

ALTHEA PROJECTS



*Supporting Townsville
since 1974!*



CAPABILITY STATEMENT

Althea Projects Corporate

Unit 1, 5-11 Fleming Street
Aitkenvale Qld 4814
Phone: 07 4779 3332

Althea Foster & Kinship Program

Unit 1, 5-11 Fleming Street
Aitkenvale Qld 4814
Phone: 07 4779 3332

Althea Community Hub

46-48 Morehead Street
South Townsville Qld 4810
Phone: 07 4772 2339

Wee Care

9 First Street
Railway Estate Qld 4810
Phone: 07 4772 4499

Our Mission

Our Mission is to support and strengthen individuals, families, children and young people so they experience social, emotional, physical and mental wellbeing and reach their full potential.

Contact



07 4779 3332



ceo@altheaprojects.org.au



www.altheaprojects.org.au

ACKNOWLEDGEMENT

Althea Projects acknowledges the Traditional Custodians of the lands on which we walk, work and live, the Bindal and Juru peoples of the Burdekin, the Gudjal peoples of Charters Towers, the Bindal and Wulgurukaba peoples of the Townsville region and the Yirandhali peoples of Hughenden, and we pay our respects to their Elders past, present and emerging.



"Together We Will Make It Right"

(Refreshed RAP Artwork)

By Michelle Tyhuis

2020

CONTENTS

RECONCILIATION ACTION PLAN (RAP)	1
RAP Artwork Explained	
Main Symbols & Meanings	
Our Enriched RAP Artwork	
OUR ORGANISATIONAL PROFILE	2
OUR PROGRAMS	3
Althea Foster and Kinship Program (AFKP)	
Althea Community Hub (ACH)	
Wee Care Residential	
Playgroup	
Emergency Relief	
Family Contact Service	
First Steps	
OUR STRATEGIC DIRECTION	5
Strategic Pillar 1 - Workforce	
Strategic Pillar 2 - Impact	
Strategic Pillar 3 - Growth and Sustainability	
Strategic Pillar 4 - Leadership and Governance	
OUR VALUES, MISSION AND VISION STATEMENTS	5
OUR PEOPLE AND STRUCTURE	6
Organisational Structure	
OUR GOVERNANCE FRAMEWORK	7
OUR ANNUAL IMPACT	8
FINANCIAL REPORT 2023/2024	8

RECONCILIATION ACTION PLAN (RAP)

Reconciliation is at the heart of our programs and services to support Aboriginal and Torres Strait Islander peoples with opportunities to participate and thrive in their life. Althea Projects Reconciliation Action Plan incorporates our vision to work in partnership with the Aboriginal and Torres Strait Islander community to build relationships and increase cultural understanding, so that our work with and alongside Aboriginal and Torres Strait Islander individuals and families is culturally mindful and supports independence.

RAP Artwork Explained

Althea Projects recognises Michelle Tyhuis for the creation of our RAP artwork. The RAP artwork, titled 'Together We Will Make It Right', is about the power of humanity and the deeply important work of Althea Projects in the Townsville region for 50 years. The artwork acknowledges the organisation's beginnings, emerging from turbulent times, and signifies the 'around-the-clock' nature of the services Althea Projects provides, most notably through the Wee Care program.



'Together We Will Make It Right' is a celebration of Althea Projects overall commitment to reconciliation with First Australians, and their real work with, and for, Aboriginal and Torres Strait Islander peoples and their families in Townsville. It is guided by principles of mutual respect, caring and sharing.

Main Symbols & Meanings

The artwork reflects Althea Projects theme of Families, Children and Communities, through the circular design elements and the large 'U' symbols representing people who are seeking support, learning and growing through their challenges. The small 'U' symbols are children being sheltered and protected by the adults. Significantly, the 'U' symbols form the cross – a beautiful commemoration to Mrs Kath Gordon and her colleagues of the Catholic Women's Group who saw a critical need and realised a dream that later became Althea Projects.

