

ANNUAL REPORT

A YEAR IN REVIEW



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THE VISION

& values

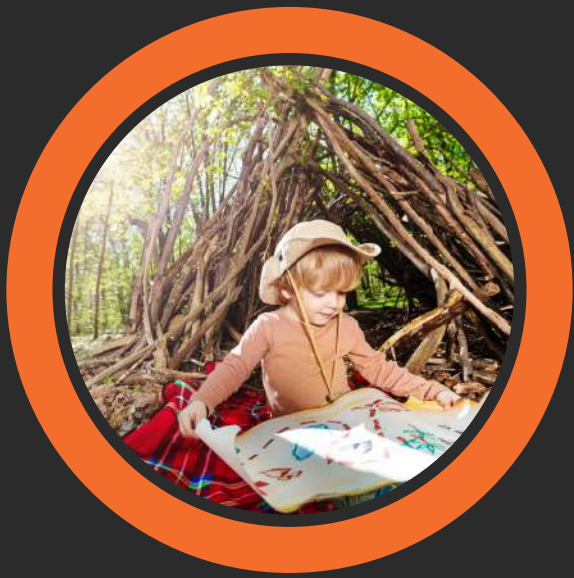
Mission: Supporting and equipping children, young people, individuals and families within a caring environment by providing innovative programs, partnerships and advocacy.



Stronger *families* and individuals engaged in *community* and supported to realise their *potential*

- Compassion:** Responding with kindness, sensitivity and understanding of each other.
- Hope:** Looking forward to new possibilities by creating a new story with a positive future.
- Respect:** Recognising the worth of each individual, treating others as we want to be treated
- Integrity:** In our interactions with others we are accountable, transparent, honest and just.
- Support:** Strengthening positive relationships to empower people to develop independence.





BOARD CHAIR REPORT

TREVOR ATKINSON
Board Chairman

It is my privilege to present the Chairperson's report for 2023.

I would like to thank my fellow Board members, David Grey – Treasurer, Alan Wilson – Vice Chair, Joy Tekinay & Graham Baly – members and Steve Jackson – new member, for their time, prayerful consideration, and wisdom in providing governance and strategic direction for the organisation.

I acknowledge and thank our management team for the great leadership they provide to this growing organisation, we now have around 250 staff providing care and hope daily to many families and individuals within our community.

During the year we changed our management structure from having a CEO to a more collaborative approach provided by an Executive team. Our previous CEO Tony Cohen has left the organisation, and we thank him for his vision and work in growing the organisation over the last 7 years. We wish Tony a great future moving forward.

Our move into the South of the State has been put on hold for now as we consolidate our programs in the North and Northwest and seek to underpin and strengthen all that we do.

We continue to provide a range of programs to support people in our communities:

- Our Out of Home Care programs provide Emergency and Respite care for children and young people, as well as Long Term Foster care. We couldn't do this without the support of our wonderful foster carers and their families, and we are very grateful to them for the heart they have in providing this much-needed service in our community.
- Kentish House provides a range of programs and a great service to Sheffield and surrounding areas.
- The Integrated Family Support Service (IFSS) works with families to overcome their immediate challenges and build resilience for the future.
- Our Disability programs provide Supported Accommodation, Individual Support, Respite and the My Active Choice (MAC) day program. We have invested heavily in a new Disability Centre at Latrobe and look forward to moving our programs there over the next few months.
- Our Safe Haven program works closely with Child Safety Services to provide accommodation and support for children who cannot live in other types of care. As our largest program, we have been focused on strengthening it to enable a better outcome for the young people in our care.
- Bringing Baby Home operates in the North and is a 12-week residential support program providing new parents with opportunities to safely parent their children.

Our programs make a difference in the lives of many children, young people, individuals and families. A big thank you to all our managers and staff for the care, dedication, and love you display on a daily basis.

We are grateful for the strong partnerships that we share with other organisations including State Government departments and other providers in the Community Sector. Thank you to all our financial donors. Without your generosity, it would be hard to provide this support to our community.

"Our programs make a difference in the lives of many children, young people, individuals and families."

Please continue to pray for our staff as they support the vulnerable in our community, and for the Board members as they have responsibility for the strategic direction and governance of this organisation.

