This organisation is supported by financial assistance from the Australian Government, Queensland Government and our donors and sponsors.
FORWARD

In 2011 Footprints in Brisbane Celebrates it’s 20th Anniversary. Beginning in 1991 under the auspice of the Neighbourhood Centre as New Farm Community Options and then became a few years later in 1995 an incorporated association. The organisation continued to expand over the years known as NFCO until 2007 when it changed name and became Footprints in Brisbane Inc. Footprints has become recognised for its commitment to working with highly complex individuals living in the community.

This report describes the range of activities undertaken by Footprints in Brisbane Inc. throughout 2010 - 2011 and in addition highlights a calendar of events that celebrated Footprints’ 20th Anniversary. A dedicated committee of staff and volunteers started the year by organising a fantastic Sports Day at New Farm Park inviting local organisations to come along and enjoy the day. This was followed by a Sausage Sizzle at the Teneriffe Festival organised by our very active Board members and sponsored by local businesses including Westpac Bank, Rayners Meats and Pick n Pay to name a few.

Footprints also held a highly successful Silent Art Auction exhibiting the works of very talented people within our programs supported by the Art Warehouse, volunteers from Brisbane Institute of Art and Access Arts. This was followed by the Bridge to Brisbane where a team of several brave and energetic staff undertook the 10km walk and helped fundraise for Legacy through participation.

Completing these events a Short Film was also produced to commemorate the lives and testimonies of the people we work with and what Footprints does.

Through this report you can read some of these testimonies and see photos celebrating 20 years of Footprints working in the community. Congratulations to all involved and thank you for your support. It’s been a big year.

Cherylee Treloar
CEO
Footprints in Brisbane Inc.

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Onward

Cry not, the ocean wind
Your voyage is yet to begin
Past shadows, darkened night
Within the sacred light
Toward, the shore yet dawned
In sight, of all that’s born
Of air the trees, yet give
Enabling life yet, to live
As time, ticks slowly destine
To what ever, tale it tells
As what lies, above in heaven
As to what, may lay below
Hence wind, slowly sail us onward
The beauty, this planet, this life
For past, the darkened valley
Onward, within Gods light
A jewel of precious worth
This planet, we call Earth

Terence J Stewart
27-3-97

Your Love
Watch the clouds go by
Think of someone you love and why
Be content, be happy, do not relent
Think of your success
It’s just great, it’s bliss
All you hope for
It’s just right at your door
Long for your love
Missing you so much
You are so sweet
So special, a treat
May god rest your soul
Be happy and not forlorn
Because you meant the world to me
Will remember your love forever now
I’m free
Love you always
Christine Cook
Organisation Profile

Footprints in Brisbane Inc. is a non-profit organisation, established in 1990 in New Farm to provide community-based services to people who are ageing, younger people with disabilities, people with mental illness, people who are homeless and financially/socially disadvantaged.

Programs target individuals with complex and often interacting concerns ranging from housing, income, physical & medical, social, emotional, and psychological needs.

Complex care needs require flexible, coordinated & often integrated service responses to address immediate presentation of concerns. Working alongside clients Footprints staff introduce supports that are aimed at addressing the underlying causes of homelessness & housing instability and recovery approaches to mental illness, rehabilitation/restorative practises for health and well being.

Footprints provides a range of assistance to marginalised people including intensive case-management, care-coordination and health assessment as well as in-home supports, transport and centre based activities. This approach enables us to wrap services around clients, referring them to the right program at the right time & reducing duplication of information & resources. For many this approach has assisted them to remain independent living their lifestyle of choice; supporting individuals to engage in positive living and lifestyle changes.

I have been with HOP (Homeless Outreach Program) for about 2 years. Footprints have helped me to find housing a couple of times as well as helping me get a bond loan and set up my place. They also helped me with my mail and getting the donations for me (GIVIT). . . . Everything about Drop-in is good but the best thing is the cook. The food is really good.

Footprints is well set up, I wish it was open more days per week. I am happy, I have everything I need.

Mark

VISION

A community where individuals are able to maintain an independent lifestyle of their choice.

MISSION

To be responsive, innovative, professional and timely in providing care and support to each other.

VALUES

Trust
Honesty
Reliability
Confidentiality
Client-focused
Dignity

Longest Serving Staff Member

The journey of Footprints - 20 years working with the community

Vivienne Andrews who is known as “Viv” commenced working for New Farm Community Options (NFCO) in March 1991. “Viv” remembers that the office was based at New Farm Neighbourhood Centre and the Coordinator was Helen Wallace. It was not long before the staff increased and Rona Wilkes joined the support services. Many long term clients will remember that Rona was with the organisation for many years and was well known for her extraordinary artistic talents.

NFCO later moved to Brunswick St, with the first manager, Denise Neal and later Joan Cameron. It was during this time that NFCO started expanding with the addition of twenty Community Aged Care Packages north & south Brisbane (special needs/housing linked) which was followed by the Veteran Home Care Program. This created more positions for Case Managers and Support Workers. In 2002 the organisation was successful with the tender for the Homeless Outreach Program; this meant that new premises were required and NFCO moved to lease 141, Sydney Street which was a warehouse on the park next to the library.

In October 2002, NFCO took over the New Farm Respite Centre which had previously been operating under the Christian Life Centre. The space at 141, Sydney Street provided an ideal environment for a Respite Program which we now call Centre Based Activity Program. In 2003 NFCO expanded yet again being successful with the tender for the Resident Support Program. Unfortunately the warehouse was bought up by a developer and was destined to be transformed to a Unit block and so the search commenced to secure another suitable place to live. Sue Kavanagh accepted the managerial role in 2004 and led the way to further expansion with the implementation of the Early Discharge Program in March 2006. In August, 2006 NFCO moved to the current premises here at 105 Commercial Rd.

