



Thrive House Pty Ltd
YEAR IN REVIEW
Fiscal Year 2022/23



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Letter to Our Stakeholders

Thrive House's aim is to create, grow, support and foster environments where people can flourish – where the whole is greater than the sum of its parts. At the heart of our service design, delivery, and partnerships is the desire that people will experience a sense of belonging, connection, and value. During 2022-23, Thrive House faced several challenges, but we have never wavered from our purpose of making a real difference for children, young people, NDIS participants and First Nations peoples.



As we continue to forge a new normal, in the aftermath of COVID-19, it has become apparent that the economic and social effects of the necessary lockdown measures have taken a heavy toll on families and their wellbeing.

As families continue to struggle with the effects of the pandemic on their day-to-day lives and mental health, we reiterate its commitment to strengthening our support services by scaffolding them around continuous improvement. To do this we persist in casting a critical eye on how we work with our clients, and service partners, to provide services that are responsive, tailored, and respectful to all. As a derivative of this unwavering commitment and hard work in November 2022 we successfully completed the NDIS recertification audit with glowing feedback from all stakeholders while most importantly, continuing to achieve meaningful, positive change for all our service users.

Whilst reflecting on our accomplishments, Joel and I feel both proud and privileged to have this opportunity to lead an organisation of highly skilled and dedicated professionals, who are passionate and committed to delivering services to vulnerable Queenslanders. The hurdles in 2022/2023 have challenged Thrive House to be innovative thus, resulting in some adjusted processes being adopted on an ongoing basis. We consolidated several homes to focus on addressing staff shortages, with our key priorities dedicated to building a capable workforce that is valued and supported, strengthening our cultural capability, promoting mutual respect and a fair treatment for all.

Joel and I are immensely proud of the success we have met as an organisation, the synergy we have found, the barriers we have knocked down, and the opportunities we have built up. But more than that, it is about the success that we have witnessed in the lives of our clients and their families, the tears of joy, their smiling faces, and the tales of how their lives have changed forever. We could not have accomplished all that we have without the commitment, collaboration and support from our staff, partners, and stakeholders. We are very grateful for their support, willingness to engage openly and honestly, and to work together with us to deliver services. We have an immense task ahead and are confident that our talented and committed colleagues will continue to rise to the challenge, providing an even better service while ensuring Thrive House is an organisation where everyone feels heard, respected, and able to thrive.

Casting out for our future can only happen with a true appreciation for what is done in the present and the journey taken to this point.

Yours Sincerely, Bernadette Burns & Joel Dorman

Our Business

Thrive House provides supports for children and young people in Out-Of home Care, and NDIS participants. Our broad spectrum of services for Child Safety and the NDIS include Residential Care, Outreach Support, In-Home Care, Short Breaks, SIL supports, Support Coordination, Specialist Support Coordination, Positive Behaviour Support, Psychosocial Recovery, Vacation Care and Community Access.

Our Values

Compassion

Every individual in our care deserves the opportunity for a brighter future through our unwavering commitment to improving their quality of life. We care with compassion, uncompromisingly so!

Equality

We wholeheartedly embrace diversity and equal opportunity for all. Every person in our care and every team member deserve respect, recognition, fair treatment, opportunities for growth and development in a safe and inclusive environment. The more inclusive we are, the better our work will be.

Integrity

We hold integrity as a fundamental value, guiding us to consistently make ethical choices in our actions and decisions. Our commitment to integrity fosters credibility and respect in all that we do, underpinning our unwavering dedication to trust and character.

Sustainability

We work steadily to change our business practices and share what we've learned, to become more sustainable. However, we recognise that this is not enough. We seek not only to do less harm, but more good, and are constantly looking for ways to decrease and offset our carbon footprint.

Our Mission

At Thrive House, we stand firmly on the frontline, dedicated to providing quality care, safety, and unconditional love to young people in out-of-home care and NDIS participants. Our relentless pursuit of excellence and sustainability drives us to continually elevate service standards, ensuring a brighter future for those we serve, while remaining steadfast in our commitment to genuine care.

We believe in the transformative power of compassionate care and unwavering support, and we are committed to making a lasting difference in the lives of the vulnerable individuals and families who rely on us. Our passionate team of professionals tirelessly strives to create a world where every individual in our care feels valued, empowered, and cherished.

