

2023 Annual Impact Report





R



Communi

Support Coordination

• Gardening

• Dom

STAR is registered with the Australian Charities and Not-for-profits Commission (ACNC) - ABN 26729619090

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

CONTENT

1.0 STAR Community Services	
1.1 Services STAR offers the Community	2
1.2 Summary	3
1.3 The Need	3
1.4 Values & Goals	3
1.5 Budget Statistics	4
1.6 STAR Statistics	5
1.7 Board of Directors	6
1.8 Management Team	7
2.0 Reports	
2.1 Chairman's Report	8
2.2 Treasurer's Report	9
2.3 CEO's Report	11
3.0 STAR	
3.1 Programs	12
3.2 STAR Expos & WEAAD Event	14
3.3 STAR Tech	15
3.4 STAR Friends Program	15
3.5 Client Stories - Dietmar and Natasha	16
4.0 SUPPORT	
4.1 Thank you to Sponsors	17
4.2 Secret Santa	18
4.3 Connection Fund	20
5.0 Volunteers	
5.1 Volunteering Redlands	21
5.2 Volunteers - Long Service	21
5.2 Volunteer Stories	22
5.3 National Volunteer Week	23
5.4 Community Celebration	24

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.

6.0 STAR DRIVERS	26
7.0 SUPPORT COORDINATORS	26
8.0 STAR CARE	27
8.1 New Offices	28
8.2 Care Finder	28
8.3 Home Care Packages	29
8.4 NDIS	30
9.0 Contact Centres	31
10.0 STAR Staff	32
10.1 In the community & Staff Workshop	33
11.0 Financial Reports	34

Section 1

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.

OUR MODEL

Focus on social role valorisation to address feelings of being valued, belonging, acceptance and contribution to society.

HOME MODIFICATIONS

Emphasis on ramps and railings fitted for independence and safety.

HOME MAINTENANCE

Provides attention to safety and accessibility in the home.

AGED CARE & DISABILITY SERVICES

In-Home services, domestic & personal care, companion support, support coordination, community participation, individual and group activities.



ASSISTANCE IN CARE & HOUSING:

Sensitive support for people faced with hoarding, squalor and housing stress.

TRANSPORT

Pick up from home to arrive safely at medical appointments, shopping, social gatherings, family engagements, hospital visits and activity destinations. STAR schedules approximately 300 to 500 trips daily, covering South East Queensland.

BUILDING & MAINTAINING SOCIAL RELATIONSHIPS:

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 connect with others. These programs assist them to participate in the community they live in.

SAFETY

STAR ensures safety of clients by gauging their needs and maintaining contact. STAR safeguards clients so that their essential needs are met. Including: health care, personal care and social engagements.

CARE FINDER

Focus on Assertive Outreach to build trust and relations to help very vulnerable individuals find the Aged Care and mainstream services they need.

1.2 SUMMARY

STAR Community Services Ltd is a unique community organisation, built on the foundation of care and compassion for the vulnerable members of our community. Incorporated in 1996 by a group of community conscious individuals, STAR or Special Transport Assistance Redlands was set up to support those who were transport disadvantaged.

Today, 27 years later, STAR is a leading, award winning not-for-profit organisation, providing a full range of age and disability care services to support more than 10,000 clients live a purposeful, independent life.

Fighting social isolation is a key area of focus for STAR. STAR's fundraising efforts, programs and services aim to reduce the growing problem of social isolation amongst the elderly and people with disabilities.

STAR is an advocate for inclusive communities where people of all ages and abilities have equal access to opportunities and facilities. STAR services encompass both in-home support and community-based activities, funded through the Commonwealth Home Support Program (CHSP), Queensland Community Care, Home Care package, National Disability Insurance Scheme (NDIS), local Council funding programs plus client contributions, corporate sponsorship and individual donations.

1.3 THE NEED

STAR has grown and expanded our range of services to cater for the diverse needs of the ageing population with the focus on supporting the elderly to live independently in their own homes for longer. STAR's in-home aged care service enable the elderly to be self-reliant, stay connected to their community, and pursue their hobbies and interests in their senior years.

STAR's disability support services are also focused on supporting people with disability to achieve a greater sense of independence, self-reliance, and social participation for a better quality of life.

Research suggests that strong ties with family, friends and the community provide people with happiness, security, support and a sense of purpose. Through our services and fundraising efforts, we support our clients to build and maintain strong social connections, which can reduce the risk of significant health issues such as anxiety, depression, heart diseases and more.

As a community organisation, STAR is supported by hundreds of volunteers each year. Our volunteers come from all walk of life and diverse backgrounds. Their immense contribution allows STAR to extend our resources and services to more vulnerable people in need. STAR offers a platform for hundreds of community-minded individuals who wish to make a meaningful and immediate impact in their local area.

Through our volunteering resource centre, we match volunteers to their ideal role not just within STAR but also with several other community organisations that need volunteers.

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.

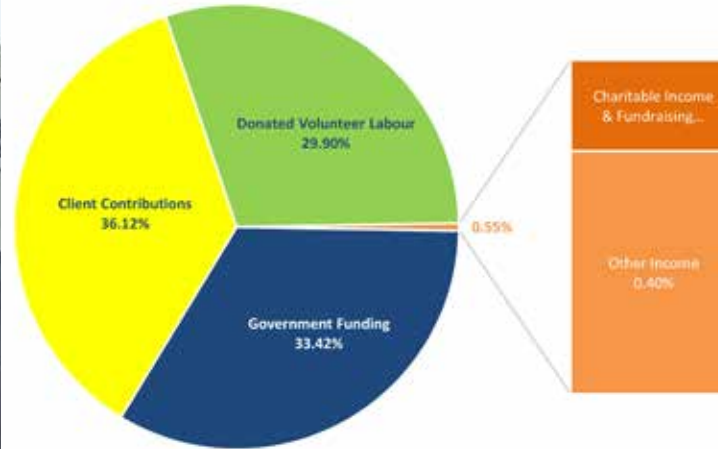


Quality and client focused service.

1.5 BUDGET STATISTICS



Income Streams



\$17.2M income through 2022/2023 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.

101,411
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 safely to their destinations.



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

1.6 STATISTICS

15,445
Active clients

150
STAR Staff

179
STAR Volunteers

227
Active NDIS clients.

82
Fleet Vehicles
including 34 Owner Drivers

3,702
New customers and/or
services.

260,389
Incoming and
Outgoing Calls from
1/7/22 to 30/6/23

804 hrs
Assistance with Care and
Housing.

2,687 hrs
Domestic Assistance
services for the elderly.

184
Active Home Care Packages
supporting independent
living for the elderly.

2,918 hrs
Social Support Individual
to help reduce social
isolation amongs elderly.

6,040
Social Support group,
keeping the elderly
connected with their
community.

21,806 hrs
Home Maintenance,
Modifications and
General Maintenance to
help seniors live in their
homes safely.



1.7 BOARD OF DIRECTORS



Pam Bridges, STAR Chairperson

Prior to stepping us as the Chairperson, Pam has served on STAR's board for a number of years in different positions most recently as Secretary. Pam has extensive experience in aged care including as a Director of Nursing, Residential Care Manager for ACQ- now LASA-Q.



Peter Mann, Director/Board Treasurer

Peter has various university qualifications. He is also a former CPA Member. With extensive experience in the Australian Not-For-Profit sector, Peter was also General Manager at STAR for 7 years. He is Chair of the Finance, Risk & Audit Committee.



Danielle Butcher, Director/ Board Secretary

Danielle is the former Director of CODI and board member of disability groups in Ipswich. She has over 10 years of involvement in disability organisations and funded community transport. Holds position on Strategic Planning and Governance Sub-Committee.



Rob Spencer, Director

Rob served as STAR's Chairperson from 2004 till 2022. He is also board Member of TDSA, Past Zone Chair of National Seniors and Policy Group. Current Convenor of Redlands Disability Network. He holds positions on STAR's Board Sub-Committees - Finance, Risk & Audit and Strategic Planning & Governance. Awarded Redlands Hero of the Year 2023 and QLD Lifetime Contribution to Volunteering Award.



