

Three Sistas

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Newsletter

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Patient transport scheme moving vision to reality

It is hoped a collaboration between Three Sista's and Apunipima Cape York Health Council will help to 'close the gap' in the number of Cape York people falling into homelessness in Cairns.

Three Sista's Executive Director Janet Guthrie said it was Apunipima's vision, which they hoped to put into practice and make a reality.

"One of the entry points into homelessness is people coming down from Cape York to go into hospital visits, but then get

stranded because there is no real social support and no real coordination of that person's journey," she said. "And all of this at time when they're trying to navigate the whole system - accommodation, food, transport around town - all of that can be a very overwhelming process.

"The idea of the patient transport accommodation model is about creating that home environment with a community feel, so people are more inclined to actually place their wellness at the forefront of them being in Cairns, and it's a way of actually limiting people falling into the homelessness stream because food, accommodation and transport can

be a very costly exercise.

"Three Sista's has 20 new units and a model where people are engaged in quality social activities within an Indigenous community environment which includes getting their meals as part of their accommodation package."

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Three Sista's Executive Director Janet Guthrie



Apunipima Cape York Health Council CEO Cleveland Fagan

It can be a long road home without patient help

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This will be about trying to keep people supported while they're here to access medical appointments, so we can limit those no-shows at the Cairns Base because people can get caught up in that cycle of confusion and that sense of not belonging anywhere in Cairns, Ms Guthrie said.

"The Cairns Base has a high rate of no-shows for appointments and we can actually see people miss their appointments, they get sick as a result of that and the flow-out from there is they can miss their flights home and get trapped here in Cairns."

Apunipima CEO Cleveland Fagan said it was well-known many of the homeless in Cairns originated from Cape York communities.

"People have had to attend various medical appointments without an appropriate wraparound social support to enable a supported stay in Cairns, and then a supported return to their home community," Mr Fagan said.

"We welcome a partnered arrangement with Three Sista's to address these well-known deficits in the current patient pathway."

He said Apunipima would provide streamlined data collection

and management processes to align their patient management system with Three Sista's strategic frame for measuring social impact; funding support for a Social Service Coordinator, health prevention and promotion programs, and reconnection to country and community support.

"Our collaborative efforts are a true demonstration of systems cooperating for mutually beneficial gains across Indigenous health and homelessness," he said.

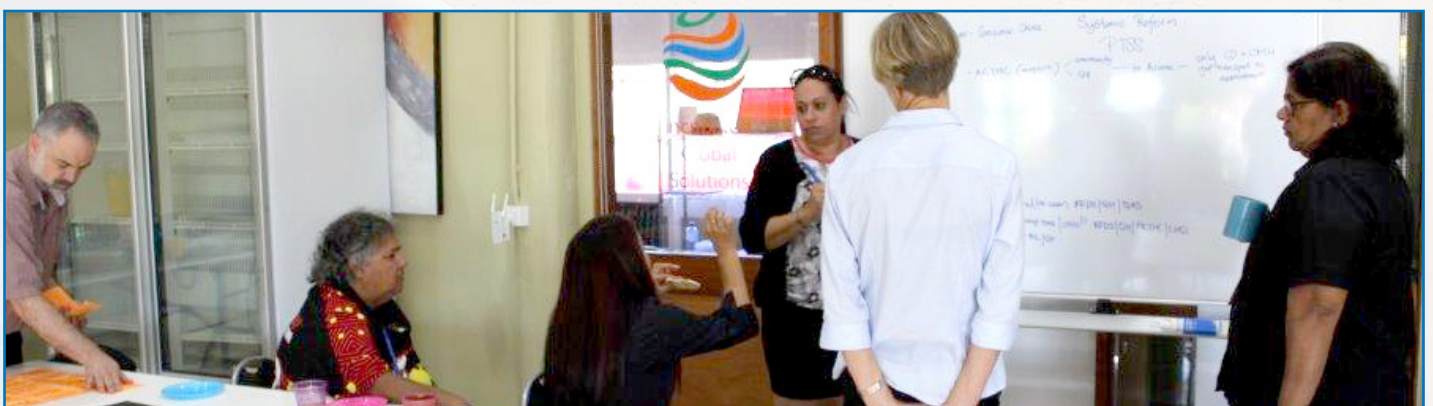
Ms Guthrie said Queensland was the only state without a fully funded Patient Subsidy Transport Scheme.

"We want to work with Apunipima to look at how we can influence the powers that be to actually want to put a real investment into the back-end stuff of people's health-care needs," she said.

"What we're trying to do is get most of the service providers involved now so between us we can actually then start to have a consistent and cooperative interface with the patient.

