



2022

ANNUAL REPORT

THRIVE HOUSE





ACKNOWLEDGMENT OF COUNTRY

In the spirit of reconciliation, Thrive House 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





Company Profile



Our Story

Bernadette Burns and Joel Dorman co-founded Thrive House in 2017. After working in the Child Protection and Disability field for many years, both were so disillusioned with outcomes for young people that they recognised the need for a new residential space, one that would create genuine change.

At the time, the office was based in a garage with just 30 staff and 4 residential homes, Little did Bernadette and Joel imagine, 4 years later, Thrive House would be one of the largest community service providers in the region, with 28 residential homes and a team of nearly 270 workers changing the lives of our young people each day.

Throughout the company's immense growth, we continue to put people and their needs at the forefront of all we do. Here at Thrive, we ensure that our services are accessible and equitable, providing all of our young people with the opportunity to live their life to the fullest.

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Mission

Thrive House provides collaborative, safe and positive support services, where we embrace diversity as part of our ethos. Everyone in our organisation has the right to be heard, to be safe, to trust in us and be supported in their goals.

Vision

Thrive House is committed to improving industry standards and earning a reputation of being a preferred supplier of support services. We will endeavour to grow, adapt, and be informed and equipped to meet the future.

Values

We are driven by passion, integrity and teamwork. These are the core values that steer us to excellence.

OUR VALUES

T

Transparency

To be open in everything we do

H

Honesty

To be genuine in our approach

R

Resilience

In a challenging industry, we push on regardless of the obstacles

I

Integrity

Uncompromising adherence to our moral and ethical principles

V

Value-Driven

Our mission is to make a difference in our community, this fuels our actions

E

Empowerment

Our commitment to change in our company and our community empowers our team

DIRECTORS *welcome*



We established Thrive House in 2017 as two individuals discontented with the outcomes young people were experiencing in our system.

Our passion for change saw us create a residential space for vulnerable adults with disability and young people with complex needs.

We started out with an office in a small garage with just 30 staff and four residential homes. At the time we knew we had great potential but never would have imagined that only four years later Thrive House would become one of the largest community service providers in the region.

This now includes over 28 residential homes across The Sunshine Coast, Brisbane, Moreton Bay, Rockhampton and The Capricorn Coast.



This of course would not have been imaginable without the assistance of the incredible 237 team members we have amassed over the past few years. We are fortunate enough to have some of the most qualified and passionate professionals in #TeamThrive and for that, we are grateful.

In addition, we would also like to thank the young people and families that we support every day and the community we are a part of. You are the essence of the genuine change we are creating in everything that we do.

We thank everyone for their support over the past year and look forward to the next one.

