



2024



Who are we

BCR Communities (formerly Bay & Basin Community Resources) is a community-led, not-for-profit organisation which has been serving the Shoalhaven and Illawarra for over 30 years. We believe in thriving communities living happy, healthy, meaningful and productive lives. Our team of dedicated staff and volunteers support our communities through our quality Aged Care, NDIS, and youth and community services, programs and projects. We also operate a local Community Radio Station – Bay & Basin 92.7FM.

Our Mission

We partner with our communities to provide person centred services for all.

Our Vision

Communities living happy, healthy, productive and meaningful lives.

Our Values

Promote inclusion:

We proudly work with and foster the diversity of individual and community needs

Act with integrity:

We are honest, fair, transparent, and build trusting relationships.

Encourage wellness:

We value the health of each person by offering innovative lifestyle choices

Show empathy:

We are partners in your journey



Our difference



We are for all ages and stages: From creative classes for kids through to social groups for seniors, we are supporting our communities through every life stage.



We are truly local: BCR Communities was created for locals by locals and nobody understands the communities of the Shoalhaven and Illawarra better than we do.



We are inclusive: We welcome and celebrate every person. The diversity of our organisation reflects the diversity of our communities.



We put people first: As a community-led, not-for-profit organisation, our mission is to partner with our communities to provide person centred services for all.



We are responsive to the needs of our communities: For over 30 years, we have been building brighter, more connected and resourceful communities through our services and supports.



We listen to you: Understanding your values and what's important to you helps us to support you to live a happy and healthy life.

Our Board



Joanne McAlister

Chair



Michele Smith

Board Director



Sharon O'Brien

Board Director



Danny Bosevski

Board Director



Rebekah Webb

Board Director



John Harvey

Board Director

Chair Report



Sharon O'Brien
Interim Chair

We have had another exciting and transformative year at BCR Communities, designing, partnering, and delivering many wonderful initiatives, programs, and projects within our local communities. There is such a buzz around the organisation.

As we continue our journey motivated by our shared values and unique strengths, we have been able to strategically position ourselves, and raise our community profile, in recognition of the outstanding services and programs we deliver.

In May, our strategic planning days were facilitated by Nicole Weber, Quality Matters Consultant. BCR Board Directors participated in the creative and productive strategic planning workshop with BCR's CEO, Executive Team and key Leadership Team members. We shared ideas and knowledge to inform the organisation's priorities for the years ahead. As we transition through to the end of this year, we are excitedly looking ahead with a vision of future possibilities brought to life through the commitment of our BCR team, including our volunteers.

Key to identifying and prioritising opportunities when future planning, is ensuring best practice measures are already in place. This includes an ability to demonstrate legislative, organisational and legal compliance against relevant standards and service requirements within funding agreements. The CEO and Executive Team are acknowledged for their teamwork and diligence in responding to the Aged Care Quality & Safety Commission (ACQSC) Audit in May, resulting in full compliance against all eight (8) Standards for all three BCR Communities Aged Care Service streams. A massive achievement!

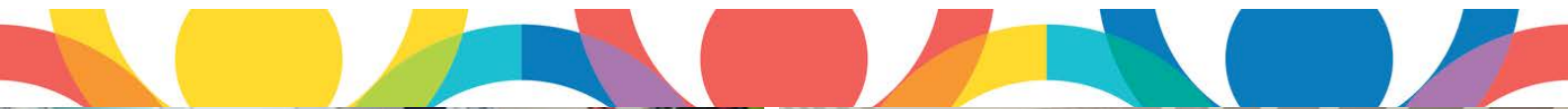
As the organisation continues to grow in response to the needs of our communities, the natural progression of growth and change in the past 12 months has also included changes within the Board. It has been a bittersweet experience from a Board perspective as we farewelled our long-term peers, Directors Ross Clifton and Dave Reynolds who volunteered their time, energy, insight, and expertise for over 22 years whilst positioned on the Board. Both Dave and Ross encapsulated the passionate essence of unwavering community spirit, visible both at grassroots and governance levels.

They guided and supported the organisations' growth and development, whilst carefully considering and balancing the preservation of what is special about BCR Communities, which sets us uniquely apart from other community organisations. Their connection to the organisation is threaded through the history of BCR and was underpinned by their shared commitment to the Vision of 'communities living happy, healthy, productive and meaningful lives.'

I would like to take the opportunity on behalf of the Board to acknowledge and thank Dave and Ross for their dedication and contribution in shaping our organisation to where we are today. As planned, the Board led a successful Director Recruitment Process. This was thanks to our Chair, Jo McAlister, who grasped the opportunity to review and update our systems and processes. With a commitment to enhance the diversity and skillset of the current Board composition, Jo invested many additional volunteer hours to lead an improved Director recruitment process.

Thank you, Jo, for leading this improved practice. As a result, we welcomed three new Directors to the Board: Danny Bosevski, John Harvey and Rebekah Webb. Each Director brings with them a blend of professional and personal experiences and skills that will positively contribute to effective Governance to further support the organisation.

The Board wishes to acknowledge and thank everyone in our communities who has chosen BCR Communities to share in their journey. We value you and thank you for choosing us. We will continue to strive to be considered both a provider and employer of choice.



CEO Report



Heather Marciano
Chief Executive Officer

This has been a year full of celebrations, fond farewells, and new beginnings. Sadly, we bid farewell to two of our longest serving Directors who retired from our Board this year.

Director Ross Clifton and Chair Dave Reynolds were instrumental in supporting BCRs' growth and development for over 20 years. Together with the rest of the Board, they steered BCR so it could continue to grow and diversify, always ensuring that key decisions were driven by our mission and values. Governing with this balanced approach ensured that BCR would be well-positioned to withstand future challenges and able to make the most of any opportunities.

Continuing this level of commitment, was our experienced Board member and Chair, Jo McAlister. This year, Jo had a focus on ensuring the Board was meeting its governance responsibilities within the complexity of recent aged care reforms. We expanded our sub-committees, including introducing a Consumer Advisory Body, and Quality Care Advisory Body, so aged care client representatives could provide direct feedback to the Board. During her term as Chair, Jo also welcomed three new Directors. Their appointments mean our Board continues to have the skills and experience to meet our future needs.

After 14 years of service, our Finance Manager Michael Irving also retired this year. As we wished him well in retirement, we welcomed Sean Cleary Executive Manager Finance, Governance & Systems, and, in a newly developed role, Michael Nurmi Executive Manager Community & Business Development to the team.



Our new Executive team got to work securing our new BCR Tongarra community centre in Albion Park; developing our new L's to P's Driver Mentoring services in the Shoalhaven; securing an ARIA grant and publishing our Regional Aged Care Provider Blueprint; introducing TEAMS for communication and collaboration and launching our new BCR Intranet.

Then came May 2024, undoubtedly the most intense month for the team at BCR. We not only ran three full days of staff education and training, and two full days of strategic planning, we also managed to successfully facilitate a three-day Aged Care Quality & Safety Commission Home Care audit. By the end of the month, we had trained and prepared our staff to meet Aged Care compliance requirements, developed a new three-year Strategic Plan, and were deemed as meeting all eight (8) Quality Standards for our Aged Care audit! It was a big win all round, and demonstrated the commitment of our dedicated teams.

We triumphed in the Shoalhaven Business Awards too, winning the Outstanding Community Organisation category, and being a Finalist in the Illawarra Business Awards. We were finalists in seven categories of the Community Industry Awards also, celebrating a Win and two Highly Commended awards.

None of these successes would have been possible without the dedication and commitment of our community teams, frontline workers, admin and support teams, our leaders, and of course the extraordinary contribution of our highly valued volunteers including our volunteer Board. A huge thank you to everyone who contributed so much and helped make this year so successful.





Over Two Decades of Service

After an incredible 22 years of service, Ross Clifton and David Reynolds stepped down from the Board of BCR Communities, marking the end of an era for our organisation.

Reflecting on his tenure, Ross Clifton said, “I joined the Board because I really wanted to see the organisation grow and thrive while still preserving what is special about it. BCR is unique in that it supports the community from the cradle to the grave and offers such a diverse range of services. In my experience, there are not many organisations like it in the community sector.”

David Reynolds, who joined the Board not long after moving to the area from Albury Wodonga, was motivated by his desire to contribute to his new community. “BCR seemed like an organisation that was trying to improve things, and it was having a positive impact at a number of different levels,” he said. “Back then, the Bay and Basin was seen as underprivileged and underfunded, and there was quite a bit of poverty.”

Despite the challenges that come with Board service, both men credit the support of the CEO and Executive team for their long-term commitment. David highlighted BCR’s culture, saying, “The culture at BCR was always very positive, engaging, community-minded, and accessible. You felt like you wanted to be a part of it.”

