St John's Community Care Ltd

Enriching People's Lives

ANNUAL REPORT **2015**

St John's Community Care Ltd | www.stjohnscommunitycare.org

AN ACTIVITY OF THE GREEK ORTHODOX ARCHDIOCESE OF AUSTRALIA

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ΟΙΚΟΥΜΕΝΙΚΟΝ ΠΑΤΡΙΑΡΧΕΙΟΝ
ECUMENICAL PATRIARCHATE
GREEK ORTHODOX ARCHDIOCESE OF AUSTRALIA
SINCE 1924
GREEK ORTHODOX ARCH
DIOCESE OF AUSTRALIA
ΙΕΡΑ ΑΡΧΙΕΠΙΣΚΟΠΗ ΑΥΣΤΡΑΛΙΑΣ

ECUMENICAL PATRIARCHATE
GREEK ORTHODOX ARCHDIOCESE OF AUSTRALIA
Ιερα Αρχιεπισκοπη Αυστραλιας
242 CLEVELAND STREET, REDFERN, NSW 2016 (PO BOX 186, STRAWBERRY HILLS, NSW 2012) AUSTRALIA
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MESSAGE OF HIS EMINENCE ARCHBISHOP STYLIANOS ST JOHN'S COMMUNITY CARE 2015 ANNUAL REPORT

My dearly beloved,

Having been asked to provide a short message for the 2015 Annual Report currently under preparation, I gladly do so bearing in mind that St John's Community Care is an activity of the Greek Orthodox Archdiocese of Australia which provides care to thousands of people in Queensland by supporting families in crisis, the aged and frail as well as younger people with special needs.

As such, I wish to commend and congratulate the President, the Members of the Board, the Managers and Staff of St John's Community Care for their tireless efforts and invaluable services they offer on a daily basis, and which are recognised and endorsed in manifold ways by the Greek Orthodox Church, the Australian Government and the wider community of Queensland, to whom we are all very grateful.

May the Lord continue to grant his blessing on the people and workers of St John's Community Care and everyone they serve.

In Sydney, 14th August 2015

Prayerfully yours and with kind regards

+ Archbishop Stylianos

Archbishop STYLIANOS
Primate of the Greek Orthodox Church of Australia

St John's Community Care Ltd

An activity of the Greek Orthodox Archdiocese of Australia

ACN 080 135 986
ABN 12 080 135 986

His Eminence Archbishop Stylianos
Primate of the Greek Orthodox
Church in Australia

SENIOR MANAGEMENT TEAM

St John's Senior Management Team consists of a group of self-motivated professionals who have been selected to provide maximum support to the Board of Directors, staff and clients.
The Team puts the direction of the Board into practice through enacting strategic direction, maintaining governance and ensuring that current practice and standards are maintained throughout the organisation.

Tricia Williams, CPA MAICD	**Chief Finance Officer**
Effie Bacalakis	**Manager - Aged Care Services**
Werner Baumeister	**Manager – Disability Services**
Daphne Harvie, FIPA	**Senior Finance Officer**
Stephen Agius, FCPA	**Executive Project Officer**
Amanda Norris	**Project Development Facilitator**

REGISTERED OFFICE
Cnr Kamerunga & Fairweather Roads
REDLYNCH QLD 4870

AUDITORS
BDO (Nth Qld) Cnr Aplin & Sheridan Sts, CAIRNS QLD 4870

BANKERS
National Australia Bank Ltd
Shields St, CAIRNS QLD 4870

SOLICITORS
Marino Moller Lawyers 1st Floor, Marino's Arcade, 70 Grafton St CAIRNS QLD 4870

OUR BOARD OF DIRECTORS

Theo Bacalakis, FAICD	Chairperson
Charles Gianarakis, MAICD	Vice Chairperson / Treasurer
Les Lazarus, MAICD	Secretary
Rev. Fr. Menelaos Hatzoglou, AAICD	Parish Priest
Thomas Triantafilou, MAICD	Director
Constadinos Stratikopoulos, MAICD	Director
Peter Mappas, MAICD	Director

Our Board comprises a group of professionals who are dedicated to delivering services that are flexible, innovative and responsive to the choice and needs of the people we support. In achieving these outcomes the Board supports all our staff from Management through to Care workers by supporting training and resources to maintain their skills and be at the forefront of quality client centered support that promotes Health and Wellness.

The Board Members are volunteers who donate their time and energies to oversee the running of the organisation and to assist St John's Community Care in fulfilling the mission of the organisation and its commitment to caring for our community by enhancing the independence and quality of life of the frail aged and people with Disability. The not-for-profit sector relies heavily on community-minded and caring people such as our board to volunteer their time and for this we thank them, as well as the expertise they bring to the organisation in areas such as Organisational Management, Project Management and Facilitation, Business Ownership and Operation and a host of trades which provides an excellent mix of organisational skills and practical experience.

Board Members, who are all members of the Institute of Company Directors, attend meetings monthly as well as a number of other special meetings and workshops during the year. Each Board Member receives a number of reports prior to each meeting in which they read and prepare before attending the meeting. Board Members also take on an ambassadorial role where they represent St John's Community Care. The Board is driving the development of the strategic plan and will be responsible for the achievement of the strategic objectives of the organisation and supporting Management in the delivery of the Operational Plan. The Board Members are subject to Australian Securities and Investments Commission Laws relating to fiduciary duties and governance.

The commitment, drive and expertise provided by the Board are invaluable in supporting staff and volunteers in the delivery of quality services by St John's Community Care.

ORGANISATION HIGHLIGHTS

Townsville Opening

The St John's Community Care Office in Townsville was officially opened on April 18th this year. The opening was attended by His Grace Bishop Seraphim, Vicar-General and Assistant Bishop to His Eminence Archbishop Stylianos; Her Worship Jenny Hill, the Mayor of the City of Townsville; the Hon Coralee O'Rourke MP, Minister for Disability Services and a number of Board Members and staff from Cairns and Townsville sites.

Redlynch Building Expansion

Our head office in Redlynch has been undergoing extensive works over the last six months to extend the working and service space available.

When the extensions are complete there will be a new Home Assist workshop, additional offices and a new archiving area.

Technology

St John's has made some great addition to their technology base this year.

St John's has launched their brand new website, featuring useful information for clients, staff and partners. Stay up to date with the latest news and events as they happen.

St John's Facebook page was launched just before the Greek Festival in June, and has seen the St John's message spread out to thousands of people. The page is being used to keep people up to date with our events and provide information on our services in conjunction with our new website which was launched in August.

In addition to our internet presence, we have also introduced a new system that works with our payroll and rostering systems to ensure the safety of our staff and clients. As a result St John's is doing more of its business electronically, saving paper and helping the environment.

Training

We've also introduced some new education for staff this year, including Competency Based Carers training and PART training.

Competency Based Carers Training has been rolled out across the organisation, and supports staff to care for clients with physical and clinical needs.

PART Training, conducted by a qualified Disability Coordinator, is designed to provide workers with suitable and appropriate skills to support people with complex behavioural needs.

Staff

We have seen some great additions to our ever growing team this year, with an expansion of the roster team, including the introduction of a Team Leader and the appointment of an Executive Project Officer to support high level projects within the organisation.

As well, our general staffing pool has swelled to over 361 an increase of 4.7% from the end of the 2014 financial year.

CDC and NDIS

As many of you will realise, Consumer Directed Care commenced on July 1st this year. We are pleased to say that all of our preparations were worth the effort and CDC got up and going at St John's with a minimum of fuss.

We are now using this experience to support staff and clients in the changes coming to Disability Services in 2016, and we are really looking forward to the challenges of NDIS.

Elderly Parent Carer Trial (EPCIT)

In March 2015 the Department of Communities, Child Safety and Disabilities announced that St John's Community Care had been successful in securing funding to build two facilities designed specifically for people with disabilities who want to live independently in the community.

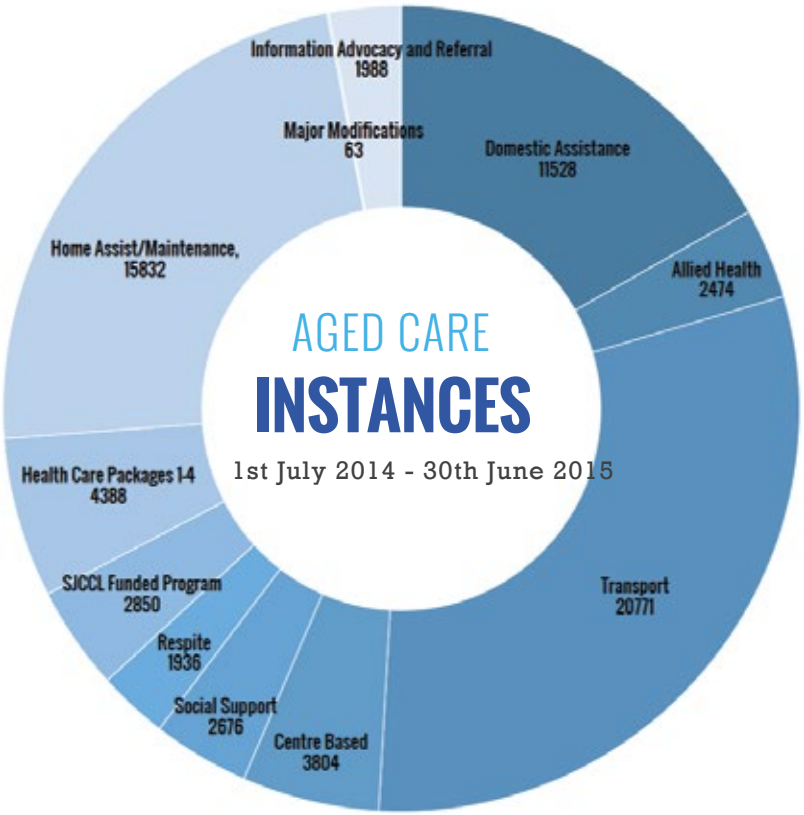
Taigum and Gordonvale will be the sites for the developments which are expected to be completed by mid 2016.

ST JOHN'S AT A GLANCE

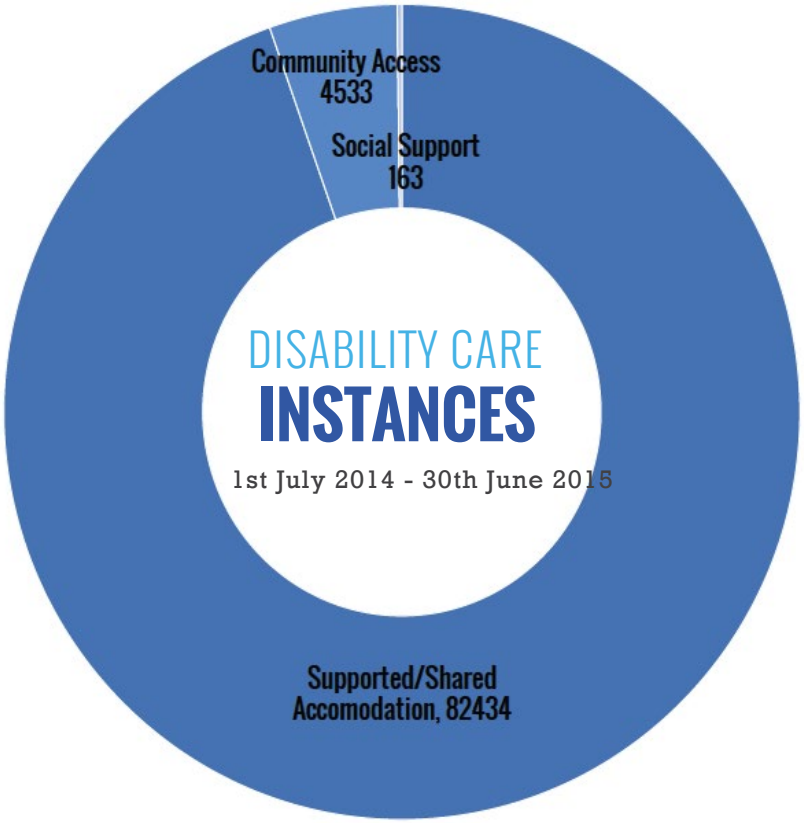
361
TOTAL STAFF

8
PERMANENT LOCATIONS

22
AGED & DISABILITY CARE PROGRAMS OFFERED



AGED CARE
INSTANCES
1st July 2014 - 30th June 2015



DISABILITY CARE
INSTANCES
1st July 2014 - 30th June 2015

OUR APPRECIATION

OUR CLIENTS

For choosing St John's as your service provider and entrusting us with your care and support. Client centred care can only be achieved by working together in partnership and we will continue to seek your feedback and participation in providing quality services that meet your needs and goals

OUR MANAGEMENT TEAM

Your hard work and leadership is acknowledged and appreciated. Your efforts in supporting staff, ensuring effective processes and the encouragement of growth and change in the provision of high client services is as a result of strong leadership and is central to achieving our mission. The Management Team works effectively in meeting all of our obligations of our funding bodies.