Best Wishes,

Bernadette Burns
Founder & Director

Joel Dorman
Founder & Director

LOCATIONS

We service multiple regions across
South East Queensland



 **Rockhampton**

 **Sunshine Coast**

 **Moreton Bay**

 **Brisbane**



#TEAMTHRIVE

Total Number of Employees

237

Full Time

20

Part Time

57

Casual

133

Female

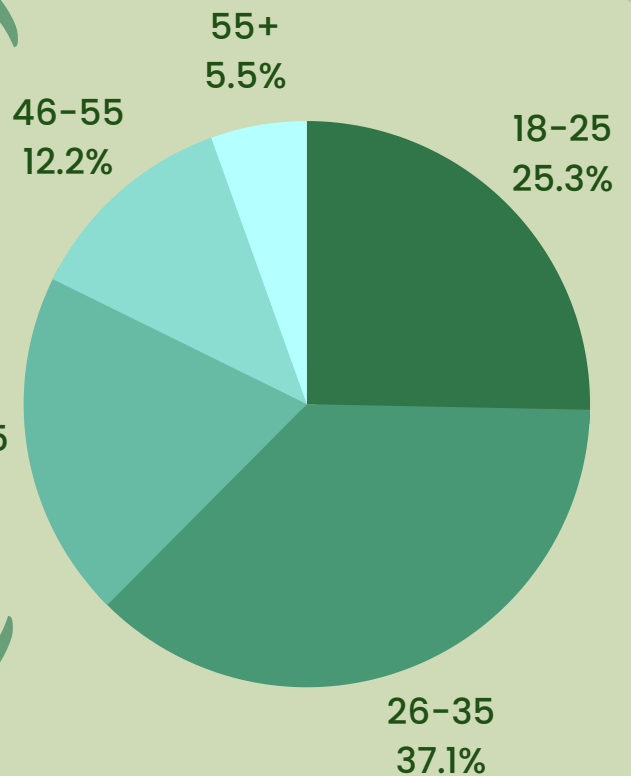
62%

Male

37%

Other

1%



Staff Supervision

Meet Supervision & Development Coordinator Ariel



I'm Ariel, the Supervision and Development Coordinator at Thrive House. I've lived over a decade in Poland, and over a decade in Norway. I am now approaching my 8th year in Sunshine Coast, where I originally travelled to study and ultimately ended up having two beautiful daughters.

I used to be a factory worker, fruit picker, cleaner, dishwasher, waiter, and chef, before deciding I wanted to do something more meaningful in my life.

During my social work degree, I was able to do a total of 1000 hours of internship (equivalent to 6 months of full-time work), 500 at Uni with a Student Wellbeing Team, and 500 at Nambour Community Centre, where I had the opportunity to explore social work practice in a range of therapeutic settings (homelessness, mental health, alcohol and drugs, domestic violence, disability) working alongside diverse vulnerable members of our society while being mentored and challenged by experienced professionals in the field.

I started my journey with Thrive House as a support worker, a role which I enjoyed for over 18 months, which equipped me with an understanding of the industry from a front-line perspective – a lens I still remember clearly and strive to address accordingly in my current practice context.

When Thrive House introduced a unique supervision and professional development role, I saw an opportunity to jump into space where I could potentially work on a lacking area I've identified as a "gap in service" – support for support workers and other staff in the industry.



I view supervision as a genuine conversation held within a safe space where we can share our thoughts, ideas, and feedback on practice. Both personally and professionally, it's important to me to practice relationally with people, which has a long-term potential to foster an authentic, trusting, and supportive work culture – something I would like to see more of and be a part of. Like support work, supervision is a process where consistency is key to achieving a meaningful outcome – so the expectation should vary accordingly depending on whether it's a one-off or a regular session.

In my current role, I am privileged to walk alongside those of you who share your experiences with me, and to celebrate your victories with you, as well as to support you during difficult times while working from a strength-based perspective so that you can figure out a positive course of action to overcome various practice challenges that many of us often face in this industry or in life.

Throughout my journey with Thrive House – soon hitting a 3-year milestone – I have seen a lot of changes, changes within our organisation, within the industry, and a broader social context (e.g., COVID), some quicker, some slower, some more obvious than others. I'm not here to discuss whether the changes are good or bad, but what I find important is how Thrive House as an organisation, or as a community, adapted to those changes, and what processes were used to drive them.

“

I believe that as a community we value each other and make a genuine effort to make decisions collectively with as much of everyone's input as possible, given the crisis-driven and thus responsive nature of our chosen industry.

Supervision can be a short-term support platform, where you can check in and discuss a pressing matter, or a medium-term platform that promotes taking pride in and accountability for your own work, or in the long-term, supervision can be one of many stepping-stones contributing to a positive shift in our work culture.

“When we are alive to what we are doing, we wake up to what is, instead of falling asleep in the comfort stories of our clinical routines and daily practice. The supervisory voice acts as an irritator interrupting repetitive stories (comfort stories) and facilitating the creation of new stories”

- Sheila Ryan

Birthday Hampers

As part of our ever-developing employee value program, we enlisted Australian company Edible Blooms to send members of #TeamThrive a hamper celebrating their birthdays. Below are some of the photos that have been shared with us.



CHILD SAFETY

Our child safety services involve our team working hard to support young people who have complex trauma and have been exposed to harm.

At Thrive, we believe that the best environment for a child or young person to grow in is within the family of origin or extended family, where the family can be resourced to guarantee the child's safety and well-being.

