

**ANNUAL
REPORT**

2021
EDITION

169-171 Eastbourne Road
Rosebud VIC 3939

(03) 5986 5255
www.39plus.org.au



ACKNOWLEDGEMENT

Southern Peninsula Community Trips t/a 39Plus would like to acknowledge that this meeting is being held on the traditional lands of the Bunurong people. And I would like to pay my respects to their Elders both past and present, and to Elders from other communities who may be here today

In the spirit of reconciliation Southern Peninsula Community Care t/a 39Plus acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



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2021 STAFF AND VOLUNTEERS

39Plus would like to introduce our team of management, support workers and volunteers.

39Plus Committee of Management



Geoff Cliffe
President



Tony Donohoe
Vice President



Trevor Dangerfield
Treasurer



Leanne Male
Board Member



Karl Reiter
Board Member



Wendy Elmbling
Board Member

39Plus Management and Administration



Clare Clarke
GM Operations



Tim Reynolds
GM Corporate Resources



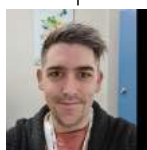
Kirby Plumb
Client Services Manager



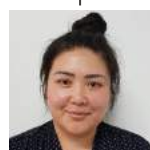
Anne Clarke
HR Coordinator



Gary Smith
Facilities Manager



Adam Kelly
**Social Support
Coordinator and
WHS Rep**



Cleo Bayburt
**Respite
Coordinator**



Amanda Mitchell
**Transport
Coordinator**



Millie Smith
**Finance & Administration
Officer**

2021 STAFF AND VOLUNTEERS

39Plus Staff



Wendy Alderson
Support Worker



Chelsee Bennell
Support Worker



Jeanette Cadd
Support Worker



Lucy Cameron
Support Worker



Gillian Cross
Support Worker



Marguerite Dixon
Support Worker



Karol Hawley
Support Worker



Catherine Horne
Support Worker



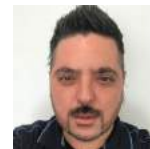
Helen Lavallin
Support Worker



Bejane Lumanovski
Support Worker



Debra Mills
Support Worker



Luke Nicolazzo
Support Worker



Trina Powell
Support Worker



Deidre Sealey
Support Worker

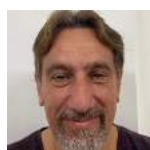


Amanda Wilson
Support Worker

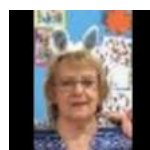


Anthea Williams
Support Worker

39Plus Volunteers



John Bertuna
Volunteer



Anne Bryant
Volunteer



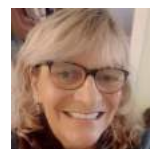
Trevor Dangerfield
Volunteer



Anna Day
Volunteer



Mehrdad Jafari
Volunteer



Sandra Kelly
Volunteer



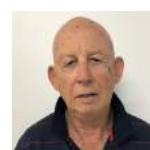
Robin Smith
Volunteer



Kathryn Timings
Volunteer



Lysbeth Jones
Volunteer



Michael O'Sullivan
Volunteer



PRESIDENTS REPORT

The 2020 / 2021 year has challenged our organisation, management teams, our staff, volunteers, and our clients. After a series of concerning events at the end of 2020, two senior staff left the organisation in early 2021, leaving serious challenges for the Committee of Management, other senior staff, and our relationships with external stakeholders.

The Covid-19 environment in 2021 has continued to present more complexity and as President, I want to acknowledge the outstanding commitment and contribution of our staff who have all provided amazing support for both continuing client services and the changes that have been made during 2020/21. We now have a remarkable team that has helped us move past the difficulties encountered at the end of 2020 and into the early part of 2021.

As we now implement a new corporate structure including two new senior management appointments at General Manager level, working closely with the Committee of Management, we are rebuilding our staff team and relationships with our client base and our key external stakeholders.

In the last 6 months, we have received very positive feedback from those external stakeholders as we map out the future and we sincerely thank them for their support.