OUR STAFF

The Board acknowledges and thanks you for the commitment you make to clients putting their care first. Community Care can be challenging due to the differing environments and client needs. Your commitment in bringing issues to the attention of Management, to teamwork and your professionalism is applauded. It allows us to to ensure a well-planned and coordinated range of options for our clients.

COORDINATORS

who work tirelessly to meet the needs of our clients and the organisation through flexible and innovative support that achieve the client's goals and choice. What a fantastic job you do!

CARE WORKERS

You are the face of our organisation you interact with our clients daily and help them maintain their independence. Care Workers have the most important role of all and you do it so well.

VOLUNTEERS

Volunteers are the fabric of our community and your generosity of spirit and giving is at the heart of the St John's family. You bring so much joy and meaning to the lives of others. We salute you.

CHAIRMAN'S
ANNUAL REPORT 2015

St John's Community Care was established as an activity of The Greek Orthodox Archdiocese of Australia in 1997. Since then there have been significant changes in the way that St. John's operates in the challenging environment under which we operate. The Board continues to meet these challenges, which together with our Executive Team have been carefully, managed, planned and considered and have resulted in improved outcomes in the lives of the many people that we serve. With Consumer Directed Care now a reality and the commencement of the National Disability Insurance Scheme rollout next year real consumer choice is becoming a reality. Choice is important, fully informed choice is even more empowering.

The Community Care Sector operates within a rapidly changing environment. There is an ongoing need to respond to changing community and government expectations. The Board and Management of St John's Community Care constantly review the programs and support that we deliver including our support structures in order to maximise the delivery of high quality services that offer choice and flexibility as well as ability and confidence in achieving people's goals and aspirations. We also recognise that the expectation of government is for continuous improvement, and innovation in delivering quality services but also in service efficiencies delivering value for money.

We have continued to maximise our funding to ensure the most effective level of care and support for our clients. The organisation has not only delivered our contracted outputs in accordance with our many funding agreements but in the majority of cases we have far exceeded them. This is as a result of our focus to respond to the demand for support and services in the communities and regions that we operate and the ever growing number of people on waiting lists.

System improvements and technology that deliver greater efficiency and that focus on our staff ability to deliver greater levels of high quality service delivery are a priority. As part of the Board's commitment to these priorities the Board created a new position of Executive Project Officer to oversee the implementation of these systems. The Board appointed Mr. Stephen Agius to the position. Stephen has worked closely with the Board, our Chief Financial Officer and the Senior Management Team in implementing these systems and processes in a very short time. Stephen's Report which follows details the systems and many achievements that have been made. This year we farewelled Effie Bacalakis our Aged Care Manager. Effie has served St John's for 17 years with dedication, loyalty and commitment. We wish Effie all the best in her retirement. Juan Du Buisson has been appointed Aged Care Services Manager. We wish Juan every success in his appointment and look forward to his contribution to St John's and the people that we serve.

This year we once again provided significant training and development opportunities to our staff at all levels. Significantly over 90% of our total work staff over all centres completed a certified competency based training course that has them now as certified trained carers. This has given the organisation greater flexibility and access to a wider pool of trained and competent carers that now work across the organisation both in Disability and Aged Care. This will ensure that clients receive the kind of service that they expect and that our carer's skills keep pace with expectations and needs.

The focus of our Strategic and Business Plans has been continuous improvement and value added service delivery to our clients. We continue to work with stakeholders, government and the community to identify and prioritise unmet need in the community. This year we were successful in our grant application under the Department of Communities Elderly Parent Carer Innovation Trial. St John's will receive $2,000,000 to construct three four bedroom purpose built residences for up to 12 residents at Gordonvale adjacent to our existing Young Life Style Facility. In addition funding for the construction of Estia Villa's at St Paraskevi Parish Taigum will allow the construction of two three bedroom residences. Construction is expected to commence toward the end of the year with completion mid 2016. This initiative will offer a wider range of living arrangements and options to create more choice for elderly parent carers and their adult son or daughter with a Disability.

We have entered an exciting era in the Community Care Sector. Government reforms to meet the increasing needs of consumers have commenced and will continue over the next few years.

The new gateway to aged care and consumer directed care, and the move to individualised funding packages under NDIS will continue to challenge us into greater flexibility and innovation to meet the customer's demands for greater choice, entitlement and competition. St John's Community Care is well placed to maximise and respond to these opportunities.

St John's Community Care is an inherent part of our Community. We value people, their quality of life and independence and respect their right to choose how they are supported in achieving their goals.

I would like to take this opportunity to celebrate the dedicated and hardworking staff and volunteers of St John's Community Care. All the team is to be congratulated on their contribution. I would like to thank each and every one of you for your commitment to our clients, to the management team, to the organisation and the community that we serve, working together to fulfil the mission and vision of St John's. Thank you for the skills, ideas and diversity that you contribute. I wish to acknowledge our Federal and State funding bodies donors and supporters. The Board extends its appreciation to our Chief Financial Officer Tricia Williams and all of the Executive Team for their continued hard work dedication, and demonstrable leadership. St John's Community Care and The Archdiocese continue to be well served by Tricia's dedication and commitment to her role and mission of the organisation.

Our Board of Directors provides leadership, safeguard the organisation's interest, and ensure accountability and long-term viability. Board Members volunteer their time to take on these roles and we are fortunate to have a wealth of experience and skills as well as the ongoing support and commitment of His Eminence Archbishop Stylianos and the Greek Orthodox Archdiocese. I would like to thank all members of the Board of Directors for their outstanding efforts and contribution over the past 12 months. The Board acknowledges the contribution and support of His Grace Bishop Seraphim Vicar General and Assistant Bishop to His Eminence . His wise counsel and guidance to the Board is valued and appreciated. The Board is grateful and humbled to be entrusted with the governance and responsibility of such a worthy organisation.

St John's Community Care is dedicated to making a difference in the lives of those people we serve. We look forward to the opportunities and challenges that are ahead and to continue to provide high quality, innovative and responsive services that respond to our diverse community.

I invite you to read the St John's Community Care 2015 Annual Report, which provides more detail of the depth of work undertaken in furthering the mission of St John's Community Care.

Sincerely Yours,

Theo Bacalakis

F.A.I.C.D

Chairperson

St John's Community Care

2015 Financial **REPORT**

St John's Community Care experienced a 23% growth in revenue over from the previous financial year, with revenue in excess of $19 million for the 2014/2015 financial year.

Funding was received from federal, state and local governments, with the majority of the income stream coming from the Commonwealth Government of Australia.

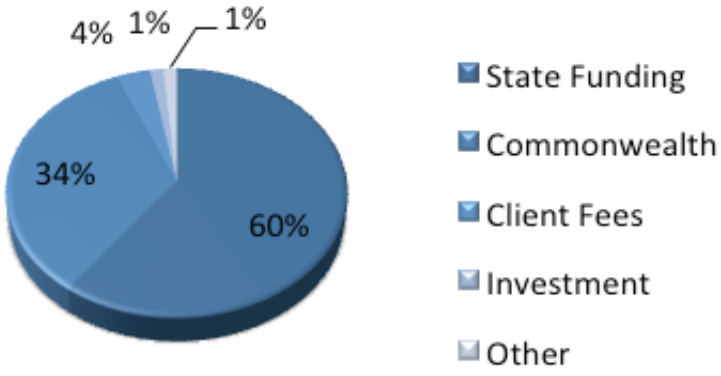
Commonwealth and Queensland Government funding combined formed a total of 94% of the revenue received during the year.

St John's is a large employer in the Cairns region, and employment costs formed the bulk of the expenditure of the organisation. Employee and contractor costs combined represented over 80% of the total annual expenditure. St John's currently employs approximately 361 staff across Far North Qld, North Qld and North Brisbane.

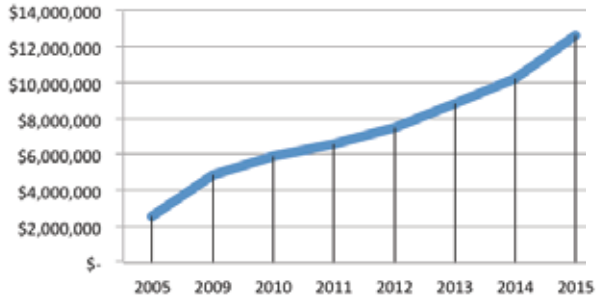
The Department of Communities, Child Safety and Disability Services allocated additional recurrent Community Care funding to St John's from January 2015. Community Care funding is for the provision of support to younger people with a disability. This funding included the provision of additional social support in the Cairns and the Torres Strait regions. This was a new service type for St John's in the Torres Straits. Also funded for the first time, was the provision of domestic assistance to younger people in the Cairns region. St John's was also pleased to receive additional funding for the provision of in home respite in the Cassowary Coast and Torres Strait as part of this direct funding round from Community Care.

During the 2015/2016 year, the key financial focus of St John's will shift from the implementation of CDC, to the implementation of the NDIS and associated transitioning from a block shared funding model to a model based on individualised packages. Fortunately, the recent changes to the aged care system will mean that St John's should be well placed to extend those processes to cover the Disability system with a minimum of fuss.

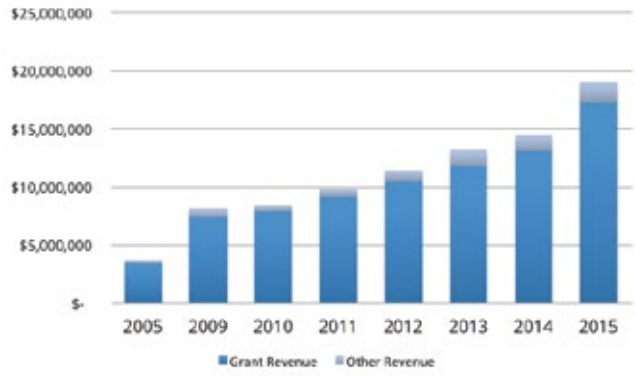
2015 Revenue Types



Employee Expenses



Revenue



Administration and IT REPORT

CENTRALISATION OF ROSTERING

SUCCESSFULL IMPLEMENTATION OF MOBILE APP

UTILISING IT TO STREAMLINE ADMIN PROCESSES

During the last 12 months the key focus of the Finance and Administration Team was the centralisation of the rostering functions within the organisation, and the implementation of the Consumer Directed Care (CDC) processes. I am pleased to report that all of the rostering for St John's Community Care is now performed by the four capable and efficient members of our Rostering Team, based at our head office in Redlynch.

One of the largest projects that we undertook was the use of a mobile phone application for staff to sign on and off from their shifts. We welcomed a new member of staff, Stephen Agius, who successfully managed the implementation of this project and we commenced using the system in July this year. This initiative was key in helping improve security for our employees that work away from the office, and ensuring that clients are receiving services at the appropriate times.

In July this year the CDC system officially commenced, and St John's Community Care completed a successful transition into utilising these new processes via our Traccs software. The CDC system meant a lot of changes for our Community Aged Care Package clients, and we have worked closely with them to ensure that the transition went as smooth as possible. Our next project will be to take these same aged care processes and apply them to the clients receiving disability services as we transition over the next 12 months into the National Disability Insurance Scheme (NDIS).

During the year we welcomed the addition of an extra bookkeeper to assist us in processing the financial data that is associated with the organisational growth and the implementation of administrative functions for the CDC system. The Government shift from block funding to individualised funding imposed additional administrative and financial obligations on organisations in our sector, and these important functions are a necessity in the successful implementation of these new systems. St John's is also employing the use of IT equipment and software wherever possible to assist in reducing the increasing administrative burdens placed on the organisation. We are in the process of purchasing an additional IT server to increase speed and to provide appropriate backup in the event of IT failure so that potential downtime is minimised in this age of ever increasing reliance on technology.

One of the key projects over the next 12 months will be the implementation of the new Data Exchange process that the Department of Social Services is introducing to replace the current output reporting arrangements. St John's plans to use our existing Traccs software to comply with these new reporting obligations.

St John's Community Care is fortunate to have a great team of staff, from support workers to management. I thank all of the staff for being patient with us this year during the centralisation of our rostering and implementation of the mobile phone time and attendance system. Although these types of changes are time consuming and require significant adjustments for our employees, there should be many benefits in the years ahead.

I'd like to thank my fellow Managers, Effie Bacalakis, Werner Baumeister, Stephen Agius and Juan du Buisson for their assistance and support throughout the year. As always, I am very appreciative for the support and dedication of the Board of Directors of St John's Community Care Ltd, and in particular the Chairperson, Theo Bacalakis, who continues to provide me with support, guidance and inspiration. I would also like to acknowledge and give thanks for the support and direction of the Greek Archdiocese of Australia and His Eminence, Archbishop Stylianos. Thank you also to the many support workers and volunteers who keep this organisation running and enable us to provide a high level of quality care to our many clients.

