

CARETAKER'S
COTTAGE INC 189

Hills 2010, 360-4067.

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CARETAKER'S
COTTAGE INC
189

CARETAKER'S
COTTAGE INC

189 Albion Street, Surry Hills 2010, 360-4067.

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CARETAKER'S
COTTAGE INC
CARETAKER'S
COTTAGE INC

189 Albion Street, S.

-010, 360-4067.

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189 Albion Street, Surry Hills 2010, 360-4067.

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CARETAKERS COTTAGE YOUTH REFUGE

ANNUAL GENERAL MEETING

26.9.1991

1. LAST YEARS MINUTES
2. REPORTS - Chairperson - Richard Millar
 - Treasurer - Russell Sykes
 - Co-ordinator Laurie Matthews
3. ELECTION OF OFFICERS - Chairperson
 - Treasurer
 - Secretary
 - ORDINARY MEMBERS
4. CONSTITUTIONAL AMENDMENT
5. CLOSE

COMMITTEE MEETING

1. Implementation of Award
2. Job Contracts
3. October Review/Evaluation
4. Covering letter to Dept. of Community Services for Audit

ANNUAL GENERAL MEETING

CARETAKERS COTTAGE INC. 28/9/1990

PRESENT: Laurie Matthews, Suzie Evans, Christina Boeckenhauer, Tim Lawrence, (staff) Rhondda Matthews, Russell Sykes, Carolyn Stoney, Danni Glynn, Max Hart, Madeleine Spielman

1. Chairpersons Annual Report Rihard Miller (see attached)
2. Treasurers Annual Report, Russell Sykes (see attached)
3. Staff Report, Laurie Matthews (see attached service report)
5. Election of Office Bearers:

Chairperson: Richard Miller nominated Russell, Laurie elected unopposed.

Treasurer: Russell Sykes nominated Richard, Rhondda elected unopposed

Secretary: Rhondda Matthews nominated Russell, Richard elected unopposed

Members: Madeleine Spielman, Danni Glynn, Max Hart, Carolyn Stoney

OPERATIONAL OBJECTIVES OF CARETAKERS COTTAGE

PART 1

For the resident :

1. To have a safe and supportive environment in which to shelter conducive to examining his/her circumstances.
2. To begin taking steps toward dealing with problems and the functional resolution of the crisis components of these problems to the improvement of his/her situation.
3. To be involved in making decisions concerning themselves and to take responsibility for his/her life.
4. To have access to assessment, counselling, resources, referral and follow-up to meet individual needs.
5. To develop basic living skills necessary to cope effectively in an alternate living situation.
6. To have access to information and encouragement in order to make positive choices about their lifestyle towards their own wellbeing and personal development.
7. To receive advocacy on their behalf with parents, government departments, the legal system and significant others.

SERVICE REPORT

A) The project goals and objectives have altered significantly since our last Annual Report. The changes are included in the accompanying Operational Guidelines, March 1991.

B) Achievement of Objectives.

Caretakers Cottage is in the midst of a 12 month pilot project that commenced in March 1991. The new objects and goals for the organisation are being met and are quantified at length in section C of this report. During the course of this pilot project a number of reviews/evaluations are scheduled, at which times various adjustments are made.

When looking at the quantitative information it should be noted that during the first 9 months of the year the service accommodated up to 8 young people who were supported by 4 full time staff. The last three months of the year saw 10 young people accommodated at any one time, who were supported by 5 full time youth workers, 3 caseworkers, 1/2 an administrative assistant and one co-ordinator.

C) MAJOR USERS OF THE SERVICE

This section of the report is made up of quantitative data, giving a statistical profile of clients and the utilisation of the service.

The information is basically collected in two time periods -

- A - JULY 90 - MARCH 91
- B - MARCH 91 - JUNE 91

Period B represents the time Caretakers expanded to include 10 residents and 3 caseworkers.

On each page of graphs, the upper diagram is period A and the lower diagram is period B, unless otherwise stated.

A) From July 90 - March 91, 154 young people were accommodated.
From March 91 - July 91, 70 were accommodated.

TOTAL 224 residents

B) Average length of stay...

July 90-March 91	13.2 days
March 91- July 91	12.9 days

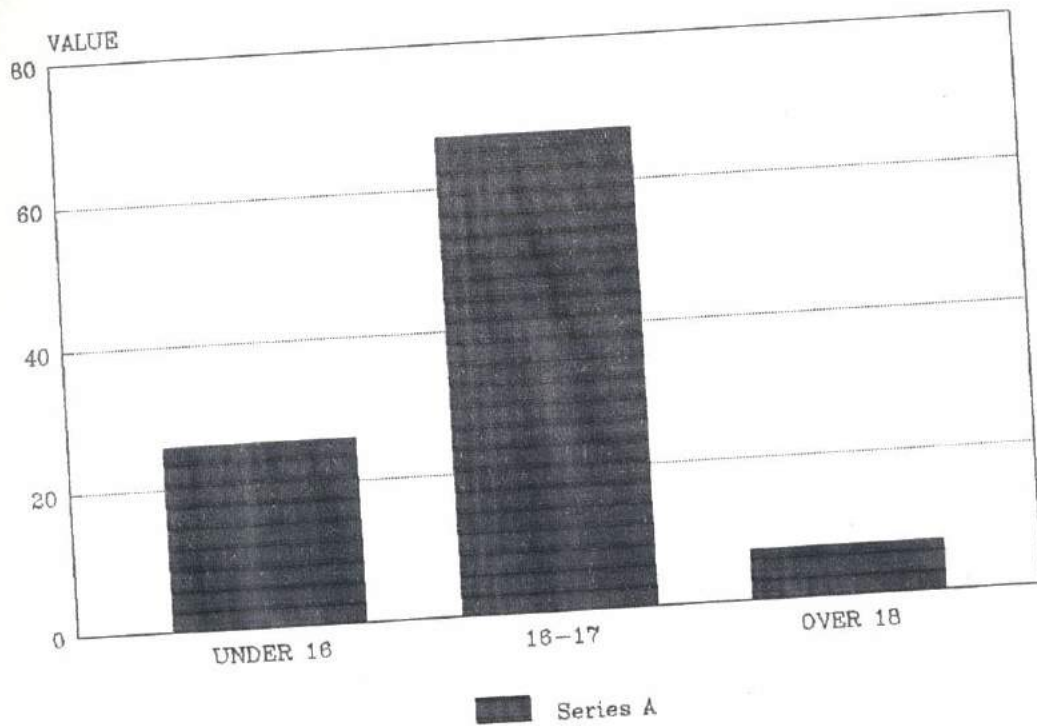
C) Bed occupancy...

July 90- March 91	92%
March 91- July 91	94%

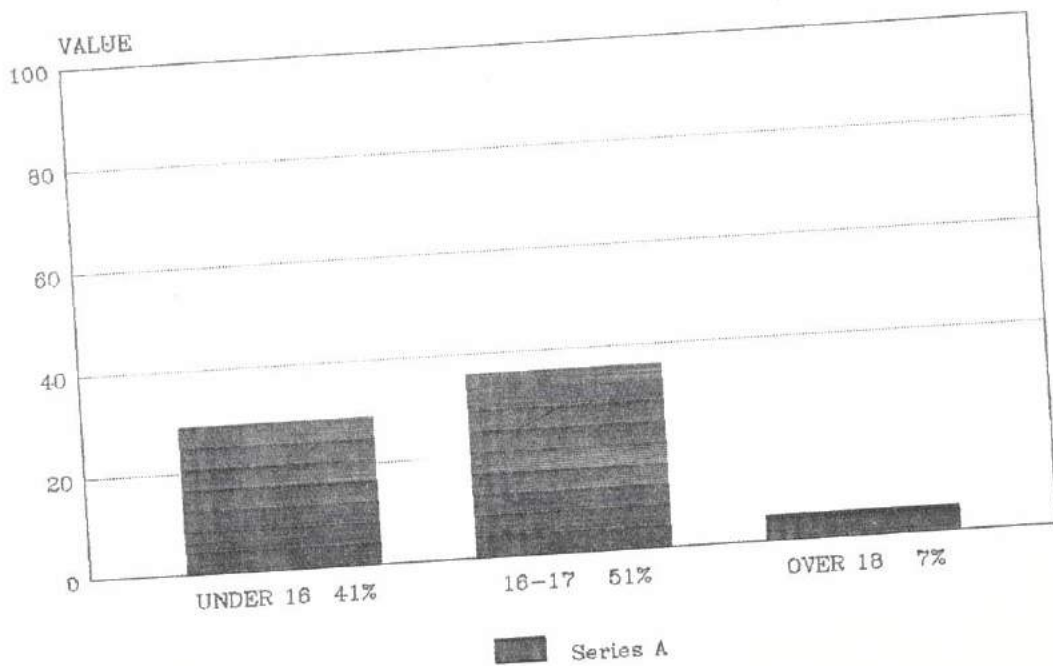
D) Unmet referrals...

DATE	FULL	OUTSIDE TARGET GROUP
July 90- March 91	609	163
March 91- July 91	275	88
TOTAL	884	251

