<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archbishop’s Message</td>
<td>3</td>
</tr>
<tr>
<td>Our Details</td>
<td>4</td>
</tr>
<tr>
<td>Our Board of Directors</td>
<td>5</td>
</tr>
<tr>
<td>Organisational Highlights</td>
<td>6</td>
</tr>
<tr>
<td>Partners &amp; Supporters</td>
<td>7</td>
</tr>
<tr>
<td>Continuous Improvement</td>
<td>8</td>
</tr>
<tr>
<td>St John’s at a glance</td>
<td>9</td>
</tr>
<tr>
<td>Chairpersons Annual Report</td>
<td>10</td>
</tr>
<tr>
<td>Financial Report</td>
<td>12</td>
</tr>
<tr>
<td>General Managers Report</td>
<td>14</td>
</tr>
<tr>
<td>Our Locations</td>
<td>16</td>
</tr>
<tr>
<td>Staff Spotlight - Johnny Newman</td>
<td>18</td>
</tr>
<tr>
<td>Our Appreciation</td>
<td>19</td>
</tr>
<tr>
<td>Our Services</td>
<td>20</td>
</tr>
<tr>
<td>Events</td>
<td>22</td>
</tr>
<tr>
<td>Client Satisfaction Survey 2015-16</td>
<td>23</td>
</tr>
<tr>
<td>Manager’s Reports</td>
<td>24</td>
</tr>
<tr>
<td>Aged Care Services</td>
<td>24</td>
</tr>
<tr>
<td>Disability Services</td>
<td>26</td>
</tr>
<tr>
<td>Compliance and Governance</td>
<td>27</td>
</tr>
<tr>
<td>Residential Operations Facilitator</td>
<td>27</td>
</tr>
<tr>
<td>Community Services Facilitator</td>
<td>28</td>
</tr>
<tr>
<td>Home Care Facilitator</td>
<td>29</td>
</tr>
<tr>
<td>Townsville</td>
<td>30</td>
</tr>
<tr>
<td>Thursday Island</td>
<td>30</td>
</tr>
<tr>
<td>Coen</td>
<td>31</td>
</tr>
<tr>
<td>Tablelands</td>
<td>31</td>
</tr>
<tr>
<td>Innisfail</td>
<td>32</td>
</tr>
<tr>
<td>Brisbane North</td>
<td>32</td>
</tr>
<tr>
<td>Taigum Child Care Centre</td>
<td>33</td>
</tr>
<tr>
<td>Redlynch Daycare Centre</td>
<td>34</td>
</tr>
<tr>
<td>Client Spotlight - Ben Ragragio</td>
<td>35</td>
</tr>
<tr>
<td>Recognition of Service</td>
<td>36</td>
</tr>
<tr>
<td>Chaplain’s Report</td>
<td>37</td>
</tr>
<tr>
<td>Organisation Chart</td>
<td>38</td>
</tr>
<tr>
<td>Mission Statement</td>
<td>40</td>
</tr>
<tr>
<td>Values Statement</td>
<td>40</td>
</tr>
<tr>
<td>Thanks &amp; Acknowledgments</td>
<td>41</td>
</tr>
</tbody>
</table>
MESSAGE OF HIS EMINENCE
ST JOHN’S COMMUNITY CARE
2016 ANNUAL REPORT
24th August 2016

My dearly beloved,

Over the course of 2016, St John’s Community Care of our Greek Orthodox Archdiocese of Australia has provided care to thousands of people in Queensland when they needed it most and this is by the grace of God an invaluable contribution to the community.

I am proud and grateful for the work undertaken so diligently by St John’s Community Care in caring and advocating for those without a voice; working tirelessly to support on a daily basis families in crises, the frail and aged as well as younger people with disability and/or special needs.

I commend therefore and congratulate the Board members of St John’s Community Care, the Managing Committee, the Staff and hundreds of Volunteers who work together to deliver programs and care services in support of so many.