Trevor





EXECUTIVE REPORT

MARK HOLWILL

Executive Manager North West

PENE DANIEL

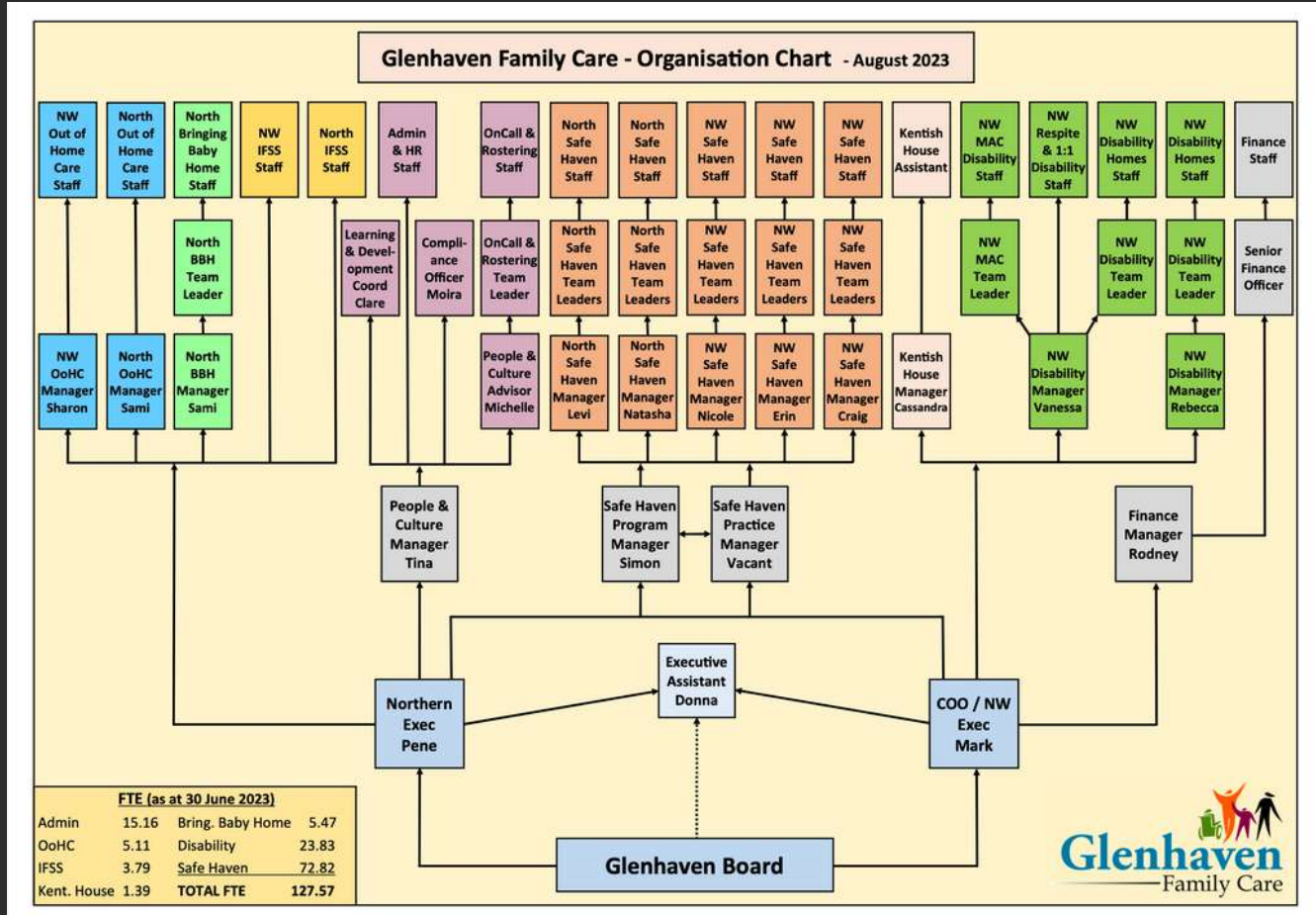
Executive Manager North

It's with great pleasure that the Executive Team of Glenhaven Family Care, Mark Holwill and Pene Daniel, along with the Glenhaven Board, present to you the annual report for 2022-2023.

Once again, we have been privileged to work with and alongside our funding partners and sector peers to deliver services to children, young people, participants and families throughout the North West and North of Tasmania.

Glenhaven Family care remains committed to making a difference within our Tasmanian communities and to support people to meet their goals while living with the many challenges that exist in our state with the current environments that create ongoing stresses, including financial, housing and health pressures.

Our current Glenhaven Structure can be seen in the Organisation Chart below:



Throughout this financial year, we have had the chance to consolidate and invest heavily in underpinning the organisational framework of Glenhaven.

The 2022-23 year has seen some changes within our staffing structure at Glenhaven. After a period of 7 years, we bid farewell to our former CEO, Tony Cohen in May. We wish Tony well as he journeys through new pathways. Glenhaven has moved to a team-based Executive Leadership structure and have recently extended our Senior Leadership Team to include our People and Culture Manager, Financial Manager, Executive Assistant, and newly developed roles of Safe Haven Program Manager and Safe Haven Practice Manager.

We also farewelled our much loved former Safe Haven Program Manager Kiziah Hill and Safe Haven Managers Benfes Taban and Wendy Pearson, along with Sue Chandler our IFSS NW Manager and Training Coordinator.

In 2022-23 we welcomed three new managers to our Safe Haven team, Erin Fraser, Simon Hyvattinen and Natasha Goss. Each of these managers has brought with them a high level of experience, skills and values that are closely aligned with Glenhaven's organisational values. As we write this report, we are about to welcome another Safe Haven manager in the North - Levi Keen.

To help develop and extend our Safe Haven Program to achieve greater outcomes for the young people in our care, we recently advertised for a Safe Haven Program Manager and Safe Haven Practice Manager so that we can provide the best possible support to the Safe Haven team. We are delighted to appoint Simon Hyvattinen to the Safe Haven Program Manager role and are currently in the recruitment phase for the Practice Manager position.