The footprints represent a journey – with the single set of footprints coming in being the person seeking support and guidance. The two sets of footprints emerging from the other side of the centre design represents mutual respect and understanding – learning from each other and growing together in the spirit of reconciliation. It is a testament to a 'community of caring' where we walk side by side. The movement of these footprints from left to right expresses that 'we acknowledge our past, see value in today, and aspire for tomorrow'. The pathway and footprints acknowledge and pay deep respect to the Traditional Custodians of the Townsville region – the Bindal and Wulgurukaba peoples – and all Aboriginal and Torres Strait Islander Traditional Custodians whose Ancestors made the very first footprints on this continent.

Our Enriched RAP Artwork

In 2020, at the time of renewing our RAP, the RAP artwork was refreshed to celebrate the growth, insight and achievements gained by Althea Projects and its staff and volunteers since the creation of the RAP artwork in 2015. The overall feel is bright, welcoming and hopeful.

The refreshed RAP artwork is softer in visual aesthetic and stronger on 'story' – for example, Althea Projects marigold yellow is now infused into the centre artwork, with footprints and pathway as a constant reminder of the heart of Althea Projects which is humanity, resilience and passion for helping individuals and families in our local community. The new weave pattern border along the pathway recognises cultural diversity and an enduring timeless connection to traditional homelands, Ancestors and Kin. It is a reminder that 'Our nation's story began at the dawn of time'.



The centre artwork has grown to include two pathways leading in from the top and bottom. This symbolises welcoming people from all backgrounds to help individuals, families and communities feel stronger; while the two people at the entrances recognise the important role of guardians and carers as protectors and nurturers of children and young people.

OUR ORGANISATIONAL PROFILE

Althea Projects is a leader in child protection, family support, foster and kinship care and homelessness services in North Queensland. Our inaugural program Wee Care provides short-term crisis and emergency accommodation for children 0-11 years of age. Wee Care was established in **1974** after concerns were identified in the aftermath of Cyclone Althea in 1971. Families were temporarily unable to care for their children in a time of crisis and the only other option available was the state-run orphanage.

We pay tribute to the countless volunteers who worked tirelessly over a number of years with all levels of government, local businesses and community groups to find the resources to establish this service for our local community. One such person is Joan Innes Reid who was a social worker at the Townsville General Hospital (as it was known then). She said "Children should not become state wards simply because their parents are in hospital or there is a family crisis and there is no one to look after them".

“*Children should not become state wards simply because their parents are in hospital or there is a family crisis and there is no one to look after them.*”

Joan Innes Reid



Instituted as the Wee Care Service, it has continued to attract genuine community support, including the building of its own facility by the local Apex Club and other host benefactors in **April 1984** at its current location at 9 First Street, Railway Estate. Our service has also become the only funded (Department of Child Safety) service of its kind in Queensland.

In **February 1992** Wee Care Family Inc. auspiced Shared Family Care, which is now known as Althea Foster and Kinship Program. This is state government funded by the Department of Child Safety. Over a number of years the program has significantly grown and has become the largest foster and kinship care provider in the Townsville region supporting in excess of 200 children per day and over 120 foster and kinship carers. The service has moved a number of times over the years to accommodate its growth and in 2021 moved to Fleming Street, Aitkenvale, where it operates alongside the corporate services team.

Recognising and embracing our history, in **2014** the registered business name Wee Care Family Incorporated formally changed to Althea Projects Incorporated and released its new organisational logo and branding that is current today.

After delivering homelessness and aged care services in Townsville since 1984, in **2017** the then Townsville Drop-in Centre was looking at closure when Althea Projects took on the service. This broadened our services to include state funded homelessness and federal funded aged care services into the Althea Projects service suite. In **2020** we relinquished the delivery of aged care services. Our homelessness service has now been fully integrated into Althea Projects and is now known as Althea Community Hub.

Over the years Althea Projects has continued to expand our service suite to include a Playgroup, Emergency Relief, and other child protection focused state funded models of intervention. Althea Projects has consistently been supporting and strengthening the capacity of vulnerable individuals, families, children and young people within Townsville and surrounding regions for 50 years.

OUR PROGRAMS

Althea Foster and Kinship Program (AFKP)

AFKP is a foster and kinship care support service for children who are subject to Department of Child Safety intervention. AFKP is funded to recruit, train, assess and support foster carers and to provide out of home care placements for children and young people across Townsville, Charters Towers, Hughenden and Burdekin. AFKP is funded by Department of Child Safety, Seniors and Disability Services.