In their retirement, both Ross and David take with them a deep sense of pride and achievement for the positive difference BCR Communities has made.

Welcome to the BCR Board



John Harvey

John has years of Managerial and Board Director experience and is currently the General Manager of a specialised engineering company. He has over 30 years of experience in management and sales including nine years overseeing the operation of one of Australia's largest disability enterprises. John has also held a volunteer Board of Management role for over 20 years with Fresh Hope Venues. Giving back to the community has always been important to John and he welcomes the opportunity to contribute to BCR Communities.

Rebekah Webb

Rebekah has been practicing as a Physiotherapist for the past seven years in the hospital and private sector and is the Owner/Director of Jervis Bay Physiotherapy. She is actively involved in the community through sporting clubs, Community Group Exercise classes for over 65s, and ATSI Community Physiotherapy. For the last four years Rebekah has been assisting our clients with their health and fitness through her wellness classes. Using her expertise in her role on the Board, Rebekah aims to continue supporting our local community with health, wellbeing, accessibility and improving resources.



Danny Bosevski

Danny has over 20 years of experience in the technology sector and holds a Masters in IT Management. He is an experienced Manager and leader of technical and customer focused teams, driving key business initiatives and advocating technology improvements in business. He is adept at implementing strategic business plans, driving growth, and improving operations. Danny is familiar with the challenges that not-for-profit organisations face every day and is keen to contribute to providing better outcomes for all BCR participants.

People & Culture

This year, we have focused on expanding and aligning our workforce within an environment of significant sector reforms. In a continuing tight labour market, we are pleased to share that our ongoing workforce strategies have supported our workforce growth needs.

We successfully grew our team, particularly with more Domestic Assistance Support Workers and Trainee Care Workers. This allowed our Qualified Care Workers to focus on clients with higher needs, while also developing the next generation of care professionals—a key priority for us.

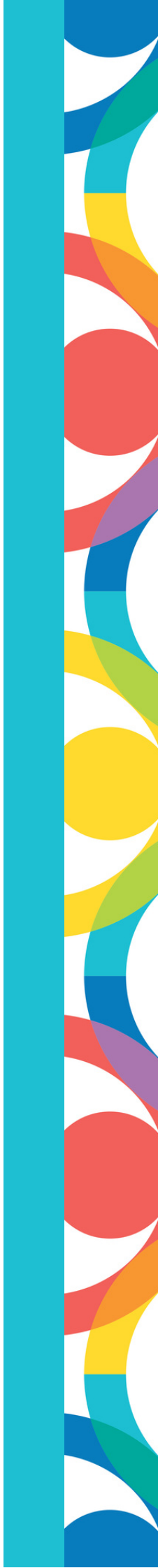
We've also welcomed a Workforce Manager and launched an internal Workforce Planning group, helping us to gain valuable insights and foster internal consultation and collaboration. This is essential as we prepare for upcoming sector reforms and increased competition.

Beyond care roles, we've had great success attracting top talent across our Community, Disability, and Aged Care teams, filling roles that are often hard to staff. A restructure of our Executive Management portfolios is helping us meet growth targets and strategic goals. These wins reflect our strong, values-driven culture and reputation as a great place to work in our region.

While we're still navigating industry challenges, our People & Culture team, along with key leaders, are actively involved in regional workforce initiatives. By participating in groups like the Illawarra Workforce Action Group and the Community Industry Group HR Community of Practice, we stay connected to the latest reforms and innovative solutions in the sector.

Our workforce has been operating in an increasingly changing environment stemming from stronger regulatory frameworks, new service models, changes in funding arrangements, increased quality and reporting requirements, the transition to a more competitive market, and greater worker compliance requirements. Whilst all positive changes, the multiple structural, regulatory and funding changes have all converged over the last year putting strain on the organisation and our people.

We have managed the impact of these changes by engaging all of our leaders across the organisation to revisit our key strengths and develop strategies to maintain our position as a high-quality, person-centred and values driven service provider within our local community.



A Respectful, Inclusive, Supportive and Giving Culture

Operating In an industry where the average staff turnover rate is 27% (2023 Aged Care Provider Workforce Survey), BCR was proud to have a turnover rate of only 19% this year, even improving on last year's rate of 19.7%.

We believe this result, reflects our continued commitment to delivering on our Employee Value Proposition, our sustained employee retention efforts, and our focus on the health and wellness of our staff and volunteers. This includes having an Employee Assistance Program which provides counselling and welfare services; showing our appreciation with morning teas, lunches and events; celebrating achievements, milestones and birthdays; and participating in community fundraising events which bring us together as a team. Initiatives this year included:

- R U OK Day
- Daffodil Day and Biggest Morning Tea
- Wellness brainstorming sessions across the organisation to inform our wellness activities
- Memory Walks for people living with dementia in both Husky and Wollongong raising over \$5,500
- CEO Challenges via our BCR app
- September Challenge - 2.5 million steps taken and we raised \$1,666
- Gift of Giving campaign with staff and volunteers donating items for Mum and Bub Essentials Bags and Food Hampers
- Combined volunteer and staff end of year events giving an opportunity to people to celebrate and connect over dinner and fun craft activities



Staff Training Days

This year, the BCR aged care teams attended our education and training sessions delivered across three full days in May. With a focus on health and wellbeing, aged care compliance and technology, our staff enjoyed a mix of sessions delivered by Executive and Leadership team members, and our highly anticipated guest speaker Carlie Belancic, Director and Psychologist from The Happiness Lab.

Our BCR presentations and coaching sessions were focused on aged care service quality and compliance. The importance of these sessions was elevated through our recent Aged Care Quality & Safety Commission in-home aged care audit, which the People & Culture team responded to with a newly developed BCR Training Calendar. This calendar includes a focus on Quality Standards, and it was so pleasing to see that our teams were able to demonstrate their skills and knowledge of the standards through the many activities and interactive sessions they participated in throughout the training days.

To provide a nice balance between compliance training and health & wellness, Carlie from The Happiness Lab then engaged the team in discussions about the principles of positive psychology and wellbeing. She engaged the team in activities, and showcased how we can all embed wellbeing strategies into our lives - at work and at home. Carlie also touched on the importance of healthy living, and shared nutritional recipes and tips for a healthy lifestyle.

To cap each training day off, the wonderful team from Care South introduced us to one of their beautiful therapy dogs for a well-deserved pet therapy cuddle and photo opportunity. A big thank you to Care South for allowing us to conduct our training in their lovely new premises in South Nowra, and for taking the time to introduce their pet therapy puppy to our BCR teams.



BCR Communities Wins Outstanding Community Organisation

Winning the Shoalhaven Business Awards - Outstanding Community Organisation is a reflection of the hard work, dedication and passion demonstrated by our entire team. From our frontline staff and volunteers to our, executive, administrative and support personnel, every member of BCR Communities contributed to this success.



Community Service Awards

With finalists in seven out of all seven categories, everyone attending the Community Industry Group – Community Service Awards knew the name BCR Communities by the end of the night. We are so proud of all our finalists for the exceptional work they do in our communities.



WINNER 2023

JODI EVANS
Leadership (large org)



HIGHLY COMMENDED 2023

ROCHELLE MCHATTAN
Sector Star of the Future



HIGHLY COMMENDED 2023

COMMUNITY SERVICES
Above & Beyond - Team



FINALIST 2023

BRAD SLAUGHTER
Above & Beyond - Individual



FINALIST 2023

KAREN CHAMBERS
Brilliant Idea - Individual



FINALIST 2023

COMMUNITY SERVICES
Brilliant Idea - Team



FINALIST 2023

BCR & EXSITU
Business Partnership

Our Executive Team



BCR Communities acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners of Country throughout Australia. We pay our respects to Elders past, present and emerging, and celebrate their continuing culture, the world's oldest living culture, and the contribution they make to the life of this region and our country.



Change to the Executive Team



Michael Irving hands over to Sean Cleary

At the end of July 2023, we said farewell to our Finance Manager, Michael Irving, as he retired from BCR - swapping Excel sheets and TRACCS for travel and adventures.

We thanked Michael for his 14 years of dedicated service, and for his professionalism, experience and knowledge which guided BCR Communities through a time of great change.

With Michael's departure, Sean Cleary was recruited to the expanded role of Executive Manager of Finance, Governance and Systems. Sean joined the team with over 30 years of experience managing finances for commercial and not-for-profit organisations. Enhancing business efficiencies is his strength, especially achieving improvements through system implementation, coaching/developing finance teams and working closely with all stakeholders. Sean also has significant IT experience which will help us to develop and implement our technology roadmap and position BCR for the future .



