

2022 Annual Impact Report





STAR is registered with the Australian Charities and Not-for-profits Commission (ACNC).

STAR Community Services LTD trading as STAR Care QLD | STAR Community Transport | CODI Transport | Volunteering Redlands

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VISION

To be known in the communities that we service for dependable client focused services that are flexible, diverse, sustainable, and innovative.

MISSION

Delivering services that value people's unique skills, experiences and contributions, breaking down barriers to social and community inclusion.

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1.1 SERVICES STAR OFFERS TO THE COMMUNITY

STAR has an outstanding team whose focus is on listening to our clients and ensuring they receive the best care and services possible.



SAFETY: During the COVID-19 pandemic outbreak, our Care team undertook welfare checks for our clients, ensuring they are aware that assistance is a phone call away. STAR ensures that by gauging client's needs, contact is maintained and their essential needs, such as food and medication requirements, are met. STAR delivered - no contact - groceries and medication.



TRANSPORT: from home to medical appointments, shopping, social gatherings, family engagements, hospital visits and activity destinations.

STAR schedules approximately 300 to 500 trips daily, covering South East Queensland.



HOME MAINTENANCE: Home modifications, plumbing, gutters, electrical, bulky rubbish removal and lawn mowing, amongst many.



CARE: Home services, domestic & personal care, companion support, support coordination, participation, individual and group activities. We also administer Home Care Packages and provide NDIS services.



SOCIAL INCLUSION: STAR volunteers and staff coordinate morning teas, lunches, outings and fitness groups to encourage elderly and people with disabilities to come out of their home and talk with others. These programs assist them to participate in the community they live in.

1.2 SUMMARY

STAR Community Services Ltd was incorporated in 1996 by a group of community conscious individuals, to service the transport needs of the elderly. 26 years later, as an award winning not-for-profit organisation, STAR provides transport and quality care services to help frail, aged and people with disabilities, enabling them to live a healthier, independent life. With over 15,000 clients, STAR advocates for inclusive communities where people of all ages and abilities have equal access to opportunities and facilities. STAR's aim is to help reduce the growing problem of social isolation amongst the elderly.

STAR seeks funding through the Commonwealth Home Support Program (CHSP), Queensland Community Care, Home Care package, NDIS, local Council funding programs plus client contributions, corporate

1.3 THE NEED

sponsorship and individual donations. Too many older members of our community feel isolated. Many have no one in their life who can support them. Some do not attend medical appointments because they can't afford to get to them or they need help.

Through the close work STAR carries out in the community, the impact of social isolation has been seen first hand and is a growing concern. We need to continue to implement innovative solutions to support our elderly in living a happy, independent life.

Quality and client focus service.

1.4 VALUES AND GOALS

PEOPLE

To provide quality, client focused, community services and be recognised as a provider of choice within communities.
Ensure a client driven approach to services which focus on achieving positive outcomes for clients.

SERVICES

To enhance the community's understanding of and support for the range and quality of services offered by STAR Community Services.

SAFETY

To prioritise safety of staff, volunteers and clients.

ENVIRONMENT

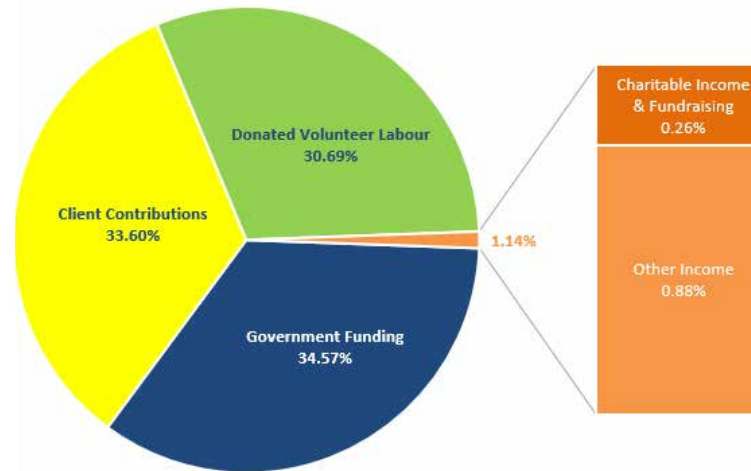
To anticipate trends and opportunities in order to develop STAR Community Services capacity to respond to emerging community needs.
To be a financially sustainable organisation within a rapidly changing environment.



1.5 BUDGET STATISTICS



Income Streams



\$16.8M income through 2021/2022, including \$5.1M in donated volunteer labour. This income covers the cost of providing services in the areas of Aged Care and NDIS for over 15,000 clients. It also covers running programs such as STAR Tech, fitness group and morning teas. It supports high-quality training of staff and volunteers in order to give the highest quality service to clients.

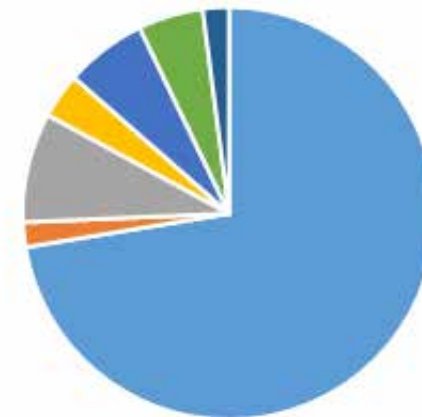
Donations and sponsorship support Secret Santa, the Connections Fund and Celebration of Volunteers.

Volunteers are essential to the success of STAR and their donated time is recognised.

101,055
Transport Trips

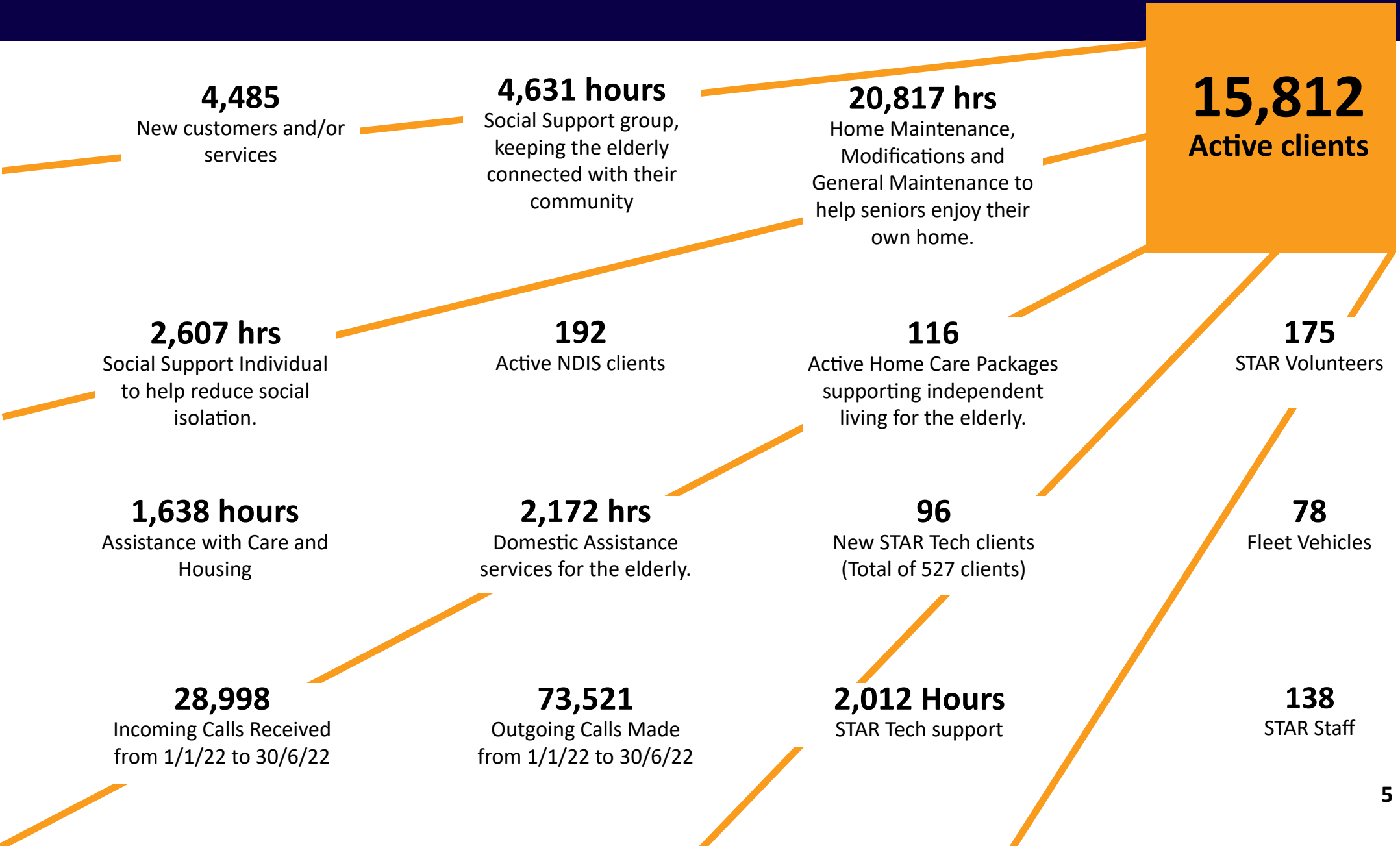
Car & Bus Trips

Delivering over 100,000 trips per year, STAR's caring and dedicated drivers get our elderly and people with disabilities to their destination.