Colin Sutcliffe OAM, Director

Colin is the Current Chairman of Mangrove Housing (Disability) and 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.



Melissa Grundy, Director

Melissa spent over 20 years in the Finance industry 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

With an MBA and over 20 years of experience in Aged Care, Patsy is well equipped to lead STAR through growth and change.

1 Focus: Positive Culture + Staff Satisfaction = Happy Clients

As the leader of a community services organisation in five regions, Patsy's role covers 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.



Melissa Bannerman
Chief Operations Officer

Melissa is a dedicated professional with a passion for making a positive impact in the community. Over almost 30 years, Melissa has demonstrated exceptional leadership skills and a strong commitment to helping others.

"I absolutely love working with our amazing staff and volunteers, without whom we could not deliver our services and other community initiatives that STAR provides above and beyond direct services. We want to make a meaningful difference in people's lives."



Tracy Darroch
ICT Manager

Tracy oversees STAR's internal IT along with managing the Intake Team and the Team of Volunteers within both the Transport Bookings and Contact Centre.

"The support that our amazing team of volunteers continue to show is priceless. As the first point of contact they deal with a variety of challenges every day, their dedication is astounding. I don't know where my team would be without our volunteers."



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 Communications, Administrative support & Human Resource Management; 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



Odette Luke
Logistics Manager

As STAR Transport Manager, Odette manages over 100 professional and volunteer drivers with fleets of vehicles across the Redlands, Ipswich, Logan, Darling Downs and Gold Coast. Everyday our drivers prove that they have our clients care as their first priority. Our team who schedule up to 500 trips a day show outstanding skill in their flexibility in catering to clients services and needs.

Section 2

2.1 CHAIRMAN'S REPORT

It is hard to believe that a year has passed since I took over the Chair for STAR. I took over the position from Rob Spencer who had served as Chair for many years and was taking a well-deserved break. In the past months, Rob has been recognised by several bodies for his work in volunteering in the Redlands – Volunteering Queensland, Volunteering Redlands and A Mayors award.

Our Board members have been unchanged, and I would like to take this opportunity to thank them for their ongoing contribution to STAR. Having a stable Board is very important to any organisation.

Reforms following the Royal Commission into aged care are being implemented, and it has become increasingly important that Board Members have a much greater understanding of the business of aged care and the responsibilities they carry to ensure that all regulatory and legislative requirements are in place and being addressed appropriately.

As a Board we are very fortunate to have a CEO in Patsy Wilshire and her senior management team who are very diligent in monitoring and implementing the requirements expected of our organisation. Patsy spends endless hours preparing Board papers outlining the various regulatory requirements and what is either in place or in progress to ensure ongoing compliance.

The past 12 months have not been plain sailing with the impacts of COVID still being experienced from time to time. When this occurs normal business, as we know it, is disrupted not only for our clients but also our staff. The COVID response ably overseen by Mel Bannerman has meant that all actions have been taken with minimal disruption to services.

As you are aware, STAR depends heavily on our wonderful volunteers. Ongoing recruitment of volunteers is a priority but unfortunately it has become a national issue with organisations such as ours struggling to attract new volunteers and to retain the ones we have. Once again COVID is one of the major issues causing this.

STAR has commenced some new programs in the past year. The Care Finder initiative has been welcomed as well as the recent funding for a Community Visitors scheme. Our outreach services are all working well due to the wonderful key people in each area. At times I feel sure that Patsy feels that she is juggling many balls in the air at once.

There are so many great people working with STAR (too many to mention here) but suffice to say we value and appreciate them all.

The next twelve months will be busy – as usual- but what drives our staff and Board is providing quality services for our clients. It is always at the forefront of our thoughts.

I look forward to continuing to work with STAR and for STAR in the coming year.



Pam Bridges
STAR Chairperson



"Having a stable Board is very important to any organisation. Thank you to all Board members for their ongoing contribution."



2022 AGM

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 of 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 Auditor has audited the financial transactions and concluded the financial reports comprising Balance Sheet, Profit and Loss, Bank Reconciliation, Statement of Cash Flows, and notes to the financial statements for the year ended 30th June 2023 are presented in accordance with Australian Auditing Standards.*

Overall, in FY23 there were significant increases in Key Financial Indicators when compared to FY22, including Current Year Earnings, Net Assets, Current Assets, and Total Revenue (excluding Donated Volunteer Labour Income).

Another financial highlight worth noting is that the current year's earnings and revenues exceeded budgets for the year. Nonetheless, a reduction in overall cash flow occurred, attributed to a shift in the disbursement method of payments for the Commonwealth Home Support Program by the government. Previously distributed in quarterly lump sums, the payments transitioned to a retrospective monthly schedule starting from the commencement of the fiscal year.

The continuous need for monitoring and handling Covid-19 outbreaks has impacted staff availability, risk management, and quality requirements. These factors have played a detrimental role in a surplus that aligns with our initially budgeted surplus.

Some other updates worth noting are:

- STAR completed its transition of its banking services from Bendigo Bank to Commonwealth Bank.
- Evaluation of STAR's insurance programs, and
- Ongoing assessment and enhancement of IT and software needs.

The operational landscape within which STAR operates undergoes constant change. The planned transition from the Commonwealth Home Support program to the new Commonwealth Support at Home Program, initially scheduled for July 1, 2023, has been deferred to 2025. This shift will influence the method by which STAR's client funding is disbursed by the Australian Department of Health—shifting from advance block funding to arrears payment.

Looking ahead, the fiscal year 2023-2024 is poised to serve as a period of further consolidation, establishing a robust framework for the years ahead. The enduring impact of the previous years' Covid-19 challenges on our workforce availability continues to have a positive effect on reducing STAR's operating expenses.

I am deeply grateful for the unwavering support provided by our Chief Executive Officer, Patsy, and the Senior Management Team, as well as the steadfast commitment from our current Chair Pam Bridges and Board of Directors including those that are involved in sub-committees, namely Strategic Planning, Finance Audit, and Risk Management. Special acknowledgment goes to our proficient accounting team, whose dedication remains instrumental in the efficient maintenance and evolution of STAR's financial and accounting processes.

I extend my heartfelt gratitude to our skilled contractor accountants, Next Dimension Accounting, under the leadership of Brendan Lucas. Their unwavering professionalism and support have been invaluable to STAR's operations.



On behalf of STAR, I would like to acknowledge the significant contribution of our external auditors, MGI South Queensland, in successfully completing the auditing and financial reporting for the fiscal year 2022-2023.

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 16th day of September 2023

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

Peter Mann
Board Treasurer



Bruce Paige supporting STAR's Easy Shopper

2.3 CEO REPORT

As we reflect on the journey of STAR over the past year, I am humbled by the unwavering support and dedication of STAR's extended family- our clients, volunteers, staff, board of directors and sponsors. All of you have been instrumental in supporting and driving forward the vision and mission of STAR.

In the last year, we continued to navigate through ever-evolving government regulations and around aged care and NDIS reforms. Our team's resilience and commitment to always put our clients first has allowed us to stay agile and respond to the evolving changes.

We are passionate about excellence in service, and we will continue to seek out novel solutions to address the needs of our customers and communities. In the recent months, we have developed several consumer advocacy groups in our service delivery areas, as well as our first Consumer Advisory Committee which is helping us to steer our next steps.

STAR's commitment to sustainability and safer services remains resolute with the development of a business plan for 2023/24 aptly themed around organisational sustainability. For the purpose of our plan, we define "sustainability" as the reduction of organisational risk that increases the likelihood that an organisation will survive and thrive in the future, coupled with the mitigation of any harm to the things and people around it. Safer Services are a high priority at STAR, consideration of Safer Services in aged and disability care refer to the provision of care and support that prioritises the well-being, safety, and dignity of older adults and individuals with disabilities. These safer services aim to create an environment that minimises risks, promotes independence, and enhances the overall quality of life for those receiving care.

None of our accomplishments would have been possible without the dedication and hard work of our talented team. We have faced similar challenges of workforce shortages as many other organisations nationwide but our team has consistently delivered their best.