Tricia Williams

Chief Financial Officer

OUR LOCATIONS

REDLYNCH / CAIRNS

The Redlynch Office opened as a Respite Centre in 1997. The Centre has since grown to provide a flexible range of services to people with disabilities and the aged, and is now the head office for the growing organisation.

Services Provided: Day Respite, Social Support, Disability Services, Home Care Packages, Aged Care Support, Home Maintenance, Day Respite, Allied Health, Home Modifications, Mental Health Support, Transport, Multicultural Access, Social Respite, Disability Host Provider

Cnr Kamerunga and Fairweather Rds, Redlynch - Ph: (07) 4039 9700

MAREEBA / ATHERTON TABLELANDS

We began in Kuranda in 1998, at the Kuranda Respite Centre. We then received funding to provide After School respite in Mareeba, which commenced operation in 2004.

Services Provided: Day Respite, Social Support, Disability Services, Aged Care Support, Home Care Packages, Allied Health, Overnight Respite, Home Modifications

INNISFAIL / CASSOWARY COAST

Our site in Innisfail became fully operational in 2008 with the completion and opening of a purpose made building.

Services Provided: Day Respite, Social Support, Disability Services, Home Care Packages, Allied Health, Home Modifications, Transport, In-Home Respite, Lawn mowing, Overnight Respite

120 Rankin Street, Innisfail - Ph: (07) 4061 2819

THURSDAY ISLAND / TORRES STRAIT

The Thursday Island office commenced services in 2005.

Services Provided: Disability Services, Home Care Packages, Home Modifications, In Home Respite, Social Support

71 Douglas Street, Thursday Island - Ph: (07) 4090 3666

TAIGUM / BRISBANE NORTH

Commenced services in the North Brisbane area in March 2014.

Services Provided: Domestic Assistance, Information and Referral, Disability Support, Aged Care Services, Health and Wellness Group, Allied Health, Multicultural Access, Disability Host Provider

241 Church Rd, Taigum - Ph: (07) 3865 7611

TOWNSVILLE / NORTH QUEENSLAND

Services commenced to the people of Townsville in March 2014.

Services Provided: Aged Care Services, Domestic Assistance, Disability Support, Information and Referral, Disability Host Provider, Home Maintenance, Lawn mowing

2/287 Ross River Rd, Aitkenvale - Ph: (07) 4725 3777

GORDONVALE

Services first commenced in Gordonvale in 1999 with the opening of a respite centre in the town. We now have two sites, which offer enhanced support for people with dementia and a supported accommodation centre for young people with disabilities.

Services provided: Social Support, Disability Services, Overnight Respite, Supported Accommodation, Young Lifestyle Care

Contact via the Redlynch Office - Ph: (07) 4039 9700

CLIENT SPOTLIGHT
Tom McKenzie

Can you tell us about yourself Tom?

I was born in Herberton. Before I was born my father was a coal miner and moved to the Cairns region to cut cane. He also served in World War I.

I've been in the cane cutting business from a very young age and set up farms in the Tully region as well.

How long have you been accessing St John's Community Care services for?

I started with St John's in the latter half of 1990's. I am legally blind, and it has deteriorated over the years. I knew I would need to get some assistance to help me stay at home.

How does the service help you?

All the services help me! And if I didn't have the help I wouldn't be here. The whole setup of St John's is suitable to my needs. Sandy, the carer helps me with my shopping, she, like all the other staff know everything I need. Everyone is good. I get assistance getting to my doctors' appointments, help around the house; cleaning and laundry duties.

What aspects of St John's care do you particularly like?

The shopping is a big help, and because the staff know me, they know exactly what I need which is a huge thing to someone my age, I am 94!

`What do you believe is the most important aspect of receiving care as an older person?

Staff knowing my individual preferences, I don't like change. I like things to be consistent.

Have you heard of the new my aged care system?

Heard about my aged care but I don't think it applies to me.

You have a Consumer Directed Care (CDC) package, has this helped?

Marelle (Aged Care Coordinator) was really helpful in explaining my budget and that I have a budget of money I am able to spend on what I choose. Marelle found meals on wheels to help me with food, which has saved me time and money. That was a huge relief and made a big difference to me every day.

What are particular qualities about the staff that is important to you?

Staff need to take initiative and do what they see needs doing. Care and consistency is important.

Tom with his big catch- his son had this picture enlarged which takes up a great space on his lounge room wall

Tom - September 2015

STAFF SPOTLIGHT
Effie Bacalakis

I started working on 1st July 1999 for St John's Community Care. Our office was an area at the back of the former Parish Priest's house. Coordinators worked back-to-back and shoulder-to-shoulder with the other programs. We managed to work in the tight environment with phones ringing all the time.

I was employed as a Field Officer looking after the Twenty Home Care Packages and the Multicultural Access Services programs. The area I covered was south of Cairns down to Cardwell and north to Port Douglas and west including Atherton, Mareeba and Dimbulah.

I had twelve support workers, 4 in Innisfail, 4 in Cairns, 2 in Mareeba and 2 in Atherton. As the years passed we increased our Home Care Packages (HCP) and we now have 78 HCP level 2 and expanded with 15 Level 4 HCP.

I loved working with the clients and a wonderful team of support workers. St John's Community Care encouraged and supported professional development.

- In 2001, the HCP support workers and I worked through the Certificate Three in Aged Care course together and successfully attained our certificates – which were presented at the annual report night.
- In 2002, I completed the Certificate 4 in Workplace Assessor and Trainer. Once I attained my certificate I conducted the Manual Handling Training for the organisation.
- In 2006, with a fellow colleague I enrolled at TAFE to do a Diploma in Community Services Management and after a year we successfully graduated.

I can remember doing home visits commencing from the Tablelands travelling down the Palmerston to Cardwell then back to Cairns all in one day. I would go home with vegies given to me from our Multicultural clients and also learnt some Italian. Care Plans were one page, services were delivered according to need and hours. Now services are according to the client's choice and budget.

As we did not have other service outlets our monthly staff meetings in Mareeba and Innisfail were held at the support workers house.

During the years as Coordinator the organisation expanded with service outlets in Mareeba, Innisfail, Gordonvale, Thursday Island and new programs.

My role changed after Cyclone Yassi. On the 2nd February 2011 I commenced as Manager Aged Care Services. I had to learn all the Aged Care Programs, ensure targets were being met and ensure staff were working in line with Program guidelines, policies and procedures.

I was kept busy with reports to funding departments, program quality reviews and writing applications for funding. In 2014 we were successful in acquiring new Aged Care programs and expanded our service areas to Townsville and Brisbane.

I have seen the organisation grow, develop and still maintain its values, colleagues working together helping one another when in need like a family does. The organisation maintains a very high standard with the guidance and support of the Board and management.

It has been great working for St John's Community Care with the Board, Managers, Officers, Facilitators, Administration, Coordinators, Team leaders, clients, and support workers.

OUR SERVICES

St John's Community Care offers a wide range of services including coordinated support, at home and centre based support, social outings and a variety of respite services for people with disabilities and frail aged people in the community, providing seamless services to meet changing needs.

We are committed to providing services that assist people to gain, maintain and re-gain their independence and keep them connected with their local community, family and friends.

Through our services we work with our clients, their carers and families to help them identify what services there are to suit them in their home community and support to access those services which are appropriate for them. Our person centred approach means that the service you receive is just for you and unique to your circumstances.

AGED CARE SERVICES

Home Care Packages

Domestic Assistance

Social Support

Volunteers

Community Access

DISABILITY SERVICES

Young Lifestyle Care

In-home Lifestyle Support

Community Access

Social Respite

Host Provider

RESPITE SERVICES

Centre Based Care Services

Centre Based Overnight Care

In-home Respite

Podiatry

Our services are growing all the time, and we can currently offer frail aged and young people with a disability help with:

- Respite (day, social, centre based, in home and overnight)
- Help around the house (lawn mowing, house work, cooking, maintenance and modifications)
- Socialisation and Recreation
- Transport
- Information and Referral (disability and aged care services, multicultural and mental health)
- Service Coordination, including access to registered nurse assessments, allied health and other health related services
- Supported Accommodation
- Access to Nursing
- Access to Allied Health Care
- Counselling, Support Information and Advocacy
- Volunteering Opportunities
- Life skills development
- Host Provider Services

HOUSING SERVICES

Home Maintenance & Repairs

Major Modifications Service

Minor Modifications Service

MULTICULTURAL SERVICES

Information Referral & Advocacy

Social Support

Friendship Groups

TRANSPORT SERVICES

Community Transport Bus

Community Access Assistance

EVENTS

Christmas Carols
06 Dec

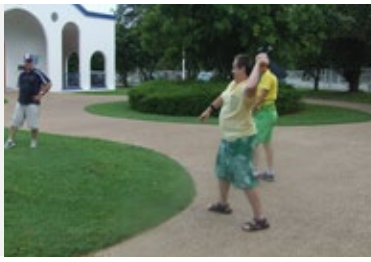
On December 6th, 2014 St John's held its annual Carols by Candlelight. Around 150 people attended the evening and enjoyed a variety packed line-up of singing and instrumental entertainment

Australia Day
26 Jan

Our young clients celebrated Australia Day in style this year, complete with a statue of Ned Kelly, a Thong Throwing competition, and some Aussie stick-on tattoos and colouring-in.

Laughing Day
02 Jun

In June our Centre Based Care groups in Redlynch participated in Laughing Days. The workshops were run by our very own Community Services Facilitator and were enjoyed by both young and old clients alike.



Greek Festival
28 June

The annual Greek Festival was held on June 28th. Around 4,000 people attended the day and enjoyed traditional Greek dancing and food, as well as arts, crafts and performances which represented the diversity of the Cairns community.

Bendigo Bank Donation
29 Jun

St John's was honoured to be the recipient of a $500 donation from the Bendigo Bank following a fundraising drive at the 2015 Rotary FNQ Field Days. Bendigo Bank Regional Manager in Far North Queensland, Tony Jensen, presented the donation in a ceremony at the St John's Office Redlynch in July.

Mareeba Rodeo
30 Jun

Our Mareeba Office really got into the swing of things this year for the Mareeba Rodeo, decorating the centre as a western saloon. The Centre was awarded 3rd place in the "Best Western Style Dress By Staff" in the small business section.

Cairns Show
15 Jul

Every year the Cairns Show Society supports St John's by providing free entry for a number of our clients. With a donation of tickets, the Show Society ensured that no one missed out and everyone that went had a terrific time.

Seniors Week
19 Aug

St John's staff and clients look forward to Seniors Week each year. This year's celebrations included a lunch at Redlynch, attended by around 130 Seniors from the local community, and staff and clients also joined in activities at other services, such as the Marlin Coast Community Centre .

AGED CARE SERVICES REPORT

By Effie Bacalakis, Juan du Buisson

The Federal government proposed that on the 1st July 2015 that the Commonwealth HACC Program and National Respite for Carers Program join to form a single streamlined Commonwealth Home Support program (CHSP). St John's Aged Care Services was well positioned for the changes introduced by the federal government within the National Aged Care Reform, in particular the introduction of the Consumer Directed Care (CDC) and national assessment process through My Aged Care. One of the benefits of CDC is that our aged clients have services delivered based on their individual preferences. The CDC model of care is especially beneficial as it places our clients at the very centre of the health and well-being process and gives them greater choice, control and voice when working with us as a service provider.

The community services industry has been subject to many changes the past year, impacting many service providers. St John's Community Care, however, flourished during this time by further expanding aged care services and building capacity for further growth in Queensland. This achievement is attributed to our vision of the organisation coupled with the commitment of the aged care team in providing excellent service to our clients, their carers and families. Quarterly reports of each aged care program paint a vivid picture of the programs' achievements the past year.

In support of the Commonwealth Home Support program goals, St John's Community Care has undertaken various initiatives to ensure our aged clients maximise their independence and quality of life by providing small amounts of timely, high quality, home support services to a large number of frail, older people. Our Aged Care Services are aligned with our clients' goals, preferences and choices with a strong focus on their wellness and reablement.

Aged Care Services programs have been going from strength to strength, exceeding expectations and outputs throughout the year. One of our strengths has been to continually identify ways to improve services and implement systems and processes. During the year we have made a number of quality improvements to streamline our clients' journey by streamlining the client assessment processes, strengthening our communication with our clients and increasing the quality of service.

- Aged Care Services programs outputs are monitored weekly to ensure Key Performance Indicators are met.
- A scheduled client review process has been implemented to ensure clients changing needs are assessed periodically enabling the organisation to respond to those requirements in a responsive and efficient manner.
- Mobile printers have been purchased to improve our Coordinators' workflow by producing professional quality documents whilst updating clients care plans in the convenience of the clients' home. This measure has reduced Coordinators' administration time and simultaneously increased client contact.
- In assisting existing and new Aged Care clients to be better informed of the new program changes and its arrangements, we developed a 'My Aged Care Client Information' booklet. This initiative provides clients with an in-depth insight into the process which clients should follow in entering the new Aged Care System.
- Introduction of a mobile time and attendance system to ensure the safety of our workers as well as ensuring the best possible quality service to our clients.

