

North Stradbroke Island Aboriginal and Islander Housing  
Cooperative Society LTD



**North Stradbroke Island  
Aboriginal and Islanders  
Housing Cooperative  
Society Ltd**

**Annual Report  
ANNUAL GENERAL MEETING**

**2019/2020**

# Contents

Our vision

---

Our history

---

## **Section 1 – Governance**

---

Board of Directors

---

Our people

---

Our supporters

---

## **Section 2 – Operational Reports**

---

Chairperson's Report

---

Treasurer's Report

---

General Managers Report

---

- Housing Program Report
  - Myora Caravan Park Report
  - Nareeba Moopi Moopi Pa Report
  - Minjerriba Respite Centre Report
- 

Acknowledgements

---

Looking to the future

---

## OUR VISION

**'TO PROVIDE HIGH STANDARD, QUALITY HOUSING AND RELATED SERVICES FOR OUR QUANDAMOOKA COMMUNITY'**

## OUR VALUES

-  **COMMUNITY** - *respect and prioritise our Quandamooka people.*
-  **INTEGRITY** - *be true to our values and honour our words and actions.*
-  **LEADERSHIP AND INNOVATION** - *embrace change by searching for new solutions to old problems.*
-  **LEARNING AND DEVELOPMENT** - *value staff and their personal and professional development.*
-  **ENVIRONMENTAL SUSTAINABILITY** - *manage today for future generations.*

## OUR HISTORY

On the 2<sup>nd</sup> August 1973 the Inaugural meeting of the Stradbroke Island Housing Society was held at the Dunwich Public Hall. Aunty Florence Coolwell was the first President and Aunty Ailsa Perry was elected as the Treasurer.

On 5<sup>th</sup> November 1979 the formation meeting of the North Stradbroke Island Aboriginal and Islanders Housing Co-operative Society Ltd ('NSI Housing Co-op') was held at the Dunwich Public Hall. Aunty Kath Walker was elected as President and Aunty Ailsa Perry as the Treasurer.

On 8<sup>th</sup> September 1980, the NSI Housing Co-op was incorporated under the Queensland Co-operative and other Societies Act 1967-1978. It was later registered under the Co-operatives Act 1997 (Qld) on 4 December 1997. Meetings were held in the Dunwich Scouts Hall or private homes until the purchase of our office at 18 Welsby Street, Dunwich on the 14 December 1984.

Today, the NSI Housing Co-op own many properties including, tenanted houses in the Dunwich community, Myora Caravan Park (143-145 Dickson Way, Dunwich), Minjerriba Respite Centre (25 Bingle Road, Dunwich), Nareeba Moopi Moopi Pa Aged Care Hostel (28 Dickson Way, Dunwich) and the Old TAFE (location of Horizon Office, Yulu-Burri-Ba Men's Shed).

**Nareeba Moopi Moopi Pa Aged Care Hostel** was established in June 1994 and was situated at 24 Dickson Way, Dunwich as a four-bed residential aged care accommodation. In July 2004, a new 14 bed aged care facility was constructed at 28 Dickson Way, Dunwich where Nareeba Moopi Moopi Pa Aged Care Hostel is situated today. In 2019 the Federal Government approved a further 10 bed licences and ACAR funding in readiness for an expansion of the building. The state government through the Economic Transition Strategy also pledged funding for the expansion of Moopi.

**Minjerriba Respite Centre** started operating in June 1994 at 24 Dickson Way, Dunwich using part of NMMP's Aged Care building to deliver services to Respite clients before they relocated to 25 Bingle Road, Dunwich in January 1997 where the centre is still situated today.

**Myora Caravan Park** was purchased in January 1994 and has a total of 36 sites. Five of these sites, including the Manager's quarters is owned by the Housing Co-op. The remaining sites are occupied by privately owned cabins.

## SECTION 1 - GOVERNANCE

The Board of Directors continued to be an important part of the strategic management of the organisation during 2019/2020 financial year.

### BOARD OF DIRECTORS

NAME	POSITION
Beryl Bancroft	Chairperson
Karen O'Brien	Vice Chairperson
Margot Wagner	Independent Director/Treasurer (from Feb 2020)
Tia Kaden	Secretary
Jeanette Burns	Director
Sylvan Borey	Director
Ronald Close	Director
Dianne Barker	Director
Desley Walters	Director (until March 2020)
Karzel Chandar	Independent Director/Treasurer (until Oct 2019)
Megan (Kaden) Hammant	Secretary (until Sept 2019)
Rebecca Coghill	Director (until July 2019)

At the end of June 2020, NSI A & I Housing had 240 members.

