



Community Access Respite Services (C.A.R.S.) A Legacy



The quality of life of people with disabilities and their families is enhanced by our support

Foreword

From humble beginnings in 1994 and a determined effort by a small group of people, Community Access Respite Services (C.A.R.S.) flourished over time to become a strong and well-regarded disability service provider, providing support for people living in Brisbane's northern suburbs. After many years of consistent growth, C.A.R.S. was in a position in 2017 where it was necessary to take some time to clarify our future. In a changing sector landscape where the National Disability Insurance Scheme (NDIS) was fast approaching, we needed to understand the implications of our new world and make plans to ensure we could continue to provide sustainable, consistent and quality services for our customers in the future.

We started and quickly progressed our conversations with other disability service providers who were potential partners from August 2017 and Multicap became a natural choice for C.A.R.S. Our values matched and their approach to people was clear; the C.A.R.S. brand was going to continue and most importantly all our customers and staff would stay and enjoy expanded opportunities. A partnership with Multicap offered C.A.R.S. overall NDIS readiness and financial security and was seen as being mutually beneficial. The process of coming together was formalised with the Multicap Board and the C.A.R.S. Management



C.A.R.S. Chair Greg Reinke (L) with Multicap Chair Michael Roche (R)

Committee signing a formal agreement for an exciting future together in October 2017.

Momentum gathered in January 2018 as we joined with Multicap and began implementing new systems and learning more about each other. After some initial months of planning and preparation we are starting to see the benefits and hear positive stories that confirm our decision to come together. C.A.R.S. customers are now accessing additional services and enjoying greater opportunities to expand their horizons. Similarly, our workforces are joined, and staff have greater options to gain sector experience and develop in their roles. Importantly, our customers and staff now operate within an organisation that has a very certain and sustainable future in a time of immense disability sector change.

As the new world of disability funding comes our way, C.A.R.S. is ready! We should be collectively proud of our history as an organisation and also pleased that the C.A.R.S. brand will continue to be present in our community for the future.

Greg Reinke
C.A.R.S. President

Introduction

Community Access Respite Services (C.A.R.S.) has a proud history of enhancing the lives of people with disability by providing flexible, responsive and individualised support services. This snapshot of the history of C.A.R.S. has been compiled to preserve the legacy it passes on.

It is often said that true innovation is born out of necessity - and for C.A.R.S. this could not ring more true.

In 1994, a family on the north-side of Brisbane was struggling to find an organisation that could provide much needed support for their son living with disability. Not willing to sit idle, they rallied together community members in their garage to discuss their unique challenges and devise a plan. With commitment and support from other families in the area, C.A.R.S. was born.

When Val Smith became Manager in 2001, C.A.R.S. had 8 staff and supported 16 customers. More than two decades later, C.A.R.S. has flourished from its humble beginnings to become a caring and dedicated community based, not-for-profit disability support service assisting over 170 valued customers and their families on the north-side of Brisbane. With around 100 devoted employees helping to offer a comprehensive and diverse range of services, C.A.R.S. customers and their families are supported both in-home and in the community to live full and enhanced lives.

Largely funded by the Department of Communities, Disability Services and Senior Services, C.A.R.S. works alongside customers and their families to identify their needs and goals, and develop support plans to help them achieve their aspirations.

Our Vision: An inclusive community where all individuals living with disability choose a path of wellbeing and fulfilment that is uniquely theirs.