RESIDENTIAL CARE

Thrive House hosts multiple Residential Care services throughout South East Queensland. We continue to develop new services to support our most vulnerable young people in the Child Safety system by creating a safe and healthy environment for children to gain a real-world approach to life.

Therapeutic Residential Care is provided to children and young people with complex and extreme support needs.

These young people are provided with intensive therapeutic care in a tailored living environment, to aid recovery from the impact of trauma resulting from their experiences.





Engaging Our Young People

Thrive House ensures we are always getting our young people involved in special occasions by sending out packages and educational materials. This has included colouring-in packs for Child Protection Week, an educational NAIDOC Week booklet and candy for Halloween.



DISABILITY SERVICES

Thrive House delivers a range of high-quality support services tailored to those in the disability sector, working with the National Disability Insurance Scheme (NDIS). Our team's commitment to providing comfort and understanding sets us apart as a top-quality provider. Our goal is to improve the lives of those in our community so they can truly thrive.

**Adult SIL
Clients**

12

**CS/NDIS
Shared Home**

1

**Adult SIL
Homes**

8

COMMUNITY ACCESS

Recreation and leisure activities are a critical dimension of the quality of life for all people, including those with disability. Community access is an important part of the life of a person with a disability, as it provides access to recreational tasks, and social opportunities and enables an individual to develop skills and competencies.



NATHAN

Support Worker

Our Support Worker Nathan is a former carpenter that dared to try something new and hasn't looked back!



Nathan wants to do two things: be the best father he can be, and help vulnerable youth in our community reach their goals. He's proud to be providing valuable support to the kids in our care every day, knowing that even the smallest gesture can add up to something great.

"I've seen so much progress happening at Thrive House in the past three years. Working with the kids is the biggest reward. I feel lucky to see them develop, grow and learn. In a role like this, it's so important to take stock and see just how far you've come. I can do that here. You build a relationship with the kids. It's more than just support - it becomes mentorship"



At Thrive House, he says his compassion and determination are appreciated every day, and he feels like the world is his oyster

SUPPORT SERVICES

At Thrive house we believe in building communities where you feel secure and at home – a place where you are included, heard and valued. We offer a range of personalised services, set in place to improve the lives of many across regional South East Queensland.

SUPPORT COORDINATION

This support item strengthens our young people's ability to design and then build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment.

ACCOMMODATION

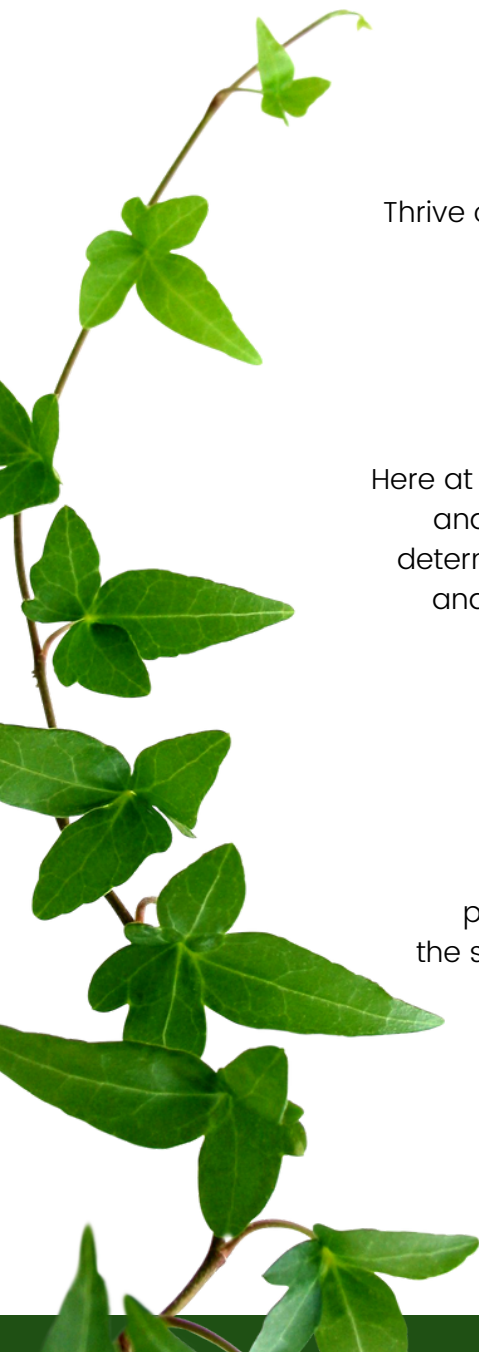
Thrive offers both Short-Term and Medium-Term Accommodation funded by the NDIS.