With integrity and empathy at the core of our values, we pledge to maintain the highest ethical standards and continuously refine our practices to set new benchmarks in the care service industry. Together, we will be a beacon of hope, a source of safety, and a testament to the boundless power of love in the lives of those we serve.

Corporate Structure



The Executive Team

From left:

Bernadette Burns - Director

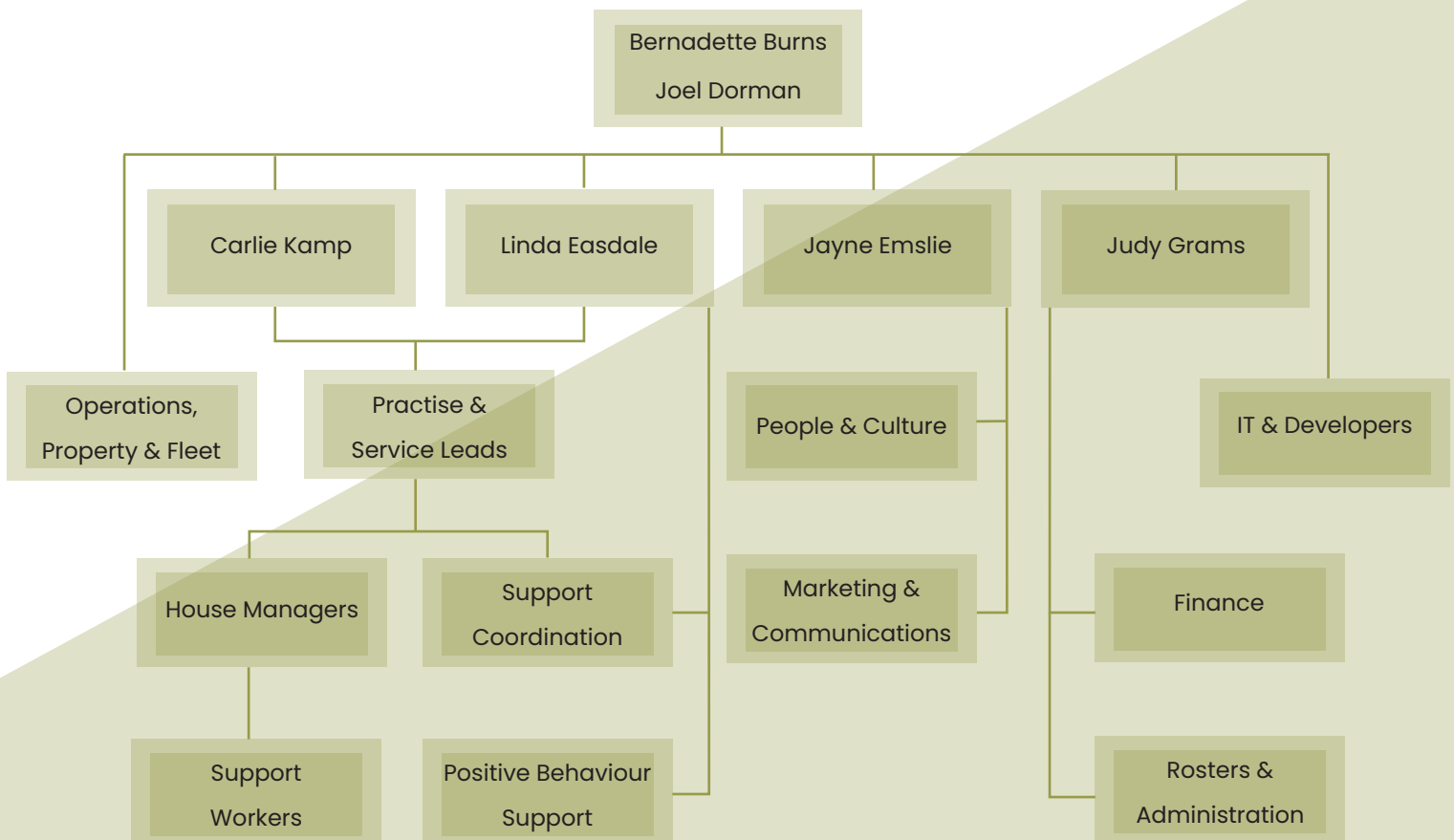
Judy Grams - Executive Manager Finance

Linda Easdale - Executive Manager NDIS

Joel Dorman - Director

Jayne Emslie - Executive Manager People & Culture

Carlie Kamp - Executive Manager Child Safety



Child Safety Services

Total Number of
Child Safety
Houses

23

Brisbane &
Moreton Bay

Sunshine
Coast

Total

Children
in Service

25

8

33

Bed Night
Average

26

28

27

School
Attendance
in %

76%

88%

82%

Young People
with NDIS
Access

15

4

19

Child Safety Services

Thrive House always strives to engage our children and young people to increase their engagement in formalised education and at present more than 75% of the children we support attend formal education. Those who are not currently engaged formally have case and care plans developed that reflect the need for the stakeholders to come together and work collaboratively to increase engagement in either education or vocational training. Whilst this will be an ongoing concern for some young people, the increase seen in engagement levels speaks volumes for the work that is being done on the field to help reignite their passion for learning, once they are feeling safe and supported in the placement space.

