CRANES

ANNUAL REPORT

FINANCIAL YEAR 2018/2019

18/19

www.cranes.org.au

Contents

3 Board Chair's Report

4 Acting CEO Report

6 About CRANES

7 Financial Report

9 Departmental Reports

- 9 First People Services
- 12 Information & Communications Technology
- 13 People & Culture
- 10 Abilities, Over 65's & Business Quality
- 21 Child Youth and Family Services

BOARD CHAIR'S REPORT

CRANES has had a very stimulating year. With the sector undertaking the transition into the NDIS world we are all facing a level of uncertainty; but with the great work of our staff we are heading in the right direction and are optimistic about the future.

Firstly, I would like to extend my gratitude to the Board for the opportunity to lead as Chair. I follow in the footsteps of a person whose boots are very hard to fill and on behalf of the Board I would like to thank Mr Stephen Tatham for his years guiding the organisation towards being the premier service provider for our community.

Stephen retired from the board after seven years' service and our heartfelt gratitude goes to him for the role he played in our organisation. Melissa Hayes also retired from the board in January 2019 after five years' service and we would also like to thank Melissa for her valuable input.

Our CEO Angelina Fixter, resigned in November 2018 and our Deputy CEO John Lysaught finished at the beginning of the 2018/2019 financial year. The Board would like to thank both Angelena and John for their passion for serving our customers.

The departure of key members of our Executive Team and Board have undoubtedly been a challenge; however, the leadership shown by our Executive Leadership team and in particular, Yvette Clark in taking on the role of Acting CEO, ensured our organisation headed in the right direction during the 2018/2019 financial year and will continue to provide wonderful services to our community in the future.

Mark Griffioen
Chair

ACTING CEO REPORT

Another busy year for CRANES.....with the ending of some programs and the commencement of others, settling into the new premises at 11 Kemp St, saying goodbyes to some staff and welcoming new people to the organisation.

I would like to firstly acknowledge the time that Angelena Fixter was CEO at CRANES. Angelena came to CRANES at a time when organisations needed to change and map the path for the future as the business changed from a block funding model to that of customer directed funding through the NDIS. Angelena was the CEO from January 2015 to December 2018 and we wish Angelena success in her next appointment.

Until a new CEO was found, it was a privilege to lead a dedicated team of professionals while we recruited for the right person to take CRANES into the future. It took some time to get the right person with Daniel Becker commencing in the role during July 2019. We look forward to his leadership to take CRANES on the next journey of success.

2018-2019 was a year to consolidate the services that we provide. We looked at what new initiatives we had tried, what was successful and what needed to change. This was all about embedding what we do well and doing more of that. This meant that there were some difficult decisions to make in the services/programs that we would no longer be offering.

Our Outdoor Adventure Program went from being a standalone program, to being incorporated into some of the services now being offered as part of Hubs and Clubs.

After 26 years we said farewell to our Early Childhood Intervention Services. This was indeed a very difficult decision to make. We acknowledged the dedicated team at ECI who were committed to providing services to children over those years.

Our Healthy Minds Service also wound up after funding was no longer secured.

The people who deserve recognition and acknowledgement are the CRANES staff and volunteers. They have had to manage significant changes while we embedded new processes, practices, technology and flipped the way we provide services in order to be successful in what we do; creating sustainability into the future.

CRANES has been a strong and committed organisation since the establishment of its beginning in 1988. We understand that in order to live a life of well-being and wellness, it is necessary to live in a healthy environment. We see a healthy environment as encompassing and meeting an individual's housing needs, social network, economic circumstance, their physical and mobility needs, their emotional and intellectual needs, their capacity to make decisions and effect change and their right to personal and spiritual fulfillment.

ACTING CEO REPORT CONT...

With CRANES complement of services and professionally trained staff it is our aim to ensure that all our customers enjoy quality of life. Quality of life is measured through personal and professional experience, we recognise that all people have the capacity for personal growth and positive change. We believe that everyone has a right to participate fully, to have the opportunity to reach their full potential and be supported whilst striving to realise their aspirations. Through the range of services that CRANES offers we are able to help people make this their reality.

Lastly, I would like to thank our customers in all of the services that we provide. Without their patience, understanding, support and choosing CRANES to be their preferred provider, we would not be able to continue and thrive.

CRANES future is bright and the direction is on track. Our commitment to this and our people are what makes CRANES strong.

I hope you enjoy reading the remainder of the report with all services reviews.

Acting CEO - Yvette Clark

ABOUT CRANES

Our Purpose

Promoting freedom of choice for individuals and communities.

Below you will find a brief history and practical information telling you about the organisation, its work and the areas in which it operates.

We are striving not just to be a community support provider, but a team of people with a spring in their step and a fire in their belly. We have a vision for the future of a society that sees all people, respects difference, and offers everyone a place in their neighbourhood. We are working with innovation in an environment where we have blown away the boxes and most importantly, because we believe in social justice, we promote liberty and freedom for all. Welcome to CRANES.

History

CRANES was born of pioneers in the late 1980s. They saw an opportunity for an organisation to be founded that would fulfil the role of assisting people in the community. Thus, CRANES was created as part of the Non-Government sector, when Governments, both State and Federal, commenced funding grant programs that enabled local communities to start delivering their own services. Here in the Clarence Valley there were a number of people who saw that there would be significant opportunities. In July 1988, the organisation was incorporated under the Incorporations Act 1984.

Over a number of years the organisation morphed by bringing together small projects into a cohesive organisation. It carried on evolving until the year 2000 when Mr Michael Foley was appointed as CRANES first Chief Executive. During his tenure the organisation began its property portfolio. In March 2006 Ms Jane Allen was appointed as Chief Executive and continued through until the 1 June 2014 when, sadly, she passed away. Under her tenure the organisation grew exponentially and she dedicated a significant part of her life to what we now know as CRANES.

