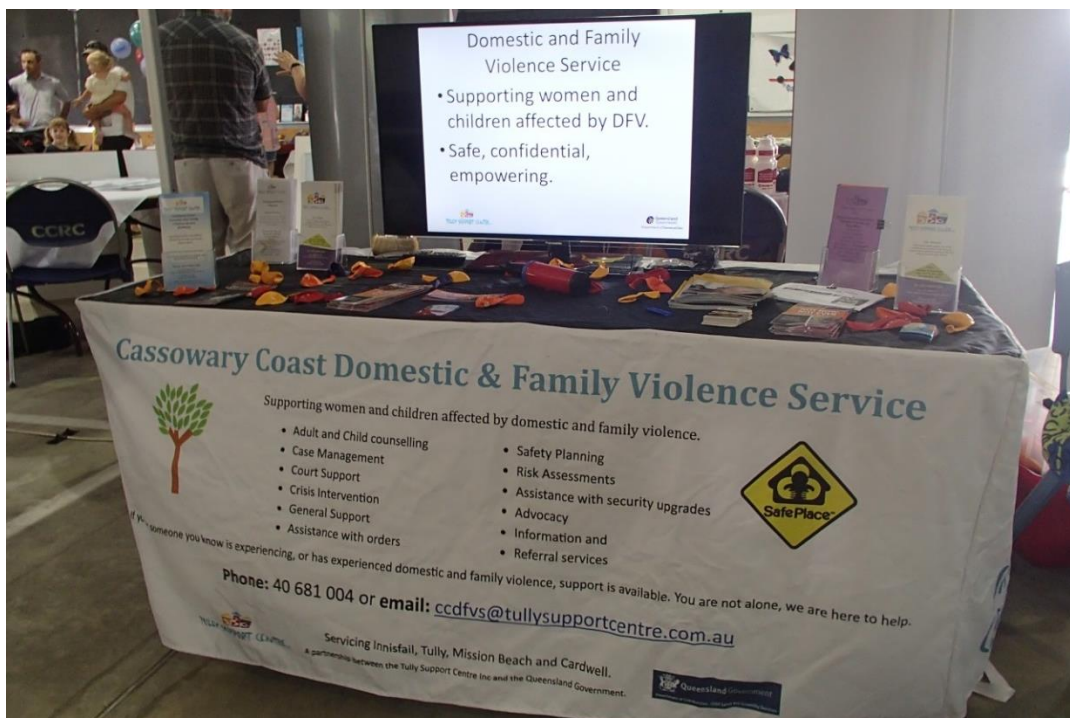
- High unemployment
- Lack of education and training options
- Lack of access to support services
- Lack of access to health facilities including GPs (Ingham Family Medical in Cardwell reduced to 2 days per week)

While these issues are present there has also been some positives in the last year that include:

- Rents returning to more realistic levels (although supply is still an issue in Tully)
- World Rafting Championship which showcased the region to many visitors
- New Mission Beach Aquatic facility
- Continued and new community events in Mission Beach and Cardwell
- Recent investment in Mission Beach and Dunk Island Resort

The 4854 group's report summed up the challenges of the region quite well stating that the community while recognising that there is a lack of services and investment there is a belief that the village in the valley has a future. The fact that most of the PSS clients that I had contact with wanted to stay in the area speaks to this belief.

I look forward to another year assisting members of our community face the challenges in their lives.



Cassowary Coast Domestic and Family Violence and Panama Support Service Report

Karen Hethorn

TSC has seen another year coming to a close even busier than the last. 2019 has been a very busy and productive and at times challenging year.

Panama Support Service

The Panama Support Program, which had been extended until May of this year, to allow further support for those members of the community that had been directly and indirectly affected from the disease, will not have any future funding to support the community in this area.

Having listened to several opinions from Bio-security staff regarding future outbreaks in banana farms in and around Tully, it is clear that there will be other farms affected, it is just a matter of when and where. Since that time we all now know that Panama is not over and another banana farm has been detected as having Panama disease infecting their crop. More emphasis has been directed at staying positive and encouraging resilience and diversification moving forward.

Cassowary Coast Domestic and Family Violence Service

Domestic and Family Violence (DFV) assistance and support has increased this year with more women accessing the services from TSC of their own accord. While the referral pathway is still providing CCDFV service with clients seeking support for abuse, women are now feeling more comfortable about reaching out for help.