SUPPORTED INDEPENDENT LIVING (SIL)

Here at Thrive House, we know there is no place like home. Our experienced and caring staff will work with individuals, their families, or guardians to determine what they require in a home, and will assist clients in obtaining and maintaining stable housing and community connections, ensuring choice and control for your total health and well-being.

TRANSITION TO ADULTHOOD

Thrive House is identified by all relevant stakeholders as a leading preferred provider who has the capacity and commitment to ensure the smooth transition of child safety children aged 15 to 18 to either NDIS Access and or to supported independent living.



Thrive & Grow

Thrive and Grow is a local initiative offering support coordination to those in our community that require assistance with their NDIS plan.

Here at Thrive, we believe NDIS individuals have the right to be safe and to receive quality services from the providers and workers they select to for care them.



SERVICES

- 01 Support Coordination**

This support item strengthens an individual's ability to design and then build their supports with an emphasis on linking the broader systems of support across a complex service delivery environment.
- 02 Specialist Support Coordination**

This support is delivered utilising an expert or specialist approach, necessitated by specific high complex needs or high-level risks in a individuals situation.
- 03 Psychosocial Recovery Coaching**

These support items provide assistance for individuals to build capacity and resilience through strong and respectful relationships to support people with psychosocial disability to live a full and contributing life.



OUR SUPPORT COORDINATORS



Kathryn Kalogerakis

Kathryn has an extensive range of industry experience, working in the disability sector on the Sunshine Coast for over 15 years. Kathryn radiates knowledge and care to all those she supports and makes it her mission to positively engage with people by contributing significantly to strength-based support for the disadvantaged, marginalised, and diverse.

Megan Schiemer

Megan is the newest addition to Thrive and Grow, bringing her extensive experience in childcare and disability work to the team. Having worked as an assistant coordinator, support worker and support coordinator previously, Megan is well versed in the complex requirements of the industry.

She not only maintains a diploma in both counselling and children's services, but is currently studying a Bachelor of Social Work. Her friendly nature and knowledge of the NDIS is an asset to our organisation, we are excited to see Megan thrive.





CLIENT FEATURE

Eric Cook – NDIS Client

Eric Cook is a passionate Thrive and Grow client that has managed to turn his love for the arts into his career.

Despite his disability, Eric has managed to complete his lengthy two-year Advanced Diploma of Visual Arts at TAFE. Recently, he completed his final assignment in the form of an "Intriguing Character Exhibition" in which ten of his favourite portraits were presented at popular entertainment hub 'The J' in Noosa.

One of Eric's favourite pieces is the portrait of his idol Dylan Alcott, a famous wheelchair sports star and 2022 Australian of the Year. He admires Dylan's refusal to be limited by his disability, something we can see Eric is already embodying so early in his professional career.

A notable nod to his mother Julie as well, who is also a talented artist. She has been a key player, working with specialist support coordinator Kathryn over the years.

We love to see our client's success stories and cannot wait to see the amazing works Eric has in the making.

JOEL DORMAN

Executive Director

Joel has worked in disability for over 13 years, with a significant array of business experience and qualifications prior to that. He has held a diverse range of management roles over the years, including that of night security, cash in transit and fitness organisations. It was Joel's time in disability, however, that showed the injustice and underserved residential present in our community, inspiring him to make genuine change.

Thus, in 2017 Joel officially decided it was time to "improve and raise the bar of service". This ultimately led him to form a strong team of individuals and bring his vision to life. Of course, this ultimately led him to Bernadette, and just like that, Thrive House was born. After a trying Human Services Quality Framework (HSQF) process, their first residential home was opened.