"We've gotten together with Wuchopperen and Gurriny Yealamucka Health Services, FNQ Medicare Local and Queensland Health to get true collaboration around what does this space need to look like and what do we need to consider when we're putting this together.

"We actually want to keep a really safe environment for people, so, as I say, their wellness can be their number one priority while they're in Cairns, and everything that impacts around that, all those social and economic issues around when people are actually trying to see their doctor, can be properly supported while they're here."



Three Sista's recognised as leaders in social innovation



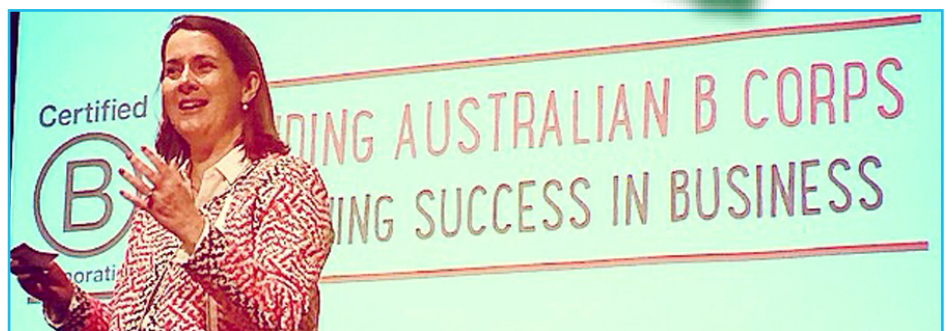
Using the power of business to solve social and environmental problems has earned Three Sista's the 48th spot as Australia's newest certified B Corporation and the first in Queensland.

Three Sista's Pty Ltd was established in 2011 as a social enterprise dedicated to providing affordable transitional/crisis accommodation with a focus on bringing together private investment and government priorities.

Certified B Corporations are a new kind of company committed to meeting rigorous standards of social and environmental performance, transparency and accountability.

There are more than 1,000 Certified B Corporations from more than 60 industries in 34 countries with the goal of redefining success in business.

Unlike traditional corporations, Certified B Corporations are required to consider the impact of their decisions not only on



their shareholders, but also on their stakeholders (e.g., workers, suppliers, community, consumers, and the environment).

In addition to recognising existing efforts, B Corp Certification also provides companies with a community of like-minded business owners to continually progress and innovate.

Three Sista's Executive Director Janet Guthrie said she was "over the moon" with the hard-earned accolade.

"On a day-to-day basis we keep doing what we are doing," she said. "But on the world stage we are leading the way.

"Our business model is unique and it's fantastic to have what we do recognised in this way.

"We are getting our runs on the board and changing people's lives

for the better in the process, which is as humbling as it is exciting.

"And now we are part of this wider community of like-minded organisations so our capacity to source new ideas and new ways of doing things is bottomless.

"We have all the support we need from B Lab, which is based in Melbourne and works to underpin B Corporations in Australia."

B Lab (Australia & NZ) Executive Director Alicia Darvall (pictured above) said she was very impressed with Three Sista's work.

"We thrilled to have them join the Australian B Corp community," she said. "I'm incredibly excited by their social mission and I'm very much looking forward to working with the team there."

Three Sista's Pty Ltd was established in 2011 as a social enterprise dedicated to providing affordable transitional/crisis accommodation.

The uniqueness of the Three Sista's business model is underpinned by the social mandate that allows us to broker agreements with a range of non-government, private and government organisations to deliver identified services that contribute to our mantra of "a hand up not hand out".

A number of factors contribute to the rationale behind the establishment of Three Sista's services including:

High unemployment rates in the Cairns area;

- Shortage of affordable housing options;
- Highest levels of homelessness per capita in Australia;
- Significant numbers of people from Cape York travelling to Cairns for medical treatment and for a variety of reasons not returning to their home communities;
- Gap in linkages between holistic health management and homelessness;
- Cyclical nature of many people within the homeless stream; and,
- An existing homelessness system which is based in welfare dependency.

Three Sista's has been able to bring the worlds of private investment, government priorities and a commitment to collaborative efforts together to achieve real social change that impacts well beyond an accommodation perspective into longer term outcomes for individuals and families.

Working with our partners, Three Sista's is developing innovative tenancy agreements that allow for the inclusion of special conditions that engage families in social reforms and assisting in the reestablishment of a strong family unit.

Executive Director Janet Guthrie and Managing Director Stuart Wright (*pictured above right*) are the founders of Three Sista's and have a wealth of experience in project management for housing and Aboriginal and Torres Strait Islander Community Control social and health portfolios.



Accommodation:

Three Sista's @ Plaza Palms is a **NO** drug and **NO** alcohol accommodation complex.