■ Medical ■ Family ■ Social ■ Personal ■ Shopping ■ Respite ■ Other

1.6 STATISTICS



1.7 BOARD OF DIRECTORS



Robin Spencer, Chairperson

Position at STAR since 2004
Board Member - TDSA, Past
Zone Chair of National Seniors,
member of Policy Group.
Current Convenor of Redlands
Disability Network.
Past positions on Redlands
Committee of the Ageing. Holds
positions on STAR's Board Sub-
Committees - Finance, Risk &
Audit and Strategic Planning &
Governance.



Peter Mann, Director/Board Treasurer

Various university
qualifications, former
CPA Member. Extensive
experience in the
Australian Not-For-Profit
sector, General Manager
at Star Community
Services for 7 years. Chair
of the Finance, Risk &
Audit Committee.



Pamela Bridges, Secretary

Registered Nurse, BA Social
Welfare, Grad Diploma in Health
Service Management, Ministerial
appointed member of Nurse
Adviser and Administrator Panels,
Justice of Peace (Qual), Certified
Quality Assessor. Worked in the
aged care sector for many years
as a Director of Nursing, General
Manager. Residential Care
Manager for ACQ - now LASA Q.
Pam has run her own aged care
consultancy for the past 10 years.



Colin Sutcliffe OAM, Director

Current Chairman of
Mangrove Housing (Disability)
Chair of the Strategic Planning
and Governance Committee.



Bruce Durie, Director

LLB (UQ) 1976, Solicitor – Qld
S/Ct & H/Ct Aust 1977
Property lawyer with 42 years
in practice. Head of McCarthy
Durie Lawyers Commercial
and Estates team. Member of
Queensland Law Society.



Danielle Butcher, Director

Former Director of CODI, board
member of disability groups in
Ipswich. 10 years involvement in
disability organisations and funded
community transport.
Holds position on Strategic Planning
and Governance Sub-Committee.



Melissa Grundy, Director

Melissa spent over 20 years in the Finance industry,
working in insolvency accounting for a mid-tier
accounting firm, securities market supervision at
ASX Limited and in company secretarial roles for
several ASX listed entities. She has also worked as a
governance consultant, advising a range of boards
and organisations on leading governance practice.

1.8 MANAGEMENT TEAM



Patsy Wilshire
Chief Executive Officer

As the leader of a community services organisation in five regions, Patsy's role focuses on leadership, governance and strategy. Patsy ensures that STAR's efforts, resources and innovative practices are targeted at the provision of services offered and the wellbeing of vulnerable people in the community.

"As the General Manager I have an open door policy for both staff and clients"



Melissa Bannerman
Chief Operations Officer

Melissa has overseen the expansion of STAR's Direct Support Services under STAR Care QLD and is proud to be working with a very diverse, client focused and passionate team.

"I am proud to work with a team that demonstrates care for each other through adversity and who are dedicated to the highest standard of service."



Tracy Darroch
ICT Manager

Tracy oversees internal IT within the organisation along with the Contact Centre Team of volunteers which are the first point of call for enquiries.

"The dedication that our team of volunteers demonstrate is inspiring. They face new and challenging calls each day, always with an aim to help the person calling."



Nectaria Lekatis
Business Services Manager

As STAR Business Services Manager, Nectaria plays a central leadership role in managing and developing STAR's business and operational support capability and functions. Nectaria's responsibilities include IT, Communications, Administrative support, Human Resource Management & Quality Assurance; ensuring excellent standards of operational and business support delivery to the organisation. Working in partnership with all staff members, Nectaria delivers office functionality, recruitment and training to provide strong, accountable leadership and clearly articulate STAR's values and standards.



Warren Doyle
Logistics Manager

It is the end of an era here at the STAR office as Warren Doyle - our logistics manager retires! Warren has been leading STAR's award winning transport service for many years. He was also the brains behind the launch of STAR's lunch club for seniors. With Warren's leadership and direction, STAR drivers rolled up their sleeves to safely deliver the essential services to our most vulnerable and isolated clients during the COVID 19 lock-downs. His contributions to our organisation, volunteers and our clients are too many to list. We wish him a very happy retirement! Hopefully he will now sit back, relax and enjoy the ride.

2.1 CHAIRMAN'S REPORT

"focusing on care"

As we move into our second quarter century as a caring organisation, it is worth considering what it is we actually do and why we are here.

Our main focus is care. Originally as a community transport group catering for those considered at risk from social isolation. We have moved beyond those narrow boundaries to become a major player in southeast Queensland. But still focusing on care.

We have clients in the aged care and disability areas in locations right across southern Queensland, and we are extending our activities geographically and in business areas. As examples, we have moved into the Darling Downs and Granite Belt areas, with community transport and we have taken on a project dealing with aged care and assistance with housing - hoarding and squalor.

We will continue to expand at a pace that we can handle; we will take on extra clients when we know we can care for them properly; we will add to our staff numbers as the needs arise. Everything is planned and considered. And it's all about care.

We are still committed to volunteering. Volunteering Redlands is still a major part of the STAR culture, and we continue to assist the communities in which we operate with our expertise in volunteer management.

As part of our commitment to the communities in which we operate, we enjoy close contacts, affiliations, support and collaboration with all networks – aged care and disability – all tiers of Government and organisations similar to ourselves with the same commitment to care that we have. There have been a number of collaborative projects we were involved in, including Fresh Futures Employment Expos, Carers Queensland, NDIS projects, conferences, workshops and forums. All linked to our

passion for care.

None of this happens by accident. We owe a great slice of appreciation to Patsy Wilshire and her team of paid and volunteer staff, who ensure that the program's are managed successfully. We have lost our long-term logistics manager – Warren Doyle – who has recently retired. But the remainder of the team are intact and committed.

I wish to also include in the accolades our Board members, most of whom have been a stable part of the STAR culture for many years. Without them, as Chair, I would struggle, and I thank them both professionally and personally for their time, expertise, assistance, friendship and dedication.

It is becoming increasingly obvious that Government and industry leaders are wanting more from Board Members. The STAR Board, as well as being committed to the future and wellbeing of STAR, have particular responsibilities:

Col Sutcliffe, OAM, is the Vice Chair and is responsible for the Strategic and Planning group.

Peter Mann is our treasurer and heads up the Finance and Audit sub-committee.

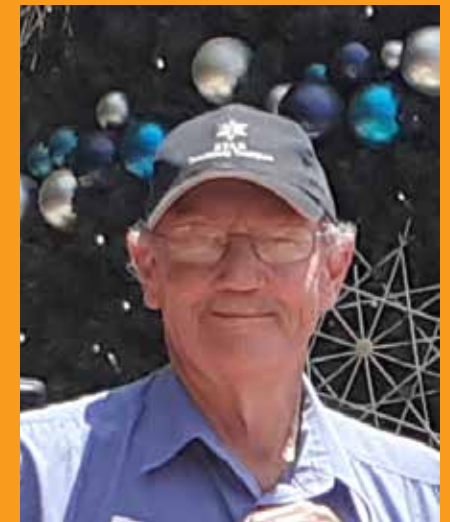
Pam Bridges is our go-to expert on Aged Care and assists with Clinical Governance

Danielle Butcher looks after the Disability sector Bruce Durie is in charge of legal issues

Melissa Grundy is our leader in regulatory and training matters All roles are important in our ever-changing work environment, and this group has the skills and expertise to carry the organisation into the future.

Thank you all.

Rob Spencer



Thank You!

Every year, the main message has been a year of changes. And this year is no exception. Government funding, compliance, processes, regulations, combined with business risk and uncertainties have been relentless. Added to that, problems around staff shortages, and the pandemic all add to pressures.

