



**THE ONGOING HISTORY OF  
BLACKALL RANGE CARE GROUP LTD  
TRADING AS RANGE CARE**

## CONTENTS

<b>1986 - 1988 - Establishment of Montville Care Group</b> .....	<b>5</b>
<b>1994 &amp; 1996 – Day Respite Centre Flaxton</b> .....	<b>9</b>
<b>1998 – Maleny office opening</b> .....	<b>11</b>
<b>1999 – Garden development and Garden room extension at Flaxton</b> .....	<b>11</b>
<b>2000 – Time Capsule</b> .....	<b>12</b>
<b>2000 – 2005 Growth, projects and the building extension</b> .....	<b>12</b>
<b>2008 – Second Time Capsule</b> .....	<b>16</b>
<b>2010 &amp; 2011 – “The Maleny Project” - New Office at Maleny built and opened</b> .....	<b>16</b>
.....	<b>16</b>
<b>2016 – Registering as a NDIS provider. Planning to become a company limited by guarantee.</b> .....	<b>17</b>
<b>2017 – Blackall Range Care Group becomes a company limited by guarantee</b> .....	<b>18</b>
<b>2018 – Merger with Nambour District Care / Mapleton Op shop</b> .....	<b>18</b>
<b>2019 – Transition to new funding for Under 65yo clients / NDIS &amp; QCSS</b> .....	<b>19</b>
<b>2020 – COVID-19</b> .....	<b>20</b>
<b>2021 – New land purchase at Flaxton for future development</b> .....	<b>22</b>
<b>2021 – New day centre and office at Gympie</b> .....	<b>22</b>
<b>2021 – State and national award recipient for Excellence in Aged Care</b> .....	<b>23</b>
<b>2022 RangeCare Volunteer, Jim Coles, Wins Local Senior Citizen of the Year</b> .....	<b>24</b>
<b>2023 – Celebrating 40 years of RangeCare Meals on Wheels (MOW)</b> .....	<b>25</b>
<b>Our Life Members</b> .....	<b>26</b>
<i>Dorothy Cassandey</i> .....	<b>26</b>
<i>Daphne Haderup</i> .....	<b>26</b>
<i>Frank Laver</i> .....	<b>26</b>
<i>Andrew Melville</i> .....	<b>26</b>
<i>Bernadine (benny) Neirinckx</i> .....	<b>26</b>
<i>Ian Rollie</i> .....	<b>26</b>
<i>Thady Ryan</i> .....	<b>26</b>

<i>Gillian (Gillie) Warren</i> .....	26
<i>Glennis Barber</i> .....	26
<i>Theodosia (Thea) Caffin (2020)</i> .....	26
<i>Patricia (Pat) Habner (2020)</i> .....	26
<i>Jim Coles (2021)</i> .....	26
<b>Our Past Patrons:</b> .....	27
<i>Laurie Delaney</i> .....	27
<i>Ian Rolle</i> .....	27
<i>Thady Ryan</i> .....	27
<i>Peter Wellington</i> .....	27
<b>Our Current Patrons:</b> .....	27
<i>Andrew Powell</i> .....	27
<i>Ted O'Brien</i> .....	27
<i>Jennifer Radbourne</i> .....	27
<b>Our Current Board Members</b> .....	28
<b>Our Employees</b> .....	28
<b>Our Volunteers</b> .....	28
<b>Our Clients</b> .....	28
<b>Our Supporters</b> .....	28
<b>Other interesting RangeCare stories</b> .....	29
<b>The Montville Rose</b> .....	29
<b>Newsletters</b> .....	29
<b>The Water Tank Mural</b> .....	30



*1922. The Flaxton School building*

## **Introduction**

Since its inception in 1986 as Montville Care Group, the organisation currently known as Blackall Range Care Group Ltd, and trading as RangeCare, has grown exponentially.

Today the organisation provides a comprehensive range of aged care services to approximately 2000 clients all across the Sunshine Coast region, including the Gympie region.

Despite its growth, RangeCare has always maintained the core principle of its founding members, which was “To assist elderly people to maintain independence, and to assist their families in times of crisis”.

This is a living documentation of RangeCare’s history. It has been produced, and will continue to be updated, in the interest of keeping an ongoing record of the significant events and people of RangeCare. It celebrates our past, present and future activities and ensures that our precious history and memories do not fade or fragment over time.

As this is a living and breathing document, we encourage our community to continue to share memories, stories and photos with us. Please call us at the office on **5445 7044**, drop in and visit at any of the offices, or email at [info@brcg.org.au](mailto:info@brcg.org.au)

Thank you to the people the many people that have already contributed to this document.

Gary Holland, Chief Operating Officer,

**Last updated - September 2023**

## 1986 - 1988 - Establishment of Montville Care Group

The establishment of the Montville Care Group was in response to concerns expressed by the then Montville General Practitioner, Doctor Margaret Griffiths, about the lack of support services in the area for her frail and aged patients. The whole idea sprang from Doctor Griffiths finding that much of her time was being spent on what might be called social support, and she felt that the Montville community could take much of this upon itself, and free her up to concentrate on her medical practice.

A public meeting was called on the 7th of September 1986, and was held at the home of Jean Capper in Montville. It was attended by 12 people. Those present included: Mr. Tom Melville, Mrs. Ivy Melville, Dr Margaret Griffiths, Mr. Pat Brown, Mrs. Joan Brown, Mrs. Estelle Rann, Mrs. Bessie Speake, Mrs. Jean Capper, Mrs. Sue Delaney, Mrs. Margaret Farmer, Mr. Dan Hancock.



*Dr. Margaret Griffiths*

At this meeting it was decided to hold a formal gathering, with suitable publicity, to elect a committee, formulate a constitution, and work out what the aims and objectives of such an organisation should be. Initially, they were broadly stated to be: 'To assist elderly people to maintain their independence and to assist their families in times of crisis.'

A meeting was duly called, for four weeks later on October 5th 1986, and was attended by 27 people indicating that a high level of interest in the Group had already been created.