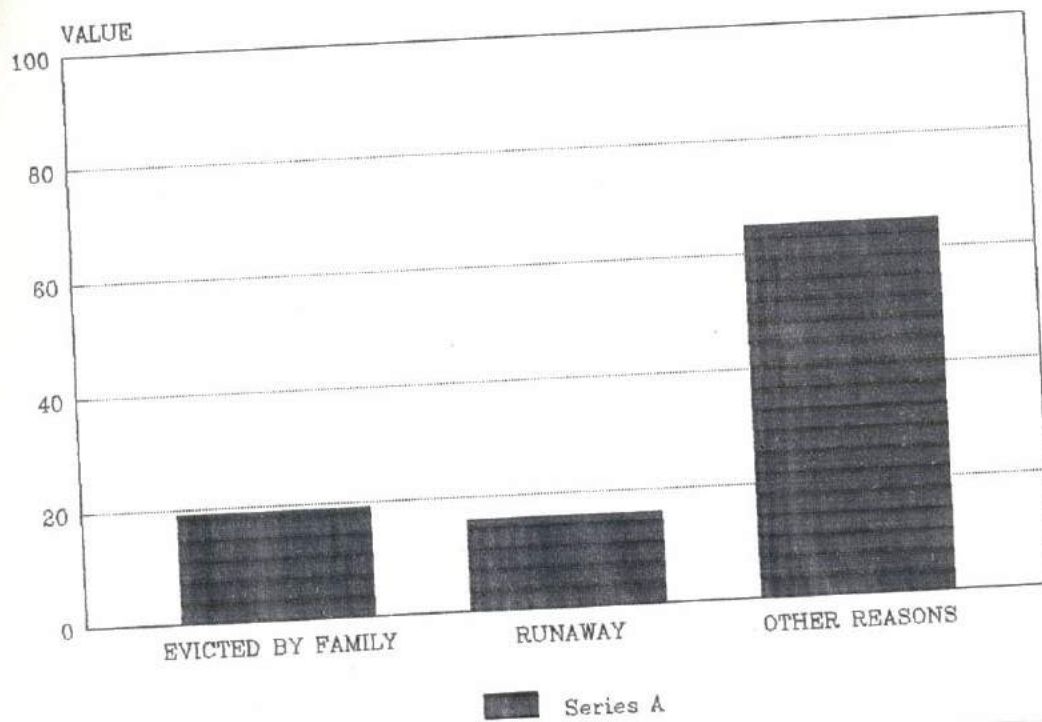
AGE DISTRIBUTION



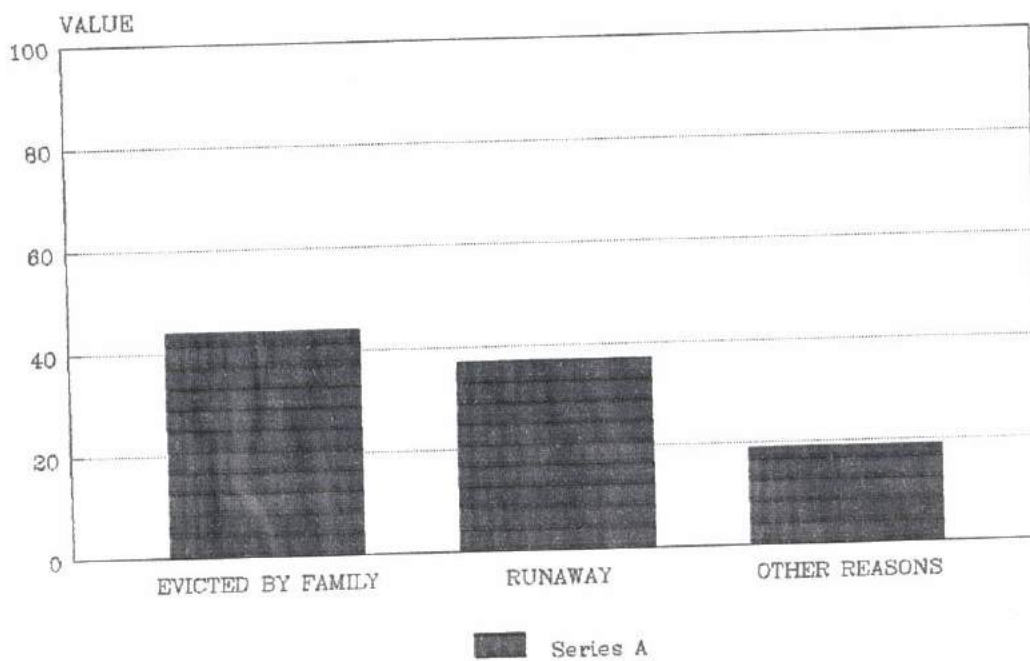
AGE DISTRIBUTION MARCH 91 - JULY 91



REASON ACCOMMODATED

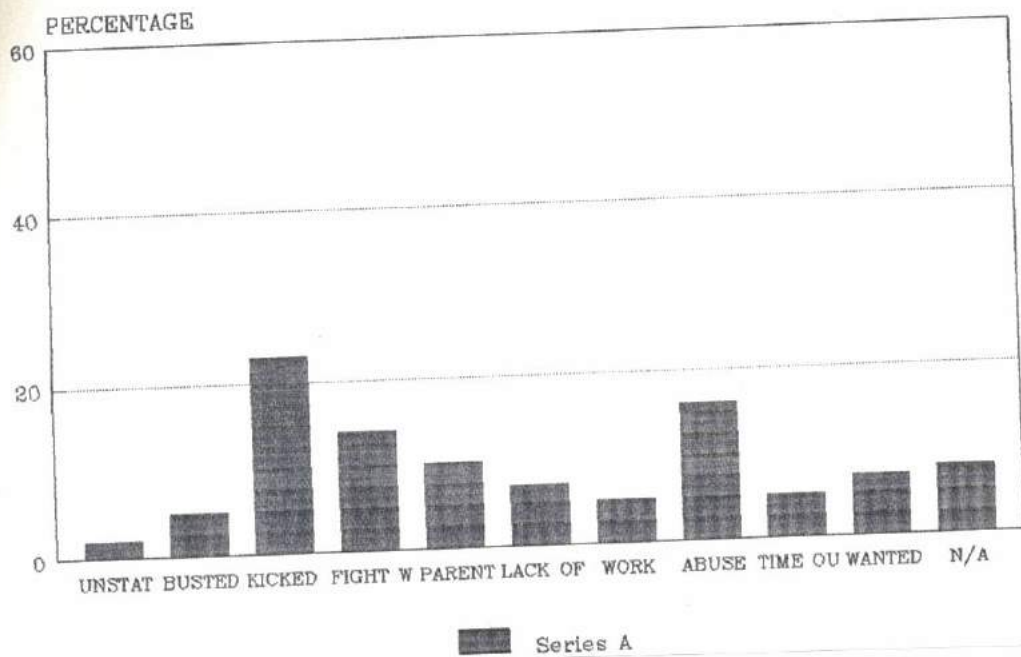


REASON ACCOMMODATED MARCH 91 - JULY 91



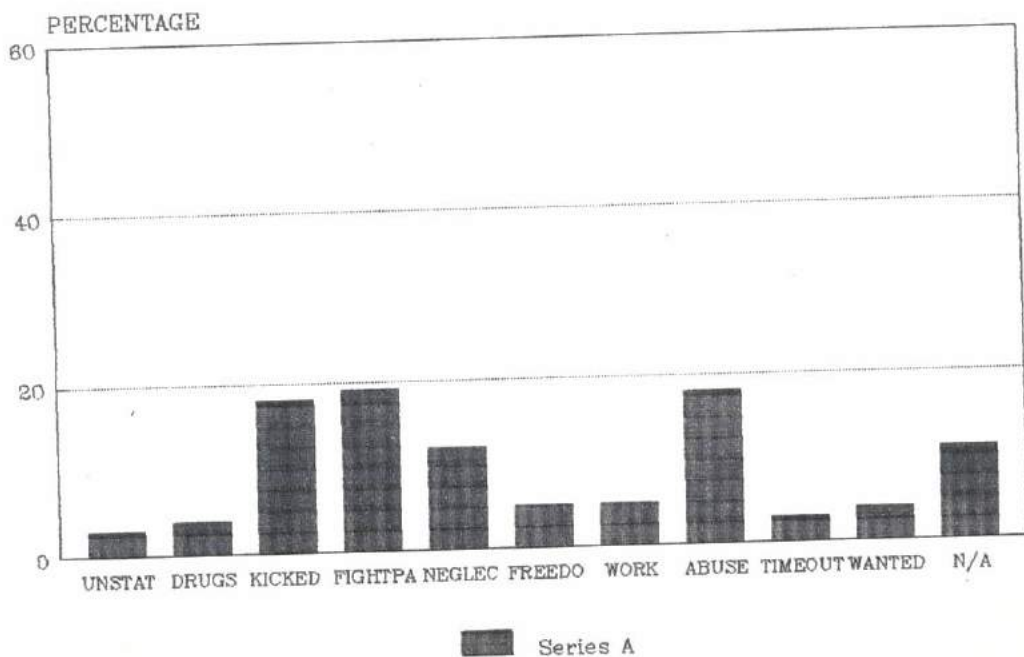
REASON FOR LEAVING HOME

JULY 90 - MARCH 91

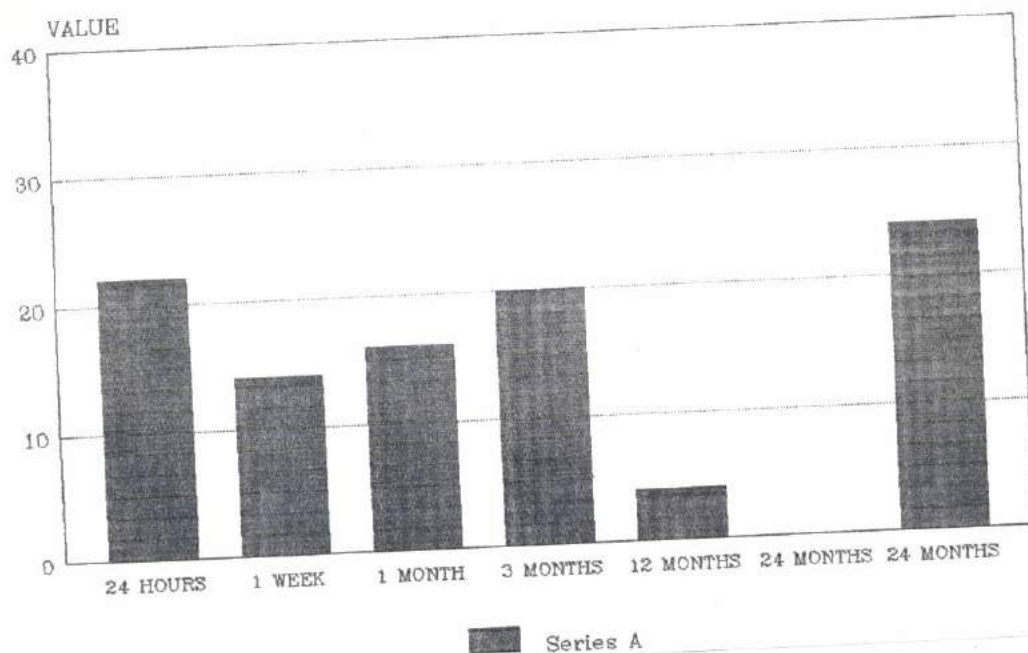


REASON FOR LEAVING HOME

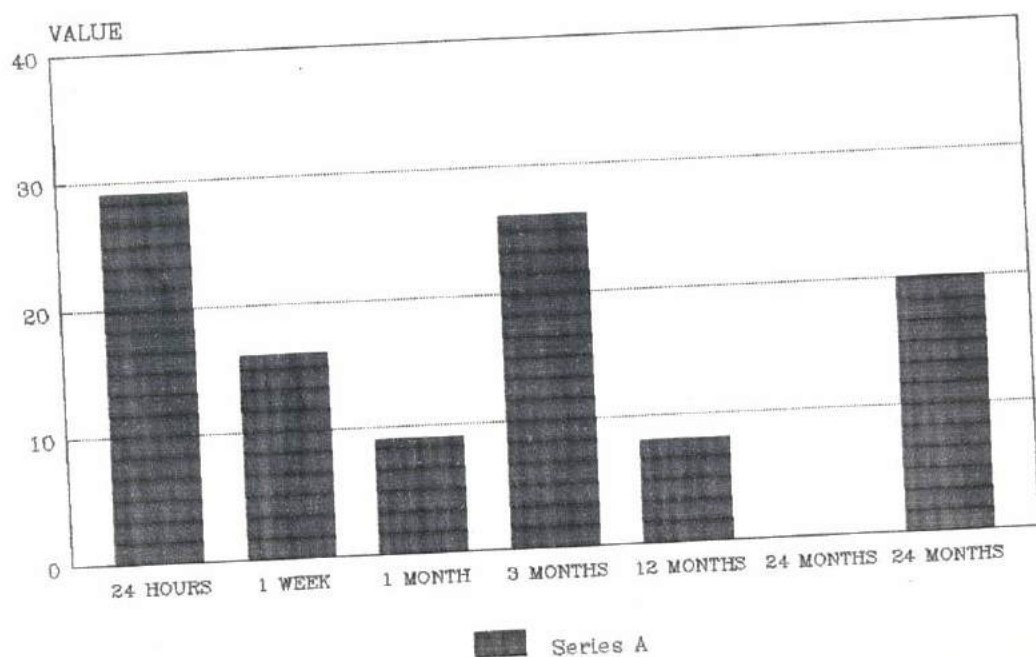
MARCH 91 - JULY 91



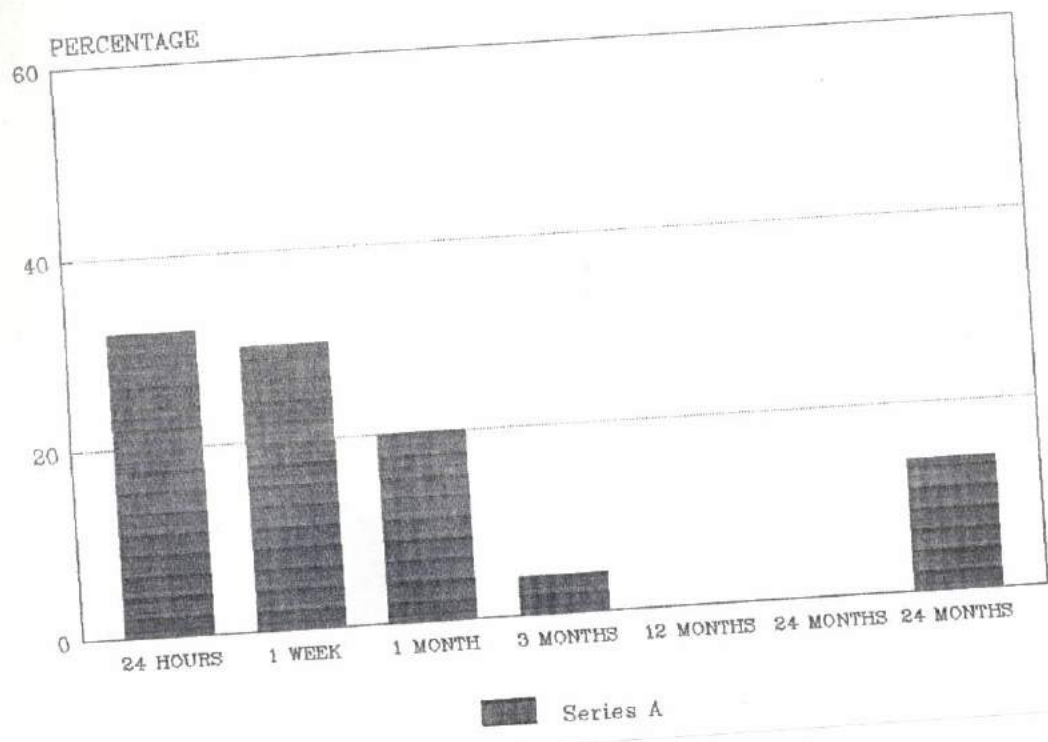
LAST PERIOD TO RESIDE WITH PARENTS—JULY90— MARCH91



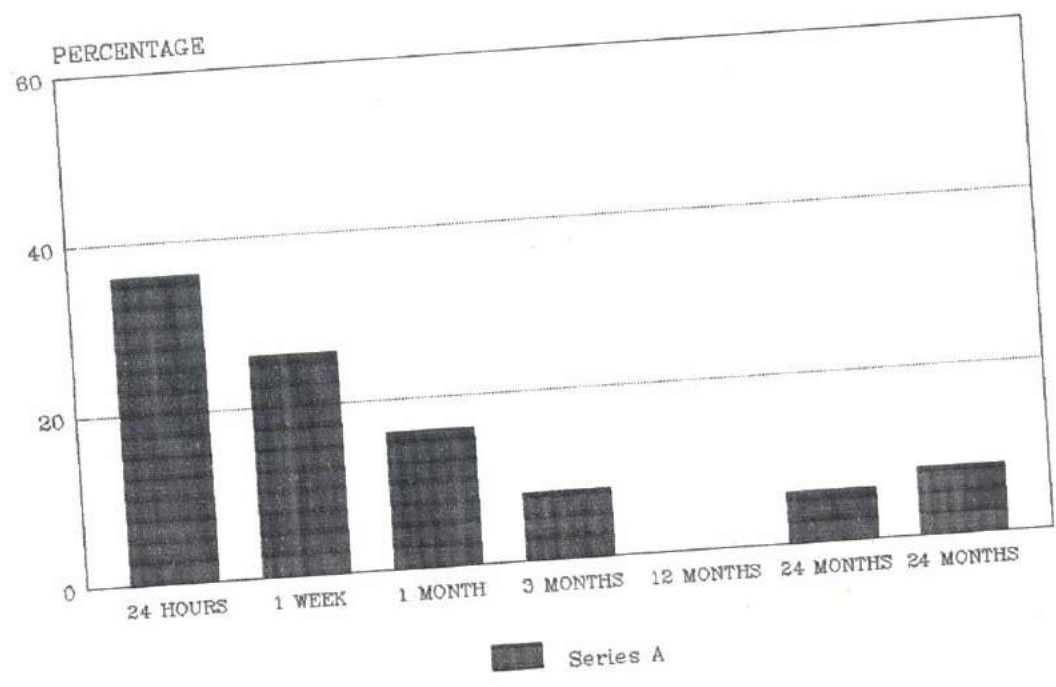
LAST PERIOD TO RESIDE WITH PARENTS—MARCH91 — JULY91