The organisation is now run by a Chief Executive. CRANES has approximately 150 employees including managers, administrators, operational and frontline staff. The organisation is also fortunate to have volunteers as part of its workforce. We have offices in Grafton and Yamba, covering the Clarence Valley.

FINANCIAL REPORT

Steven D'Souza: Senior Finance Manager

As of the 2018-19 Financial Year, with the transition of customers to NDIA funding, the majority of income, which is approximately 48% was generated through NDIS claims and approximately 8% through NDIS related service delivery. Further, CRANES was partially funded for carrying on its diverse programs and activities by various grants of the NSW Government, constituting about 16% of its total income & Commonwealth Government accounting for 19% of the income. The remaining amount comes from Home Care Packages, customer contributions and rental income. The Financial performance trend has improved significantly as compared with prior years, whereby we had accumulated huge deficits and we forecast to have significant surplus during the financial year 2019-20.

The largest share of organisational expenses is comprised of employee costs, being 82% of the total costs. Around 10% is classified as administration expenses. We also endeavour to spend about 2% on customer inclusion, 2% on developing infrastructure, and 2% on staff learning and development.

The Finance personnel employed by CRANES exercise all professional due diligence to ensure that incomes received are spent conscientiously for the purpose for which they are given. Any surplus remaining after meeting all the obligations is added to the organisational reserve and invested prudently to maximise the earnings.

The cash flow of the organisation is monitored very carefully by ensuring that the forecast is regularly reviewed and updated. Costs associated with providing service to our customers are under constant review. It is our endeavour that our customers do not pay for any business inefficiencies. Robust plans are in place to adapt our financing to accommodate the changing needs of the organisation.

Special consideration is given to Corporate Governance and risk management. We identify and manage the major risks we face in realising our strategy and priorities, meeting our objectives and achieving our plans. We have processes in place to identify, monitor and mitigate the diverse types of risks.

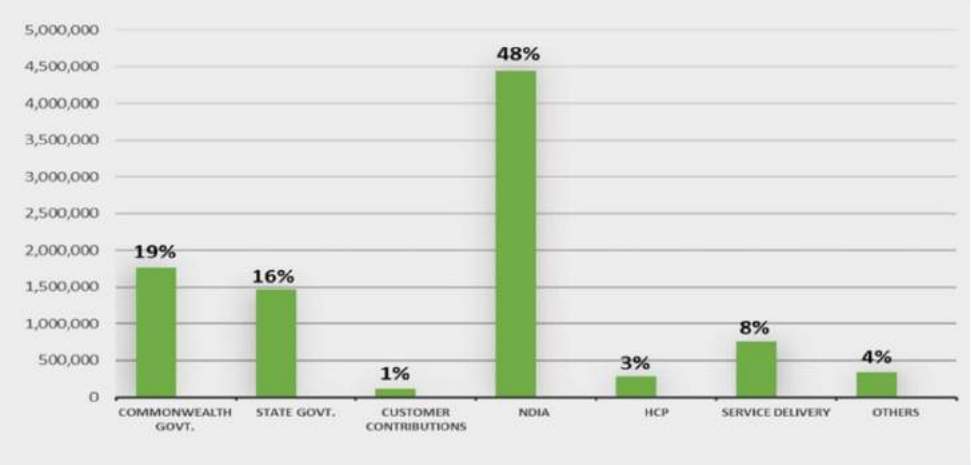
With the change in the external funding environment, we have made significant efforts to equip ourselves for getting accurate reports for measuring business performance. This involved due diligence and transitioning of our Finance & Accounting systems and processes to a modern format that meets the needs of various stakeholders. The entire process although very complex was managed extremely professionally.

Our current financial and non-financial systems ensure that, the financial information conveyed to our customers is completely transparent, accurate, and timely. We ask our customers for feedback on our performance which helps us to identify where improvements can be made to our services, our staffing levels and our operational procedures. We have found reviews of this kind very effective; giving our organisation the flexibility to make changes at short notice.

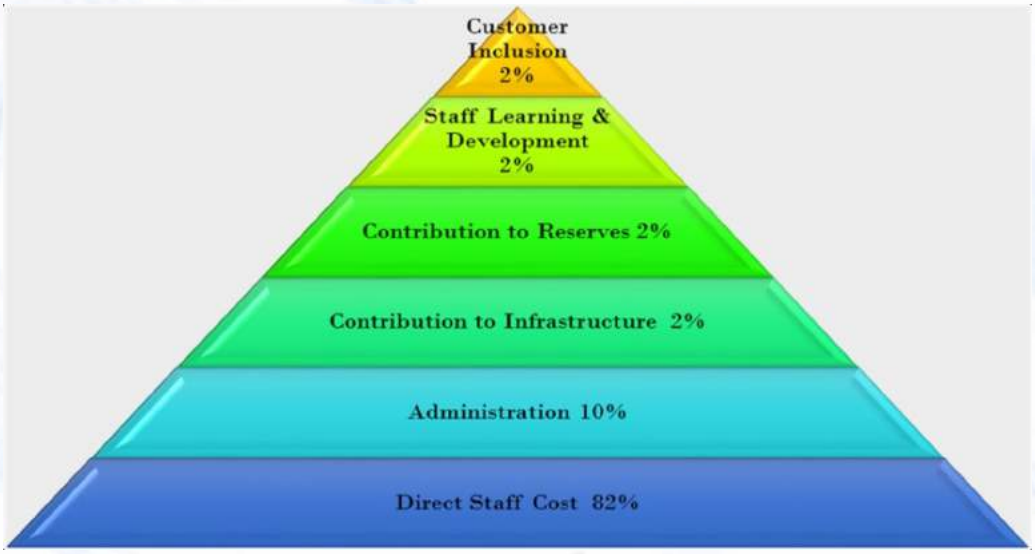
Overall, the organisation has a very healthy financial strength and adequate reserves to meet the demands of changing scenario in the services sector. However, with the NDIS transition, our key focus is on planning our finance and resourcing capabilities. Cash Flows will need to be managed extremely well to cover for any unforeseeable event. We are currently focusing on strengthening our Financial Analysis, Reporting and Finance Business Partnering capabilities to provide our Stakeholders with accurate and concise financial information.