A key part of our future is a decision to “re-brand” 39Plus to present a new profile and corporate identity in our market. The Committee of Management have endorsed a new trading name of “Simply CARE Community” to better reinforce our service delivery in the aged care and disability sector as we move forward.

A special thanks goes to those key staff who have injected their energy and creativity into the re-branding project.

Despite the challenges of 2019/20, the turbulence early in the 2020/21 financial year and the continuing Covid-19 environment, our staff team has remained committed to service excellence and growth in our next 12 months.

Our Committee of Management are also reviewing the organisation’s policy framework to ensure that it reflects best management practice and reinforces our future direction. We ended the 2020/21 financial year in a solid financial position, ready to invest further in our Cottage Respite programs and community outreach, working wherever possible with NDIS programs where our mutual service delivery objectives have assisted in developing a strong working relationship.



PRESIDENTS REPORT CONTINUED...

I end this report by thanking the members of our Committee of Management for their hard work and time commitment and our two new General Managers, Clare Clarke (Operations) and Tim Reynolds (Corporate Services) who have already raised our standards of professional management of the organisation and support of the Committee of Management.

We all look forward to the opportunities of the next 12 months to progress the objectives of SimplyCARE Community in meeting the needs of our clients across the greater Peninsula.

Take care and stay well.

Geoff Cliffe

President, Committee of Management
SimplyCARE Community



GM OPERATIONS REPORT

Firstly, for those who do not know, I would like to tell you a little about myself and the 39plus team.

My name is **Clare Clarke**, I joined the 39plus family close to four years ago and have never looked back, I have worked in a few various positions within the company and loved every one of them.

I have held the position of **General Manager - Operations** for around two years now and I have recently teamed up with **Tim Reynolds**, our newly appointed **General Manager - Corporate Resources**.

Tim and I make up the **Executive Management Team**, we work closely together to ensure compliance in all areas of the company and are constantly working on strategies to meet our goals and continuously improve our services.

We are extremely passionate and dedicated to our roles within the company and share some exciting visions for the future. We work in collaboration with and are overseen by the committee of management who have been a great support for us this last year.

Kirby Plumb is our **Client Services Manager**, Kirby has worked at 39plus for around three years. She works as part of the management team, guiding and mentoring the coordinators and support staff.

Kirby liaises with clients, carers, stakeholders, and package providers to ensure that we deliver the best care options to the community.

Kirby has built up strong and trusted relationships for 39plus. Kirby is an absolute asset to the company and her work ethic is second to none.

Kirby has recently had a baby boy so is currently on leave, but she will be returning in the new year.

Gary Smith is our **Facilities Manager**. He was employed by the Committee of Management to meet the growing needs in the community and to ensure the maintenance, safety, and security of 39plus sites meet the requirements set by the aged care quality standards, he also delivers the home and garden maintenance program to the community which is proven to be an extremely popular and sought-after program.

Positive feedback has been received from clients on Gary's attention to detail, professional attitude, and his friendly nature.



GM OPERATIONS REPORT CONTINUED...

Anne Clarke has recently joined us as the **HR (Human Resources) coordinator**, she brings many years of Aged Care experience to our team.

Anne is assisting with rostering, recruitment, reviewing current policies, and ensuring they are in line with best practice guidelines.

Although Anne has only been with us for a brief time, she is already promoting a far more positive and happy culture and has settled in well.

Adam Kelly is our **Social Support Coordinator**; Adam has been with 39plus for a while now and has worked in a few different areas of the company.

Adam has recently successfully completed a Cert IV in Work Health and Safety and is responsible for WHS in the workplace. Adam is a valued member of the coordination team, and he is always willing to take on a new challenge, he is the face you will see online at some of the network meetings and promotes 39plus services through his presence there.

Adam also creates some of our marketing content, he creates program flyers and the newsletter.

Cleo Bayburt is our **Respite Coordinator**; Cleo has recently returned to work after having a baby and is doing a fantastic job at the Coastal Cottage.