I would like to pass on my and the Board's appreciation to 2 groups: firstly, you, our clients. Everything we do is for you; your care and wellbeing and I hope we do it to your satisfaction. And secondly, management, staff and volunteers of STAR, without whom your care and wellbeing would be much less. To you all thank you.

Rob Spencer

2.2 TREASURER'S REPORT

As the STAR Board Treasurer (Honorary), in my opinion, I report:

- per section 60.15 of the Australian Charities and Not-for-profits Commission Regulation 2013
- there are reasonable grounds to believe that the registered entity can pay all its debts, as and when they become due and payable; and
- the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012.
- The external auditors have audited the financial transactions and concluded the financial reports comprising of the Profit and Loss, Balance Sheet, Changes in Equity, Statement of Cash Flows, and Notes to the Financial Statements for the year ended 30th June 2022 are presented in accordance with Australian Accounting Standards.

Highlights for the financial year ended 30 June 2022 include:

- improvements in several key financial indicators in FY22 when compared to FY21, a stronger liquidity ratio and an increase in net assets.
- total revenue for the year shows a significant increase from FY21 this is predominantly due to the inclusion of Donated Volunteer Labour Income. The same value has been added to expenses as Donated Volunteer Labour Expenses, resulting in a nil impact to the results. This is the first year that STAR has reported on these values and believe that the volunteer contributions made are material and worth noting. Operating revenue increased 2% from the prior year.
- a material reduction in Other Income compared to last year. This was attributable to the cessation of ATO Stimulus Payments.
- cash balances reduced year on year, largely due to changes in the way the Home Care Package program is funded. These

changes were introduced as part of the Aged Care Reforms.

- establishing a new banking relationship and are in the process of moving its banking requirements from the Bendigo Bank to the Commonwealth Bank.
- continued review of STAR's core operating costs such as insurance programs, IT and software requirements.
- COVID-19 continued to impact STAR operations with outbreaks affecting the community, clients and staff. STAR was able to and continues to weather these outbreaks, keeping their vision in the forefront.
- The business landscape that STAR operates in, is constantly changing. In May 2021, the Australian Government announced that the Commonwealth Home Support Programme (CHSP) would be replaced by a new Support at Home Program. To prepare for these changes, CHSP grant agreements were extended for one year from 1 July 2022 to 30 June 2023, with providers transitioning from upfront quarterly payments to monthly payments in arrears. In August 2022 it was announced the Support at Home Program start date would commence July 2024. We anticipate CHSP grant agreements will be extended for a further 12 months as a result.
- Overall, 2022-2023 looks to be a year of further consolidation, building a solid structure for future years.

As always, the financial and accounting processes in STAR could not have been maintained and developed efficiently without the complete support of our Chief Executive Officer (Patsy), the Senior Management Team, our current Board and Board sub-committee's (Strategic Planning, Finance Audit and Risk), and in particular, our small but very competent accounting team – I cannot express my gratitude enough. To our highly competent external accountants, Next Dimension Accounting,



led by Brendan Lucas, my sincere thanks to you and your team for your professional approach and support to STAR.

I express, on behalf of STAR the contribution made by our external Auditors MGI South Queensland for the completion of the audit and financial reporting for the financial year 2021-2022.

Signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2013.

Responsible Person: : Peter Mann
Board Treasurer.

Dated this 9th day of September 2022

A handwritten signature in black ink that reads 'P. Mann'.

Peter Mann
Board Treasurer



Celebrating 25 Years of STAR

2.3 CEO REPORT

"We made important strides in innovating and streamlining our processes with the focus on improving our services to our clients."

In the year that was partly marked by the disruptions posed by COVID-19 and partly by the challenges of post-pandemic recovery, STAR Community Services continued to provide consistent and valued services to our communities.

We made important strides in innovating and streamlining our processes with the focus on improving our services to our clients. These changes will continue to take shape and provide results in the coming months.

Our people are our biggest strength. A resilient, flexible workforce is well equipped to navigate through any kind of challenge. That's why we are investing in several initiatives to foster inclusion, maximise retention, and improve engagement and well-being of our staff and volunteers.

I convey my sincere appreciation for all our workers - both paid and volunteers, for the energy and dedication shown over the past year. I am also grateful to our Board of Directors; their independent judgment and expert perspective have been a huge benefit to STAR. Together, we are making a real and immediate positive impact in the lives of our clients. STAR has been through some significant changes over the last 4-5 years including a much-needed re-structure. This last year has been about investing in automation through technology with the coming year being time for consolidation.

While our structure remains the same the only difference will be a change in title for Melissa Bannerman, from Client Planning and Services Delivery Manager to Chief Operations Officer. Mel has a wealth of knowledge in both Aged and Disability services and is now responsible for overseeing all service delivery with the support from her fantastic team of Team Leaders.

In 2021-22, STAR supports a database of over 15,000 clients which

are supported by 138 staff and 176 volunteers. Both paid and volunteering workforce has been severely impacted in particular over the last 4-5 months, I would like to thank our clients for their understanding and patience while we manage through this shortage and prioritise services with the resources available. We have a workforce growth strategy which we will continue to focus on for the coming months.

Another great year for the Secret Santa Campaign. With the support of many STAR volunteers and 23 community groups we delivered over 2,600 gifts and over 5,500 food items.

Some great news with the opening of our Macleay Island Office. The presence on the SMBIs is way overdue for STAR as we have been servicing many clients in aged care and disability services for over 20 years, we also have some amazing volunteers from the Islands some of which have been with us for over 10 years.... what a commitment!

The pace of change in our industry continues to accelerate and because of the 148 recommendations, from the Royal Commission into Aged Care Quality and Safety, Aged Care is going through another reform with a new Aged Care Act expecting to be finalised by December 2022. This means that quality and safeguarding of older Australians is on the priority list. It also means that providers, like STAR will be more accountable for providing a quality service and consumers will have an opportunity to offer a star-rating of their providers which will be promoted within the Government My Aged Care website, giving consumers an opportunity to choose the right quality service they need. These and many more changes are flagged to be staggered over the coming years, to be completely rolled out by July 2024.

Looking forward to the year ahead, with the opening of our



Darling Downs Office. I know that we will continue to face challenges, like all other providers, but I also know that we have a history of being resilient which will help us to combat those challenges to ensure that STAR remains sustainable for the sake of the vulnerable people we serve in our communities of South Coast, Logan River Valley, Redlands and Surrounds, West Moreton, and the Darling Downs.

Patsy Wilshire
CEO

3.1 CLIENT STORIES

Happy 100TH Birthday Lil

Lil is turning 100 this August and could pass for 80 any day! She has a strong constitution and a great sense of humour. Her advice to staying young, "Don't stop, just keep doing what you love."

Lil speaks of her sons and their wives with love. "I have five wonderful sons and daughters-in-law who are like my own daughters and I love them all. Plus, I have 18 beautiful grandchildren and a whopping 48 great-grandchildren," Lil proudly told me.

Lil still makes her own meals and does her own washing because she said she can and wants to keep doing this as she likes the work. Lil worked in a Wool Mill, weaving tartan when she was younger. "You have to keep your wits about you in that job. The boys kept me active as they were growing up and it's great to see them each week now."

Apart from visits with her family, Lil goes on the STAR Easy Shopper Bus every Tuesday, plays indoor bowls, knits, creates birthday cards and grows amazing orchids. Lil has been going out with STAR for over 10 years and she is aiming for a lot more. "Age is just a number. Don't worry about it," Lil said. Lil spoke about the great

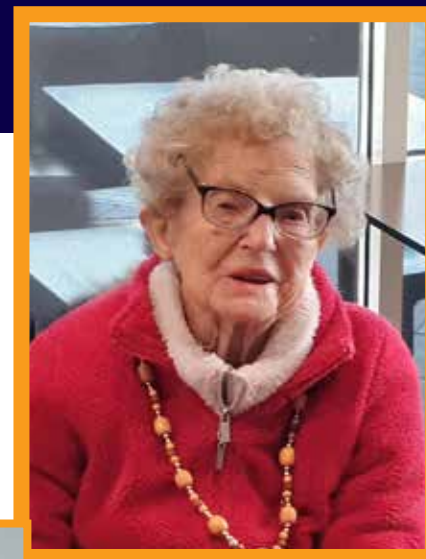
friends she has made on the bus, like Marjorie, and how she looks forward to her outing each week. "Marjorie has been sitting next to me for years and we have great talks."