FINANCIAL REPORT CONT...

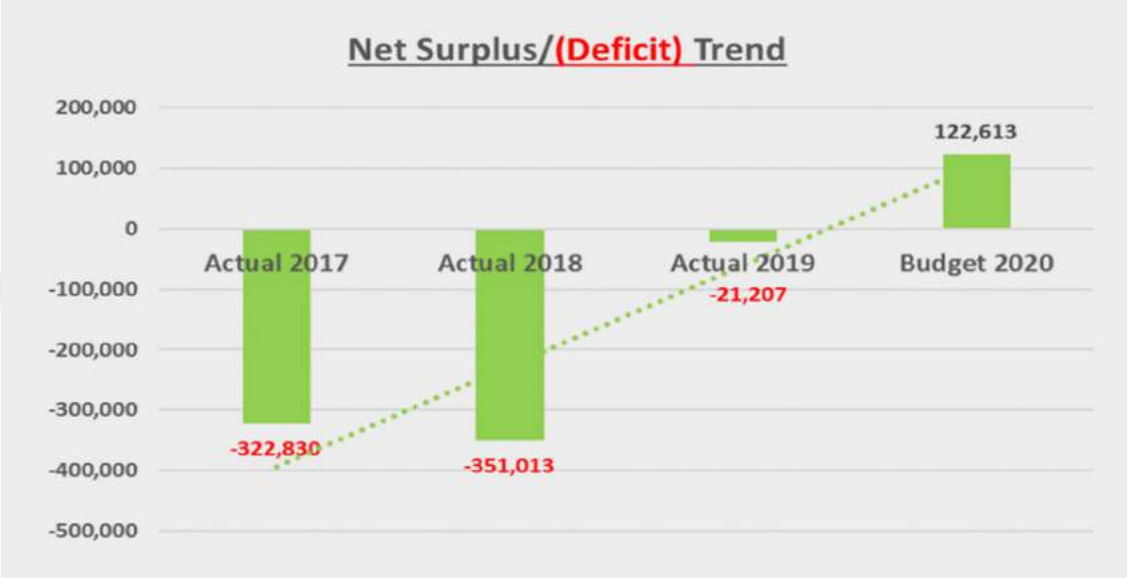
Sources of Income



Application of Income



Financial Performance Trend



FIRST PEOPLE SERVICES

Dorothy Pholi: Senior Manager First People Services

First People Elders Groups Social Support

Once again 2018-2019 financial year has come around very quickly.

Our First People Elders Groups, Social Support delivers services across the Clarence Valley to our First People customers with eighteen Elders ranging from mid-60's to late 90's who participate regularly on Monday's and Thursday's between 10.00am to 2.00pm.

The Grafton group meets at the CRANES hub's and club's venue looking out over the lovely Clarence river.

The Maclean Elders meet on their reserve at Hillcrest Maclean. The group has unfortunately lost three Elders to passing in the last six months which has impacted on current customers.

Morning tea and a freshly cooked lunch is provided for all groups, who love coming together for socialising and yarning amongst themselves about family and community issues and supporting one another when there is unrest within the family or community. The commitment to support one another is unconditional. CRANES transports customers to and from venues and outings.

Elders like to venture out which happens once a month to local beaches, art galleries, alpaca farms, BBQ's and recently a traditional weaving workshop which was a real highlight for them and enjoyed by all. Meeting up with other Elder's areas across the region that are also receiving supports from the CHSP funding occurs and recently the local year 11 high school students invited Elders to be the guest judges for their "Deadly Kitchen Rules", with Elders providing native bush flowers to decorate tables.

These groups are also sought out by Government Departments and community members for advice and consultation on different community and cultural issues, which is appreciated as this keeps them all informed on what's happening in community and it shows respect to all.

The biggest highlight moving forward is the annual Elders Olympics to be held at Bowraville next March 2020, with Elders coordinating fundraising for this event to pay for their accommodation and shirts. Elders were very busy during NAIDOC week selling their arts and craft to contribute towards the Olympics.

Service hours clarify that these Elders don't like staying home with 6,378 hours of face to face service delivery across the Clarence Valley during 2018-19.

FIRST PEOPLE SERVICES CONT.

First People NDIS Customers

At present there are 14 NDIS customers currently sitting with First People Services. 12 customers are receiving direct support, 6 customers are plan managed by CRANES and 5 Customers are being provided with Support Coordination.

Services include individual 1:1 support, providing support to access the local community whilst working towards achieving individual goals and positive outcomes.

This often includes supporting people to access therapies and activities that they would normally not be able to participate in without the support of CRANES and funding of the NDIS, whilst supported by their own First People support workers.

Some customers are participating in small group activities which include attending community events, activities within the Clarence Valley and other events out of the area which promote inclusion and access; which would also not be possible without funding and supports.