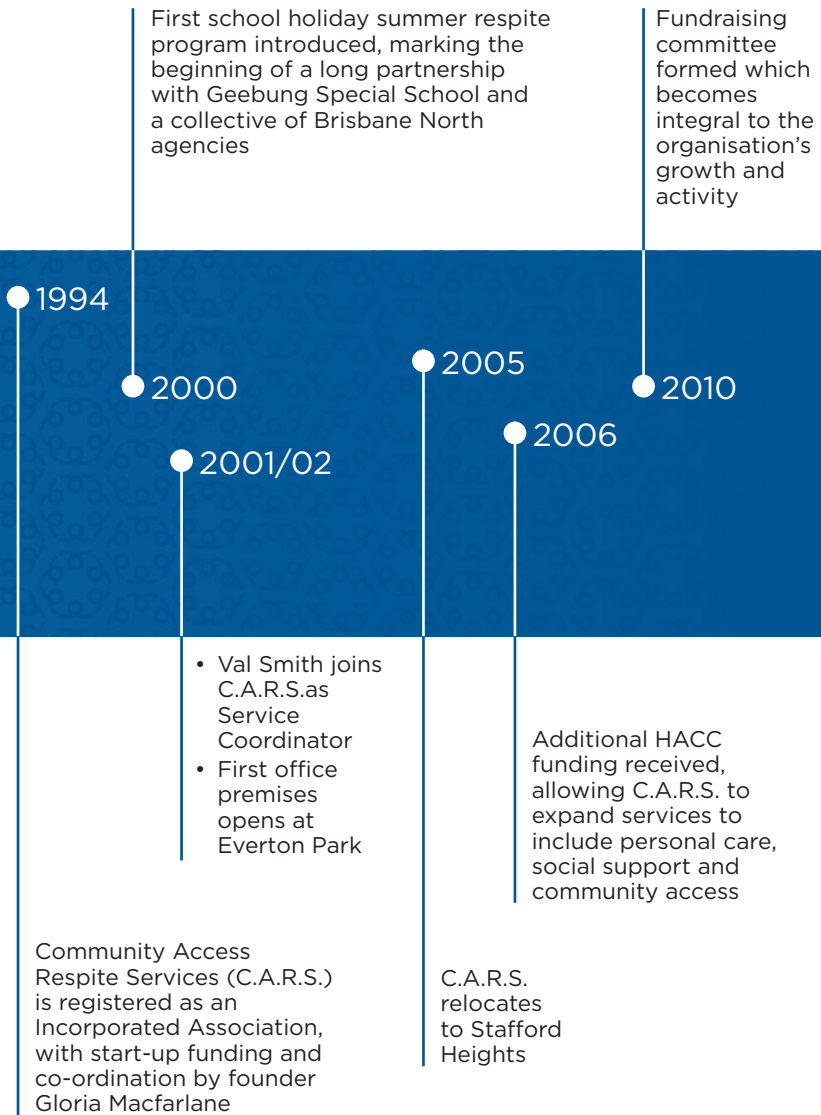
Our Mission: To expand the realm of possibility for all people living with disability; promoting independence, active participation and the achievement of personal potential.



“The history of C.A.R.S. is a remarkable one. It is sometimes said that it had very humble beginnings but I would say it had magnificent beginnings. It was instigated by one family, the Macfarlane family, who were in need of respite care for their son. These people worked tirelessly in the community, contacting other parents of children with disability, holding meetings, standing by tables in shopping centres, lobbying politicians and raising interest and support for a service until C.A.R.S. was born. There is a wonderful achievement.”

- Annette Daley - Former Management Committee Member, Fundraising Sub-Committee Member & Secretary

C.A.R.S. Timeline



C.A.R.S. commences providing accommodation support services

- C.A.R.S. relocates to 1/20 Valente Close, Chermside.
- Partnership commences with Mobile Attendant Care Services

- Val Smith retires as Executive Director of C.A.R.S.
- Mel Fleming joins C.A.R.S. as General Manager

2011/12

2014

2015

2017

2012/13

2018

- Occupational therapist added to the staff team
- C.A.R.S. commences offering domestic assistance services and becomes a Your Life Your Choice host provider

In response to customer needs, The Hub Passion for Life program begins at North Brisbane Rugby Union Club

C.A.R.S. and Multicap come together

“The attraction to C.A.R.S. for me was simple - I saw an organisation with a real heart for their community. It was locally based, and grew from the desire to respond to needs in ways that enriched the lives of people living with disability and their families. The philosophical alignment and values match was clear and inviting. I have discovered in a short period of time that people are clearly C.A.R.S.’ strength and meeting them has been a delightful experience. I am constantly amazed by stories of customer progress and possibility. It is inspiring to hear and see people striving to live their best lives, and knowing that our workforce is dedicated to making their goals become a reality.”

- Mel Fleming, General Manager

Deb's Story

With her sunny personality and contagious smile, Deb's passion for life has touched the lives of so many people.

One of the organisation's longest standing customers, Deb crossed paths with C.A.R.S. over thirteen years ago when she was looking for a new service provider who could better meet her needs. After an introductory phone call with Val Smith, she could rest assured that the search was over and C.A.R.S. quickly commenced providing ongoing support.