"Having people around you is important when you get older."

Everyone at STAR wishes Lil a very Happy Birthday and we look forward to seeing you on the bus for many more years.

Advice on staying young:

"Don't stop, just keep doing what you love."



Lil with friends Judith, Lorraine and Marjorie during an Easy Shopper outing.

STAR has 47 clients aged between 99 to 104.

You would have seen such amazing changes. You would have been born just after World War I; grown up in the depression, with jazz music, the move from train and boat travel to air flights; the invention of television; the landing on the moon and technological changes including the internet and mobile phones.

Congratulations to all of you who have reached this outstanding milestone. You are an inspiration!

Celebrating Peter

At STAR, we believe you are unique and so are your interests, passions and life goals. When Peter - an NDIS participant, started his journey with STAR, he was accessing the Beelarong community farm and used transport to attend appointments. With the support from his STAR direct support workers, Peter quickly created strong connections within his local community. Peter continued gardening, helping with Men's Sheds projects and participating in the regular community lunch meetings. He recently spoke at the Carers Queensland Forum about exploring the roles community gardens have on building positive communities and creating an inclusive environment for people with disability. Peter also attends programs such as STEPS and Sailability.

Peter said, "STAR has given me the ability to see something that interests me and pursue that interest, rather than worrying about how I'm going to get there and the people who will take me. My worker, Wayne - well he's a rough diamond and Jemma is fantastic. Both of them understand my limitations and demonstrate how others should communicate with me, bridging the connection between myself and the community. I no longer sit at home and stare at the front door, I can get out and do the things that I fancy."





3.2 STAR STAFF

The STAR Board and Senior Management are proud of the outstanding work STAR staff carry out. Their dedication is highly valued. This is reflected in the overall staff satisfaction rating of 95.1%



STAR STAFF SURVEY RESULTS 2021/22

STAR runs an anonymous survey of its staff each year to ensure it is supporting its staff.

Percentage of staff who agree/strongly agree with below statements:

My work is interesting and challenging.	93.89
I can make a difference to the community.	97.71
I can use my own initiative.	96.95
My work environment supports my health and wellbeing.	96.18
My organization is a great place to work.	96.18
I am proud to tell others I work for my organization.	97.71
I feel a strong personal attachment to my organization.	95.42
My organization motivates me to help achieve its objectives.	93.85
My organization inspires me to do the best job possible.	96.18



Photo on opposite page: John with Warren Doyle - Wishing John the very best of luck and a huge thanks for 13 years of service as a STAR driver! The entire team of STAR and our clients- truly appreciate your dedication and hard work. "It is rewarding to be of help," said John. "I would encourage others to contact STAR and become a driver."

3.3 STAR CARE

I've been with STAR since March 2017 and was brought on to develop the business in the Home Care Package and NDIS spaces, but then also quickly became responsible for setting up Home Maintenance when STAR was first granted the funding. I've been very privileged to have been part of the growth and shaping the direction of STAR in that time. Last month I commenced in a new role of Chief Operations Officer for STAR and am now responsible for all Direct Service Delivery provided by the organisation. Over the past two years, I have also been responsible for leading STAR's response to the Pandemic.

As I look back over the past 12 months, I am immensely proud to be part of an organisation that has gone above and beyond in the support and care of the vulnerable people we service. STAR's staff, volunteers and Board have all been willing and ready to move or change directions at a moment's notice, with the broad scale COVID lockdowns, mandates and rule changes that occurred through the end of 2021 and early 2022. Often confusing and always frustrating, the level of commitment to our clients never waived as ad-hoc services were developed and implemented within hours – grocery drop offs, medication deliveries, small group social outings and phone calling services just to name a few.

As news broke of multiple nursing homes struggling through COVID infection outbreaks, we also saw this occurring in disability hostels and high density accommodation even though it wasn't reported in the news. I was both incredibly humbled and proud of our workforce who saw the needs of residents to receive personal care, showering and mealtime support and who gowned up in full Personal Protective

Equipment in the heat of summer with no air conditioning and without a single complaint. Our drivers transported hundreds of people per day to appointments and invariably we'd receive word from the hospital that someone we had transported had tested positive on arrival. Temporary isolation and full disinfecting of vehicles were seen as an inconvenience when there was so much need in the community.

The dedication of our office base was no less impressive. People willing to work from home on odd days to maintain skeleton staffing in the office kept the place going. Our dedicated volunteers turned up despite the fear, and endured me constantly nagging about wearing their masks. This army of volunteers assisted with welfare calls, distressed clients, packing PPE for frontline staff and doing anything else that was needed during that time.

As we have started to learn to live in a "COVID normal" world, with case numbers as high as they've ever been, we still see that same dedication and commitment from all of our amazing staff and volunteers. Pre-covid services are back in place and the work behind the scenes is often frantic but also always amazing.

When we look at those staff and volunteers, we see the values of this organisation embodied in their actions. It is the accumulation of hundreds of small acts by many people that make STAR such a wonderful organisation and one that I'm proud to work for.

Melissa Bannerman
Chief Operations Officer



Client Quotes

"STAR staff work above the call of duty! They are wonderful. Platinum Service!" Elizabeth

"Congratulations to STAR on the service I receive when going to the hospital. I don't know what I would do without you," Maureen.

"My wife and I are new to your organisation and would like to thank all for the excellent service", Reg.

"5 stars to the handyman, he did a wonderful job and very friendly. I really appreciate your work," Helga.

3.4 HOME CARE PACKAGES & ASSISTANCE IN CARE AND HOUSING

Customer Survey highlighted an overall **96%** satisfaction rating.

HOME CARE PACKAGES

Home care packages make a difference in people's lives every day by helping them with those things that have become more difficult as they age. STAR has provided supports including Domestic and Garden Care Services, Personal Care and Social Supports and has coordinated services for people with more complex needs including Occupational Therapy, Physiotherapy, Podiatry, Personal Safety Alarms and Home Modifications.

This year STAR has also commenced delivering Nursing Services with our Registered Nurse Mary Griffiths. Having Mary on board has made a huge difference when people's needs change – especially when someone is returning home from hospital or who has degenerative conditions such as dementia. Being able to quickly reassess a person's needs and adjust the supports being provided has meant that they are able to get back on their feet more quickly, or to have additional supports put in place when and where it is needed.

STAR works closely with all of the stakeholders involved in providing care under a Home Care Package to ensure that not only assessed care needs are met, but that the person's

quality of life is maintained and that they can continue to be engaged in all of their social and community connections. We feel very privileged to be invited to play such an important role in the lives of our Home Care Package Customers' lives.

The STAR Care team make an impact on the lives of individuals and couples.

"I have always loved being very social but find it difficult to get out these days without assistance. STAR has been able to support me to attend different craft groups, especially painting. I really enjoy painting, and playing cards and games. I have even taught a few STAR staff how to play. It's my way of giving back.

My love of gardening can continue as STAR helps me move around my garden. My flowers look so good that I can sell some of them when I sit outside my home. STAR's helping me also takes the pressure of my wife who is always wonderful support for me." Walter

"It lifts my spirits to be well presented. STAR helps me with this and to continue to stay involved with interests that are important to me. STAR also help my husband get out and about, which is wonderful. I have felt my stresses ease away with the support they give us." Valerie

ASSISTANCE IN CARE AND HOUSING

STAR Staff have been working with elderly individuals who are living in unsafe or unhygienic conditions to ensure they can continue to live independently in a secure environment.

Sometimes life can become overwhelming and a little extra support is required for clients with excessive clutter to ensure their quality of life is not affected. There is no judgment made and support is confidential as STAR staff give emotional support throughout the process.

Since STAR was first granted the funding for Assistance with Care and Housing in July 2021, the program has supported over 120 people who are living with hoarding and squalor, or who are at risk of homelessness.

Many of the clients received practical support to declutter and reorganise their belongings so they could live safely without the risk of tripping or



fire hazards. In more extreme circumstances intensive support has been offered, including deep cleans and referrals for professional mental health services. In all cases we work with each individual to ensure that other supports they may need long-term to keep them safe and in their homes are in place once the immediate risks are dealt with.

This year, STAR supported a lady whose support workers couldn't safely enter the property due to hoarding and unsanitary conditions. STAR provided practical decluttering support and arranged for a deep clean of the property. Referrals were made for additional Aged Care services such as domestic services, social support and home maintenance so this lady now has the care and support she requires to remain at home independently.

We look forward to continuing to support vulnerable members of the community.