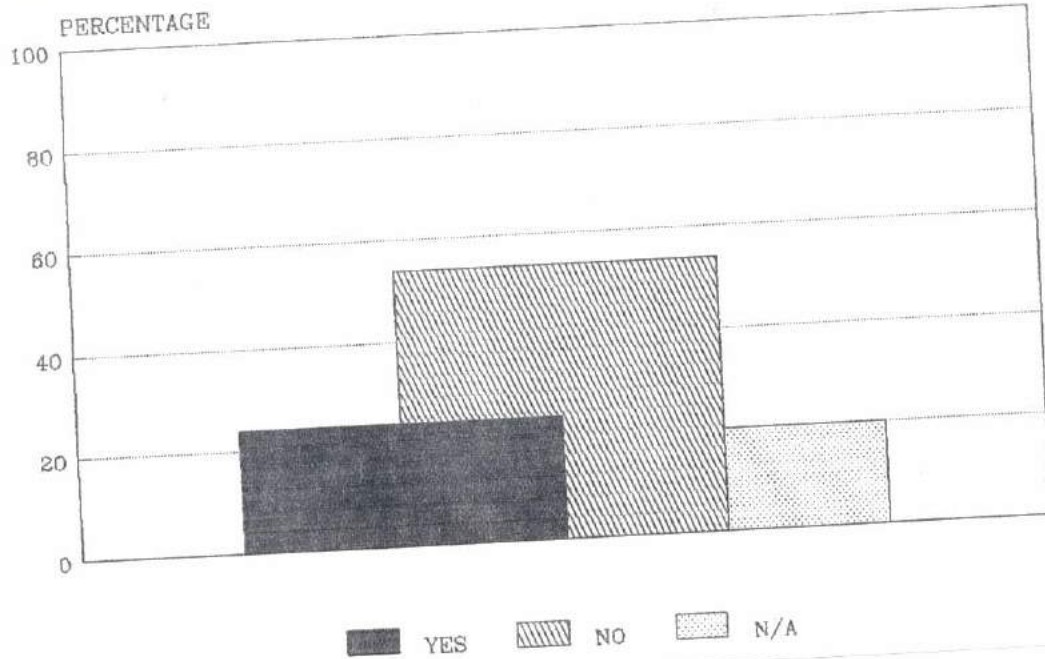
LAST DATE TO CONTACT PARENTS



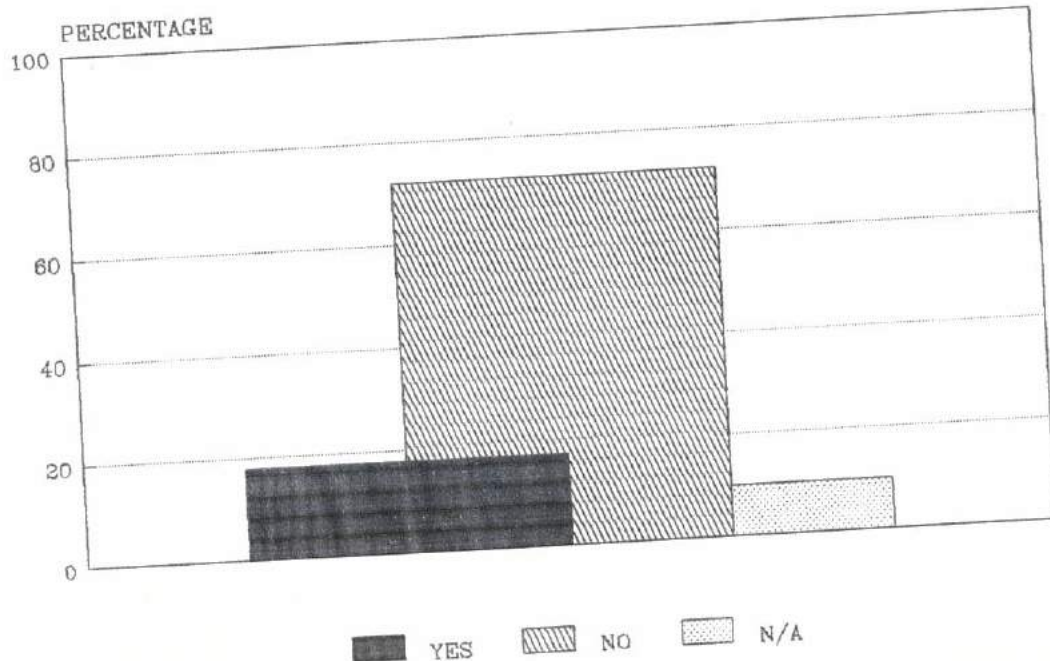
LAST DATE TO CONTACT PARENTS MARCH 91 - JULY 91



