



50 YEARS
GRACEVILLE
CENTRE
1971 – 2021

Celebrating 50 years

of supporting the Sunshine Coast community.



Lutheran
Services

There for you



Foreword



Susan Dwyer

Community Services Manager — Mental Health
Graceville Centre

It's an honour to present this commemorative booklet marking Graceville's 50th anniversary. I'm proud to have been part of Graceville for the past 10 of those years. I joined as a Team Leader in the Transitional Recovery Program in 2011—just before the 40th anniversary (if you look closely, you'll see a tiny pic of me in the 40th booklet!).

The Graceville Centre—our service, our organisation, our staff and our clients—have all made amazing progress over the past 10 years. The transformation has been phenomenal. Today we have new offices—air conditioned and snake-proof! We have new purpose-built accommodation, new facilities, new services and new programs.

The NDIS has provided new challenges and new opportunities for growth and outreach, expanding our service offering and giving clients more choice and control. Today, we're building on the Graceville model to take our services and programs to more people in more regions. We're spearheading new services in behaviour support, recovery coaching and support coordination.

Regardless of the many changes and improvements we've made, one thing hasn't changed—Graceville has always been focused on client outcomes. We always look at the bigger picture for our clients. We always strive to give meaning and purpose to the support we provide. We work closely with our clients to tackle their challenges, improve their quality of life, build their independence and fulfil their personal goals.

Today Graceville is helping more people in more ways than ever before. With multiple programs, a diversely skilled team and many resources at hand, we can leverage and tailor our support in the client's best interest. We're currently in the process of developing exciting new programs. We're exploring opportunities to open more supported living services.

We're also offering more opportunities for our staff, building career pathways and strengthening our staff retention. Our work culture has evolved from a support worker model to a professional service focused on evidence-based practice and continuity of care for clients, holding ourselves to the highest professional standards. We are proud of Graceville's reputation as a great place to work.

It's a privilege to work with the Graceville team and it's humbling to work with our clients. Every day I'm reminded of why we do what we do—and how fortunate we are to be able to do it.

Congratulations to all Graceville staff and clients over the past 50 years.
You're an inspiration.

Cheers
Suze

Then and now

ORIGINS

Graceville gets a start

The vision and heartfelt dream that would ultimately become the Graceville Centre can be traced back to the 1960s when Alberton Lutheran Pastor Martin Prenzler would visit Wolston Park Hospital. Pastor Prenzler was dismayed by the lack of social and physical engagement provided to residents— not to mention emotional and spiritual support. At the same time, the government and health sector were keen to see more community-based organisations providing transitional support, sheltered workshops and aftercare hostels to complement health services and hospitals in providing a more nuanced and comprehensive approach to mental health care.

Then known as Elizabeth Court and Nambour Welfare Industries, these were the first services of their kind in Queensland.

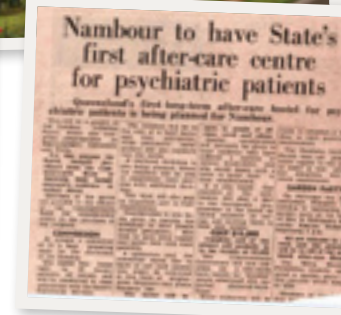
Purchase sets the path

When the Commonwealth Bank considered selling its bank manager's residence on Sydney St, Nambour Pastor Martin Prenzler approached the bank who offered a very good deal of \$8000.

It was an unusual venture for the parish, but they bravely went forward on a new and untried path.

Love in action

In establishing Graceville— then known as Elizabeth Court and Nambour Welfare Industries— the congregation was answering the call to minister to those who needed a place to call home and a purpose in life. In his address at the opening, Sir Charles Adermann said "This is a wonderful afternoon, because of the Christian nature of it and the involvement of so many people from different sections of the community. This is love in action."



GRACEVILLE TODAY

A snapshot of our year

120+ STAFF

Double that of 10 years ago

Today, Graceville helps many people in many ways.

Here's a snapshot of the programs and support we've provided—and the number of people we've helped—over the past year...

- **Transitional Recovery Program**

We helped more than 100 people move from hospital care to a more independent and homely environment through our three supported living residences in Nambour and Currimundi, as well as our outreach services supporting people living independently in the community. Everyone completing the program successfully progressed to living more independently, achieving personal goals and maintaining their mental wellbeing.

- **Dialectical Behaviour Therapy**

We provided individual therapy, collaborative groupwork programs and 24/7 phone support for more than 35 people living with mental health concerns.

"I cannot express how LIFE CHANGING this program is! I was paralysed by life at the beginning of 2021. Fast forward seven months and I have the skills to progress through life the way I choose."

DBT participant

- **Clinical Care Coordination**

We delivered individual therapy and clinical support services for more than 150 people who were unable to access other mental health support services, providing them with the personalised plan, skills and connections to maintain their wellbeing.

"Since starting the CCC program, my son has improved 100%. He's planning his future, working on goals and returning to his old self."