In 2007 NFCO had a name change to Footprints which better represented the extended range of programs being delivered. In 2008 Footprints was successful with the tender for the Resident Recovery Program.

Cherylee Treloar became the current CEO in 2010. 2011 has been a period of growth and we have introduced an additional program ‘My Place’ and have expanded to a second site at 123, Commercial Rd. The number of staff now stands at approximately 50 employees.

“Viv” was the first In Home Support Worker in 1991 and continues as a valued member of the Community Care Team today. “Viv” says:

“I’ve seen many changes over the past 20 years for New Farm Community Options and Footprints. The growth has been very positive for the clients and the New Farm community”
President’s Report 2010-11

Footprints in Brisbane Inc is celebrating the end of another year of challenges, success and continuity. It moves into the next financial year as a financially healthy, dynamic and prospering organisation.

2011 is a special year as it is the 20th anniversary of the organisation, previously known as New Farm Community Options, working with the community of inner North Brisbane.

The anniversary has been marked by a number of celebratory events which all proved to be successful. The staff and clients particularly seemed to enjoy the sports day in May and no doubt this event will be held again.

The Board and staff held their second sausage sizzle at the Teneriffe Festival. Many thanks to the Festival organisers and Westpac for their fabulous support as well as to the Board members, staff and partners who barbequed valiantly throughout the day.

The Silent Art Auction demonstrated the abundance of natural talent and enthusiasm of all involved. The evening was very enjoyable and gave some deserved encouragement to the budding artists in our midst.

The Bridge to Brisbane team stepped out in September to celebrate the day amongst the Brisbane community and take our name out there. Well done team!

Once again, I express my gratitude to fellow Board members, staff and clients for all of the worthy and selfless contributions which make the organisation not only viable and continuing but a valuable asset to the community. I hope Footprints keeps up the good work for many years to come.

Donna Callaghan
President

Hello reader, My name is Royce, I am a client of Footprints, I enjoy and appreciate the social aspects of Friday Group. I am always greeted warmly, and I consider a lot of these people to be my friends. I especially enjoy spending time with support worker Mike, he is a lot of fun. It’s a shame though, that he is a pretty ordinary pool and card player, but I put up with that.Ha, Ha, Ha!

 Seriously though, having Footprints in my life while I struggle with poor mental health has really helped a lot. I cannot thank the staff enough for their support, my life is a lot better because of all you. From the bottom of my heart, thank you very much.

Treasurer’s Report 2010-11

I have much pleasure in submitting the Treasurer’s Report for the year ending 30th June 2011 for Footprints in Brisbane Inc.

Footprints have continued to consolidate their financial position, and are well placed to deliver the services as contracted through all of their programs.

Total income for the year of $2,934 million is up 15% on the 2009/10 financial year. This reflects another solid increase in total grant funding, which now amounts to almost $2.8 million. Footprints have also received some other increases in income including donations.

Expenses have also increased. Employee expenses have increased substantially due to both award adjustments and the extra work involved in delivering the additional programs. These cost increases have been partially offset by some reductions in administration and overhead expenses.

The resulting operating surplus of $226,320 is slightly down from last year’s result of $291,455.

The Balance Sheet continues to reflect the improved financial position of the association, including positive cash flows resulting in an increase in cash held at banks at the end of the year. The total Cash at Bank now amounts to $1,559,571.

The attached auditor’s report confirms that the accounts have been prepared in accordance with the Associations Incorporation Act.

Scott Pearce
Treasurer
This year Footprints celebrates 20 years working with the community, causing us all to reflect on how far the organisation has come since its beginnings with the New Farm Neighbourhood Centre in 1991. The growth of Footprints over that time has reflected the changing needs of the local community and the increasing complexity of vulnerability within Australian society.

2010-2011 has thus far been a period of significant change both locally and globally with economic uncertainty, natural disaster and recovery, the increasing impact of the ageing population and housing affordability and the beginnings of aged and health reforms. Throughout these changes Footprints has diligently continued to discharge its obligations to funders, including audit against the new Community Common Care Standards, and provided continuous quality care to our clients. Additional funding from State and Federal government as well as philanthropic grants has supported the extension of our services across aged and disability, housing and homeless and mental health sectors. In particular our Homeless Outreach and Community Options services have increased throughout the inner and outer north Brisbane region; reflecting the high concentration in the inner north of homeless persons, public and community housing and boarding houses and hostels.

Footprints has a long history of working with people who are homeless or at risk of homelessness, those who are ageing with complex needs (homeless, mental illness, chronic health concerns, substance abuse and impaired decision making) and in more recent years recovery focused services for people with mental illness. For this reason these additional resources have been utilised for intensive case management, coordination and the delivery of support services. Further additional funding through community mental health has enabled us to commence the pilot of an afterhours support service and warm line aimed at tenancy sustainment for this same group of people. In keeping with our commitment to best practice and quality improvement this project will be evaluated in 2012.

Ongoing changes in award modernization (industrial relations system) and introduction of new Community Care Common Standards have been responded to with much hard work by dedicated Footprints staff resulting in new and updated policies and procedures as well as training for our workforce. Footprints staff have also contributed to discussions with respect to government strategies to reduce homelessness, HACC and health reform, recovery and disaster response planning, workforce planning (in particular mental health) and presented to the National HACC conference on our wrap around approach to continuity of care for people with complex needs.