CRANES currently provides Short Term Accommodation for two individuals on a regular basis and this not only provides respite for their carers but also develops independence for the customer to access activities of their choice and promote confidence to live more independently.

Abilities Group

The Abilities Group which is made up of 5 men comes together every Tuesday from 10.00am-1.30pm without fail. In this group, we have brothers that only get to see one another at this group. The planning process is done monthly with every customer getting to have a say where the outings are going to be held. The most favourite activity and laughter for the day is 5 games of bingo with prizes to be won.

First People love their football and a trip to Brisbane to watch their favourite teams play was organised, resulting in a very late night getting back to the Clarence and a commitment to make this is an annual event.

The NDIS transition has been difficult particularly for new people who have found it complicated making decisions regarding services as they have never had to do this before. Due to the relationship and reputation with CRANES, these customers have trust in our staff supporting them to meet their goals.

It's been a great year for all our customers, with CRANES delivering a culturally appropriate service to meet their needs, goals and aspirations.

FIRST PEOPLE SERVICES CONT.

First People Meal Services

Currently we have 12 eligible customers receiving freshly cooked hot meals and a sweet drink which is delivered five days a week to their door by volunteers.

Those that are palliative have special dietary requirements, such as vegetarian, soups, or pureed foods. Purchases are made to suit customer needs.

Those that are more mobile, purchase their own fresh fruit and vegetables of choice from the local fruit market giving them the opportunity to get out of the house, ride a bike, walk or catch a bus to meet up with friends.

2,212 meals were delivered across the Clarence Valley during 2018-19 as part of the First People meal services program.

INFORMATION & COMMUNICATIONS TECHNOLOGY

Fred McKew: Manager, Information & Communications Technology

CRANES ICT services the technology needs for staff working at over ten sites and many more working remotely in the community. Our sites employ a mix of technologies allowing for the most appropriate equipment to be used to suit the varied needs of staff and customers. Mobile users also make use of many different devices from mobile phones to tablets and computers.

Privacy and Security

In all cases the privacy and security of customer and staff information is of high priority. Legislation, for example, the mandatory data breach laws which came into effect February last year, also require particular care to ensure CRANES remains compliant. To do this CRANES maintains several specialty systems for tasks such as:·

- Monitoring for viruses, malware, ransomware and scams
- Behaviour monitoring to protect against unidentified threats that may not have been previously detected
- Backups of both local and cloud-based data. With backups being regularly moved to offsite locations
- Mobile Device Management for laptops, tablets and mobile phones. Allowing information to be kept securely when offsite and the ability to lock or remove it remotely in the event of a stolen or lost device

Flow of Information

ICT has also continued to work to improve systems and the flow of information between different business units. The aim is to reduce as much paperwork as possible and allow more time for customer service. Funding from sources, particularly the NDIS, make this work more important than ever, with regular updates and changes to processes being required to maintain compatibility with NDIS requirements.

Challenges

Regarding challenges faced by ICT at CRANES, finding available, reliable, and fast internet services has proven to be the most difficult. With the NBN being delayed several times and the lack of investment by existing Internet Service Providers, several new locations were unable to access even basic fixed line internet. Other sites were found to only have access to older ADSL1 connections. In both these cases, even ADSL2 would have been able to deliver a far better experience. Thankfully, with the arrival in June 2019 of the NBN in many of our Grafton and Yamba sites, we expect to see a marked improvement in the services we can offer.

Throughout 2019-20, CRANES ICT will continue to work closely with both the customer and administrative areas of the business to continue to deliver the best possible service to our stakeholders.

PEOPLE & CULTURE

Denise O'Brien: Senior Manager, People & Culture

CRANES prides itself in providing excellent quality services to our customers.
To provide excellent services, it is important to have exceptional staff.

The impact of the NDIS has seen a swing in the way we move forward introducing changes across our business, building employee capacity to work with people within our community facing significant challenges with complex and varying needs.

Part of offering genuine choice and control to CRANES customers, is building a workforce that represents the different needs and interests of participants including age, gender, language and culture.

We understand that attracting and retaining the best possible people is paramount, so we have now created a workplace that makes CRANES a business people want to work for and an environment and culture where they can succeed.

CRANES has developed a People Strategy to focus on the new workforce challenges faced across the industry, by incorporating a more people/organisational development approach. The aim of the strategy is to support the CRANES business to deliver innovative, people-centred services so that customers can achieve their goals.

The key workforce priorities facing CRANES are currently in relation to recruitment, staff engagement, compliance with essential skills, effective leadership and a culture of openness.

At CRANES we strongly believe that by investing in the growth of our people we are not only investing in the future growth of the business, but more importantly we are investing in the quality of the service we can provide to our customers.

PEOPLE & CULTURE CONT...

Throughout 2018-2019 CRANES built a core capability framework that is wrapped around the behaviours, skills, knowledge, abilities and attributes that contribute individually to the business's collective success. This is the blueprint that enables CRANES leaders to turn management's vision into business success – from recruiting people with the right stuff to managing them, promoting them and having those all-important conversations with them that keep everyone's growth on an upward trajectory.

Moving into 2020, CRANES People Development Plan will be supported by this framework aimed at further developing the growth of the role and the employee, now and into the future.