There has been a very bright light shone on DVF from the Government in an earnest battle to prevent the ongoing cycle of abuse. Statistics tell us that each week Australia loses another female through death from domestic violence. Statistics are numbers that we use to reflect whether there is an increase or decrease in an area of our communities, that potentially could be detrimental to the well-being of a nation.

DFV has shown that Australians need to focus more attention on this area. DFV has and proven to be a very high concern for our community. Despite the legal changes put into effect over the last few years to protect and support women, terrible acts of violence are still being committed against Australian women every day.

DFV is an issue that affects us all in many ways and as a nation we need to do more. Although police and courts have more power to deal with perpetrators, particularly when perpetrators breach DV orders, the court system is so overloaded that it is not an effective method of punishment or a deterrent to repeat offenders.

DFV Service Gaps

The issue facing Tully and many other small communities in the area is emergency housing and public transport. Tully has no Safe House and the only transport linking Tully to Cairns in the north and Townsville in the south is via Greyhound or Premier coach transport. Greyhound have one bus travelling to Cairns each morning around 10am and another at 6pm. Premier have one only coach travelling to Cairns daily.

Other support areas for DFV include court support for the aggrieved, counselling and case management. These support areas have all been received with positive feedback via the court system and QPS, along with the clients that have experienced the service.

DFV is far from over. Although there is a higher level of understanding and awareness in the community, that DFV is everyone's problem and affects more than one person, is now a well-known fact, it is also a fact that the community knows that it will not just go away.

Outreach counselling has also been met with positive results from the community. The opportunity that clients that are affected by transport issues can receive the help they need, with-out being disadvantaged has been widely received.

The counselling outreach program is a very rewarding one for both clients and the community and I enjoy the exposure that TSC receives from engaging with other service providers on a weekly basis.

2020 is just around the corner and I look forward to a restful Christmas break in readiness for busy year for TSC.

Department of Human Services Agent and Community Development Report

Maxine Britton

Department of Human Services Agent

This year I have continued to share the DHS role with Liz and now Liza in the last few months.

It gives us the ability to share ideas and support one another, to keep up to date on what we have found works best for certain situations, it also gives us the opportunity to bounce information off one another when faced with a new challenge. I enjoy the role of being first point of contact at the front of house, where I can help eliminate some of the frustration that starting new claims can cause.

Silver service continues to make the signing up to the My Gov site a lot easier with quick and easy access to linking codes to make the transition even smoother than before, so the customer can easily access other services:

- Centrelink
- My Job Record
- Child Support
- Department of Veterans Affairs
- Parents Next
- My Health Record
- ATO
- Medicare
- NDIS (National Disability Insurance Scheme)

The ability to do Proof of ID (POI) over the phone means that POI is confirmed on the spot instead of customers having to wait.

We continue to evolve with the changes DHS put in place, so we can deliver a great service to our community.

Community Development

Explore, Develop Grow Group

This year we have restructured the mum's group and decided to look at a more structured group and opened the group up to all parents/carers instead of singling out just mums.

We have had interactions with the library and had Maxine Marsh join us for a Teddy's bear picnic and read some books to us. We have made bird ornaments to hang on trees for Christmas, looked at the difference between us and animals, we have had fun with wet play, healthy eating, we joined the library for some love bug crafts and reading, We had Paisley Rylance join us and we had a lot of fun with dance and movement.

We made bunny masks and papier-mâché baskets to get ready for Easter and filled our baskets in anticipation for the Easter Bunny to make his way to our house. We made some animal masks and pretended we were on Old McDonalds farm and what noises the animals make. We had the help of Raquel who visited us on student placement, painted and explored different colours and textures on paper, made flags in preparation of the World Rafting and the children got to make a flag of their choosing out of arrowroot biscuits and that then became morning tea. The children had loads of fun making special cards for Mother's Day to show her just how special she is to them.

Some of the topics discussed during the year – developmental delays and where to connect to get the right assessments, Healthy foods for school, getting ready to transition to Kindy or Prep. We have looked at self-image and how we look at ourselves and how everyone is different, and we shouldn't compare ourselves to others.