I extend my sincere appreciation to each member of our team for their exceptional efforts and tireless commitment to our shared vision. Our people are our most valuable asset, and we will continue to invest in their growth and well-being.

To our clients, thank you for your trust and confidence in us. Your continued support gives us the confidence to remain steadfast in our commitment to deliver dependable, client focused services.

To our sponsors thank you for your partnership. We value the relationships we have built, and together we are making a real difference.

Thank you once again for being part of our journey, and I look forward to another successful year ahead.



Patsy Wilshire
Chief Executive Officer



Congratulations to Patsy Wilshire- STAR CEO - on her 10 year anniversary with STAR!

Her ongoing leadership, commitment, diligence and passion is valued by all involved in the organisation.

Patsy's journey with STAR started 10 years ago. Patsy has been a driving force behind shaping the future of STAR-turning good ideas into great initiatives. In the last decade under Patsy's leadership, STAR has expanded from a small transport provider in the Redlands to an award winning community service organisation with presence in Logan, Gold Coast, Ipswich, Darling Downs and Redland Coast. Along with STAR's management team, Patsy has helped STAR steer through the recent challenges posed by COVID.

Patsy's leadership has also been a vital ingredient in the culture of STAR - being an organisation that cares about people - and that is all of our people - clients, staff, volunteers and other stakeholders. STAR is recognised as a workplace of choice due to the friendly, welcoming and supportive environment that Patsy has built and leads by example.

Section 3

3.1 STAR PROGRAMS

Fun Wellness Program for Healthy Seniors

STAR clients stay on top of their health while enjoying a fun fitness session designed especially for those aged 65 or over. STAR Fitness Program helps maintain strength, mobility and stability. The program is run by a fully qualified fitness instructor and is available in Redlands and Ipswich with an average of 10 people per class.

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.



Morning teas

Each month STAR holds an interactive free morning tea for seniors.

A few of our guest speakers have been:

- Emily Gould, the Community Resource Officer from Uniting Care's Scams Awareness Project. Emily gave an important and informative presentation on scamming and online safety, with lots of examples, opportunities to discuss their own experiences, and ways to best handle scams. All participants enjoyed the light-hearted approach to a very serious and concerning issue for the senior community, and received some great information to take home.
- Mark Lowry from Alex Gow Funerals gave an insightful discussion on Grief and dementia. Mark's presentation covered the different stages of grief that people go through, the importance of giving themselves and others the permission to grieve and the issues surrounding dementia and the often double grief that occurs due to the grieving of losing a person they know long before they grieve the physical loss of the person. This interactive discussion inspired a lot of comments from the audience and sharing of personal experiences.
- Wesley from Fidelity Hearing Centre at Birkdale as the presenter at their morning tea. Wesley took a unique approach to discussing hearing loss and the need for hearing aids by exploring the effects of hearing loss on relationships, communication and daily life, rather than focusing solely on the more technical side of hearing aids. By bringing the content into a more personal, relatable area Wesley's presentation to those in attendance kept everyone interested and was very well received.



Lunch Club



2023 marks the 10 year anniversary of the Lunch Club. It was started by STAR's Warren Doyle. Warren was a driver when he witnesses seniors having lunch at home on their own. He thought, "We can do something to get people together for lunch", and he did.

For 10 years, Lunch Club has been a wonderful way for seniors to meet new friends and enjoy delicious food. The fabulous Redlands Sporting Club is one of the amazing hosts of our happy lunchers and definitely one of the favourites. STAR's Lunch Club members enjoy try different venues regularly.

Each person is picked-up from their door step in a STAR vehicle and escorted into the lunch venue. These trips are on Wednesday and Friday in the Redlands, and Tuesday and Thursday in Ipswich.

Social Charter



STAR Social Day Tours offer a marvellous opportunity for the elderly to explore interesting destinations on a fun, social charter with like-minded people.

Seniors enjoy the trips to fantastic destinations like Moreton Bay, Tweed Coast and more. It's a hassle free way to explore and travel to nearby destinations.

Recently, STAR's Social Charter Group enjoyed a tour of Fernberg Estate- the official residence of Queensland Governors since 1910. STAR's Peta and Steve escorted the group and also had the honour of meeting Her Excellency the Honourable Dr Jeannette Young the 27th Governor of Queensland. These lovely photos were shared by the official twitter account of Governor of Queensland.

Easy Shopper

The Easy Shopper is a unique combination of a shopper bus and a social outing for seniors. The Easy Shopper vehicle picks up the clients from their home, takes them to a local shopping centre to get their weekly shopping and banking etc. sorted. The shoppers also get to enjoy the company of new and old friends on the bus. Once the chores are finished, they sit down and catch up over a cuppa.

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

Our Easy Shopper passengers had a great surprise with Bruce Paige and 9 News joining their shopping trip. The ladies had the opportunity to talk with Bruce and tell him about the service and how it helps them.

Scan QR Code
to watch
Easy Shopper
on 9 News



3.2 SENIORS EXPOS

Logan, Ipswich & Redland - Know your Aged Care Expos

This free information morning assisted older Logan, Ipswich and Redland Coast residents (age 65 years and older or 50 years and older for Aboriginal and Torres Strait Islander people) in choosing and accessing their aged care service options with confidence. This has led to enhancing their social connections both on the day and in gaining access to social support through My Aged Care. By participating in this event older residents had the opportunity to meet new potential friends who were struggling with the same issues and encouraged them to discuss and get assistance.

The events provided an opportunity for elderly people to plan, enter and navigate their aged care journey, while clarifying any concerns and questions regarding the aged care services available to them.

Across Logan, Ipswich and Redlands:

- 262 people attended demonstrating the need and success of the event;
- 31 elderly people were connected with My Aged Care;

- 124 people had one-on-one discussions to cover questions and supported needed; and
- 59 elderly people asked for information on social support. Social support is the fight against social isolation.

After the full presentation on My Aged Care and all of the services that are available, STAR staff sat with individual elderly people to answer their questions. STAR staff asked questions of the individual needs so that they could tell them what support is available.

Thank you to Logan City Council's Community Events Funding Program and Ipswich City Council for their support through their grants programs. Thank you to Redland City Council for their support as part of the Redlands Coast Seniors Month Grant Program to assist the Redlands community.

STAR truly appreciates the amazing support of its local councils in helping us give better care in the community.



3.3 WEAAD

A World Elder Abuse Awareness day was held in Ipswich with 61 seniors in attendance. We also had six adult students who are studying a unit on Domestic and Family Violence and 7 different service providers from the Ipswich & West Moreton Seniors Services Interagency supporting the event.

The event featured special presenters which included: Jason Abraham ADA Law Lead Practitioner (Elder Abuse) Vern Campbell Uniting Care Elder Abuse Prevention Unit Vanessa Fowler Allison-Baden Clay Foundation, Toni Domestic Violence Action Centre.

The attendees were able to walk away with a greater understanding of what elder abuse is, the different forms and most common signs of elder abuse, the service providers available to provide information and where to seek help if/when required. It was a great day filled with sharing information, spreading awareness, making connections and meeting new people.

One participant reflected that she felt that she can now help her friends if she ever sees or hears anything and took information for her neighbours.

Thank you to Ipswich City Council for its support.

3.4 STAR TECH & SENIORS WEEK

585 STAR Tech Graduates

STAR Tech can boast 585 graduates since it started in 2019. Congratulations to all those seniors who have taken that step in to the world of technology.

It has been a busy year for STAR Tech trainers. At STAR any opportunity we can get to support our community- we jump at it!

Our STAR Tech trainers - Darryl and Tal recently supported a group of Neighbourhood Watch Members with digital skill development. The participants learnt how to make the most of their android tablets and got an opportunity to have their tech queries resolved. Thank you to Nadine Webster-Ipswich Dist. Crime Prevention Unit for the opportunity!

In November 2023, STAR Tech was

invited to Tech and Tea workshops on Macleay and Coochiemudlo Islands organised by Redland City Council.

Technology is an important part of our lives but for many, it is a barrier. STAR Tech will continue to work with members of the community and support seniors who feel disadvantaged when it comes to using digital technology.