This will be starting with a clear understanding of CRANES business strategy and the core capability areas required to be successful in a particular position. Such capabilities – qualities and abilities - that will lead the way to our success are:

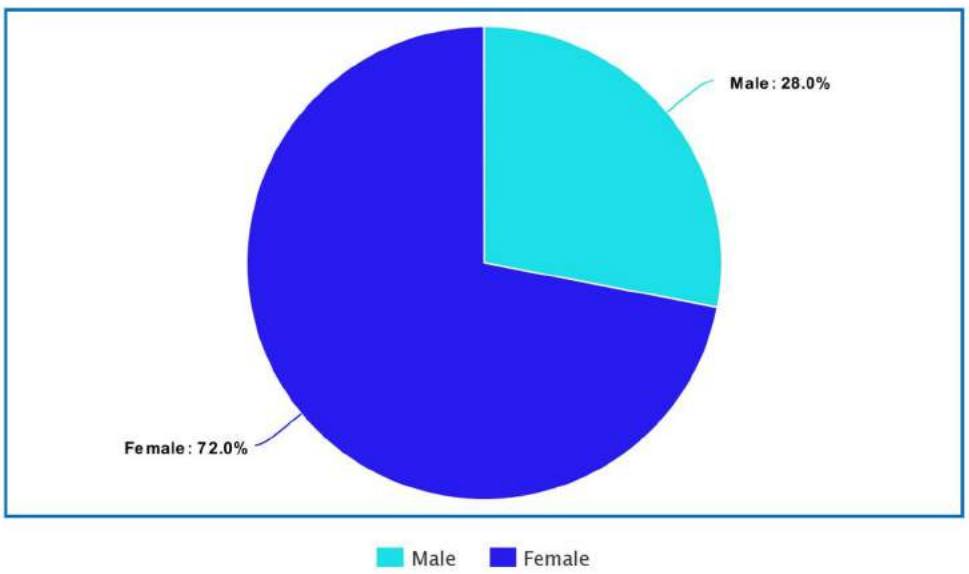
Motivation – We all maintain a positive approach, demonstrate a desire to excel, and project confidence;
Process – We understand and apply effective processes and techniques to achieve full results and maintain all our regulatory requirements;
Responsive – We respond appropriately to all different personalities and traits – communication, feedback and improvement.

Ultimately, no organisation can grow or change at a rate faster than its people. This is the guiding principle for CRANES new successful approach to developing our people. It is not about training for the sake of training; it is about growing our people to ensure that we can provide the best possible service to our customers.

Our Current People Profile:

Employee Demographics:

- We currently employ 165 employees.
- Employees: Female 72%, Male 28%



PEOPLE & CULTURE CONT...

CRANES 2020 People Vision

CRANES 2020 People Vision is a call to action to drive focus on building a great place for us to work. As we work towards achieving best health, well-being and safety across the business, we want to be known for leading by example and nurturing a progressive and healthy work environment.

Our employee experience and our employer reputation will be aligned to our values and purpose.

Our ambition is to be known as a high-performing organisation with a culture of excellence and collaboration. In accepting this, it is important to focus on the wider aspects of our workforce and be united and transparent in our approach.

Our People Plan is to:

- Create an inclusive culture and working environment that provides knowledge, counsel and services to attract, develop and retain a talented, diverse work-force.
- Develop a culture where the workforce is engaged, committed and supported.
- Be the community services provider people want to work for across the Clarence Valley region.
- Grow the right way by finding the right people with the right skills for the right job to enable CRANES to deliver high quality care and support to our customers.
- Maximise resources and build consistency to ensure our workforce does what it needs to be successful and to meet the needs of tomorrow.

ABILITIES, OVER 65'S AND BUSINESS QUALITY

Yvette Clark: Senior Manager Abilities, Over 65's and Business Quality

Ability Services

Another year of NDIS, another year of challenges. We have worked really hard this year in streamlining our processes, claiming and getting the right support for our customers. We have seen new customers engaging with their first service with CRANES and customers returning back to CRANES. This is a credit to the dedicated and motivated staff.

Another success is making sure that we have the right fit for our customers. All recruitment has a customer representation for all interviews. This is powerful and makes sure that we get the right person for the role to support our customers.

Accommodation

Our largest growth area is Accommodation, and this will again be a focus for the next financial year 2019/2020.

Supported Independent Living – (SIL):

These are very exciting times for our Accommodation Program which has seen a substantial growth with the implementation of the NDIS.

Supported Independent Living (SIL) Accommodation has proven popular with many people in our community wanting to live independently but needing support to do this. Supports can range from drop in support to 24-hour care.

Moving away from the stereotyped “group homes” to a shared living model where our customers have total say about where they would like to live, what type of accommodation they want to live in and who they want to share their home with. CRANES aim is to secure homes that better suit our customers accommodation needs providing more choice around their own lives and the journeys they wish to embark on.

With a focus on customer choice and supporting our customers to reach their goals, CRANES likes to believe that we are turning houses into homes by assisting customers to live as independently as possible.

Specialist Disability Housing (SDA):

We are about to venture into our first SDA property having partnered with a housing development company who have already purchased land within Grafton and are very keen to start a new home build by the end of 2019. This is an exciting time for CRANES and we are looking forward to being able to provide more homes for people needing specialised housing and working with other organisations to build lifelong homes for people in our community.

ABILITIES, OVER 65'S AND BUSINESS QUALITY CONT...

Short Stays (STA):
In late 2018, we moved our short stay accommodation to a modern property in South Grafton. This location provides us with the opportunity to have two houses on the one block, with one being a four-bedroom house and the other a smaller two-bedroom house. Having the option of these two houses allows CRANES to be able to accommodate our customers' needs and preferences for support.

The properties have proven popular with customers who are needing a holiday and a break from routine day to day activities. Customers are supported throughout their stay and share their holiday with other people with similar interests, so their holiday is a memorable one. STA customers participate in social and recreational activities of their own choosing and often go on day trips and shopping trips to some of the scenic towns and villages in our valley.