Althea's Community Hub (ACH)



ACH delivers centre-based, mobile and outreach case management support services to people who are homeless, or at risk of homelessness. Our service extends to a day centre for people who are homeless to access basic human needs such as meals, showers and laundry facilities. We support individuals access accommodation, some for the first time. Our clients often have limited belongings and are unable to afford the associated costs of setting up a home of their own. As part of our service we purchase basic items such as kitchen utensils, cleaning products, bedding and small electrical items that will allow individuals to move with dignity. ACH is funded by Department of Housing.

ACH also delivers **Morehead Meals** which is our social enterprise. It connects our community through affordable, ethical, healthy and delicious pre-made frozen meals in addition to catering for events.

Wee Care Residential

Wee Care has been supporting Townsville families for 50 years and continues to play a very important role in keeping children safe. The service provides 24 hour, 5 to 7 days a week crisis/emergency accommodation for children up to and including 11 years of age. Access/referral to the Wee Care Residential Service is available to all families who are faced with an emergency and have been unable to arrange alternative care for their children. Because of the diversity of children's experiences, the service is flexible and committed to meeting the individual needs of children, young people and their families.

The service is established within a residential suburb of Townsville to provide a safe environment for children and families to access. Wee Care is funded by Department of Child Safety, Seniors and Disability Services.



Althea House



Althea House provides short-term transitional care for up to 6 children aged 0 to 12 years of age who are subject to statutory intervention, and for whom a foster or kinship placement is unable to be sourced in the immediate or short term. This service is predominately based on trauma-informed evidence-based practices.

Althea House is a fee for service, funded by Department of Child Safety, Seniors and Disability Services.

Playgroup

Wee Care runs a playgroup once a week during school terms. Our playgroup is open to any parent or carer in the Townsville community. It is a meeting place for people to meet new friends and have fun in a safe and caring environment. Playgroup offers young children a wide variety of learning experiences through play.

Our playgroup is registered with Play Matters Australia and provides a variety of regular activities.



Emergency Relief



Emergency Relief provides immediate financial and / or material support to people in financial crisis. It can act as a safety net for people experiencing financial distress or hardship. These people often have limited means or resources, and emergency relief helps alleviate their financial crisis.

Althea Projects distributes Emergency Relief in two of our locations. The type of assistance varies and may include vouchers; part payment of an outstanding account; material assistance such as household goods, food parcels or clothing; or information, advocacy and referral to other support services. Emergency Relief is funded by the Department of Communities and Department of Social Services.

Family Contact Service

Family Contact Service delivers supervised contact sessions to parents and other family members whose family is engaged with child safety, while they have contact with their child/ren.

The purpose of the service is to provide an opportunity for parent/s, family members and child/ren to share experiences and lasting positive memories, facilitate positive child/parent contact, assist the parent/s in skills development, and ensure the safety and wellbeing of the child/ren. Family Contact Service is a fee for service, funded by the Department of Child Safety, Seniors and Disability Services.



First Steps



Through a strong commitment to collaboration and innovation, Althea Projects have co-designed (with the Department of Child Safety) the first mother and new born baby assessment and support service in the North Queensland region. First Steps has a significant positive impact on the safety, welfare and wellbeing of children. This model aids in the prevention of new-born infants being removed from their young mother after birth. The model has a strong focus on meaningful engagement with expectant mothers and their families to increase resilience and opportunities for the mothers (and both parents) to be able to develop safe parenting skills so that they can safely parent and care for their children. First Steps is a fee for service, funded by Department of Child Safety, Seniors and Disability Services.

OUR STRATEGIC DIRECTION

Strategic Pillar 1 - Workforce

To secure a workforce that is of the optimal size, capability and composition to best meet the needs of our clients.

Strategic Pillar 2 - Impact

To develop and grow best practice, evidence-based services and programs that are culturally safe and that improve outcomes for individuals, families, children and young people.

Strategic Pillar 3 - Growth and Sustainability

To foster an organisational growth mindset underpinned by financial resilience and sustainability.

Strategic Pillar 4 - Leadership and Governance

To be an ethical and accountable organisation.