CONSENT TO CONTACT FAMILY JULY 90 - MARCH 91

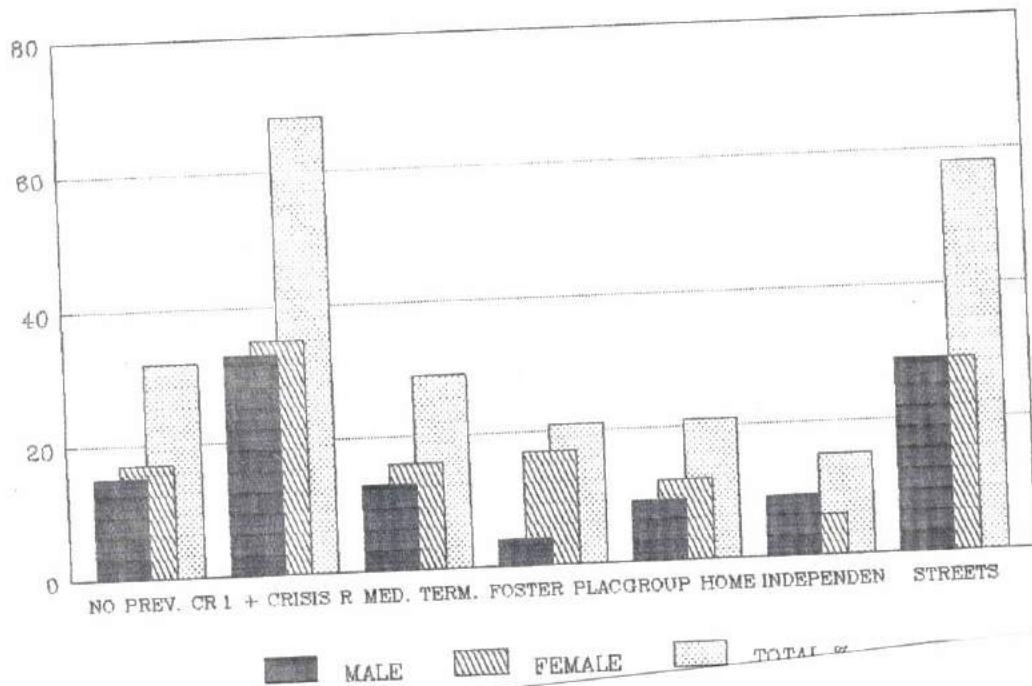


CONSENT TO CONTACT FAMILY MARCH 91 - JULY 91



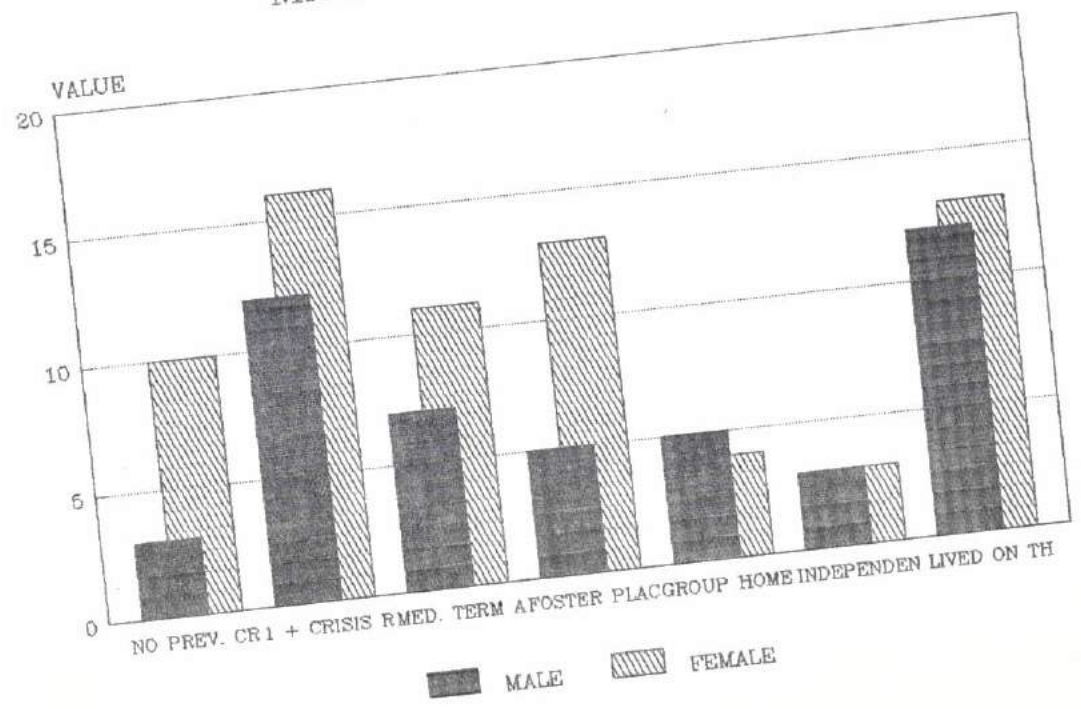
ACCOMMODATION HISTORY

JULY 90 - MARCH 91

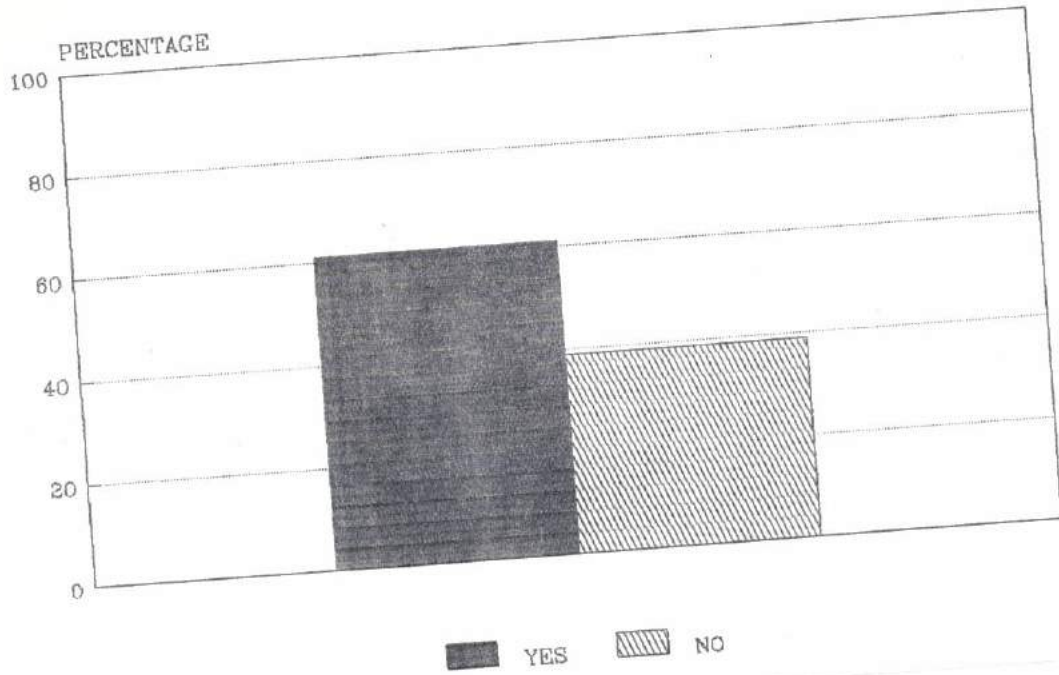


ACCOMMODATION HISTORY

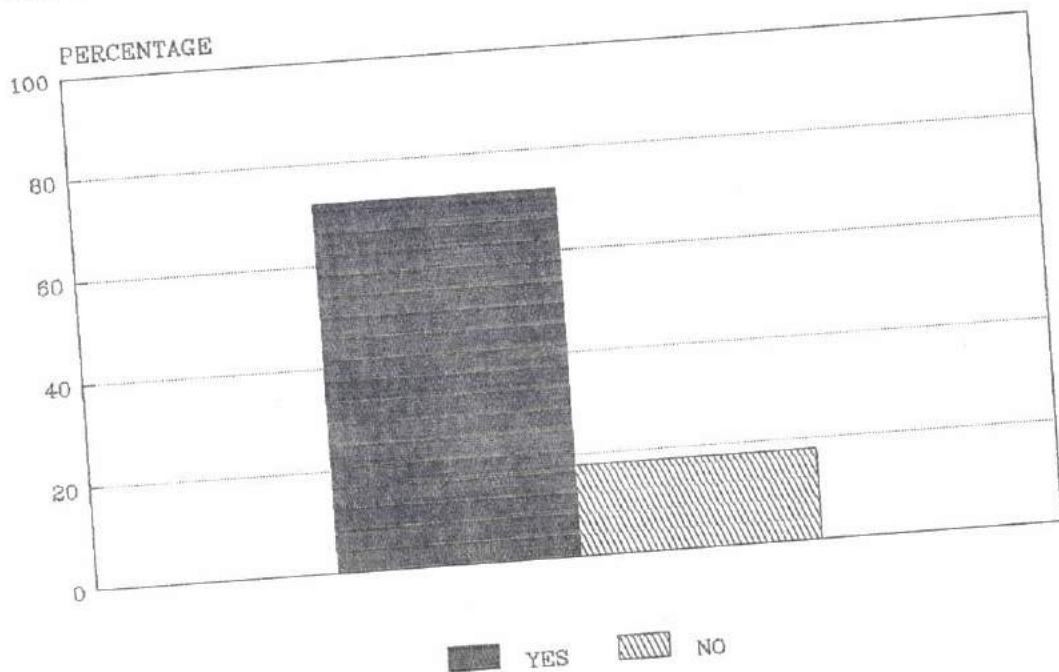
MARCH 91 - JULY 91



ASKED TO LEAVE PREVIOUS ACCOMMODATION SERVICE

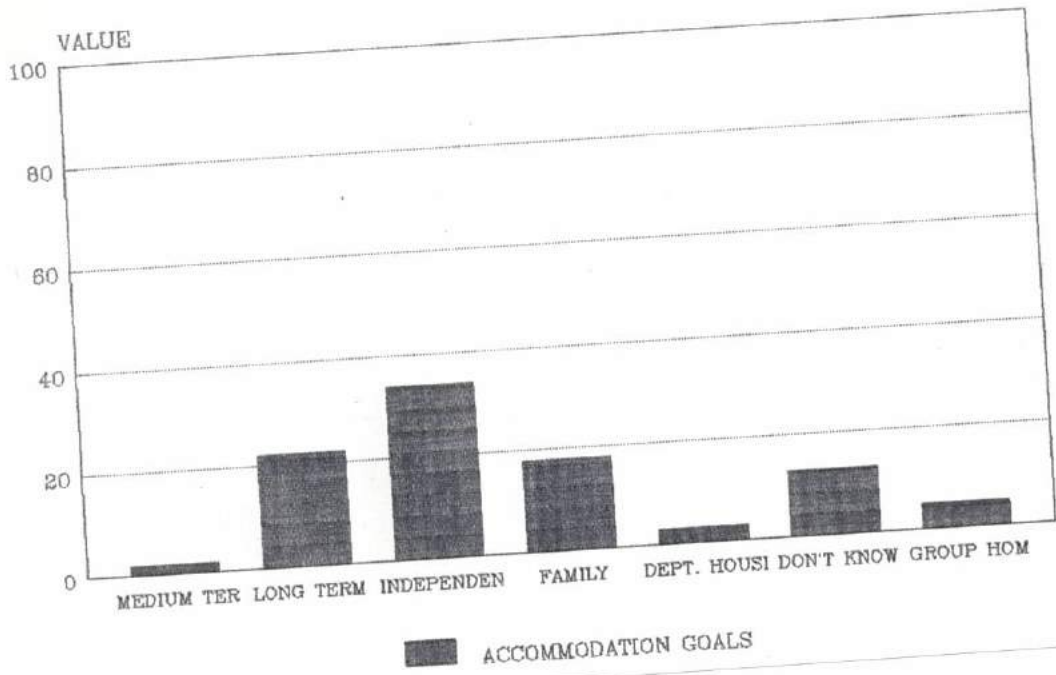


ASKED TO LEAVE PREVIOUS ACCOMMODATION SERVICE MARCH 91 - JULY



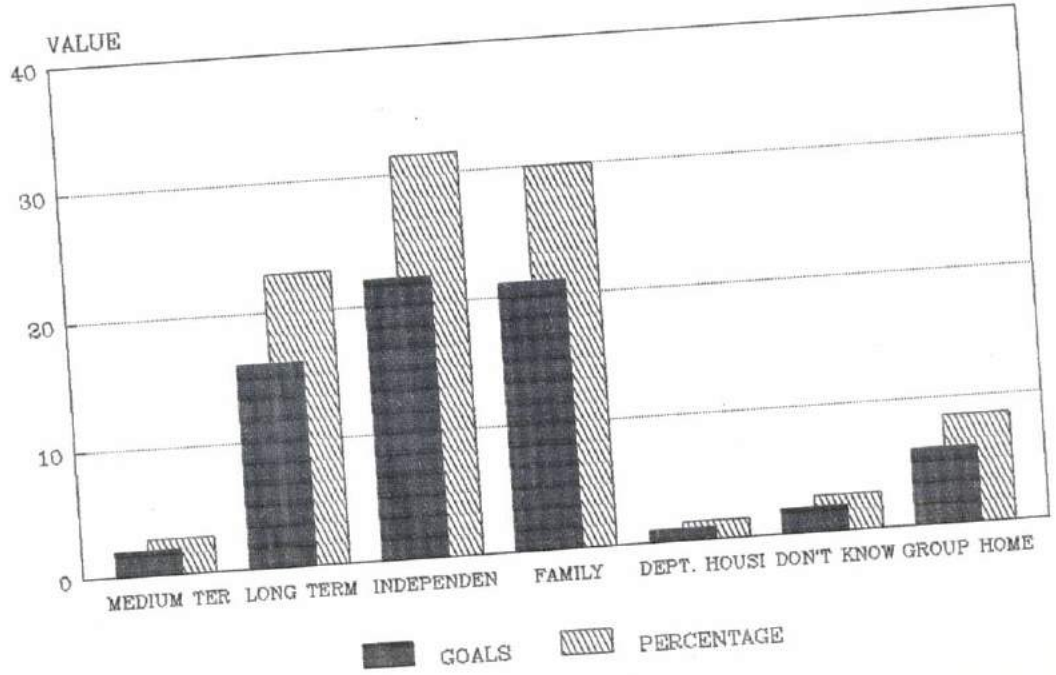
ACCOMMODATION GOALS

JULY90 - MARCH91



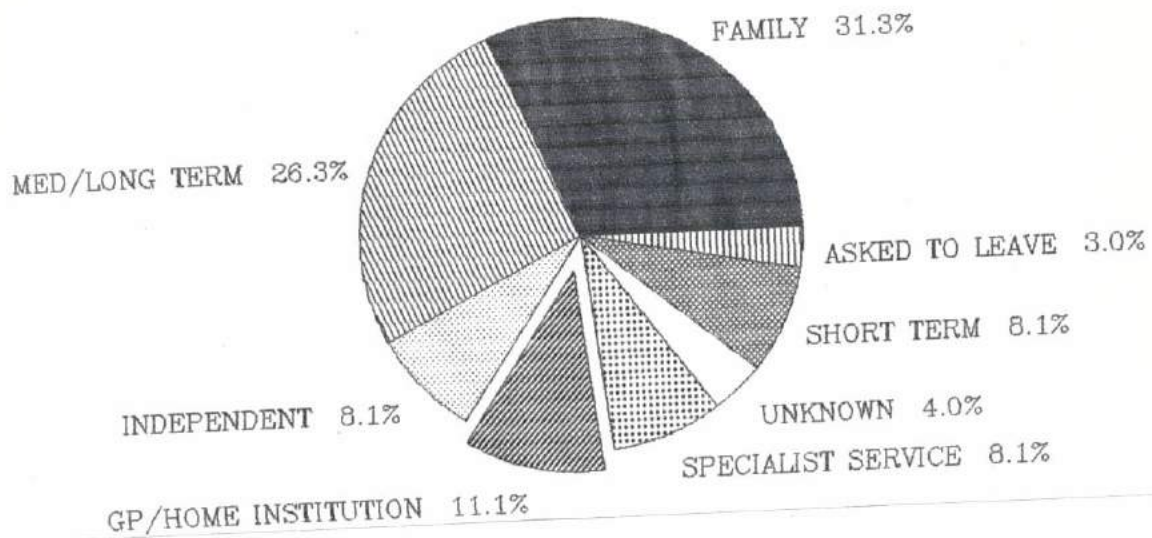
ACCOMMODATION GOALS

MARCH 91 - JULY91



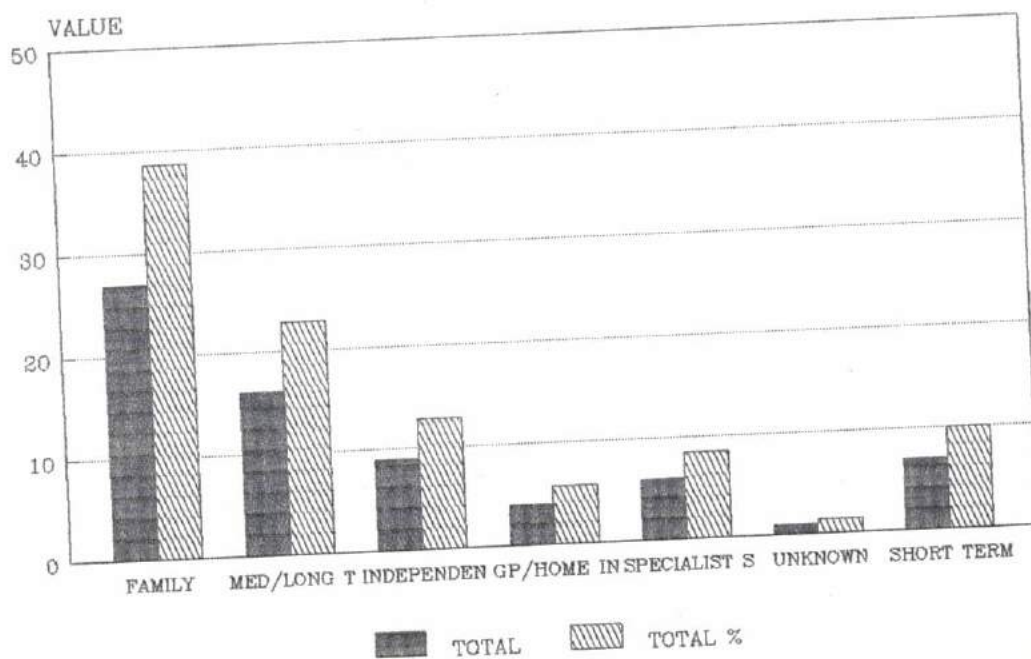
DESTINATION AFTER CARETAKERS