Daily Life

Live the life that you want to live, do what you want to do, experience new challenges and reach goals. Our Daily Life program provides the opportunity for our customers to achieve this. Our staff walk beside our customers to build capacity and empower the person to live the life they choose. Each person builds their support and plan around these objectives allowing each to connect with their community, have increased participation in the community and form relationships/partnerships to further support the meeting of their personal goals.

Covering the Clarence Valley, CRANES has been successful in providing over many years support and services to our customers. Finding the right person to provide the support, in the right location is something that CRANES strives to achieve and will continue to do into the future.

Hubs and Clubs

Hubs and Clubs continues to be a popular program offered by CRANES with plans underway to expand the program and what it offers by establishing new spaces for the program to continue to grow.

Joining the Hubs and Clubs program is about getting out and about, learning new skills and achieving outcomes for each individual with programs running in both Grafton and Yamba.

A monthly program is created with the customers who attend to ensure that everyone's choices are taken into account. We understand and value that customer choice and control is paramount to the successes of our programs and developing skills to live more independently.

ABILITIES, OVER 65'S AND BUSINESS QUALITY CONT...

Plan Management

Plan Management continues to grow with our Plan Manager working with customers to ensure they have an understanding of their plan, ensuring that it falls in line with their identified goals.

Sparkle Flock (Domestic and Yard Services)

Sparkle Flock continues to be a popular choice of service offering for CRANES. The main objective of this service is for people to be able to live independently in their homes by providing assistance with household duties to ensure that the home stays safe and well maintained. This is achieved by assisting the person to care for their home just the way they like it.

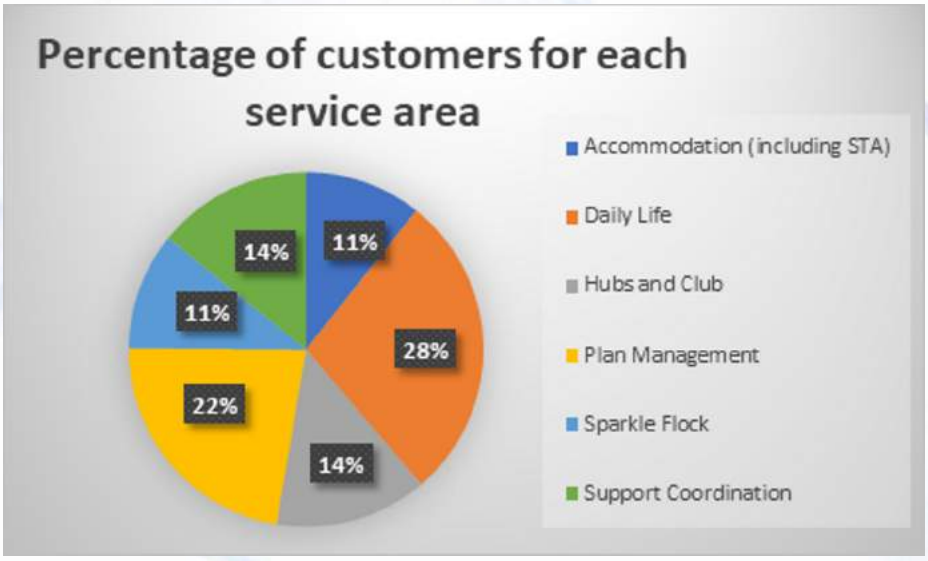
ABILITIES, OVER 65'S AND BUSINESS QUALITY CONT...

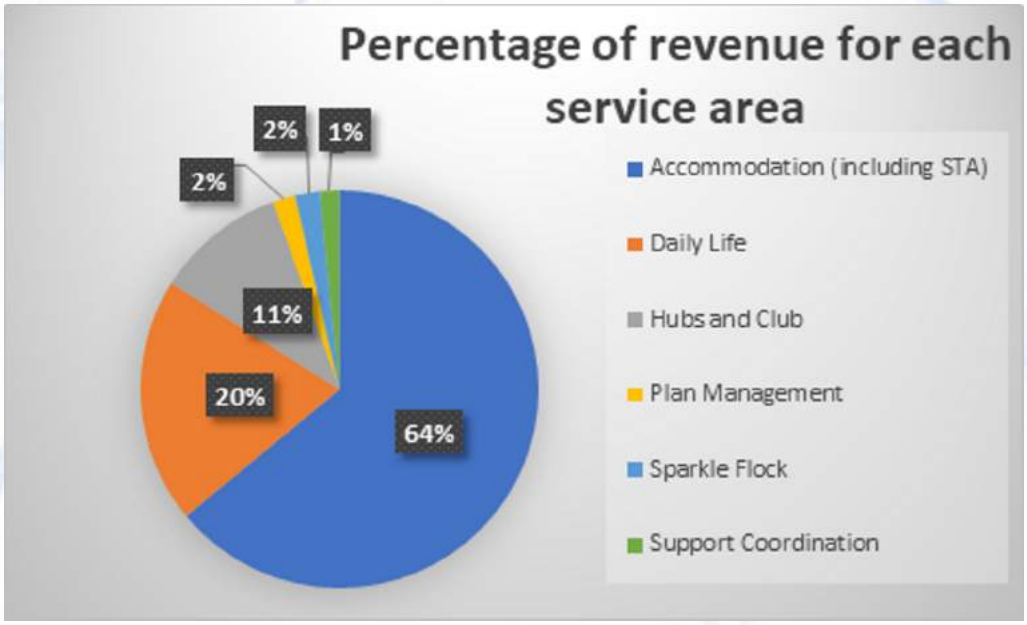
Support Coordination

Support Coordination continues to be a successful service offering and one which CRANES will continue to grow to enable careful planning and designing of supports that are required to implement our customer plans.