OUR VALUES, MISSION AND VISION STATEMENTS

Our Values

Human Dignity and Respect

We treat everyone with tolerance, patience and goodwill and we are authentic and non-judgemental in all our engagements.

Diversity and Equity

Everyone is welcome and valued and their identity, beliefs and experiences are celebrated and shape the way we share information and insights.

Cultural Mindfulness

We acknowledge, respect and embrace Aboriginal and Torres Strait Islander peoples as our First Nations peoples of the lands in which we walk, work and live. We embed these traditions and histories into our practice frameworks and all that we do, along with all other cultures.

Accountability and Transparency

We are open and honest in our interactions, we communicate clearly and we courageously make and honour our commitments.

Success and Collaboration

We are flexible and creative, leading by example as we support and listen to each other, value teamwork and embrace diverse ideas to strengthen financial sustainability and exceptional business performance.

Mission

To support and strengthen individuals, families, children, and young people so they experience social, emotional, physical and mental wellbeing and reach their full potential.

Vision

We believe that everyone deserves to feel safe, secure and supported so they can lead an independent and fulfilling life. We achieve this through our diverse programs in child protection, family support, foster and kinship care and homelessness services.

Capability Statement

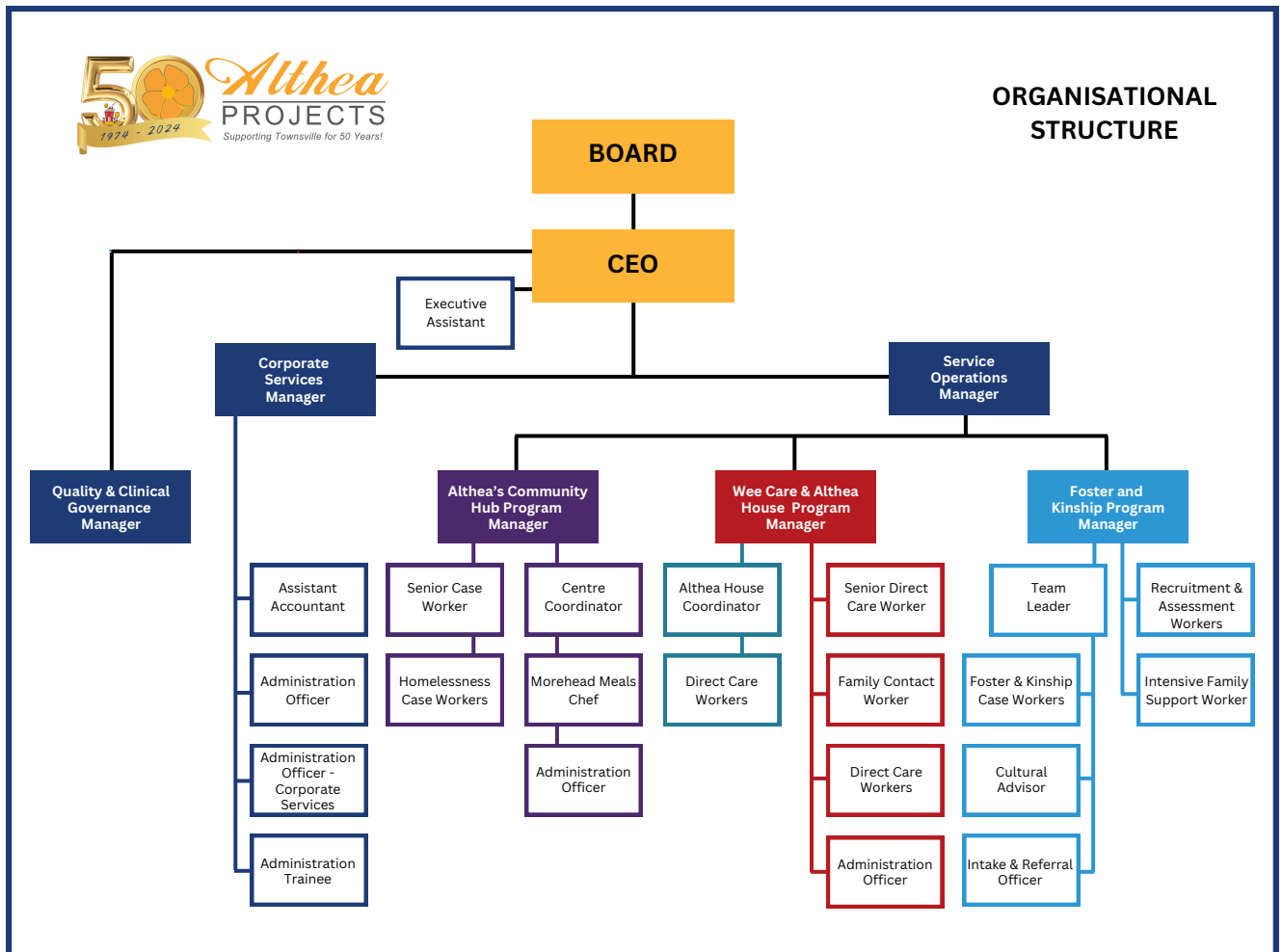
Althea Projects is a leader in community service in Townsville, with fully-equipped and interconnected programs in child protection, fostering, homelessness and family support. Through these programs, we continually demonstrate our reputation for excellence, delivering compassionate, evidence-informed services, driven by best practice frameworks. As a preferred employer, we provide an inclusive, supportive work environment where every member of our team is empowered to make a meaningful impact. As a sustainable organisation, we are known for our commitment to innovation, environmental responsibility and a culture that values and celebrates every individual.