### OUR PEOPLE

Over the 2019/2020 financial year we have employed on average, approximately 61 staff across the four programs – Housing; Myora Caravan Park, Nareeba Moopi Moopi Pa and the Minjerriba Respite Centre. Our focus continues to be on employing local people at every opportunity. We believe this is beneficial for the organisation and the community.

There has been some movement in our Management through the year. The General Manager, Cheryl Russell left the organisation in March 2020, with Bec Easton in an acting arrangement until we undertook recruitment to the role. There was also an acting arrangement with the Centre Manager at Minjerriba Respite Centre and a Care Manager at Nareeba Moopi Moopi Pa.

During the period there was appointment of a HR Manager, a casual Accountant and an additional RN and other people in varying positions.

We thank the team of volunteers that attend our services regularly, to provide important components of our services that assist us to better serve our community.

### OUR SUPPORTERS

North Stradbroke Island Aboriginal and Islander Housing Co-operative wish to thank all our supporters that contributed to the operation of our services throughout the year by providing advice, support and donations.

## **SECTION 2 – REPORTS**

### **CHAIRPERSONS REPORT**

Yura (Welcome)

I would like to acknowledge the land on which we meet here today, Quandamooka Country, and acknowledge our Elders past present and emerging.

I want to welcome you here today. Firstly I wanted to thank the Board of Directors who continue to be an important part of the strategic management of the organisation during 2019/2020 financial year. Their focus has been on sustainability and viability and a little responsive to the events that occurred during the year in the best interests of the community. I thank the Board of Directors and their time and dedication throughout the year. Some Board Directors continue and I thank them for their service but also a few Board Directors left us during the period and I wanted to thank them for their Service in the time they were on the Board.

I also wanted to make special mention and acknowledge Aunty Joan Hendriks who passed in late January 2020. Aunty Joan has had a long association with NSI Housing either in a Board Director capacity or as a volunteer. She has left a legacy of commitment, integrity and respect, as an example for all of us to continue on with. Aunty Joan had worked tirelessly to support our aims in providing essential services to the community. Her loss is not only a loss to NSI Housing, but a loss to the community. [1 minutes silence] We hope to continue Aunty Joans legacy (and the legacy of others) in continuing to provide Services for the community.

At this time, I remember back to last year when we celebrated our 40 year anniversary of operating community services to our people. So much has occurred in the last 12 months and some events have caused a lot of upheaval in the community. I will just spend a little time acknowledging our staff and the community in assisting us during some major events that occurred throughout the reporting period including:

- the localized bush fire in August 2019, which saw the removal of all of our Residents at Moopi and smoke damage to the building which delayed their return.
- the global pandemic of Covid-19 has had a major impact on all of us, including all of the team and what has been a major disruption to all operations during this period of lockdowns, restrictions and border closures. We continue to feel the effects of Covid-19, with today being an example of having to social distance and the continued use of sanitisers.

In response to the fire, we have reallocated funding that we received to the Refurbishment and Fireproofing Project of Moopi to ensure that our Residents and staff are safe and to put everything possible in minimising the risk of future bushfires to the ongoing operation of Moopi.

Our response to the Covid-19 pandemic has put our community and the whole country in a state of turmoil. During the initial onset of the pandemic, we saw major restrictions being introduced including the closure of Services across the island.

We will continue to put safe practices in place – recording of information for ‘contact tracing’, asking people who are suffering from symptoms, to stay at home and self isolate, and to continue with best practice for the health of each of us, our clients and residents and the community as a whole.

During the time of the pandemic we have had the opportunity to consolidate some of our work and really focus on our activities. We were forced to do a lot of our work remotely and the staff had to change some of their work to being online and having meetings over the phone.

We hope to see the end of Covid-19 for the sake of all of us soon....

In the meantime we have a number of exciting things planned in the future:

- We were successful in receiving from the Department of Health that will see the development of a coordinated Marketing and Communications strategy; the purchase of a new bus for Moopi and the establishment of a dementia-friendly, sensory garden to be established at the rotunda at Moopi.
- In response to the bush fire, we are now focussing on using the *Economic Transition Strategy* funding and the ACAR Funding that we received in a major refurbishment of Moopi with a focus on fireproofing the building. The refurbishment project is due to start in late February 2021 and will end in September 2021. This will be a great outcome and to undertake a major facelift for Moopi. The team will be providing updates throughout the construction and Site Plans can be seen in the meeting room after the meeting.