We have had the opportunity to have Jolene Burzacott from VPG visit and talk about Positive parenting sharing with us topics such as - Raising Resilient Children, Raising Confident, Competent Children, and the Abecedarian approach to parenting. We also had Clare Thompson from Lives Lived Well Breakthrough for families speak about the effects of drug and alcohol in a family setting. Both these services deliver well needed services in our area and they are connecting with families one on one to let them know there are supports out there if they need to connect.

The Read to me day was a huge success, this year's theme was 'We are Australian', the read to me day is a morning where businesses read books to the younger residence in the town and surrounding region to encourage reading.

The books this year were all about being Australian. Some of the books read were: 'Ol Frog', Captain Kangaroo saves the day, Der Glumpf went the little green frog and several other Australian animals' books. It is a great incentive for the town to read to our little ones and get them to understand the importance of reading and have a bit of fun dressing up along the way - no matter our age.

We had children and the businesses dressing up as – cassowaries, surf life savers, gum nuts, koalas, black cockatoos, Steve Irwin, Anzacs, Crocodile Wranglers, kangaroos, Ulysses butterflies just to name a few.

Tully Support Services Network Meetings

The TSSN monthly meetings are a valuable resource in sharing information by the various support services as they include a round-table exchange of information. Presentations by a range of services has included:

Kerry Borthwick from Cassowary Coast Psychology and her new office in the Mission Beach area.

Glen Ivers from the Australian Anti-Ice Campaign. Glen is going from school to school in the area delivering important information concerning the effects of ice and offering support within the networks of people using or trying to break out from under the influence of the addiction of the drug.

Clare Thompson from Lives, Lived Well/Breakthrough for families. Clare works with families associated with members addicted to drugs or alcohol. Clare works one on one with the families to help source strategies so the families can support one another in the time of need.

Mandie Nicoll from Ed-UnQ mental health services in Cairns. This service has been around for a little while but has just received funding to be able to add a member to help with the outreach perspective of working with the schools in the Cassowary Coast Region to be able to identify children that may be needing the extra supports through a referral process for the correct support networks.

Luella Kay, Back to Work - Training Officer, for TAFE North. Luella discussed: the activities currently being undertaking by TAFE north in Tully; what is currently being offered by TAFE north in the Tully/Cassowary Coast area; some examples of the attendance requirements for courses being offered in Cairns and Innisfail.

Deb Creagh, Facilities Manager, and **Leanne Chapman**, Administration Officer, from the Tully Nursing home. Deb and Leanne provided a presentation on supporting clients to transition to age care and the costs involved.

Paisley Rylance, from the Conscious Parenting Movement. Paisley works with parents from pre-conception onwards to step into the role of conscious parent and deeply supporting children to access their personal Will through communication, holistic living and movement.

World Rafting Championships

This year we had the pleasure in partnering with the Tully Chamber of Commerce to help say hello to the international rafting participants and welcoming them into our backyard, for an experience they would not soon forget. From helping the Chamber to put together and promote our town a 'Welcome to the World Rafting' Championships brochure, where the athletes and supporting people saw what beautiful adventures there were to visit in our region.

The Chamber then created a shirt displaying the beauty of our backyard that the businesses were encouraged to wear during the duration of the rafting promoting the adverse fauna and flora of our region. The Tully Support Centre helped go from business to business promoting the shirts and asking businesses to purchase the shirts and wear during and after the rafting to help in the promotion of our beautiful back yard.

At the end of May our community opened our little piece of paradise up to the World Rafting Championships to take place at the Tully Gorge. We had athletes from 12 countries join us for this event in our community. I have never seen our town so alive with events in one week then I did that week.

We also supported the welcome to Tully meet and greet, the opening ceremony and a Tully movie night – an invitation for families to join us in the showing of 'Show Dogs' at the Multi-Purpose Hall at the Tully State High School.



4854 Photo Exhibition

The 4854 Photo competition was held in conjunction with our Panama Service Delivery, asking the community from all ages to contribute a photo on 'What Tully means to them'. We asked the community to enter a photo and describe in 25 words or less on why "that photo depicted Tully to them." We then sectioned out the photo's into categories: Primary, Secondary and Open's. We displayed them, along with historical photo's supplied by Christine Boric and the Queensland State Library on what Tully looked like in the years that had passed.