For a successful plan we believe a combination of mainstream services, service providers and informal supports are what enables the plan to be successful for the person.

Supporting the customer to achieve, learn and build skills to effectively liaise with other service providers and strengthen the ability to access services without support is our goal.





ABILITIES, OVER 65'S AND BUSINESS QUALITY CONT...

Over 65's

The aged care sector has undergone significant changes in recent years with a view to improving the sustainability of aged care services and customer choice and control. The aim of the sector change is to ensure that services provided are more effective and efficiently support older people to live in their homes and communities for longer.

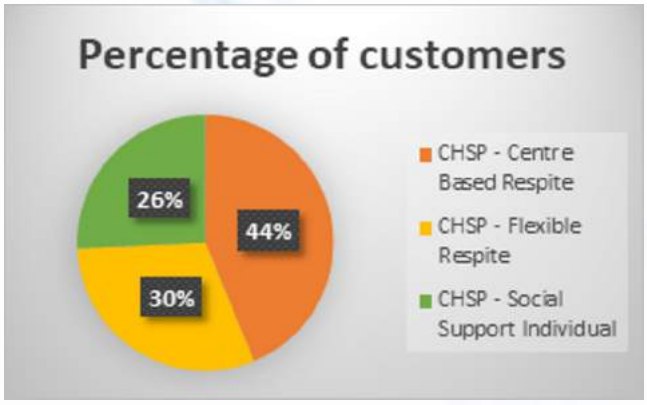
The most significant change will be the transition to the new Aged Care Quality Standards which will see one set of standards across the Aged Care Sector, with full roll out expected from 1 July 2019. These new standards will replace the Home Care Standards and will shift the focus back on outcomes and reflect the level of care and services for the customer.

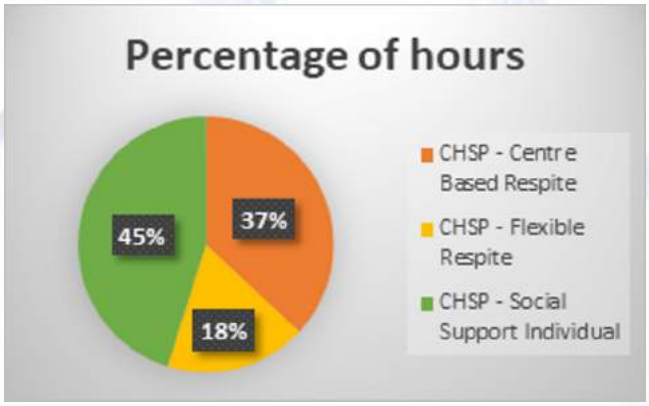
CRANES was successful in meeting full compliance in January 2019 against the Home Care Standards and expects a seamless transition to the new standards.

CRANES provides two government funded aged care services; Commonwealth Home Support Program (CHSP) and Home Care Packages (HCP). We also provide private services and brokerage services.

The CHSP program has a focus on reablement and wellness which is about building on people's strengths, their capacities and achieving goals to help them remain independent live safely in their own home and community. Contracts for CHSP have been extended until 2022 which is a welcome announcement to be able to continue to provide these services for our ageing community.

The charts below outline some of the services that are funded in CHSP. Other service types are Allied Health and Transport. CRANES First People Services also provide CHSP services.





The HCP program provides services for people living in the community who have greater support needs and wish to remain living in their own home for longer. Packages are assigned to a person and then they choose a service provider to implement their package. We work closely with the person and their carers/families to make sure that the goals of the person are met, and their clinical needs are being taken care of to ensure that the person can remain in their home for longer.

To add to the services that we provide we also have a number of brokerage partnerships with other organisations to provide quality care to people in the community.

CHILD, YOUTH & FAMILY SERVICES

Michelle Allen: Senior Manager, Child, Youth & Family Services

CRANES' Children, Youth & Family Services have over the past twelve months continued to provide opportunities for individuals across the Clarence Valley to enhance their individual, family and community well-being. Offering a suite of services from early childhood education at our Jacaranda Preschool, individualised Family Support, through to a Palliative Care Volunteer Visiting Program, all services are tailored to meet the needs and goals of the individual.

Family Services

This program aims to increase the well-being and safety of children, young people and families. CRANES Family Workers assist families to navigate through life's difficult situations by listening, advocating and by referring to appropriate services. With 684 children, young people and parents supported over the past twelve months, assistance was provided with accommodation, financial stress and budgeting, domestic violence, mental health concerns, problems at school, legal matters, court support and parenting.

A weekly outreach service in partnership with Camellia Cottage has been established to service families with limited transport opportunities in the South Grafton area.

"It's a relief to know we have someone in our corner" – Family Support participant

"I thank you for all the hard work you have done for my family and myself. We are grateful for your service and time" – Family Support participant

CRANES Family Services are funded by the Department of Communities and Justice (DCJ) under Targeted Early Intervention. The Department is currently working on redesigning the service system and CRANES has actively engaged in all available forums, training and feedback processes as we work together with DCJ to ensure that children and families are supported in achieving more positive pathways in life.

CHILD, YOUTH & FAMILY SERVICES CONT...

Parenting Workshops

Parenting Workshops strengthen family relationships, prevent breakdown and ensure the wellbeing and safety of children through education and skill development. CRANES parenting workshops and extended courses assist parents, grandparents and anyone raising a child by providing strategies to reduce stress, manage conflict and to stay connected. Facilitators were trained to present Tuning into Kids, an evidence based parenting program that focuses on the emotional connection between parents and children and the Black Box parenting program, an innovative program developed specifically for the challenges faced after trauma.