Michael joins the Team - Executive Manager Community & Business Development

In June 2024, we welcomed Michael Nurmi to the Executive Team in the newly created role of Executive Manager Community & Business Development. With his many years of experience working in the community sector, Michael was the perfect candidate to lead the strategic growth of current and new programs and services across our BCR Youth & Community Services and Activities Hub portfolios.

Michael brings knowledge and expertise in the development of social enterprises, education and training programs, volunteer management, community development and fundraising. He advocates for those in the community requiring a helping hand to move forward and make change for the better, and is passionate about social inclusion opportunities and demonstrating a people-centered approach in the provision of quality services.

New Advisory Bodies

From 1 December 2023, aged care providers have been required by the Aged Care Quality and Safety Commission to set up a Quality Care Advisory Body (QCAB) and a Consumer Advisory Body (CAB). Having already recognised the value of establishing these bodies, BCR was quick to respond.

The CAB now plays an important role in making sure our clients' voices are heard, especially when it comes to feedback and complaints. They review reports from our Quality & Safety Committee and suggest actions to help improve client experiences. This helps us continuously improve the services we offer.

Some of the CAB's key tasks have included reviewing our Annual Client Survey, offering recommendations on the questions, and going over the survey responses. They also reviewed our performance during the recent aged care audit, specifically around Standard 6 – Feedback & Complaints.

The CAB shares its recommendations with the BCR Quality & Safety Committee and reports to the Board on any findings or actions that need approval. They met three times during this financial year and aim to meet quarterly in 2025. Thank you to our CAB members - Client Representatives, Robin Gunter, Kerry Coulter, Jenny Rich and Barry Moir; Board Representative, Sharon O'Brien and Executive Representative, Heather Marciano.

The QCAB focuses on quality-related matters and includes representatives from our clinical and care teams. They help the Board with problem-solving and can suggest improvements, reporting to the Board at least every six months. One of their valued suggestions was accessible options, with our contact details in large print, so clients can easily get in touch with us for assistance or to share feedback. The QCAB includes our Client Representative, Josephine Calvert.



Robin Gunter
CAB Chair



Josephine Calvert
QCAB Client Representative



Sharon O'Brien
CAB Board Representative

Microsoft 360 (SharePoint) TEAMS

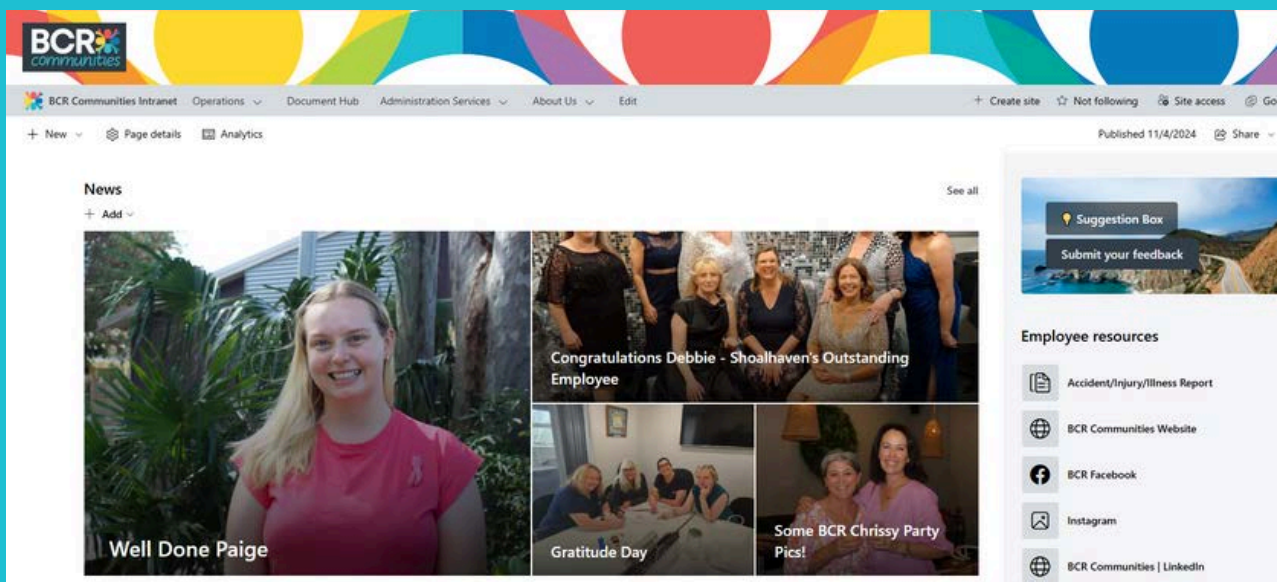
We continue to build on our use of our TEAMS communication and information sharing platform. We use TEAMS to connect with our in-home workforce, including through online meetings, instant messaging and training sessions. TEAMS provides great opportunities to collaborate too. It is our primary platform for grant applications and internally led projects.

Safety Champion Software

This year, we have continued our focus on workplace safety by introducing the new Safety Champion Software system. This tool will make it easier for our employees and volunteers to report and track incidents or hazards electronically and at the time they occur. With interactive dashboards and live updates, the system will bring greater transparency to incident reporting, allowing us to spot trends and take action quickly. Plus, it will automatically generate our injury and incident registers, saving time and improving efficiency. This investment highlights our strong commitment to safety, and empowers everyone on our team to play an active role in keeping our workplace safe. We aim to have the system rolled-out across the organisation by December 2024.

Staff Intranet

After much consultation and months of development, the BCR Intranet was finally launched this year. Our new intranet is BCR's one-stop-shop for information, resources, forms and documentation. We continue to update and roll out our policies and procedures, which are published to our new intranet and accessible to all staff, including in offices or in the field. All the latest BCR news is also available on our intranet, keeping our teams up-to-date on what has been happening across all our services.



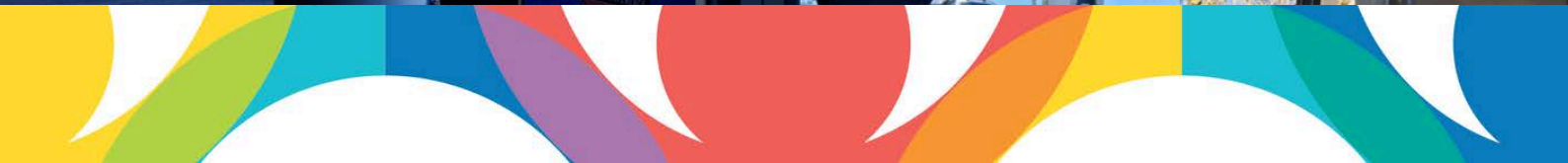
ARIIA Grant: Blueprint Completed

BCR Communities, along with our innovation partners ExSitu, Carers NSW and University of Wollongong (UOW), was awarded a grant through the Aged Care Research & Industry Innovation Australia (ARIIA) program to deliver a Regional Provider Blueprint based on our values-based care program.

The aim of the ARIIA project was to test our assumptions that, with positive values-driven culture, and a commitment to empowerment and simple, efficient technologies, we could operationalise care processes to support human rights so those we care for can make their own decisions in line with their own values.

The Blueprint was created to share the learnings from our ARIIA project, so that as a sector, we can lead the change towards a values-based model of care. The aim was to increase social connection and reduce social isolation through the delivery of services aligned to an understanding of each person's values and wishes. As part of this project, we launched the BCR Online Community, a platform where BCR clients and staff and broader community members can connect through shared interests and values. Our BCR Online Community has been a wonderful opportunity for members to share their experiences through posts, including stories and photos from BCR group activities.

As a result of the success of the ARIIA funded project, CEO Heather Marciano, and Exsitu innovation partner Rebecca Glover were asked to present at the annual ARIIA Conference in Adelaide. Their presentation generated much interest and has resulted in a secondary research project. This project will be focused on managing the balance between a person's human rights, and a providers requirement to provide safe, high-quality care, within an environment of aged care sector reform.



Reconciliation Action Plan



In February 2024, BCR attended a workshop, organised by the Foundation for Rural & Regional Renewal (FRRR), which aimed to assist organisations to develop authentic Reconciliation Action Plans (RAPs). The workshop was facilitated by Mark King, a proud descendant of the Waanyi, Wangkamahdla, and Pitta Pitta nations, who has lived and worked in the Shoalhaven for the last 20 years. Following the workshop, FRRR offered some additional funding for one-on-one sessions with Mark to help our RAP Working Group explore the RAP framework and dive in to developing our draft RAP.