I would like to acknowledge the very dedicated, passionate group of staff that we have and how they have responded to the events over the last 12 months. I would also like to thank the Board of Directors and their contribution of time and hard work over the year as we transition into another year with a brighter future and to continue to provide services to the community.

## **TREASURERS REPORT**

The financial year 2019/2020 saw two events that impacted greatly on the financial viability of the organisation – namely the bushfire in August 2019 and the outbreak of Covid-19. We, like other community services especially in the area of aged care services were acutely affected by Covid. Some highlights are outlined below:

### **SUMMARY OF FINANCIAL PERFORMANCE**

- Overall the profit for 2019/2020 amounted to \$9,871. Profitability was affected by the bushfire in August 2019 as well as the Covid-19 global pandemic.
- The Covid-19 restrictions also affected our expenses in that our expenses were down. Service delivery was severely impacted in the area of Home and Community Services as we were not able to provide services into the home, and the services we could, ie Transport, were reconfigured into Shopping and shopping pickups. Respite during this period could not fully operate for a period of time and clients were adhering to health advice to stay at home.
- Our profitability was boosted by Covid-19 based Employee Initiatives (JobKeeper and the Cashflow Boosts) which amounted to \$442,000 up until 30 June 2020.
- We continue to see the effects of Covid-19 and will likely be affected by this for some time yet.

### **SUMMARY FUNDING RECEIVED 2019/20**

- The total income received by the organisation in 2019/20 was \$3,657,000 which is slightly up from last years.
- Grants were received included BCWF (NDIS Readiness Program); Business Advisory Services which saw a financial and operational review of our organisation form PriceWaterhouseCoopers; and Foundation for Rural & Regional Renewal (FRRR) supported the purchase of a vehicle to support mainland transports.
- Subsidies received from Dept of Health funding for Moopi Residents. Total funding amount of \$1,247,015
- Our Housing recorded a \$75K loss due to some houses not being fully tenanted. It is positive that Housing had no tenants who were financially affected by Covid or requiring financial consideration.
- Respite had a profit of \$103,,605 however we weren't able to fully Service clients due to covid-19
- Myora Caravan Park reported a surplus of \$14k
- Cash position remains stable at \$2.2M slightly down from last years amount of \$2.3m.
- Overall Total Equity slightly improved from \$7.94m from \$7.93m.

While the Profit and Loss for the year shows a positive of \$9,871, this was supported by the Covid-19 Government measures, ie Job Keeper. Without these initiatives, we would have recorded a loss of \$432,129.



## **FUTURE POSITION**

For 2020/2021, we are:

- The Moopi Refurbishment and Fireproofing Project will provide a new facelift to Moopi and with the addition of ensuites and some configuration changes, will position the organisation for future financial viability
- Funding from Business Improvement with the development of the Moopi Garden (around the rotunda), the addition of a new 12 seater bus and other planned community events to support the wellbeing of Moopi Residents also contributing to our future viability
- The development of a future Marketing and Communications Plan will support our future Residents to Moopi as well as access to our other services to build our financial capabilities and capacity for the future.
- Focussing on maximising and the timeliness of ACFI to better support the care needs of clients whilst being funded appropriately for their care;
- Registering for Home Care Packages and NDIS to better support our clients with funded programs that support their needs.
- Focus on occupancy rates and profitability to better support our long term property tenants

## **GENERAL MANAGERS REPORT**

I would also like to acknowledge the Board of Directors and their dedication to the work of North Stradbroke Island Aboriginal and Islander Housing Cooperative Society Ltd (NSI Housing). It is with their contribution that the organisation had some great outcomes this year and ensuring financial viability for NSI Housing through policies and procedural review and project oversight throughout the year and increasing organisational accountability.

By way of introduction, my name is Ben Thomson and I was recently appointed as General Manager from 1 September 2020. I wanted to note that over the last financial year from 1 July 2019 to 30 June 2020, there had been two General Managers – Cheryl Russell who left the organisation early in 2020 and Bec Easton, who was in an acting capacity from April through to October 2020 this year, but covering off for the reporting period.