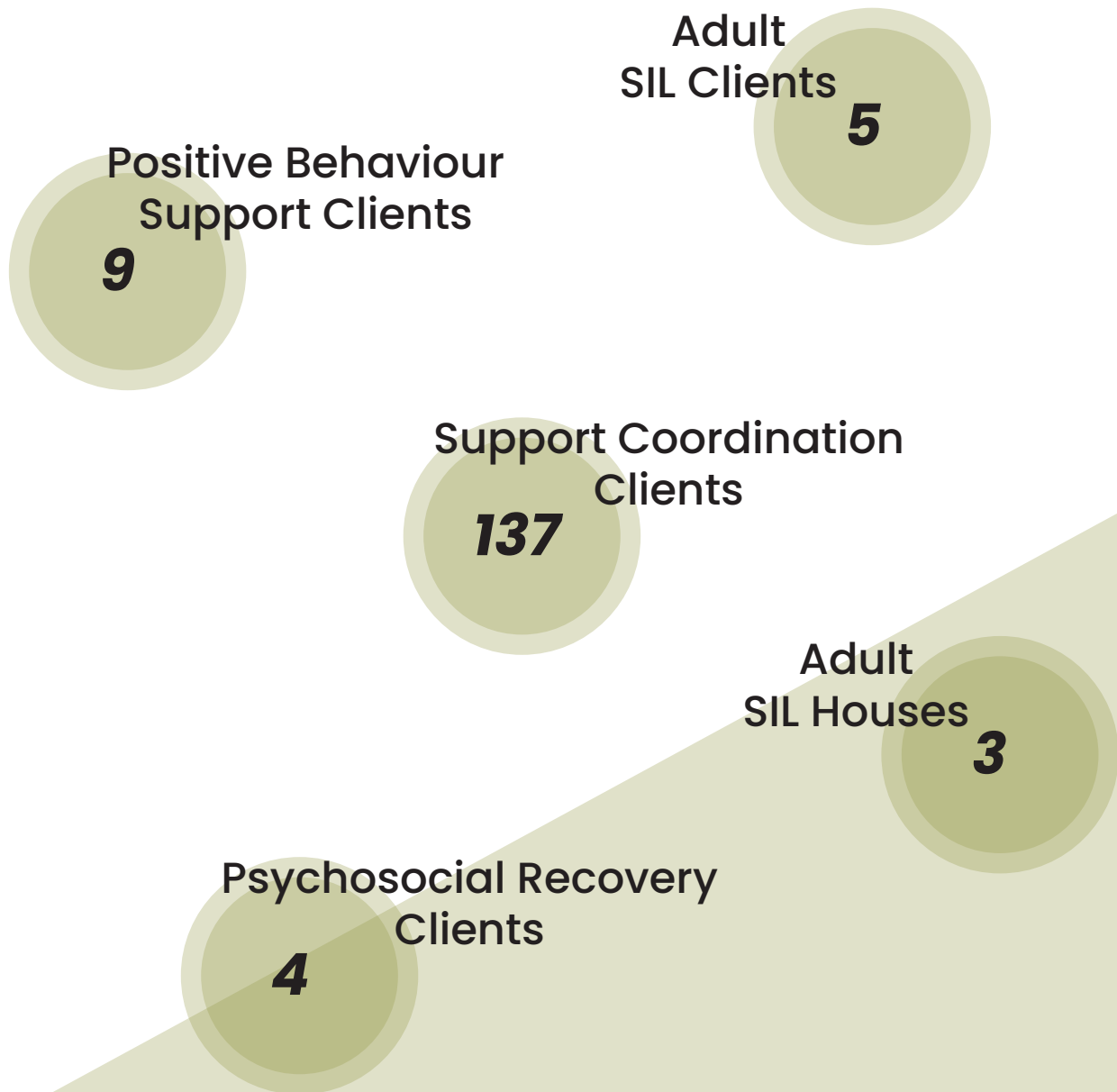
NDIS Connection & Increased Supports

Thrive House continues to work with all stakeholders for our children and young people to help ensure that their needs are being met by all involved, this is especially true for those within our cohort with NDIS plans or Early Intervention Plans. Throughout this quarter we have continue to ensure that all services connected are enhanced, established, and/or implemented to help ensure that support is maximised, and that the individual receives the correct level of support. We have seen increased engagement from the NDIS in providing additional supports to some of our young people which helps them access and utilise additional via support from their plan to help maintain sustainability within the new funding model.

This is a process that will be ongoing, with Thrive House working closely with both CS and NDIS to help ensure that the individual is given the most therapeutic and holistic support as possible. By working in collaboration with the stakeholders, obtaining data and streamlining communication we can continue to ensure that those with NDIS plans, (and those attempting to obtain plans) are provided with the most relevant and up to date information to help ensure correct supports are provided both inside and outside their plans.



NDIS Services



The past financial year saw some big leaps forward within our NDIS service offers.

The Support Coordination Program grew significantly and expanded its reach well beyond the Sunshine Coast into Brisbane and Moreton Bay.

We established a Positive Behaviour Support Program, which is headed by Dr. John Connolly. He joined us in April 2023 and brought with him nine clients to kickstart the program.

Additionally, we onboarded a Psychosocial Recovery Coach, who started her journey with us at the beginning of April and built a client base of 4 within a matter of weeks.

NDIS Services

Stephen Kamp – A Success Story

Stephen Kamp is a 27-year-old young man who has had a rough time throughout his life, which started in his early childhood. Since early primary school, Stephen struggled with socialisation and keeping up with the school curriculum.