Other recent appointments have been Michelle van Essen as our HR Adviser, Moira Thiesfield to the role of Compliance Officer, Clare Thompson as our Learning & Development Coordinator and Donna Hill as our Executive Assistant. We feel very blessed to have these new members join our team.

Glenhaven Family Care is proud of the six program areas we continue to offer and the difference those programs are making in the lives of many families and young people. Throughout this document, you will read in-depth reports about the fantastic work that our Disability Support Programs, Integrated Family Support Services, Bringing Baby Home, Safe Haven, Out of Home Care and Kentish House teams deliver.



We are grateful for the ongoing support of Mission Australia and Baptcare, along with other service providers, who have enabled us to work together and continue to deliver the IFSS program in the North and North West of the State.

Under the very capable coordination of Cassandra Speed, Kentish House continues to support families and provide a variety of programs in the Kentish Municipality.

We are incredibly grateful for our foster carers who care for young people and give so much to them. Both Long Term Foster Care and Respite Foster Care programs were delivered in the North and North West during the year.

In the North West, our Disability Support Services are in high demand and we continue to offer the MAC (My Active Choice) day program, respite and residential services. We are excited about the ongoing upgrade and development of our property in Latrobe which is nearing completion. This will offer respite accommodation and a new home for the MAC program – it looks wonderful!

The Bringing Baby Home program successfully completed its 12-month pilot and we are thankful that it was funded for a further 3 years. The BBH team love the privilege of mentoring and supporting new parents in a residential setting.

Safe Haven is our biggest program area and has continued to therapeutically support children and young people in the North and North West. The program continues to grow, with teams in each house offering a high level of support and care.

Glenhaven has enjoyed another year of partnership with many community sector partners. We continue to receive ongoing funding in a partnership relationship with the Tasmanian State Government and NDIS, and greatly value the important informal partnerships that exist with organisations including Tailrace Community Church and Door of Hope Christian Church in Launceston and Gateway Church in Devonport, the Foster and Kinship Carers Association Tasmania and Fostering Hope Tasmania.

The Glenhaven values, known as the CHRIS values, are the foundation on which our organisation operates. Compassion, Hope, Respect, Integrity and Support are formative for every interaction, connection and direction. Moving forward into the next financial year we will continue to place a high value on strengthening and equipping our staff and upholding the values in our support of them, as they support those in our community. We have ongoing goals around training and professional development and look forward to being innovative in our approach to service delivery and continuing to meet the needs of those we work alongside and with.

The executive leadership of Glenhaven are particularly thankful for the highly engaged approach our Board has in providing strategic direction for our organisation. We look forward to working with the Board to further underpin and strengthen our organisation as we meet the challenges of the future.

Mark & Pene



share your *hope*
share your *heart*
share your **HOME**





OUT OF HOME CARE REPORT

SHARON MANN

North West Manager

SAMI NIEJALKE

Northern Manager

Every year seems to gain momentum and here we are again at the start of another Annual Report. This past year has been a busy one and we are left wondering where the time has gone. Our teams in the North and North-West continue to work hard in meeting the needs of children and young people in both long-term and respite care.

Staffing across both regions has remained relatively stable, with only one change in the North-West where Rachel joined our team and has fitted in seamlessly well. Our teams work very well with one another in each of the regions and as a whole team. With stability and strong connection within the team, and a willingness to step in and support each other, it has meant in times of sickness or leave, there is always someone ready to fill the spot with the knowledge of what needs to be done in the absence of a team member. As managers of the Out of Home Care team, we (Sami and Sharon) feel very privileged to have the commitment of the wonderful Heather, Louise, Maureen, Helen, Tracey, and Rachel supporting us to provide such a needed service to the community.

Our Temcare programs have been busy in the last 12 months, with continual high numbers of requests for both community clients as well as Child Safety and other agency referrals.

Our teams work very hard to try and progress respite requests, however there are times when due to limited carer availability, we are unable to offer this respite. This can be a difficult space for the team to sit in, where it can be really challenging having to pass on the difficult news to hopeful parents who really need a break. On the other side of this scenario is the reward for the team when we can make a placement happen, resulting in a positive experience for the family. As a team we are constantly working hard to find an appropriate placement match, going the extra mile with facilitating 'meet and greets' for parents and children to introduce carers, helping to make a more comfortable and smooth transition for the family.

In our Long-term care spaces, we have seen some really positive and encouraging steps, with young people successfully moving to independent living whilst continuing to maintain relationship with their foster carer beyond their experience in out-of-home care. This is a result of the commitment of foster carers who play such an important role in building strong connections with the children and young people they care for, and a willingness to continue being a support for these young people as they make the transition to independent living.

Our foster carers are an amazing part of our team, investing so much of themselves into children and young people's lives, whether they are providing respite for a weekend, a permanent family home until a child can live independently, or until a child can be restored to their birth family. We have many of our foster carers building relationships with birth families, some of whom are supporting them in their quest for the restoration of their child. This has our foster carers holding space in their heart for the child they have willingly taken into their family, whilst walking with the birth family in the hard journey to make their family whole again. We as a team are grateful to have so many of our foster carers willingly pouring their heart and soul into these children and their families.