JULY 90 - MARCH 91

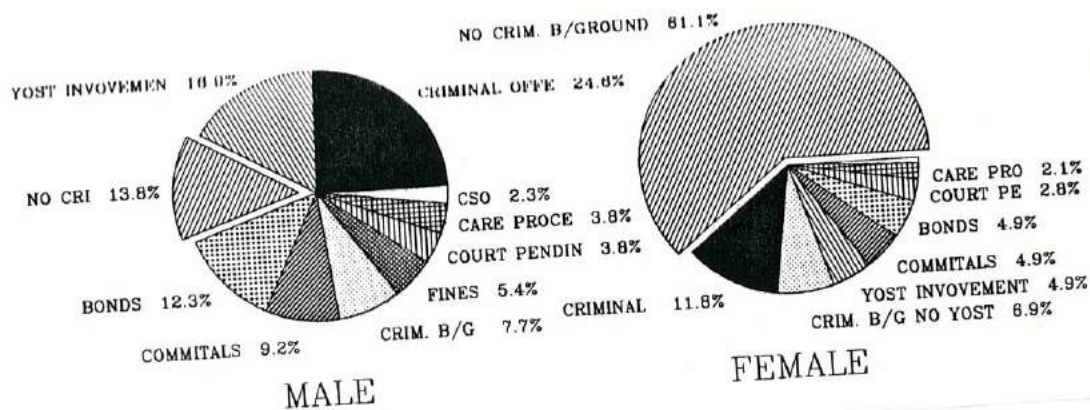


DESTINATION AFTER CARETAKERS

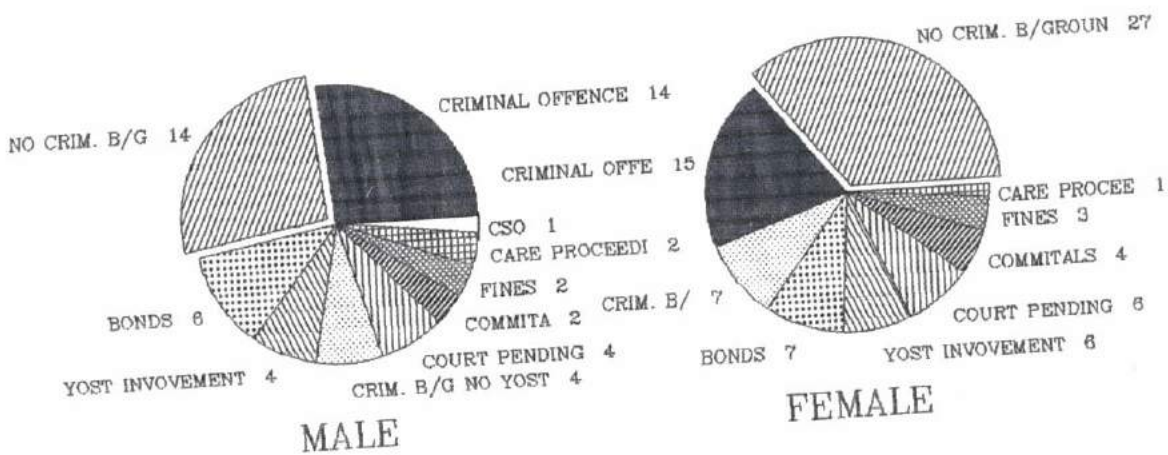
MARCH 91 - JULY 91



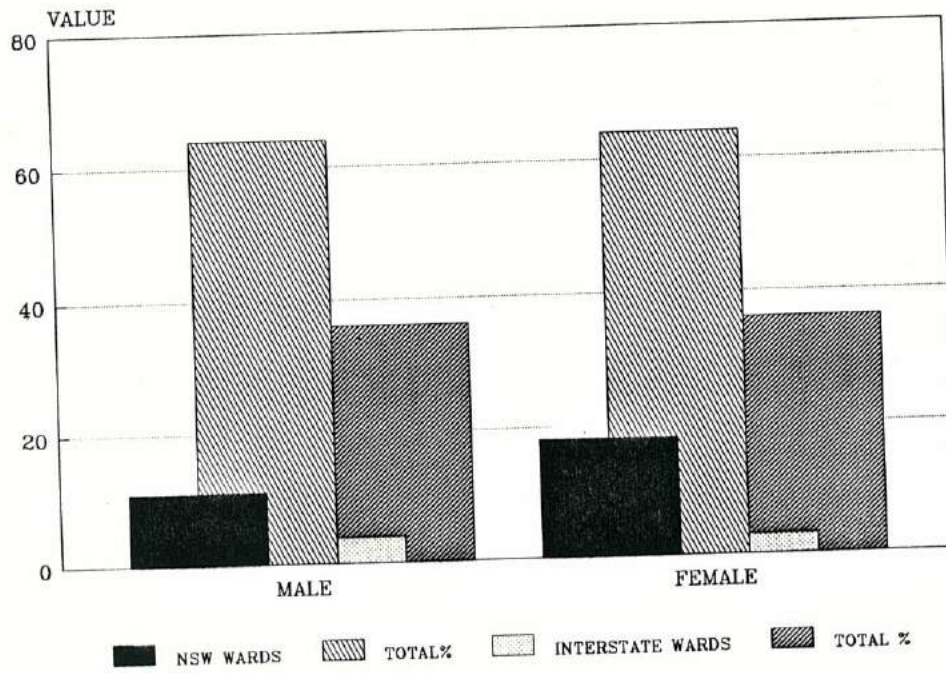
OFFENCES



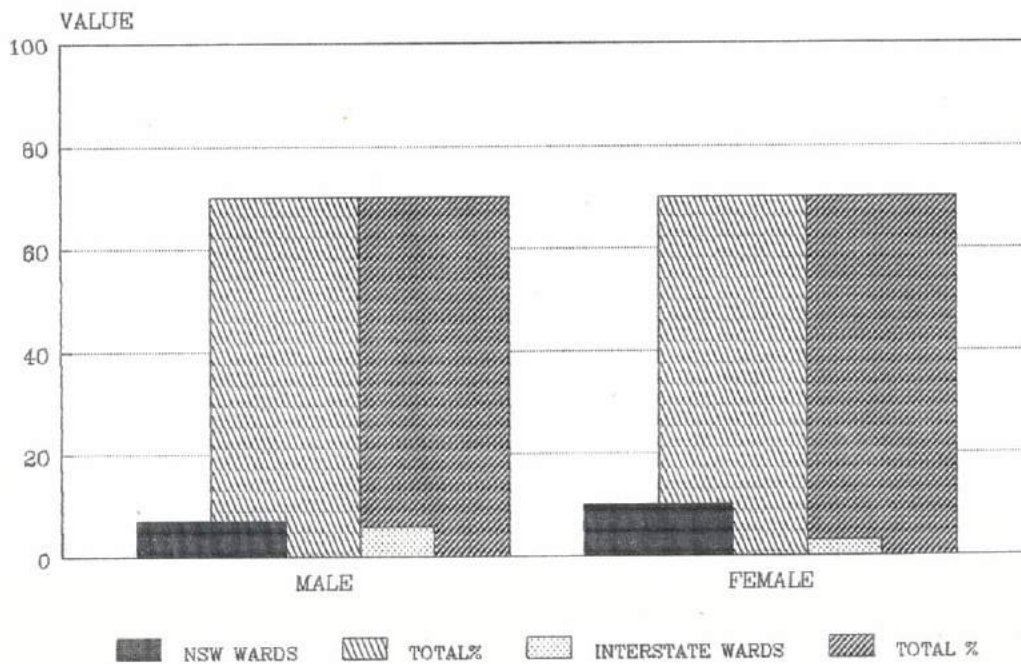
OFFENCES MARCH 91 - JULY 91



TYPE OF WARDS

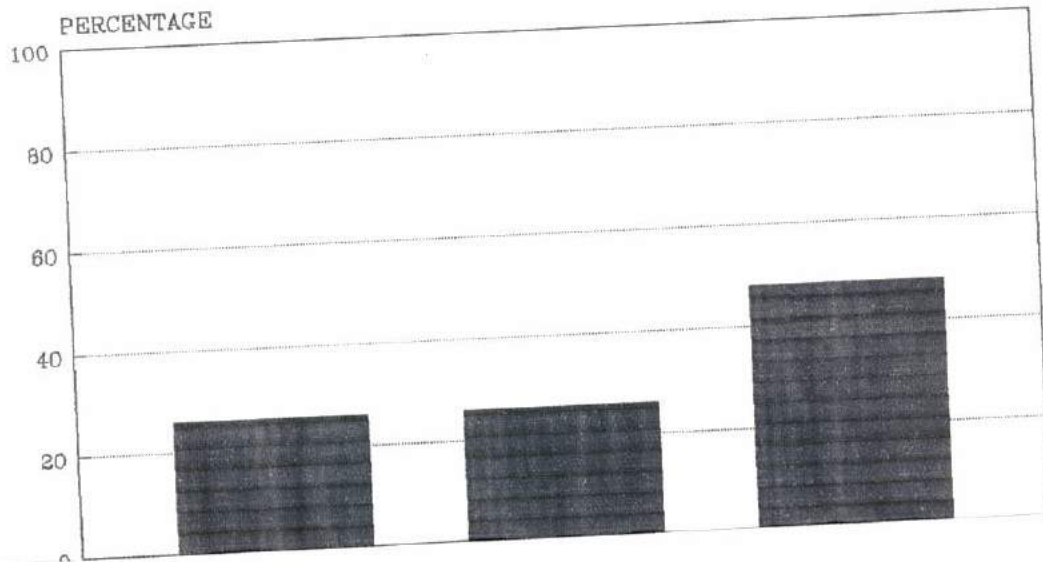


TYPE OF WARDS MARCH 91 - JULY 91



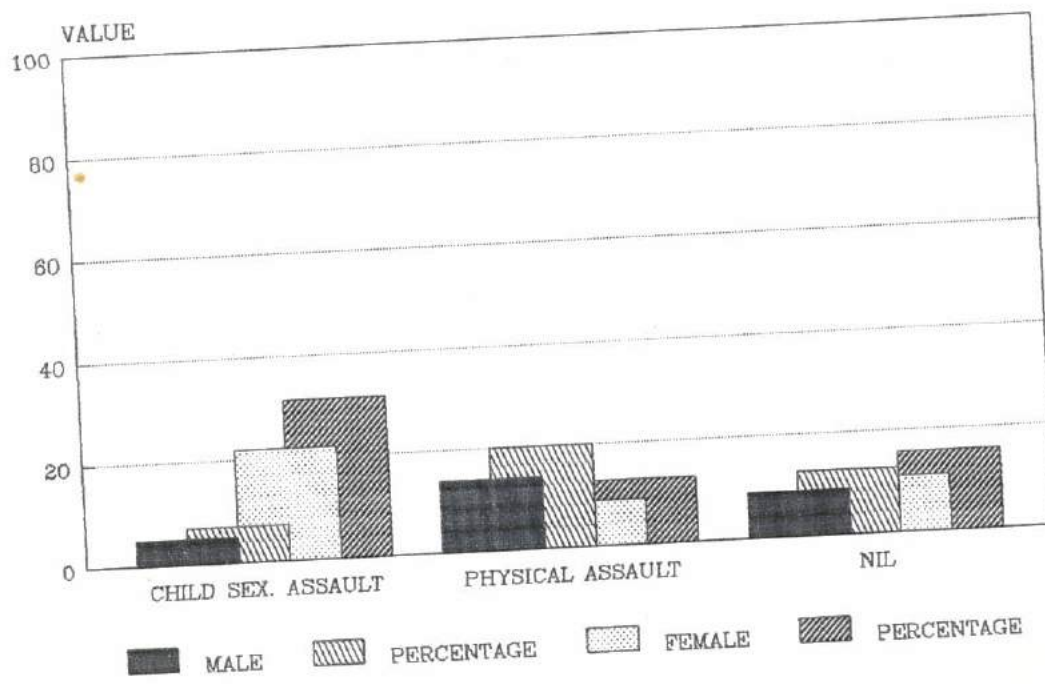
TYPES OF ASSAULT

JULY 90 - MARCH 91

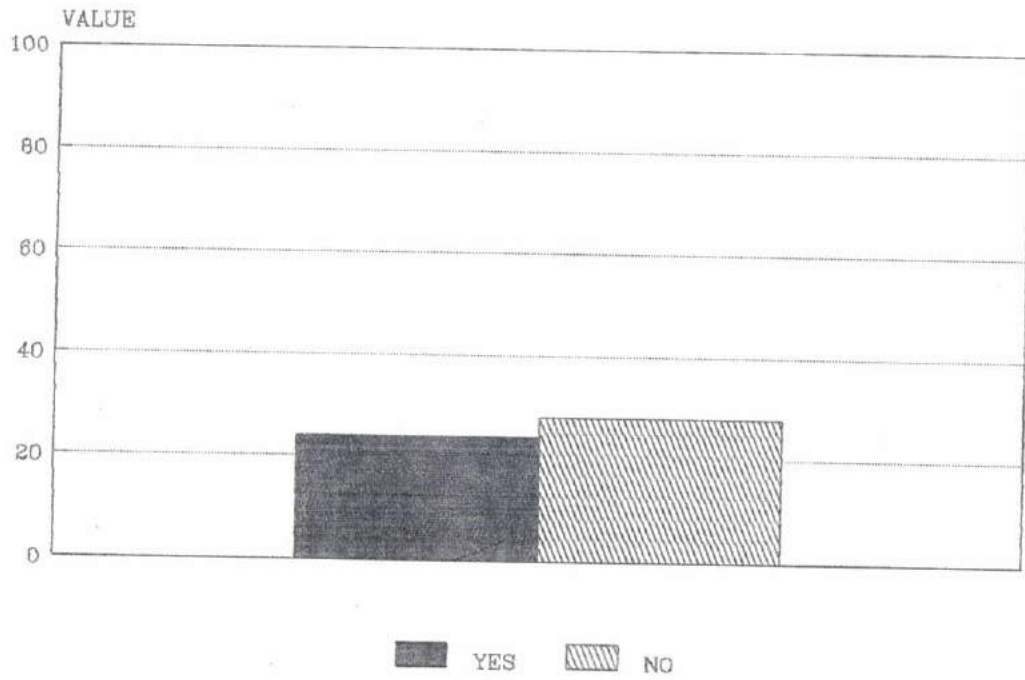


TYPES OF ASSAULT

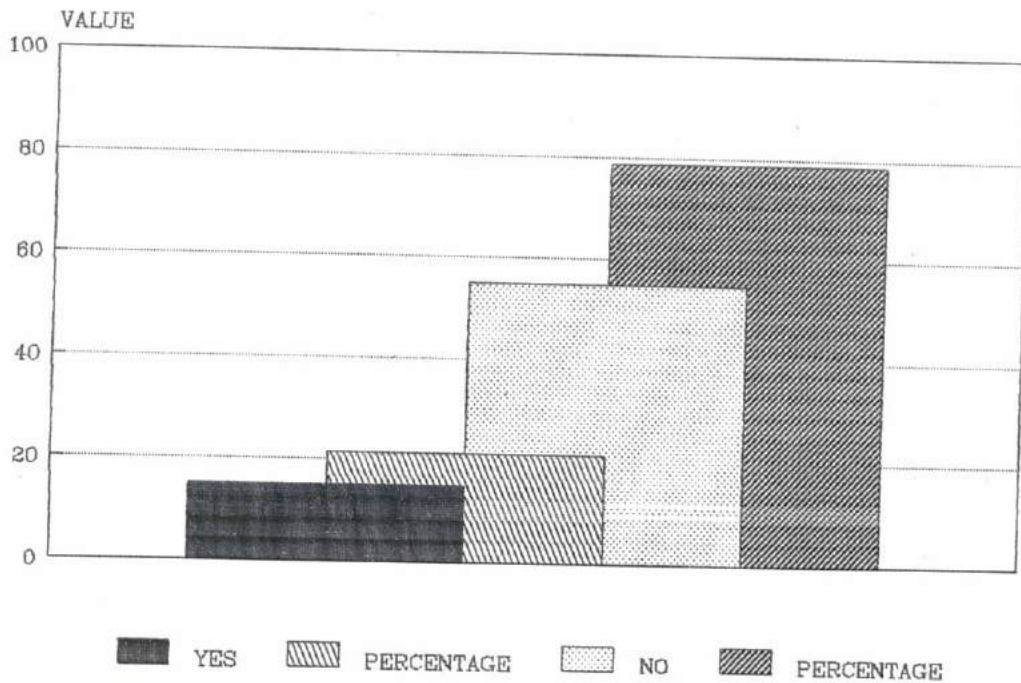
MARCH 91 - JULY 91



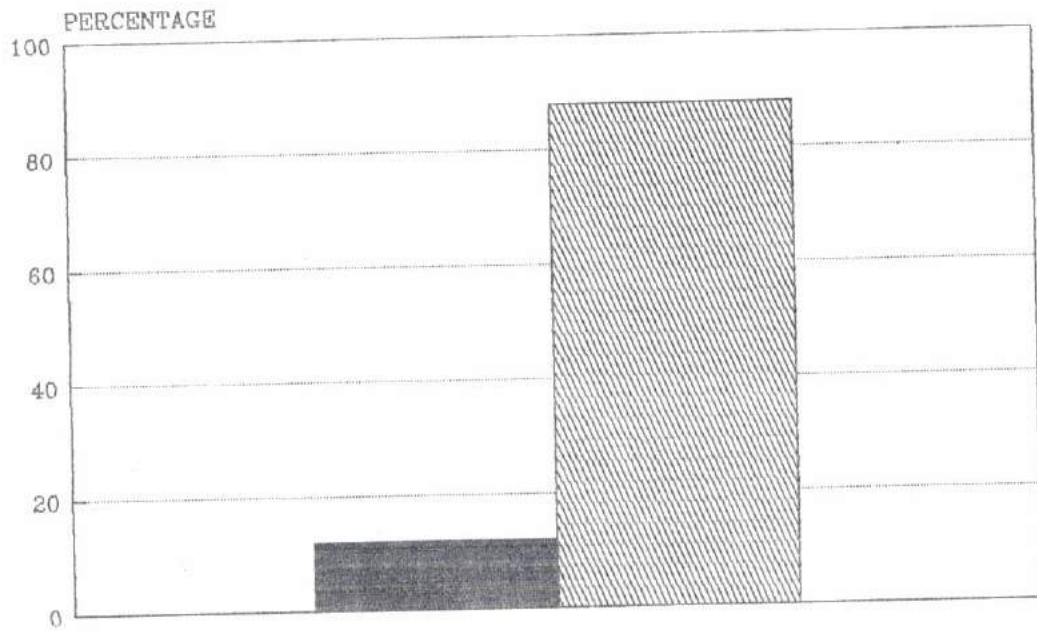
ACTION TAKEN ON ASSAULT JULY 90 - MARCH 91



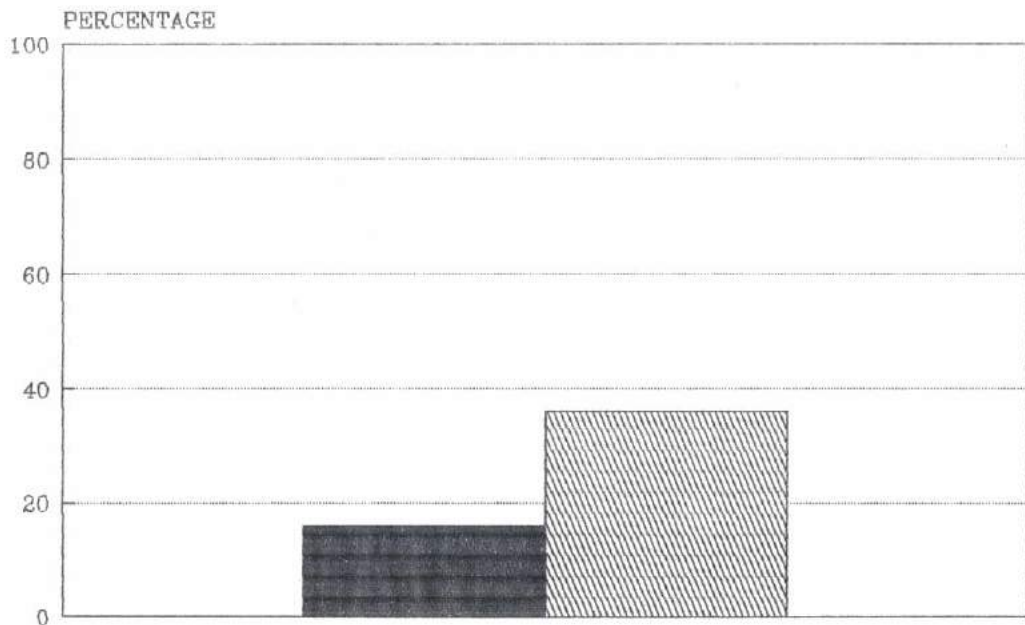
ACTION TAKEN ON ASSAULT MARCH 91 - JULY 91