Over the past year Footprints developed its next Strategic Plan for 2011-2014 engaging input from stakeholders in government and the community sector as well as staff, clients and volunteers: reflecting on our accomplishments not only for our activities, but why we do what we do and where to next. Responses by external stakeholders strongly recognised staff excellence in case management and we were gratified to receive a mention in the Productivity Commission Report on Ageing in relation to our case management in the Community Options Program. Footprints also looked at areas of improvement to continue to ensure that what we do aligns with our mission, vision and values. This process of looking back as well as forward has been accompanied by some change in board membership. We regrettably said goodbye to our previous treasurer and secretary whose contributions to the organisation have been deeply appreciated and we now welcome the expertise and experience of new individuals to the Footprints community. As CEO I am especially appreciative of the knowledge, skill and dedication of our board members in the development of our future directions for Footprints.

Looking to the future with energy and inspiration for the work ahead in the execution of our plans over the next year we hope to see ongoing improvements in the health and community care sector that are inclusive of our client group:

- Increasing individuals opportunities for recovery
- Having a voice and choice in their housing, health and community care services, and
- Sharing in the fundamental rights and responsibilities of citizenship with respect and dignity.

In particular we hope that the systemic changes occurring in health, ageing and disability sectors continue to enable us to provide wrap around services and supports to individuals with complex needs that are responsive, flexible and strengths based. These individuals are the soul of everything we do as an organisation and it is our privilege to walk alongside them every day.

So while we continuously strive to enhance the independence of socially and financially disadvantaged people living within the local community we at Footprints also hope for continued support for our stakeholders - for the next 20 years! Working together as a community of people to build on the solid foundation of Footprints current services and importantly taking new directions to tackle the challenges ahead.

I would like to take this opportunity to say thank you to Footprints staff members and volunteers for their dedication over the past year. Footprints staff genuinely embody the values of the organisation and I am continuously inspired by each staff member’s commitment and respectfulness to the people we work with everyday.

Cherylee Tetroar
CEO

“...They say that the way to a man's heart is through his stomach, well, Val the cook certainly knows the way.”

Ray
Community Care Program

The community care team continued to work to capacity throughout the year providing a variety of community based services. During the financial year the program received directly allocated growth funds enabling them to accept additional referrals, particularly for domestic assistance, social support and personal care services. Success with a submission for additional funding for case management has provided an additional case manager for the team. During the year a staff restructure provided an opportunity to employ a rostering clerk. The Community Care Team now comprises four case managers, one roster/admin officer and fourteen in-home support workers.

Focusing on the eligibility criteria of prioritizing services to people with complex needs saw increased referrals for people with fluctuating/increasing levels of complexity. This included the provision of support to many people with mental illness who were financially/socially disadvantaged, who had no informal supports, who resided in public housing or boarding houses and who required intensive case management. There has also been an increase in referrals from housing agencies to provide assistance to people who hoard thus assisting them maintain their tenancies. This assistance to people who hoard has provided additional challenges for both case managers and in home support workers. Referring agencies include Royal Brisbane and Women’s Hospital, local GPs, Mental Health Service, Domiciliary Nursing Services, Transitional Care, Housing Agencies, Footprints HOP/RSP/RRP and Centre Based Activities Programs, and Nundah Community Health.

Community Options Program (COPs)

The 20 Community Aged Care Packages (10 North Brisbane, 10 South Brisbane), targeting older people who are financially and socially disadvantaged were filled throughout most of the year, with a few short term vacancies on the south side.

Case Managers assisted some clients with no family support, to relocate into more appropriate accommodation where they were able to be supported by a package offering security of tenure, minimizing their risk of eviction and potential homelessness. They also assisted many clients in an advocacy role, negotiating with housing providers, Office of the Public Trustee, Office of the Adult Guardian and Geriatric Psychiatric/Cared Care Assessment Teams.

A successful quality review was conducted by the Department of Health and Ageing for the CACPS program. We were one of the first agencies to be audited against the new standards that were introduced by the Department in March 2011. The Community Care Common Standards are the benchmarks for accountability requirements relating to community care programs across the jurisdiction of Commonwealth, State and Territory governments.

The Community Care Team has worked collaboratively with other Footprints programs and a range of external agencies to provide coordinated community based support. The advantages of providing joint service provision within one agency is that consistency is promoted in the overall service delivery for clients.

During the floods in January case managers carefully coordinated essential services with in-home support workers to ensure all clients who require daily support were looked after and kept safe.

Case Managers continue to attend local network meetings and forums relating to aged care and mental illness. Attendance at these forums keeps the staff up to date with the future planning in the community care sector which is currently being reviewed through the Productivity Commission Inquiry with particular focus on Caring for Older Australians and Disability Care and Support.

The Community Care Team Case Managers and particularly the in-home support staff are to be congratulated for their ongoing commitment in providing flexible, reliable and responsive support to all clients, often under difficult circumstances. We take this opportunity to thank each and every one of them for their hard work and dedication throughout the year.