Wishing you all every blessing from above for continued strength, health and length of days, I remain.

Prayerfully yours

[Signature]

Archbishop STYLIANOS
Primate of the Greek Orthodox Church of Australia
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  
Stephen Agius, FCPA  
General Manager  
Effie Bacalakis  
Manager - Aged Care Services  
Werner Baumeister  
Manager – Disability Services  
Sonya Leonardi  
Financial Accountant  
Amanda Norris  
Project Development Facilitator  
Amanda McInerney  
Residential Operations Facilitator  
Cathy McKinney  
Community Services Facilitator  
Pauline Norman  
Home Care Facilitator
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.
Additional Respite Services for Far North Queensland

In April 2016, St John’s was the proud recipient of additional funding to provide extended day respite services in Mareeba, Innisfail, Cairns and Gordonvale.

The Dementia Respite program allows St John’s to not only extend the hours available for respite services in these sites, but to also provide respite to a new cohort of clients. St John’s is now able to support clients of all ages with dementia related and degenerative neurological diseases.

Services are now available from 9am to 6pm on weekdays, depending on the centres availability, and there is even capacity to pick up and drop off.

This new respite is designed to cater for carers who may be working, studying or volunteering and is a way of assisting them to get back into or remain in the workforce.

This initiative is possible with funding from the Queensland Department of Health.

Independent Accommodation Options

On June 11th, 2016 St John’s proudly opened a new era in disability housing in Far North Queensland. The Supportive Accommodation component of the Young Lifestyle Village consists of three purpose built homes that will provide out of nursing home accommodation and supports for young people with disabilities who are no longer able to remain in their homes with ageing parents.

An initiative of the Queensland Department of Communities, Child Safety and Disability Services, with strong support from the Queensland Department of Health Mental Health Services, the homes provide an alternative to living in nursing home care for young people with disabilities and offer peace of mind to families who wonder what will happen to their children into the future. Taigum in North Brisbane is also home to two new houses with residents expected to be invited to move in before Christmas 2016.

Providing support for up to 20 people in both North Brisbane and Far North Queensland, the homes are designed to allow for greater independence in the community and at home, always with the safety of knowledge that there is help close by as required.

Rural and Remote Growth

During 2015-16, St John’s has continued to extend its hand of support to new clients, carers and service providers throughout Queensland. In an effort to ensure that no client in need is left unserviced, St John’s was able to step in to assist with the transition of around 200 clients from Cairns and the Cape York Peninsula.

To ensure that clients were not left without support, St John’s took on the task of intake and Care Planning for these clients at the same time as recruiting staff at all levels that were able to support and coordinate the needed care.
The previous experience of servicing the Torres Strait Island area was put to valuable use in the commencement of services into the Coen area. Several staff with experience delivering services into discreet communities were able to provide specialised expertise and offer direction to both staff and the Board of Directors regarding cultural requirements and expectations.

In taking on these new clients and geographical locations, St John's also found themselves delivering services that were not currently provided in their existing locations. The Aged Care Manager and Community Services Facilitator were able to quickly determine need and provide advice on changes to protocol to implement new methods of assessment and planning that would incorporate the new programs, supported by an additional facilitator and coordinators and put into service by the newly recruited staff.

The immense task was completed quickly and efficiently by all involved, but the true test of such events is in the perception of those to whom it happened – the clients. In an effort to ensure that the processes had been appropriate, and to identify issues from which St John's could learn and improve future transition processes, a survey was developed which sought people's opinions on the transition and the support they received both during and after the change. The outcomes were astounding with an average positive response of 91.4%.

St John's is proud of the effort put in by all staff to make this happen, and of the confidence that was shown in their supportive care to have been given this opportunity. With a short lead in time, new staff and clients have now settled in well, and the centre in Coen is another jewel in the crown of St John's service centres throughout Queensland.

**PARTNERS & SUPPORTERS**

Like most Community Services organisations, St John's would not be able to continue the work it does without the support of the community.