This year we have also invested into the upskilling of our frontline staff to ensure our clients receive the highest possible level of quality care.

• Competency Based Carers training was specifically developed for St John's Community Care staff development program. It has been designed for our Care Workers to enable them to undertake their caring tasks competently.

• All staff performances are reviewed annually against key performance indicators, provided with various in-house training initiatives and ongoing mentoring.

An overview of Aged Care Services:

• Home Care Packages Program assisting 93 clients across Peninsula to remain living independently at home are now fully operational under the Consumer Directed Care model.

• Domestic Assistance program has been very popular among our aged clients delivering a variety of household tasks in Peninsula, Townsville and Brisbane (over 23,545 hours of service).

• Centre Based Care has grown exponentially with special focus on wellness, social participation and interactive activities.

• Allied Health Program in Peninsula and Brisbane providing much needed Podiatry services.

• Home Maintenance team continues to provide advice and assistance with home repairs and modifications throughout Peninsula and North Queensland.

• Community Transport provides a reliable service to our clients, transporting them to and from medical appointments, shopping, banking etc. (over 24,690 trips the past year).

• The Multicultural Access Services with Social Support & Volunteer Program have maintained frequent contact with Culturally and Linguistically Diverse (CALD) clients to ensure they receive updated and appropriate information/services. Our monthly Multicultural Morning Tea sessions at various outlets have been growing exponentially, especially in Taigum who has up to 79 clients in attendance.

• Twilight Respite program provides two day respite for carers looking after frail aged people who have dementia. This program has been successful in delivering 7310 hours of overnight respite in our Gordonvale and Innisfail outlets.

Our annual Greek Festival was held on the 28th June 2015 with over 4,000 people attending from across the region and over 100 volunteers. This event showcased the diversity in the Cairns community and was made possible partnering with the Parish, Redlynch Day Care Centre and diverse communities and funding bodies such as the Department of Aboriginal & Torres Strait Islander & Multicultural Affairs (Valuing Diversity Grants Program) and Department of Social Services (Strengthening Communities Program).

St John's vision and commitment is embedded in the Strategic and Operational Plan. Importantly, we have been implementing changes to ensure our aged care programs remain viable and competitive in the next few years in a rapidly changing environment.

During the 2014-15 finacial year, St John's Community Care provided services to 6792 people through aged care services across Queensland

HOME ASSIST SECURE	2312	HACC HOME MAINTENANCE	1083
HACC MINOR MODIFICATIONS	289	MAJOR MODIFICATIONS	63
CENTRE BASED CARE	211	ALLIED HELTH (PODIATRY)	493
IN-HOME RESPITE	52	TRANSPORT	663
MULTICULTURAL ACCESS	211	SOCIAL SUPPORT / VOLUNTEERS	178
CACP	78	EACH	15
NRCP	35	COMM. RESPITE /FEE FOR SERVICE	46
DOMESTIC ASSISTANCE	663	TOWNSVILLE LAWN MOWING	400

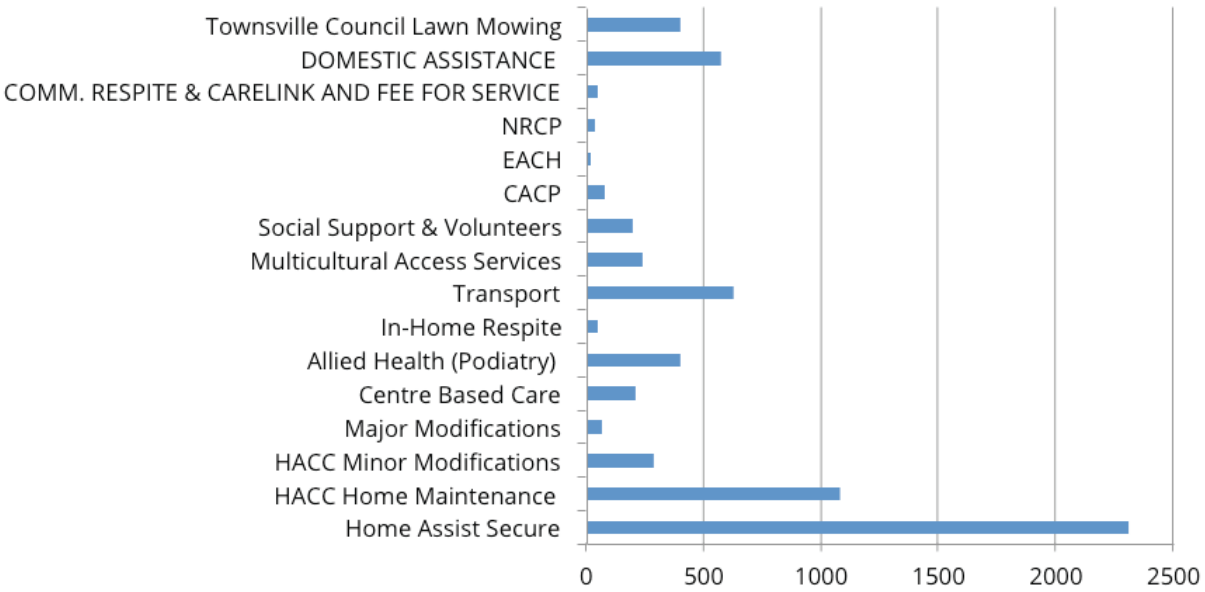
Every month, policies and procedures review meetings are held ensuring we are aligned with the new Home Care Common Standards. As St John's has grown into a large organisation it has become essential to continually improve and develop systems, processes and other specific projects. As a result the Board of Directors identified a new executive position and so welcomed the appointment of the Executive Project Officer who is responsible for ensuring the organisation successfully implements its current and future growth opportunities. This position has already made an invaluable contribution to improvement in reporting processes of the aged care services programs.

As we have served thousands of frail aged people across Queensland this year, we acknowledge and congratulate every member of the aged care team and volunteers for continuing to proficiently deliver various services across multiple programs. They have been invaluable in their commitment to St John's as we together continued to provide highly valued services to our clients as attested throughout this report. We thank our fellow executive team for their expertise, knowledge and support. We acknowledge the Chairperson and Board of Directors for their vision, passion and willingness to embrace change which certainly sets us apart as an organisationa. We would also acknowledge the support provided by the Greek Orthodox Archdiocese of Australia throughout the year.

Lastly, we can be proud of our achievements the past year by not only providing aged care services that make a tangible difference in each of our clients lives on a daily basis, but also have the capacity to advance in a competitive market, meeting the expectations of our clients, government bodies, funding bodies and local communities.

As we have continue to be a service provider of choice for those who seek our aged care services, we look forward to the coming year with hope and expectation.

Aged Care Clients from 1st July 2014 to the 30th June 2015



DISABILITIES SERVICES REPORT

By Werner Baumeister

In preparation towards the implementation of the NDIS, St John's Community Care is looking back at a year with further rapid and continuous growth of our operation, and remarkable improvements of our systems. We have ensured our service delivery remains at the highest possible quality, efficiency, effectiveness and safety for the people in our care, and for all our paid and volunteering employees.

Again, this year St John's Community Care has successfully enabled vulnerable Queenslanders by enhancing the independence and quality of life of the frail aged, younger people with disabilities and people with intellectual and Psychiatric Disabilities, supporting them to participate in and contribute to a fair, resilient and prosperous community.

St John's Community Care is recognised as being one of the leading service providers in Queensland, and is held in high esteem by our clients and other stake holders.

Moving into the new world of Consumer Directed Care, our strong vision, values and pro-active approach to the impending changes on the way to the implementation of NDIS give us confidence in our capacity to continue to support the Queensland Government's objective for the community in:

- Building safe, caring and connected communities
- Delivering quality frontline services
- Creating jobs and a diverse economy.

Our person centred approach places the individual and the life they want to lead at the centre of the decision-making process and provision of services.

The Strategic Plan for 2015 shows a clear path we continue to follow towards the 'New World of Service Delivery' under NDIS. St John's Community Care is built on strong strategic foundations and looks forward to the challenges ahead in the transition to NDIS which officially starts in Queensland on the 1st July 2016, and is set to be completed by 30th June 2019. This transformation in the lives of people will be the determining factor in the re-invention of our services.

The ability of people with a disability to have choice and control over the support they receive is absolutely central to the NDIS. We are not taking a one-size-fits-all approach because we recognise that everyone is different and has different goals. By giving people control over the services they purchase they will have the power to adapt services to their needs and make the most of their abilities.

Feedback from the NDIS trial sites are thought provoking, encouraging and will assist us to get it right in providing the support and care to cater for everyone's unique needs and wants.

The NDIS is not welfare, it is insurance. The difference is critical. Like other insurance schemes it takes a lifetime approach as opposed to welfare schemes, which generally seek to minimise costs in the short term. The NDIS will invest in people through early intervention and the building of their capacity, maximising opportunities and minimising costs over a person's lifetime.

Being best practice in a static environment is no longer sufficient. We will drive to establish the next practice for a changing world.

Within this spirit we have assisted a number of people to move out of hospital and into our Young Lifestyle Care premises in Gordonvale. The 'lone worker' electronic sign in / sign out system has become reality in our organisation maximising duty of care to our clients and employees. With the implementation of roster clerks across all services our Coordinators and Team Leaders are able to spend substantially more time with the clients and their care workers to the clients direct benefit through improved quality of service delivery. Outlet specific risk management plans have been created and implemented for safe and consistent risk management across the organisation. Clear KPIs and responsibilities have been developed and implemented for all leading positions in the organisation.

The Board and Management identified and responded to the increasing workforce development needs, streamlining recruitment and induction processes, as well as the management and support of a growing workforce. Our staff training systems have been refined and reviewed to reflect current service needs. We are now offering in-house PART Training as well as practical care training which has been developed specifically for St John's Community Care in cooperation with a Registered Training Organisation in Cairns.

Our continuing partnership with the Department of Communities and Queensland Mental Health provides ongoing high quality services to the full spectrum of disability support needs and wants.

We are looking with great anticipation to the start of the building of new facilities in Gordonvale and Taigum as part of the Elderly Parent Carer Innovation Trial Program (EPCIT).

I am taking this opportunity to thank everyone who has contributed to St John's Community Care during this year. Again, I would like to acknowledge and thank the Government and funding bodies for their ongoing support to, and investment in St John's Community Care, enabling us to deliver our vision of making positive changes in peoples' lives.

Thank you to the Greek Orthodox Archdiocese; particularly His Eminence Archbishop Stylianos for the ongoing support St John's Community Care for the work we do across Queensland.

On behalf of our entire team I am expressing our gratitude for the time and dedication given by the members of the Board of Directors chaired by Theo Bacalakis. Without the time and effort given by the Board we could not have made the tremendous progress we did this year.

Thank you also for the magnificent continuing financial support given by our business sponsors and fund raisers. Thank you to each individual who contributed in ways big and small, and to the volunteers who help out at our special events and assist raising funds.

Thank you to the other disability agencies in our sector not only for your positive collaboration around the care and support of individual clients but also for your passionate advocacy for systemic change and a better future.

I am certainly humbled by so many examples across St John's of inspiration, innovation and effort. I would therefore particularly like to pay tribute to the wonderful staff at all levels and in all parts of our organisation who demonstrate the very best of humanity on a daily basis. Very few people get to see the sheer hard work or the energy you bring to our organisation or the pride you take in the job you do. Your daily acts of compassion, care and consideration make me proud to have you on our team.

EXECUTIVE PROJECT OFFICER'S REPORT

Stephen Agius

I started with St John's in March 2015 as Executive Project Officer (EPO). By way of background I am a Cairns local and grew up in Redlynch attending local primary and secondary schools. My working background has been a healthy mix of private enterprise and Local Government which has emphasised the importance of effective decision making and governance.

As the EPO, my role is to develop systems and processes to assist St John's to deliver the best service possible to its clients. Since I started with St John's, I have undertaken a number of projects which have assisted the organisation. This includes TRACCS Mobile Time and Attendance Application (App); organise, facilitate and contract manage competency based training for all Care Workers; research, organise and distribute mobile printers; review of client residential agreements; establish various registers; and the submission of the successful Urban Spaces Application resulting in a 'pop up' shopfront.

The TRACCS Mobile Time and Attendance App is an android smartphone based app which allows support workers to log on and off from their shifts by scanning a QR code located in the Clients residence within their Care plan. The system was proposed by the Board with the safety of the Care Workers in mind, and to increase certainty and quality of service to Clients. The App also brings with it significant administrative advantages with Workers no longer needing to rely on paper based rosters and gives them access to their rosters literally in the palm of their hand.