Courses Delivered:
Bringing Up Great Kids
How to Talk so Teens will Listen
After the Storm
Understanding Anger
Building Resilience
Calmer Homes
Navigating Parenthood
Talking to Kids about Computers
Blended Families
Tuning into Kids
Keep Calm and Stress Less
Brain Child

Overall 272 participants attended the workshops.

"I really wasn't too sure what to expect but found this so insightful for both myself and my children and have learned so many valuable tools toward my parenting skills that I am already putting into practice and will continue to do so." - Family & Relationship Services Parenting Workshop participant.

"The emotion coaching program has helped me be a lot more aware of my children's behaviours, feelings and emotions. It has also helped me be more aware of my own feelings, emotions and behaviours." - Family & Relationship Services Parenting Workshop participant.

CRANES Family and Relationship Services, Parenting Workshops are funded by the Department of Social Services.

CHILD, YOUTH & FAMILY SERVICES CONT...

CRANES Playgroups

CRANES Playgroups provide families with children under the age of 5, the opportunity to socialise with other families in a safe and caring environment and explore services available within the wider community. Playgroups create time for families to connect with their children and form strong relationships which then contribute to building strong and positive communities. Playgroups were held in Grafton, South Grafton at Camellia Cottage, Iluka, Baryulgil and Malabugilmah.

"The kids are so comfortable with you fellas, they can't wait for you to come and play" – Grandparent

To meet community need we partnered with Gummyaney Playgroup to share culture and promote community inclusion.

"This has been a great success and our expectations were exceeded with non-Indigenous and Indigenous families coming together to close the gap and achieve a great community"
– Playgroup Co-ordinator Gummyaney PlaynYarn Playgroup

CRANES Supported Playgroups are funded by the Department of Communities and Justice.

CHILD, YOUTH & FAMILY SERVICES CONT...

Jacaranda Preschool

Jacaranda Preschool is a 36 place preschool located in South Grafton and has been part of the Clarence Valley Community for 50 years. Following the Early Learning Years Framework (ELYF), the preschool works toward outcomes through play based activities and experiences and the promotion of independence in readiness for school.

The preschool's outdoor learning environment has been recently upgraded with the inclusion of a water tank, dry creek bed and raised garden beds allowing the children to explore food cycles and sustainability.

During the past twelve months some of the special events celebrated by the preschool included Fathers, Mothers and Grandparents Day, Book Week and Anzac Day. The children also participated in learning activities around safety with pets, children's first aid, PJ day to promote asthma awareness, National Tree Planting Day and National Simultaneous Story Time Day. A particular highlight for the children and staff was a visit from members of the CRANES over 65's Sunshine Club who attended the preschool to join in the preschool's activities.

"I loved painting with the little ones" - Sunshine Club customer
"It brought back memories of my childhood" – Sunshine Club customer

The preschool was assessed against the seven quality areas of the National Quality Standards, a comprehensive process involving continuous self-assessment, submission of a quality improvement plan and a site visit from the regulatory body. The assessment outcome deemed Jacaranda Preschool as providing a safe education and care program.

"Your service is acknowledged for its efforts to provide quality outcomes for children. The achievements in establishing and maintaining positive relationships with children and their families are commended". – Assessment Officer.

The process allows us to identify our strengths and areas for improvement which then become focus areas in our Continual Quality Improvement Plan.

Jacaranda Preschool is funded under the NSW Government Start Strong initiative.

CHILD, YOUTH & FAMILY SERVICES CONT...

MyTime

MyTime is for parents and carers of children with a disability, developmental delay or chronic medical condition. It's a place for you to unwind and talk about your experiences. It's a world away from appointments and therapy. MyTime members come from different backgrounds and their children have different abilities and needs.

Through talking about their experiences, carers share their varied ways of reacting to and coping with challenges. Members support each other and build relationships, which can lead to an increased sense of belonging and well-being. The group hosted guest speakers from Aspect, NSW Fair trading, and a Speech Therapist as requested by the group. A particular focus was taken on promoting the well-being of the parents and carers by providing relaxing experiences and activities such as a pamper day, herbal tea tasting and a try essential oils day. MyTime is funded by Playgroup NSW.

Family Contact Visits

Family contact visits provide a trained supervisor and a safe place for children to have contact with parents and significant people in their lives. The service supported 356 visits helping with establishing relationships between children and parents and significant people in their lives when there has been a period of limited or no contact.

"Your service has allowed me to continue my relationship with my children until my family court matter is finalised" – Supervised Contact customer

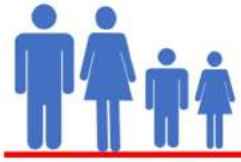
Palliative Care Volunteer Support Service

The Palliative Care Volunteer Support Service is one of the allied health services available to people in Palliative Care in the Clarence Valley. It supports people to live their life as fully and as comfortably as possible when living with a life-limiting illness. Thirty-two patients, their families and carers were visited by our 13 wonderful volunteers. To provide this service, CRANES relies upon generous community donations which totaled $12,650 and funding from NSW Health and Cancer Council NSW.

CHILD, YOUTH & FAMILY SERVICES CONT...

Family Support

684



Number of children, young people, parents & carers who engaged in individual support

Parenting Workshops

272

Number of participants who attended a parenting workshop

Playgroups

428

Number of parents, carers & children that attended playgroups

Jacaranda Preschool

97

Number of children enrolled

Supervised Contact

356

Number of supported visits between children & parents

MyTime Support Group

21

Number of carers who attended

Palliative Care Volunteer Support Service

Number of patients supported

32

Number of volunteers

13