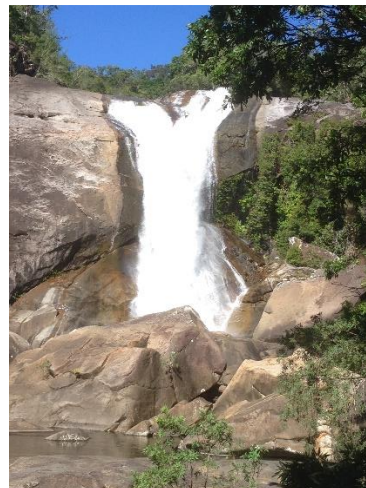
Open category



Secondary School category



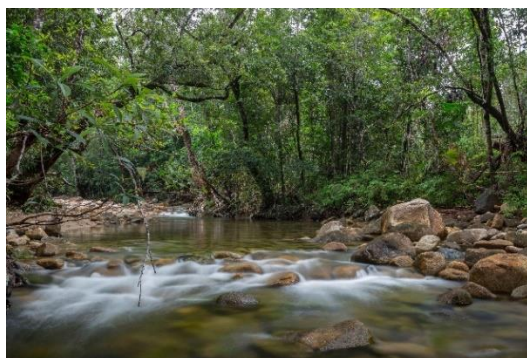
Primary School category



Open category



Open category



Open category

4854 Moving Forward Group

As a result of the Panama Service Delivery a group of motivated community members have put their hand up to be counted in moving forward in our community. Although during the time of the surveys and putting our report together there was not a lot of positive being spread through our town. A group of people came together to make positive changes so our community could see the potential this town has to offer and what could make our town more than just a pass-through site on the way from one city to another.

Volunteers Morning Tea

We connected with C4 Environment Centre and The Mission Beach Visitors Information Centre in Mission Beach and held a volunteer's morning tea for the volunteers in the area. We had 31 people attend the morning tea, it was great to see the response from the community. We had attendee's from C4, visitors information centre, meals on wheels, cassowary coast yarners, MB community support centre and Tully Support Centre in attendance.

As noted last year though, most of the volunteers are aging, with very few younger ones to pass the baton to. There is normally a core group of people that seem to wear a couple of different volunteer hats. Peter (C4) and Caryn (MB Information Centre) summed it up nicely in their presentation with

Tully Support Centre Inc. Annual Report 2018 – 2019

acknowledging that a community needs its volunteers and the commitment that they bring make a community tick.

We will need to look at broadening the advertising for the morning tea next year to try and capture a few more volunteers in the community.

Although I had known about the groups in MB, I had never had the opportunity to talk and network with people who give their valuable time to make the groups a success. It was sad to see even though the people who run the groups, are more than willing to pass their knowledge to younger people there are not many connecting with the groups to make sure they are still running in the years to come.

The C4 and Visitors Information Centre rely on the time that volunteers give and without the valuable input of the volunteers these services will be no longer available to a community like MB.

When an event like a morning tea is hosted and the hard work appreciated, I think it goes a long way in letting the volunteers know that they are appreciated, and they are not alone in the time they set aside for their community.



Volunteers Morning Tea at C4 Mission Beach

Go Purple for DV

In May, we invited the Cassowary Coast in joining us to 'Go Purple' in awareness to Domestic Violence. We invited the businesses from Cardwell to Innisfail to decorate their shop fronts for a week in purple and for the staff to wear purple for one day out of that week. As I distributed the posters to the towns, I had a very positive response to joining with the Tully Support Centre and bringing awareness to the Cassowary Coast. We had a great response from the businesses within the Cassowary Coast with:

- **Innisfail** – 5 businesses
- **Tully** – 18 businesses
- **Cardwell** – 5 businesses
- **Mission Beach** – 2 businesses

All going purple for the week of May.

I was amazed at how many people in our little region have been affected either directly or indirectly through domestic violence.

I found it hard to talk face to face to all the businesses about why we were 'Going Purple' as the towns are spread out and it was hard to do follow ups as the dates got closer to be able to get a broader range of businesses to back the awareness campaign.

It would be good to get more businesses behind us in 2020 then what we had this year, so may have to look at different marketing strategies.