The inaugural committee was elected, and consisted of:

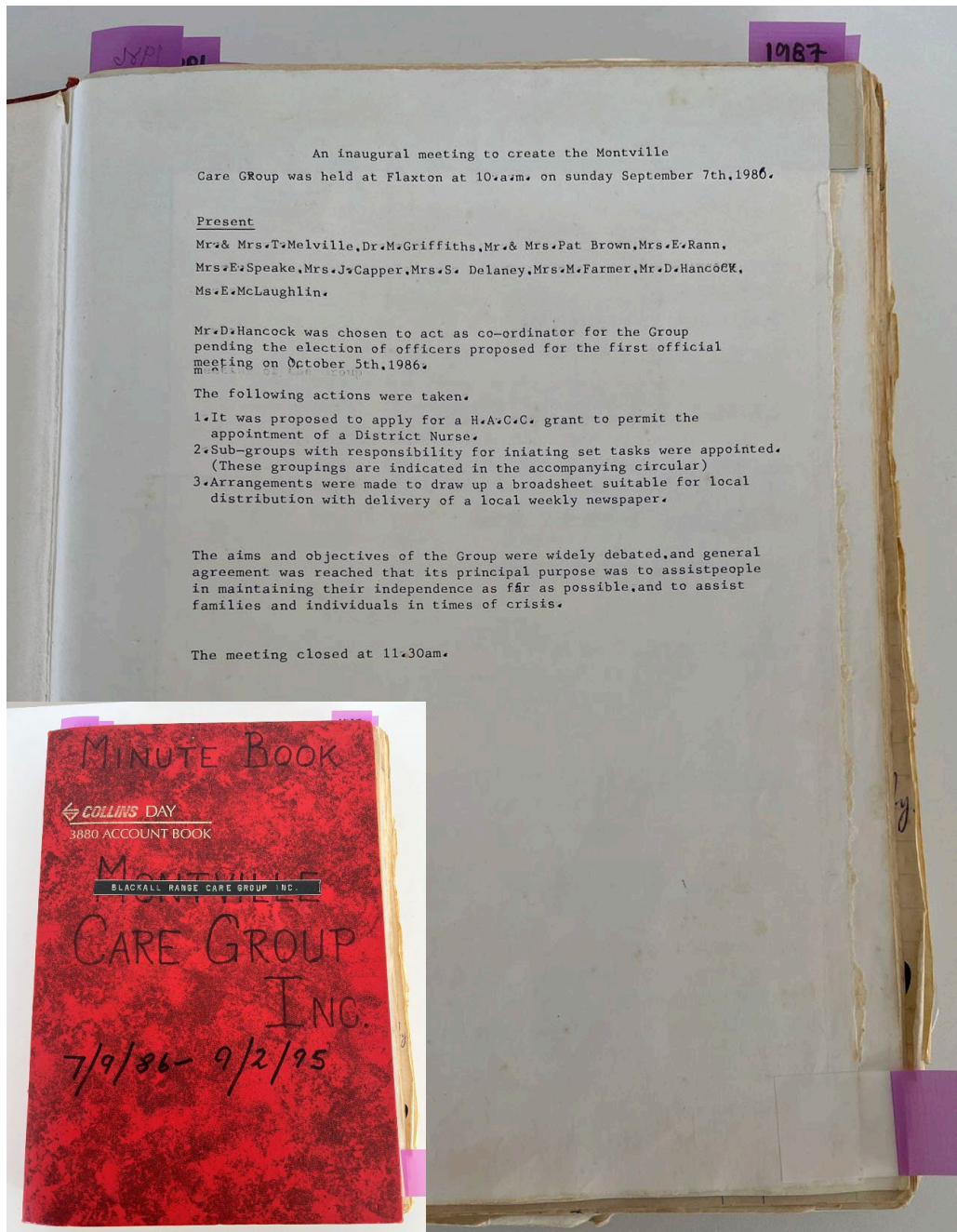
- President - Mrs Joan Pobjoy.
- Vice President - Mrs Joan Brown.
- Secretary - Mr Dan Hancock.
- Treasurer - Mrs Beryl McCullough.
- Liaison Officer - Mrs Jean Capper.
- Legal Advisor - Scott Bain.

Future meetings were held in St Mary's Hall Montville. The service area of the Group was defined as predominantly Flaxton and Montville with individual cases seeking assistance in Mapleton to be considered. No levies or fixed charges would be raised for any service, but donations would be accepted. Sister Eileen McLachlin was the volunteer nurse.



The initial services provided were a comfort group for special support. This included:

- Someone to talk to on the telephone.
- Maintenance of lawns and odd jobs.
- Nursing care by trained nurses.
- Drivers for access to medical facilities.
- Shopping.
- Meals on Wheels deliveries to people in the Montville area.



*A copy of the minutes of the inaugural meeting to create a care group.*

Danny Hancock undertook to draw up a suitable constitution, and to approach the Home and Community Care (HACC) organisation, to apply for funding for a part-time district nurse.

By mid-1987 a lot of progress was being made by the group. An initial grant had been received from HACC to provide district nursing services, and Sister Lavinia Ryan was appointed as part time nurse to provide these services. This was a post she was to continue for the next six years.

Surprising as it may sound, there was initially difficulty in persuading HACC to fund our nursing service, even though this had been an integral and vital part of our organisation from our inception. They considered that the Blue Nurses were covering the need for that in our area, and in the end, we had proved to them that this was not indeed the case.

Food was being prepared by Thady Ryan, for the Meals on Wheels service for people convalescing, and a monthly Day Respite Care was being offered in St Mary's Church Hall from 10am to 3pm. The first respite day was poorly attended but numbers soon increased with the addition of fashion parades and day outings to the program.

The first AGM was held on 8th October 1987. There was one change to the executive. Treasurer, Beryl McCullough decided to retire, and Russell Mathews, was elected in place.

### **1989-1990 – Incorporated body & sanctioning as a charitable organisation**



*2001. Peter Wellington assisted Secretary Joan Brown, to re-write the constitution.*

In November 1988, it was decided to apply to the justice department to form an incorporated association, in the name of Montville Care Group, as it was felt that this could limit the liability in the case of any litigation. This entailed the re-writing of the constitution, and this task was made considerably easier with the help given to the secretary by honorary solicitor, Peter Wellington.

On 24th January 1989 the group became an incorporated body, and a register of members was started.