She is also responsible for coordinating other flexible respite options including In-Home Respite and Centre Based Respite. We are incredibly happy to have Cleo on board, she brings fun and happiness and professionalism to her role.

Amanda Mitchell is our **Transport Coordinator**; Amanda has held a few various positions within 39plus.

She has a great can-do attitude and is a valued member of the team.

Amanda is very dedicated to working at 39plus, she is always the first to arrive and last to leave and always willing to go that extra mile.

We are incredibly lucky to have Amanda as part of the team.



GM OPERATIONS REPORT CONTINUED...

Millie Smith started with 39Plus as a Trainee eighteen months ago, she has now completed her Certificate III in Business Administration and has advanced to become our **Finance and Administration Officer**.

Millie also covers reception and is the first point of call, the first face you will see when you arrive at head office and the smiling face as you leave.

She has come extremely far and has exceeded all expectations in her role.

She brings smiles and joy to the workplace with her happy demeanor and positive attitude.

We also have a wonderful team of **Support Workers** who are a particularly important part of the company.

They deliver the amazing services that we pride ourselves on and without them service delivery would be impossible.

They have worked tirelessly throughout the pandemic to provide respite and other essential services to the community, they have adapted to following COVID safe plans, wearing full PPE (Personal Protective Equipment) continuing to work during unprecedented times.

They deserve so much thanks and praise for all they do.

Over the last 12 months there have been many changes, some have been for the better and some for the worse, but we have overcome all the challenges that have been thrown our way with positivity, determination, and confidence.

With all that has happened and to move away from any negativity, as a team and in collaboration with the committee, collectively we decided to have a fresh new outlook for SPCC (Southern Peninsula Community Care) and change our trading name to something more appropriate that would depict what we do and what we are about, so 39plus will be changing its trading name.

We have chosen new uniforms, company colours, signage and logos, so, as from January 2022 we will be known as SimplyCARE Community, because that is what we do...

We would also like to thank our wonderful volunteers; we are so grateful to them all

Clare Clarke
GM Operations



FINANCIAL PERFORMANCE

Firstly, as a new member of the Southern Peninsula Community Care team, I would like to thank Geoff and the other committee members for an opportunity to join an organisation that provides such terrific support to our community. I would also like to acknowledge Clare and the other members of staff who have been so welcoming. Everyone's dedication, care and commitment has been inspirational.

From a financial perspective, SPCC is in a healthy position. It has received strong support from both state and federal departments, funding the many programs we offer.

The federal government, via their Commonwealth Home Support Program (CHSP), provided \$2,522,695 in funding to enable us to deliver a range of respite and social support services.

The state Department of Families, Fairness and Housing, via the Home and Community Care Program for Younger People (HACCPYP) also provided significant funding of \$789,561 that enabled us to provide a range of services to support carers and members of the community under the age of 65.

Client contributions, our garden maintenance program, donations and sponsors also provided additional income.

Due to the closure of the Berwick site and restrictions resulting from COVID, many of the services normally offered were unavailable for a period, and as a result, a portion of the funds received were not fully utilised and have contributed to a cash position that will allow SPCC to grow our services and reach.

The reduced services and staffing levels resulted in an operating profit of just over \$1 million for the 2020.21 year.

Payroll expenses continue to be SPCC's most significant outflow of funds with expenditure of \$1,937,953 (down from \$2,285,985 in the previous year).

During the year:

- SPCC provided services to 585 clients
- Provided over 6,900 hours of Centre Based Respite
- Provided over 27,000 hours of Cottage Respite
- Attended over 1,000 In Home Respite visits
- Offered 1500 volunteer hours for Medical Transport covering on average 3,500km per month

There have been a number of significant challenges during 2020.21, with the departure of senior employees creating a lack of continuity of knowledge and information. In addition a loss of financial and other data has added to the complexities. The Committee, management and our stakeholders are working collaboratively to resolve these matters and ensure our community continues to receive quality services and support.