Lorrae Lee Jewellers Innisfail



Ob-la-di and Pure Shores Hair Salon Cardwell



Tackle World Tully

Girl's Night In

We invited a few ladies from Tully to join the Tully Support Centre for a 'Girl's night in'. 8 ladies from the community, ranging in ages of 17 to 50 from various workloads.

A couple of ladies who invest a lot of their time running small businesses and very active community members to a couple of ladies who have just left home or just making their own way after a couple of years out of school and a couple of mum's, came and enjoyed a bit of pampering from Julie's Beauty Spot and a night off cooking thanks to the Tully Leagues Club.

It was a night of laughs and relaxation. Julie and her employees delivered a night of pampering with mini pedicures/manicures, facial's (which was a new experience for a few), and shoulder massages (by the look of the ladies faces it was well overdue). It was nice to see the ladies just enjoy the night. Sometimes life gets in the way and we forget about taking the mum, wife, worker etc. hat off and just focus on us.

This was in conjunction with DV month, so a few statistics were given, and a question asked on what is DV? The answer – emotional, physical, bullying, controlling, manipulating, verbal abuse. I read the poem 'Flowers' which is a telling poem of a lady caught in the clutches of DV, not knowing how to leave until it was too late.



Mini Manicures



Mini Facials



Our Beautiful Guests



Our lovely hosts for the night

ASBAS Workshops

We have worked with Australian Small Business Advisory Services (ASBAS) to bring digital solutions to our businesses in the Cassowary Coast Region. From Innisfail to Cardwell, Mission Beach and Tully we were right there alongside Clinton Begg to help him deliver his service to the wider community.

Movie Nights

On the 15th of May and the 31st of August, the Tully Support Centre partnered with the Tully & District Chamber of Commerce, the Tully State High School and Tully Rugby League to conduct family fun movie nights. Both events were very successful with future movie nights to follow.



A bit of fun before the show

Drug and Alcohol Forum

On the 24th of June the Tully Support Centre partnered with the Lives Lived Well/ Breakthrough for families deliver a Drug and Alcohol Forum in Tully. Clare Thompson Forum was held at the Red Cross Hall with a few agencies from the community represented.

Child Protection Week 1 – 7 September 2019

On Sunday the 8th of September the Tully Support Centre and the UFO festival committee teamed up to deliver children's activities at the local markets.

The activities that were delivered by both organizations: digging for dinosaurs in plaster of Paris, handprints of children on a wad of material, making origami boats to signify safety amid turmoil. Coloring in's in this year's theme – "to raise thriving kids, parents need support to navigate life's choppy waters", Bubbles and face painting.



The firsthand print



Digging out the dinosaurs



Cardwell Markets



Bubbles



Our Banner of hands

Kurrimine Beach Family Fun Day 22nd September 2019

On Sunday the 22nd September, The Tully Support Centre partnered with the Kurrimine Fishing Club to run some beach games for the children attending the annual Family Fun Day.

We held a sandcastle competition, Mackrel Toss, Fireman's Run and scavenger hunt. We engaged with approximately 120 children and parents who participated in the overall events for the day, a great day was held by all with children walking away with a token of participation in the events they had participated in.



Let's build a castle



Castle building



Bunny Island



Let's see what will win the competition.

Service Directory

The service directory has been a team effort between Liz and I doing our annual ring around to make sure our service directory is up to date and making sure that the distribution of the service directory meets the needs of the community. This was collated and distributed at the end of May.

Thrifty and Affordable Budget book

This year our thrifty and affordable book has added dietary requirement options into the book to allow for; and to add a bit more variety into our cookbook.

It still contains the budget planner in the back to help with the day to day spending's of the family unit.

This is collated and distributed in September.