Along with how far Thrive House has come over the past five years, Joel says he has been on a personal journey, growing with the company to ensure it is the best it and himself can be. With such genuine passion and drive to do what is best, he is a strong leader to all of us at #TeamThrive.

No act of
kindness,
however small,
is ever wasted



BERNADETTE BURNS

Executive Director

Bernadette moved from her home in Ireland to Australia in 2009, immediately taking up a position as a residential support worker. This role saw her become a residential space manager, before moving on to initiate and run a specialist foster care program for seven years. This passion led Bernadette to work for the Department of Child Safety in the Placement Services Unit.

She believes that it was at this stage of her career she began to experience burnout and was disillusioned with the outcomes she was seeing, so returned to 'resi work' and considered her future options. Thus, when Joel approached Bernadette in 2017 to create a new residential space for vulnerable adults with disability and young people with complex needs, she regained her passion.

While getting Thrive House up and running, Bernadette continued to work in the child protection space for another organisation, including managing their Supported Independent Living Program (SIL) for young people transitioning from care and also their Foster and Kinship care program.



May the road rise up to
meet you.
May the wind be always
at your back.
May the warm rays of
sun fall upon your
home,
And may the land of a
friend always be near



When we were in amongst all the chaos of starting up Thrive House, I realised I was in the right place, It wasn't a sudden realisation, but slowly understanding that this is what I'm meant to be doing. This is where I can make a difference.

Now nearly 5 years down the track I cannot believe how blessed I am to be able to work alongside such dedicated and passionate people, who like me really want to make a difference in someone's life. It is not just a job we all do but a privilege to help someone live their best life. I cannot thank or show my appreciation enough to all Thrive House staff.

The journey to where we are now has been pitted with hardships. I never was a businesswoman, nor never aspired to be and so I had to learn how to manage political agendas and deal with decisions that were out of my control and that I strongly disagreed with, but being the eternal optimist I embraced the challenges (sometimes with a lot of tears) and will continue to do so to make Thrive House a point of difference in the Child Protection and Disability sector.

The more I delve into the problems we face as a society the more I believe that we must help and look after each other and there is so much more we can all do to change the world or even to change someone's world for the better.

So guys, from here it is, (as it always was), onwards and upwards, let's reach for the stars.



EXECUTIVE TEAM

JAYNE EMSLIE

Jayne has been our HR Manager since July 2020. Prior to assuming this position, she worked in a multitude of HR roles, initially finding her passion for the area when studying a Bachelor of Arts (double Psychology major). This then led Jayne to work in HR for notable organisations like Noosa Shire Council and QLD Health. When working as a Drug & Alcohol councillor, she discovered her passion for community services, going on to study for a Bachelor of Business Management (HR & Industrial Relations).



CARLIE KAMP

Carlie began at Thrive House in 2018 as a support worker, becoming house manager shortly after. Thanks to her dedication and passion for the industry, she quickly became our child safety area manager in 2019. With an incredible 8 years of industry experience, she is now responsible for the oversight of all child safety (legislation, policies, finance, service provisions, stakeholder relations, organisational growth) that ultimately ensure we continue provision of service.



LINDA EASDALE

Linda joined the Thrive House team in 2018 as a valued support worker, the same year she completed her Bachelor of Nursing Sc with an AHPRA registration as an RN. She later commenced House/Case Management, before completing a Graduate program with the Sunshine Coast Hospital Health Service in acute mental health inpatient units. Linda then returned to Thrive House in her current position as our NDIS Area Manager, launching initiatives like our support coordination program Thrive and Grow.



JUDY GRAMS

Judy is one of our newest additions, relocating from Toowoomba to join us at Thrive House in January of 2022 as our finance manager. Having worked extensively in finance and the disability sector, she has noted her 2014 decision to move into disability finance as one of the most rewarding in her career.



ZELLAH WENITONG

Zellah is our Rockhampton Area Manager, having joined Thrive House in April of 2020. Over the past 17 years, she has worked in education, employment, disability care, child protection and social work - notably working in Indigenous child protection for over eight years in leadership roles within family support, foster, kinship care and recognised entity. Zellah was also the CEO of a not-for-profit NGO, holding a plethora of qualifications including a Bachelor of Business, Advanced Diploma of Community Sector Management and a Certificate IV in Child, Youth and Family Intervention.