St John's is funded for programs across the adult lifespan, with activities and supports that are backed-up by other community services organisations, people from the community who choose to be involved and the natural supports of clients such as family and friends.

From day-to-day service provision, to the amazing Greek Festival, none of the things we do could happen without the Partners and Supporters who are there whenever we need them so that we can be there when our community needs us.

Thank you to everyone who helps us be who we are every day.

**Government Departments and Contributers**

From people of all ages who just need a little help, to people who need constant assistance, St John's provides a variety of services and activities on behalf of government at all levels.

Local Council backing spans the state with support from Torres Shire, Cook, Mareeba, Cassowary Coast, Townsville, Cairns and Brisbane City Councils. The Queensland Government contribute to St John's through various departments, including Health; Communities, Child Safety and Disability Services; and Housing and Public Works. The Commonwealth Government support various programs through the Department of Health.

St John's would like to thank all of the departments and councils that work closely with us to ensure that vulnerable people in our communities are cared for and supported.
Mobile Time and Attendance

Mobile Time and Attendance is now fully implemented in St John’s Community Care. The mobile phone application has now been in use for over 12 months and continues to provide us with the knowledge that staff and clients are safe, and that clients are receiving the services that they are entitled to, when they are supposed to. Thank you to all the staff who have worked over the past year to ensure that the system works and that it is achieving the goals of the organisation.

Facebook and Website

Since reviewing the website and going online on Facebook in 2015, St John’s has raised its profile in the cyber community. The World Wide Web has allowed St John’s to share information about activities, events and programs in a targeted, cost effective way that has positively impacted on the organisations ability to reach out and touch lives beyond geographical boundaries. Look for St John’s Community Care on Facebook or visit stjohnscommunitycare.org

New Positions to Improve Service

The growth in servicing of the past year has seen a need for additional staff at all levels of the organisation. December saw the appointment of a General Manager to support the Board in governance and management. This coincided with expansion of services into the Coen area in Cape York and the appointment of a Coordinator assigned to oversee services, as well as a number of new Cairns based Coordinators; a Home Care Facilitator to support the Aged Care Manager; and a Residential Operations Facilitator position was developed to support the Disability Services Manager with the expansion of residential services in Taigum and Gordonvale.

St John’s welcomes all new staff to the organisation and looks forward to watching their roles develop well into the future.

Research and Development

St John’s is always looking for new and improved ways to service clients, keep carers informed and involved and to ensure best possible practice throughout the organisation.

This year has been no exception:

- Program Manuals developed to support staff to standardise services and compliance across sites, ensuring that the most up-to-date servicing information is provided to clients and carers, and to front-line staff.
- A trial of a purpose designed star assessment which we hope will prove to be another tool for supporting clients and providing information back to carers.
- Changes to client surveys to improve the way in which feedback is collected and collated and the way it is used to improve services.
ST JOHN’S AT A GLANCE

AGED CARE INSTANCES
1 July 2015 - 30 June 2016
Total 126,686

- Information Advocacy and Referral: 4760
- Personal Care: 5668
- Home Assist/Maintenance: 15832
- Allied Health: 3120
- Centre Based Care: 6780
- Respite: 2616
- Social Support: 4524
- Transport: 26179
- HCP: 23460
- Domestic Assistance: 24189

TOTAL STAFF
350
TOTAL PERMANENT LOCATIONS
9

AGED & DISABILITY CARE PROGRAMS OFFERED
22

DISABILITY CARE INSTANCES
1 July 2015 - 30 June 2016
Total 40,626

- Social Support: 214
- Community Support: 13439
- Supported/Shared Accommodation: 26973
I am humbled and privileged to once again present the Chairperson's report on behalf of St John's Community Care. The focus last year was to see consolidation of services and projects, however the past year has been one of significant growth, hard work and dedication from all. The growth is as a result of many factors and the capacity of the organisation to respond to emerging community needs including the foresight of the strategic plan, the management team's ability to identify and implement opportunities and the ability to gain the confidence of key stakeholders. Our growth and strongly regarded reputation is only possible due to our highly skilled and values driven staff and managers who collectively plan and roll out the implementation of services. It is the staff who are at the coalface and who continue to build our relationships with families and stakeholders. The Board benefits from the amazing support from the senior management team and staff who produce the timely and detailed information as required. They are instrumental in providing thorough preparation for meetings and engender a great collaborative approach to the resolution of the Board’s work.