Additionally, Stephen was bashed and badly wounded by a gang of fellow students, following a period of extensive bullying. Unable to get the correct diagnosis, he didn't finish secondary schooling and couldn't pursue further education.



Stephen developed Agoraphobia, very rarely left his home and stopped participating socially all together. His health and personal hygiene deteriorated further, despite his families best efforts to support him.

He was eventually diagnosed with PTSD, Anxiety, Depression and Social Phobias, thanks to his family and the extraordinary efforts of Thrive House's Specialist Support Coordinator Kathryn Kalogerakis. Since his diagnosis, Stephen has started his journey with the NDIS and was linked to numerous support services.

He was introduced to his support coordinator, Troy German, whose support has been instrumental in Stephen's journey. At first, this just meant venturing outside his home for a few hours a week. Today, he comfortably gets up and out of his home upward of five and six times a fortnight, getting involved in numerous community activities.

With Troy's support, Stephen has joined the Glasshouse Mountains Men's Shed Group. Here, he is able to tinker away on many projects, both for himself and the wider community. He's built a reputation as an incredibly kind and helpful lad. Stephen now also enjoys venturing out into nature with many walks and drives around our beautiful region.

Additionally, with the assistance of Thrive House, he has been accepted by Fishability QLD to get certified as a volunteer. After extensive engagement in the program, he has begun to give back to the very community that embraced him so lovingly.

Stephen has grown both mentally and physically into a more confident person. In just over 1 year with Thrive Houses supports coordination, Stephen has received many supports services for his diagnosed conditions and has gone from being a housebound, socially stressed-out young man to a confident young man who is now taking driving lessons, being a socially active community member, and continuing to increase his life skills with a sense of pride and belonging.