Tim Reynolds

39PLUS SERVICES

Over the last 12 months with the ever changing Covid-19 restrictions put in place it at various times of the year has seen us have to adapt and change the way we deliver services to our clients, carers and their families

Throughout the year we sadly had to suspend some of our programs that operate in group environments, the suspensions affected our **Social Support Community Trips, Centre-Based Respite and Garden Maintenance** programs to adhere to government guidelines.

In response to this we increased our telephone contact with all clients and carers ensuring their welfare and offering any other supports we could to assist them during this time, which was received very well from our clients, carers and their families.

Services remained opened however slightly modified to comply with government guidelines:

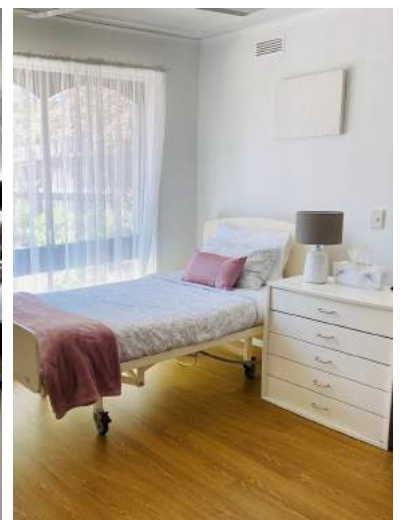
- Cottage Respite (Maximum 5 clients at one time)
- In-Home Respite (PPE and Check-In)
- Un-Escorted Shopping (Free of charge)
- Transport (PPE and Check-In)

COTTAGE UPDATE

This year we made a decision to sell our Cottage in Berwick, due to a decline in the bookings and further research to identify that the demographic was not suitable for promotion of Cottage Respite.

Our focus now is on our beloved Coastal Cottage located on Jetty Road Rosebud.

We have recently completed and revamp and refresh inside the **Coastal Cottage**, with fresh coats of paint throughout the interior, new recliner arms chairs, dining table and bedroom décor to bring our Cottage into its own on the Peninsula.





SERVICE UPDATES

COTTAGE RESPITE/IN-HOME RESPITE

We continued to offer Cottage Respite with a reduction in the number of clients in respite at one time, seeing a maximum of 5 clients.

We also continued to offer in-Home Respite to our clients, with the support workers following all covid-19 safe guards to ensure compliance with government restrictions.

CENTRE-BASED RESPITE

During the pandemic, this service was temporarily suspended to comply with governments restrictions.

SOCIAL SUPPORT SERVICES

During the pandemic, this service was temporarily suspended to comply with government restrictions for both **Social Support Community Trips and Social Support Individual.**

TRANSPORT SERVICES

During the pandemic, this service remained open, ensuring all volunteers followed our Covid-19 Safe Plan which included client check in requirements, Volunteers to wear additional PPE and social distancing requirements.

GARDEN MAINTENANCE

During the pandemic, this service was temporarily suspended to comply with governments restrictions.

PROGRAM HIGHLIGHTS

Enjoying a trip down to Portsea along the Artist Trail for our **Community Trips**.



Enjoying the **Community Trip** to the Shri Shiva Vishnu Temple in Carrum Downs



PROGRAM HIGHLIGHTS

Morning Dance at the **Centre-Based Respite**



Enjoying Ladies Day High Tea at **Centre-Based Respite**.





CLIENT/CARER TESTIMONIALS

We often receive many compliments and client feedback in relation to our services and staff, below is some feedback received over the last 12 months that highlights how our clients, carers and their families appreciate with the services we deliver.

Vivienne Brundell: Carer of Kevin Thomas | Respite Services

"My uncle, Kevin Thomas has been attending 39Plus for several years. I would like to point out the staff Kirby, Adam and Cleo as well as others who do an amazing job.

They are always happy to help me with respite which is very important to me and Kevin.

I benefit from knowing that Kevin is safe, well looked after and loved while I can attend various appointments and work. He always is excited every time we arrive at 39Plus and he cannot wipe the smile of his face.

Many thanks for all the support over the years."