*1996. Sister Lavinia Ryan was appointed as a part-time district nurse*

Later in April 1989, the Group received sanction by the Justice Department to operate as a charitable organisation.

By mid-1990 the Group was rapidly expanding, and HACC agreed to increase their funding.

Meals on Wheels was also growing in demand, and it was successfully arranged by Margaret Farmer for Nambour Meals on Wheels, to prepare and bring to Mapleton. A roster of volunteers was drawn up to provide these meals to clients. All those drivers without exception, agreed to donate their mileage payments, to which they were entitled back to the Care Group. This was a very considerable sum, well in excess of \$30,000 over the years that went to fund further projects and services that were not subsidised by HACC.

At a Committee Meeting held on the 20th September 1990 it was suggested that we should have our own facilities, and this would be a point discussed over the next couple of years.

### **1991 – Blackall Range Care Group**

At the AGM in September 1991, it was unanimously decided that the Group's name be changed to the Blackall Range Care Group Inc. to better reflect its wider coverage of the Range. AS a resut on November 11th an application was made to the Justice Department requesting this. It was subsequently approved in January 1992.

The next monthly meeting in October 1991, was held at the Lilyponds in Mapleton, with 40 people in attendance, 25 of whom were accepted as new members.

### **1992 – The land at Flaxton**

Early in 1991 negotiations had begun on the possible use of the old Flaxton school site. By January 1992 the Trustees of the old school land, the Flaxton Fruit growers, were inquiring whether the Group would be interested in taking control of the land. The Group immediately began looking into the feasibility of this action.

The land originally owned by pioneers Joseph and Alice Dixon who resided on Flaxton-Hill Road, Flaxton at their homestead, “Chermside”. The Unimproved Capital Value of the land was \$52,000.





*1922. The Flaxton School. Now the location of the Flaxton administration and care cottage*

In June 1992 the Fruitgrowers' representatives agreed that the land could be transferred to the Group's control, under the conditions set out in the original deed which states (in part), that "If it is resolved by the Trustees that there is no further use of the said land and/or buildings, the Trustees shall be empowered to transfer the land and/or buildings to Maroochy Shire Council for use as a public park or for community purposes".

The Group was given token use of the building on the site, and during the next year many working bees took place. Gradually the land was cleared of scrub, and the building renovated. Furniture and equipment were acquired, and LEAP scheme employees assisted with painting the exterior of the old school.

Despite now having a base from which to operate services, Group members had not abandoned the long-term idea of building a properly designed and equipped day respite centre adjacent to the old building. Draft plans were being drawn up, quotes for a bus were sought, and negotiations with HACC commenced.

### **1994 & 1996 – Day Respite Centre Flaxton**

As the old school building was riddled with termites and constituted a serious fire hazard, we were obliged to demolish it, and this caused a certain amount of angst among some of the older residents of the area.

It was originally suggested that this should be taken over by the Mapleton Historical Society and moved to a new location but the removalists, when consulted, deemed them unsuitable for any relocation.



Left: 1996. The old school building was riddled with termites

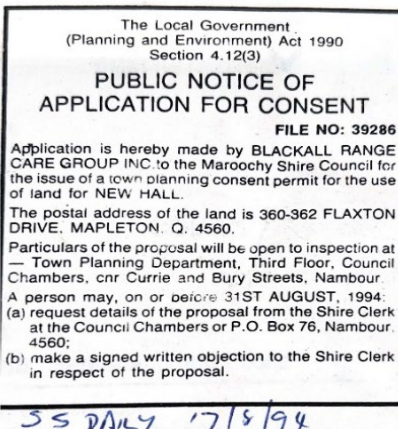
Below: 1996. A view inside of the old school building



In mid-1994 indications had been received from HACC that a capital grant may be forthcoming, and it was in May 1995, after many frustrations, and much negotiation, a grant was finally received. As a result, a contract to build a Day Respite Centre, that was to be named “The Care Cottage”, was let for \$121,000.

At about this time in July 1995, Mrs. Patricia Rowe was appointed as the first full-time paid Coordinator. Patricia was to continue as Manager for the next 12 years.

The construction of a new purpose-built facility was put out to tender, and work started on this in mid-1995. HACC had obliged us to accept the lowest quote and this proved to be very short-sighted. The finished product left much to be desired, and we had to spend much time rectifying many of the obvious defects, and at considerable cost.



1996. The “Care Cottage” building was officially opened



The new Respite Centre, which we named 'The Range Care Cottage', was officially opened by Dr John Menzies, Regional Director, Queensland Health on Thursday, March 21st, 1996.

Throughout the 1996 and 1997 a number of other projects were undertaken to facilitate the care cottage. This was the results of a lot of hard work by the committee and members.

- In January 1996 a garage was built. This was totally funded by community money.
- In August 1996 the Group took delivery of a 22-seater Toyota Coaster bus funded by HACC which was specially modified with a hydraulic lift to cater for wheelchair clients.
- In December 1996 funds were again raised by the community and used to build an outdoor barbeque area to the north of the Cottage.
- In August 1997 the community continued its support by providing more funding to extend the existing garage to make more storage room available.

### **1998 – Maleny office opening**

The first Maleny premises opened in a small rented office, as the organisation continued to grow over and provide more services to the Maleny area.

### **1999 – Garden development and Garden room extension at Flaxton**

On 15th April, 1999 the "Care Garden" extension of the Cottage was officially opened by Mrs. Dawn Moller, our HACC Area Manager.

This major project was funded by a grant of \$12,000, from the Gaming Machine Community Benefit Fund. The balance of \$20,000 was fully funded by the community.



*Above 1999. The new Garden extension to the Care Cottage, and verandah area.*

## 2000 – Time Capsule

The information contained in the first Time Capsule was buried in the cottage grounds on 17th February 2000, by our first President Mrs. Joan Pobjoy and commemorated the beginning of the new millennium.

It was buried beside a plaque marking the bottom step of the old School House.



*2000. The time capsule location*

## 2000 – 2005 Growth, projects and the building extension.

The Group had grown tremendously since its inception, particularly in the previous 5 years since the Cottage was built. The number of staff had grown from one to eight, and we had 70 volunteers to assist them. The number of clients from across the range from Mapleton to Maleny, had grown to more than 100.