Community Care Team

<table>
<thead>
<tr>
<th>Program</th>
<th>Community Options</th>
<th>Community Aged Care Packages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients Assisted</td>
<td>256</td>
<td>25</td>
</tr>
<tr>
<td>Service Hours Provided</td>
<td>14,644</td>
<td>4,883</td>
</tr>
</tbody>
</table>
| Services Provided | • Assessment  
• Case Management  
• Counselling Support  
• Information and Advocacy  
• Social Support  
• Domestic Assistance  
• Personal Care  
• Meal Preparation  
• Transport  
• Goods & Equipment loans  
• Respite Care | • Case Management  
• Advocacy  
• Domestic Assistance  
• Personal Care  
• Medication Prompting  
• Social Support  
• Meal Preparation  
• Equipment loans |

CONFIDENTIALITY
Homeless Outreach Program

The Homeless Outreach Program continues to meet the steadily increasing demand for support services from people who are homeless or at risk of homelessness. People accessing the program requested a broad range of support, including (a) assistance to obtain immediate housing, (b) advocacy to secure longer term accommodation through government and community housing providers (c) support to address complex physical, mental and psychosocial health issues (d) financial assistance (e) crisis intervention to prevent loss of tenancies (f) assistance to sustain housing, and (g) referral to other community services.

Many people who are homeless are perhaps the most profoundly vulnerable and marginalised people in our community. Case managers continue to work intensively with a core group of clients with multiple, complex and interrelated issues. Case Managers have noticed an increase in mental health issues and extreme hoarding behaviours. There is in general a lack of understanding of the multiplicity of factors which cause hoarding and clutter, which can cause clients facing such issues to have difficulty meeting tenancy expectations.

As acknowledged in the White Paper’s The Road Home, clients of homelessness services require more than accommodation alone. They require the provision of holistic and long term case management support in order to prevent the recurrence of homelessness by resolving health and psychosocial issues which may have contributed to homelessness.

The advantage of having complementary programs such as the resident support program, community options and the resident recovery program within the same organisation is clear. Seamless service delivery approaches for older homeless people increase the effectiveness of the program.

Homeless Outreach Program (HOP)

<table>
<thead>
<tr>
<th>Program</th>
<th>Homeless Outreach Team</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients Assisted</td>
<td>326</td>
</tr>
<tr>
<td>Service Hours Provided</td>
<td>7203</td>
</tr>
<tr>
<td>Services Provided</td>
<td></td>
</tr>
<tr>
<td>• Case management</td>
<td></td>
</tr>
<tr>
<td>• Case plan and review</td>
<td></td>
</tr>
<tr>
<td>• Counseling, support</td>
<td></td>
</tr>
<tr>
<td>• Information and advocacy</td>
<td></td>
</tr>
<tr>
<td>• Social support</td>
<td></td>
</tr>
<tr>
<td>• Domestic assistance</td>
<td></td>
</tr>
<tr>
<td>• Personal care</td>
<td></td>
</tr>
</tbody>
</table>

Not only could they have their accommodation needs addressed, but they were also supported to regain a level of independence, reduce their social and financial disadvantage and to self manage their physical and mental health care. Waiting periods for government and community housing continue to be long particularly for clients in the “very high need” category group.

Earlier in the year the “One Social Housing” system advised that housing offers may slow down due to the need to prioritize those people who lost their homes in recent floods and cyclones.

The Wednesday Drop-In Service continued to provide a safe and supportive environment for people who are homeless and an opportunity to access a range of services. The centre provides a well utilized disability accessible bathroom, laundry facilities, access to computers, opportunity to play pool or cards and to share in nutritious home cooked meals. The average attendance at drop-in for the year was approximately 30 people per week. Formal collaboration with service providers i.e. the INMHS Homeless Health Outreach Team, the Centrelink Community Contact Team, the Medicare Indigenous Community Team, TASS (Inner North), and the Spiritus Nursing Service who all attended the centre on a regular basis, offered ease of access to invaluable and essential health and related services.

Throughout the year there was also a core group of people who were homeless, attending the centre in the mornings (outside the Wednesday Program) to utilize showers, laundry and have breakfast.

Outreach services to the Botanic Gardens, Ivory St, Wickham Park and Gregory Terrace continued to be conducted, enabling the team to engage with people accessing food vans and allowing immediate response to people in urgent need.

Networking and membership of a range of representative groups was once again an important part of the Team’s year. Participation in the bi-annual “Homeless Connect”, facilitated by Brisbane City Council at the RNA Showground’s, again offered an opportunity for clients to connect with a broad range of service providers, whilst simultaneously highlighting the services provided by the Homeless Outreach Program. Membership of Under One Roof, a consortium of homelessness, housing and community agencies based in the inner city, provided further opportunity for the Homeless Outreach Team to foster partnerships with housing providers and support agencies and to improve access to services for people who are homeless. HOP staff members have also attended the UOR Synthesis series which has provided both a training and networking opportunity.

Funding A submission specifically for Case Management was successful through Home and Community Services [HACC]. This has allowed us to increase our staff with an extra full time case manager and a part time key support worker.

It was heartening to also be successful with a submission to the Brisbane City Council Housing Support Program for funds to support clients moving from homelessness to social housing.

The Homeless Outreach Program team feels privileged to have been trusted to share in the lives of people accessing the service over the past year and looks forward to providing continued support in the coming year.

The Homeless Outreach Program
Resident Support Program

As the financial year draws to a close it provides an opportunity for team reflection on the year’s events. Earlier this year RSP was allocated some additional funding that has enabled us to direct more resources into service delivery and staffing levels.

Over the year there has been an increase in the demand for services from people who reside in supported accommodation and boarding houses across our service area. Those people accessing services have required staff to provide more intensive care coordination of services because of their complex needs, such as physical, mental, cognitive and various health issues.

The assistance most needed by clients has been to be supported to access a range of primary health care and generic services but they also identified various needs that went beyond their general health conditions. Many individuals have accessed dental services funded under the Medicare Scheme and access to this funding has cut waiting times down for clients. The other needs identified included housing issues, social isolation, family breakdown and financial disadvantage which required Key Support Workers to undertake comprehensive case planning as well as provide a significant degree of practical support to achieve positive outcomes.