INCEST

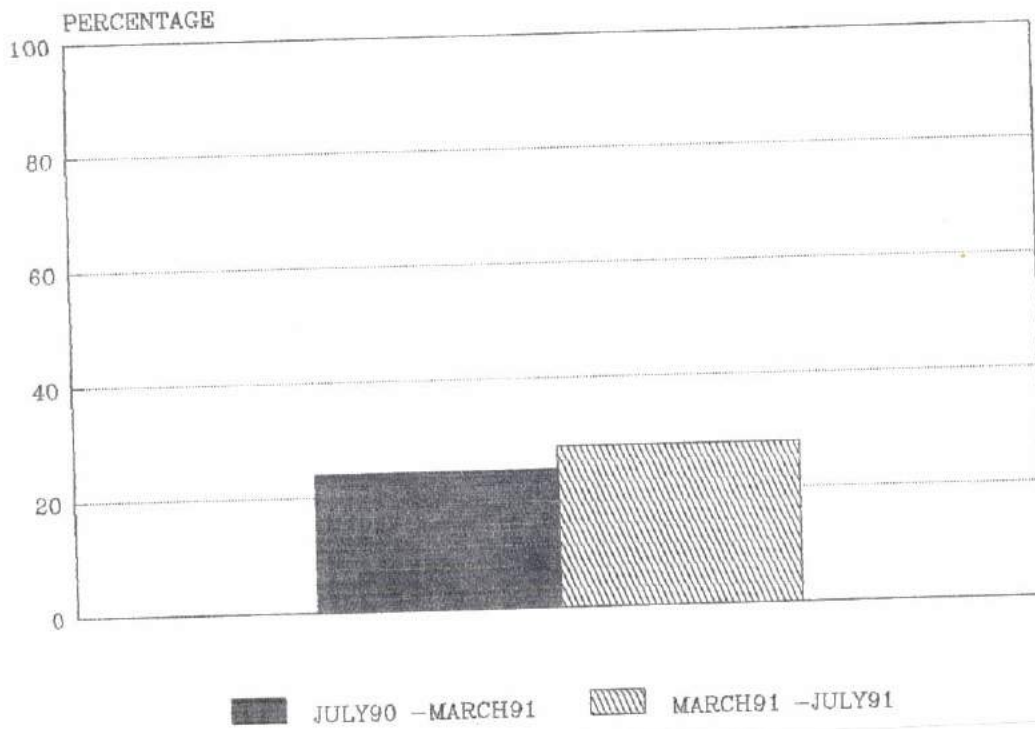


WANT TO PERSUE THESE ISSUES

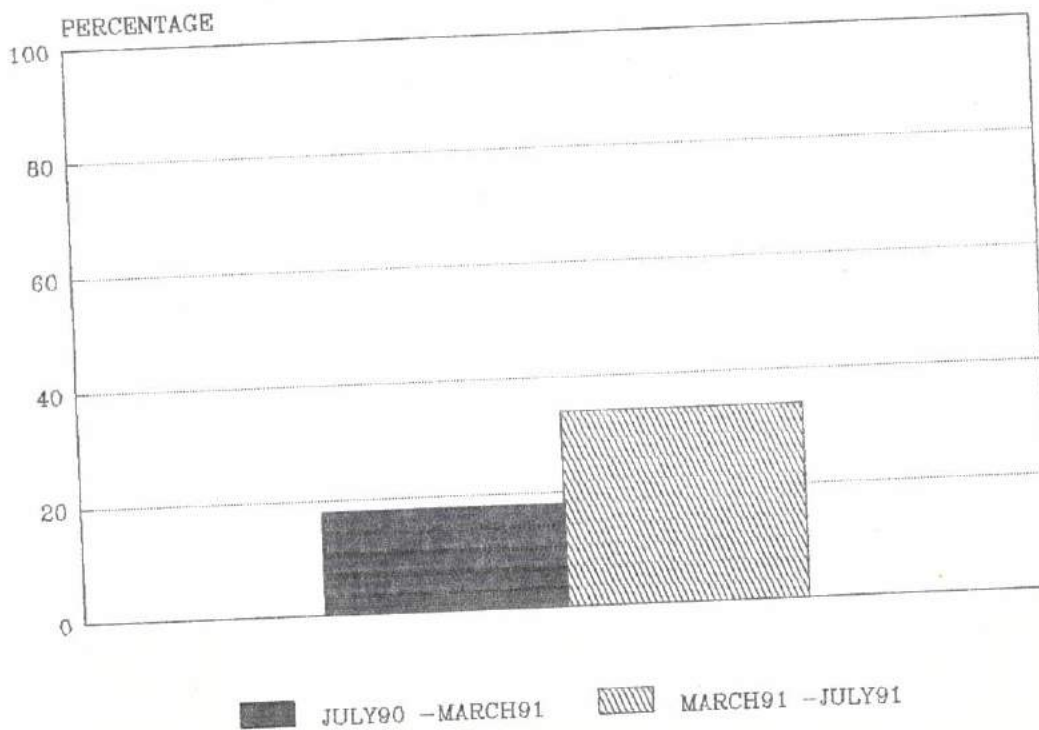


■ JULY90 - MACH91 ▨ MARCH91 - JULY91

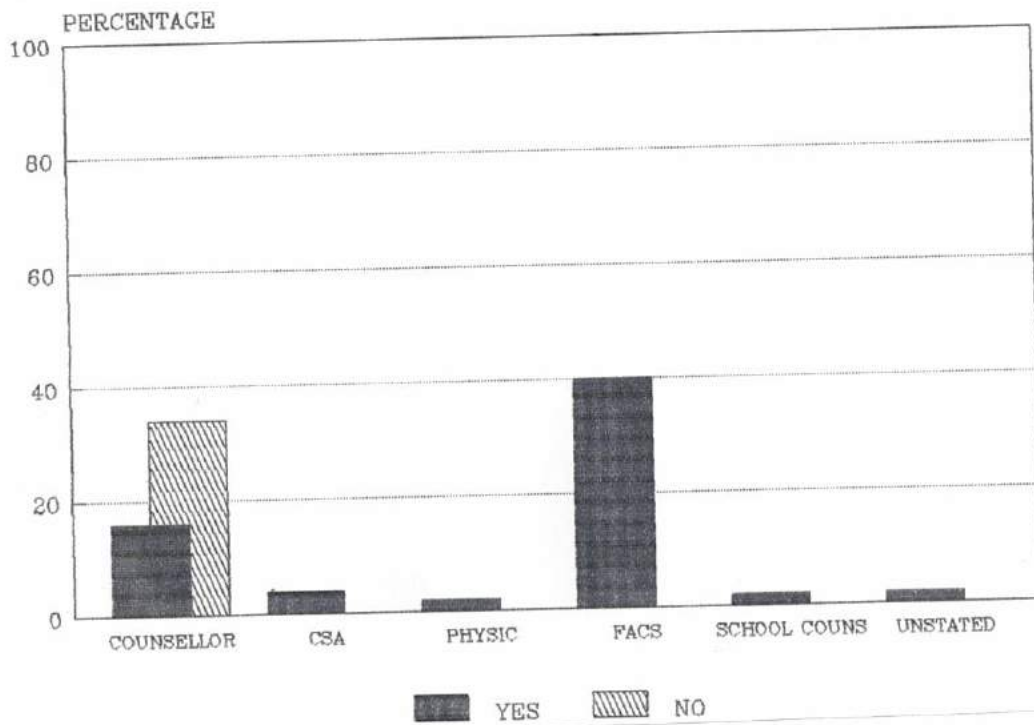
FACS OR POLICE INVOLVEMENT



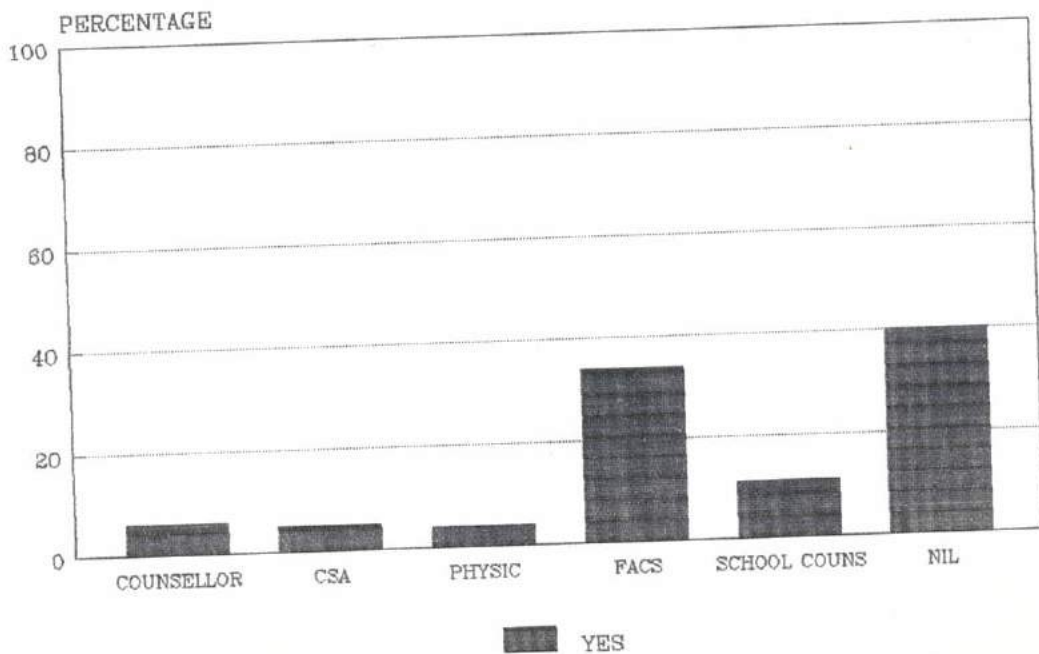
COUNSELLORS INVOLVED



OTHER PROFESSIONALS



OTHER PROFESSIONALS MARCH 91 - JULY 91



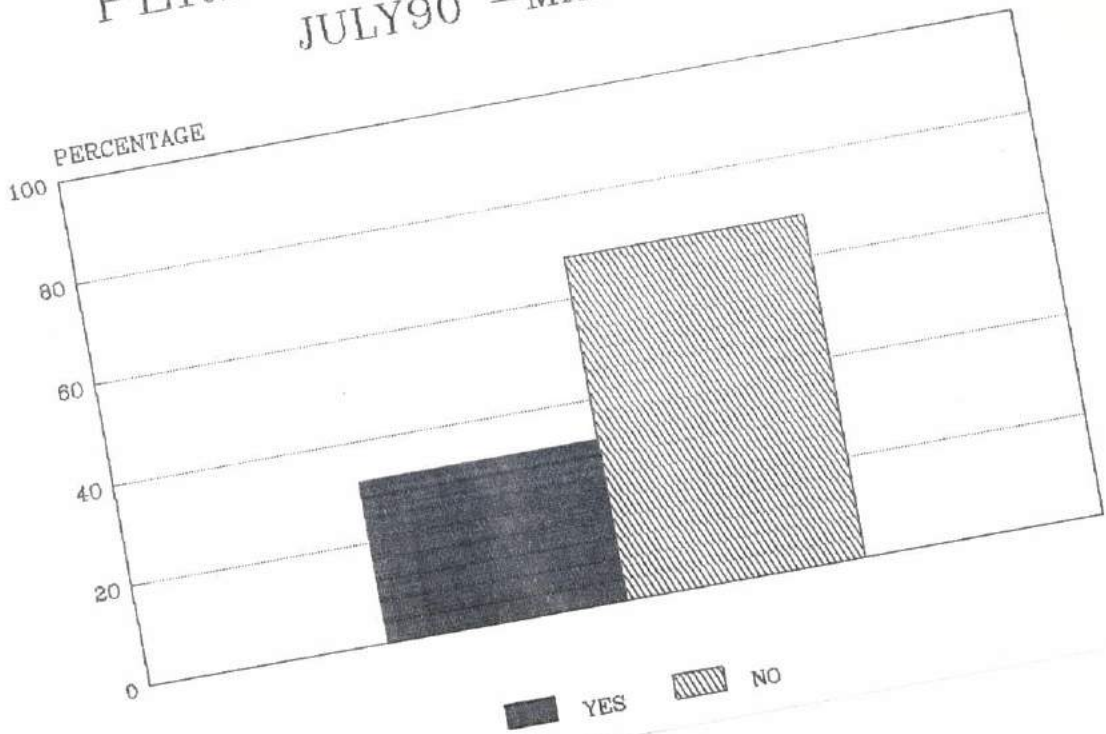
TRAINING COURSES COMPLETED JULY 90 - MARCH 91



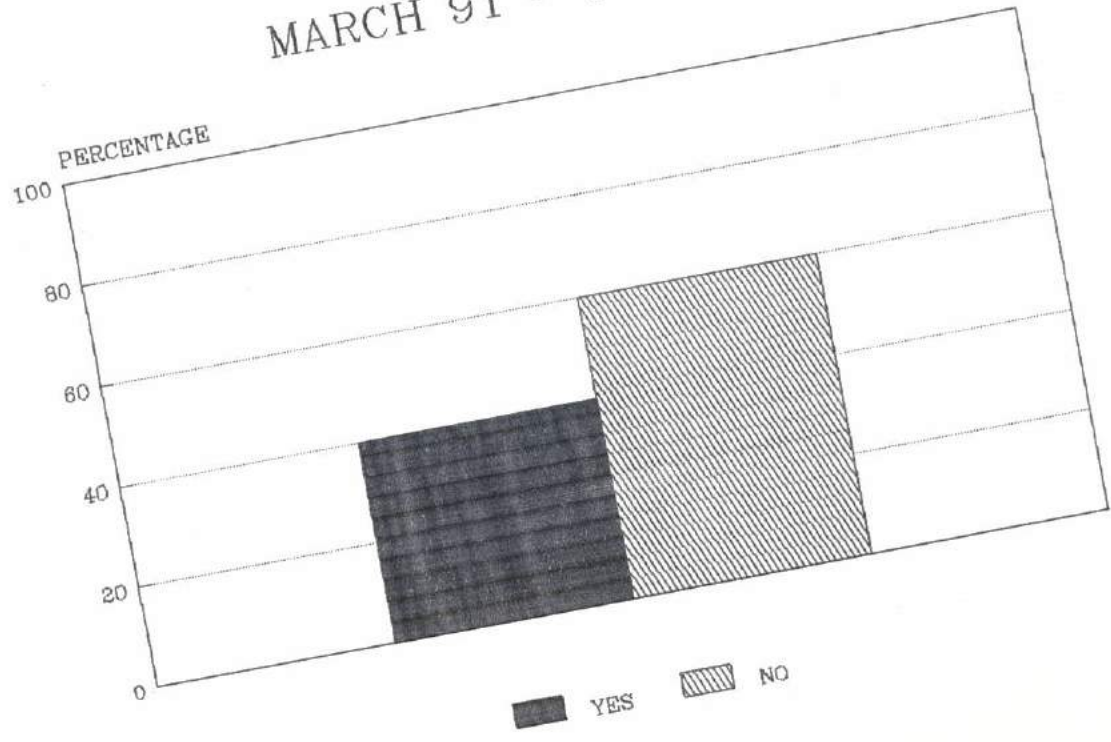
TRAINING COURSES COMPLETED MARCH 91 - JULY 91