The project has been a significant one involving the procurement of over 300 phones and training of over 300 staff. As of June 30, the system was activated and Care Workers were trained in the new system and requirements. We are running the paper based manual and new electronic systems in parallel until such time that we are satisfied that the new system is operating within expected parameters and specifications at which time we will move to the more efficient paperless system. Initial data received from the system has presented opportunities for increased service to our Clients and other efficiencies which are being investigated.

Perhaps the most exciting aspect of this project is what it means for future developments at St John's. The deployment of the smartphone hardware lays a solid foundation for future improvements which will also be based on this technology. Going forward the app could be used to upload statistics and task data negating the need for other paper based systems. Once implemented, each stage will assist us in our primary goal ; providing the best possible service to our Clients.

During the period we have deployed three mobile printers to Coordinators across the organisation. The units run on battery power and connect wirelessly to Laptops which cuts down on setup time and increases versatility. This has significantly increased efficiencies, allowing Coordinators to complete care plans and other assessments with Clients in their own homes rather than having to make additional trips to the office to finalise and print documents. A true win for our Clients and staff alike.

This year the Board showed considerable vision in partnering with a local training provider to make available to St John's Care Workers comprehensive, competency based training to ensure the best possible care for our Clients. We believe that this initiative is a first, certainly for the Cairns region, and possibly for the entire region north of Brisbane. Feedback from staff has been excellent, averaging an 85% satisfaction rating. One of the primary aims of the training is to empower staff by equipping them with the skills to care for the frail aged and people with disabilities alike and this was certainly reflected in the positive comments made by staff.

The training was encouraged but not mandatory and St John's partnered with staff who contributed their time with St John's contributing the cost. This approach proved successful with over 280 staff attending to date representing an attendance rate of over 90% and showing our staff's commitment to providing the best care possible to our Clients.

This initiative was a genuine win/win. Staff now feel more confident in the performance of their duties which manifests itself in a better standard of care to our Clients. On the other hand St John's now has a broader skill base to draw from, making it more efficient to match and meet Client needs.

The training is now mandatory for new staff and negotiations have already commenced around providing refresher courses based on the high degree of positive feedback received.

In June Cairns Regional Council invited interested organisations to submit their proposals for a 'pop up' space as part of their Urban Spaces program. The program matches Landlords of vacant shops in the CBD with short term tenants in an effort to provide increased activity and vibrancy to the CBD whilst providing short term rental for Landlords and prime exposure for tenants.

St John's submitted an application around a dual pronged approach. As part of our commitment to the Community as a not for profit Community organisation we felt a public education campaign outlining the recent changes to Aged and Disability care systems would be welcomed. Management also believed that the space could also be used to market St John's services, raising awareness of the organisation.

The program was run in September for a two week period and was implemented in conjunction with radio and other marketing strategies, including topical discussions together with hosted morning teas. The space will be hosted by knowledgeable staff in both areas of Aged and Disability care as well as our ever reliable, friendly volunteers.

On the administrative front I have also constructed numerous registers to allow Management to better monitor systems and processes resulting in increased transparency and better governance. In addition, the residential services agreements have been restructured so as to provide greater clarity around the responsibilities of St John's and Clients alike.

Finally I would like to express my appreciation to the Board and in particular the Chair for their continued support and accessibility which has made my job so much easier. I would also like to thank CFO Tricia Williams, Aged Care Services Managers Effie Bacalakis and Juan du Buisson, and Disability Services Manager Werner Baumeister for always being there when it really counted and making my transition into St John's so much easier.

Stephen Agius

Executive Project Officer

COMPLIANCE & GOVERNANCE

By Amanda Norris

As the Project Development Facilitator with responsibility for monitoring and compliance for St John's Community Care, I have had great pleasure seeing the development of the organisation over the past 12 months.

There have been a lot of changes, both large and small, which we have made to our systems and procedures, which have led to efficiencies, which ultimately lead to better and more reliable service to clients. All the hard work, which was put in, by the Board, Managers and Coordinators was rewarded when in early 2015 the St John's Disability Services underwent an external auditing process. The auditor made comment on the improvements that he could see in the organisation at a Risk Management level and in record keeping since his last visit.

Branding

Since the release of the 2014 Annual Report, St John's has undertaken a major branding exercise, re-shaping the image of the organisation. Working with a marketing consultant, the organisation has systematically changed forms, business cards and brochures in a process, which is still underway.

Elderly Parent Carer Innovation Trial

Early 2015 also saw the announcement that St John's Community Care had been successful in the Elderly Parent Carer Innovation Trial, in which the Queensland Government awarded the organisation $2 million to build two new facilities in Gordonvale and Taigum that will allow elderly parents of people with disabilities an alternative to nursing home care when they are no longer able to care for their children in their own home.

Future Directions

Strategic direction has been a major focus over the last year. Working with our Board, I have developed a Strategic Direction document that informs organisational direction through both the changing of the Aged Care system and into NDIS and beyond. From the Strategic Plan an Operational Plan was developed with input from the Board and Managers, which itemises requirements for each program and the strategic intention, which will inform internal key performance indicators for program staff.

St John's has also adopted a Contract Management Framework which will facilitate the growth of the organisation and int the long-term, enable a dissemination of responsibility that will build the capacity of service at all levels of the organisation, which works in sync with the Quality Improvement and Risk Management Frameworks developed during 2014.

Change

There have been a number of improvements in the area of information sharing this year, not the least of which has been the implementation of all new Client, Coordinator and Care Worker Handbooks which provide up to date and relevant information on duties, Work Health and Safety and St John's policies and government legislation.

July 1st this year saw the shift into Consumer Directed Care in the Aged Care Services. Thanks to the preparation of the Board, Managers and Coordinators in the lead-up to the change, the transition caused no disruption to existing services and the organisation has smoothly moved into the new world.

Finally, I would like to thank the Board for their continued support of my position in the organisation, the Aged Care and Disability Services Managers who continue to endorse the work that I undertake and the Coordinators who have been so willing to take on and accept the changes that we have made.

COMMUNITY SERVICES FACILITATOR REPORT

By Beth Bradford

It is with great pleasure that I have the opportunity to submit my report this year. I would like to thank the Chair, Board, and Executive and Management team for their ongoing support of my role.

The changes to the aged care services transitioning to the 'My Aged Care' website online portal have been rolled out successfully with community members being able to access equitable services through one central system. Over the year I have been able to witness how St John's Community Care staff are connected with our clients much like a real family, where all staff are happy to help with getting the job done to make successful and enjoyable events.

Special Events in our flexible respite program

Our events are based around a strong restorative model for both the older and young clients who have access to St John's Community Care services. The activities encourage a holistic approach to wellness that incorporates all aspects of a client's needs as outlined below:

• Important client social provisions include dinner parties, art shows, outings, picnics, baking, puppet shows, mobile zoo demonstrations and theme days.

• Emotional and wellness therapies include: pamper days, laughing sessions from the Beyond Blue resources, gardening, memory books, reminiscing and improving the client's sense of purpose by supporting vital charities such as RSPCA and ACSAH while gaining some canine therapy for example.

• Improvement of fine and general motor skills is promoted through activities such as balloon tennis, seated soccer, tai chi, dancing and basketball. Get out and have fun with St John's Community Care. That's what we are all about.

Major events

St John's Community Care also continue to embrace the community through major events such as the Greek Festival that welcomed over 4000 participants through our gates. Our Seniors Week event entertained over 150 clients, and our young clients enjoyed a Princess and Pirate disco with lighting effects, a disco ball and our own resident DJ to make the event such a great success.

Social Support and Multicultural Access Services

The beauty of St John's is that we are able to provide a diverse range of services to suit individual needs whether it be help with shopping, household tasks or accessing the community to stay in touch with networks. St John's know how important it is for people to maintain strong community ties. The organisation caters to all cultures and supports ongoing community special needs groups to ensure customs, values and traditions are maintained multicultural hubs and information sessions. Our friendship mornings provide an excellent avenue to meet other community members and an opportunity to receive vital health related information. The groups enjoy community get togethers and are able to tailor their own programs to suit their needs, for example learning new technology such as the iPad, or smart phones which can be a daunting experience.

Allied Health

Our Allied Health continues to grow with services offered in Mareeba, Cairns, Gordonvale, Innisfail, Babinda and Brisbane. We offer excellent Podiatry Services and have access to Occupational Therapists to assist with home modification requirements that encourage clients to stay within their own home. St John's Brisbane outlet offers an array of Allied Health professionals including Social Work, Physiotherapy, Dietitian and Podiatrist that provide centre based information and support to the over 65 community members.

Cottage Respite

Our Cottage Respite (formally known as Twilight Overnight Respite care) continues to be available to clients over 65 years of age, whose carer is looking for a short term break. These services are vital in reducing carer stress and improving relationships in order for carers to continue their hard work in keeping clients in their community settings. There is always availability with overnight cottage respite and fee for service options to suit individual requirements.

Marketing/Promotional

I have also had the privilege of assisting with managing the new Facebook page and St John's new look webpage with up to date information on our exciting events and news as they occur.

This year I have continued to provide information and assistance to St John's and individual clients regarding clinical and nursing needs that have helped with the organisation's continuous quality improvement initiatives.

CENTRE BASED CARE
REDLYNCH & GORDONVALE

By Jemaly Decle

It has been a fantastic year and again there have been many changes to the organisation, all the time getting bigger and better. We have ten groups each week, with six in Redlynch and four in Gordonvale. Over the past year staff have organised some exciting new activities for clients to participate in that stimulate the mind, body and soul, including Laughing Sessions, gardening, cooking, big birthday celebrations, craft, sports days, a pirates and princess disco and RSPCA Cup Cake Day.

Many of our clients tell us that 'Centre Based Care Day' is the highlight of their week and this confirms to staff on the ground and the organisation that the services we are delivering are appreciated and make a true difference in people's lives every day.

Our younger groups have enjoyed a variety of outings over the past twelve months and our centre based and excursion days have been fun filled. Our dedicated staff is working to come up with more creative ideas for new celebrations and activities, encouraging clients to become involved with both the ideas and the planning of the monthly diaries, giving everyone a choice and a voice in the fun.

Centre Based Care also provides transport to any clients who may have trouble getting to the Centre, either at Redlynch or Gordonvale, making sure that everyone has a chance to participate across the area. Our groups see people from all walks of life coming together to socialise with other people in similar situations to themselves, as well as being entertained and often giving their carers a break at the same time. Our groups aim to make people feel part of their community, with a sense of overcoming social isolation and disconnection due to lack of transport or social interaction.

The team in the Centre Based Care area and I have truly enjoyed the fun we and clients have had this year and look forward to having just as much in the coming twelve months.

HOME CARE PACKAGES
DOMESTIC ASSISTANCE

By Marelle Ollenich

This year I have had the privilege to accept the role of Aged Care Coordinator. St John's Community Care currently support 78 Level 2 clients (low care) and 15 Level 4 clients (higher care) to remain living in their own homes. Our client base covers the Cardwell/Tully area, Innisfail, Cairns South to the Beaches, Tablelands, Thursday and Horne Islands. As well as my own case load of clients I oversee and support the Team Leaders who are invaluable with their skills in management of the rural and remote areas.

Working as a team and supporting each other is the key to maintaining the St John's Mission Statement and Values.

Our waiting list also shows we are an organisation that many clients put their faith in, with a good word of mouth reputation for delivering a quality service.

Changes to Home Care Packages

2015 has proven to be another year of many exciting changes and we have certainly risen to the challenge of ensuring our organisation has remained informed, prepared and competitive during the transition to Consumer Directed Care. Clients are now supported on individualised budgets that they are fully in control of. This gives them opportunity to obtain services and support that were previously not accessible on a Community Aged Care Package. Full credit to the finance department who have led us through this transition.

The introduction of the My Aged Care Website on July 1st has provided a service to the frail aged to ensure they are registered, assessed and referred to a service provider. St John's office staff have been actively involved in assisting multiple clients to access the portal, ensuring they receive an appropriate service.

Domestic Assistance

Domestic Assistance is in high demand with the regular support of 90 clients and a substantial waiting list. We have also received additional funding for under 65's and the support we have been able to provide the 4 young clients has been rewarding, seeing the change in their quality of life and the reduction of carer stress.

Support Staff

Monthly staff inductions are conducted for new employees with consistent numbers of applicants. The introduction of Competency Based Carers Training has given all staff the opportunity to have training that enables them to work across all programs and cater to the specific needs of clients both in aged care and disability. This foresight gives St John's a competitive edge as we can be assured that all staff are skilled and able to support high needs clients when and as required.

Our Administrative and Roster Clerk Team remain a pivotal resource to this organisation and continue to lend constant support to office staff, Care Workers and our clients.

Amanda Norris is still a guiding light with advice on legislation compliance, auditing requirements and ensuring our forms and client files remain updated and professional.