Over her time with C.A.R.S., Deb's most important continuing goal has been to live independently in her own home. Offering a wide range of tailored services, C.A.R.S. has made this dream a reality by assisting her with household chores, personal care, shopping and occasional outings on a weekly basis.

"C.A.R.S. workers have always been very supportive and are so generous with their time. They have often gone over and above and that has meant the world to me. C.A.R.S. has become a family to me."

Despite the ongoing complexities of living with disability, Deb has

"C.A.R.S. is a very efficient, responsive and effective service. It has always strived to maintain a personal, warm and welcoming atmosphere so that customers and families feel valued, listened to and cared for. Support workers are well matched to customers and the warm friendships as well as professional relationships that ensued did much to enhance the lives of customers."

– Annette Daley, Former Management Committee Member, Fundraising Sub-Committee Member & Secretary



certainly embraced all that life has to offer. An avid craft enthusiast, Deb loves basket weaving, crocheting and jewellery making and enjoys teaching others her passion for craft. She also greatly enjoys working on her memoirs, which she hopes to complete in the near future.

Always looking for an opportunity to give back and express her gratitude, Deb donates a large Christmas basket to C.A.R.S. each year to raffle. Purchasing a few little goodies each week, Deb loves that she can spread happiness to a family at one of the most special times of the year.



Robert & Will

At a time when there was an increasingly high demand for male support workers, Robert joined C.A.R.S. with limited previous experience in the personal support or disability area. While daunting at first, it quickly turned out to be one of the best decisions he has ever made.

Since commencing his role, Robert has absolutely loved working with several customers over a variety of services including social support, access and the Kids! Be You Holiday Program.

Close to five years ago, Robert met Will at C.A.R.S. and it has proven to be a special friendship. Each Friday, Robert accompanies Will to work at an inner-CBD law firm, where he supports Will with managing public transport and completing his daily tasks. Whether it be enjoying a morning coffee together, getting Japanese food for lunch or taking photos for the firm, it proves to be an enthralling day for the pair.

For Robert the most rewarding and fulfilling aspect of his role has been facilitating and supporting customers like Will to achieve their goals. His experiences have moulded him into the person he is today, and he holds close to his heart the relationships he has been able to build with people he considers friends, before anything else

Stacey & Bill

With a diverse professional background spanning industries such as hospitality, arts, training and even boat building, Stacey's wealth of knowledge and experience has been an incredible asset to C.A.R.S. and its customers. Utilising his well-rounded skill base, Stacey has greatly enjoyed helping people with disability pursue their passions and in turn to make a difference in their lives.

Spending his first six years in the organisation as a highly valued Support Worker, Stacey jumped at the chance in 2017 to commence a role as Co-Ordinator for The Hub Passion for Life program. In this exciting C.A.R.S. program, Stacey assists customers to learn new skills and achieve goals by way of a varied range of activities including music, cooking, creative arts and gardening to name a few.

However, it is Stacey's friendship with Bill that is most renowned throughout C.A.R.S.

Stacey has worked with Bill since starting at C.A.R.S. and together they have greatly enjoyed engaging in a host of activities including bushwalking, swimming, attending the gym and watching rugby league training. Most of all, Stacey's fondest memory is entering the boxing ring with Bill. Having worked towards the moment for years, they sparred for nine three-minute rounds with Bill displaying awe-inspiring stamina, skills and fitness.

Stacey puts it best when he says, "It brings a smile to Bill's face, which brings a smile to my face."

"C.A.R.S. really listen to their customers and are very supportive of their needs. The organisation has an extremely individualistic approach and has always treated their customers as people and not just numbers in a system."

- Melissa Ryan,
Life Member

"The organisation provides care and flexibility whilst focusing on the real needs of the customers and their family."

- Caryl Harley,
Support Worker

"Customers and staff are matched by suitability not just availability, so staff become part of the family and are trusted to care and stay with their customers for long periods."

- Suzy White,
Customer Representative

Service Overview

As a compassionate community-based organisation, C.A.R.S. enriches the lives of people living with disability and their families.

Helping customers live the life they want to live, the organisation maintains quality accreditation, assessed by the Institute of Healthy Communities Australia, enabling the offer of a wide range of individualised support services.