STAR Tech offers a device as well as full training that covers all the basics such as using email, browsing the internet for useful information, connecting to your local library, watching videos, listening to podcasts, making video calls to family and friends and so much more. The program is available in Redlands, Ipswich and surrounding areas.



3.5 STAR FRIENDS

STAR Friends is a free service, funded by the Australian Government, providing quality social connections for older people. The service matches friendship volunteers to the elderly in their local area, based on their interests and hobbies with a focus on providing meaningful friendship.

Volunteers will make friendship visits to the older people in their own homes and enjoy a shared activity such as conversations over a cuppa, art and craft, music, walking, cooking a favorite meal, enjoying an outing in the community, or gardening – just to name a few!

Our STAR Friends service is available in the following regions:

- Toowoomba and Darling Downs
- Ipswich & West Moreton
- Brisbane South / Redlands
- Logan

STAR Friends started on 1 July 2023, we will have a full report next year.



3.5 CLIENTS STORIES

Dietmar

Eighty-Six years old, Dietmar was born in Czechoslovakia. He moved to Australia in the 1950s. He's been a Redlands resident for many years with a loving family of three sons who also live locally and two daughters in Adelaide.

Dietmar, sadly lost his beloved wife over a year ago. He suffers from hearing impairment, which has severely limited his ability to communicate with his loved ones, especially the ones living interstate.

Charlene Hankey is the STAR Care Coordinator, supporting the management of Dietmar's Home Care Package Level 2, helping him to live independently in his own home for longer. Due to his hearing impairment, Charlene and Dietmar have not been able to speak on the phone directly; hence, she regularly conveys messages to him through his sons.

Recently, Dietmar's family and Charlene got together to find a solution to keep him connected and in touch with the family. They found a device that would caption



video calls that would help link him back in regular and easy contact with his loved ones. Charlene supported the sourcing of the device through Dietmar's Home Care Package.

After years of communicating to his daughters through his sons – Dietmar was able to make his first call to his daughter in years! STAR's Care team is so pleased with this wonderful outcome.

Natasha

We are so excited to share the story of STAR's NDIS client- Natasha.

Natasha loves being active and sporty. In fact, she is currently in training for the Special Olympics for table tennis! Natasha lives in an independent unit at the back of her mother's property. She truly values her independence and is able to achieve it with her support workers.

Natasha joined STAR after having some difficulties with her previous service provider. "They kept cancelling and letting us down."

The cancellations and rescheduling not only affected Natasha but also her mother, who had to readjust her schedule and responsibilities.

"I was frustrated because the whole point of the NDIS is for me to be more independent. I didn't like relying on my mother."

Natasha met with STAR and decided to try our services. "I was very happy that I got to meet my support workers beforehand. They were matched to my personality and the support I needed."

Accompanied with her support workers, Natasha is

training for table tennis twice a week. "I even get my favourite take away after training." Always a go-getter, Natasha is cooking up a storm in her kitchen once a week, planning healthy meals ahead and freezing some of them for the week.

She is also working with her coordinator to plan a regular monthly dinner with her parents where she cooks a meal for them. "I want to contribute to my family."

Natasha's mum feels comfortable enough with the support services Natasha is receiving from STAR, that she has finally taken some time off for herself to enjoy caravanning. "I am now able to enjoy my retirement life instead of always waiting for a call and rushing back to support Natasha."

Natasha's support team at STAR is so proud of all her achievements and pleased to be able to support her goals and independence.

Go Natasha!



Section 4

4.1 THANK YOU TO SPONSORS & SUPPORTERS

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.



2022/23 Annual Sponsors:
Alex Gow Funerals,
McCarthy Durie Lawyers,
Oldmac Toyota Cleveland



New Annual Sponsor for 2023/24
GWH Dental



New Major Annual Sponsor for 2023/24
McGrath Bayside Cleveland



4.2 CHRISTMAS APPEAL - SECRET SANTA

*With help from many many Secret Santas,
we delivered over 2,500 gifts and
over 6,200 food/personal items.*



In 2022, 761 hampers and additional wrapped gifts were delivered to seniors who were on their own last Christmas. We have also been able to support other community groups with gifts, toiletries and food items.

We had amazing people who gave donations, picked up gifts, wrapped gifts and created wonderful hampers.

All of the volunteer deliverers told of how much the hampers meant to the senior receiving them. Tears of joy, surprise, and heartfelt happiness that someone had thought of them.

STAR received many, many, many emotional calls and messages from recipients. Including Lynette who upon receiving her hamper said, "Now it feels like Christmas".

Secret Santa couldn't happen without community support.



Thank you to Bruce Paige for once again becoming the face of Secret Santa. It was great working with the Vietnam Veterans Federation Qld and the Lions Club of Carrara.



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

It was wonderful that students worked hard to gather gifts to support seniors in their community. Congratulations to Bayview, Burrowes, Logan Village and Ipswich West State Schools, Raceview O.S.H.C, Bremer State High School, Ipswich Girls' Grammar School and AB Patterson College.

Working with the Vietnam Veterans Federation Qld, Lions Club of Carrara, Rotary Clubs of Beenleigh and Cleveland, Meals on Wheels in Ipswich, Logan, Beenleigh, Victoria Point, Cleveland and Capalaba, Macleay Island and Russell Island community groups all helped in getting gifts and hampers to seniors who were alone at Christmas.

Thank you to Angle Auto Finance, Macquarie Bank, King & Company Property Group, Domino's staff for supporting Secret Santa with gifts, wrapping and donations.

Thank you to Grill'd at Victoria Point for supporting STAR's 'Become a Secret Santa' Christmas appeal - under the umbrella of their 'Local Matters' program and helping with wrapping gifts. Great community Spirit.



We thank
**Logan City Council,
 Ipswich City Council
 Libraries and Redland City
 Council Libraries for their
 outstanding support.**



Outstanding Community Business support

Gold Coast

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

Logan

- Jim Chalmers MP
- LensPro, Loganholme
- Logan Physio, Crestmead
- Prelude Dance Centre
- St Coco Cafe, Daisy Hill
- The Quirky Quilting Co.

Ipswich

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

Redlands

- City Cave, Cleveland
- Don Brown MP
- Grill'd Victoria Point, Victoria Point
- IGA Mount Cotton, Mt Cotton
- IGA on Bloomfield, Cleveland
- Kim Richards MP
- Mark Robinson MP
- McCarthy Durie Lawyers, Cleveland
- McGrath Estate Agents, Cleveland
- Pat Barrett Real Estate
- Redland City Council Library, Capalaba
- Redland City Council Library, Cleveland
- Redland City Council Library, Vic Point
- Shear Art Hair Salon, Redland Bay
- Shoreline Sales & Information Centre



4.3 CONNECTION FUND

\$18,226 was donated in 2022/23 financial year allowing support for 163 vulnerable people.



STAR volunteer, Sue Goddard said, "I have been volunteering at STAR for three years, which has given me the opportunity to meet amazing seniors in my local community. They have so many great stories of their youth, work, home and adventures. Sadly, they also speak of their heart-breaking daily struggles, most commonly of living alone and making ends meet as the cost of living rises.

Life can change so quickly as we get older. Things like getting to a doctor, hospital appointments or shopping for food - that was once easy - can become so difficult. As a volunteer, I see and hear first-hand the difference a helping hand can make."

With increased financial and health pressures, there is greater and immediate need to support seniors and people with disabilities in our community. Generous donations have allowed STAR to give support to vulnerable people while maintaining their dignity.

Donations to the STAR Connection Fund have made a real impact in the lives of vulnerable seniors!

One particular senior who has been helped, is 82 year old Mary* who needed to attend hospital every day, for four weeks, for cancer treatment. It is scary enough to deal with serious health issues, but doing so on your own can be lonely and distressing. Mary, tentatively told STAR that she did not know how she was going to afford getting to the hospital. It was an enormous relief to her that we were able to take her to and from her appointments each day at no cost. This was thanks to the Connection Fund and generous donors who made this possible.

*Tracy had literally no money. Lunch club was the only time she left the house, but she couldn't afford to keep going. She started going less and less until she stopped altogether. When she discussed why, STAR was able to give her free transport so that she could still attend and talk to her friends.