"It is through the generosity of individuals and organisations that we are able to provide extra services to the most vulnerable in our community."

As always, we are seeking new foster carers to meet the needs of our community. This requires constant encouragement to our carer pool, asking them to spread the word around the need for foster carers, along with targeted marketing from the organisation. We currently have several foster carer assessments underway, and it will be great to have some new families within our team, embarking on their journey to making a difference in young people's lives.

Another of our goals as an Out of Home Care team is to intentionally build and strengthen relationships with Child Safety Services and other agencies and we have been able to do this throughout this past year.

We worked collaboratively with Child Safety Services, Foster & Kinship Carer's Association of Tasmania (FKAT), Life Without Barriers, Key Assets, and Baptcare, in facilitating two great Family Fun Days for foster carers in the North and Northwest. The first was held to coincide with National Foster Carer's Week in September last year, and due to the positive feedback, it was determined it would be great to hold the event bi-annually. The second event held in May this year was equally as successful. These were held at Camp Clayton and were very well supported by foster carers and their families, with all agencies contributing financial and staffing resources, along with fun activities for both carers and the children. The event in May was attended by the Commissioner for Children, Leanne McLean, who also provided an activity, where children were encouraged to share their 'voices' via words and artwork on crockery, which was to be used by politicians at Parliament House.



As a team, we value the opportunity to be part of a wider organisation who seek to bring hope and compassion to our community with the services we provide. We are excited to see where the next 12 months take us.

Sami & Sharon



BRINGING BABY HOME

Sami Niejalke
Manager

In the last 12 months, we have had five families participate in the 12-week Bringing Baby Home program. Each family brings with them a different set of strengths and areas of focus to work on, which means that we are always learning and adapting the way we work to suit the needs of the families we are working with.

We have learned so much from our families and we really value their input into our service delivery, in terms of what they found helpful, or any suggestions they might have to improve our program. As we developed the program from the beginning, we have been constantly reflecting as a team as to the work we do and how we might be able to work in ways that are effective and lead to positive outcomes for our participants.

We have had a few 'firsts' in the BBH program this year. We had our first couple participate in the program. Having a couple in the house required the staff to work completely differently, being mindful of the dynamics of the relationship and the parenting roles. Having an extra set of hands made quite the difference!

We also had our first single father participate in the program. This father always said that he was 'challenging male stereotypes' and really wanted to prove to everyone that men can be single fathers and do a good job of it.

This father was a wonderful parent to his son and we feel blessed that we were able to witness some lovely moments between father and son.

We never underestimate the sacrifice people make to enter the BBH program. As it is a 12-week residential support program, it requires participants to leave their home. This is a big ask as people often leave behind pets, family, and community connections. We try to make parents feel as comfortable and as 'at home' as possible, but we acknowledge that this can be a difficult transition for a lot of people.

"The parents we have worked with this year have done such an amazing job of navigating the intensiveness of the program..."

The program is intensive, and it can be stressful for participants at times, particularly as there is always a support worker around and various other support services coming and going from the house. The parents we have worked with this year have done such an amazing job of navigating the intensiveness of the program and it is always pleasing to see the motivation people have to be safe parents for their children.

Now that the program has been running for 18 months, we have developed strong connections within the community, both with community support services and with Child Safety Service. Working collaboratively supports positive outcomes within the program – it really is a team effort.

Our team has been relatively stable for the last 12 months and I am really proud of the work that they do. We have such an incredible team of dedicated and skilled people, who are all working together to achieve positive outcomes for the families we work with. Each team member plays such an important role in bringing families together and supporting mothers and fathers to be the best parents they can be.

"Working collaboratively supports positive outcomes within the program – it really is a team effort."

We all really believe in this program as it provides parents with opportunities to safely parent their children, which they might not have otherwise had. We can't wait to see where the next 12 months takes us!

Sami





SAFE HAVEN REPORT

**CRAIG GUNTRIP, SIMON
HYVATTINEN, ERIN FRASER,
NATASHA GOSS, NICOLE FRESHNEY**
Managers

Safe Haven has had another big year throughout 2022-2023. There have been a lot of changes within the leadership of the program, but we have continued to remain focused on providing the best possible support we can for the young people in our care.

We want to thank and appreciate Kiziah, Lachy, Ben and Wendy who have all transitioned into new positions within and outside of Glenhaven over the past year. Each of them has contributed significantly to the ongoing work with the young people in our program. We have welcomed Natasha, Simon and Erin all to management roles within Safe Haven and they have brought a lot of strength to the program. We are currently supporting 11 young people in the North-West and 7 young people in the North.

A highlight of last 12 months is that we have successfully transitioned two of our young people to independent living. They are now both living in their own units, involved in school and work and have been engaged in ongoing supports. Congratulations to all our team members who have put in so much work to prepare these young people for their adult lives.

Our Safe Haven staff do their best to live out the Glenhaven Values of – Compassion, Hope, Respect, Integrity and Support. Each day presents with new challenges and opportunities to demonstrate our commitment

to these values in how we interact with the young people in our care.