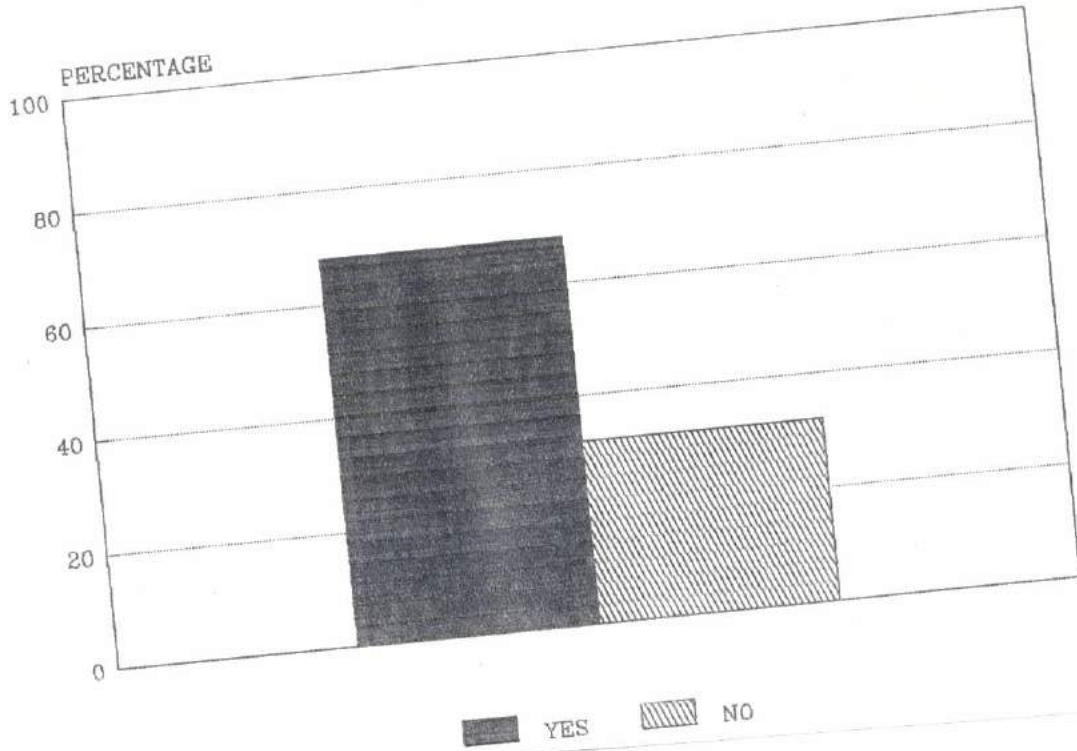
PERSONAL RELATIONSHIPS JULY 90 - MARCH 91



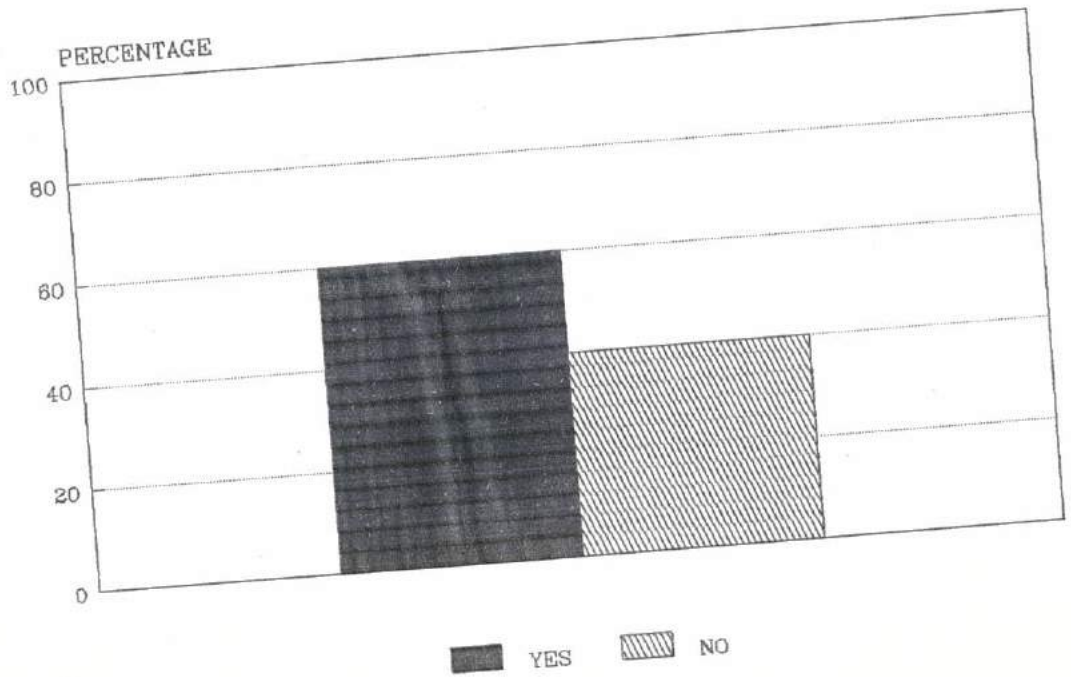
RELATIONSHIPS MARCH 91 - JULY 91



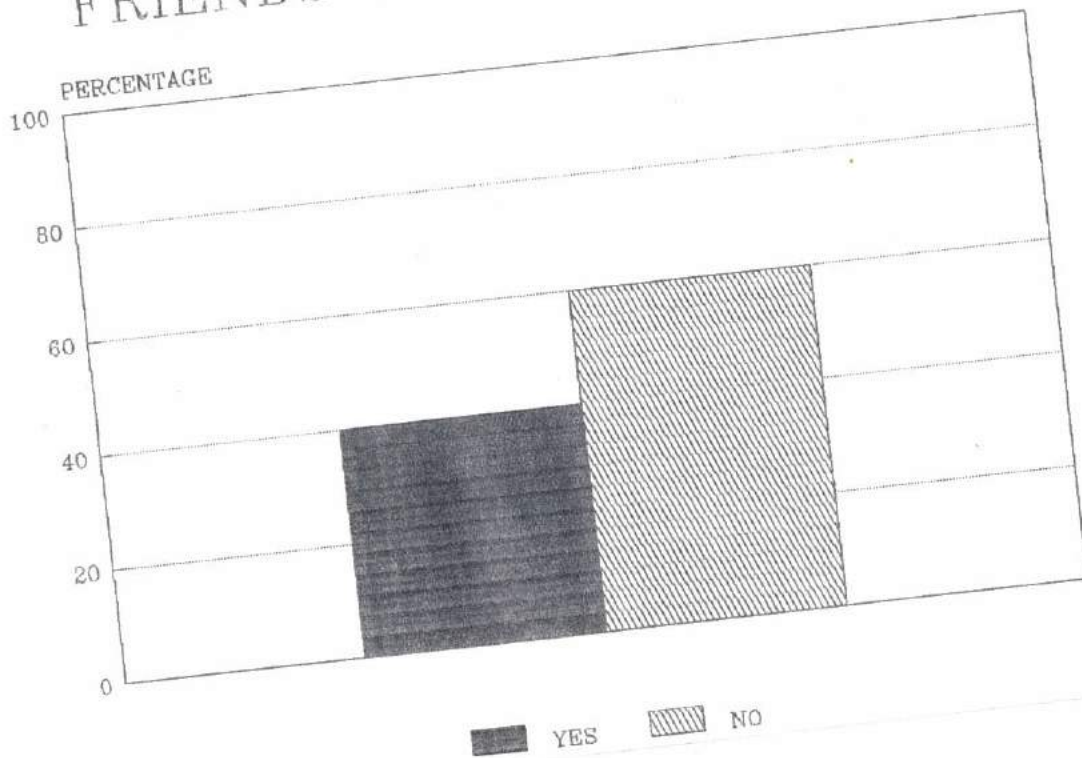
READ



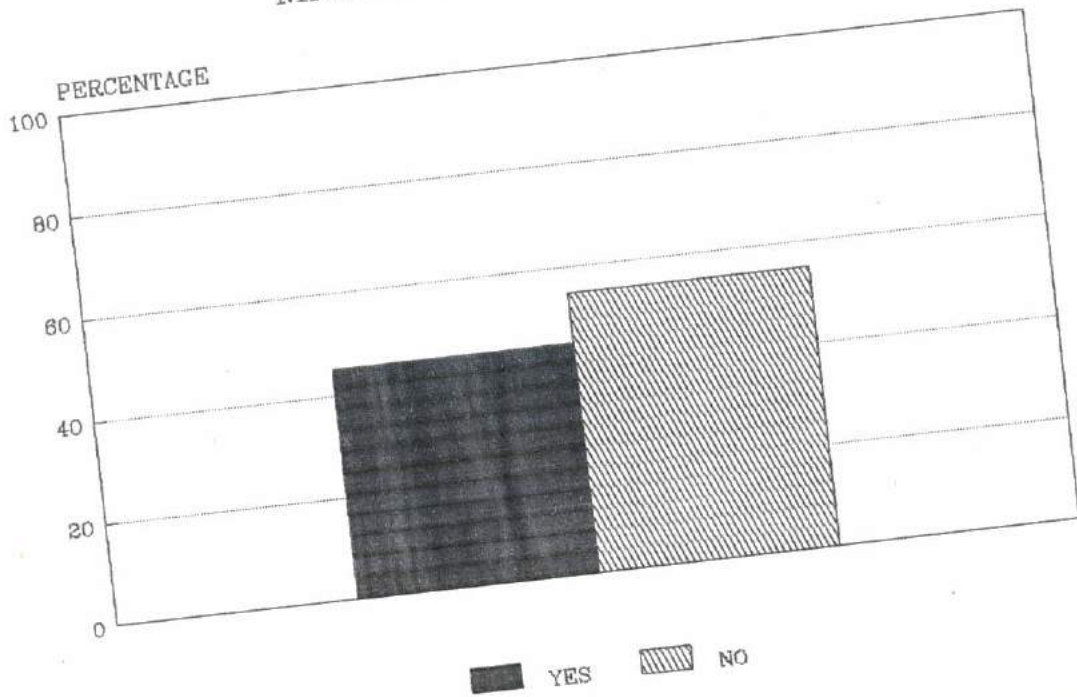
READ MARCH 91 - JULY 91



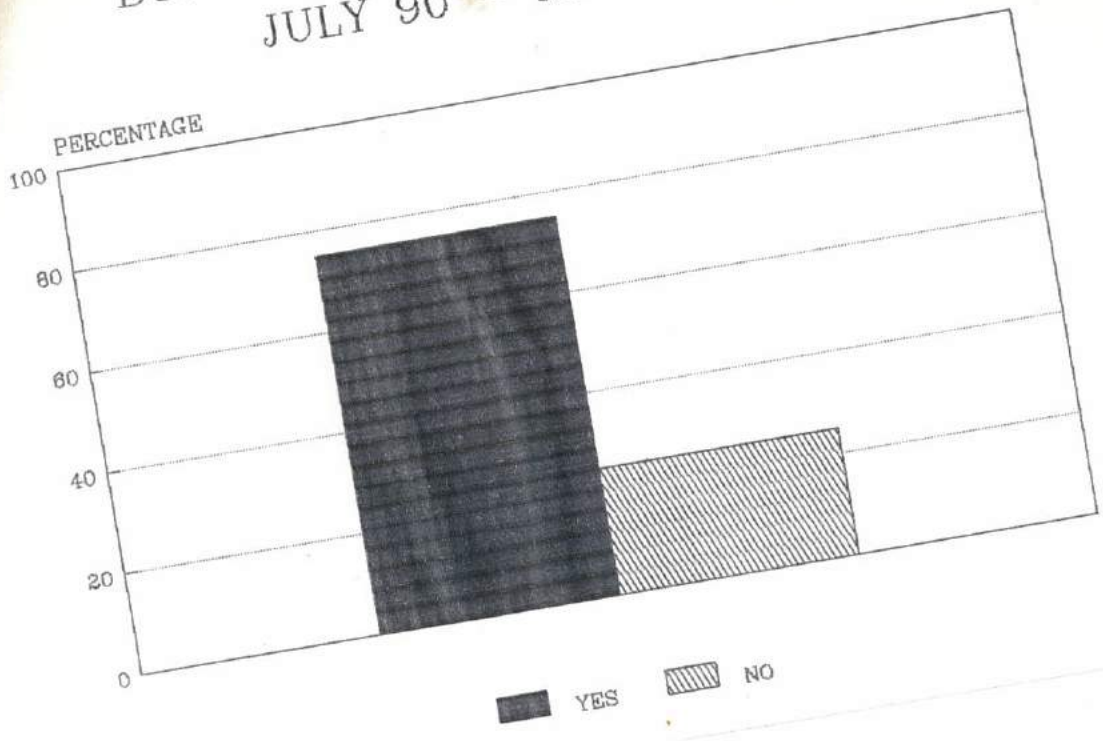
FRIENDS SCHOOL ATTENDERS



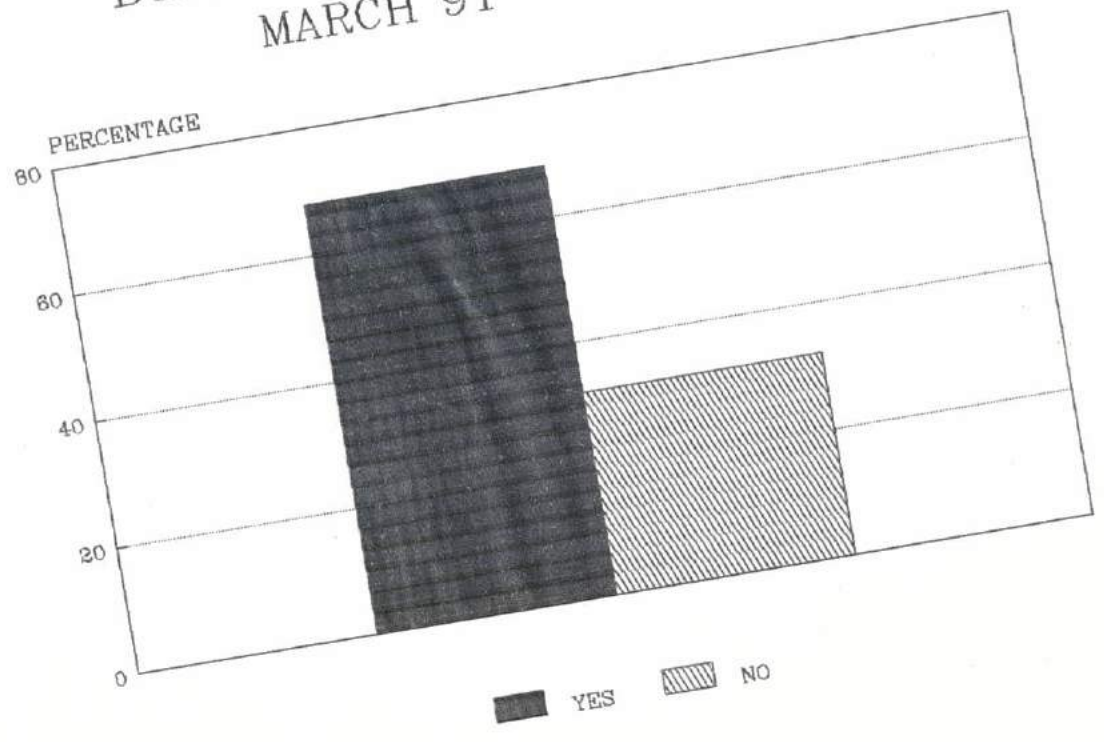
FRIENDS SCHOOL ATTENDERS MARCH 91 - JULY 91