OUR PEOPLE AND STRUCTURE

Althea Projects is an organisation that is proud to be 100% local, employing local people to provide quality services to people within our local community. We value the importance of each role within the organisation and employ people that are best suited to undertake each position who are not only highly experienced and skilled, but also able to readily adopt Althea Projects code of conduct, ethics and values.

Althea Projects implements advanced recruitment and professional development systems, and provides each employee with regular coaching, supervision, annual appraisals and individual development planning.

Organisational Structure



OUR GOVERNANCE FRAMEWORK

We take pride in providing professional and ethical services to our clients. We believe this is mirrored in our values and backed by our processes, systems and leadership. The organisation operates from an evidence and strengths-based, trauma-informed, child and person-centred, family focused and culturally inclusive framework.

Registered as a charity through the Australian Charities and Not-for-profits Commission, Althea Projects Inc. is an incorporated association through the Incorporated Association Act 1981. Our structure incorporates a Board, members, paid staff and volunteers. At our annual general meeting, which is usually held in November, we present our audited financial statements, which are unqualified by an external financial auditor.

Quality improvement is at the heart of and integral to the success of Althea Projects. As professionals we adopt high standards of professional integrity, incorporating our values, genuine care and positive regard, evidence-based practices, technical skill and working collaboratively with our service users to help them meet their needs. We have a sophisticated quality management system that outlines policies and procedures relating to critical facets of our work and are aligned to relevant legislation and funding requirements.



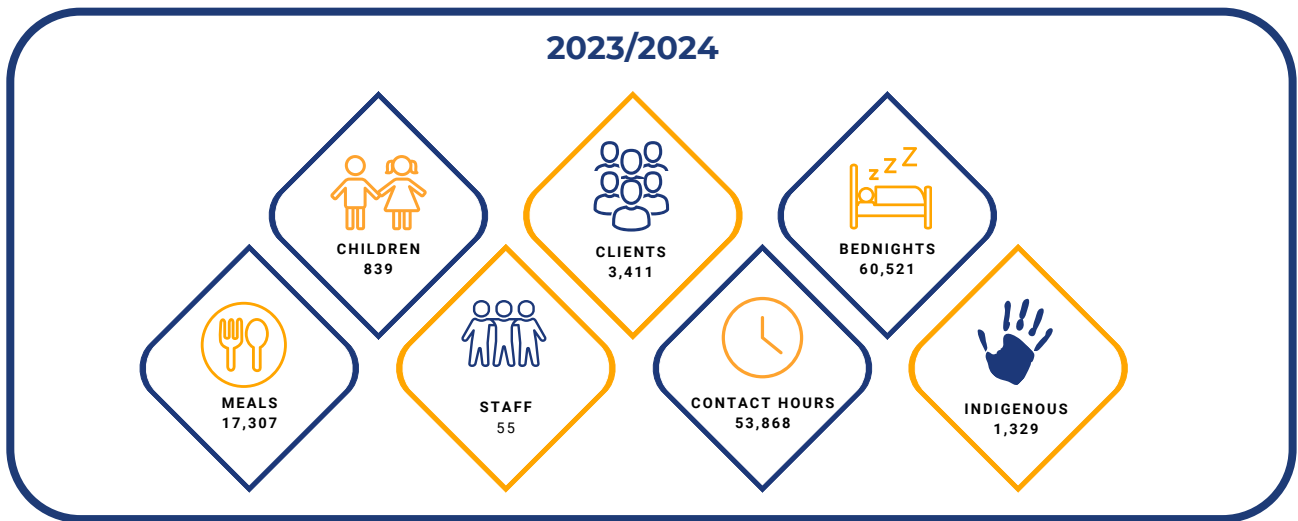
As part of this, Althea Projects is externally audited by an independent third-party assessor, HDAA Australia Pty Limited, across the Human Services Quality Framework (HSQF), which are a set of standards that are based on the principles of respecting human rights, social inclusion, participation and choice. We have consistently met the requirements and are HSQF certified.