Provided by a large team of dedicated and experienced disability support workers, services include personal day to day care, social support, community access, domestic assistance, supported accommodation, and learning and life skills.

The support services that C.A.R.S. provide are matched carefully to the needs of their customers and are delivered in a co-ordinated, flexible and customised way. Ultimately, C.A.R.S. enables their customers to remain living at home, encourages their participation in the community and expands their realm of possibility.



Staff Member, Caryl



Graham, Melissa and Jo, with Stirling Hinchcliffe at the C.A.R.S. 15 year celebrations

The Hub Passion For Life Program

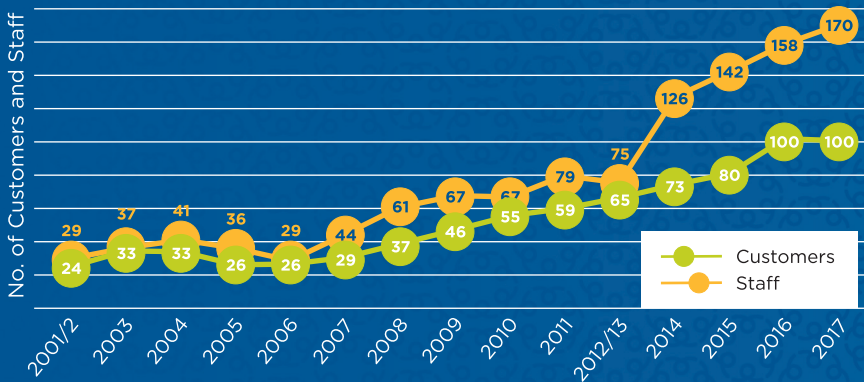
The Hub Passion for Life program is a fun and diverse program of group activities for people over the age of 18 who are living with disability. The program began operating weekly from North Brisbane Rugby Union Club at Woolloowin, and aims to enhance independence, confidence, self-esteem and social interaction and make each day a new and enriching experience. The program has recently moved to Multicap's Nudgee Community Hub where customers can use the purpose-built facilities as a base for their activities.

Some of the stimulating activities regularly on offer include cooking, fitness, gardening, life skills and woodwork. Combining a focus on community access and engagement with local businesses, The Hub is certainly a weekly highlight for all participants.



Cameron, Customer at Bray Park Supported Independent Living enjoying a day out

Staff and Customer Statistics



Kids! Be You Holiday Program

Providing even more reason to eagerly count down until the holidays, C.A.R.S. offers two exciting annual Kids! Be You Holiday Programs for children aged 5-18 living with disability.

Occurring in both the mid-year and Christmas school holiday periods, the program provides a safe space of fun, exploration and new adventures. C.A.R.S. young people enjoy a wide array of centre-based activities and day outings such as movies, boat rides, bowling, teens night out and more. The program has continued to evolve and was recently run in collaboration with Multicap's Avegates Social Experiences program. C.A.R.S. patron, Sharyn Ghidella, has loved to visit in recent times.



"I first came into contact with C.A.R.S. through one of its delightful customers, Benson. From the moment I walked in the door, I realised this was a caring and compassionate organisation, staffed by incredibly dedicated individuals who do amazing work for those needing disability support services in the community. The smiles on the customers' faces say it all."

- Sharyn Ghidella,
C.A.R.S. patron

The future with Multicap

C.A.R.S. commenced and continued to operate as a grassroots group providing local, caring and dedicated disability support services on the north-side of Brisbane. Similar to Multicap's origins, families banded together to create an organisation which could deliver much needed support for their loved ones living with disability. Nearly a quarter of a century on, the organisation has 100 employees supporting 170 customers and their families.

At Multicap, we are proud that the C.A.R.S. management committee and members carefully considered all potential integration partners and decided that we were the best fit for their customers and staff. Multicap's excellent track record of similar amalgamations and our ethos and commitment to enhancing the quality of lives of people living with disability and their families, assisting them to achieve their goals and live their best lives, meant that the C.A.R.S. Management Committee felt a strong affinity with our organisation.