Throughout the year there has been an increase in the demand to assist individuals who have end stage of life terminal illnesses to attend their hospital appointments and there has been an intensity in support required to assist them in their day to day lifestyle activities.

During the year the team focused on outreach endeavours in an effort to promote and lift our program’s profile as well as enhancing service delivery in areas of greatest need in and across level one boarding house facilities.

<table>
<thead>
<tr>
<th>Program</th>
<th>Resident Support Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients Assisted</td>
<td>130</td>
</tr>
<tr>
<td>Service Hours Provided</td>
<td>5130</td>
</tr>
<tr>
<td>Services Provided</td>
<td></td>
</tr>
<tr>
<td>- Social Support</td>
<td></td>
</tr>
<tr>
<td>- Client Care Coordination</td>
<td></td>
</tr>
</tbody>
</table>

Our initial outreach endeavours highlighted that amongst this vulnerable, oppressed and often neglected population, are elderly men who have fallen through the service gaps. They are isolated and disconnected, not only from their family, friends and community but from primary health care services. Once identified they require immediate and continued, intensive support to address their medical needs.

A number of new initiatives, including Social Outings, Men’s Adventure Club and Music Group were implemented this year. Several clients enjoyed a picnic along the foreshore at Sandgate followed by a scenic drive to Redcliffe, which was of special interest to them. In the first quarter of the year we commenced a Men’s Adventure Club. The team is continuing to look for a community space that offers an informal setting where men can participate in “bloke” leisure pursuits. David Timmins commenced a Music Jam Session which is held at the Centre. David creates a relaxed atmosphere where both accomplished and novice musicians can express their musical interests.

Also several clients have been linked into art and craft groups, certificate courses and Centre Based Activities. Overall, we are witnessing the clients increased capacity to participate socially in their local community and through societal participation they are developing a sense of belonging, identity and worth.

In conclusion, there is ongoing day to day evidence of the effectiveness of RSP in helping individual clients to reach positive, sustainable outcomes.

The Resident Support Program Team

HONESTY
Centre Based Activities Program

Throughout 2010-2011 the program operated at capacity. An average of 20 people attended the Tuesday and Thursday groups for older people and 21 people attended each Friday – a leisure group for people with mental illness.

A broad range of activities were conducted during the year including:

**Discussion groups:** with guest speakers, reminiscence groups, interactive social games, Bring and Brag sessions and visiting entertainers.

**Outings:** Staff organized outings into the community which were well received particularly by the Friday group. These outings included Ten Pin Bowling, Concerts, Lawn Bowls, Art Exhibitions, Cinemas, City Cat journeys, and morning tea and lunches in New Farm Park. A Morning Show and Lunch at Broncos Leagues Club during Seniors Week was a popular activity and generated a request for this to be an annual event. A Sports Day in New Farm Park to celebrate our Anniversary generated much community interest and spirit. Twelve clients enjoyed a weekend away at the Sunshine Coast and expressed interest in going again.

**Cards and board games:** i.e. bingo, hoy, scrabble, trivial pursuit and crosswords, as well as quizzes, word games and concentration, offered opportunities for healthy competition, as well as generating a lot of fun and mental stimulation. Wii Bowling has a keen following in the Friday group.

**Theme days:** i.e. Valentines Day, Christmas & Easter celebrations, St Patrick’s Day, Bastille Day, Australia & Queensland Days, Melbourne Cup and Seniors Week created opportunities for a variety of activities, relevant lunch menus, and lots of laughter and discussion. The annual Evening Out with a Hollywood theme was an outstanding success once again, with dinner and dancing, lucky door prizes and fun. Thanks must be given to our wonderful band of volunteer master chefs, and staff.

Val our cook continues to provide exceptional meals and morning teas, and the clients continue to give very positive feedback; not only for the quality of food provided but the opportunity to share a meal in the company of others. Cooking demonstrations by Val have been popular. This has also provided an opportunity for Val to demonstrate strict food handling practices.

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Centre Based Activities</th>
<th>Podiatry Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clients Assisted</td>
<td>65</td>
<td></td>
</tr>
<tr>
<td>Service Hours Provided</td>
<td>13994</td>
<td>82</td>
</tr>
</tbody>
</table>

During the year Footprints’ Food Safety Program was successfully audited to meet the requirements of the Australian Food Safety Standards. The monthly Podiatry Service continues to experience fluctuations in demand. Averages of 14 – 16 clients have attended this service each month.

Everyone has been encouraged to participate in the Thursday morning sing-a-long program, facilitated by our talented and very humorous volunteers. Songs are performed with much enthusiasm and those clients initially hesitant to join in have become regular contributors.

The specific program for people with mental illness each Friday has enabled members of the group to form very positive and supportive friendships often extending outside the program. The self-confidence of participants improved markedly and each week they enthusiastically negotiated the selection and facilitation of a range of both individual and group activities. On a positive note, clients are now leaving the program with confidence and enthusiasm to join groups outside of the program.

To further the team’s Professional Development, team members attended the Redleaf Symposium for Diversional Therapists, the Happiness and its Causes Conference, the Legal and Financial Risks for Volunteers Workshop in addition to in-house training in First Aid, CPR, Infection Control and Manual Handling.

CBA along with the other Footprints programs hosted a number of students undertaking industry placements as a component of their Certificate, Diploma or Undergraduate studies. Students were offered the opportunity to actively participate in a variety of activities encompassing all aspects of service delivery, whilst simultaneously interacting with people receiving support from all programs.