Our fixed assets had grown from one freezer and some second-hand China and cutlery, to \$451,000 of which \$336,000 had been funded by HACC, and \$115,000 contributed by our very caring community.

We were, and still are, the envy of many of the other Care Groups in our area.

The members of our Professional Team in 2000 were: Tricia Rowe (Coordinator), Lili McGuire (Assistant Coordinator), Pam Hulme (Clinical Nurse), Social Support Workers Lavinia Ryan (Northern Range) and Glennis Barber (Maleny), Kyleigh Simpson (Cottage Assistant), Denise Quinn (Administration Assistant) and Tom McIlhinney (Bus Driver and Maintenance).

During the next five years there was a need for more space in both the office areas and client areas. The group were extremely active, with many new projects being undertaken to upgrade the facilities, and provide improved services for clients.



- In 2000, an administration extension was built onto the Cottage Day Centre.



- In 2001 the cottage veranda was enclosed to make an extra activity room.





- In 2002 there was a major upgrade of the kitchen completed, a large shade umbrella purchased for the garden courtyard, and wood fireplace installed for the cottage. During this period the group underwent the first major HACCC assessment. It achieved 19.6 out of 20. This was an excellent result. This also led to the committee implementing a strategic review and commence internal auditing to ensure it maintained the high standards it was well known for providing.



*Left: 2002. The upgraded kitchen.*

*Above: 2002. The new shade umbrella.*

- In 2004 a water bore was successfully drilled. The bore is still viable, and is still being used to fill the 3 large tanks at the rear of the cottage in 2023. The main tank holds 48000l and the smaller one 20000l.
- A highlight in 2004 was the Christmas fair, with the feature activity being “Plop Lotto”. It kept everyone entertained and raised some good funds. The idea of plop lotto originated from some of the staff to raise some money and have some good old fashion fun. The fencing and cow came from the Thompson family in Witta. The yard was marked out in 100 squares and was located in front of the Flaxton care cottage. Each square was sold for \$30 or \$40. All were sold, with just the one prize. A second event was run in 2006, but with a young buffalo, as the Thompsons were diversifying (They are now well known for their buffalo dairy products). The profit that year was around \$4000.
- In 2005 an air-conditioning system was installed in the cottage.
- It was also noted at the 2005 AGM that volunteers had given over 30,000 hours of service.



## 2007 – New administration building at Flaxton

By 2005 it was obvious that the group was continuing to grow, and would soon outgrow the current facilities, despite the many upgrades being undertaken. Therefore, the committee began planning, costing and seeking grants for additional building expansion opportunities.

Client numbers had grown to over 250, and the annual revenue had increased to approximately \$700,000. Tricia Rowe handed over the management of the service to Thea Caffin.

President Andrew Melville capably led a project over a 2-year period to construct a new administration building at Flaxton.

On its completion, the old administration area was converted into overnight respite rooms with assistance from commonwealth, state, and local government.

The first respite clients commenced using the facilities in June 2007.

Peter Wellington asked to be third Patron in 2007.



*Top right: 2007. Cheque for admin building being presented. Pictured Alex Somlyay (Fed Member for Fairfax) and Maroochy Mayor Joe Natoli with Committee president, Andrew Melville and entourage  
Above left & right: 2007. Pictures of the new administration building being built at Flaxton*



## 2008 – Second Time Capsule

The time capsule was raised in March of 2008. It was then later re-interred after adding additional information and history, on 16th September 2008, following the Annual General Meeting. It was again buried in the same location, in front of the plaque, marking the bottom step of the old School House.

## 2010 & 2011 – “The Maleny Project” - New Office at Maleny built and opened

In 2010 the organisation held a public meeting in the Maleny RSL Hall to canvas support for Blackall Range Care Group to acquire a more long-term suitable premises in Maleny.

With advocacy from Hon Andrew Powell, State Member for Glasshouse, Queensland Health agreed to a new BRCG Maleny Office to be built on land behind the Maleny Hospital.

Mark Gardner and Frank Laver led this project enthusiastically with support from management using organisation funds.

A suitable relocatable building from the site office of a liquidated construction service in Beaudesert was found and purchased. The management committee then arranged for it to be transported to a property nearby in palmwoods, while land preparations were made at the Maleny site. A highlight of this project was the final transportation of the building through the Maleny township to the site, where it was then craned onto its posts.

There were some initial fears as the building was put in place, that it was too large for the space, but some ingenuity, saw it secured safely into place. A verandah was then added to the building providing a most serene area with peaceful views amongst the grounds and gumtrees. The verandah was built with a grant of \$15,000 from the RSL.



*Mark Gardner and Frank Laver receive a cheque from the RSL*



**2016 – Registering as a NDIS provider. Planning to become a company limited by guarantee.**

There were a number of big changes occurring in 2016 that the group need to adapt to. The Government introduced new changes to the way the aged care industry was to be funded, and also had plans to implement the National Disability Insurance Scheme (NDIS) in 2019.

New trading arms of Blackall Range Care group were introduced. These were:

- RangeCare, the core operations of government funded Aged Services.
- HinterCare, a private services arm.
- Range Ability, an arm to provide disability services, for NDIS clients when it is introduced, and for which the group had commenced the registration process.



It was further identified that the current changes, and growing size of the organisation made it suitable to becoming and company limited by guarantee. The Management committee and CEO conducted a planning session with a lawyer who specialised in not-for-profit organisations. Consequently, it was decided that the Group would take this direction. The formation of a steering committee resulted, and it was the job of this committee to investigate what was required to move forward.

It was noted that advantages for the proposed change to a company limited by guarantee would include:

- Maintenance of BRCG as the "parent" for any commercial trading arm undertaken.
- Trading arms of BRCG will be covered by the charitable, tax-exempt status that BRCG now has.
- Continuance of a single administration and finance system while the trading arms are monitored as a separate cost centre within the BRCG financial structure, to ensure results are completely transparent.
- Trading arms are covered by BRCG's insurance.
- Improved organisational agility to meet other commercial needs swiftly, as and when they arise.
- Establishment of a single board which will control the parent company and all its trading arms.

Another change that occurred in 2016, was the adoption of electronic payment (EFTPOS) facilities, making it easier and more efficient for clients to make payments.