3.5 NDIS

Our goals for the coming year are to get some activity programs back up and running for our clients to meet and build new friendships.

During floods and COVID outbreaks client demands grew and we grew with them. The STAR NDIS team put in an amazing effort and time to ensure all clients were supported during the extraordinary year. The team put on their thinking caps and stepped outside the box so that clients were able to still reach their goals and take part in activities.

We have been using IPADS during lock-downs to ensure our clients are maintaining relationships with family friends and support workers. Enjoying the outdoors more, going for walks and getting fit and active has been a big one for our clients to support their wellness and mental fitness. Some clients have taken up art to help relieve their anxieties around COVID.

One story I would like to share is of one client who has shone and grown so much through out the last year even with restrictions and lock-downs. He is a lovely gentleman who joined STAR over 12 months ago, he lived at home with his elderly dad who cared for him. The situation at home was not a good environment with both parties caring for each other it created tensions. However, this was to change in dramatic circumstances and very quickly. The father was rushed into hospital and our gent had no one to support him.

He went to a special facility that was suited to his
18



diagnosis. Here was when we saw the biggest change. We began taking him out just for a walk and a coffee and over time his confidence grew. He then moved into a unit with 24/7 supports. He then told his Support Coordinator he wanted to do more, he wanted to have a support worker to help him volunteer, go to the gym and be fit and active, he wanted to do more photography and the main goal was to develop skills so he could live independently.

Over the last few months things have moved fast, he volunteers twice a week, visits his father once a week. He and his father now have such a great relationship and enjoy each other's company as the father and son are not caring for each other. This week, the lovely gent finally secured an independent living unit in the area.

This is our 'why' we do what we do and we are so proud to be part of our clients journey, we are very blessed to work at STAR and to support STAR clients the best we can.

From all at the NDIS Team

Bringing out her inner artist

Adele Tresillian is displaying her new found artistic talent across the STAR office.



Adele is a much valued member of the STAR family, both as a client and a volunteer.

During COVID restrictions and lock-downs, Adele turned to art to relax and find peace during an unsettling time.

The joy in creating these pieces lifted her spirits. Thank you Adele for sharing your talent.



3.6 CONTACT CENTRES



When anyone calls STAR they get the option of pressing 1 for Transport bookings or 2 for all other enquires.

These teams of volunteers who answer the calls are legends! Every day they continually take calls from client and potential clients.

Contact Centre volunteer, Shirley said, "I have volunteered at many nonprofits but stopped during the height of COVID. My neighbour told me about STAR needing volunteers, so I thought I would give it a go. I take calls from people who need assistance. I am happy to be able to chat with them and that STAR can help so many people.

For me, I really enjoy the social aspect. It is great getting out of the house and coming into STAR. There is a wonderful group of people here and a welcoming environment."

Transport bookings - Contact Centre volunteer, Lu said, "I feel great that I can give back to the community by volunteering with STAR. I have heard so many moving and great stories from clients who are calling in to get transport.

I have made really good friends. We rely on each other and are there for support when one of us needs it. I have been a volunteer with STAR for 2 years and love it!"



As the flood emergency hit in our communities, STAR was here to assist. Thousands of phone calls were made to clients in areas in danger of being flooded. STAR staff and volunteers reached out to offer help with getting essential groceries, medication and supplies, and also to make sure they had a an exit plan and were in no immediate danger.

**In six months
(1/1/22 to 30/6/22)
The STAR Contact Centres
answered
28,998
Incoming Calls.**

"STAR volunteers are the best!

They are dedicated and really want to help the clients who call-in and who travel in our vehicles.

This is not easy, with over 500 transport trips on some days, our volunteers have to be on-the-ball with accuracy and diligent in getting all the details correct. Thank you for all the time and work you donate to STAR and their clients,"
Shalene Osvatics.

"Our current Volunteers within the Contact Centre have worked tirelessly over recent months during trying times to assist STAR to continue to deliver quality customer service. Although we have had to deal with many bumps in the road on many fronts, they have continued to show up with a smile on their face and be a key part of the STAR workforce. We could not do without them, and their contribution to assist our many customers is invaluable and greatly appreciated,"
Tracy Darroch

4.1 VOLUNTEERING REDLANDS

STAR initiated the creation of Volunteering Redlands (VR) in 2010 as a not-for-profit community organisation. VR's aim is to build a strong community through volunteering and provide a range of resources, services and support so that people in Redland City are aware of and understand the nature and scope of volunteer activity.

We support more than 1,300 individual volunteers and over 50 community organisations. VR partners with the local government, community groups and corporate institutions, to drive volunteering in our vibrant community. VR provide services from Redland Bay to Thorneside and the Southern Bay Islands. VR has continued to grow, now supporting volunteers in Ipswich, Toowoomba, Warwick, South Brisbane, Gold Coast and Logan.

Volunteering Redlands Focus

- Assist individuals to contribute or participate in community activities and events through volunteering.
- Achieve excellence in volunteering through a professional volunteering management program.
- Supporting partnerships with local government, community groups and corporate institutions, on related issues with volunteering.
- Offer a wide range of services to community groups including supporting volunteer management, education and training, referrals, recruitment, events and transport services.

Volunteering Redlands is supported by Nectaria Lekatis as Chairperson and Tracey Foley as Volunteer Coordinator.

Tracey is currently building a team of Volunteer Coordinators, who will assist in the recruitment and placement of volunteers, in growing the membership of Volunteering Redlands and improving ongoing support and development of volunteers.

A Volunteer Matching Program is being put to good use by allowing new volunteers to be registered and placed with non-profit organisations that match their motivation and capabilities.

VR supports 'Celebration of Volunteers' with an aim to bring a greater and renewed awareness to volunteering. The event is open to all non-profit groups in the Redlands to showcase the work they do in the community and potentially recruit new volunteers.



Volunteer Quotes

Evelyn: I volunteer a couple of days a week with a nice crew of ladies at Star Community Services. I enjoy talking with the transport clients who are appreciative of what we do for them.

Terry: I have enjoyed meeting a lot of new people while doing many different duties. I find it relaxing, and stress-free, and recommend volunteering to anyone who likes helping others.

Margaret: I have been volunteering part time since I retired. The ladies I work with are superb and I enjoy talking with people on the phone. I like getting out of the house and feel I am giving back to the community.

David: Volunteering makes me feel useful and like I am contributing to the community. It is enjoyable and is keeping my brain active.

Suzanne: I love the administration work I do as a part time volunteer. I have been here for nearly a year and enjoy helping people on the phone and when they come into the office.

Lana: As a volunteer, I am enjoying being part of a wonderful group of like-minded people. I feel like my mind is active and healthy. I find volunteering really satisfying.

Ally: Volunteering makes me feel like I am giving something back to the community and takes me outside of myself. And best of all I am working with an exceptionally caring group of people.

4.2 THANK YOU TO STAR VOLUNTEERS

Value of over \$5 Million in donated volunteer support.

Volunteers make an extraordinary contribution to our community. Volunteers are vital in building a strong community and volunteers help STAR to achieve its mission of delivering services that value people's unique skills, experiences and contributions, breaking down barriers to social and community inclusion. Thank you!

Congratulations to the STAR Community Services' volunteers who were nominated for Volunteering Redlands Volunteer of the Year Award. Congrats to Heather Drover, Ellie Best, Chris McDowell, Tracey Turner, Marie-Claire Cox, Terrie Ward, Russell Cibilic, Adele Tresillian, Terry Manton, Chris Daniell, Judith Larney, Sue Hardy and Catherine Gordan.



STAR Board Director, Col Sutcliffe OAM with volunteers who have been with STAR for over 10 years
Cheryl Casey, Ronald Ross and David Niebling



Chris has been Volunteering with STAR since early 2019. He has been assisting us around the office in a variety of ways with different tasks.

Chris brightens everyone's day when he arrives in the office. His big, joyful hello gives us all a reason to smile. He loves his elbow pumps and tries to get in a sneaky hug. He loves telling us what he is doing after work especially when he is going bowling!

Since starting with STAR a couple of years ago, Chris has certainly come out of his shell and is very interactive with all of us. We all look forward to him being here on Wednesdays. To show our appreciation for his valued services, Chris was recently presented with the Volunteer Recognition Award.

Special note from Chris's parents Mr and Mrs Daniell: "We have been so grateful that you have given Chris the opportunity to do the voluntary work, which has only helped to develop his NDIS goals and skills by becoming more independent and confident in his daily living."