The Centre Based Activities Team gratefully acknowledges the generosity of the wonderful band of supportive volunteers who provide such enjoyment and hilarity each week. We look forward to more fun and activity in the coming twelve months. The Team gratefully acknowledges the assistance given by Footprints staff with transport when needed.

Centre Based Activities Team
The Resident Recovery Program funded by the Department of Communities (Mental Health Branch) provides personalized flexible recovery oriented support to people who experience mental health issues and who reside in boarding houses or supported accommodation in the RBWH Inner North Mental Health Service catchment area.

As we complete the second full year of the program referrals have flowed from Mental Health Services, other NGO’s, hostel owners and managers and increasingly clients themselves. More connection has been made with Housing and Homelessness Services, community housing providers and other community mental health service providers as clients transition into more permanent accommodation and receive ongoing support to continue their recovery goals.

Achievements this year include maintaining constructive relationships with supported accommodation providers around client progress and an evaluation of the Pathfinders leisure activity component of RRP recognizing the importance of leisure and social connection as an important component of recovery in the lives of RRP clients. We farewelled Jo Pringle as peer worker (Leisure activities) and welcomed Zita Masters into this role as well as Bruce Stewart, who has been a valuable volunteer.

All the help that Footprints has offered to me over the past 3 years has been beneficial and my life has had a total turn around for the better. I have the highest praise for people that work (there) and everyone involved with the organisation. I wouldn’t be where I am today if it wasn’t for my first contact with Footprints. Thank you very Much.

Marcus

The RRP team has been working collaboratively with TAAS services, the court system, drug and alcohol services and employment services in order for people to meet their recovery goals. The Salvation Army (Pindari) also received funding for the Resident Recovery Program and have become a part of the Resident Recovery Reference Group for Brisbane North.

A Memorandum of Understanding was also forged with Women’s Health West in Victoria to introduce the POWER ON program, a recovery orientated program designed to enhance the physical, social and emotional wellbeing of women. We welcomed Irene Noller (Peer Educator) to assist us facilitate this program. Other valuable activities that have involved collaboration with key stakeholders include the commencement of an art group at the Discount Art Warehouse at New Farm and the development of tailored training with Family Planning to support clients recognize their own boundaries and make healthy relationship choices.

Over all the team of five case managers (Dee, Phillipa, Torquay, Ella and Meg) worked in accordance with Footprints diligent client centred focus to bring a lot of recovery orientated goals for people bringing meaning and a greater sense of satisfaction into their lives.

The Resident Recovery Team
ACKNOWLEDGEMENTS

20th Anniversary Supporters

Teneriffe Festival
• Snow Cones
• Fashion Parade
• Laughing Clowns
• Train Rides
• Mr Whippy
• Pony Rides
• Rock Wall
• Rayner Meats New Farm
• Pick ‘n’ Pay Aspley
• Westpac Newstead Branch
• Chalk and Cheese Teneriffe
• Kids Face Painting Stall
• Barnyard Babies
• Fairy Floss

Sports Day
• Nicole Frame
• Amanda Lambert
• Carolyn Perry
• Cherylee Teloar
• David Timmins
• Patricia Puente
• Jess Black
• Val Daley
• Peggy Skehan
• Reclink
• Community
• Kui

Art Auction
• Access Arts
• Numeer Davis and Sally Cox – Brisbane Institute of Art
• Meg Taylor
• Zita Masters
• The Team at Art Warehouse (Gail, Naomi, Justin and Richard)

For Photography and use of artwork
• Amy Trotman – Photography
• Andrea Carter
• Fiona Shaw
• John Morris
• Judith Pfitzner
• Terrence Stewart
• Terry Gold
• Jim O’Leary – People’s Choice Award

Other Supporters
• Sophie Skordilis – Good News Hotline
• Councillor David Hinchliffe
• State Member Grace Grace
• Department of Health and Ageing
• Department of Communities
• Disability Services (Mental Health Branch)
• Bruce Stewart (Volunteer)
• Home and Community Care
• Street Smart
• Brisbane City Council
• GIVIT
• Christine Spooner
FOOTPRINTS IN BRISBANE INC
ABN 151 002 774 92

FINANCIAL REPORT
FOR THE YEAR ENDED 30 JUNE 2011
FOOTPRINTS IN BRISBANE INC  
ABN 151 002 774 92  

STATEMENT OF COMPREHENSIVE INCOME  
FOR THE YEAR ENDED 30 JUNE 2011  

<table>
<thead>
<tr>
<th>Notes</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Grants</td>
<td>2,798,698</td>
<td>2,416,653</td>
</tr>
<tr>
<td>Interest</td>
<td>55,502</td>
<td>26,731</td>
</tr>
<tr>
<td>Other income</td>
<td>79,241</td>
<td>92,197</td>
</tr>
<tr>
<td>Profit on sale of non-current assets</td>
<td>1,018</td>
<td>21,895</td>
</tr>
<tr>
<td><strong>TOTAL INCOME</strong></td>
<td><strong>2,934,459</strong></td>
<td><strong>2,557,476</strong></td>
</tr>
</tbody>
</table>

**EXPENDITURE**

<table>
<thead>
<tr>
<th>Notes</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>Employee costs</td>
<td>2,108,142</td>
<td>1,598,599</td>
</tr>
<tr>
<td>Administration and overhead expenses</td>
<td>357,504</td>
<td>456,126</td>
</tr>
<tr>
<td>Depreciation expense</td>
<td>150,285</td>
<td>135,416</td>
</tr>
<tr>
<td>Rental expense</td>
<td>92,208</td>
<td>75,880</td>
</tr>
<tr>
<td><strong>TOTAL EXPENDITURE</strong></td>
<td><strong>2,708,139</strong></td>
<td><strong>2,266,021</strong></td>
</tr>
<tr>
<td>Profit before income tax</td>
<td>226,320</td>
<td>291,455</td>
</tr>
<tr>
<td>Other comprehensive income for the period</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total comprehensive income for the period</strong></td>
<td><strong>226,320</strong></td>
<td><strong>291,455</strong></td>
</tr>
</tbody>
</table>

The above statement of comprehensive income should be read in conjunction with the attached notes.