Special mention and appreciation to our Aged Care Managers for their support and guidance during the year.We will continue to be led and guided successfully by our Board members providing strategic direction and enabling St John's Community Care to continue to grow so we remain a competitive, quality and valued service in our

ST JOHN'S TOWNSVILLE **REPORT**

By Susan Thinee

Time has passed us by here in Townsville so very quickly as services have expanded and it is time to submit my second Annual Report as the Community Services Officer for the St John's office in Townsville.

Since commencing with St John's Community Care on the 31 March, 2014, we have enjoyed a journey that has proven to be challenging and interesting.

St John's is funded by Department of Social Services (HACC) to provide Domestic Assistance and Home Maintenance Programs for people over the age 65 years. These two services support clients to manage household chores that they may otherwise experience difficulties completing. This enables us to support them to continue living independently for as long as possible in their own home.

As the demand for services steadily increased in 2015, the Townsville office now has a Part-Time Community Services Assistant and a Full Time Home Maintenance Services Officer who commenced in October 2014.

Domestic Assistance

We currently have 228 clients and 22 Care Workers delivering a quality service to clients living within the Townsville and outer suburbs. Many of our Care Workers are also trained and equipped to assist and support people living with disabilities within our community.

Lawn Mowing

St John's Community Care was successful in its submission to the Townsville City Council for Lawn Mowing services and now provides lawn mowing to 341 people over the age of 65 years and 59 people under the age of 60 years with a Disability - a total of an additional 400 clients. Demand for lawn mowing in the area has been strong, which has resulted in a waiting list for service.

Disability Services

We have commenced support of our first client with a disability who has been supported by disability qualified Care Workers in Townsville. As St John's progresses towards delivering more support to people with disabilities, we will be able to offer the following support - community access, adult life skills, respite, and Host Provider services.

The Townsville office networks with other disability service providers and attends all NDIS workshops as we move towards the implementation of the new system during 2016. The Townsville Team have continued to work with all stakeholders to identify opportunities for growth and learning, improving our skills, knowledge and abilities.

Official Opening

The Official Opening and Blessing of the Townsville Office, was held on Saturday 18 April 2015 and was blessed by His Grace Bishop Seraphim and officially opened by Cr Jenny Hill, Mayor of Townsville City Council and Hon Coralee O'Rourke MP, Minister for Disability Services.

Networking & Partnerships

We would like to express our deep appreciation for the Organisations that have kindly been Guest Speakers at our "Friendship" Morning Teas - Salvation Army, Uniting Care Community Programs Safe Alert, Qld Police Crime Prevention Unit, QADA, Lifetec, Community Flyer TOTTS, Ozcare Dementia Services. Our "Friendship" Morning Tea attendees, tremendously value the expertise, knowledge and presentations delivered by the Guest Speakers.

I would sincerely like to take this opportunity to thank the Board Members for their ongoing mentoring, support and encouragement that we have received over the past 12 months and also from Management and Team Leaders within St John's.

I would also like to thank the Townsville Administration staff and our very valued Support Staff Members who provide the much needed and valued services to our clients. Your efforts are not only appreciated by the Administration Team but also by our clients as they often speak of how much they value you as their workers. We are certainly blessed with sensitive and dedicated Support Workers.

TOWNSVILLE LAWN MOWING **REPORT**

By Margaret Shears

The purpose of the lawn mowing service is to assist eligible residents with the basic maintenance of their lawns and to keep the immediate surrounds of their home in a safe and habitable condition.

This lawn mowing service will undertake services in an average suburban yard, and may include:

- Mowing of lawns and footpaths
- Edge trimming around footpaths, driveways, gutters and under fence lines
- Removal of grass clippings

The program provides assistance to eligible residents of Townsville City and surrounding areas also including Magnetic Island.

In November 2014, 400 clients were transitioned from Townsville City Council to the administration of St John's Community Care under a partnering agreement between the organisations This occurred with minimal disruption to clients and contractors through an extensive program of engagement throughout the area.

St John's currently supports 58 clients under the age 65 years and 342 clients over the age of 65 years, with 9 contractors providing services, one of who is located on Magnetic Island.

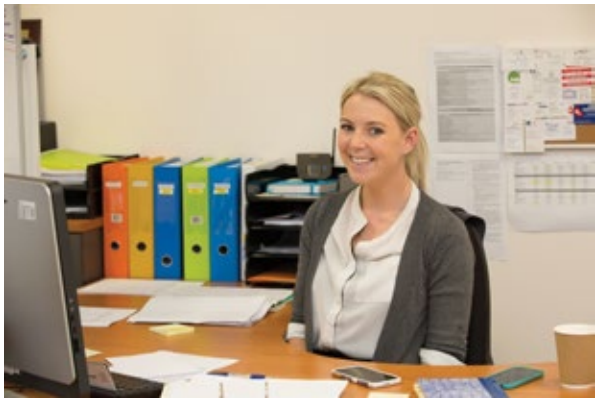
Number of services provided for the period November 2014 to June 2015:

- 3,691 vouchers redeemed
- 2,469 lawns mowed

We have built strong relationships with our contractors and clients. We enjoy a collaborative relationship with our contractors in meeting the needs of our clients ensuring client satisfaction.

The achievements throughout the year have only been possible through the hard work and commitment of our team of contractors in Townsville and the support of the Staff at Townsville City Council, the St John's Board, our Managers, Community Services Officer, Susan and the dedicated team of St John's staff, to which I extend my heartfelt thanks.

ST JOHN'S BRISBANE NORTH
REPORT



Kelsey Price - Community Services Officer

St John's Community Care Brisbane North has been running since March 31st 2014.

In the space of 1 year and 6 months St John's has expanded the service greatly, providing numerous services to Brisbane North Clients and Community.

St John's Community Care Brisbane North Community Services Officer has had the pleasure of working closely with the Cairns Head office team over the past year and a half as well as with the amazing team members here in Brisbane: Community Service Assistance Angela Elfis and Administration Officer Tania Walkerden.

During the Financial Year June 2014 to June 2015 St John's Community Care Brisbane has exceeded service agreement targets with Domestic Assistance 102% and Allied Health 105% which is a terrific achievement by the Brisbane Team.

Domestic Assistance

Domestic Assistance has grown from a target of 220 clients to an extended 230 clients in the new financial year. Expanding growth, St John's Community Care Brisbane is currently working on offering eighty-five 3 hour Spring Cleans to assist those requiring Domestic Assistance.

Allied Health

Allied Health Podiatry is a strong service offered in Brisbane with the service being offered on Bribie Island from September 2014 – July 2015. Podiatry in Brisbane remains strongly supported with over 80 clients receiving a regular service. Podiatry is run from the Brisbane office in Taigum with our lovely Podiatrist Leo Llanes providing a terrific service to our clients twice to three times per month.

Centre Based Care

Centre Based Care (CBC) Health and Wellness Group has been running since September 2014. On Friday from 10.00am – 2.00pm, St John's Community Care Brisbane offers a Day Service for those over 65 years to come and enjoy a day of socialising, games and entertainment, and a nice morning tea and lunch. The day includes a guest speaker or an activity provided by our wonderful Allied Health Professional Team members, consisting of: Social Worker, Physio, OT, Music Therapist and Dietician.

Multicultural Activities

Multicultural Morning Teas have been expanding greatly over the last year. On the third Wednesday of each month, community members and Clients are welcome to join us from 10.00am – 12.00pm for a group morning tea and some entertainment or an information session. Our Groups have gone from around 30 – 40 clients each month, to a huge 60 – 80 Clients. This achievement is due to the hard work of the Community Service Assistant and Administration Officer as well as the fantastic support from the clients and local groups who attend and expand our services by telling their friends and neighbours.

Disability Services

Disability Services for Brisbane have been in the works for a few months now. We are currently providing support to one Disability Client and are excited about the growth and intake of more clients in the future, as well as plans to expand into Day Respite servicing.

Staff

Staffing at St John's Community Care Brisbane has been a key to our success, with a staffing group of 20 who proudly support our service. The growth and success of Brisbane North Branch is a credit to the Community Service Assistance, Administration Officer and the Care Support Team.

The support provided by the Aged Care Manager, Disability Manager and the whole Team from St John's Community Care Cairns Head Office is appreciated and the Brisbane North Team thanks them for their ongoing support and dedication.

DISABILITY SERVICES YOUNG LIFESTYLE CARE
REPORT

By Michele Townson

Funded by Department of Communities, Child Safety & Disability Services (DCCSDS)

2015 has seen many changes at Young Lifestyle Care.

The staff have been given the opportunity to be trained in all areas, therefore enabling them to work with all the clients across the facility.

The rostering clerks are a welcome addition to YLC, resulting in the coordinator having the opportunity to work more closely with both support staff and consumers.

The three individually funded clients of Hippolytus House have settled in well at Young Lifestyle Care and we are looking forward to welcoming further clients to the house in the near future.

Young Lifestyle Care is at present home to 17 residents, with numbers growing in the near future.

Collaboration

The involvement of the OZCARE and the YNA Nursing staff at YLC five days per week; Monday to Friday has also been a welcome addition, offering assistance to both staff and clients and working in collaboration with our GP Dr Korinihona to give our clients the best possible medical care.

Recreation

The Recreation programme continues to offer a wide range of activities. These have been implemented and clients have a greater input into the programme. All clients have enjoyed ongoing outings to football games, ten pin bowling, visits to the theatre and the local markets as well as an increase in in- house activities.

The residents are still enjoying the opportunity of utilising the WIFI which was introduced to YLC in 2014, giving them the opportunity to utilise IPADS and laptops to link into social media and connect with family and friends.

Many events have been held at YLC this year, Pool Parties, BBQs and Discos have been enjoyed by the St John's Disability clients.

The residents of YLC are still enjoying participating in the Music Therapy group which take place at St John's Young Lifestyle Care each week.

Therapy

YLC is fortunate to have ongoing support from our Physiotherapist, who has been working closely with our support workers to implement extensive exercise plans for our clients. One resident has sourced a gym membership and at present is working with a personal training in the hope of gaining strength and furthering his independence. He has also private sessions each week with the Physiotherapist to advance his muscle control and walking capability.

Residents and staff are continuing to utilise the hydrotherapy pool, not only accessing it for therapy use but also enjoying social poolside gatherings.

Sensory Garden

The planning of the Sensory/Friendship Garden to YLC for our residents, their families, friends and community members to access and enjoy is ongoing with the committee consisting of members of the local community, St John's staff and YLC residents who are committed to making this garden a reality. Paved wheelchair accessible foot paths and two Gazebos have been added to the Garden and an undercover Barbecue area is planned to be erected in the near future.

I would like to thank the Gordonvale Lions Club, The Lioness Club of Cairns, The Garden Club, The Gordonvale Red Cross, The Gordonvale Girl Guides and the SCOPE Club of Australia - Cairns Branch, for their generous donations and support throughout the year which are greatly appreciated by our residents here at YLC.

I would also like to thank the Gordonvale Community, the staff & medical professionals from the Gordonvale Family Medical Centre, QLD Ambulance, and the staff of the local Pharmacy for the ongoing support that has been shown to the St John's Young Lifestyle Care residents.

I currently coordinate The 'Hammer Time' Group at Gordonvale. The guys enjoy coming together to enjoy each other's company. They can just sit for a chat or undertake projects under the guidance of St John's support staff. Many finished products were sold at both The Greek Festival and The Gordonvale Pyramid Race Fair. The funds raised were utilised to purchase further tools and resources for use at Hammer Time. The guys have also been busy making projects such as wind chimes and sensory objects to be utilised in the YLC Sensory/Friendship Garden.

I would like to take this opportunity to thank the St John's Board, my manager, and colleagues for their positive support in assisting me to deliver the high standard of care and support to the clients and support staff at Young Lifestyle Care.

ST JOHN'S TABLELANDS **REPORT**

By Teresa Brcko

Overview

This year St John's on the Tablelands have increased services to include Podiatry, Domestic Assistance, Centre Based Care for the Aged and Twilight – overnight respite. We have a culturally diverse team of Care Workers to support our clients with many different cultural backgrounds.

Our Tableland Team consists of 17 staff spread from Dimbulah, Kuranda, Atherton and Mareeba including 2 new Care Workers we have welcomed to the team in Mareeba this year.

Centre Based Care

Centre Based Care for younger people with disabilities continues twice a week – Wednesdays and Fridays. Our CBC for elderly clients is a relatively new program with activities and social interaction the focus for this group.

Social Support

Social Support has continued to grow since its commencement in 2011, incorporating the monthly World Cultures Club. There is a growing demand for outings and help with shopping and doctors' appointments filling our calendars. We also have the Dimbulah Friendship Morning Tea at the end of each month, with a bus full of clients from Mareeba coming along to enjoy the day out.

Domestic Assistance

In meeting the needs of the Tablelands community, St John's now provides Domestic Assistance to our many clients.