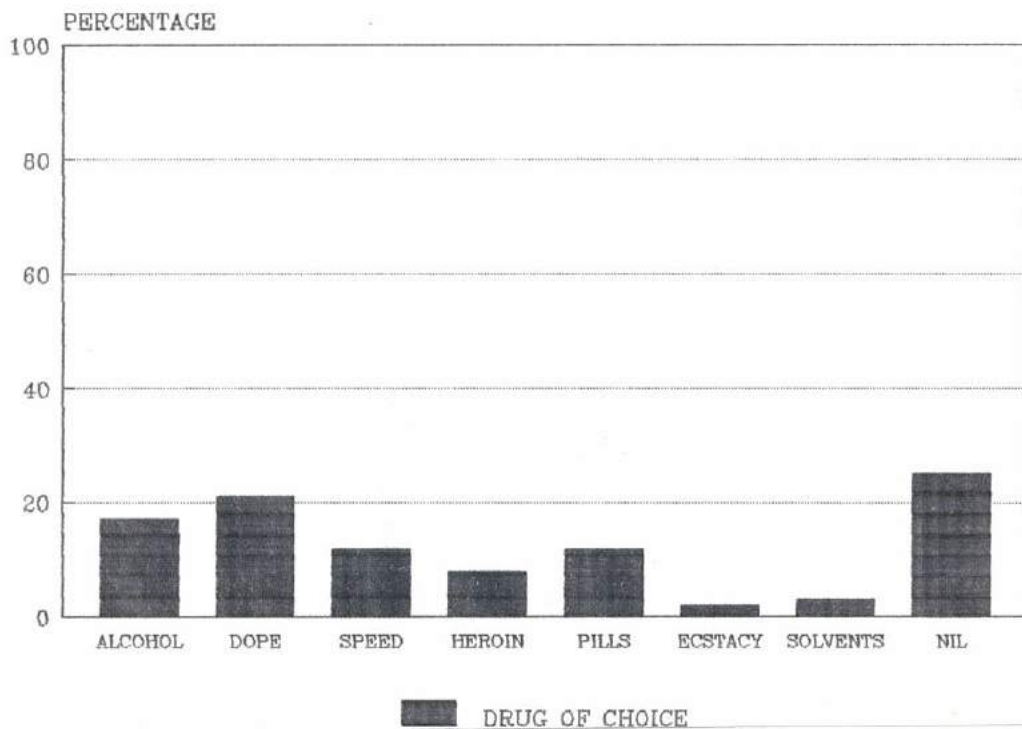
DRUG & ALCOHOL USE JULY 90 - MARCH 91



DRUG & ALCOHOL USAGE MARCH 91 - JULY 91

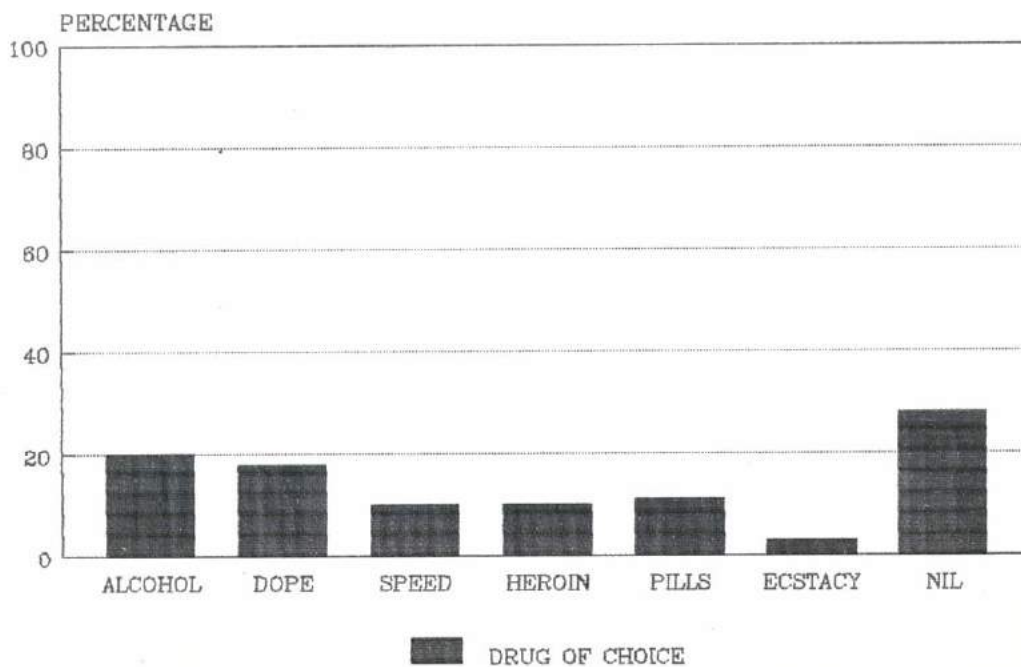


DRUG OF CHOICE

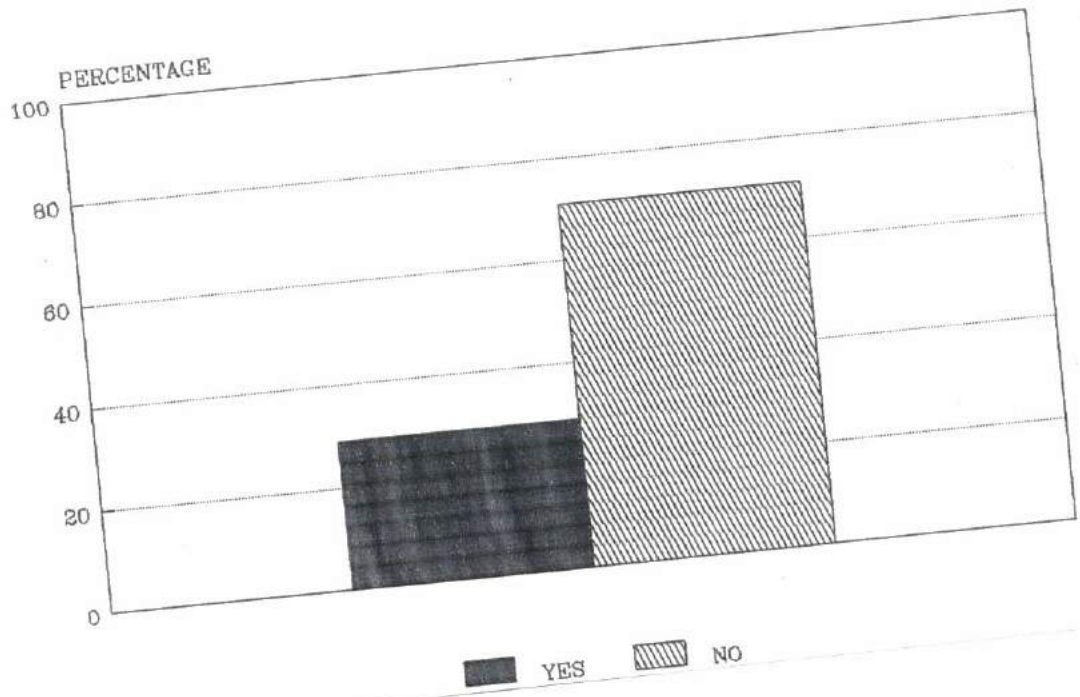


DRUG OF CHOICE

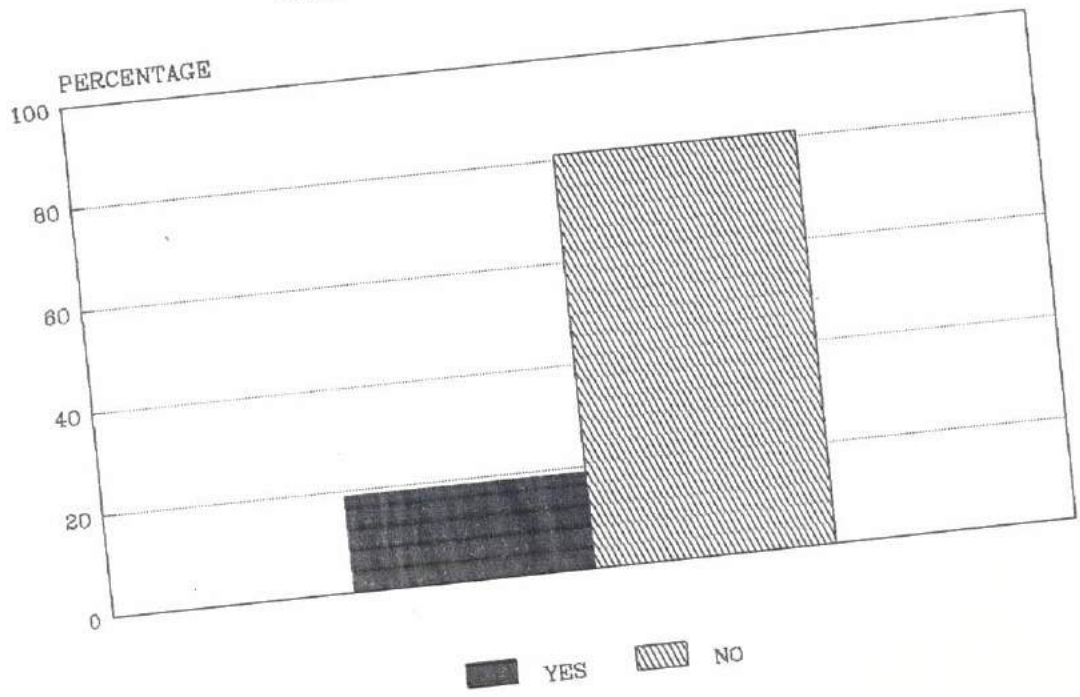
MARCH 91 - JULY 91



OVERDOSE REQUIRING HOSPITAL JULY 90 - MARCH 91



OVERDOSE REQUIRING HOSPITAL MARCH 91 - JULY 91



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D) OPERATIONAL HOURS OF THE SERVICE.

Caretakers Cottage continues to operate 24 hours per day, 7 days per week. It is our belief that if we are to provide a crisis service, it is essential that services such as the police, Child Protection and Family Crisis Service and the Kings Cross Adolescent Unit of the Dept. of Community Services are able to depend on our support and service.

E) NUMBER OF PAID STAFF AND HOURS WORKED.

This area of the report has usually been an area of frustration on our part as it is at this point we usually highlight our inadequacies. I am pleased to say that Caretakers now employs 6 youth workers, 2 of whom are job sharing. The hours worked average 41 per week over a full time position.

Three caseworkers and a co-ordinator are employed for 35 hours with these hours being worked on a flexi basis, though in practice tends to be close to 9am/5pm.

The half position allocated to administrative assistant has been divided between a bookkeeper working 3 hours per week and a typist/office assistant working 14½ hours per week. It has been difficult to find staff who are willing to commit themselves to the later position.

F) CONSUMER/USER INVOLVEMENT IN MANAGEMENT OF THE PROJECT.

A steering committee was set up to facilitate the upgrading of Caretakers. Two past clients of the service joined the committee and contributed to the revised plan for the refuge. One of these two also joined the Management Committee.

Clients have an established forum via a weekly residents house meeting to influence the day to day activities of the service. The staff of the service are always available to advocate on behalf of residents at Staff and Management Committee Meetings.

G) DIFFICULTIES ENCOUNTERED IN PROVIDING THE SERVICE.

The most significant difficulty encountered in the delivery of the service relates to our cramped accommodation. Our premises were purchased in 1989 through a Capital Assistance Program grant with a view to operating an 8 bed service with 4 staff.

Caretakers is now accommodating 10 young people, necessitating 2 three bed bedrooms and 2 two bed bedrooms. The caseworkers have taken over the dining room, thus forcing residents to eat in shifts in the kitchen or on their laps in the lounge room. The house never featured much free living space but now privacy is all but impossible. Often there will be up to 6 adult workers in the house. Although not desired, it has the effect of increasing pressure on residents to 'perform'. The result is often that when all staff other than the youth worker go home, the residents then feel they can let off steam.

Three caseworkers, admin assistant and the co-ordinator all share one office, thus making private counselling impossible unless it is conducted in a bedroom (not the most ideal location) or in a cafe down the street. With so many people in a confined area it makes note taking and report writing difficult to the point that much is done at home.

A submission, supported by our consultants report has been presented to the Dept. of Community Services seeking funds to relocate our caseworkers in rented accommodation. The results of this submission should be known in October 1991. When the caseworkers move from the building some review of practice will be undertaken as the move will impinge on many aspects of the service.

The changes in Departmental Boundaries and focus on local needs remains a constant problem to Caretakers as a minority of clients are originally local - rather they are drawn to the area. Some discussion has been had with the Dept. in this regard although it remains an unresolved matter.

Maintaining a voluntary Management Committee has continued to be difficult although our office bearers have remained loyal.

H) INFORMATION ON ANY REVIEWS OF THE PROJECT

The Consultants report compiled by Glenn Sorrenson and Lavinia Cook remains the most definitive review and recommendation for the service during the past 12 months.

Three one day Introduction/Review Days have been held by the staff during the past year. These days have generally been geared to clarifying policy and operating procedures or planning various aspects of the service. A major review is planned for October and a further review is planned for February 1992 to evaluate the success or otherwise of Caretakers upgraded service.

I) OTHER ISSUES

The major task ahead of the service is to ensure our financial stability particularly in relation to implementing Award conditions that came in to force on the 15th of May 1991.

In the short term the service can absorb these costs, however, the second and third years of the Award implementation will see us \$26,000 and \$44,000 short on current funding levels respectively.