They provided leadership to the Team and have been instrumental in securing the financial viability of the organisation by getting a number of funded projects that will see these benefits be passed onto our Organisation and in servicing our Community into the future.

I thank the Members for their participation and involvement in our organisation and look forward to the future for 2020/2021.

## **HOUSING REPORT**

North Stradbroke Island Aboriginal and Islanders Housing Cooperative Society Limited (NSI A & I Housing) provides affordable long-term accommodation. The financial year has been quite challenging due to the global pandemic of COVID-19. Fortunately it is important to note that not one of our tenants sought financial consideration during the period, with the use of Job Keeper and ongoing employment from their employers and the continuation of benefits. We are happy to report that our Tenants continue to stay safe and health, and not affected by Covid.

NSI A & I Housing currently own 44 properties which includes 35 houses, 3 flats and 6 Independent Living Units (excludes 6 x Barton Street flats).

A property was purchased by one of our tenants in September 2019. This is a wonderful outcome as NSI A & I Housing was set up to allow our tenants the opportunity if they chose to purchase the property, they resided in.

As at the end of June 2020 we had 5 tenants in rental arrears out of 43 tenants. Payment arrangements are offered to tenants experiencing financial difficulties.

In the event that there are breaches to a tenants' tenancy agreement, NSI A & I Housing has a complaints system that aims to work with tenants to maintain success in their tenancy. Some options include repayment arrangement for rental arrears or excess water; providing opportunities for tenants to respond to and rectify neighborhood complaints, prior to us taking these matters further. The aim of the complaints process is to be fair and transparent and to build harmonious relations between neighbors and across the neighbourhood.

NSI A & I Housing continues to undergo a regime of property repairs and maintenance and assisting with maintenance at all of our sites including Minjerriba Respite Centre, Nareeba Moopi Moopi Pa and Myora Caravan Park.

Contractors we have used in the past year, Brett Holden, Mazzoni Plant Hire, Stradelec, Stradbroke Electrical Services, Phoenix Plumbing, MacFarlane Plumbing, and Straddie Tree Care just to name a few. NSI A & I Housing is thankful to have the Contactors available to undertake the work required.

Australian Roofing Solutions assisted with roof replacements on 6 properties.

Frank Wruck continues to support NSI A & I Housing on a Voluntary basis to give guidance to the upkeep of our properties. Thank you, Frank.

### **MYORA CARAVAN PARK REPORT**

The Myora Caravan Park operated well throughout the year, and we saw the end of an era with Peter Shackell retiring as the Park Manager and the onboarding of a new Caretaker, Greg Shean commencing in February 2020. The new Caretaker continues on with the standards set by Peter and aims to provide a liveable environment for our Residents at Myora Caravan Park.

Our new Sewerage Treatment Plant is functioning well and operationally sound. We are required to take samples to monitor the effectiveness of the plant and all reports to date have been positive with no significant issues.

### **NAREEBA MOOPI MOOPI PA REPORT**

- Moopi experienced a change in management with Ellen Gorringer working during the reporting period
- The Moopi team has continued to provide the highest level of residential aged care services and to provide a comfortable, respectful and harmonious environment for Residents
- Moopi Residents and staff were severely impacted by the localized fire that saw the building evacuated and short term/long term planning for the continued care of Residents. This was extremely confusing, upsetting and stressful and the team members rallied together to support the efficient evacuation of Residents; to keep up to date information to carers/family members and to support accommodating Residents
- Moopi is currently accommodating 12 residents (both respite and permanent residency)
- Moopi is continuing to review its compliance status and with the appointment of April Benton in the Quality and Compliance Officer role, we continue to identify and make improvements to our Service. With quality auditing and report overview, the aim is to adhere to the ACQS.
- Due to our standard of documentation there has been training provided in our documentation systems, Autumn Care and Riskman; these software programs are provided with support from our partner, St Vincents Care Services, under a Memorandum of Understanding
- Moopi continues to work with our partner YBB with the weekly GP visits and clinical oversight in meetings with the Manager, Moopi
- Our improvements have extended to ACFI and reviewing the oversight of ACFI to best assess clients needs, in line with funding to support assessed needs. We continue to work to maximise our ACFI funding to better support Services to clients.
- Exciting news resulted from the initial development proposal and architectural drawings for the 24 bed facility. After the fire, we now have the opportunity to refurbish Moopi and install fireproofing to minimise the impact of any future fires.
- The Moopi Refurbishment Project (which includes the fireproofing activities) will start in March 2021 and will continue on through to September 2021.
- In line with the Moopi Refurbishment Project we have needed to relocate the Moopi kitchen (operations and team members) to operate from Respite. We are doing this as soon as possible to work through any challenges that arise from this decision, and to

resolve these issues before we have no choice, ie the Moopi kitchen will not be operational during the Refurbishment Project.