Recognition

I would like to thank the St John's Board of Directors, the Managers, Team Leaders and the Support Staff on the Tablelands for making my role as Team Leader positive, enhancing and encouraging. It has been a rewarding and challenging position and I appreciate your understanding and support regarding all the changes in the last 12 months with the addition of new services and the growth of St John's Community Care. The opportunity to gain new skills, experiences, enhancing organisational effectiveness and improving work quality is a great opportunity to continual improvement.

NQ HOME ASSIST SECURE (HAS) REPORT

By Bob Mahaffey

St John's Home Assist Secure program, funded by the Department of Housing, HACC & Community Care, funds Public Works and the HACC Maintenance Major and Minor Modifications programs. These programs provide information and practical home maintenance assistance for individuals in receipt of a government pension, allowance or payment.

The target population for the program is older people and younger people with disabilities who it aims to assist to remain living safely and securely in the community, reducing the risk of premature admission to residential care.

The program removes some of the practical housing related difficulties experienced by eligible persons who wish to remain living in their home. Services are delivered in a manner consistent with social justice principles of equality, rights, access and participation.

The number of services provided through the Home Assist Secure Program during this financial year was 5,131 to a total of 2,322 households from Cardwell to the Torres Strait.

We continue to build strong relationships with our contractors and clients. Our contractors understand the program guidelines and objectives, and are happy to take the time required to ensure clients are satisfied with the work performed.

HACC Home Maintenance and Minor Modifications

This service is available to anyone who is eligible for Home and Community Care (HACC) services with clients generally referred by Health Care professionals, principally Occupational Therapists. Assistance is provided with the maintenance and repair of the person's home, garden or yard to keep their home in a safe and habitable condition. The Minor Modifications programs assists eligible clients with the installation of grab rails, hand held showers and ramps and other items to support independent living. Our office staff and Field Officers have regular contact and strong partnerships with the Occupational Therapists across the region resulting in good working relationships which result in efficient and reliable service outcomes for clients.

A total of 2,738 services were provided during this financial year to a total of 1,007 households in the Cairns region from Fishery Falls to Ellis Beach

Major Modifications

This HACC funded program assists HACC eligible individuals living in their own home who are frail aged people or living with moderate to severe disabilities who are at risk of premature or inappropriate admission to residential care. The program provides a project coordination function, working closely with clients and their family or advocates, Occupational Therapists, and builders to meet the client's needs. Most projects involve bathroom modifications, the installation of stair climbers, lifts and ramps.

The program completed 63 major modifications projects in the financial year in an area from Cardwell to the Torres Strait. During 2014-2015 we expanded our already solid team of contractors servicing the region, preferring to use local contractors to ensure cost effective and timely work. The program has achieved a very high level of client satisfaction. Last year the program completed several major modifications to remote clients in the Torres Strait and we have continued to provide Major Modifications to some of our more remote clients in Cooktown and Hopevale during 2015.

Highlights from the year

• The Home Assist program has experienced strong demand throughout this financial year, due to an increased awareness of our services, our strong commitment to quality improvement, and an increased financial capacity to assist with cyclone season preparation.

• We continue to seek out new resources for clients and to research new products, making them available to our clients.

• The Home Assist Secure service plays a very important role in the lives of older widows who are unfamiliar with home repairs, having the capacity to send a Field Officer or contractor to assess work required and completed. This service increases our clients' confidence and provides a sense of safety and security.

The achievements throughout the year have only been possible through the hard work and commitment of our Field Officers, Admin Assistants, Volunteer and contractors. We have also been well supported by the Board, our Manager, and the CFO, Admin and Finance team.

ST JOHN'S INNISFAIL
REPORT

By Sarah Smallman & Catherine Caltabiano

It has been a busy and exciting 12 months at the Innisfail Centre with all programs continuing to flourish. St John's Community Care Innisfail Centre provides vital services to the frail aged in the Cassowary Coast Region. This would not be possible without the amazing, dedicated and client focused team who deliver these services.

In April 2015 Sarah Smallman took over the position of Team Leader in Innisfail from Sally Dorrington. This transition has been fast paced and eventful with many changes occurring within the sector and organisation. The services in Innisfail have seen significant improvements with these changes.

Aged Care Packages

Innisfail Aged Care Packages provides high quality of care and support to 21 x Level 2 and 3 x Level 4 frail older people which enable the clients to continue living independently in their own home. Each package is individualised to suit the needs of the client and provides a flexible and responsive approach to home based care. The packages service clients from South Mission Beach to Tully and north to Babinda.

In-Home Respite

In Home Respite provides much needed respite and support for carers. The flexible approach provided though the In-Home Respite allows the carer to maintain their caring role and have respite knowing the person they care for is being looked after. This program continues to grow in the Innisfail Region, with great feedback from clients receiving this service.

Domestic Assistance

The Domestic Assistance service offered in the Innisfail Region continues to run at full capacity. The service provides assistance with daily cleaning such as vacuuming, mopping, bathroom cleans and washing, for frail aged clients. This service aims at providing this assistance to allow the clients to maintain their independence and to stay in their home for longer.

Centre Based Day Respite

Our Centre Based Day Respite runs from Monday to Saturday. This program offers a diverse range of activities and social outings. Our Centre Based Respite provides a service to over 60 clients each week. The program each consists of morning tea and lunch, prepared by our staff at the centre, and a mix of activities which promote healthy and active aging.

On Saturdays we have a Young Group who attends the centre, providing respite to carers and a fantastic social opportunity to people with a disability. Activities on Saturday are diverse and exciting and promote independence, social support and fun. We have received amazing feedback from the program and continue to see it grow and prosper.

Community Transport

Innisfail Community Transport continues to grow. The service runs from Monday to Friday each week servicing both our aged and young clients. Each week we meet and exceed our target of 80 trips per week. Our two dedicated Community Transport Drivers, Trisha and Jacquie, excel at the daily operations of our Transport Service.

Allied Health

Through our Innisfail Centre we coordinate Podiatry for both Innisfail and Babinda. Two visiting Podiatrists, John Burrie and Steve Lynch, provide this essential service to our frail aged and young clients. John visits Innisfail monthly, and provides an Innisfail and Babinda service bi-monthly. Steve visits Innisfail bi-monthly. We currently provide 114 clients with the Podiatry Allied Health Service.

Twilight Overnight Respite

Twilight Respite has been a much sought after service in the Innisfail Region. Each two day service held at the Innisfail centre has been at full capacity, with many clients looking forward to attending Twilight Respite again. The service offers a two day break for carers of frail aged people, primarily with dementia. The client attending the centre participates in the daily Centre Based Respite and after hours social activities. There has been significant interest in Twilight for people with a disability, which has been identified as a service gap within the Cassowary Coast Region.

DISABILITY SERVICES COORDINATOR REPORT

By Amanda McInerney

St John's primary focus is providing quality support to enhance the independence of all clients to maintain living in their own homes. I believe we have worked hard this year with our clients to achieve this.

Providing care to clients with intellectual disabilities and psychiatric disabilities raises many challenges for care workers and Coordinators, however by working together we have successfully achieved many outcomes and goals for our clients.

Throughout 2015, we have collaborated with the our clients, families and stakeholders to identify and monitor the changing needs and wants of each individual.

With this information we were able to respond and improve the support we provide to each individual by:

- increasing support hours to provide more one to one time for community access.
- increasing support hours to ensure quality support in providing in personal care.
- advocating and supporting a client to move into another home more appropriate to his personal desires and lifestyle goals.
- Providing flexible support hours to suit the needs of a person who wanted to exercise to maintain healthy lifestyle.
- referrals to other organisations, to become a united advocate for the client, to ensure quality service provision is provided when working on Positive Behaviour Support plans and Care Plans.
- enhancing self-confidence and independence by providing quality training and support that is catered to each individual person to access their local community by use of public transport.
- building valued relationships for the person and / or building on opportunities to develop new friendships by working with the person interest, ideas, strengths and abilities and connecting them with other people in the community who share common interests.
- developing documentation to suit the individual needs of the person, so care workers are better able to monitor health concerns.
- advocating for a client to purchase new furniture and personal items as a lifestyle goal.
- working with a client who wanted to purchase a bicycle, to be able to access the community independently.

On behalf of the Disability Services Team, I would like to thanks the Board of Directors, the Management Team and staff for their support and commitment during the year

Why P.A.R.T Training?

Predict Assess and Respond to Aggressive/Challenging Behaviours (PART)

St John's Community Care is always seeking new ways to provide opportunities for staff to upskill and enhance the quality of support provided to clients. Providing the 2 day PART workshop is to minimise the risks associated with providing services to people with a history of assaultive/aggressive behaviour.

Workplace violence is a known hazard across the human services industry. PART training assists organisations to meet some of the requirements under Occupational Health and Safety legislation in providing staff with the skill and knowledge to assist them to remain safe in the workplace, as well as keep clients and others safe.

PART recognises that for each client who may display challenging/aggressive behaviour, their Care Workers must have a range of redirection strategies and responses that are legally, ethically and technically appropriate for each situation.

The aim of PART is to provide a set of theoretical principles and response strategies to compliment the Care Plans, policy and procedures. Incorporating emergency response processes and hierarchy of responses based on principles of least restrictive and most protective for staff and clients.

COMMUNITY TRANSPORT **REPORT**

By Kevin Beames

The past year has been another very positive year in Community Transport, as we have expanded our fleet of vehicles and the number of clients we can support. We have updated our fleet with two new minibuses this year, giving us the flexibility to help clients attend specific appointments.

People can often take the small things for granted and day to day routines may seem normal for many of us but to those people who can't drive for various reasons these day to day activities can be very challenging. This is why I am proud to work for with St John's Community Care, as our transport service makes a difference in people lives by helping them to live with a little more independence.

Our Transport Services covers Cairns, Gordonvale, Innisfail and Mareeba areas. Due to the extra resources we now have available, the Transport Department have completed 24,690 trips this year compared to the 15,627 trips completed last year, and the 10,833 trips in 2013. To meet this demand we have extended our service hours to cater for the needs of our clients with vehicles working from 6:30 am to 4:30pm Monday, Wednesday and Friday, and from 8am to 4:30pm on Tuesdays and Thursdays. We continue to transport groups to different locations for lunch, which is a great success with clients reporting that they really enjoy the outing.

I would like to thank our Chairperson, the Board of Directors and Aged Care Services Manager for their support, as well as our Admin team for their daily help. I would like to recognise the contributions of all of the Transport Team. I thank you all so much for helping make Community Transport a great success.

As a team we are committed to be giving a reliable and safe service to our clients and are pleased to promote St John's Community Care programs.

ST JOHN'S THURSDAY ISLAND **REPORT**

By Ellen Mosby

As always it has been an exciting year in the Torres Strait. We have continued to support our local community and they have, in-turn, supported us.

Our Home Care Packages continue to be popular as is our In-Home Support. Our Social Support program has assisted young clients and we are providing services across a number of Islands.

Our Seaside Strolls have proved very popular, with good numbers in each of our groups. It is always lovely to wander along the beach and have a chat, catching up with the clients and their families, and taking some time out to appreciate the beautiful place we live in.

This year we introduced a scheduled client review process, and as we review our Care Plans we are developing a reablement focus in goal development. Our transition into CDC has been seamless and a big thank you to the staff in Cairns for their support and guidance.

Although challenging at times, we have managed to build a good team of care workers to service our clients and support our staff.

We continue to build new relationships with other providers, maintain our existing networks and increase awareness of St John's services and the work we do.

Thank you to the Board, our Managers and all of the support staff for helping us make the last 12 months even more enjoyable and successful than the last.

RECOGNITION OF SERVICE

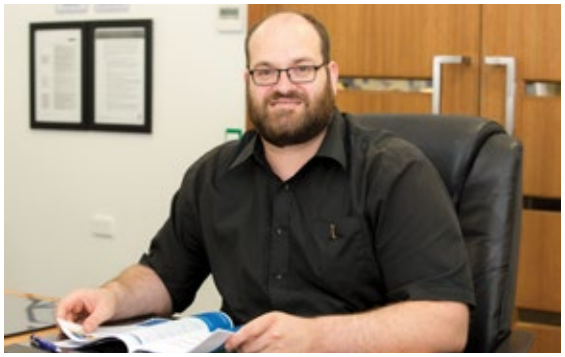
The Board of St John's Community Care Ltd takes great pleasure in honouring the following staff members for having completed 15 years or more of continuous employment.

Guy Bree

Barbara Rankin

The Board of St John's Community Care Ltd takes great pleasure in honouring all of our volunteers for their

CHAPLAIN'S
ANNUAL REPORT



I am currently the Parish Priest of St. John the Baptist Cairns Redlynch. This is my second year serving as the Parish Priest alongside my wife and daughter.

It is a unique experience, being involved in a community organisation such as St John's, and this past year has been a busy and fruitful year.