*Helen was not going to her therapy appointments because she could not afford the transport and the treatment. STAR was able to give her free transport.

*Adam who was able to be helped, was an elderly man who came to us with a need to get to the PA hospital regularly for dialysis. He was upset as he could not afford to catch taxis or buses for his treatment. He sadly shared that he had no one to turn to. Because of donations to the Connection Fund, STAR was able to drive him to the hospital and home again from his treatments at no cost to him.

With increased financial and health pressures, there is greater and immediate need to support seniors and people with disabilities in our community. Generous donations have allowed STAR to give support to vulnerable people while maintaining their dignity."

Along with the amazing donations from individuals,

new to this year are corporate donations from organisations like the Redlands Sporting Club at Wellington Point. These types of donations give STAR an even greater reach in its ability to support.

We cannot thank donors enough.



*Names changed for privacy.

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



Section 5

5.1 VOLUNTEERING REDLANDS

Volunteering Redlands (VR) is the volunteering hub of all volunteering activities in in the Redlands area of Brisbane. Since its launch in 2013, VR has acted as a bridge that connects community minded individuals to the organisations and groups that need volunteers. VR is committed to inspire and encourage volunteerism leading to community participation and social cohesion in the in the local community.

The Redlands has a rich and strong history of volunteering however small groups and organisations often lack the resources and expertise to recruit, manage and retain volunteers. Similarly, many community minded individuals are either not aware of available volunteering roles or unsure of how and where to take the first step into their volunteering journey. VR assists in reducing these gaps by:

- Supporting volunteering groups and organisations to attract, recruit and retain volunteers through:
 - * One on one consultation with organisation to understand their goals and objectives and identify volunteering opportunities
 - * Supporting the development of position descriptions for volunteering roles
 - * promoting the role in local print and digital media
 - * phone screening and reference checking volunteers
 - * passing on candidates to the organisation for them to complete their own vetting process
 - * Providing ongoing support to the organisation/group via resources and process management.
- Supporting individual volunteers to start

or advance their volunteering journey by:

- * Phone and/or face to face consultations to help them identify skills and experience they can contribute as a volunteer
- * Help in matching their skills to suitable roles
- * Supporting them in preparation of documents they may need prior to volunteering e.g. Blue Card, police checks etc

In 2022/2023 financial year, VR's support resulted in matching 212 volunteers to their ideal volunteer roles, while navigating the challenges that COVID-19 placed on volunteering in the region.

Furthermore, VR hosted three volunteer recruitment expos (Redlands, Ipswich and Warwick), a Community Celebration that honoured volunteers. We also hosted recruitment stalls at shopping centres in Logan and Ipswich to promote volunteering in these areas.

Tracey Foley
Volunteer Coordinator



2023 Long Service Volunteers



Kath Jalil & Deb Cunnington
10 years



Gwen Hulbert 10 years



Carol Delaney 15 years



Ross Coghill 10 years

In 2023, there were eight awards given for over 10 years of volunteering.

Thank you to:

- Carol Delaney
- Ross Coghill
- Gwen Hulbert
- Deb Cunnington
- Kath Jalil
- Brian Dowd
- Jillian Morgan
- John Wright

A poem by
Wendy Gavin
STAR Volunteer

*I sat at a bus stop just the other day
Next to a lady who seemed to have something to say
She explained she passes time here on this seat
Hoping for some new acquaintances to meet.
She added she was at a loose end
Needing a purpose, wanting a friend
May I offer a solution to your woe
As luck has it, I am in the know.
Volunteer positions are available, more than a few
STAR Community Services would benefit through you
Pleasant conditions, a true worth you'll discover
When you are helping one and another.*

5.2 VOLUNTEER STORIES

Value of over \$4.9 Million in donated volunteer support.

**Thank you to all volunteers for your time, your consideration, and your generosity.
We admire your spirit of giving. We are inspired by your love for your community.
You are the backbone of STAR!**

Di Thompson STAR Owner Driver

When Di Thompson left a full time job she did not particularly enjoy, she knew that she wanted to do something meaningful with her time in retirement. "I have always volunteered in some capacity with whatever spare time I have available as I believe that we need to give something back to the community we live in. For me volunteering is an exchange of energy. As a volunteer, I get as much out of volunteering as I give."

"I moved from South Australia 40 years ago and have always lived in the Redlands because I love it here."

"I volunteer every day, sometimes even on weekends- if I am needed. But my days and hours are flexible. When required, I can work around my personal schedule."

My passion is helping others to be the best version of themselves and I run a group that focuses on health and self-love using modalities such as Tapping."

"I think volunteering is a win-win situation. We can all do our bit, in our own time and at our own pace."



Kevin Kelly Companionship Program

STAR is fortunate to be in the company of over 180 community volunteers who are willing to give up their personal time and skills to lend a hand. Many of them tell us often, how rewarding they find volunteering to be.

Kevin Kelly is one of our amazing volunteers who supports our technology training program as well as the companionship program for the elderly. He shared this heart warming story with us. Thank you Kevin.

"Today I met a very inspirational woman who I supported while she was out shopping. I was surprised to find she is in her mid-90s. We had some great conversations and shared a few good laughs. Returning from shopping, as we pulled into her driveway I noticed a large area with pineapples growing on the side of the house, and pumpkins and avocado trees also behind the house. She told me she harvests and plants everything growing around her on her own. I thought to myself what an amazing lady she is and it was a pleasure to meet her. It was a very positive experience for me in many ways reminding me that age is just a number."

5.3 NATIONAL VOLUNTEER WEEK

During National Volunteer Week we gave a huge thanks to STAR's wonderful volunteers, the Change Makers!



Top row: Nectaria Lekatis, Christine McLellan, Sue Goddard, Andi Asquith,
Bottom row: Catherine Gordon, Jean Gilbert, Kath Jalil, Geraldine Brownrigg, Tracy Darroch,
Lou Stepanow, Cheryl Banner, Carolyn Byrn, Sheila Bradshaw, Tracy Darroch, Jean Gilbert,
Lesley Bowden



Rob Spencer - winning the prestigious Queensland Lifetime Contribution to Volunteering Award.



STAR staff and Board are so proud of Rob Spencer and grateful for his inspiring work not just for STAR clients, but for so many in our community who are disadvantaged.

Rob received the Lifetime Contribution to Volunteering Award from The Governor of Queensland, Her Excellency Dr Jeannette Young at Brisbane City Hall during National Volunteering Week.

After retiring 22 years ago, Rob started volunteering at RDCOTA and supported numerous networking groups. He has volunteered for STAR Community Services for 20 years supporting the growth of STAR to the trusted and respected organisation it is today.

Rob said, "You do what you do because you want to do it, not have to do it." This is evident in his dedication in leading and supporting so many organisations to improve the lives of seniors, vulnerable and people with disabilities by volunteering his expertise. We are all grateful for his outstanding support. Rob is a true local hero!

5.4 STAR's COMMUNITY CELEBRATION

Demonstrates the true community spirit of Redland Coast.



Raby Bay Harbour Park Cleveland Saturday, 13 May 2023

Volunteering Week was a wonderful opportunity for the community to acknowledge and appreciate Redland volunteers.

STAR CEO, Patsy Wilshire, said, "The Redlands has a rich history of volunteering. We are here for each other - whether it is to help out at the school tuck shop, or to support recovery after a natural disaster; to sell raffle tickets for your sporting club or to help rescue wildlife.

Volunteers are the life blood of our community and today is all about acknowledging and appreciating our volunteering heroeses.

It is my great pleasure to say thank you to all the unsung heroes of our community – the wonderful volunteers!