---

FOOTPRINTS IN BRISBANE INC  
ABN 151 002 774 92  

STATEMENT OF FINANCIAL POSITION  
AS AT 30 JUNE 2011  

<table>
<thead>
<tr>
<th>Notes</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
<tr>
<td>CURRENT ASSETS</td>
<td>1,559,571</td>
<td>1,065,262</td>
</tr>
<tr>
<td>Cash and cash equivalents</td>
<td>1,559,571</td>
<td>1,065,262</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>2,824</td>
<td>1,100</td>
</tr>
<tr>
<td>Other assets</td>
<td>14,780</td>
<td>14,780</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td><strong>1,577,175</strong></td>
<td><strong>1,081,142</strong></td>
</tr>
<tr>
<td>NON CURRENT ASSETS</td>
<td>320,502</td>
<td>402,391</td>
</tr>
<tr>
<td>Property, Plant and Equipment</td>
<td>320,502</td>
<td>402,391</td>
</tr>
<tr>
<td><strong>TOTAL NON CURRENT ASSETS</strong></td>
<td><strong>320,502</strong></td>
<td><strong>402,391</strong></td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>1,897,677</strong></td>
<td><strong>1,483,533</strong></td>
</tr>
<tr>
<td>CURRENT LIABILITIES</td>
<td>422,105</td>
<td>230,134</td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>175,888</td>
<td>124,473</td>
</tr>
<tr>
<td>Unallocated grants</td>
<td>143,839</td>
<td>21,629</td>
</tr>
<tr>
<td>Provisions</td>
<td>102,398</td>
<td>84,032</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td><strong>422,105</strong></td>
<td><strong>230,134</strong></td>
</tr>
<tr>
<td>NON CURRENT LIABILITIES</td>
<td>15,985</td>
<td>20,132</td>
</tr>
<tr>
<td>Provisions</td>
<td>15,985</td>
<td>20,132</td>
</tr>
<tr>
<td><strong>TOTAL NON CURRENT LIABILITIES</strong></td>
<td><strong>15,985</strong></td>
<td><strong>20,132</strong></td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>438,090</strong></td>
<td><strong>250,266</strong></td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td><strong>1,459,587</strong></td>
<td><strong>1,233,267</strong></td>
</tr>
<tr>
<td>MEMBERS FUNDS</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td>Accumulated surplus</td>
<td>1,459,587</td>
<td>1,233,267</td>
</tr>
<tr>
<td><strong>TOTAL MEMBERS FUNDS</strong></td>
<td><strong>1,459,587</strong></td>
<td><strong>1,233,267</strong></td>
</tr>
</tbody>
</table>

The above statement of financial position should be read in conjunction with the attached notes.
FOOTPRINTS IN BRISBANE INC  
ABN 151 002 774 92  

STATEMENT OF CASHFLOWS  
FOR THE YEAR ENDED 30 JUNE 2011

<table>
<thead>
<tr>
<th>Notes</th>
<th>2011</th>
<th>2010</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$</td>
<td>$</td>
</tr>
</tbody>
</table>

CASHFLOWS FROM OPERATING ACTIVITIES

Receipts from grants and customers 3,103,947 2,554,224
Payments to suppliers and employees (2,517,862) (1,964,842)
GST recovered (79,900) (140,259)
Interest received 55,502 26,731
Net cash from operating activities 4 561,687 475,854

CASHFLOWS FROM INVESTING ACTIVITIES

Payment for property, plant and equipment (79,878) (120,490)
Proceeds from sale of property, plant and equipment 12,500 7,852
Net cash used in investing activities (67,378) (112,638)

Net increase in cash and cash equivalents 494,309 363,216
Cash and cash equivalents at the beginning of the financial year 1,065,262 702,046
Cash and cash equivalents at the end of the financial year 1,559,571 1,065,262

The above statement of cashflows should be read in conjunction with the attached notes.

FOOTPRINTS IN BRISBANE INC  
ABN 151 002 774 92  

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 JUNE 2011

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Preparation of Financial Report
This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Queensland Associations Incoporation Act 1981. The Board has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the requirements of the Queensland Associations Incorporation Act 1981 and the following Australian Accounting Standards:

- AASB 1031 Materiality
- AASB 110 Events after the Reporting Period

No other applicable Accounting Standards, Australian Accounting Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The financial report has been prepared on an accrual basis and is based upon the historical cost convention and does not take into account changing money values. The accrual and going concern basis have been adopted.

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

Revenue
All grants are recognised as revenue on receipt when:
- a) The association obtains control of the contribution
- b) It is probable that economic benefits flowed to the association; and
- c) The contribution is able to be measured reliably.

All revenue is recorded net of goods and services tax.

Property, Plant and Equipment
Leasehold improvements are carried at cost less, where applicable, any accumulated amortisation.