CCC participant's mother

Registered NDIS Provider

As a Registered NDIS Provider, the number of programs we deliver and people we help under the NDIS continue to grow.

- **Support/Specialist Support Coordination & Psychosocial Recovery Coaching**

We helped more than 100 people to make the most of their NDIS plan, secure the best support services, shape their future and achieve their goals.

- **Behaviour Support Service**

We helped more than 25 people to build the strategies and skills to enhance their quality of life and strengthen their interpersonal relationships.

- **NDIS Outreach Services**

We provided NDIS funded support services for around 20 people living with mental health concerns.

Supported Independent Living

- **Killara Units**

We provided supported accommodation for 10 people living individually in our home units in Nambour.

- **Personal Development & Housing**

We helped 12 people to build capabilities, confidence and independence across five supported living share houses in Nambour.

- **Community Supported Independent Living**

Under the NDIS, we provided help at home for a growing number of people living independently in the community.

GRACEVILLE THROUGH THE YEARS



Delivering meaning and purpose

OUR STAFF

Graceville is doing great things today thanks to the hard work of our amazing staff. Hear first-hand from some of our impressive people...

ANNE CAMERON

Case Manager

I love that we work as a team, that there's consideration and support for all people — and the fun factor! I also love the fact that there's a positive focus on a client's situation and how we are to support them. This positivity comes out in the way we do everything.

MAXINE LOWE

Administration Officer

I have been here for 10 years, so I was here when the old laundry was still in place before the renovations. I've found the change in attitude to mental health across society has been a real positive. In my own difficult times I have found Graceville has helped me a lot as well. We've also grown a lot in size — from 20-odd staff to 100 plus now.

MEGAN PORTER

Administration Officer

I think I was always meant to work here. When I interviewed for the job nine years ago I had just had my second child and was dealing with Post Natal Depression — the job I was in just had no understanding or empathy. So when I got here, it was like home. Working here — and having my own things to deal with — has given me real insight.

OLAWUNMI OLUBIYI

Team Leader

We support our people on their journey. We do 'with' them not 'for' them and that's the key.

LOUISE POWELL

Case Manager

Given my own lived experience, I know we can empower people on their personal journey — walking beside them on their path to a happier, healthier life. There's an unspoken connection. Graceville has encouraged me to build on my experience to deliver a client-centred approach. I've grown both personally and in my professional development. I'm assisting our clients to achieve positive outcomes every day. I feel like I'm doing valuable work in a supportive workplace.

NATASHA VINEN

Contract Officer

Graceville has a great work culture and environment. I value the close connection and interaction we have with our clients. It's good to remember why we're here. We are here for our clients. We're also here for our staff. Our doors are always open. We're a strong team, well supported and there are great professional development opportunities. It's a privilege to work with our clients, building their skills and empowering them to move forward.

TONI ROSELT

Coordinator

It's been great to work and grow with Graceville over the past 10 years I've been here. Today we deliver a variety of valuable programs for the community and we provide a great place to work — socially and professionally. I love the team, clients and organisation. I couldn't imagine working anywhere else!



Tackling challenges and achieving goals

OUR CLIENTS

Regardless of the many changes over the years, Graceville has always been focused on client outcomes. Hear first-hand from some of our inspirational clients...

1 | KYLIE DRINNAN

"The best thing about living here is that I can go to my favourite cafe — they are just down the road. I know the people that own it and they serve me my cup of tea the way I like it."

2 | PETER GOODRICH

"I can play True Blue on the guitar."

3 | GLORIA BLACKETT

"I reckon I have the best unit in the place. I go outside to look at the sunset. Sometimes it's pink and orange and sometimes even purple. I also like to go to church for the fellowship and companionship. Any Jesus church is good."

4 | RICHARD BRUMMEL

"I do volunteer work every week, today I helped a lady with a disability just like me. I also make planter boxes from timber. You can order one any time."

5 | MYLES DICK

"I like to cook. I make sausages and vegetables for dinner."

6 | GERALD EAST

"Living at Graceville has been fantastic for Gerald. He's been here for six years and hasn't needed to be hospitalised once."
— Gerald's sister, Andrea.

7 | SKY

"I've been part of Graceville for almost three years. I have a great team — but don't say that out loud LOL! I have been in the units onsite and made friends that will be friends for life. I now live offsite in a house with my bird. I got my L's and I'm cooking, shopping, going to the movies, beach and doing all the things I like with help from Graceville staff. It's been amazing to be a part of Graceville and I will be with them till I die. It's a great service and I know I'm a hard client, so great job Graceville! Suze, Leone, Kem, Rachel and all who have been part of my life — you're amazing."