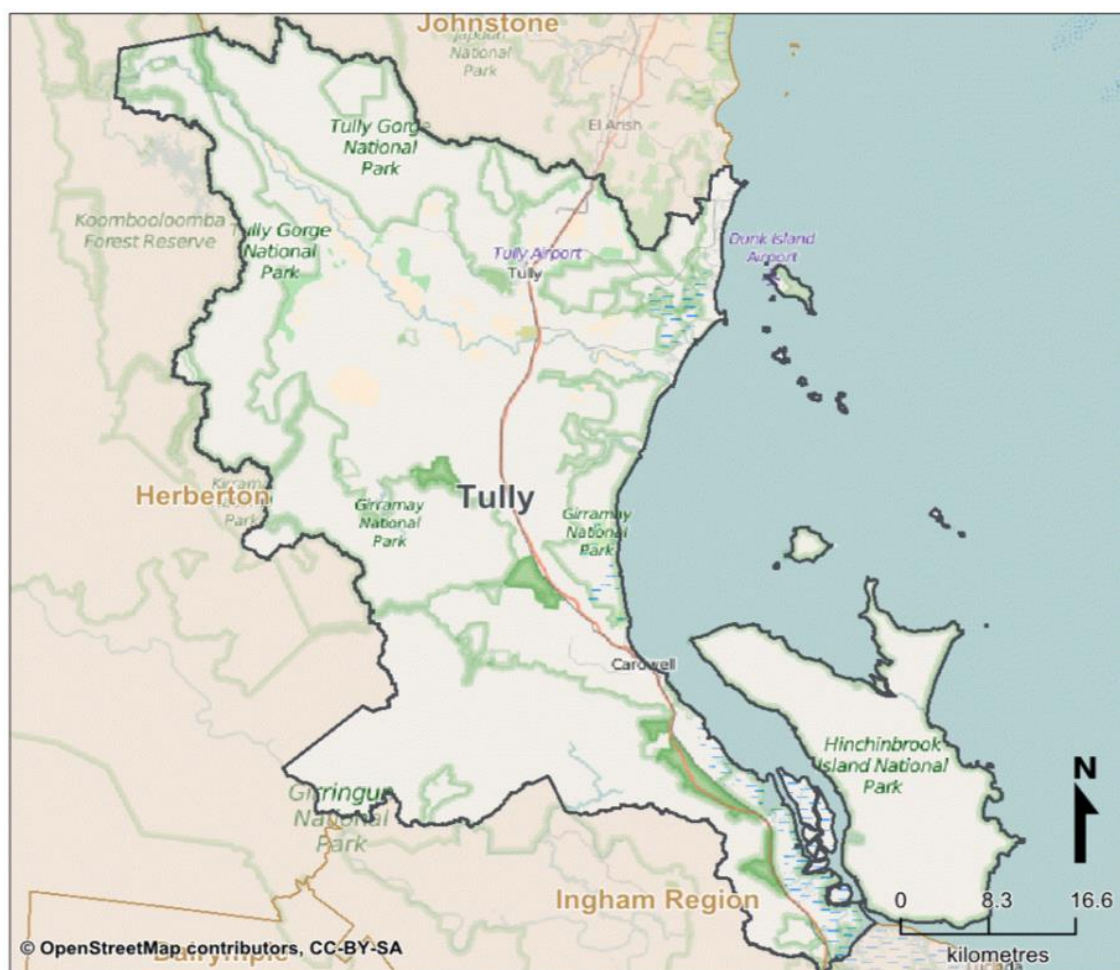
Social Directory

The social directory is in the process of being updated, doing our annual ring around to make sure it is up to date and the social directory meets the needs of the community. This will be collated and distributed at the end of January.

Regional Snapshot

The following regional snapshot has been developed using information available through the *Queensland Government Statistician's Office, Queensland Treasury, Queensland Regional Profiles: Resident Profile for Tully Statistical Area Level 2*.

The Tully Statistical Area Level 2 (SA2) has a total land area of 3,065.1 km², with a total estimated resident population 11,065 persons as at 30 June 2018. With an average annual growth rate of 0.8% over five years, lower than the Queensland average annual growth rate of 1.5% over five years.



According to the *Queensland Government Statistician's Office* the Tully SA2:

- Experiences an **aging population**, with 49.8% of the population aged over 45, compared to the state average of 39.7%;
- Had a **median age of 45.0 years** as at the 30th June 2017, an increase of 4.8 years since 2007, compared to the state average of 37.1 years and increase of only 0.9 years over the same period;

- Experiences a high rate of **homelessness**, with 48.0 homeless persons per 10,000 persons, compared to the state average of 45.6 homeless persons per 10,000 persons;
- Experiences a high rate of people on **Newstart**, with 8.1 people per 100 people aged 22 to 64, compared to the state average of 5.9 people per 100 people;
- Experiences a high rate of families receiving **Family Tax Benefit A**, with 78.8 families per 100 families with children under 15 years, compared to the state average of 62.4 families per 100 families;
- 47.3% of the population with **highest level of schooling** of Year 11 or 12 (or equivalent), compared to the state average of 58.9%;
- Median total **personal income** of \$30,264 per year, compared to the state average of \$34,320 per year;
- Median **family income** is \$67,184.00; \$19,188.00 less than the Queensland average;
- 12.4% of **families live on less than** \$33,800.00 P.A. or \$650.00 a week compared to a state average of 9.4%.