Set within 10,000m² of tropical gardens, with a large resort style pool and café.

Accredited as a Residential Service through the Queensland Department of Communities, Three Sista's @ Plaza Palms is located approximately 1.5 km from the Cairns CBD and 150m from public transport. Operating under the Residential Tenancies & Rooming Accommodation Act 2008, Three Sista's @ Plaza Palms offer initial six month leases to all tenancies. Our accommodation ranges from our simple unfurnished units to our fully furnished units. With a total of 3 room types available, we offer tenants an excellent range of accommodation depending on their needs.

In addition to transitional/crisis accommodation, Three Sista's provide support services to community-based organisations in achieving their economic and social aspirations.

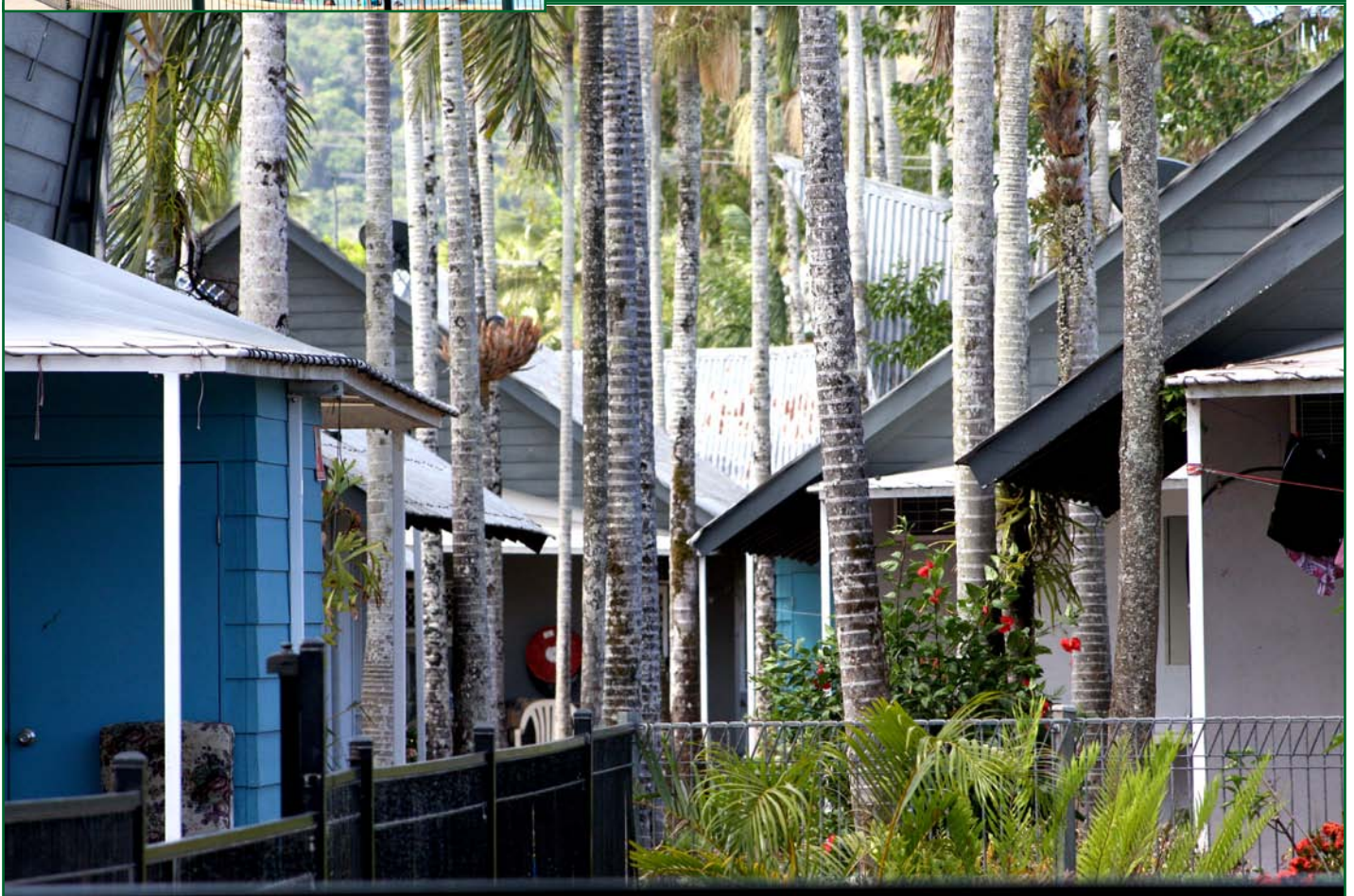
Learning and Development

Three Sista's encourage and work with other unique enterprises in the development of a live training environment and support the participation and growth of other social enterprise.