We have focused on continuous improvement, preparation, responding and performing well to the major changes and opportunities occurring in the aged and disability care sector. We have continued to build on our strong organisational foundation adapting our practices and investing in our capability. There has been a strong focus on upgrading our internal systems and implementing new technology. Our staff have been prepared for the significant changes that are required to support people through the transition of aged and disability government reforms. St John’s Community Care is well placed to deliver quality outcomes for clients and stakeholders.

As the needs of our communities continue to grow we must be responsive in meeting existing and emerging needs. Our models of service integration have developed significantly as we continue to build upon genuine community engagement. Our commitment is to deliver services that not only meet but exceed the community's expectations. We continue to maintain our strong record of compliance and quality audit reviews. Our client focus is on greater health and wellbeing and this makes it possible to engage with our clients to ensure their satisfaction as well as identifying areas to improve our existing services. We have worked hard over the past year to build solid foundations in the implementation of change and growth initiatives. These solid foundations have been instrumental in meeting the challenges and opportunities that have presented themselves.

During the year St John’s Community Care transitioned over 200 clients from another service provider. This process of transition of services and clients was significant. The clients, staff and services were transitioned in a very short space of time with little interruption to individual clients or service provision. This was possible due to the hard work and commitment of government, staff and clients. I thank everyone involved for their contribution and sacrifice in making this happen. In addition, St John’s was successful in receiving funding from the Queensland Department of Health to provide Dementia Respite that will enable carers to work, socialise and volunteer as well as providing a break for them. St John's Community Care partnered with the Department of Communities and the Greek Orthodox Archdiocese of Australia to build five four-bedroom homes for people with a disability that are being supported by elderly carers. Three homes have been completed at Gordonvale and there are two due for completion in Taigum, Brisbane. Two million dollars was provided by the Department under the Elderly Parent Carer Innovation Initiative and the balance by the Archdiocese and St John’s...
Our Board plays an important role in the governance of St John's Community Care. The Board is skilled and values based. Board members volunteer their precious time to ensure the sound and robust governance of the organisation. I would like to acknowledge my fellow Board members Chas Gianarakis (Deputy Chairperson) Father Menelaos Hatzoglou, Les Lazarus, Costa Stratikopoulos, Peter Mappas and Thomas Triantafilou, for their invaluable contribution and commitment throughout the year.

St John's Community Care is fortunate to have an inspiring and dedicated team who work hard to achieve our mission. On behalf of the Board I would like to thank Stephen Agius (General Manager), Tricia Williams (Chief Financial Officer), Werner Baumeister (Disability Services Manager), and Effie Bacalakis (Aged Care Services Manager) for their contribution and stewardship. In addition, we thank our Executive Team, Coordinators, finance and Administration team, all employees and volunteers for the great work they do to provide quality outcomes of health and wellness for our community. Thank you to our valued Care Workers who do wonderful work every day, walking beside the people they serve and providing care and encouragement on their journeys. St John's Community Care would like to acknowledge our clients and their carers for their trust and confidence that enables St John's to provide the choices of care and support that enables them to achieve their goals and aspirations that they choose for themselves.

On behalf of St John's Community Care, I acknowledge the support and guidance of His Eminence Archbishop Stylianos and the Greek Orthodox Archdiocese of Australia. The Board acknowledges the support and guidance of His Grace Bishop Seraphim Vicar General and Assistant Bishop to His Eminence. The Board is humbled to be entrusted with the governance and responsibility of such a worthy organisation.