The decision to create a RAP, stems from BCR Communities' commitment to acknowledging the history, contributions, and continuing connection of Indigenous Australians to the land and waters on which we live and work. By embedding reconciliation into our core values and operations, we aim to deepen our understanding of Aboriginal and Torres Strait Islander cultures, promote truth-telling, and actively support local Indigenous communities.

The RAP will outline practical actions that will drive greater cultural awareness within BCR, including staff training, cultural programs, and meaningful engagement with Indigenous community members. We also hope to provide opportunities for employment, training, and partnerships with local Aboriginal-led businesses and organisations.

The desired outcomes of the RAP include fostering a culturally safe environment within BCR Communities, enhancing partnerships with Indigenous communities, and contributing to the broader national Reconciliation movement. By taking these steps, BCR aims to lead by example, creating lasting, positive change for both Indigenous and non-Indigenous Australians within our region.

*Some of the members of our RAP
Working Group*





Our Amazing Volunteers

Since our inception, BCR Communities has been lucky to have amazing volunteers, including our Board, who are dedicated and committed to guiding the organisation to achieve our vision and mission.

Our many frontline volunteers help to create the wonderful culture that BCR is known for. They are kind, enthusiastic, dedicated, and always eager to help. They play a key role in many of our programs, like our community radio station, home maintenance program, respite care, in-home support, and social groups.

Following a nationwide trend, we have seen a drop in volunteer numbers over the last few years mainly due to COVID restrictions and an increase in worker regulatory requirements.

To address this, we're focusing on ensuring our current volunteers are happy in their roles and employing recruitment strategies to attract new volunteers. We will be asking for formal feedback to understand how they feel and will also work on improving our policies to support both paid staff and volunteers.

Our goal is to make sure our volunteers continue to thrive by supporting them with practices aligned to the National Standards for Volunteer Involvement.



25% of our volunteers supported more than 1 program or service.

Our volunteers supported across 12 distinct programs and services (supporting all ages and stages)



Finding Friendship and Purpose through Volunteering

Our BCR volunteers come to us in many ways but for one of our newest recruits, Brian Foden, it was a casual chat with a radio announcer at a live outside broadcast that had him signing up.

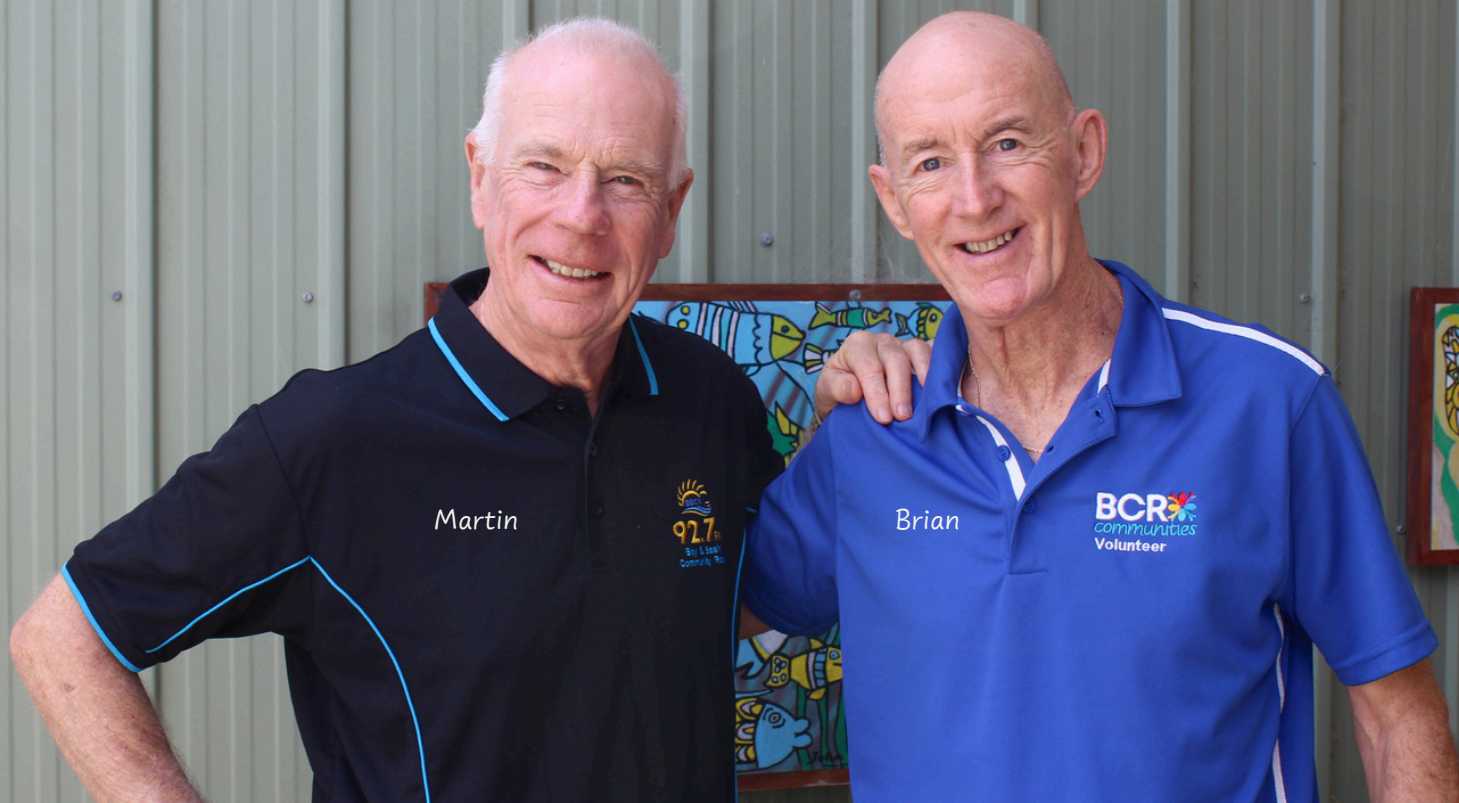
Brian discovered that Martin Benge, the presenter of his favourite show 'Strolling Down Memory Lane' on BCR 92.7FM, used to work at the famous Abbey Road Studios. As a guitarist, singer, life-long music lover and fellow Englishman, Brian was very keen to meet Martin.

"I said, I have to meet this guy – this is my hero he has actually worked with the Beatles," Brian said.

"So I met Martin and came to the BCR Activities Hub, and I thought this is great, this is for me. I can help out in my community and be around fellow music lovers."

Brian, who is a retired Maintenance Manager, only moved with his partner to the Bay & Basin area two years ago, and he said volunteering with BCR has given him the opportunity to meet new people and put his handy man skills to good use in the Activities Hub.

"I've really enjoyed it so far, everybody has been so friendly. I think volunteering is fantastic, you get the company, and you feel like you have achieved something when you get home, while also helping your community.



Aged Care

The wonderful Aged Care Team at BCR achieved a huge milestone this year meeting full compliance with the Aged Care Quality Standards across all our services including Commonwealth Home Support Program (CHSP), Home Care Packages (HCP), and Short-Term Restorative Care (STRC). Only 63% of home care providers audited in the last quarter achieved this result, which is a testament to the quality of care that we provide for our valued clients.

The year of 2023-2024 has been one of continued growth for our Aged Care Team, through all the programs across the Illawarra and Shoalhaven. BCR care workers have provided 33,803 hours of direct care to support our aged care clients. Over the past year, we've seen a welcome increase in the recruitment and retention of dedicated aged care workers at BCR. The establishment of a dedicated team to support Care Workers has led to a more streamlined approach to recruitment, onboarding, orientation and ongoing support.

This combined with a more robust training team and training plan to ensure the development of our care workforce, has been a key element of our strategic workforce plan, and has allowed us to continue to decrease our use of agency staff while increasing hours of BCR staff support across our in-home care services. Our care workers are given the opportunity to be trained in completing reviews of services for our clients, which has introduced another dimension to the care they provide.



Our CHSP and STRC services often provide a seamless transition to HCP when our client's care needs increase, or funding has been re-assessed and approved. This year, HCP continues to increase by a further 12.5% to 180 clients supported by experienced and dedicated Care Management and Clinical teams and strengthened Care and Clinical Governance structure.

BCR's care management is led by our award-winning Senior Care Manager, and we now have six Care Managers for HCP and one Care Manager for STRC. Our Clinical team includes four Registered Nurses, a Social Worker, and a BCR Board Director with Allied Health qualifications and experience.

We continue to improve our client intake processes for CHSP and HCP, by responding to feedback, and updating the questionnaire that is provided to clients before their first home visit so we can better understand their needs.