4.3 STAR's CELEBRATION OF VOLUNTEERS

Raby Bay Harbour Park Cleveland
Saturday, 18 June 2022

Over 35 community groups were represented at the Celebration of Volunteers, giving out information and inspiration. The Redlands Coast community has outstanding volunteers who are truly valued and we thank you for the generous work you do.

Congratulations to the four amazing winners of the Redlands Volunteers of the Year awards: Roger Brady from the Redlands Community Centre, Pam Tranter from Cleveland Forum Communicators, Adele Aitken from Meals on Wheels and Terry Manton from STAR Community Services (photograph).

Thank you to Dusan Stojic from Gardiner Chess for so many outstanding games of chess during the day, including a memorable game against Brisbane Broncos Buck and Darius Boyd. Leanne from Rainbow Faces brightened the faces of many many children and Old Macdonald's Farm and Community Connection's Jumping Castle were a big hit with the families. The Redlands Sporting Club Pipe Band, Welcome to Country by Che and Raymond Walker, The Redland City Ukes, Folk Redlands Band and sisterMISTER gave outstanding performances throughout the day. Community groups supplies lots of tasty food options. Oh, if you ever want a truly delicious experience, check out OMG Decadent Donuts Redlands. An exciting laser show by Mr Fireworks.

Thank you to sponsors Redland City Council, McCarthy Durie Lawyers, SS Signs, Hub68, Alex Gow Funerals, Oldmac Toyota Cleveland, Walker Corporation, Blue Harbour Financial Partners and Redland City Bulletin for enabling this event to be such a success. To everyone involved in Celebration of Volunteers, THANK YOU!



Roger Brady from the Redlands Community Centre, Pam Tranter from Cleveland Forum Communicators, Adele Aitken from Meals on Wheels and Terry Manton from STAR Community Services



STAR's CELEBRATION OF VOLUNTEERS

demonstrates the true community spirit of Redland Coast.

Amazing Community Groups at Celebration of Volunteers

Abundance College
 ADA Australia
 Cancer Council Redland Branch
 Chamber of Commerce Redlands
 Circle of Men
 Cleveland Forum
 Dementia Community Redlands
 Folk Redlands Band
 Genealogical Society Redland
 Lions Club of Redland City
 Make a Wish Foundation
 Maxima
 Mission to Seafarers
 Modern Country Music Redlands
 Night Ninjas
 Police Beat
 Sailability
 Scouts Victoria Point
 Redland City Ukes
 Redlands Coast Salad Bowl Gardens
 Redlands Community Centre
 Redland District Committee on the Ageing
 Redland Museum
 Redlands Sport Club Pipe Band
 Redlands Yurara Art Society
 Rotary Club of Capalaba/Cleveland
 Save the Children
 SES Cleveland
 Soroptimist International Bayside
 STAR Community Services
 Story Dogs
 The Cage Foundation
 U3A Redlands District Inc
 Variety Bash
 Volunteering Redlands



CELEBRATION OF VOLUNTEERS SHORT FILM COMPETITION

Judges of the STAR - Celebration of Volunteers Short Film Competition 2022



WINNING ENTRY REDLAND COMMUNITY CENTRE



5.0 IMPACT OF GRANTS & SPONSORSHIP



Llewellyn
MOTORING CONFIDENCE

5.1 DRIVERS' CAR RALLY & MORNING TEAS

STAR Driver Rally

With STAR now supporting vulnerable people in Darling Downs, Gold Coast, Ipswich, Logan and Redland it is not always easy for drivers to meet and get to know each other. Well, the STAR Rally took care of that!

Over 70 drivers and their partners took to the road in an amazing team building day. There were stops in Ipswich, Yangan, Killarney and Warwick, with passengers changing cars along the way to give drivers a chance to get to know each other.

To make the day even better, Llewellyn Motors of Ipswich sponsored a bike to be given to children in each of the stop points, totalling 6 bikes. The children also received helmets, pump, security chain and a spare tube to keep them on the road. A big thank you to Llewellyn.

Thank you to the Ipswich, Yangan, Killarney and Warwick Police for their support in identifying children in their community. STAR was also happy to make a donation to the Yangan Primary School and the Killarney Violence Against Women group.

Everyone had a great meal at the Killarney Bowls Club and enjoyed getting to know each other. STAR is all about community and it is important that a community stays in touch. Thank you to Warren Doyle for organising this day. Everyone involved can't wait for the next one.

Ipswich 'Take 5' Morning Tea



Morning teas are held once a month in Ipswich. A variety of specialist speakers interact with participants.

Thank you to Mark Lowry from Alex Gow Funerals for his interactive discussion on this topic at both the Cleveland '152 Coffee Club' and the 'Take 5' morning tea in Ipswich. Asking people if they are prepared for their own funeral can be a difficult conversation to have.

As a therapist and counsellor with many years of experience, Mark took guests through the steps to prepare their funeral with warmth and insight. Guests had lots of questions and could see the upside of getting what they wanted, even after they had passed away, and taking some of the burden from loved ones by having the funeral pre-organised.



STAR 152 Coffee Club

The morning teas in Redlands are held once a month with knowledgeable speakers engaging participants in highly relevant topics.

One speaker, Leon La from McCarthy Durie Lawyers spoke to our STAR 152 Coffee Club regarding the perils of financial abuse. Mr La is an expert in Wills & Estates and gave sound information to protect your family and yourself. He took the group through steps to prevent financial misuse and the availability of senior's legal and support services. Thank you Mr La and McCarthy Durie Lawyers for the support you give STAR.

5.2 INTERNATIONAL DAY OF PEOPLE WITH DISABILITIES

Be Heard - Be Seen

“JUST CHANGE ONE PERSON’S WORLD”- REDLANDS COMMUNITY WELCOMES INSPIRATIONAL QUEENSLAND AUSTRALIAN OF THE YEAR.

“We don’t have to change the whole world, just change one person’s world,” was the key message from Dr Dinesh Palipana OAM - doctor, lawyer and disability advocate, 2021 QLD Australian of the Year, speaking at an event celebrating the International Day of people with Disability.

Critically injured in a traffic accident while still a medical student more than a decade ago, Dr Dinesh Palipana shared his personal story at an event hosted by local non-profit organisation STAR Community Services, on Friday, 3 December at the Comfort Hotel in Cleveland.

“I never gave up on my dream to finish medical school. I was lucky enough to have allies who helped me in my journey.” Dr Palipana OAM has smashed several barriers to become the second person to graduate medical school with quadriplegia in Australia. “Life is not straight forward for people living with disability. Sometimes it takes us to get behind others and support them.” Speaking to guests including people with disability, their carers and other members of the Redlands community, Dr Palipana urged everyone to advocate for a fair go for all. “Accessible and inclusive communities don’t just benefit people with disabilities, they benefit everyone.”

Redland City Deputy Mayor Cr Julie Talty, who represented Mayor Karen Williams at the event, said, “Redlands has been making great progress in

ensuring the community embraces people with disability, but there’s always much more to do. The important contribution of STAR and other community organisations in supporting those with disability and their carers, is greatly appreciated.”

“It’s been an absolute honour to welcome Dr Palipana to Redlands. He is a true inspiration. A huge thanks to him for participating in this very important conversation in our local community,” said Patsy Wilshire, CEO of STAR Community Services.

Thank you to Redland City Council for its financial support of the Celebration of International Day for People with Disabilities as part of the Community Grant funding to assist the Redlands Coast community.



Dr Dinesh Palipana OAM with author Heather Coombes



Ipswich welcomed Karen Lee Roberts - performer/ writer/ singer and indelibilityarts’ artistic ambassador - in an event to celebrate the International Day of people with Disability 2021. Karen Lee Roberts spoke on overcoming barriers and her journey as an artist living with disability. Guests were invited to share their views around accessibility in the local community, especially around the topics of employment and physical access. Guests were encouraged to discuss what support they are getting and what is required to build an inclusive community. Melissa Dower, Community Development Manager, from Ipswich City Council spoke about inclusion in Ipswich.

Thank you to the Brothers Leagues Club, Ipswich and the Ipswich City Council’s Minor Funding Program for supporting this event.

STAR Community Services have been fortunate to receive a variety of grants in 2020/2021 which enabled us to increase our support in the community.

5.3 THANK YOU TO SPONSORS

Your Sponsorship allows STAR to provide additional support to the elderly and vulnerable in our community. We cannot thank you enough. You demonstrate true community spirit.



Annual Sponsors: Alex Gow Funerals, McCarthy Durie Lawyers, Blue Harbour Financial Partners with new Annual Sponsors: Oldmac Toyota Cleveland and McGrath Estate Agents.