The depreciable amount of all plant and equipment and motor vehicles are depreciated over the useful lives of the assets to the association commencing from the time the asset is held ready for use.

Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

Leases
Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.
FOOTPRINTS IN BRISBANE INC
ABN 151 002 774 92

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2011

NOTE 1: SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

Income Tax
The Association is exempt from income tax under Division 50 of the Income Tax Assessment Act 1997.

Cash and cash equivalents
Cash and cash equivalents include cash on hand, deposits held at-call with banks with maturities of three months or less.

Goods and Services Tax (GST)
Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of expenses. Receivables and payables in the statement of financial position are shown inclusive of GST.

Cash flows are presented in the Statement of Cashflows on a gross basis, except of the GST component of investing and financing activities, which are disclosed as operating cash flows.

Employee Benefits
Provision is made for the entity’s liability for employee benefits arising from services rendered by employees to the reporting date. Employee benefits expected to be settled within one year together with benefits arising from wages, salaries and annual leave which may be settled after one year, have been measured at the amounts expected to be paid when the liability is settled plus related on costs. Other employee benefits payable later than one year have been measured at the net present value.

Economic dependence
Footprints in Brisbane Inc. is dependent on the Department of Communities (Disability Services) for the majority of its revenue used to operate the business. At the date of this report the Management Committee has no reason to believe the Department of Communities will not continue to support Footprints in Brisbane Inc.

NOTE 2: AUDITOR REMUNERATION
PKF fee for the audit of the Association’s financial report is $6,200 (2010: $6,200)

FOOTPRINTS IN BRISBANE INC
ABN 151 002 774 92

NOTES TO THE FINANCIAL STATEMENTS
AS AT 30 JUNE 2011

2011 2010
$ $

NOTE 3: PROPERTY, PLANT & EQUIPMENT
Leasehold improvements 261,852 261,852
Less accumulated amortisation (249,070) (196,701)
12,782 65,151

Plant and equipment 170,294 171,886
Less accumulated depreciation (130,908) (114,189)
39,386 57,697

Motor vehicles 424,393 382,754
Less accumulated depreciation (156,059) (103,211)
268,334 279,543

Net book value 320,502 402,391

NOTE 4: CASH FLOW INFORMATION
2011 2010
$ $

Reconciliation of cash flow from operations with profit after income tax
(a) Reconciliation of cash and cash equivalents

Cash at the end of the financial year as shown on the statement of cash flows is reconciled to the related items in the statement of financial position as follows:

Cash 1,559,571 1,065,262

(b) Reconciliation of cash flows from operations to profit after tax

Profit after income tax 226,320 291,455
Depreciation expense 150,285 135,416
Less profit on sale of non current assets (1,018) (21,895)

Changes in assets and liabilities
Decrease in trade and other receivables (1,724) (1,100)
Increase in trade and other payables and unallocated grants 173,605 54,008
Increase in provisions 14,219 17,970

Net cash provided by operating activities 561,687 475,854
NOTE 5: COMMITMENTS

Operating lease commitments
Non-cancellable operating leases contracted for but not capitalised in the financial statements:
Payable
- within one year
  96,100  46,956
- later than one year but not later than five years
  271,908  11,092

368,008  58,048

NOTE 6: CHANGES IN EQUITY

Opening balance
1,233,267  941,812
Profit for period
226,320  291,455
Closing balance
1,459,587  1,233,267

STATEMENT BY MEMBERS OF THE BOARD

The Board has determined that Footprints in Brisbane Inc: ("the Association") is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies described in Note 1 to the financial statements.

In the opinion of the Board, the financial report as set out on pages 1 to 7:
a) present fairly the financial position of the Association as at 30 June 2011 and its performance for the year ended; and
b) at the date of this statement, there are reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

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

Donna Callaghan
President

Scott Pearce
Treasurer

Dated this 11th day of October 2011
INDEPENDENT AUDITOR’S REPORT
TO THE MEMBERS OF FOOTPRINTS IN BRISBANE INC


We have audited the accompanying financial report, being a special purpose financial report of Footprints in Brisbane Inc, which comprises the statement of financial position as at 30 June 2011, the statement of comprehensive income and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Statement by Members of the Board.

Board’s Responsibility for the Financial Report

The Board of the Association are responsible for the preparation of the financial report and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Associations Incorporations Act 1981 and is appropriate to meet the needs of the members.

The Board’s responsibility also includes such internal control as the board determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor’s Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor’s judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity’s preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity’s internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the board, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001.

Opinion

In our opinion the financial report of Footprints in Brisbane Inc is in accordance with the Associations Incorporations Act 1981, including:

(i) giving a true and fair view of the association’s financial position as at 30 June 2011 and of its performance for the year ended on that date, and

(ii) complying with Australian Accounting Standards to the extent described in Note 1, and the Associations Incorporations Act 1981.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Board’s financial reporting responsibilities under the Associations Incorporations Act 1981. As a result, the financial report may not be suitable for another purpose.

PKF

K L Colyer
Partner

Dated at Brisbane this 11th day of October 2011
I am a 35 year old homeless man living in New Farm. My case manager (Nicole) has helped me to get into rehab, organise to pay my rent, supported me along, assisted me and advocated for me to transfer to Housing. (Nicole) organised some activities for me, ten pin, tennis, swimming, assisted me with a go card and obtaining an 18+ card. Accompany me to Department of Housing. And many more things too. I particularly like how my case manager can advocate to Government Department(s) and get somewhere. Nicole my case manager, has helped me change my life, and for that, I am eternally grateful. Thank you for reading, God bless you.