MANAGER FEATURE



BLAKE MITCHELL

Blake began working with Thrive House in 2021 as our rostering manager. With previous department management experience and further qualifications in Business Management, he now runs one of our most imperative operational segments, enjoying the part he plays in making positive change.

ADAM BURNS

Adam has been with Thrive House since its inception in 2017. Having begun his journey with #TeamThrive as a support worker, he later channelled his passion for technology and became our IT manager. Adam is also a dedicated developer, with multiple projects in the works to improve the community service industry.



STEVE HAMMOND

Steve joined Thrive House in July of 2021 as our dedicated Maintenance Manager. Prior to this, he was in the same role for five years at fellow community service provider UnitingCare. Steve is a certified carpenter by trade, having also spent a period of his youth in the Australian Army. He admirably enjoys being part of a team that makes a difference to the lives of those we help.



COMMUNITY INVOLVEMENT

WAN'DINY NAIDOC FAMILY FUN DAY

The Wan'diny NAIDOC Family Fun day a significant date for the Aboriginal and Torres Strait Islander community on the Sunshine Coast and surrounding areas.

This event provides an opportunity to come together to share in culture, knowledge and good will.

Thrive House sponsored the event again this year, providing face painting and games for the community. It was such an incredible opportunity to come together and share in culture, knowledge and good will.



ACHIEVEMENTS

At Thrive house we believe in building communities where you feel secure and at home – here are some of the amazing things we have achieved in the past year:

- Thrive House transitioned **10 child safety clients** to supported independent living, allowing continuity of care after the age of 18 – with one transitioning to independence
- A number of our young people **graduating** high school and attending school formals
- **Donating \$2,500** and participating in NAIDOC Week through the Wan'diny Family Fun Day
- Welcomed our **new support coordinator** Megan, expanding our Thrive & Grow capacity
- Celebrating staff birthdays within our new **Employee Value Program**
- Participating in the **Regional Disability Expo** in both Hervey Bay and on The Sunshine Coast
- **Donating \$5,000** to local organisation Open Doors Youth Service Inc. to support young people with diverse genders, bodies and sexualities
- **Completed 6,914 push-ups** in the Push-Up for Life challenge – raising awareness for Lifeline on The Sunshine Coast
- Rockhampton region now has **two houses** and has supported up to **nine young people** in the past year



Future Focus

Our team provide us with an outlook for the next financial year.

Executive director Joel is going to put his expertise and experience into the National Disability and Insurance Scheme (NDIA) specifically, to continue providing stability to the company.

Further to this, he also hopes to procure an increased degree of OSD funding and increase Thrive House's property portfolio to decrease the impacts of the real estate markets volatility on our clients. This means increased consistency, another reason why our organisational restructure has now been put into action. Joel is also excited to keep getting involved in our local community network to further our efforts in making a change.

As for **executive director Bernadette**, the next chapter of Thrive House will explore how we can help support adults in the criminal justice system to integrate back into society. Statistics show that the amount of people with disability and/or history in the Child Protection system is disproportionate to the overall population

These people could have been the children that we supported in Thrive House or like so many other children that have fallen through the cracks of a complex support system bound by red tape and monetary constraints.

Both Joel and Bernadette would also like to further our support for our incredible team and become a 'quality of choice organisation'. We are already working to improve incentives and rewards for those helping us make a difference.

As for our child safety sector, **area manager Carlie** predicts strong continued growth in our Rockhampton region, with potential expansion into the Fraser Coast area. We also plan to further align our service provision with Child Safety's placement reform goals.

Zellah, our Rockhampton Area Manager, is also excited about this expansion, planning to do more work with Indigenous communities and organisations to ensure our services are the best they can be.

Finally from a human resource perspective, **HR manager Jayne** says she is excited to further her mentoring plan and to expand the training and development of up and coming staff.

Here's to 2023!

ACKNOWLEDGEMENTS

At Thrive House, our community is what makes us. That's why we love when our amazing local businesses get involved in our mission.

Thank you and of course a big thank you to our amazing team.

We thank you for your continued support.

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