The Index of Relative Socio-Economic Disadvantage (SEIFA) and the Australian Early Development Census (AEDC)

There are two domains in the report generated by the *Queensland Government Statistician's Office* which highlights the levels of vulnerability experienced by residents within the Tully SA2.

4.1 The Index of Relative Socio-Economic Disadvantage

Socio-Economic Indexes for Areas (SEIFA) is a summary measure of the social and economic conditions of geographic areas across Australia. SEIFA is generated by *ABS from the Census of Population and Housing* in 2016.

The index focuses on low-income earners, relatively lower education attainment, high unemployment and dwellings without motor vehicles.

Low index values represent areas of most disadvantage and high values represent areas of least disadvantage, based on persons by place of usual residence.

SEIFA Quintile	Tully SA2	Queensland
Quintile 1 – most disadvantaged	40.2%	20.0%
Quintile 2	39.2%	20.0%
Quintile 3	15.2%	20.0%
Quintile 4	5.4%	20.0%
Quintile 5 – least disadvantaged	0.0%	20.0%

Within the Tully SA2, 79.4% of community members fall within the **two most disadvantaged quintiles**, compared to state average of 40%.

Additionally, **no community members** in the Tully SA2 fall into the least disadvantaged quintile, compared to the state average of 20%.

4.2 Australian Early Development Census (AEDC)

The *Commonwealth Department of Education and Training* collects information about how children are developing prior to commencing school. The AEDC is undertaken every three years, by teachers for each child in Prep.

The AEDC instrument encompasses five domains of early childhood development which are predictors of a child's health, education and social outcomes.

The AEDC reports whether children are on track, at risk or developmentally vulnerable across each of the five domains. Children that are developmentally vulnerable demonstrate much lower than average competencies in that domain.

The number of developmentally vulnerable children in the Tully SA2 is higher than the state average across all five of the developmental domains.

Domain	Tully SA2	Queensland
Physical health and wellbeing	15.4%	12.3%
Social Competence	14.5%	11.9%
Emotional Maturity	11.1%	10.5%
Language and Cognitive Skills	12.0%	8.0%
Communication skills and General knowledge	14.5%	10.1%

In addition, 18.8% of children were developmentally vulnerable in **two or more domains in 2018**, compared to the state average of 13.9%.

However,

- 21.0% of the population **undertook voluntary work**, compared to the state average of 18.8%;
- 62.2% of the population expressed an **affiliation with a recognised religion**, compared to the state average of 60.3%;
- 7,778 **reported offences** per 100,000 persons, compared to the state average of 10,084 per 100,000 persons;
- At the March quarter 2019, the Tully SA2 had an **unemployment rate** of 4.1%, compared to the state average of 6.1%;
- 12.9% of businesses **employed more than 5 employees**, compared to the state average of 11.1%;
- 7.3% of the population identified as **Aboriginal and/or Torres Strait Islander**, compared to the state average of 4.0%;
- 15.6% of the population were **born overseas**; with 8.9% from non-English speaking backgrounds; compared to a state average of 21.6%.

Please note

The higher than average number of residents identifying as being **Aboriginal and/or Torres Strait Islander** descent and residents from a **Cultural or Linguistically Diverse background** are included here as positives of our community.

The traditional owners of this land have knowledge, traditions and connections to the land which are valuable and contribute to the regional identity. In addition, this knowledge, traditions and connections have been historically undervalued and if adequately supported have the potential to contribute positively, not only to the lives of community members identifying as Aboriginal and/or Torres Strait Islander, but the wider community.

Finally, by celebrating our cultural diversity and highlighting the valuable contributions made by people from all cultures who call this community home we add value to ourselves, community members from a CALD background and our community as a whole. After all our diversity is one of the reasons this community is such a great place to live.