Some ways in which the values have come to life for the young people in Safe Haven include how each support team works together to engage with the young person where they are at now, and being creative with plans for the future. Each young person in the Safe Haven program is supported to engage with school, make friends and receive therapeutic supports to meet their individual needs.

Some North-West highlights include where the young people have been able to maintain a connection with education and learning life skills that will help them when they transition out at 18 years old. We have supported young people get a driver's license (L plates), apply for jobs, learn more about their identity and culture, create savings plans, pay bills, make appointments, learn to cook, clean, maintain personal hygiene and develop other life skills such as how to run a house and seek support when they need to.

Highlights for the younger ones in the North-West Safe Haven program include maintaining a good connection to school, participating in sports and exploring interests in learning. Younger people in the Safe Haven program have many opportunities to have fun and be kids! It's not uncommon to be playing games in the house, playing outside or in the park, drawing and visiting new places or exploring nature.

All of these great things that are happening for our young people would not be possible without the dedication and commitment of our Safe Haven Support Workers.

The support workers in each home are working hard to meet the needs of each young person whilst maintaining a therapeutic child-centred approach and working in line with Glenhaven values.

The support workers have shown commitment and bring hope to the future of the young people we support in Safe Haven.

There are several other organisations and therapeutic services that Safe Haven staff work closely with to support our young people. We value our working relationships with Child Safety Services, Australian Childhood Foundation, Schools, Child and Adolescent Mental Health Services, and other allied health services like GP's, Paediatricians, Child Psychologists and other services like Horse Therapy to help young people with their health, well-being and emotional needs.

In the North our young people have shone brightly in an inspiring display of talent and growth in various areas, leaving us in awe and with such pride.

- In an incredible triumph over challenges, one young individual has been fearlessly exploring different consistencies of foods, displaying unwavering determination, and making remarkable progress.
- One young brave star recently took centre stage and performed in an inspiring singing solo.
- Another young achiever has secured their learner's licence and hopes to start driving soon.
- While another young person has experienced their first unforgettable sleepover at a friend's house. This is an incredible step towards independence and building friendships.

As we celebrate these new achievements, we look forward to witnessing even more accomplishments in their future.



Safe Haven is also pleased to announce the successful implementation of Team Leaders working within some of our Safe Haven houses. In preparation for this program, our Team Leaders underwent rigorous and comprehensive training, ensuring they possess the necessary knowledge, skills and strategies to excel in their roles. This extensive training looked at brain development and escalation cycles, suicidal thoughts and behaviours and TCCI training.

During the past 3 months the Team Leaders have been able to provide outstanding support and guidance to our young people, as well to those that they work alongside.

As we reflect on the accomplishments of this pilot program, we acknowledge the dedication and hard work of our team leaders and their unwavering commitment to our vision and mission. We are immensely proud of their achievements and the transformative impact they have had on our teams, and we look forward to building on the success of this pilot program in the future.

*Craig, Simon, Erin,
Natasha & Nicole*



INTEGRATED FAMILY SUPPORT SERVICE

PENE DANIEL

Executive Manager North

The Glenhaven Integrated Family Support Services (IFSS) teams based in Launceston and Ulverstone have supported over 84 families and over 181 children/youth throughout the past year.

The supports provided have been diverse, but our workers have seen an increase in the level of complex issues that our families are facing. Mental Health and Wellbeing remain at the forefront of community support needs, with an increase in many clients coming through for support to navigate the NDIS space and needing additional supports around disabilities in the family. There has also been an increase in families experiencing or facing pending homelessness. As in previous years, our support workers have assisted with school engagement issues, housing support, medical access, childcare needs, child and youth behavioural management and parenting support.

"Many of the families we work with are facing significant challenges."

Many of the families we work with are facing significant challenges. With ever-increasing waiting lists for services and supports, our team can often be found advocating, sitting with families, listening, and walking alongside and encouraging families.

Glenhaven has just put all our IFSS Staff through training in a new Program called "Parents Under Pressure" through Griffiths University, graduating as PuP Therapists. Our team found this very exciting as it has given us the tools to work more therapeutically with families as well as to continue to refer them to services and agencies that can assist them reach their goals.

Both regions saw a slight decrease in the number of referrals in the earlier part of the year. However, we have now seen an increase in families accessing the service and are close to capacity.

Here is some of the feedback we have received about our amazing staff:

"I would be completely lost without my IFSS worker, especially regarding the NDIS. I have actually received a phone call today and I have been bumped up the list."

"My IFSS worker exceeded my expectations. I was able to make progress."

"Tasmanian Autism Diagnostic Service's assessment - Getting my child diagnosed was important for me and this occurred due to my IFSS worker advocating on my and their behalf."

“My IFSS worker checked with me, helping me follow through with things, prompting me, they were very helpful, very supportive.”

“My IFSS worker was very good at their job, getting through to the school and paediatrician. They get things done, they can be firm, they were always battling on my behalf, they got more done than if I tried as a concerned mother.”