Our live work environment enables training and development activities in the areas of landscaping and horticulture, property maintenance, carpentry, painting, hospitality and real estate.

Business Development

Three Sista's creates opportunities within our immediate environment to expand on current initiatives for business development. These include the establishment of the Three Sista's Café and multi-purpose facility which encourages community and small business opportunity.



Three Sista's Foundation

Established in 2012, the Three Sista's Foundation Ltd is a public company (limited by guarantee) with Deductible Gift Recipient (DGR) status that provides access to a range of government, non-government, philanthropic and volunteer support services that further enables Three Sista's to extend its social reach. The Three Sista's Foundation Ltd is in the process of applying for registration under the National Regulatory System for Community Housing Providers.

To make a donation please contact us at admin@threesistas.com.au

Community Support

Our community engagement extends to all sectors across a broad range of industries to ensure Three Sista's fully maximise the environment that support individuals and families to reengage in the promotion of well-being.

Our community support is validated through the community and investor participation in the redevelopment of Plaza Palms.

Three Sista's is a member of the Cairns Chamber of Commerce.



Current Programs in Progress

BEAUTIFICATION OF GROUNDS 25% complete

REFURBISHMENT OF UNITS 30% complete

INCREASED ACCOMMODATION STOCK 10% complete

INDIGENOUS BUSINESS ENTERPRISE DEVELOPMENT 5% complete

Social Entrepreneurism

Social enterprises are businesses trading for social, environmental and/or cultural purposes and, as a business model, are gaining attention globally, particularly in the UK, Canada and the US where it is increasingly recognised that greater diversity of business models is needed to tackle current economic challenges.

Profit, or surplus, is generated but not distributed to members, owners or shareholders and is therefore available to develop the public benefit business further.

Social entrepreneurs are particularly skilled at finding new uses for derelict spaces, second-hand materials, and under-used people; as well as squeezing money out of the commercial and public sectors.

Contributed by: Joanne McNeill

Community Capacity Building Officer Social Enterprise, Parramatta City Council

www.parracity.nsw.gov.au/work/business_in_parramatta/social_enterprise



Introducing...

THREE SISTA'S is all about the promotion of social enterprise and looking at how we can support the economic aspirations of other Indigenous business that is contributing to a space of building the capability of a strong Indigenous workforce Executive Director Janet Guthrie says. So we have contracted Bama Services, who have done renovations to our conference room, office and meeting room as well as the refurbishments of a couple of units within the complex.



Bama Services is a leading Indigenous building and landscape business successfully delivering projects across far north Queensland.

The Bama Services workforce comprises a group of highly motivated and fit young Indigenous men from Cape York who have completed their qualifications in their field or are currently 'in training'.

Bama was established in 2010 and since this time has completed many large and small scale projects.

Bama's success is founded on our repeat clientele comprising of Federal, State and Local

Government agencies as well as private and Not-For-Profit organisations, including Three Sista's.

Bama continually strives to ensure that our delivery, performance and the quality of work is at the highest standards in the industry.

Formal training plans are implemented to assist both individual and organisational goals, and our formal performance management system helps identify

gaps, recognise performance and reward achievement.

Equally important, our open and inclusive culture encourages staff to grow with the organisation.

We place a high priority on the retention and development of our people, and enjoy a low employee turnover rate.

We invest in the skills and personal growth of team members as a means of developing a sustainable and profitable enterprise.



RANCE STAFFORD
General Manager

Rance is a business professional with 35 years experience in commercial and private landscape

construction. He has worked on some of the most prestigious commercial projects in Far North Queensland over the last 27 years including:

- the relocation of 1400 African Oil Palms from Daintree to Port Douglas in 1987
- the Mirage Villas both North and South, 120 villas in total over 35 acres of landscape grounds both hard and soft
- the Daikyo Golf Club House and Golf course
- several resorts in Port Douglas including: The Peninsular, Point Villas, The Port Sea and Bale Resort in 2007 for The Ray Group
- Palm Cove: The Beach Club, Amphora Resort and the Village Palm Cove.

SOCIAL RESPONSIBILITY

The commercial activities undertaken by Bama Services enable the company to fund and progress its social responsibilities agenda which ultimately entails providing sustainable employment opportunities in a holistically supportive environment.

Our Capacity

Landscaping

- design
- construction
- garden maintenance
- residential
- commercial

Maintenance

- all maintenance
- construction
- kit installation
- regional public services
- FNQ Indigenous organisations

Construction

- construction crews
- commercial
- domestic projects

Specialised

- modular building design and manufacture
- shades
- pergolas
- carports
- sheds

Contact us today

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