We have also introduced an improved support plan, where clients can communicate their goals and wishes, along with a new client-centred dementia support plan based on Dementia Australia's recommendations. This provides a plan of care that acknowledges the client's life and interests, along with suggested strategies that best support people living with dementia.

Additionally, we provide monthly Social Connection Calendars filled with activities and opportunities for clients to meet, make friends, and attend places that may be difficult to visit or are more enjoyable to visit with others. Our clients' wellbeing, choices and satisfaction are our top priorities. We are constantly striving to improve our services and ensure that our clients receive the best possible values-driven care.



Aged Care Quality Improvement Survey

The overwhelmingly positive results of our BCR Client Satisfaction survey, sent out in March 2024, are a true testament to the quality of the care provided by the whole BCR Communities team.

Of our respondents, 98 per cent found our care worker staff to be kind, caring and respectful; 93 per cent believed BCR services had improved their quality of life, and 97 per cent would recommend BCR to their family and friends.

Overwhelmingly clients commented on the warmth and friendliness of our staff as well as their kindness, professionalism, reliability and efficiency. The survey also provided us with valuable feedback on how we could improve our services.

"We were delighted with the friendly service we received."

"[They] are absolutely amazing. I cannot say a bad word about either of them. Mum is so happy with the care she receives from both of them."

"Very helpful and always pleasant. Lovely, caring people."

"What pleases us both is the professional advice, understanding, empathy and knowledge shown by your case managers "we are in good hands."

"We have been most appreciative of all the assistance Dad has received. The level of assistance has been amazing and very helpful for him."



The location is perfect for us, as we are right in the heart of Albion Park with lots of other community activities happening all around us.

We will have a permanent Customer Service Officer on site and there are a number of office spaces for other staff who need to use it as a base in the Illawarra.

A New Illawarra Centre for BCR

In May 2024, BCR Communities signed the lease with Shellharbour City Council for premises in Albion Park - realising a long held dream to open a centre in the Illawarra.

As our new centre is situated in the grounds of the Albion Park Showground on Tongarra Road, we are calling it BCR Tongarra.

Our goal is for the centre to replicate the atmosphere of our Sanctuary Point Community Centre - friendly, welcoming and an important part of the community. Our goal is to partner with other local community organisations for other projects and activities.

Fantastic Aged Care Audit Result

After a rigorous audit in May 2024, the BCR Communities team was proud to receive our Performance Report from the Aged Care Quality and Safety Commission. We were assessed as Compliant across every Aged Care Standard for our Home Care Packages (HCP), Short-Term Restorative Care (STRC), and Commonwealth Home Support Program (CHSP).

This outstanding result reflects the dedication and professionalism of our Aged Care, People & Culture, and Administration teams and their commitment to providing high-quality, empathetic, and personalised care. Feedback showed that clients believe our staff treat them with respect, provide care and services that are culturally safe, and allow them to exercise choice and independence. The audit result highlights that our staff and volunteers are aligned to BCR's Mission, Vision and Values and provide services that make a difference.

While audits can be a nerve-wracking process, ours proved to be a beneficial exercise - clarifying our strengths and opportunities, identifying areas for growth and improvement and giving us a renewed focus and energy.

This result motivates us to keep striving for excellence, ensuring that we remain a trusted and respected provider of aged care services. Thank you to everyone who contributed to this achievement!



Growth of Social Group Participation

From theatre shows, art galleries and restaurants to coastal walks, shopping trips, and grand garden tours – our Social Connect Calendars continue to grow with activities that are unique, fun and engaging.

Our Social Connect program was expanded to our aged care clients living in the Northern Shoalhaven and Illawarra regions in September 2023. Our Lifestyle & Activities Coordinators now design two Social Connect Calendars per month – one for Southern Shoalhaven and one for the Northern Shoalhaven and Wollongong regions.

As well as a diverse range of excursions, the calendar includes centre-based social groups, dementia-specific groups, a carer support group and health and well-being activities, like meditation, chair yoga and health seminars.

As a result of the team's hard work and innovative social supports, and with the support of a dedicated team of volunteers, the hours of aged care support in group settings increased to 7,003 hours over the financial year. Wonderful friendships have formed and clients are reporting improvements in their overall happiness, well-being and connection to their community.



A Focus on our Youth

With over half of all government school students in years 7-10 missing at least a month of school each year and the retention rate hitting a record low of 73.5% (Report on Government Services 2024), the need for targeted support for our youth has never been more urgent.

In response, BCR Communities has made it a priority to enhance and expand our youth-focussed programs, specifically to address the issue of young people disengaging from both school and their community.

Curious & Creative Program

Curious & Creative is a school re-engagement and pathways program developed and coordinated by BCR Communities and delivered in partnership with Firefly Uniting and Vincentia High School. It was started in 2022 as an initiative program to re-engage with students who had disconnected from school, family and friends, most often as a result of mental health barriers, but also due to learning difficulties, trauma and family dysfunction.

Curious and Creative aims to:

- Rebuild behavioural, cognitive and emotional engagement to community,
- connect young people with health and well-being supports,
- develop resilience and life skills,
- address barriers to participation,
- provide support to families,
- where appropriate, explore vocational and educational pathways.

We have had 30 young people participate in the program, with another seven new referrals. They are supported to attend BCR venues three days per week to participate in a variety of re-engagement activities designed to build confidence and develop life skills. They are also provided with an hour of face-to-face learning and guidance with a Vincentia High support teacher, and have been given additional opportunities to volunteer, take part in recreational activities, and undertake work experience.



The impact of Curious & Creative as measured by facilitators, school staff, student and parent/carer feedback

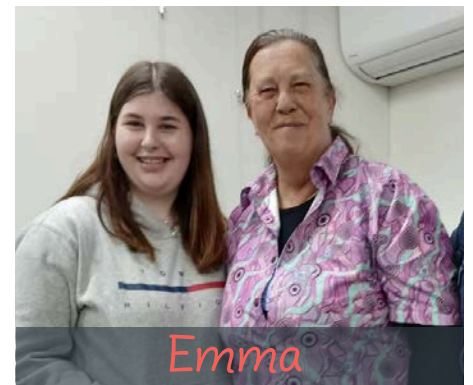
- Some participants had been so disconnected, that participating in Curious & Creative was the first time they had left their rooms or engaged with anyone outside their family in months.
- 100% reported improved social connection, confidence and resilience.
- Reductions in self-harm, suicidal thoughts and risky behaviours.
- Improved relationships with family.
- Stronger social connections, friendship groups and peer networks.
- Addressed barriers to participation and were linked with support services.
- Improvements in mental health, life satisfaction and hope for the future.
- Exploring pathways into alternate education, employment or school.



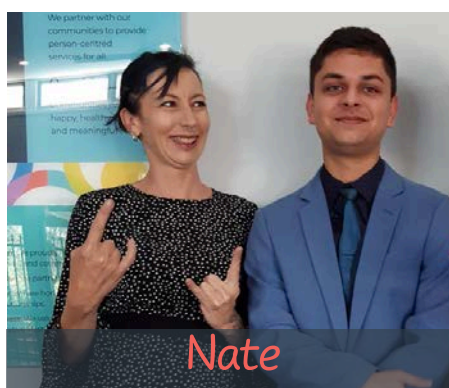
Started with social, economic and transport barriers to engaging with school. **Now** in Year 10 and continuing into senior studies. Is flourishing with Junior Ranger Program, mentored young Aboriginal students and stepping into Youth Leadership roles.



Started with difficulties at school and undiagnosed barriers to learning. **Now** has successfully completed Year 10, diagnosed & supported by Headspace, studying tertiary introduction to work place skills, has white card, and Barista Basics certificate.



Started with extreme anxiety and depression, school refusal and complete disengagement from community. **Now** has successfully re-engaged and completed Year 10 ROSA and is studying and working part-time.



Started struggling at school during Year 10. **Now** has transitioned successfully back to school. Very excited when he dropped in this year so we could dress him in fancy threads for his Year 12 formal!



Started with zero school attendance due to mental health barriers. **Now** is thriving with C&C, is about to complete Year 10 ROSA, and joining in social activities such as Youth Pride Ball and Youth Insearch Camps.



Started by seeking support for learning & mental health barriers. **Now** is incredibly self reliant & capable, has casual employment, is transitioning back to school and studying hairdressing part time at TAFE.