Celebration Points:

- A single mum with a disability who is raising a little girl saw many of her goals reached, including appropriate NDIS support and access to childcare. The mother obtained a licence and developed self-esteem to access services/supports, including instigating mediation and working with other services. Her daughter has developed social skills, meeting development milestones.
- A client who is a single mum of five children engaged with support, completed a PuP journal and was eager to develop parenting skills. She wants the best for her children and, following a health scare, has also recently recognised the importance of her own self-care.
- Last year a single dad and his daughters were living in a caravan and tent through winter. He was provided with food hampers, then ongoing visits and support through a difficult time while his daughters were cared for by grandparents. We were then able to help with purchasing and transporting furniture as he set up a new home. He has now returned to work; his daughters are enjoying school and the dad enjoys playing cricket & football for local clubs.

- IFSS supported a dad with two small children, all three with disabilities. We mediated with his housing provider so that he could have a clothes drier, which was purchased and delivered and set up. The man is an amazing father.
- IFSS workers were able to assist children and families connect with their community, accessing after-school interests, healthy food preparation and cookware and therapeutic trauma recovery support.

84 families and over 181 children/youth supported throughout the past year



Thanks to our incredible IFSS team for their great work in supporting the families in our community. We greatly appreciate Mark, Arty, Maureen, Jules and Serena. A special thanks to Sue Chandler who had managerial oversight of the NW IFSS team. Sue finished with us recently – we wish her all the best in her new role and thank her for all she contributed to the IFSS sector.

Pene



DISABILITY REPORT

VANESSA FORD
REBECCA LING
Managers

It has been another eventful year in the disability world. We have continued to navigate our programs efficiently under the NDIS framework and guidelines while meeting the needs of our participants.

The My Active Choice (MAC) program has seen another successful year providing skill-building opportunities in a fun-filled environment for our participants.

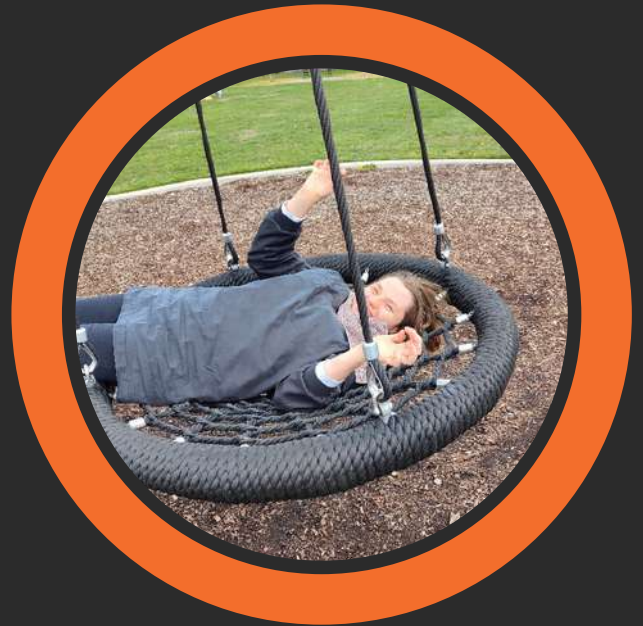
MAC's Keyworker Bree has now been in her role for just over 12 months and has taken MAC to the next level of enjoyment for our participants while providing continual support to her staffing team.

Our participants continue to enjoy a large range of activities, community outings and skill-building exercises. Our Team is passionate in building participant independence and helping the participants achieve their NDIS Goals.

MAC continues to partner with Reclink with a range of sporting activities that the participants love. Our beloved Chooks are still with us, and the girls enjoy their weekly visit from Rodney the rooster, that lives down the road. This also brings excitement for the participants when our eggs turn into chicks.

Our Short-term Accommodation program continues to thrive. Our bookings still continue to be made 12 months in advance which shows us the success of the program.

We still operate under the model of the participants choosing the activities, and meal planning for the weekend, while concentrating on skill-building and independence.



The program continues to provide an opportunity for friendship building, understanding and acceptance of others, sharing, respect and fun. We look forward to growing this program in the future to provide more opportunity for our participants.

Glenhaven residential services continues to create opportunities for participants to succeed and pursue their goals and live life to the fullest.

Staff skill development, risk management, well-being and a commitment to quality and safeguarding continue to be a focus within this program. Managers have invested time in team-building opportunities for their staff to strengthen positive culture and the ability to work together as one.

A supportive environment built on communication and having a person-centred approach has been essential in building our participants' life skills and relationships with the community. Our participants continue to be supported in many community activities, events and even had the opportunity to go on interstate holidays with the support of staff.

As always, it's an absolute delight to oversee our disability programs. It continues to be a privilege to work with our participants and their families. We are blessed with fantastic staff and wonderful participants that bring so much joy to our lives. We look forward to another year of fun-filled adventures and challenges that strengthen our ability to live out our values by providing support and hope to the paths that we cross every day.

Vanessa & Rebecca





KENTISH HOUSE

Cassandra Speed
Coordinator

Our continuing mission for Kentish House is to provide free programs, services, events, activities and referrals to community members.