Thank you - our community is a richer place because of you! "

Amazing Entertainment

Bay FM Live
Redlands Sporting Club Pipe Band
Welcome to Country
Quandamooka Musician Adam James
Folk Redlands Band
Birkdale Community Men's Shed Band
Shake Creativity & Movement
Johnny the Jester Magic Comedy Show
Redlands City Choir
Redland Modern Country Music Club- Tyla Rodrigues
Karen Lee Roberts
Interpreted by Mikey Webb
Mr Fireworks Spectacular Laser Show sponsored by Alex Gow Funerals



Community Groups

Abundance College
 Circle of Men Incorporated
 Community Connection
 Life Stream Australia
 Make a Wish
 Mission to Seafarers
 Modern Country Music Group
 Night Ninjas
 Oakland Community Garden
 RedFest Redlands Coast Festival
 Redland Bay Senior Citizens Club Inc
 Redland City Council
 Redland Yurara Art Society
 Redlands 24hr Wildlife Rescue Service
 Redland Modern Country Music Club
 Rotary Club of Cleveland,
 Rotary Club of Capalaba,
 Rotary Club of Wellington Point
 Royal Life Saving Society Queensland
 Rural Lifestyle Options Australia
 Sailability Bayside
 SES
 Soroptimist International Bayside
 STAR Community Services
 The Cage Foundation
 The Freedom Hub
 The Sycamore School
 U3A Redlands District Inc
 Volunteering Redlands
 Zonta Club

Volunteers of the Year



Congratulations to
 Kym Courtenay of Night Ninjas, Carolyn Delaney of STAR Community Services, Karen Franklin of Make-A-Wish Australia, Terry Moran Circle of Men, Suzie Tafolo Redlands Coast Chamber of Commerce



Auslan Stage Left is a fantastic organisation enabling access for the Deaf Community to theatre and the arts. Quality theatre-trained Auslan interpreters like Mikey Webb are helping bring joy and taking a huge step towards making our communities truly inclusive. Seen here interpreting for Cr Julie Talty.

CELEBRATION OF VOLUNTEERS SHORT FILM COMPETITION Sponsored by McGrath Bayside



Oaklands Street Community Garden winning team

Congratulations to the winner of the Community Celebration Short Film competition, Oaklands Street Community Garden.

Their film, titled 'Cultivating Connections: How Community Gardens Unite Us' showcases the positive changes that volunteering can make in the community. You can see how they came together to create this original, impactful short film. Their mission is to inspire, share and teach organic and sustainable gardening practices to all who wish to join us at the garden. The garden is a place to make new friends and enjoy social interaction.

Thank you to all Sponsors - we could not hold this day without you.

Proudly supported by



Scan this QR code to watch their winning video.



6. STAR DRIVERS

I am pleased to present my first report as STAR Community Transport Manager. It has been an eventful and successful year, and I would like to share some key highlights and achievements.

Flexible and agile team:

With a team of over 100 Paid and volunteer staff, and a fleet of vehicles covering the Redlands, Ipswich, Darling Downs, Logan and Gold Coast areas, STAR is a steadily growing transport service provider for the elderly and people with disability. Our scheduling team schedules up to 500 trips a day, and are often faced with the ongoing challenges of illness, leave and lately a shortage of drivers in line with the rest of the industry. I would like to express my sincere appreciation to STAR's entire transport team that comes together, work, and support each other with a singular focus on delivering the best service to our clients.

This past 12 months STAR's transport team has shown remarkable adaptability to the changing needs of the community. We are quick to modify our operations to ensure the safe and efficient transportation of our clients who rely on our services.

Safety and Compliance:

Ensuring the safety of our clients, drivers, and the public remains our top priority. We continue to maintain extremely high standards in driver training and induction. I am pleased to say that we exceed the minimum training and regulatory compliance and regulations, earning us the reputation of a reliable transport service provider in the communities we operate.

Fleet size, and expansion:

Our fleet currently stands at 68 cars this includes owner drivers, plus eleven commuter buses and three buses. The recent addition of the 32 seater capacity is allowing us to continue our group social activities such as shopper bus and social charters.



Odette Luke, Logistics Manager

Our commitment to providing safe, reliable, and affordable transportation services remains at the forefront of our operations. We are humbled to receive the overwhelmingly positive feedback we receive from our clients for all our drivers.

Looking ahead to the next year, I see STAR adapting to meet the changing needs of the community, and ensure that transportation services remain accessible, safe and reliable for those who need it most. As a team, we remain committed to further improving our services, embracing feedback, and innovation.



7. SUPPORT COORDINATION



Our Support Coordination team have a variety of skills, experiences and knowledge to help clients on their National Disability Insurance Scheme (NDIS) journey. Whether this is their first plan or fourth plan, we work with the participant, families and stakeholders to help understand them, their support needs and their NDIS plan.

Our role as a Support Coordinators is to help link participants with providers that suit their needs. We ensure their services fits with in their NDIS plan, we discuss costs for supports and we work within a participant's budget.

Each participant is unique, so we tailor providers to:

- suit the individual's lifestyle;
- provide support requirements through daily living skills; and
- accessing the community.

Allied health professionals are chosen to assist build a participant's health and wellbeing with:

- exercise;
- communication;
- mobility through to assistive technology; and
- home modifications.

We regularly review each participant's plan and if necessary update their services to ensure continued best fit.

We can't always plan for unexpected events though we can help participants apply to the NDIS to accommodate the changes in their life and support their needs. We want to empower people to have choice in who supports them and help them live the life they want.

Section 8

8. STAR CARE

2023 was a year of empowerment, as STAR Community Services continued its commitment to enriching lives and fostering independence within the community. From providing essential services to the elderly to offering innovative and interesting programs that promote personal growth, STAR Community Services remained dedicated to its mission of creating a more inclusive and resilient society.

This year we saw introduction of the Care Finder Service which has been designed around a model of “Assertive Outreach” to actively get out into communities to build relationships and local knowledge of services available to people who may have very few supports in their lives. Our Care Finders work alongside people from marginalised backgrounds and who may be prematurely aged due to the lack of access to appropriate services including My Aged Care, and experiencing housing stress. It is a program that is making very real differences in the lives of people and I couldn’t be more proud of the work the team has been doing.

We have also been very involved in training and work with people from the Forgotten Australians, Care Leavers and Stolen Generations. Understanding the trauma people have experienced and working to give them as much power and control over their aged care journey has been a humbling experience and one which has brought us many lessons about the amazing resilience of the human spirit.

Alongside these, our Service Delivery Teams have continued to deliver services with dignity, care and respect at the core of what they do. I see and hear on a daily basis the small and huge impacts our teams make in people’s lives and am immensely proud of the focus, dedication and compassion of staff and volunteers at all levels of the organisation.

Navigating Challenges with Resilience

The global pandemic, which had already left a mark on the previous years, continued to test our adaptability and resilience. Working in a world with 30% less people volunteering has been an ongoing challenge for us, particularly in the transport space. We have been incredibly fortunate to have an army of caring and devoted drivers who have accepted additional shifts and gone above and beyond to ensure clients still receive the service and support they need.

This year have seen higher levels of volunteer and staff turnover due to the increasing level of demand and competition that Aged Care and NDIS policy and reforms have created. These are two of the fastest growing industries in the country at this time, and the sector is a job seeker’s paradise. STAR has remained an employer of choice for many due to the culture and integrity of the organisation. We are proud to be a team that cares for, and about, each other as well as our clients and who doesn’t want to come to work knowing about the awesome changes we make in people’s lives every day?

STAR has also been able to pivot to remote service delivery models where possible, implementing innovative and flexible communication systems and ensuring that the vulnerable members of the community remained connected and cared for.

For me, STAR shines with resilience, innovation, and a deep sense of purpose. It has been a year of navigating challenges, embracing diversity, and forging connections. As our organisation stands at the intersection of its past achievements and future aspirations, it remains an exemplar of compassion, empowerment, and positive change. One that I am very proud to be part of.



Melissa Bannerman
Chief Operations Officer

*Empowering
Lives, One Step
at a Time*

8.1 NEW STAR OFFICES

STAR aims to support growing customer base in easy to access locations.



Macleay Island

STAR opened a new office on Macleay Island to better service the Moreton Bay Southern Islands. It is located at shop 4, Southsea Terrace and open Monday to Friday from 8:45am-4:15pm.

This has been a welcome support for the Southern Bay Islands.



Darling Downs

STAR has opened a new office in Warwick supporting our Darling Downs clients. Located at SDIEA Central, Warwick.