COMMUNITY CONNECTION

- Re-engagement Programs
- Recreational Programs
- Info days/sessions
- Youth Voice

APPROVED SCHOOL ACTIVITIES

- Curious & Creative
- Home Maintenance Program
- Work Experience
- Cafe skills at Vincentia High with support unit
- Taster programs

NDIS

- School Leaver Employment Supports
- Group program
- Individual Support Plan
- Info & referral
- Includes Adult Participants

PEER SUPPORT & LIFE SKILLS

- Youth Insearch Peer Support
- Headspace individual
- Headspace group workshops
- Life skills workshops
- Travel training

TRAINING

- Short courses
- Accredited training
- Industry tours
- Work readiness training including resume building and styling sessions

SOCIAL ENTERPRISE

- Gardening crew
- Home Maintenance crew
- Inhouse micro cafe
- Youth Collective market stall

YOUTH VOLUNTEERING & WORK EXPERIENCE

- Diverse range of opportunities across BCR
- Develop work readiness
- Give back to community
- Build networks
- Training & skill development

SUPPORTED EMPLOYMENT

- NDIS
- Employment support within BCR
- Support and training for open employment

DRIVER MENTORING

- Access to roadworthy vehicles
- Access to licensed supervising drivers
- On-road driving experience
- Assistance to progress to a provisional license.



Youth Collective - PODS Project

While extensive wet weather, planning regulations and logistics issues pushed back the construction start date, a great deal was still achieved with our Youth PODS Project. The initiative, funded through a \$558,325 grant from the NSW Government's 'Our Region, Our Voice' Regional Youth Investment Program, has been overseen by Edwards Construction and will be situated on our Macleans Point Road site in Sanctuary Point.

It was important to our team to involve local young people in every stage of this project. A Youth PODS Focus Group was created and involved in:

- Concept, fit-out and colour designs.
- Designing and building outdoor furniture for the grounds.
- Facilitating a Youth Social Enterprise Community Markets.
- Completing their White Card Training to be actively involved in the PODS construction feedback and on-site visits.
- Completing 'Barista in a Day' Training so as to be able to volunteer in the Pop-up Café Training POD.
- Completion of attainments in The Basic for Business Training.
- A successful NSW Clubs Grant for \$7,500 to purchase resources for the PODS.

Ls to Ps Driver Mentoring Program

Local Member for the South Coast, Liza Butler, helped us to secure a \$31,667 grant through the 'Community Building Partnerships' to purchase a Toyota Corolla Hybrid for BCR's new Shoalhaven Ls to Ps Driver Mentoring Program. This free program will help eligible learner drivers in the Shoalhaven to become safe and confident drivers. Eligible learner drivers are matched with a volunteer mentor driver who will support them to obtain the required hours of supervised driving experience they need to get their Drivers Licence. Having a Drivers Licence will be life-changing for these participants, giving them improved access to employment, education, training and social activities.



Successful 'Summer Days are Fun Days' Program

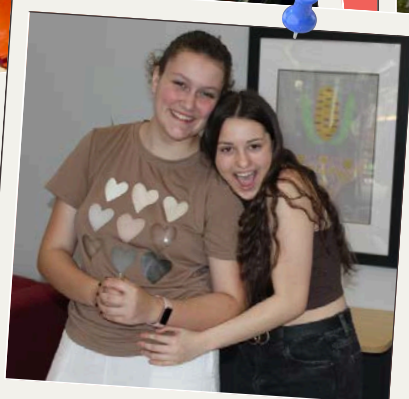
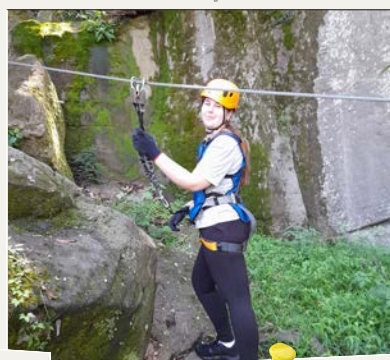
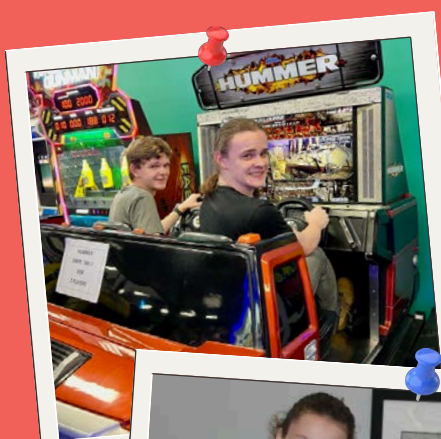
From petting a python to dangling precariously above the treetops, participants in the BCR Communities 'Summer Days are Fun Days' program had some heart stopping moments while they were making memories to last a lifetime.

Over 55 deserving young people from the Bay and Basin joined the youth holiday program which ran over three weeks in January 2024.

Thanks to a \$9,000 grant from the NSW Government - Office of Regional Youth, BCR Communities was able to provide the program for free including transport, food, tickets and materials. Young people with disability were also encouraged to join in the fun for the sessions where we had trained and qualified NDIS staff on hand for support.

While having fun was a main priority, the recreational experiences were curated around getting the participants out of their comfort zones, building their confidence, fostering teamwork and learning new skills.

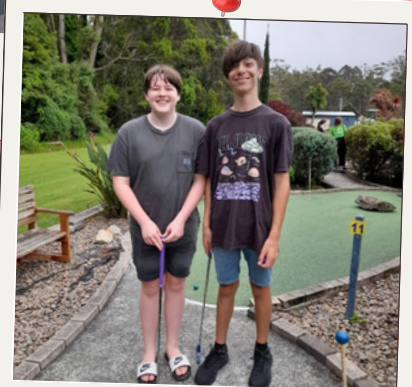
To ensure the program was a success, the BCR team worked with a group of young people to research, design and help facilitate the program - they were even involved in the funding submission! The highlight was seeing how the participants supported and encouraged each other to try the activities, and the many friendships which formed as a result.



new best friends!



holding a python!



mini-golf champions!

Supporting our Community

The cost of living crisis has hit our region hard with many local families struggling to afford basic necessities like food, heating and clothing. This means more people in our communities are at risk of experiencing homelessness, food insecurity, and domestic and family violence.

The BCR Community Services Team are deeply embedded in the local community and are able to respond quickly and creatively when they perceive a need. Examples this financial year include:

- Sourcing free formal outfits for high school students.
- Organising Christmas hampers for deserving families.
- Holding clothes swap parties and community fairs.
- Giving out new shoes, clothes, toys and school supplies provided by Good360.
- Helping more than 55 people a month with Emergency Food Relief packages.
- Supporting YWCA to start regular domestic violence services from our sites
- Staff across the organisation donating items for Mum and Bub Essentials Bags which were donated to (SAHSSI) Supported Accommodation & Homeless Services Shoalhaven Illawarra.

Thrive Together Pop-Up Fairs

Hundreds of locals packed the BCR Sanctuary Point Youth & Community Centre for two successful Thrive Together Pop-Up Fairs, in August and November 2023. The events involved over 20 community service organisations setting up stalls to provide information, advice and resources. Community members connected with local welfare, government and health agencies, found tenancy and housing support, picked up free care packs and clothing, received financial information and found out about NDIS, mental health, and aged care services. While the grown-ups were chatting to stall holders and catching up with each other, the kids were kept entertained with games, craft activities, and a sausage sizzle.



Generous Support from Good360

This year, we were able to support local families with over \$70,000 of donated items from Good360, including clothes, shoes, baby items, toiletries and toys. Good360 is a not-for-profit which connects charities from around Australia with businesses willing to donate unsold or surplus goods, services and disaster recovery essentials. Their mission is to ensure the excess goods and services businesses produce every year flow to people in need rather than going to waste. The result is a 'Circle of Good' that reduces need and waste in our communities at the same time so everyone benefits.

Beautiful New Pocket Park for Sanctuary Point

A 'welcome to place' pocket park featuring three large Blackbutt poles, beautifully painted by local students, as well as park seating and landscaped garden beds, now forms a celebrated entranceway to the Sanctuary Point community, school and business precinct.

Guided by Aunty Marilyn Smart, Aboriginal Education Officer from Sanctuary Point Public School, students from years 4-6, came up with design ideas relating to family, community, country, and the natural world.

It's been a truly collaborative community project between the school, Bendigo Bank, and Sanctuary Point Pride who funded the project; Shoalhaven City Council who supported the project; and our own BCR Community Services Team and Work, Life and Training participants who coordinated the project and provided the installation and landscaping. Even students from Vincentia High School assisted in completing the artwork in the final stages.

Feedback from the community on the park has been very positive, with the benches in use 10 minutes after the park was opened. It is now a popular place for locals to rest, reflect, and meet with friends.



Community Services



236

Events, workshops, life skills, education or learning programs were delivered



1,567

people participated in these programs

100

Young people were supported through our focused Tween or Youth Projects.