5.4 CHRISTMAS APPEAL

Together, we delivered over 2,600 gifts and over 5,500 food items.



To all of you who made a cash donation or dropped a gift at one of the drop off points:

It is you who made this appeal such an outstanding success and gave joy to so many who were on their own at Christmas. You were an important part of this amazing challenge and we thank you.

STAR has the most amazing volunteers and staff, who are proud to be working with wonderful community groups across Gold Coast, Logan, Ipswich and Redlands!

Over the weeks before Christmas staff and volunteers collected gifts that had been donated by the community, sorted them, wrapped them, bought what was needed from donated cash to make them into hampers, and delivered them to older members of the community.

Together, we delivered over 2,600 gifts and over 5,500 food items and gave joy to so many elderly in our community.

It was also wonderful to see so many schools involved this year, plus an amazing 32 businesses signed up to be drop off points across Gold Coast, Logan, Ipswich and Redlands.

These are a few of the messages of thanks and tears that came from incredibly happy recipients:

- Made my day. So unexpected. Still feasting on all the goodies.
- I can't believe that is all for me (when given a hamper).
- Thank you for remembering me at Christmas.
- I really enjoyed the Christmas note. It warmed my heart.
- Thank you, I have been sick most of the year and this gift brought me tears of joy.
- I lost my wife 4 years ago – this gift adds a missing warmth.
- And many many many thank you notes and phone calls.

Thank you everyone!

QR Code: Bruce Paige on Channel 9 talking about Secret Santa



Thank you to Bruce Paige who became our face of Secret Santa. His generous support enabled this appeal to gain amazing attention and action.



THE CHRISTMAS APPEAL IS SUPPORTED BY BUSINESSES, SCHOOLS, COMMUNITY GROUPS & COUNCILS

Through the Secret Santa appeal, STAR made connections with community groups to assist in getting gifts and hampers to as many elderly people as possible.

Wonderful Community Groups we worked with:

Redland Community Centre
RDCOTA

Aunt Alice Cafe, Russell Island
Macleay Island Probus
Macleay Island Meals on Wheels
Love & Hope Redlands
Meals on Wheels Cleveland
Meals on Wheels Capalaba
Meals on Wheels Victoria Point
Redland Community Church
Meals on Wheels Ipswich
Lilliput Care
Kambu Ipswich
View Logan
Logan Meals on Wheels
Logan Village Men's Shed
YFS
Canefield Logan
Meals on Wheels Broadbeach
Meals on Wheels Nerang
Nerang Neighbourhood Centre
Lions Club Nerang
Vietnam Vets Nerang

Thank you to schools and groups who collected for the appeal:

Bay View State School
Logan Village State School
Burrowes State School
Ipswich West State School
Raceview O.S.H.C.
AB Patterson Gold Coast
Ipswich Girls' Grammar School

**We thank
Logan City Council
and Redland City
Council for their
support.**



Businesses that supported Secret Santa:

GOLD COAST

- Eden Cafe Bar Catering, Surfers Paradise
- Helloworld Travel, Southport Park
- Oasis Dental Studio, Broadbeach
- Meaghan Scanlon MP, Nerang

LOGAN

- IGA Loganholme, Loganholme
- Jim Chalmers MP, Logan Central
- Logan Physio, Crestmead
- King & Company Property Group, Waterford
- LensPro, Hyperdome
- Prelude Dance Centre, Underwood
- St Coco Cafe, Daisy Hill

IPSWICH

- Bridgestone Select, Ipswich
- City Cave, West Ipswich
- City Cave, Springfield Lakes
- Jennifer Howard MP, Booval
- Wow Mobility, Booval

REDLANDS

- Anchor by the Bay, Cleveland
- Blue Harbour Financial Partners, Cleveland
- Don Brown MP's office, Capalaba Park
- Grill'd Victoria Point
- IGA Mount Cotton, Mt Cotton
- IGA on Bloomfield, Cleveland
- Kim Richards MP's office, Victoria Point
- Mark Robinson MP's office, Cleveland
- McCarthy Durie Lawyers, Cleveland
- Pat Barrett Real Estate, Wellington Pt
- Redland City Council Library, Capalaba
- Redland City Council Library, Cleveland
- Redland City Council Library, Victoria Point
- Redlands Sporting Club, Wellington Point
- Dominoes Pizza, Head Office

5.5 CONNECTION FUND

A LETTER FROM A STAR CLIENT

Dear Reader

I do hope your year is going well.

My name is Sarah* and I am coming up to my 70th birthday. I am having a reasonable innings compared to many others and I was taught not to complain, even when I really want to with my painful joints and fading memory.

When I was younger, I would drive my sons around, worked in an office, cooked, cleaned, a bit of everything, you know what I mean, you would have done similar. Back then, there were so many people around to talk to and have a coffee with. I think we all lived busy lives and didn't really think about the distant future. How quickly that future arrived.

But, you know, I have a roof over my head, STAR helps me pick up food, medication and get to hospital appointments, so I am lucky. I was once in the hospital with only a nighty to wear and being released. Well, I would have felt a bit odd catching a bus in my night wear, so I called STAR. STAR staff brought clothes to the hospital, stayed with me and drove me home to make sure I got there safely. Without STAR's support, I am not sure what I would do. Their staff are outstanding and I am grateful for the help they give when I am alone and struggling.

Unfortunately, I can't drive anymore, one of my boys is at peace and my other boy has a life interstate. These last few years have been difficult with cancer, twice, and so many other medical ailments. Medication and food costs have increased, which means my pension needs to stretch that little bit more. I didn't know I was going to be alone at this time of my life.

There are a lot of people who can't make ends meet and



need a little support in later life. STAR has told me that they have a Connection Fund that has helped over 200 people so far. The fund supports people to go shopping, help around the house, provides someone to talk to, and transport to doctor and hospital appointments. These all seem like little things, but they are so important in our life.

Many of us elderly live thriftily on a pension and do our best. It is important to let people know that there is someone who cares about them and that there is a life-line, with STAR.

Thank you for reading.

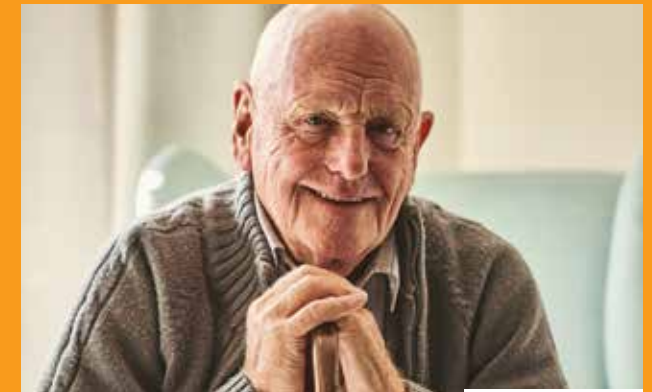
Kindest regards

Sarah*

(*Sarah asked for her name and photo to be changed for privacy reasons, which is always respected.)



During 2021/22, \$13,828 was donated to the Connection Fund. These funds assisted 109 seniors travel to hospitals, gain home support, shop for food and so much more. Thank you!



To make a donation to the Connection Fund or gain more information please scan this QR code.



5.6 BRONCOS CHARITY PARTNERS 2022

2022 Broncos Charity Partners

STAR Community Services was excited to be announced as one of the Brisbane Broncos 2022 Charity Partners. Money raised at this Broncos event goes to a STAR project that connects Aged Care students with our older clients in our fight against social isolation. This program is named 'Across Generations'.

The multi-cultural older members of our community have lived through drought, flood, racial intolerance, moving across the world, development of technology and industry. They have a wealth of knowledge, yet they are sitting at home with no one to tell their story to.

This program aims to engage young people, who are working in Aged Care studies, to meet and interview older members of their community and write the older person's story in the person's own words. Encouraging cross generational interaction.

This program will commence in September 2022. Watch STAR's Facebook page and website for updates over the coming year.



This video was created to encourage support of this program. Thank you to C2, Cleveland Aquatic Centre and The Anchor by the Bay for your support in filming.



We had a wonderful time as Darius and Buck joined STAR for our Celebration of Volunteers and thanked volunteers for the work they do in the community.

An amazing jersey, signed by all the 2022 Broncos, was donated to STAR by the Broncos. Go Broncos!



Congratulations to the amazing staff and volunteers who, at the Broncos Game night 50-50 Raffle, raised \$11,242.01 for the Across Generations program.