STAR's District Coordinator, Natalie Perrett commenced employment with 17 years' experience working in the community services in the Southern Downs area, in both business and not for profit organisations. Natalie is driven to ensure the most vulnerable in our community have access to quality client focused support services and covers aged care and NDIS services. She has an exceptional understanding of rural and regional needs.

8.2 CARE FINDER

STAR employs Care Finder specialists to provide intensive assistance that helps people to understand and access aged care and connect with other relevant supports in the community.



Intensive assistance may be required because of:

- being isolation or no support person;
- communication barriers;
- difficulty processing information to make decisions;
- resistance to engage with aged care for any reason;
- their safety is at immediate risk or they may end up in a crisis situation; or
- past experiences mean they are hesitant to engage with aged care, institutions or government.

One recent client, *Henry, had no support, he was estranged from his family and was distrustful of people. He was fearful of residential care, had low literacy and memory lapses. STAR staff were able to talk to him about what he needed. They spoke with local police and social worker for support. STAR arranged for assistance to have his mail read to him and for a local GP to give monthly health visits. We were able to give him support with transport to appointments and scripts held at the pharmacy.

STAR Care Finder staff are growing a strong network of service providers to support their specialist work in the community. (*Name changed for privacy.)



8.3 HOME CARE PACKAGES

Home Care Packages are a government funded program and are going through some vast changes in the next two years with the implementing of the new Aged Care Standards and the reform. As an organisation that provides subsidised aged care services we are required to perform by the new aged care standards.

The focus for Home Care Packages for 2023-2024 is ensuring all staff understand the importance of the Aged Care Standards and how applying these standards into our framework will ensure as providers we are complying.

Home Care Packages support our aging community in maintaining their independence and to remain living safely at home. Here at STAR we delivery many different supports to ensure our clients are able to have social connectivity which helps reduce the social isolation. Also, within STAR we delivery many other different types of services.

As we age many of us lose our valued social roles. We get categorised into negative roles such as dependent, sick, slow, burdensome etc. The negative perceptions related to ageing lead to decline in social connections and deterioration in mental and physical health.

Social Role Valorisation or SRV is a service principle that proposes the creation and support of valued social roles for older people. STAR's HCP design and delivery is based on the SRV model. STAR Home Care Packages are focused on enabling older people to maintain and strengthen valued social roles that help create a sense of identity and status. Our programs and services aim to provide opportunities for our clients to explore and engage in meaningful activities and help maintain their skills and knowledge.

The STAR Care team have enjoyed seeing our client achieve goals and reconnect with old hobbies and enjoying life.

"I have not been able to talk with my daughters who live in Adelaide due to my hearing impairment. My coordinator helped me to research technology and I now have a video phone and I called my daughter for the first time in years. My sons have been my communication method and now I am independent again and can call and community for myself."

"About a year ago, I got an electric scooter through my package which has helped me immensely to get out and about. Without my scooter I'd be stuck in my house. I'd be bored and sorry. With my Home Care Package, I have been able to get access to

options, to live on my own, to get out, socialise and make the most of the day."

ASSISTANCE IN CARE AND HOUSING

This program has grown from strength to strength. And we have a very passionate coordinator who is doing an amazing job support client who are vulnerable and at risk of becoming homelessness.

The ACH Coordinator works closely with clients to help them tackle serious issues that contribute to their risks of homelessness specifically around hoarding and squalor. We then assist the client to get services in place to help them maintain their homes in a way that supports both their tenancy and their own health and wellbeing goals.

In delivering this program to STAR clients we are working to prevent homelessness or who are homeless to remain in the community. Through gaining access to remain in the community with appropriate, sustainable and affordable housing and community care.

Client Quotes

*"I do not fear old age with STAR",
STAR Client response*

Hilary let us know that our telephone staff and drivers are absolutely wonderful. She is very grateful for the assistance we provide.

Colleen reported that STAR worker, Liz is kind and thoughtful with her Grandparent.

Yvonne called just to say "thank you to all the staff and carers." She finds everyone so helpful. She wanted to pass this message on to all.

Colleen called to say she had a lovely time with her carer today and really enjoyed the outing.



8.4 NDIS

The STAR National Disability Insurance Scheme (NDIS) team has implemented programs in all areas. Increased staff training for Direct Support Workers and rolled out Social Role Valorisation (SRV) training to all staff including office staff.

What is Social Role Valorisation (SRV)?

Social Role Valorisation is a dynamic set of beliefs and practice standards that analyse and shape the social roles of a person or group, with the goal of enhancing their image and competencies.

SRV helps us understand and implement the best ways to shift the devalued status of an individual, by supporting them to participate and contribute in the community, and live a meaningful life.

STAR has continued to engage quality staff, implement training and structure support to enable best practice when giving services to our valued clients.

Why are Social Roles important?

Valued Social Roles address the essential need to feel a sense of belonging, acceptance and contribution to our society. Positive roles give people confidence, which can create a healthy defence against others labelling them as socially devalued.

At STAR, we support our clients to gain a valued social role and have a sense of belonging. We are committed to help change negative perceptions about a person associated with their age or ability, by using effective tools such as,

- paying attention to the image of the person and those that support the person
- supporting the person to develop their skills and competencies.



CELEBRATING 53RD BIRTHDAY

Steve* is a 53 year old STAR NDIS client, who lives in a service accommodation with other tenants. Steve is a happy-go-lucky friendly person who adores celebrations of all kinds especially holiday events such as Easter and Christmas.

He was diagnosed with Lowes Syndrome which effects primarily the eyes, brain and kidneys. This syndrome occurs almost exclusively in males. People who have been diagnosed with this syndrome can have mild to severe mental impairment and behaviour characterised as autistic spectrum disorder.

Sadly, the life span of people with Lowes Syndrome rarely exceeds 40 years of age. Steve recently celebrated his 53rd birthday! He and his friends enjoyed a dinosaur themed party with all the trimmings of balloons decorations and a dinosaur cake at the local club. Everyone had such a brilliant day celebrating Steve's special day. He is still reminiscing about the party now months later with his STAR support workers.

(* name changed to protect privacy)

KELVIN'S CUSTOMISED PROGRAM



Forty-two year old Kelvin has been a client of STAR for many years. For last few months, Kelvin and his STAR NDIS support workers have been working very closely together to plan and implement a customised program for him based on the guidelines of Social Role Valorisation (SRV).

SRV is all about making positive change in the lives of people, based on their likes and preferences, by enhancing their skills and social value.

With support from his STAR workers, Kelvin is thriving in his routine plan. He has always enjoyed participating in a whole range of different activities including being outdoors, creating art, walking and gardening. With his STAR support team behind him, he is now trying new activities that are helping him overcome his anxieties and develop good coping mechanisms.

Kelvin previously preferred quieter activities and did not like being in crowds and loud noises. He recently attended a Christmas BBQ party where he mingled with everyone. He even let us know when the music was too loud for him!

We are delighted and so proud of him growing so much more confident and expressing what he wants! We are looking forward to seeing him achieve his next goal as he heads to the driving range to whack a bucket of golf balls!

Section 9

9.0 CONTACT CENTRES

As our services continue to change and evolve from impacts on a number of fronts, our team of Volunteers within both the Transport Bookings and Contact Centre Teams have worked tirelessly to continue to provide that essential initial contact.

Every weekday, the team at STAR answer all the Transport Bookings and general enquiry calls, they provide great customer service and continue to help support our many customers on their search for assistance. As a key part of the STAR workforce, our Volunteers are essential and we could not do it without them. Their contribution to assist our many elderly and vulnerable clients with a cheery voice and smile on their face is priceless and so greatly appreciated.

VOLUNTEER QUOTES

Lesley

"Volunteering keeps my mind active and I love helping clients."

Joclynn

"Volunteering gets me out of the house and I have a great laugh with other volunteers and staff."

Jan

"I volunteer in a great environment, I love a good chat and helping clients."



Tracy Darroch
ICT Manager

**In 12 months
(1/7/22 to 30/6/23)
The STAR's Call Centres and
staff responded to
260,389
Incoming and Outgoing Calls**



10. STAR STAFF



Nectaria Lekatis
Business Services Manager

We would like to take this opportunity to recognise the amazing work that every one of the STAR team accomplishes and to honour their commitment and dedication to STAR clients and to the work that STAR does in the broader community including working with seniors, people with disabilities and other marginalised communities.