Maureen Brosnan: Carer of Lance Brosnan | Respite Services

"I recently received the Carer Hamper, it was on my doorstep when I got home, I just want to say I am really touched by the lovely gift and this it's so nice to know there are people like you (39Plus) that care and understand the side of the carer, somedays can be great however someday are extremely challenging. Thankyou so very much for the gift.

Patrick Brodie: Carer of Faith Brodie | Respite Services

"I am sending you this email to say a big thankyou to 39Plus and all support staff for the lovely Carer Hamper, it was extremely thoughtful and unnecessary but greatly appreciated.

Sue Brown: Carer of Ken Brown | Garden Maintenance

"I am very grateful for Gary providing Garden Maintenance and being like a friend to Ken, Gary always goes above and beyond in his work and makes it look immaculate and is always looking out for Ken. Gary has helped Ken's mental health to improve and aids in his re-enablement and recovery"



CLIENT/CARER TESTIMONIALS

Alma Newman: Client | Garden Maintenance

"Gary has gone above and beyond with my garden, he did an excellent job and there is nothing to fault with his work and manner."

Boyd Standing: Client | Centre Based Respite

" I would like to say a big thanks to all staff for organising Center-Based Respite, it was a 10 out of 10 and I am extremely excited to come back.

Lisa Treppo: Carer of Connie Treppo | Centre Based Respite

" I would like complement the staff at Centre Based Respite, and I am very happy my mother is attending the group, it has made a difference in her wellbeing and she looks forward to it each week."

Gloria Standing: Client | Social Support Community Trips

" I would like mention how much i enjoyed the trip to the Black Pepper Factory Outlet and the lunch was very yummy, Boyd and I have lost contact with friends during the lockdowns and coming out on the trips has given us a chance to meet new people and make new connections."

Elaine Dykstra: Client | Social Support Community Trips

" I would like give a shout out to Rob (Volunteer) and Amanda Wilson for a terrific trip to DFO, Rob was a safe driver and Amanda made sure we were all having fun. I will be booking in again very soon."

Irene St Clair: Client | Transport and Un-escorted Shopping

" I would like to say thankyou to the staff and volunteers providing this service to me, it has really helped me during such a hard time when I could not manage it myself, I can always count on 39Plus to be there when I need, and you always provide exceptional service."



STAFF/VOLUNTEER TESTIMONIALS

Karol Hawley: Support Worker

" I am extremely fortunate to be employed and work for a truly wonderful company. As a Support Worker I have has the pleasure of spending my time with our client, carers and families, in either one on one or as a group and have witnessed first hand what 39Plus do on a daily basis to so many people in need within our community. So many people rely on our many services we offer. The most beautiful thing about being at 39Plus is that we are all part of an extended family.

Thankyou all for the wonderful memories over the past eight years and here's to many, many more. Stay safe and take care."

Amanda Mitchell: Transport Coordinator

"I have been employed with 39plus since 2019 and have found this organization to be such a caring and compassionate environment to be working in. Our customers and carers feedback I have received since being employed has made me feel extremely proud to be working with 39plus. The care and support not only offered to customers and carers but also staff and volunteers is something 39plus can hold it's head high. It has been a challenging 18months during the pandemic and 39plus has continued to provide support for our customers, carers, staff, and volunteers to a very high standard and will continue to do so. I look forward to a very exciting 2022 and supporting our staff and community in anyway which assists them to live happy, healthy and independent lives.

Anthea Williams: Support Worker

My background is 17years in aged care, and 9years in lifestyle. My previous job in home and community care, I used to transport clients to 39Plus and heard so many good reports from the customers, so that I just had to apply, and I did!

I have been working with 39+ for nearly 2years now. I started just before covid hit, so it has been challenging with all the different requirements, but I enjoy being able to come to work and provide top care to our clients each and every day.

I work in all areas for 39Plus from In-Home Respite, Cottage Respite, Centre Based Respite and Social Support Community Trips all of which I thoroughly enjoy.



STAFF/VOLUNTEER TESTIMONIALS

Sandra Kelly: Volunteer

"I commenced volunteering at 39Plus with the Centre Based Respite group in April 2021 assisting on Wednesday's and Thursday's.