It has been a busy twelve months as we continue to do this through a range of services including emergency relief, hosting several events, organising activities not only for Kentish House but the school holiday programs, providing outreach services to several areas within Kentish, and engaging with community members.

Kentish House and Kentish Council worked closely together to deliver school holiday activities throughout the year and three major events including International Women's Day, which we have delivered yearly since 2019. Activities and events are focused on social cohesion, opportunities to strengthen community connection and engagement with the community.

Delivering major events would not be possible without the support of wonderful volunteers, and again Kentish House is blown away by the generosity of those who give up their own time to help out in some way to ensure the events are just as we envision, a fabulous free event for our community.



Dino murals created by children at the Dino Event 2023



Happy attendees of IWD 2023

We have provided advocacy and support to individuals and families facing challenging circumstances, offering information, referrals, emergency relief, food, and assistance in accessing resources. With the pressure of price increases impacting more and more within our community, Kentish House saw an increase in those reaching out for support and assistance over the past twelve months, this is not something we see changing in the current climate.

Working within a community it is important to establish and strengthen working relationships. Through current and newly established relationships, Kentish House has been able to expand the outreach service and visiting services offered within Kentish, including Services Australia visiting Kentish House and Railton monthly.



Bluey, their assistant and the Mayor of Kentish

A long-term goal for Kentish House has been to have a purpose-built facility. Through successful lobbying, Kentish House was granted funding from the State Government to fund such a facility. The process has been lengthy, however, progress is being made with the safety fence being placed around the vacant block in June 2023.



Joy B with Joy T crafting



Bluey cookies generously donated for the Easter Carnival



Our outlook for the future is to continue working toward the purpose-built facility, building on and establishing new working relationships and ensuring we deliver programs, events and activities that are community focused and meet the changing needs of our community.

Cassandra



PEOPLE AND CULTURE REPORT

TINA MUNN

People and Culture Manager

The People and Culture functions at Glenhaven continue to evolve. We have welcomed a new People & Culture Adviser to the team which is making a very positive impact on our progress. We have also recently appointed a new Learning and Development Coordinator and a Compliance Officer. With them onboard we have a full complement of HR and Admin staff.

Work Health & Safety

COVID-19:

COVID continues to be a challenge at times with numbers fluctuating. We have continued to take a conservative risk approach - putting masks back on at work when needed and continuing to don and doff and test at times of high community transmission. The results are that we have managed to keep the organisation free from large outbreaks and there has been no evidence of staff-to-participant/young-person transmission. Staff have been amazing in following our processes with regard to COVID-19. There are a number of staff carrying Long Covid with some on limited hours because of this. We continue to monitor Tasmanian Government advice and developments in other states.

WHS Committee

The focus on our WHS Committee has proved challenging. All Managers and the new Team Leaders have received training in WHS for Leaders. The committee will be reinvigorated in the next three months. All new staff receive Safety Circle Training.

Staff Movements

- 109 Employees New Hires to Glenhaven from 1/7/2022 - 30/6/2023
- 82 Employees left Glenhaven between 1/7/2022 - 30/6/2023

Recruitment

Recruitment has been challenging, with the vacancy rate of all occupations in Tasmania being so high - we are competing with many other employers. As well as using traditional methods we are now also using radio as another means to attract applicants. All positions are advertised to existing workers to encourage friends and associates to apply.

Finding new Support Workers for Disability and Safe Haven continues to be a challenge.

All positions higher than Support Worker are advertised to all existing staff.

Internal promotions of existing staff:

- Rostering Officer - 1
- Team Leader Safe Haven - 6
- OOHC - 1

Interest in Team Leader positions following the Leadership Training has increased - staff are wanting to gain qualifications to be more competitive for future opportunities as leaders.

Total advertisements 1/7/2022-30/6/2023:
47

Discipline

- A number of investigations have been undertaken.
- People and Culture will focus on correcting unacceptable behaviour and assist by providing mentoring, training and other support.
- Number of investigations has reduced in line with an increased focus on positive culture/values

Training

- Training and support for our staff has been a major focus.
- Our new Learning and Development Coordinator is highly experienced and will help to take our training to a new level. This will include working with the Safe Haven Practice Manager (when appointed) to refine and provide Trauma Training to our staff.
- Traineeships funding continues to be processed/claimed.

Outreach

- People & Culture continue to attend forums such as career days and give talks to TAFE and High Schools who are running Community Services Courses.
- P&C have attended TAFE Disability Certificate III courses showcasing Glenhaven as an employer.



Compliance Testing

- P&C have sourced a provider for testing and tagging and this will commence in September 2023.
- P&C have sourced a new maintenance provider.
- First Aid kits and equipment are now checked by an external provider six monthly.
- Fire - all fire-related appliances are now checked six monthly.
- P&C are working with contractors to ensure we have valid insurances and qualifications. Data is being entered into our Incident and Hazard Reporting System (ERM) which will enable reports to be provided.