As Brisbane transitions to the NDIS, C.A.R.S. customers can be confident that we have strong governance and the financial and management wherewithal to ensure a successful and seamless transition. We are also able to achieve efficiencies across C.A.R.S. services by providing access to our Multicap systems and processes, meaning more support for people with disability.

Moving forward, C.A.R.S. customers will have access to a wider range of service options including housing, in-home support, social activities through Avegates and employment opportunities in our social enterprises. The Multicap board will also ensure continued strong input from C.A.R.S. customers and their families through our Local Area Advisory Committee on the northside.

It is personally gratifying to know we have been able to provide C.A.R.S. with the security of being part of a strong and well-managed organisation, governed by an enthusiastic and skilled board of directors.

We certainly look forward to having C.A.R.S. customers and their families, staff and members as part of the Multicap organisation.

Michael Roche
Multicap Chair



Office Bearers

Thanks and grateful acknowledgment goes to those who held Office Bearer positions along with all Management Committee members, fundraising committee members, customer representatives and staff representatives who have made valuable contributions throughout the history of C.A.R.S.

Community Access Respite Services Inc. was approved by Queensland Associations Incorporation Act 1981 on 14th November 1994 as an in-home respite service for people with disability aged between 0 and 65 years. This was achieved by one family in particular, who could not acquire any support for their young son who had cerebral palsy. With a lot of dedicated hard work and support from other families in the district, their first meeting was held in the garage of their home.

C.A.R.S. was run by the family with the help of a Volunteer Management Committee right up to 2001 when it became too much for the mother who, by this time, had lost her partner; the management of C.A.R.S. was then handed over.



Val Smith

C.A.R.S. and Multicap have created a unique future by joining together to meet the current and future needs of people with disabilities in North Brisbane.

Year	President	Vice President	Treasurer	Secretary	Manager
2001/2002	Robert Gow	Kerry Plekker	Leann Druery	Margaret Pennisi	Val Smith
2002/2003	Robert Gow	Kerry Plekker	Leann Druery	Margaret Pennisi	Val Smith
2003/2004	Robert Gow	Kerry Plekker	Leann Druery	Margaret Pennisi	Val Smith
2004/2005	Robert Gow	Kerry Plekker	Leann Druery	Margaret Pennisi	Val Smith
2005/2006	Robert Gow	Rhonda Dixon	Leann Druery	Ross Hurley	Val Smith
2006/2007	Reg Spillane	Robert Gow	Anthony Crawford	Rhonda Dixon	Val Smith
2007/2008	Ben McLeod	Judy Logan	Alan Wormall	Belinda Eldridge / Elizabeth Chappell	Val Smith
2008/2009	Ben McLeod	Judy Logan	Belinda Eldridge	Pauline Greer	Val Smith
2009/2010	Sarah Carter-Murray / Pamela Macfarlane	Juleen Derome	Kerry Scanlon	Lebby Gregoric	Val Smith
2010/2011	Pamela Macfarlane	-	Kerry Scanlon	Annette Daley	Val Smith
2011/2012	Frank Pugliese	Pamela Macfarlane	Kerry Scanlon	Annette Daley	Val Smith
2012/2013	Frank Pugliese	Pamela Macfarlane	Kerry Scanlon	Annette Daley	Val Smith
2013/2014	Frank Pugliese	Pamela Macfarlane	Kerry Scanlon	Annette Daley	Val Smith
2014/2015	Frank Pugliese	Pamela Macfarlane	Kelly Lefroy	Lynda Miller	Val Smith
2015/2016	Greg Reinke	Pamela Macfarlane	Kelly Lefroy	Lynda Miller	Val Smith
2016/2017	Greg Reinke	Lynda Miller	Kelly Lefroy	Susan Hybinett-Lynch/Lynda Miller	Val Smith
2017/2018	Greg Reinke	Lynda Miller	Opal Halliday	Samantha Cowley	Mel Fleming

Life members, awarded 2009:

Judy Edwards and Kirsten Thomson, Peter and Yvonne Phillips, Jo, Graham and Melissa Ryan, Neil and Robyn Finlayson and Pamela Macfarlane



269 Padstow Road, PO Box 4013, Eight Mile Plains, QLD 4113

T: 07 3340 9000 | F: 07 3341 3115 | www.multicap.org.au    

High Needs Disability, Individual, Respite & Family Support

Multicap Limited ACN 084 424 493

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