### **2017 –Blackall Range Care Group becomes a company limited by guarantee**

The significant move from an Incorporated Association to become a Company Limited by Guarantee of the members was led by Chairperson, Pat Habner. To undertake this task a number of people worked very hard to prepare and rewrite the constitution, especially, Company Secretary Kaye Gardner.

With this change came a transition for RangeCare from a management committee, to a Board of Directors, to govern and set the strategic direction. The difference in the operations as a board, would take some adjusting initially.

Creating a new board structure was not the only challenge in 2017. The new government funding rules and the introduction of consumer directed care meant that the IT systems were no longer suitable for the job, and therefore a new client service management system, and a new finance management system were required. These were extremely large projects that required a great deal of resources and at significant cost.

The opening of the new Sunshine Coast University Hospital at Kawana meant many client services were no longer at Nambour hospital and client transport cost tripled as a result.

Financially, there was an increasing pressure on the organisation related to all of these changes and a large operating deficit was reported at the AGM.

During this period the Board proactively implemented structures and strategies to address the financial challenges. The Board has engaged an external accountant and our auditors to assist us in identifying areas where costs can be reduced coming into the next financial year and rebuild the financial security of the organisation.

### **2018 – Merger with Nambour District Care / Mapleton Op shop**

RangeCare's ex-CEO, Thea Caffin, who had moved to Nambour District Care (NDC) in a role of company secretary, arranged for an invitation to be offered to RangeCare to merge organisations. At this time all care organisations were facing difficult challenges and NDC wanted to ensure that the services they provided to clients would prosper in the future. Thea believed that RangeCare had the same philosophies and provided the same high-quality care as NDC and so it quickly became evident that the two cultures aligned, and the Board and employees of both organisations worked tirelessly to ensure that the change happened seamlessly. The client experience during the transition saw minimal differences, and the employees united together exceptionally. With RangeCare and Nambour and



District Care both under the responsibility of Board of Blackall Range Care Group Ltd, the future for a joint organisation had been set up for long term prosperity.

The board had been seeking for some time ways to bolster the discretionary fund. The discretionary fund had been set up to assist clients with terminal prognosis, in emergency financial need, or who were waiting for funding upgrade decisions to occur. Then an opportunity arose to for RangeCare to take over the Mapleton Op shop. Again, orchestrated under the guidance of Pat Habner, RangeCare with the support of MADCA put the steps in place and got the Op Shop running. This had immediate impact, and proceeds enabled us to have help many more people on the Range who we could not otherwise have helped.

### **2018- The Aged Care Quality Audit**

In the midst of a merge and the organisational restructure, we also navigated a quality assessment audit. These audits are undertaken by the Aged Care Quality Agency every three years to ensure that care providers are meeting all the standards set by government for the care of clients. The organisation met all the expected outcomes, and it was a positive reflection of the high standard of care, hard work and professionalism of the Board, management and staff.

### **2019 – Transition to new funding for Under 65yo clients / NDIS & QCSS**

In January 2019, approximately 200 of our clients who were under 65, commenced the transition to the National Disability Insurance Scheme. There were only four NDIS service types that RangeCare had been given accredited for. Unfortunately, there was also a small cohort of clients were ineligible for NDIS. However, we were able to support clients to transition to another new program, an entry level service known as the Queensland Community Support Scheme (QCSS). We were able to secure a small amount of transition funding, and then established a brokerage agreement with another provider to deliver the services for all of these clients. The brokerage agreement was to be short term, and was expected to terminate later that year, until all clients could be transitioned and supported by another provider.

As a result, this meant that RangeCare would only be able to support 70 of the 200 clients impacted by the change. Interestingly, as time has passed, we still provide the four NDIS services and the QCSS program still continues, with RangeCare having recently signed a funding agreement until 2028.

## 2020 – COVID-19

Greg Mannion was appointed CEO in early 2020, and within 3 weeks of Greg’s appointment the world became very much aware of Coronavirus. COVID-19 was affecting everyone, and in so many different ways. It impacted us all. In our personal life, our work life, our volunteering lives, our sporting lives, our travelling lives. It was the first time we have been stopped from seeing friends, leaving the state, leaving our homes, stopped from just about everything. The distress caused took many forms including, financial, health, uncertainty for businesses and young families, and mental health issues.

Our clients, many of whom did not understand what was happening, many of whom live alone, and were afraid of catching the virus. Some did not dare go out to get their next meal, or for medical aid. Many clients cancelled their services from us, because they were concerned about letting anyone into their homes. Our staff were no longer able to come into the office, and their homes became their workplace overnight. In the early stages the conversations between CEO and Board and the decisions made were immediate, unresearched, and required multiple phone calls and meetings daily.

In the first 2 weeks our staff rang every client to ensure that they were well and that they understood the circumstances. Clients told us it was life-changing to their mental health. We established what our clients needed, and new services were introduced.

We partnered with local restaurants to deliver meals to people’s homes, we delivered fresh meat and vegetables from local producers to people’s door, we offered haircuts in the home, and we launched project ROSE to allow people at home to keep in touch with loved ones and their community. We provided iPads to clients who didn’t have access to technology at home. We also provided technical support to our clients by sending someone to their home to help with setting up and troubleshooting



*2020. RangeCare meals were prepared by our kitchen staff. Above Gemma Webster at Flaxton*

their WiFi, printer, or software and applications on their devices or computer. This allowed people to virtually attend our day centre activities, and keep in touch with family and friends during lockdown and border closures.

We were also very fortunate to qualify for the Australian Government program, Job Keeper, which secured our financial position and ensured our people didn't experience financial hardship.

### **2020 – Flaxton Kitchen and Courtyard upgrade**

A grant for \$40,690.00 was received from the Whitehouse Foundation. The grant assisted in the improvement of the courtyard facility allowing completion of stage 2 of its upgrade. The further transformation of the area to allow much needed space during these times of social distancing. Shaded tables, chairs, and outdoor cooking facilities which are now being used regularly by clients. The funds also allowed internal improvements including furnishings, improving the available technology, and build a bigger and more modern kitchen to facilitate the demand for the RangeCare meal service.