Students supported through our transition and wellbeing programs delivered within schools.

168



48

people per month assisted with crisis support, mental health, family & domestic violence, homelessness, legal and family breakdown issues.

56



People supported per month with emergency food packages through our Food Pantry Program.

Thank you to

- NSW Office for Regional Youth
- Foundation for Rural Regional Renewal (FRRR)
- St Georges Basin Country Club Clubsgrants
- Bendigo Bank
- Sanctuary Point Pride
- Shoalhaven City Council

for grants and funding to support our community service programs and initiatives

Thank you to our community partner organisations

- Headspace
- Vincentia High School
- Sanctuary Point Public School
- Bay & Basin Firefly Uniting
- Youth Insearch
- Catholic Care
- YWCA
- RSPCA
- Youth Justice NSW
- Ostara
- Shoalhaven Womens Health
- Campbell Page
- Shoalcoast Community
- Legal Centre
- Nana Muru (Lives Lived Well)
- mbh Training
- Sonder Youth
- Beyond Empathy
- Caddyshack
- Kiama Community College
- Clifton Park Community Garden
- NSW Department of Corrective Services
- APM
- atWork Australia

The Activities Hub

The BCR Activities Hub in Sanctuary Point has been a lively and welcoming space once again this year. It's a true reflection of our vibrant community, with people of all ages and backgrounds coming together for workshops, programs and projects.

We would like to thank our amazing team of volunteers at the Activities Hub, for the way they regularly involve younger participants from our other programs, in the community projects they are working on. They are patient mentors, teaching our young participants new skills and growing their confidence.

Some great examples of this kind of collaboration in action this year were:

The Bherwerre Wetlands Boardwalk

Volunteers worked with our NDIS participants to build large frames for local artwork to welcome visitors to the Bherwerre Wetlands Boardwalk.

Sanctuary Point Pocket Park

Volunteers, staff, our NDIS Work, Life & Training participants, students from Sanctuary Point Public School, and Jackson Webb and the Vincentia High School Clontarf students, all worked together to build, install and landscape the Pocket Park.

Melodic Minds Podcast Series

Bay & Basin Community Radio 92.7FM volunteers helped teenage participants in our Curious & Creative program to create their own music podcast series called Melodic Minds.

School House Signs

Volunteers and Sanctuary Point Public School students building big wooden frames for signs representing the school's five houses.





Bay & Basin Community Radio 92.7FM

Bay & Basin Community Radio 92.7FM continues to be a voice for the local community, proudly serving the Bay & Basin region for over two decades. From news and weather updates to music, interviews, and local announcements, the station plays an essential role in connecting our community.

In the 2023/2024 period, we expanded our reach, growing listenership and enhancing our programming to reflect the evolving interests of our community. The station has continued to support and promote local events, businesses, and initiatives, and special programming highlights included interviews with local artists, charity representatives, politicians and leaders from community groups, as well as a variety of outside broadcasts.

Thank you to our dedicated volunteers, who bring passion, creativity, and commitment to every broadcast. Our amazing radio presenters are supported by a team of volunteers behind the scenes involved in programming, production, training, marketing, media and community liaison.

A special thank you to our Radio Advisory Committee for generously donating their time to ensure the station's ongoing operation and growth. Some of their successes this year have included the 'Hall of Fame' honouring radio personalities past and present; the creation of a Facebook page and social media policy; and governance for the radio handbook.

On behalf of the station, a big thank you to all our valued station sponsors, the CBAA – Community Broadcasting Association of Australia, and the Community Broadcasting Foundation whose generous grant funding makes this project possible.

Radio Sponsors

- Bendigo Bank
- Club Jervis Bay
- Ison & Co
- Jervis Bay & Basin Locksmiths
- Your Mouth Matters
- Chemist Hub
- Country Club St Georges Basin & Vincentia
- Jervis Bay Brewing Co
- The Salty Crab
- Tyrepower Jervis Bay
- Modern Healthcare Professionals
- Vincentia Laundromat
- Dean Michael Solicitors
- Hancock Denture Clinic
- Carpet Court Nowra
- Huskisson Pictures
- Shoalhaven Solar
- Aidacare Healthcare Equipment
- Schutz Landscape and Garden Supplies
- The Achievable You Platform
- Shop Between the Flags

Pirates Band

The Pirates Band are still playing together in the Activities Hub, with staff, volunteers and visitors enjoying their weekly jam session. Sadly, BCR volunteer and drummer for the Pirates, Ross Gates passed away on the 28th of August at the age of 59. Ross was a volunteer with BCR for nine years and a well-respected friend to many at the BCR Activities Hub. He devoted himself to giving to our community, and we miss his generous spirit, positivity and optimism.



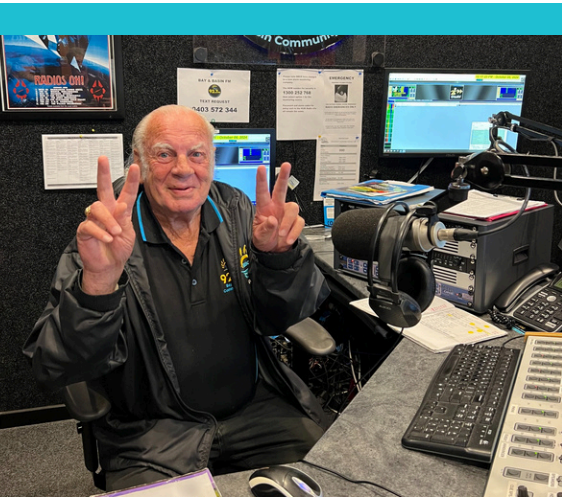
Club Grants for the Radio Station



Thanks to generous Club Grants from Club Jervis Bay and The Country Club St Georges Basin and Vincentia, Bay & Basin Community Radio 92.7FM was able to purchase a big new pop-top marquee for outside broadcasts and an inverter generator to ensure even a power outage won't stop our non-stop broadcasting.

Club Grants for the Activities Hub

Thanks to another generous Club Grant from The Country Club St Georges Basin and Vincentia, the Activities Hub now has a high quality table saw, some much needed water tank pumps, and a variety of other workshop equipment so that our volunteers can continue building projects for our local community!



NDIS Work, Life & Training

The Work Life and Training Program (WLT) has been a significant initiative this year, allowing NDIS participants to remain in the local area while they learn the vital work and life skills they will need to achieve their individual goals.

There are currently 12 NDIS participants within WLT and each of their programs is unique, with weekly activities tailored to their own employment, life, and social goals. Our aim is to encourage personal growth and equip participants with the skills necessary for independent living, social connection, and meaningful employment.

This person-centred approach means our intrepid NDIS team have undertaken a wide variety of projects and activities, from building a cow letter box to taking on a fitness challenge for charity!

While many of the activities relate to individual goals, we also encourage social connection with group activities based on common interests - like the road trip to Comic-Con in Sydney, a visit to the Shoalhaven Zoo, pizza & games nights, and a day trip to Ulladulla Funland.

Over the year, we have recruited additional NDIS qualified staff to grow our team, and strengthened our collaboration with other community organisations including Vincentia High School so we can develop a network of resources and opportunities for our NDIS participants.



I'm writing to thank you for the amazing time Bailey is having in his work experience. I have worked in disability support services for over 40 years and BCR stands out as a unique community-based service that is truly person centred. There is such a genuine sense of inclusion and an obvious desire to provide the best programs possible. The flexibility to accommodate Bailey's needs and goals is outstanding. The depth of experience the staff and volunteers offer is fantastic and their willingness to learn more has proved very motivating for Bailey. I know that he expresses his gratitude regularly and I just wanted to underline this from my perspective."

Michael Jones, Rehabilitation Counsellor, Resource Life



Building Work and Life Skills through Community Projects

Participants in our NDIS Work, Life and Training program have been heavily involved in building our new 'Chicken Palace'.

Having to deal with issues involving drainage and local wildlife including rats and snakes, means this is no ordinary chicken coop. The project has been funded by a grant from the NSW Governments Local Small Commitments Allocation (LSCA) program, and will feature a free-range chicken



enclosure, coop, and nesting boxes, stabilised road-base to assist with drainage, and accessible covered pathways within the enclosure and surrounding garden.

Once finished, the chicken coop will be safe and accessible for our NDIS participants and members of our dementia specific social group. It will increase the amount of fresh eggs we can give to the community, and we will have a flock of very happy hens!

BCR Home Maintenance Program

The team from the BCR Home Maintenance Program (HMP) has worked diligently this year to help maintain the independence, safety, and wellbeing of older clients living in their own homes. Services include general gardening, landscaping, and maintenance to ensure that outdoor areas are safe and accessible.