I chose to volunteer my time as I was looking for something more as my children have all grown up and I have time to give.

The most rewarding thing I get out of the volunteering is a sense of pride that you've done something to help improve someone else's life. I have such a soft spot for everyone who attends the Centre Based Respite program and I never thought I would be enjoying Volunteering as much as I do, it has become an integral part of my weekly schedule.

39Plus has opened doors for me that have changed my whole life, Volunteering has made me want more for myself, has given me purpose, I now look forward to a future and believe anything is possible.

I go home each day with a sense of achievement, community and feel valued through all the feedback I receive on my days there.

In July it was announced that I had been selected for Volunteer of the month, this made me feel so proud and made me happy.

I would like to give a special thanks to Clare and Kirby who have been so supportive and encouraged me to start my Certificate III in Individual Support, they have given me the confidence to start a new career"

Trevor Dangerfield: Volunteer

" I am a on the Committee of Management and Volunteering with 39Plus and I just love it!, what a sensational way to become involved in our local community.

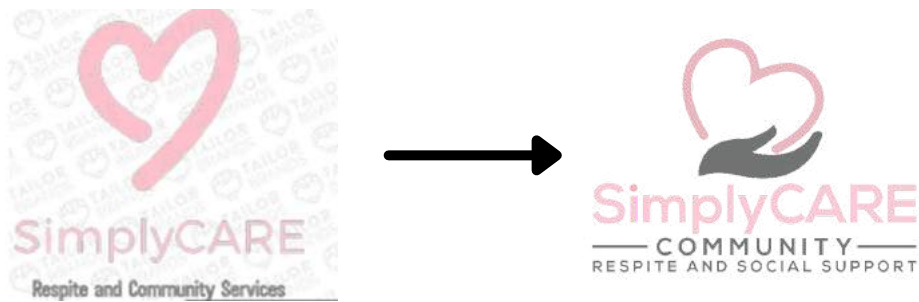
Helping some of our vulnerable and home bound community by driving to the local shopping centres to do their grocery shopping, is so vital. The respect shown to us as a volunteer is just so touching and emotionally rewarding. The pre and post shopping chats provide another warm side to volunteering in this area. As a volunteer, you can learn so much from these wonderful people who provide wisdom and insight into life in general.

Being able to have input into the management of this caring business enables you to 'Simply Care' about those in need on our local community. Guided by the diligent and humane leaders at 39+, as a volunteer, you are respected for the input you have into helping our vulnerable Aussies live life to their fullest. Being a Volunteer at 39+ has enabled many of us to enrich our own community life as we help out with those who need our assistance. Its not hard... just requires a short amount of time commitment."

RE-BRANDING UPDATE

Mid way throughout this year discussions were made in our leadership team meeting on a possibility for changing our trading name from 39Plus to something else, Adam has researched options of name changes and was invited by Committee of Management to present his proposal for rebranding which was received favorably and approved by unanimous vote after his presentation.

The SimplyCARE logo has evolved from initial concept into the approved design we see below



The soft palette of pink and grey symbolises good health and fun.

In psychology pink is a positive color inspiring warm and comforting feelings, a sense that everything will be okay. Pink calms and reassures our emotional energies, alleviating feelings of anger, aggression, resentment, abandonment and neglect.

The soft lines and simple to read text convey the brand message quickly to our target audience and people in general.

The message is instant and clear.

The heart logo is not broken but open in line with our value of compassion and care and everybody is welcome.