I have been blessed to be able to start my ministry within the Parish, and move out into homes, hospitals and into the Young Lifestyle Centre and in the other regions of Gordonvale, Innisfail and Mareeba. It is always nice to see how pleased people are to see me; I have developed some wonderful relationships and friendships with St John's Parishioners, clients, carers, staff and with our Wednesday Seniors group where I have been able to offer counselling to all and the wider community wherever needed, including local schools.

In May of this year I was appointed a Police Chaplain and have built a good rapport with the Queensland Police Officers. I look after the needs of the Police Officers at Edmonton and Gordonvale Police Stations and visit them on a weekly basis , offering counselling when required. I have been involved with two First year Police inductions, were I got to meet the first year constables and offer them my services and advice whilst welcoming them to Cairns.

This year I also have been involved with multicultural meetings with the Cairns Regional City Council, where meetings are held every 2 months to discuss future multicultural events. It is good see all people of the world coming together and uniting.

Special events for me this year in the wider community have included ANZAC Day, where prayers were offered for those who have given their lives to protect our country. This year marked the 100 years of the ANZACS, the service was held at St. Monica's Cathedral in Minnie Street. On Friday 21st August I was cordially invited to the Multicultural Awards day, where I was presented an award by Robert Pyne our local MP, for active work in the community.

I have enjoyed working alongside St John's Community Care Staff and Board members and have been learning more about the organisation of St John's Community Care.

I would like to thank our Lord for giving me the strength to perform these tasks and to His Eminence Archbishop Stylianos for entrusting me with the Parish of St. John the Baptist. Thank you to the Chairperson and Board members for the joys of the past year, and I look forward to the next year being filled with as much love and support as I have received over the last 12 months.

God Bless

+Fr. Menelaos Hatzoglou.

The Board of St John's Community Care Ltd takes great pleasure in honouring the following staff members for having completed 10 years or more of continuous employment.

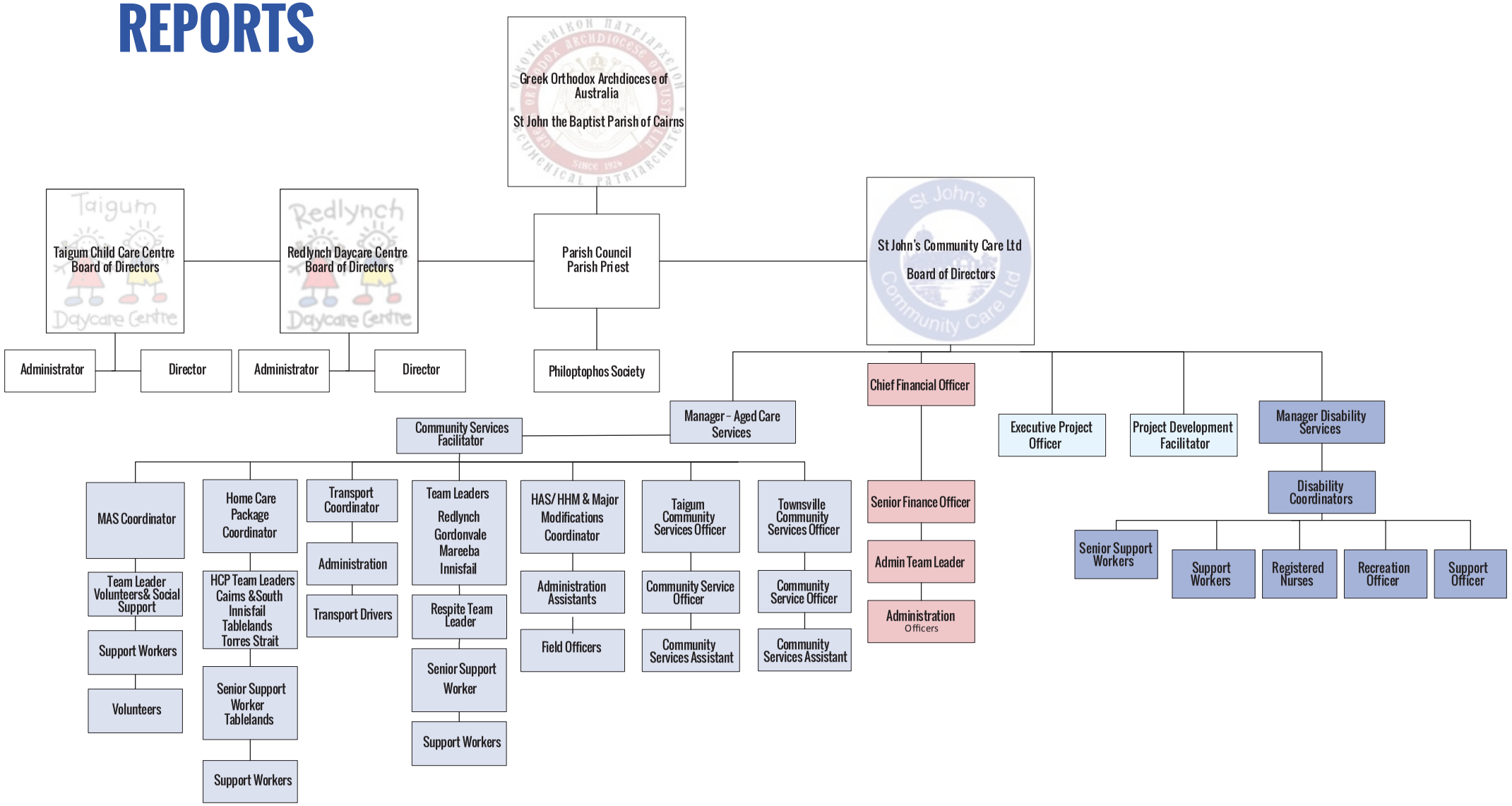
Freda Filewood

Helen Gregarczk

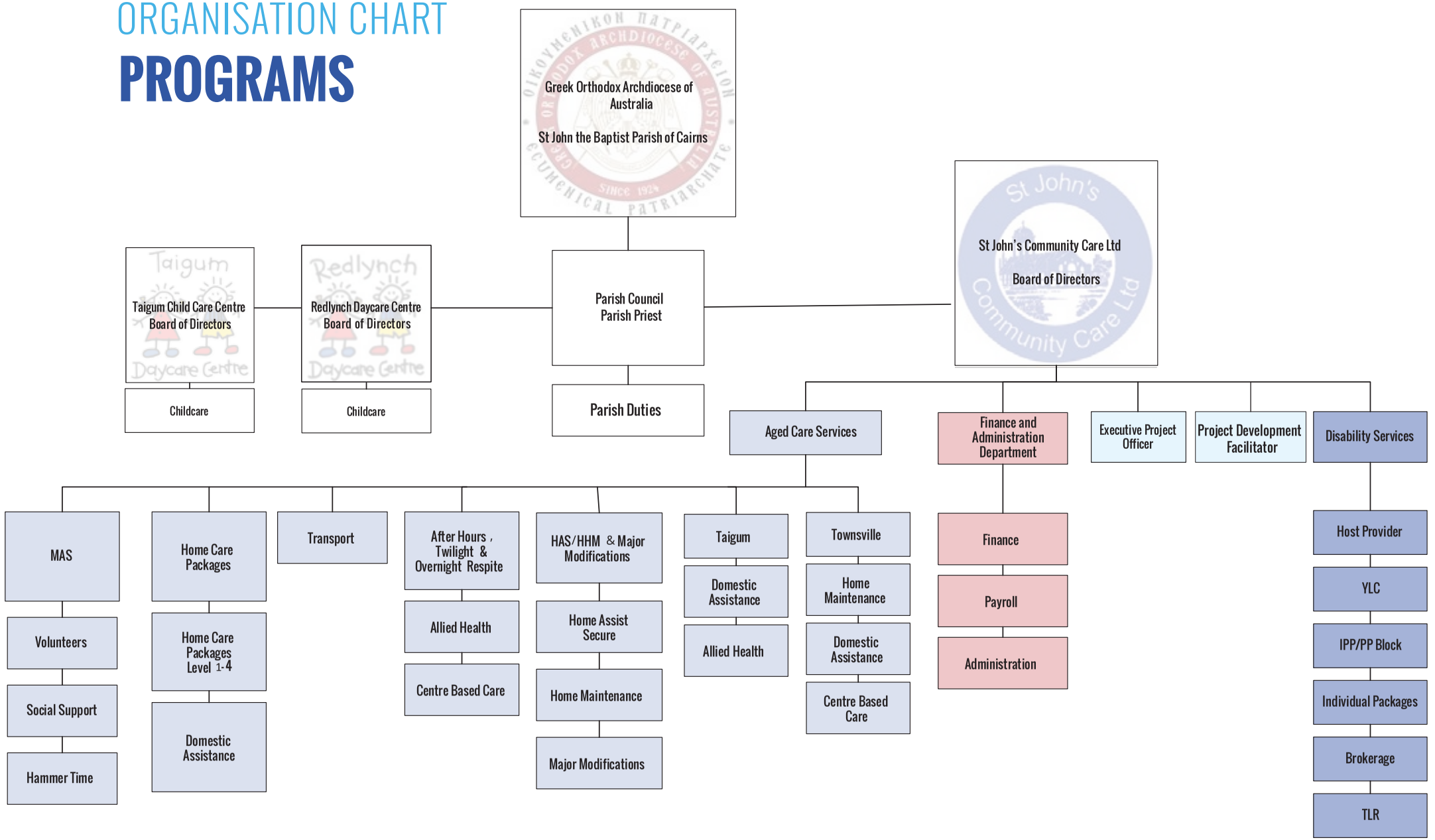
Teresa Petricevic

Congratulations on achieving this milestone and for helping make St John's Community Care Ltd the highly regarded organisation that it is.

ORGANISATION CHART
REPORTS



ORGANISATION CHART
PROGRAMS



MISSION STATEMENT

St John's Community Care Ltd is committed to 'caring' for our community by enhancing the independence and quality of life of the frail aged, younger people with disabilities and people with intellectual and psychiatric disabilities

We achieve this by providing a flexible, responsive, coordinated and individualised package of services to enable them to remain living at home.

VALUES STATEMENT

Clients

Our primary focus. We will advocate, identify and meet the needs of the frail aged, people with disabilities and their carers.

People

We value our people and treat them with respect and dignity. We are one organisation - one team, delivering services to our communities.

Accountability

St John's strives for excellence through continuous improvement and is accountable to its funding bodies and the community for what it does, how it does it, ensuring that the best outcomes are achieved.

Collaboration

We believe that individuals and families are in the best position to determine their own needs. We collaborate with individuals, families, communities, Government and other Non-Government agencies to plan and design services. This ensures that services and funding will be provided to best meet individual needs.

Relationships

We believe in the intrinsic value of relationships between members of the community and people with disabilities, their families and peers. We will continue to promote their importance to the overall community.

Recognition

We recognise that the frail aged and people with disabilities that live in remote areas or with different cultural and linguistic backgrounds require services that reflect their circumstances.

THANKS & ACKNOWLEDGEMENTS

I would like to acknowledge our Funding Bodies and sponsors during 2015 that enable St John's to do what we do best – care. Thank you to:

- ABC Far North Qld
- Angelo's Fine Foods
- Bees Electrics
- Commonwealth Carelink & Respite Centre
- Cairns Community Radio 89.1FM
- Cairns Ocean Products
- Cairns Regional Council
- Cairns Show Society
- Cairns Tropical Zoo
- Car Wash Café Cairns
- Chiantti's Pizzeria Trattoria
- CMG Consulting Engineers
- The Coffee Club
- COTA (Council on the Ageing) Queensland
- Department of Communities, Child Safety & Disability Services
- Department of Housing and Public Works
- Department of Immigration & Citizenship
- Department of Social Services
- Dundees Restaurant
- El Greko Greek Taverna
- Events NQ
- Fetta's Greek Restaurant
- Gambling Community Benefit Fund
- The Garden Club
- Gordonvale Girl Guides
- Gordonvale Lions Club
- Gordonvale Medical Centre
- Gordonvale Guardian Pharmacy
- Gordonvale Red Cross
- Greek Orthodox Parish of St Paraskevi, Taigum
- Greek Orthodox Parish of Sts Theodores
- Greek Orthodox Parish of the Dormition of Our Lady
- Home and Community Care (HACC)
- Innisfail Lioness Club
- King of Knives – Cairns Central & Stockland
- Kuranda Scenic Railway
- Lioness Club of Cairns
- Marino Moller Lawyers
- Piccone's Supa IGA
- Peter Dallalba Design
- Peter Theodore
- Queensland Ambulance
- Queensland Health
- Queensland Community Foundation
- Realised Technologies
- SCOPE Club of Australia, Cairns Branch
- St John's Ladies Philoptohos
- Suncoast Fabrication
- She She Boutique Fashions
- Skyrail Rainforest Cableway
- T K Cleaning and Gardening
- Tjapukai Aboriginal Cultural Park
- Tolly's Signs
- Victor G Feros Town Planning Consultants
- Underwood Party Hire

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