Despite facing challenges such as overwhelming requests for assistance and a shortage of volunteer team members, the HMP program has implemented a strategic business model to facilitate growth.

This includes the recruitment of a Garden Lead position to help manage the workload and ensure that all requests for assistance can be fulfilled. In addition to these efforts, BCR has launched a volunteer recruitment promotion to further bolster our volunteer numbers as they are an integral part of the HMP team.

Financial Report

This year, we have continued to grow our revenue to match our cost increases. Our revenue increased by 13% compared to last year.

The largest cost increase for the year was the implementation of the 15% Wage Increase for Aged Care Workers as a result of the Fair Work Commission's Aged Care Work Value Case. This increase was in addition to the annual National Minimum Wage Increase which was developed to account for CPI increases.

These wage increases were welcomed by BCR. Our aged care workers definitely deserve to be recognised for the high-quality care and support they provide for our clients in the community.

We continue to invest in our clinical and compliance requirements to meet our regulatory obligations. This is a costly but necessary ongoing process. Our recent successful Aged Care audit supports this investment decision, and confirms that we are investing in the right areas.

The BCR Audited Accounts profit result for 2023/24 was \$690,545. All profits are reinvested into our operations to ensure we continue to provide quality services and support to our clients, participants and the community.

Our Net Equity has increased by 10% to \$7.6 million, ensuring BCR Communities remains solvent, and will be able to continue trading long-term, regardless of the challenges we face with the current sector reforms.

Much of our focus this year has been spent generating strategies in readiness for the upcoming Aged Care sector changes including the introduction of the Support at Home Program. Commencing on 1 July 2025, Support at Home will involve Home Care Package (HCP) and Short-Term Restorative Care (STRC) clients initially, with the inclusion of the Commonwealth Home Support Program (CHSP) occurring no earlier than 1 July 2027.

Once the new Aged Care Act has been passed by Government, and we have definitive operational guidelines and details to guide us, we will be able to action our strategically aligned goals including investing in new IT systems to support the delivery, monitoring and reporting of our services.

BCR Communities was successful in securing a number of grants to help launch the new Driver Mentor (L's to P's) Program that will help many young members of the community gain their driver's licenses, and open up their work/life opportunities. Part of the development of this program includes a grant received through Liza Butler to invest in a new vehicle which is dedicated to the program.

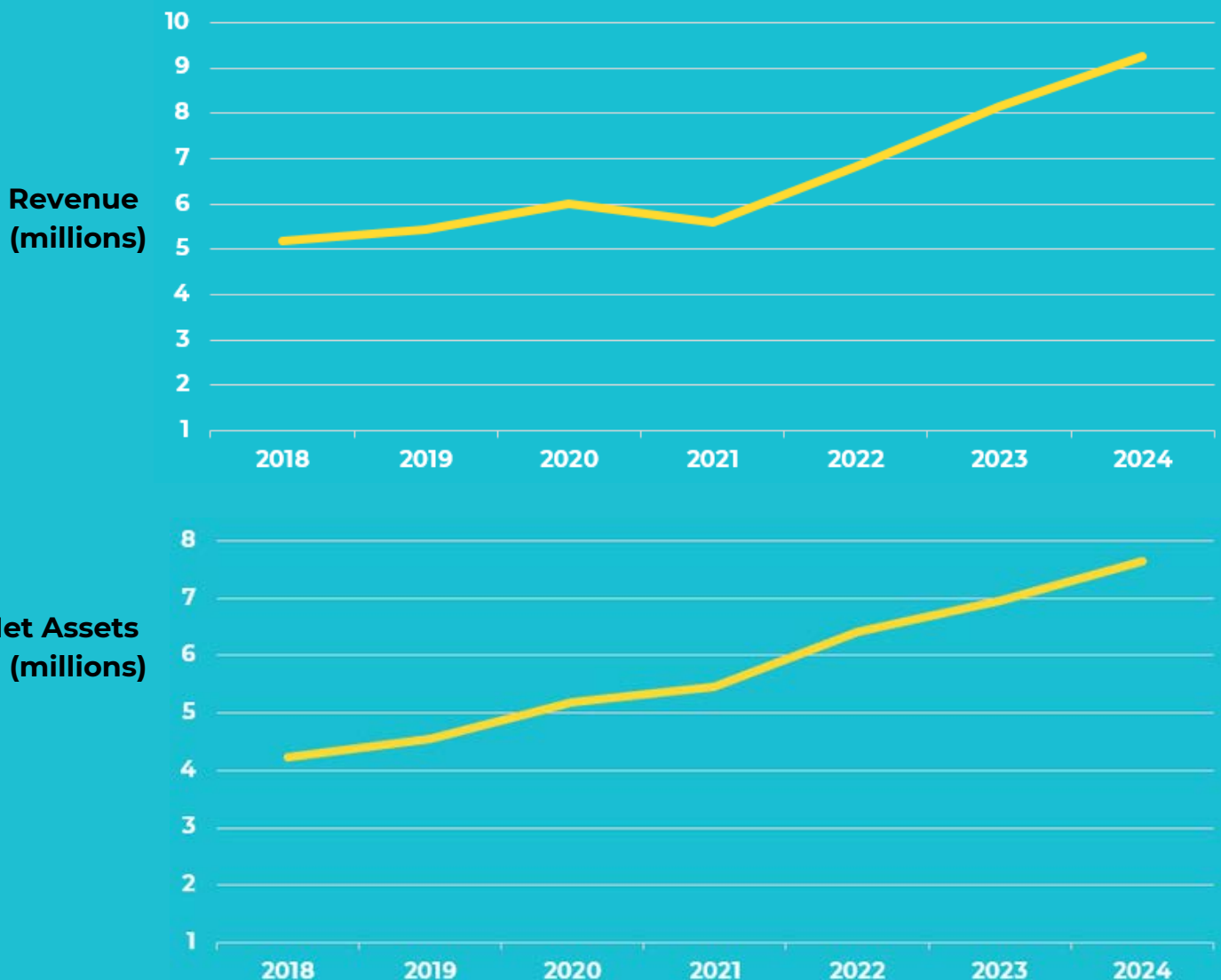
Once again Good360 has been generous to BCR Communities, donating almost \$70,000 worth of goods for us to distribute to disadvantaged individuals and groups within our communities.

Future Plans

As our compliance and regulatory obligations increase, we will need to review the suitability of our IT software & hardware for all areas of the business. Our aim is to find efficiencies, improve reporting and ensure our staff have the best tools available to enhance their work.

As part of our IT review, we will explore the concept of providing an online 'Client/Carer Portal'. The goal would be to allow our Clients and Carers access to a system that would allow them to update personal details, get confirmation of scheduled visits, see which care worker is coming to assist them and request changes in visits or notify BCR of any planned leave.

We continue to maintain our assets and intend on increasing our fleet next year, by investing in the purchase of an additional bus. This will allow us to expand our group activities in the Shellharbour/Wollongong areas. We will also invest in tools for our new Social Enterprise Teams who will be providing gardening and cleaning services to our funded Clients and new private customers under fee-for-service arrangements.





Martin



Natalie



Wendy



Rochelle



Happy Anniversary

In the 2023/2024 financial year we had 81 staff and volunteers who had been with BCR Communities for five years or more.

Celebrating 5 Year Anniversary

- Virginia O’Keeffe** | Care Worker
- Keiryn Murray** | Care Manager
- Derek Wrigley** | Care Worker
- Kim Fuller** | Care Worker
- Carly Ennis** | Care Manager
- Zanna Elliott** | Executive Manager People & Culture
- Cita Daidone** | Community Program Officer
- Amanda Cant** | Care Worker
- Steven Johnston** | Volunteer
- Wendy Hamlin** | Volunteer
- Allan Smith** | Volunteer
- Joy Gabrielsen** | Volunteer
- Norman Walton** | Volunteer

Celebrating 10 Year Anniversary

- Glynis Saville** | Volunteer
- Alison Veness** | Volunteer
- Rochelle Fowler** | Customer Service Officer

Celebrating 15 Year Anniversary

- Natalie Mallia** | Lifestyle & Activities Coordinator
- Martin Benge** | Volunteer

Celebrating Retirement

- Ross Clifton** | Volunteer Board Director
- David Reynolds** | Volunteer Board Director
- Michael Irving** | Executive Manager Finance



Contact Us

Our friendly team would be pleased to assist you with any questions you may have.

You can contact us:

Phone: 1300 222 748
Monday to Friday within office
hours 8.30am - 4.30pm

Email: info@BCRcommunities.com

Website: BCRcommunities.com/contact

BCR

communities