FINAL DESIGN AND UNIFORM CHANGE



SimplyCARE
— COMMUNITY —
RESPIRE AND SOCIAL SUPPORT



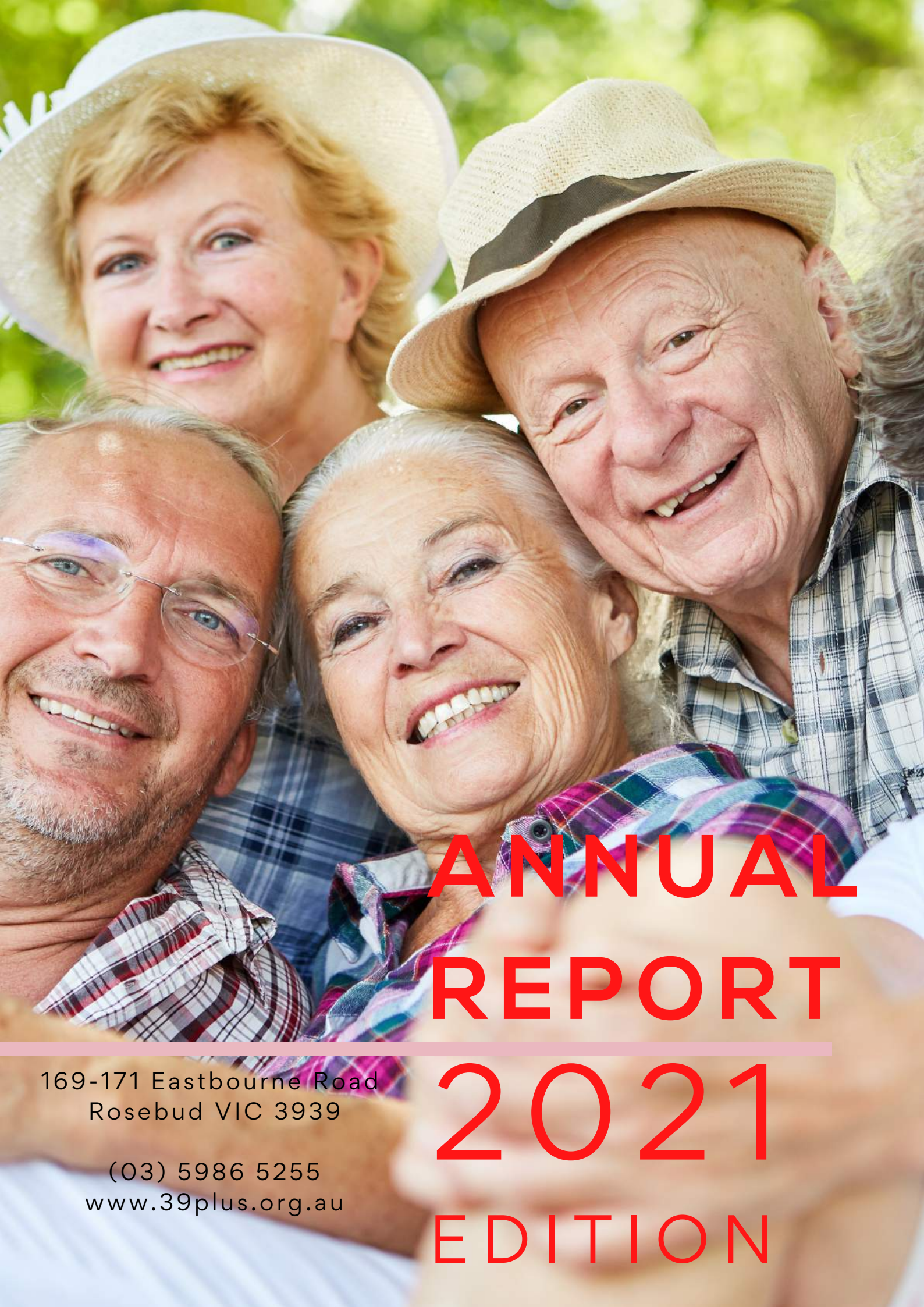


THANK YOU

DONATIONS

Individuals and Local Business Supporters

- The Sticca Family
- The Negro Family
- The Trinh Family
- Inez & Michael Baron
- Isabelle & Jake Sticca
- The Canna Family
- Glenn & Jo Sticca
- Vince Angelico
- Casare & Efi Fatcore
- Nerille Berin
- Anna & Alan White
- Glenys Macaffer
- The Lions Club Rosebud
- The Commonwealth Bank Rosebud



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