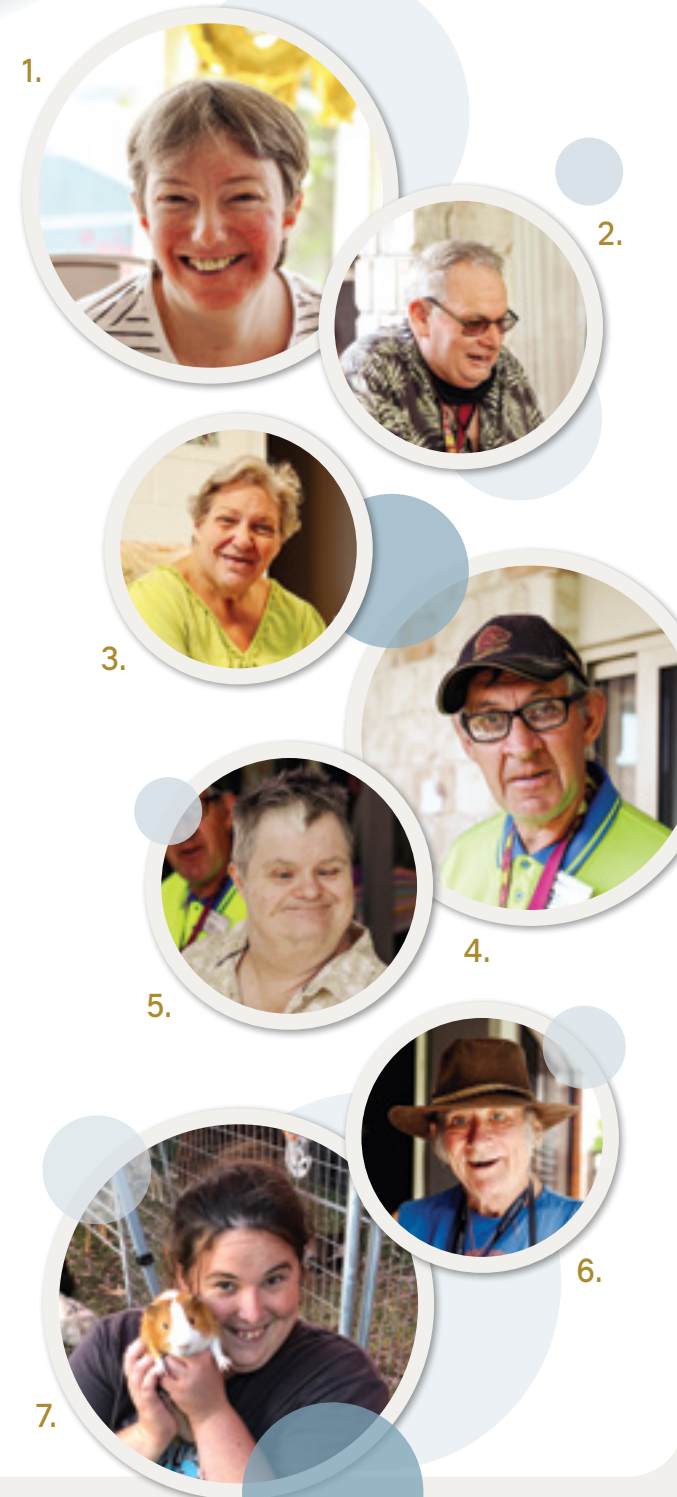
The sky's the limit for Sky!

Sky is an amazing person we have had the privilege of working with since 2015. We have worked closely together to find the right fit, assisting Sky to manage trauma, negotiate challenges and achieve goals.

Sky has now moved on from our Killara Units into her own home, gaining more independence. She has also commenced employment and is doing well in her new job.

In supporting Sky, we have drawn on a wide range of evidence-based practices. Today, Graceville staff continue to provide the services and supports to help Sky keep moving forward on her journey.

We've come a long way together. Sky's commitment and courage are an inspiration.



Building the dream, shaping the vision

The Graceville Centre we know today came to be through the bold vision and tireless efforts of many members of the congregation, volunteers and supporters.

A familiar name and face from the St Luke's Nambour congregation, Waveny Kopp has been a lifelong friend and tireless supporter. Wave helped out at Graceville for some 23 years, running and working in the laundry, caring for residents and providing support to the supervisors on weekends. Wave has many long and fond memories of Graceville.

Wave's mother Clara Raatz also was an early supporter working behind the scenes for more than 25 years from before Graceville opened in 1971. After volunteering weekends for many years, Clara was eventually paid \$20 for helping out from Friday afternoons to Monday mornings!

When Wave married Darryl Kopp in 1972, her wedding and bridesmaids' dresses were all made by Mrs Jansen — the first supervisor of the workshop and a fine dressmaker.

Wave is Godmother and lifelong friend to long-time Graceville resident Kylie Drinnan.

"Whenever Kylie would see me in the neighbourhood, she would remind me to come over and light a candle," Wave recalls. "To this day she comes and sits with me at church."

Thank you Wave for a lifetime of friendship and support. And happy 50th wedding anniversary for next year!

Pastor Martin Prenzler with Vern Matthews, Bertha Jansen, Martin Zander, Clara Raatz, Arthur Kopp and Joan Zander at the 25th anniversary in 1996.



Residents and staff working in the laundry in the 1980s.



Waveny Kopp and Kylie Drinnan at Kylie's baptism at St Luke's Lutheran Church Nambour in 2003.



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