*Above left: 2020. RangeCare Board Chair, Pat Habner and CEO, Greg Mannion receive a cheque from the CM & JA Whitehouse Foundation. Above Right: The Flaxton cottage kitchen extension*

### **2020 – Nambour Office and Day Centre upgrade**

Another grant was awarded to RangeCare in 2020. This time by the Eastern Star Foundation. This grant helped us to remodel and refurbish our Day Respite Centre in Nambour. As a result, this created additional space and we were able to expand the services to more clients. As part of the upgrade, the clubhouse at the rear of the day centre was converted into offices.



Due to COVID we were not able to formally celebrate the opening of the centre until early 2023. By this time, it was a wonderful opportunity to show the immensely positive impact that the generous donation from Eastern Star Foundation has had for our clients. Eastern Star Foundation Chair, Elizabeth Watt said at the official opening, “We were welcomed with open arms by staff, volunteers and around 40 clients who attended a special morning tea with speeches and a symbolic ribbon cutting to celebrate the refurbished centre and the grant that helped to make it possible.”

Live your **BEST** life!



*2023. Eastern Star Foundation Chair, Elizabeth Watt, Jonathon Nantes (with scissors), Helen Howard with RangeCare’s Greg Mannion, Lenore Simpson, Frank Vos and Gary Holland.*

### **2021 – New land purchase at Flaxton for future development**

Despite some interesting and challenging years during the COVID pandemic, the business had achieved financial stability, and the annual financial results were remaining positive. Management therefore, remained focused on opportunities for potential growth, to secure our future. One opportunity that arose was some land at Flaxton just one block north of the care cottage had become available. It was purchased as an investment initiative, and will allow our expansion on the Range at a later stage.



*RangeCare’s block of land at Flaxton*

### **2021 – New day centre and office at Gympie**

Soon after purchasing land at Flaxton, another opportunity arose, but this time in Gympie.

In mid-March 2020, CEO Greg Mannion was approached by the department, seeking our interest in providing more of our well-known services to Gympie. Having previously providing home maintenance services for the previous 6 years in the Gympie region, and identifying that there were many elderly people that similar to the clients on the range were isolated in need of care, this offer was accepted.

Securing this funding gave us the opportunity to open operations at 24 Barter Street Gympie, where a day respite centre with overnight respite rooms was established. We were also able to start accommodating home care packages.

Within a few months, we were required to lease some further space to accommodate a growing number of care and office staff to be able to provide the services to our new clients.

Within 2 years the number of clients has grown in excess of 150



*Gympie Day Respite Centre and Staff Offices on Barter St*

## 2021 – State and national award recipient for Excellence in Aged Care

In 2021, RangeCare was chosen as the Queensland, and subsequently National winner of the Excellence in Aged Care Services Awards. These awards were conducted by Leading Aged Services Australia (LASA). These awards recognised and celebrated RangeCare’s passion, contribution and achievements in the service of older Australians.

RangeCare was nominated due to the outstanding and innovative achievements in caring for their clients and vulnerable local community members throughout the COVID-19 pandemic. During the COVID-19 lockdowns and border closures, RangeCare identified our clients new





needs and initiated a number of new services to support vulnerable and isolated community members.

These innovative services included:

- A home delivery meal service that offered the consumer choice through partnerships with local restaurants and cafes.
- The loan of an iPad and some in-home technical support to launch facetime or similar virtual meeting application so our clients could keep in touch with family and friends.
- In-home haircuts and beard trimmings.
- A service for the home delivery of fruit, vegetable and butcher meat.

### **2022 RangeCare Volunteer, Jim Coles, Wins Local Senior Citizen of the Year**

RangeCare's longest-serving volunteer, Jim Coles, was awarded Senior Citizen of the Year, at the 2022 Sunshine Coast Australia Day Awards.

Jim's involvement with RangeCare started in 1994. Jim was initially one of a small group of founding members who mainly delivered meals and went out to have a friendly chat with elderly people in the local community. He became an early member of our organisation and joined the Blackall Range Care Group's management committee, where he served for 14 years. The last 3 years of his time was served as Vice President.

In his early days on the committee, Jim was instrumental in raising money to complete important renovations at the RangeCare site in Flaxton, including a verandah, art room and courtyard for our clients. After this, Jim was heavily involved in raising funds and developing plans for a new building at the Flaxton site.

Jim remains an active member of the organisation and currently volunteers at least twice a week in RangeCare's Op Shop in Mapleton.

At 91, his energy and enthusiasm for supporting his local community has not waned. Congratulations Jim.



## 2023 – Celebrating 40 years of RangeCare Meals on Wheels (MOW)

The past and present Maleny MOW volunteers came together to celebrate 40 years of Maleny Meals on Wheels.

The event was held at Maleny's only historic house, Pattemore House. This location held extra significance for one of the past volunteers, Val, who is a direct descendant of the residents of this historic house.

RangeCare's Volunteer Coordinator, Cara Doherty and COO, Gary Holland, spoke about the history of Meals on Wheels in Maleny, and how grateful we are to have so much support in our local community.

The Meals on Wheels volunteers have provided much more than just meals over 40 years. They have provided a and continue to provide meals with a smile, love and support.



*2023. Some of RangeCare's MOW past and present volunteers celebrating 40 years service to Maleny area.*

## Our Life Members

We are currently gathering information about the organisation's Life members, and in time will add a short story and photo to acknowledge them all.

Our Life members are listed below:

***Dorothy Cassandey***

***Daphne Haderup***

***Frank Laver***

***Andrew Melville***

***Bernadine (benny) Neirinckx***

***Ian Rollie***

***Thady Ryan***

***Gillian (Gillie) Warren***

***Glennis Barber***

***Theadosia (Thea) Caffin (2020)***

***Patricia (Pat) Habner (2020)***

***Jim Coles (2021)***

## **Our Patrons**

We are currently gathering information about the organisation's patrons, and in time will add a short story and photo to acknowledge them all.

## **Our Past Patrons:**

*Laurie Delaney*

*Ian Rolle*

*Thady Ryan*

*Peter Wellington*

## **Our Current Patrons:**

*Andrew Powell*

*Ted O'Brien*

*Jennifer Radbourne*



## **Our Past Management Committee and Directors**

We are currently gathering information about the organisation's Management Committee and Board members, and in time will add a short story and photo to acknowledge them all.