General

- P&C has attended some Team meetings and visited some care homes. This will continue on an ongoing basis.
- A grant has been sought to enable the Positive Communication project to continue for a further 12 months. We have been advised we will likely be successful.
- The Safe Haven Restructure and CEO Position ceasing have resulted in additional work for P&C. We are now starting to have a reduction in this load, so will be able to concentrate on moving forward projects for the balance of the financial year.
- P&C has been providing strong/ongoing support to Safe Haven Managers backing up the Executive. The new Safe Haven Program Manager will reduce this load once they are established in the role
- All staff now receive birthday messages.
- P&C are looking for forms of recognition for staff who are performing well.
- P&C are looking to staff for ways we can increase engagement.

Tina



FINANCE REPORT

Financial Position 2022/2023
Rodney O'Rourke – Finance Manager

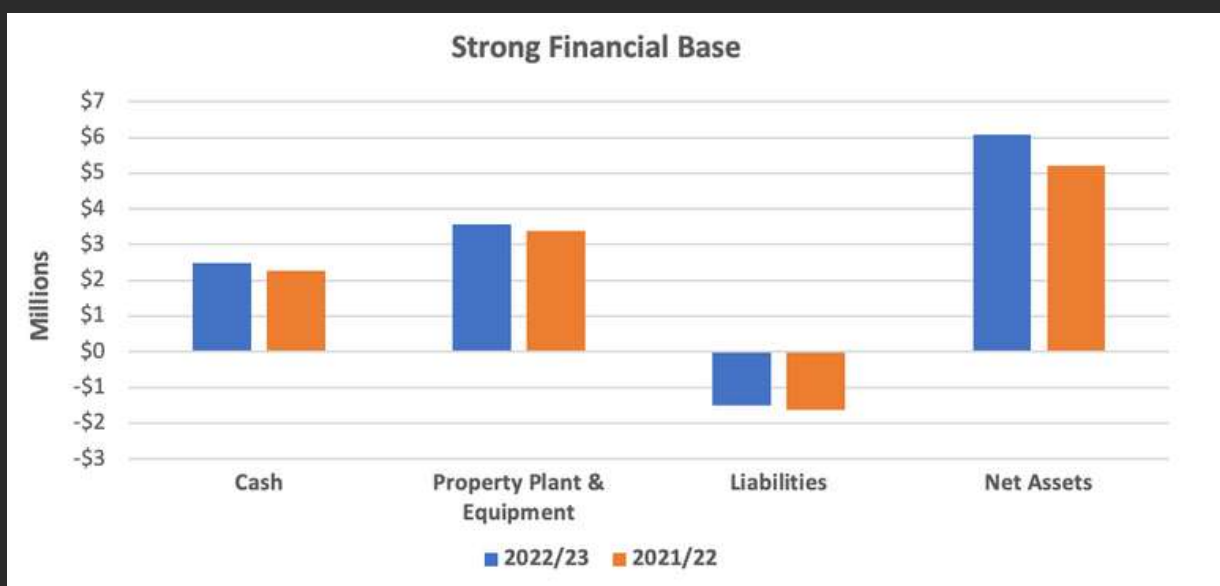
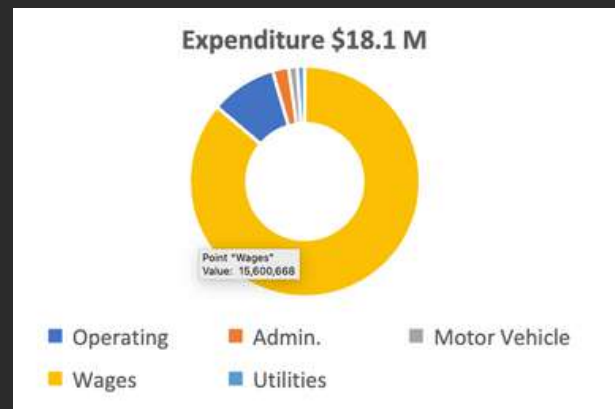
Glenhaven Family Care Inc. reported a surplus for the year of \$852 K compared to a surplus of \$1,519 K in 2021/22 which equates to a decrease of 43.8%.

Total revenue increased by 22% from \$15.6 M to \$19.0 M

Total expenses increased by 28% from \$14.1 M to \$18.1 M

The increase in expenses is largely due to Glenhaven's commitment to ensure all programs are adequately underpinned to meet both current and future needs as evidenced through additional investment in 2022/23 in people, processes and technology.

Glenhaven's financial base is supported by net assets with a value of \$6.0 M which represents a 16% increase on 2021/22.





STATISTICS

2022/2023

Disability

My Active Choice Program

Respite

Residential

2793

Supports for the financial year

333

Support nights through the financial year

3340

Nights of supported independent living accommodation



Out of Home Care

1371

Nights of emergency & respite care

Safe Haven Program

22

Young people cared For

6874

Nights of long term foster care

7300

Nights of care

It has been an incredible year

Thank you to every person who supports us in achieving our vision each and every year

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Door of Hope Complex
PO Box 92 Launceston, Tas 7250
T: 03 6343 7551
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DISABILITY

North West Program
Respite/MAC - 0436 371 002
All other disability - 0499 886 101

KENTISH HOUSE

5 Austin Place, Sheffield, Tas 7306
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M: 0447 325 343