- Covid-19

Team Moopi looks to the future and particularly operating during the Refurbishment Project and a newer building when they are completed.

#### **MINJERRIBA RESPITE CENTRE REPORT**

- Respite also saw staff saw a lot of management change and staffing changes as well as the New Aged Care Quality Standards coming into effect on 1 July 2019. We also saw some long standing staff members leave over the period of the Covid, including Julie Brown and Tegan Burns. We wish them well in their future endeavours.
- Respite reviewed the use of the LeeCare Platinum 5 software used to manage and record Client and Service type delivery. It was established that LeeCare was not appropriate for the Service and that investment in E-tools would provide a more up to date program that supported similarly sized organisations with managing CHSP, HCP and managing and rostering staff.
- We are now in the process of fully implementing Etools to better support reporting and supporting staff members in managing their rosters as well as reporting on our Service Type usage and other Service types. It was identified that the software didn't to use for invoicing and scheduling purposes. We are aiming to have this fully functional by 30 December 2019 in time for reporting requirements. The implementation of this new software has encouraged and empowered staff to use computers and become multiskilled.
- We currently have 147 clients and we continue to manage referrals through the My Aged Care portal and ensuring that all of our Clients have been assessed and registered via My Aged Care.
- After some difficulty trying to secure a Registered Nurse for Respite, we have merged our Nursing services with Nareeba Moopi Moopi Pa to ensure the highest quality of nursing can be delivered to our community and clients, and allocating Nurse time, as required to clients requiring Nursing services
- Prices at Respite had not been increased since 2015, a price increase for the services we provide came into effect on 1 July 2019, which supports our ongoing service provision.
- Due to Covid, we had to change some of the ways in which we delivered services. We
  - Reduced activities at the Centre due to the Covid restrictions
  - Used Transport more for picking up shopping or delivering shopping to Clients homes
  - In Home services (ie cleaning) was restricted and Clients were advised to 'stay at home' during lockdown periods
  -

We are looking forward to the future with the appointment of new staff members but also the opening up of the island after Covid and the ability to be able to get back out there in providing services to clients who have been affected by Covid lockdowns and the affect that this has had on their health and wellbeing.

## **SECTION 3 – IN CLOSING**

### **ACKNOWLEDGEMENTS**

Special acknowledgements go to:

- The Board of Directors for their tireless work and support provided to the workers at NSI Housing.
- Frank Wruck for his support of the Housing Programs repair and maintenance team.
- Our staff and volunteers for working so hard through some challenging times this year.
- The numerous people who generously donated their time and money throughout the year.
- There are many people in our community and emergency services who assisted us to provide care and ensure the safety of our Elders when Moopi was threatened by a fire in August.
- Our membership for your continued support.

### **LOOKING TO THE FUTURE**

The future of North Stradbroke Island Aboriginal and Islander Housing Cooperative rests in the foundation put in place by the many people who have had leading roles in the development and continued management of the organisation. When you stand in the Board room in the Housing Office the faces of many women who have been involved look down on you and there is a sense of pride in being a part of that history, especially as we celebrate 40 years of service to the community.

So, looking forward is exciting as we enter a new phase and make way for young and emerging leaders to step up and accept jobs in our programs or participate in the management of the organisation from a Director's position on the Board.

Our structure is strong and through a process of reorganization will become stronger. The reason for this is so that we are in a position to weather the challenging times as well as the good times and to make better use of our resources. We are creating a more stable workplace for our staff and ensuring they have everything they need to provide the best quality care for our people.

Our vision and values are at the forefront of what we do and by ensuring that we consider them each time we make decisions we can only set ourselves up for success as we start to navigate the next 40 years of service to our community.

### **CONTACT US**

Our Phone numbers:

Housing: 3409 9340

Nareeba Moopi Moopi Pa: 3409 9690

Minjerriba Respite Centre: 3409 9686

Myora Caravan Park: 3409 9322

Email: [admin@nsihousing.org](mailto:admin@nsihousing.org)

Website: [www.nsihousing.org](http://www.nsihousing.org)