## **Our Current Board Members**

- *Lenore Simpson – Chair*
- *Alan Boyle – Deputy Chair*
- *Leigh Watkins*
- *Dr Nita C Lester*
- *Kenneth Windsor*
- *James Wilson-Smith*
- *Greg Mannion – Executive Director & Acting Secretary*

## **Our Employees**

We are currently gathering information about the organisation's outstanding employees, and in time will add a short story and photo to acknowledge them.

## **Our Volunteers**

We are currently gathering information about the organisation's outstanding volunteers, and in time will add a short story and photo to acknowledge them.

## **Our Clients**

We are currently gathering stories about some of the organisation's clients, and in time will add a short story and photos to acknowledge them.

## **Our Supporters**

We are currently gathering information about the organisation's supporters, and in time will add a short story and photo to acknowledge them.

## More RangeCare Stories

### The Montville Rose

The Montville Rose symbolises appreciation, gratitude, and our acknowledgement of another, hence it was a clear choice for our branding.

Its formal name is 'Duchesse de Brabant'. The parent plants are unknown, but this rose was named for the Duke of Brabant, Belgium. It is considered to be one of the most beautiful roses ever bred. President Roosevelt also contributed to the fame and popularity of this rose by wearing the pink blooms in his buttonhole. Other names include 'Comtesse de Labarathé' and 'Comtesse Ouwaroff'. However, this rose has become better known in southeast Queensland as 'The Montville Rose', due to it being widely planted along the Blackall Range. It goes very well and is an ideal variety for novice rose growers.



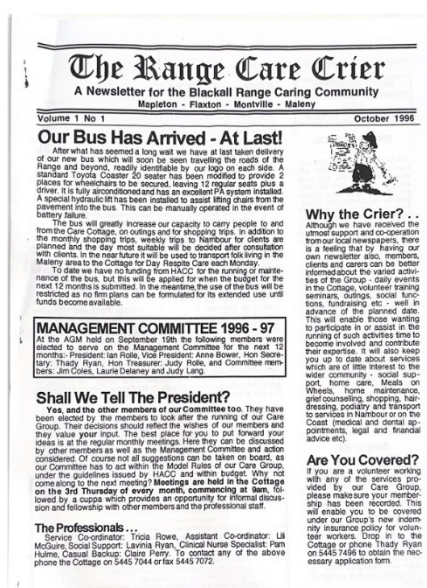
Above: The 'Montville Rose'.  
Botanical Name: *Rosa chinensis* aka Duchesse de Brabant'

It grows to 180cm high and spreads to 120cm wide, even in rather neglected conditions. The flowers are a delicate pink with a strong fragrance, ranked 8/10 by experts. The pink flowers begin as goblet shaped bloom, with the rounded petals slowly loosening as the bloom opens. It is repeat flowering and the flowers appear in large clusters, beginning in spring. It appreciates the full sun.

## Newsletters

The Newsletter has been a big part of the organisation's communication system to members and clients. Originally it was a printed brochure, known as The Range Care Crier.

In 2023, the newsletter has transitioned with the available technology, to be a paperless, online newsletter.





## The Water Tank Mural

The mural on water tank at the rear of the Flaxton care cottage was painted by the Blackall Range Visual Artists (BRVA). After the success of the restoration of a similar tank at Mapleton Bowling Club, RangeCare approached BRVA to assist which they cheerfully undertook the renovation. Many years on, and tank still looks great, and adds love and serenity to the space around the cottage.