For many STAR clients, our staff are a source of comfort, companionship, and assistance in their daily life. The kindness, empathy, and patience enhances the independence and overall quality of life of those they care for. The presence and care from STAR staff makes a world of difference to all clients whether you provide direct supports, a phone service or all of the important enabling functions that go on unseen in the background, they are all so very much appreciated.

Together, as a team, STAR staff are making a positive difference in the lives of our clients.





In the Community

STAR staff were invited to take part in the McGrath Bayside Cleveland amazing Halloween party. This enabled STAR to connect with diverse members of the community to discuss our services.

RDCOTA Seniors Walk

Rain, hail or shine - these walkers are out in force at the RDCOTA seniors walk. STAR has proudly sponsored the Seniors Walk for many years. The Seniors Walk is annual event organised as a part of Seniors Week activities.



STAR Staff Workshop

In the last two years, the Aged Care Industry has seen tremendous change, in particularly the reforms that have come directly from the Royal Commission's 148 recommendations' final report. In September, the STAR team got together and learnt about these reforms at the STAR Aged Care Reforms – Strategic Planning Workshop. Guest speakers from ADA Australia also gave us highly relevant information on supporting and improving the wellbeing of our clients.

Thank you to Redland City Council for providing funding for the STAR Aged Care Reforms – Strategic Planning Workshop as part of the Community Grants Program to assist the Redlands Coast community.



Proudly supported by



NAIDOC Celebrations

STAR staff were honoured to take part in NAIDOC celebrations in Ipswich and Redlands. These amazing community events gave an opportunity to share First Nations cultures and histories, and demonstrated respect in the theme 'For our Elders'. In the Redlands, it was wonderful to meet people like Uncle Norman Enoch and hear of the rich history of the area. Speakers were moving and thought provoking as they told stories of how Elders "paved the way", shared their wisdom, taught them art and so much more; that "Elders are our foundation". Torres Strait Islander Musician and Singer, Getano, delighted both adults and children with his entertaining songs, following on from Aboriginal Songman, Didge Payer and Dancers. Thank you to COOEE Indigenous Family and Community Education Centre for the work you carry out in the community.

The crowds in Ipswich were a wonderful demonstration of community support. STAR staff handed out origami Koalas as a totems of many First Nations, they carry deep cultural significant. Stories of Koalas are deeply woven into many different Aboriginal song lines and dreaming stories! We value the opportunity to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.



11. 2022/2023 Financial Report

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

Star Community Services Ltd (2023)

ABN 26 729 619 090

Statement of Profit or Loss and Other Comprehensive Income
For the Year Ended 30 June 2023

		2023	2022
	Note	\$	\$
Revenue from contracts with customers	3	13,646,302	11,479,032
Other income	3	145,085	138,078
Donated volunteer labour income	3	4,979,292	5,142,779
Total revenue		18,770,679	16,759,889
Employee benefits expense	4	(7,502,715)	(6,374,035)
Donated volunteer labour expense	3	(4,979,292)	(5,142,779)
Depreciation and amortisation expense	4	(509,383)	(518,408)
Interest expense		(56,956)	(48,013)
Bad and doubtful debt expense		(208)	(2,744)
Motor vehicle expenses		(479,562)	(416,962)
Utilities expense		(35,649)	(25,466)
Rental expense	4	(146,093)	(55,944)
Audit, legal and consultancy fees		(293,727)	(267,497)
Marketing expenses		(54,731)	(59,479)
Administration expenses		(388,140)	(364,529)
Transport expenses		(277,439)	(249,733)
Maintenance expenses		(1,038,938)	(841,638)
STAR Tech expenses		-	(27,282)
Care expenses		(1,364,274)	(885,098)
Volunteer expenses		(1,019,232)	(962,877)
Other employee expenses		(230,023)	(259,203)
Fundraising expense		(27,778)	(41,577)
Sundry expenses		(94,574)	(69,684)
Surplus before income tax		271,965	146,941
Income tax expense		-	-
Surplus for the year		271,965	146,941
Other comprehensive income		-	-
Total comprehensive income for the year		271,965	146,941

Star Community Services Ltd (2023)

ABN 26 729 619 090

Statement of Financial Position
As At 30 June 2023

	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	3,331,624	3,828,303
Trade and other receivables	6	1,300,892	739,509
Other assets	7	94,887	78,042
TOTAL CURRENT ASSETS		<u>4,727,403</u>	<u>4,645,854</u>
NON-CURRENT ASSETS			
Property, plant and equipment	8	263,909	240,503
Intangible assets	9	1,601	2,522
Right-of-use assets	10	706,315	720,948
TOTAL NON-CURRENT ASSETS		<u>971,825</u>	<u>963,973</u>
TOTAL ASSETS		<u>5,699,228</u>	<u>5,609,827</u>
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	611,977	776,190
Lease liabilities	12	321,052	349,671
Short-term provisions	13	482,866	499,316
Contract liabilities		45,089	297,680
TOTAL CURRENT LIABILITIES		<u>1,460,984</u>	<u>1,922,857</u>
NON-CURRENT LIABILITIES			
Lease liabilities	12	611,452	497,714
Long-term provisions	13	124,754	51,036
Other liabilities		-	303,104
TOTAL NON-CURRENT LIABILITIES		<u>736,206</u>	<u>851,854</u>
TOTAL LIABILITIES		<u>2,197,190</u>	<u>2,774,711</u>
NET ASSETS		<u>3,502,038</u>	<u>2,835,116</u>
EQUITY			
Reserves		49,262	41,334
Retained earnings		3,452,776	3,188,739
TOTAL EQUITY		<u>3,502,038</u>	<u>3,230,073</u>

Star Community Services Ltd (2023)

ABN 26 729 619 090

Statement of Changes in Equity

For the Year Ended 30 June 2023

2023

Balance at 1 July 2022

Surplus for the year

Transfer to reserves

Balance at 30 June 2023

Retained Surpluses	Restricted Reserve	Total
\$	\$	\$
3,188,739	41,334	3,230,073
271,965	-	271,965
(7,928)	7,928	-
3,452,776	49,262	3,502,038

2022

Balance at 1 July 2021

Surplus for the year

Transfer to reserves

Balance at 30 June 2022

Retained Surpluses	Restricted Reserve	Total
\$	\$	\$
3,041,798	-	3,041,798
146,941	-	146,941
-	41,334	41,334
3,188,739	41,334	3,230,073

Star Community Services Ltd (2023)

ABN 26 729 619 090

Statement of Cash Flows For the Year Ended 30 June 2023

	2023	2022
Note	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES:		
Receipts from grants and trading	13,597,703	11,500,578
Payments to suppliers and employees	(13,634,683)	(11,771,559)
Interest paid	(56,956)	(48,013)
Restricted Funds Transfer	-	41,334
Net cash provided by/(used in) operating activities	<u>(93,936)</u>	<u>(277,660)</u>
CASH FLOWS FROM INVESTING ACTIVITIES:		
Proceeds from sale of plant and equipment	20,000	67,107
Purchase of property, plant and equipment	(30,347)	(52,086)
Net cash provided by/(used in) investing activities	<u>(10,347)</u>	<u>15,021</u>
CASH FLOWS FROM FINANCING ACTIVITIES:		
Repayment of lease liabilities	(392,397)	(387,522)
Net cash provided by/(used in) financing activities	<u>(392,397)</u>	<u>(387,522)</u>
Net increase/(decrease) in cash and cash equivalents held	(496,680)	(650,161)
Cash and cash equivalents at beginning of year	<u>3,828,304</u>	<u>4,478,465</u>
Cash and cash equivalents at end of financial year	<u>5</u> <u>3,331,624</u>	<u>3,828,304</u>



PO Box 1093, Cleveland, QLD 4163
07 3821 6699
info@starcommunityservices.org.au
www.starcommunityservices.org.au
ABN 26 729 619 090
CP4386