His is a story like many within Thrive House, and we are immensely proud of him and Kathryn, who first put him and many others like Stephen on this trajectory.

People & Culture

Total Number of
Employees

254

Full Time

45

Part Time

40

Casual

169

Female

51.1%

Male

42.9%

Non-Binary

0%

This financial year has seen some amazing achievements as well as challenges for us.

While the company continued to grow, recruitment remained a challenge. Finding qualified, and certified staff remained a priority and we have updated and streamlined our onboarding processes.

Prior to the previous financial year, recruitment has overall picked up while turnover has slowed.

Utilisation of *Uthrive*, our EAP, has increased to 64%. While an improvement, utilisation overall is still too low and needs improvement.

Changing and evolving Fairwork legislation introduced Domestic & Family Violence provisions and important amendments to the Secure Jobs Better Pay Act 2022, which received Royal Assent in December 2022.

Risk Factors

As a dual service provider within the Child Safety and NDIS service sectors, Thrive House has identified the following risk factors. Recognising that we are living in a fast changing political landscape and are working within an incredibly dynamic field that operates within a tight legal framework, we implement strategies to minimise potential risks have to our operations.

1. Economic Risk & Rising Inflation

Inflation and associated effects such as rising interest rates pose a significant risk to our operations, as it affects every aspect of our service delivery. Understanding and navigating the changing circumstances in our sector, tracking the available funding for the people in our care and adjusting accordingly is just as important as keeping our properties maintained and office running.

2. Cybersecurity and Rise of AI

While the emergence of Artificial Intelligence is absolutely welcomed and implemented where it makes sense, we are also acutely aware of the potential impact it could have on our Cybersecurity. With the threat of cyber-attacks on the rise, it is of the utmost importance that we keep our systems secure and move with the current industry cybersecurity standards. This includes device and app management, server maintenance and ongoing staff training.

3. Post-COVID-19 Challenges

As the final restrictions and COVID-19 lockdowns were lifted, operations slowly began to go back to what they were before the pandemic. However, some effects are still felt and the return to the office has brought its own challenges. Understanding the needs of our workforce, who has gotten used to remote work, and striking the balance with a return to the office is essential. Keeping and maintaining our team culture in this new era is absolutely crucial, especially when COVID-19 has not disappeared but rather become an at times divisive part of our society.

Outlook for the Future

General

With a fast evolving demand for our services, we have outgrown our current Head Office and are moving into a bigger space in the new year. The move to the new premises in Mooloolaba is set to commence in August 2023.

Child Safety Services

We have achieved a significant milestone by successfully obtaining OSD funding from the Department of Children, Youth Justice and Multicultural Affairs. This funding, set to commence in the upcoming financial year, will pave the way for an expanded capacity to care for more children in Out-Of-Home care. This means a strategic expansion of our residences across the Sunshine Coast, Brisbane, and Moreton Bay.

NDIS Services

Our commitment to enhancing our NDIS services remains unwavering. In the forthcoming year, we are set to undergo a substantial expansion in services, coupled with the growth of our dedicated team of support coordinators. This expansion not only reflects our dedication to meeting the evolving needs of our clients but also aligns with our vision of creating a more inclusive and supportive community.

Additionally, we are excited to announce our plan to launch our Allied Health Services, a crucial addition that will further enrich the comprehensive care we provide.

Furthermore, recognising the importance of recreation and respite, we are gearing up to introduce Vacation Care services, ensuring a holistic approach to the well-being of those we support.

Summary

In conclusion, our organisation stands at the cusp of exciting developments and growth. The achievements and plans outlined in this report underscore our commitment to providing exceptional care and support to our community. As we look to the future, we are dedicated to expanding our reach, diversifying our services, and continually improving the lives of those we serve. Together, we strive to build a future where every individual in our care has the opportunity to thrive and live their best life.

Glossary

AI:	Artificial Intelligence
CS:	Child Safety
EAP:	Employee Assistance Program
NDIS:	National Disability Insurance Scheme
OSD Funding:	Outsourced Service Deliver Funding
PTSD:	Post Traumatic Stress Syndrome
SIL:	Supported Independent Living

Contact Information

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