**Blackall Range Care Group Committee /Board Records**

Year	President	Vice President	Secretary	Treasurer	Honorary Solicitor	Committee	Committee	Committee	Committee	Committee	Committee	Committee	Committee	Manager	Senior Nurse	Life Member	Patron
1986/87	Joan Pobjoy	Joan Brown	Dan Hancock	Beryl McCullough	Scott Bain	Jean Capper								NA	Lavinia Ryan		
1987/88	Joan Pobjoy	Joan Brown	Dan Hancock	Russell Mathews		Margaret Siddal (Assist secretary)								NA	Lavinia Ryan		
1988/89	Sr Rosemary	Joan Brown	Thady Ryan	Russell Mathews										NA	Lavinia Ryan		
1989/90	Sr Rosemary	Joan Brown	Thady Ryan	Russell Mathews										NA	Lavinia Ryan		
1990/91	Laurie Delaney	Sr Rosemary	Dr Fred Stewart	Russell Mathews										NA	Lavinia Ryan		
1991/92	Laurie Delaney	Sr Rosemary	Dr Fred Stewart	Russell Mathews										NA	Lavinia Ryan		
1992/93	Laurie Delaney	Sr Rosemary	Dr Fred Stewart	Russell Mathews										NA	Lavinia Ryan		
1993/94	Laurie Delaney	Ken Holloway	Dr Fred Stewart	Russell Mathews		Sr Rosemary	Vi Mathew							NA	Lavinia Ryan		
1994/95	Laurie Delaney	Ken Holloway	Dr Fred Stewart	Russell Mathews		Ian Rolfe	Vi Mathew							NA	Rosemary Stewart		
1995/96	Ian Rolfe	Ken Holloway	Thady Ryan	Sue Cash		Laurie Delaney	Judith Lang	Anne Bower						Patricia Rowe			
1996/97	Ian Rolfe	Anne Bower	Thady Ryan	Judith Rolfe	Peter Wellington	Laurie Delaney	Judith Lang	Jim Coles						Patricia Rowe			
1997/98	Ian Rolfe	Judith Lang	Thady Ryan	Judith Rolfe	Peter Wellington	Anne Bower	Andrew Melville	Jim Coles						Patricia Rowe			Laurie Delaney
1998/99	Ian Rolfe	Thady Ryan	Andrew Melville	Judith Rolfe	Peter Wellington	Judith Lang		Jim Coles						Patricia Rowe			
1999/00	Ian Rolfe	Thady Ryan	Andrew Melville	Judith Rolfe		Judith Lang	Gillian Warren	Jim Coles						Patricia Rowe			
2000/01	Thady Ryan	Jim Coles	Andrew Melville	Judith Rolfe	David Welsh	Judith Lang	Gillian Warren	Ian Rolfe	Valerie Zwart					Patricia Rowe			
2001/02	Thady Ryan	Jim Coles	Andrew Melville	Judith Rolfe	David Welsh	Judith Lang	Gillian Warren	Ian Rolfe	Valerie Zwart					Patricia Rowe			
2002/03	Thady Ryan	Jim Coles	Andrew Melville	Judith Rolfe	David Welsh	Judith Lang	Gillian Warren	Ian Rolfe	Ross Murdoch					Patricia Rowe			
2003/04	Andrew Melville	Jim Coles	Dorothy Cosandey	Judith Rolfe	David Welsh	Judith Lang	Gillian Warren	Ivan Yaksich	Ross Murdoch	Marlene				Patricia Rowe			
2004/05	Andrew Melville	Jim Coles	Dorothy Cosandey	Judith Rolfe	David Welsh	Judith Lang	Gillian Warren	Ivan Yaksich	Ross Murdoch	Marlene	Jack Wilcox			Patricia Rowe			
2005/06	Andrew Melville	Jim Coles	Gillian Warren	Judith Rolfe	David Welsh	Judith Lang	Dorothy Cosandey	Ivan Yaksich	Frank Laver	Marlene	Jack Wilcox			Patricia Rowe			
2006/07	Andrew Melville	Jim Coles	Gillian Warren	Judith Lang	David Welsh	Rob Norris	Dorothy Cosandey	Ivan Yaksich	Frank Laver	Colleen Brady	Jack Wilcox	Alexina Johnson		Patricia Rowe			Ian Rolfe Thady Ryan
2007/08	Andrew Melville	Jim Coles	Gillian Warren	Frank Laver	David Welsh	Rob Norris	Dorothy Cosandey	Ivan Yaksich	James Davidson	Colleen Brady	Jack Wilcox	Alexina Johnson		Thea Caffin			
2008/09	Andrew Melville / Dorothy	Jim Coles / Gillian Warren	Gillian Warren / Colleen Brady	Frank Laver	David Welsh	Rob Norris	Mark Gardner	Ivan Yaksich	James Davidson	Colleen Brady	Alan Lewis	Alexina Johnson / Leonie Kilmister		Thea Caffin			Peter Wellington
2009/10	Mark Gardiner	Dorothy Cosandey	Gillian Warren	Frank Laver	David Welsh	Rob Norris	Ann Koenig	Ivan Yaksich	Lee Lucas	Colleen Brady	Alan Lewis	Leonie Kilmister		Thea Caffin			
2010/11	Mark Gardiner	Dorothy Cosandey	Gillian Warren / Ann Koenig	Frank Laver	David Welsh	Glenn Barber	Tim Bailey	Phil Simmons	Lee Lucas	Colleen Brady	Alan Lewis	Leonie Kilmister	Patricia Habner / Suzie Vincent	Thea Caffin			
2011/12	Suzi Vincent / Patricia Habner	Dorothy Cosandey	Ann Koenig	Frank Laver	David Welsh	Glenn Barber	Tim Bailey	Phil Simmons	Lee Lucas	Colleen Brady / Kaye Gardner	Alan Lewis	Leonie Kilmister / Lyn Loftus	Wendy Edmond / Phil Holmes	Thea Caffin			
2012/13	Ann Koenig	Patricia Habner	Kaye Gardner	Tim Bailey / Frank Laver		Glenn Barber	Wendy Edmond	Phil Holmes	Dorothy Cosandey	Colleen Brady	Alan Lewis	Lyn Loftus		Thea Caffin			
2013/14	Ann Koenig	Patricia Habner	Kaye Gardner	Phil Holmes		Glenn Barber	Wendy Edmond	Pat Habner	Jackie Semmelink	Maarten	Anna Steffans			Thea Caffin			
2014/15	Ann Koenig	Patricia Habner	Kaye Gardner	Phil Holmes		Glenn Barber	Wendy Edmond	Peter Jensen	Jackie Semmelink	Maarten				Thea Caffin			
2015/16	Ann Koenig	Patricia Habner	Kaye Gardner	Mandy McCosker		Glenn Barber	Peter Jensen	Phil Holmes						Thea Caffin			
2016/17	Patricia Habner	Phil Holmes / Peter Jensen	Kaye Gardner	Mandy McCosker		Glenn Barber	Wendy Lonie	Sue Cotterell	Leigh Watkins					Kaye Deeley / Jennifer McCafferty			

Year	Chair	Vice Chair	Company Secretary	Director	Director	Director	Director	Director	Director	Director	Director	Director	Director	CEO/ COO		Patron
2017/18	Patricia Habner	Phil Holmes		Leigh Watkins	Mandy McCosker	Wendy Lonie	Sue Cotterell	Glenn Barber	Thea Caffin					Jennifer McCafferty		
2018/19	Patricia Habner	Phil Holmes	Jaelyn Lewis	Leigh Watkins	Dr Nita Lester	Alan Boyle	Martyn Baldwin	Lenore Simpson	Gregory Mannion					Jennifer McCafferty		Ted O'Brien/ Andrew Powell
2019/20	Patricia Habner	Phil Holmes	Jaelyn Lewis	Leigh Watkins	Dr Nita Lester	Kenneth Winsor	Martyn Baldwin	Lenore Simpson	Alan Boyle					Gregory Mannion	Jennifer McCafferty /	
2020/21	Lenore Simpson	Alan Boyle / Patricia Habner	Jaelyn Lewis	Leigh Watkins	Dr Nita Lester	Kenneth Winsor	Martyn Baldwin							Gregory Mannion	Karen Osborn	Patricia Habner/ Thea Caffin
2021/22	Lenore Simpson	Alan Boyle	Jaelyn Lewis	Leigh Watkins	Dr Nita Lester	Kenneth Winsor	Martyn Baldwin	Pat Habner						Gregory Mannion	Kym Miosge	Jim Cole
2022/23	Lenore Simpson	Alan Boyle	Greg Mannion (Acting)	Leigh Watkins	Dr Nita Lester	Kenneth Winsor	James Wilson-Smith							Gary Holland	Simone Laurent	
2023/24	Lenore Simpson	Alan Boyle	Greg Mannion (Acting)	Leigh Watkins	Dr Nita Lester	Kenneth Winsor	James Wilson-Smith							Gary Holland	Simone Laurent	