As a provider of foster and kinship care, Althea Projects is a licensed service. The purpose of licensing is to ensure that the services and care provided meets the statement of standards in the Child Protection Act 1999. The certification/recertification audit, conducted under the Human Services Quality Framework (HSQF), is used in the licensing process to meet the legislative requirement for independent advice to be used to assist the department in deciding a licence application.

Althea Projects is deeply committed to sustainable practices, aligning its mission with environmental responsibility and social consciousness. With a focus on creating a positive impact, Althea Projects integrates sustainability into every facet of its operations. From energy-efficient office spaces to the utilisation of renewable energy sources, the organisation seeks to minimize its carbon footprint.

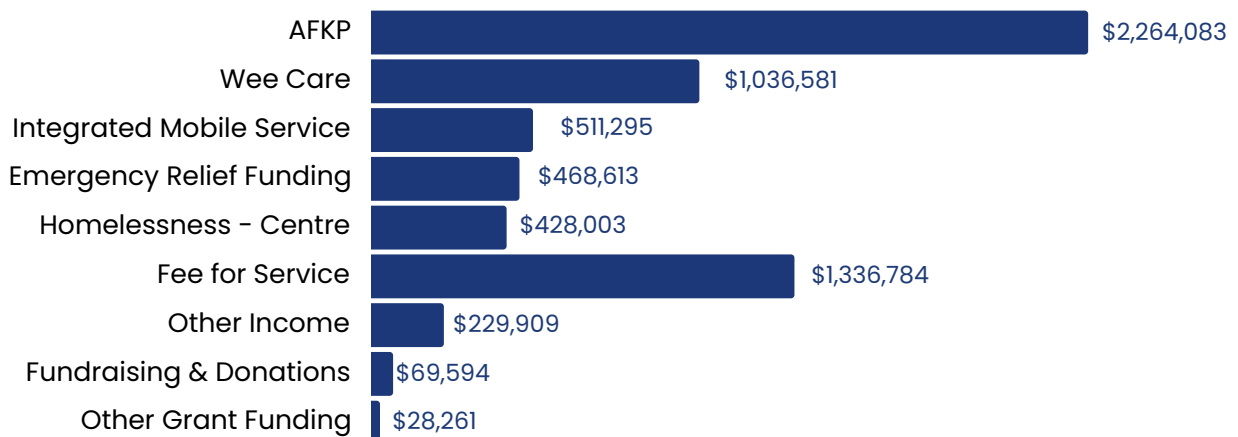
Althea Projects also champions eco-friendly initiatives, such as waste reduction and responsible sourcing, fostering a culture of environmental stewardship among its staff and partners. By consistently incorporating sustainable practices into its business model, Althea Projects strives to lead by example, contributing to a greener, more sustainable future for both the community and the planet.

OUR ANNUAL IMPACT



FINANCIAL REPORT 2023/2024

INCOME 2023 - 2024



EXPENDITURE 2023 - 2024