5.7 STAR TECH & SENIORS WEEK

527 STAR Tech Graduates

The STAR tech program continues to support the older members of our local communities by providing them with confidence and knowledge to use technology in their daily lives.

As an extension of the training workshops, the STAR Tech program has organised two Tech Smart Senior Expo events in the last 12 months (October 2021 and July 2022).

The aim of these events was to invite seniors to get first-hand information on technology products and services that can help maintain their independence and enhance social connections. The events showcased exhibitors and presentations on a range of technology topics viz. local training programs, online safety, scam awareness, digital products that support independent living, smart home appliances and more.

The Tech Smart Senior events were extremely well received - clearly indicating that there is a significant need amongst seniors to learn about all things related to the use of technology.

Feedback from October Event.

- 102 visitors completed an evaluation survey.
- 98% agreed that the event met their expectations.
- 96% said they would recommend this expo to others.
- 95% agrees that the information was relevant to them.

Neha Shukla
STAR Tech and Marketing
Coordinator

"I started out as a volunteer trainer for STAR Tech nearly three years ago. I have enjoyed seeing first hand the change in participants from their first day of uncertainty to the confident users after training. Participants have learnt to connect with family and friends through their device and much more."

"I am proud of every person who has had a go at taking on the challenge of technology and discovering that with a little practice they can connect with the world. In many cases this has changed their life as they access books, banking, face-time and much more. This is an outstanding program."

Darryl, STAR Tech Trainer



Seniors Week



STAR Community Services is a long-time supporter of the annual Seniors Week Walk. "We are pleased to once again support this iconic Redlands event as a major sponsor," said Warren Doyle, retired STAR Manager, "Social isolation amongst the elderly in our community is a growing problem. Events like the Seniors Walk offer us an opportunity to engage with our community's elderly and spend some quality time with them."

It was a walk for people of all ages. Walkers set their own pace as they walked with family members, friends, neighbour and colleagues. "They all walked together to enjoy the beautiful parklands and wildlife, shared some laughs along the way and simply had a great morning", said Paul Barnes from RDCOTA. "If you spotted a koala on the way, it was an added bonus."

5.8 STAR PROGRAMS

Get away for a day

STAR Charter Day Tours offer a wonderful opportunity to get away from your 'ordinary day' and enjoy a fun, social charter. Seniors enjoy the trips to fantastic destinations like Caloundra, Sunshine Coast and Tweed Coast and more. The STAR Newsletter keeps clients up to date with where they can travel next.

Fun Wellness Program for Healthy Seniors

These seniors stay on top of their health while enjoying a fun fitness session run by Terri Cuthbert-Freese. Each class is designed especially for those aged 65 and over.

The program is run by a fully qualified fitness instructor. It is based on gentle, low impact exercises to help seniors maintain strength, mobility and stability. Exercise has so many benefits including improved immune and digestion systems. Dance teacher, Laura McNally popped in to give this group some expert ballet moves.

STAR's fitness group enjoy a laugh along with their especially designed fitness session, followed by a cup of tea and a lot of chatting.



Making friends and keeping fit!

Easy Shopper

The Easy Shopper vehicle picks up from a clients home to take them to the shopping centre, and bring them back to their doorstep.

A helpful escort assists with heavy shopping bags, on and off the bus. Shopping is for approximately 2.5 hours.

Lunch Club

STAR holds Lunch Clubs for good food, great company and fun conversations. We encourage elderly residents to bring along old friends or make new ones. While they were interrupted with COVID-19, they are currently held twice a week in Redland and Ipswich. Clients come along, eat, talk and most importantly laugh. Our clients have enjoyed trips to a variety of venues. STAR also offers Monday Munchies.



6. FINANCIAL REPORTS

Extract from STAR Community Services' Financial Report.
Full document available on STAR's website:
<https://www.starcommunityservices.org.au/>

Star Community Services Ltd

ABN 26 729 619 090

Statement of Profit or Loss and Other Comprehensive Income For the Year Ended 30 June 2022

	2022	2021
Note	\$	\$
Revenue from contracts with customers	3 11,479,032	10,407,915
Other income	3 138,078	985,074
Donated volunteer labour income	3 5,142,779	-
Total revenue	16,759,889	11,392,989
Employee benefits expense	4 (6,374,035)	(6,119,691)
Donated volunteer labour expense	3 (5,142,779)	-
Depreciation and amortisation expense	4 (518,408)	(439,627)
Interest expense	(48,013)	(52,475)
Bad and doubtful debt expense	(2,744)	(10,762)
Motor vehicle expenses	(416,962)	(366,588)
Utilities expense	(25,466)	(24,363)
Rental expense	4 (55,944)	(35,153)
Audit, legal and consultancy fees	(267,497)	(285,233)
Marketing expenses	(59,479)	(49,776)
Administration expenses	(364,529)	(404,857)
Transport expenses	(249,733)	(186,483)
Maintenance expenses	(841,638)	(1,182,579)
STAR Tech expenses	(30,293)	(48,922)
Care expenses	(882,087)	(687,901)
Volunteer expenses	(962,877)	(833,370)
Other employee expenses	(259,203)	(105,757)
Fundraising expense	(41,577)	(47,201)
Sundry expenses	(69,684)	(54,699)
Surplus before income tax	146,941	457,552
Income tax expense	-	-
Surplus for the year	146,941	457,552
Other comprehensive income	-	-
Total comprehensive income for the year	146,941	457,552

Star Community Services Ltd

ABN 26 729 619 090

**Statement of Financial Position
As At 30 June 2022**

	Note	2022 \$	2021 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	3,828,303	4,478,465
Trade and other receivables	6	533,682	473,490
Other assets	7	78,042	60,274
TOTAL CURRENT ASSETS		<u>4,440,027</u>	<u>5,012,229</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	240,503	339,482
Intangible assets	9	2,522	3,966
Right-of-use assets	10	720,948	898,451
TOTAL NON-CURRENT ASSETS		<u>963,973</u>	<u>1,241,899</u>
TOTAL ASSETS		<u>5,404,000</u>	<u>6,254,128</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	776,190	1,787,970
Lease liabilities	12	349,671	372,131
Short-term provisions	13	499,316	310,291
TOTAL CURRENT LIABILITIES		<u>1,625,177</u>	<u>2,470,392</u>
NON-CURRENT LIABILITIES			
Lease liabilities	12	497,714	620,661
Long-term provisions	13	51,036	121,277
TOTAL NON-CURRENT LIABILITIES		<u>548,750</u>	<u>741,938</u>
TOTAL LIABILITIES		<u>2,173,927</u>	<u>3,212,330</u>
NET ASSETS		<u>3,230,073</u>	<u>3,041,798</u>
EQUITY			
Reserves		41,334	-
Retained earnings		3,188,739	3,041,798
TOTAL EQUITY		<u>3,230,073</u>	<u>3,041,798</u>

Star Community Services Ltd

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Statement of Changes in Equity For the Year Ended 30 June 2022

2022

	Retained Surpluses	Restricted Reserve	Total
	\$	\$	\$
Balance at 1 July 2021	3,041,798	-	3,041,798
Surplus for the year	146,941	-	146,941
Transfer to reserves	-	41,334	41,334
Balance at 30 June 2022	3,188,739	41,334	3,230,073

2021

	Retained Surpluses	Restricted Reserve	Total
	\$	\$	\$
Balance at 1 July 2020	2,584,246	-	2,584,246
Surplus for the year	457,552	-	457,552
Balance at 30 June 2021	3,041,798	-	3,041,798

Star Community Services Ltd

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Statement of Cash Flows For the Year Ended 30 June 2022

	2022	2021
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from grants and trading	11,500,578	12,120,250
Payments to suppliers and employees	(11,771,559)	(10,434,088)
Interest received	-	18,469
Interest paid	(48,013)	(28,025)
Restricted Funds Transfer	41,334	-
Net cash provided by/(used in) operating activities	<u>(277,660)</u>	<u>1,676,606</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	67,107	115,770
Purchase of property, plant and equipment	(52,086)	(102,695)
Net cash provided by/(used in) investing activities	<u>15,021</u>	<u>13,075</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Repayment of lease liabilities	(387,522)	(307,639)
Net cash provided by/(used in) financing activities	<u>(387,522)</u>	<u>(307,639)</u>
Net increase/(decrease) in cash and cash equivalents held	(650,161)	1,382,042
Cash and cash equivalents at beginning of year	4,478,465	3,096,423
Cash and cash equivalents at end of financial year	5 <u>3,828,304</u>	<u>4,478,465</u>



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