Finally, I would like to acknowledge the support of the Australian Government, the Queensland Government, the Funding Bodies, donors and all stakeholders that work collaboratively with St John's Community Care to make what we do possible every day.

We look forward to the challenges and opportunities that present themselves in the year ahead and reconfirm our commitment and dedication to providing high quality, innovative and responsive services that meet the needs of our diverse community and fulfilling the mission and values of St John's Community Care.

Sincerely Yours,

Theo Bacalakis
F.A.I.C.D
Chairperson
St John's Community Care
St John’s Community Care continues to employ over 350 employees all the way from the Torres Strait through to Brisbane. Every year this community organisation has continued to expand and this year is no exception.

Over the last three years the revenue has doubled which is truly remarkable when you compare back to when the organisation was established. The revenue growth increased by 18% over the previous year and can be attributed to a combination of the transfer of funds from another service provider and the additional capital funding for new projects. We now have a fleet of 36 vehicles with 52% of them owned and residual being leased.

Employment expenses were 61% the organisations expenditure for the financial year. Recruitment, administration and payroll are all still managed at the head office in Redlynch Cairns. The organisation continues to build employer brand awareness, with a family orientated culture that we can all be proud to be a part of.

We have continued to receive funding from federal, state and local governments. Grant Funding formed a total of 92.8% of the total in excess of 22 million dollars revenue received for the year. The Queensland Government (State) provides 60% and Commonwealth Government (Federal) 40% of grant funding.

This year the organisation was granted approval from the Federal Government to provide an additional service to clients of all ages who have experienced the onset of Dementia. This great achievement is largely due to the exceptional contribution from all team members involved in the funding application, especially Amanda Norris and Theo Bacalakis. The organisation can now deliver services to more clients and their carers the program commenced 1 July 2016.

The Elderly Parent Innovation Trial was yet another success story this year, receiving the approval from the Queensland Government to construct supportive accommodation homes in Gordonvale and Taigum, with the Gordonvale residences being completed before 30 June 2016.

The organisation is working towards a prosperous and a sustainable future. A core component to sustainability lies in diversification and reducing reliance on government funding.

The continuous forward planning in preparation for NDIS the organisation is positioned well to take on more challenges and exciting adventures in the coming year. Our ongoing management and improvement of service delivery is integral to attracting and retaining consumers and to be the provider of choice.
ADMINISTRATION PERSPECTIVE

Reflecting back on the year gone by at St John’s Community Care, it has been yet another exciting and fulfilling adventure for all of us. As the organisation has continued to grow and provide services to more people in the wider community we have naturally welcomed new members to our team. We continue to enhance our systems in order to deliver the highest standard of customer service that we are all so passionate about.

The administration, finance and rostering team have experienced firsthand the increase in demand as a result of the new funding types and additional service users. Recruitment of new team members has been vital from all aspects and it has reinforced that training and development is crucial to ongoing success.

TECHNOLOGY PERSPECTIVE

One of the many milestones achieved this year was the successful submission of the organisations statistical outputs using the required data exchange channels. Additionally we effectively implemented a direct debit facility to make it easier for our clients to make payments. With the recent appointment of an Information Technology Support Officer we feel very fortunate to have knowledge and experience surrounding us to further improve and resolve technical areas. We would also like to express a special thanks to Chris at Realised IT who has consistently provided the organisation with all the necessary IT infrastructure, maintenance and recommendations required to ensure reliability.

WITH THANKS

Our hardworking and dedicated team has truly succeeded with the ongoing valued support, resources and encouragement from the all levels in the organisation including the board. We have embraced our systems to produce external reporting and so much more has been achieved throughout the year. A special acknowledgement must go to Theo Bacalakis for his vision and dedication to the organisation. Also to Stephen Agius, Werner Baumeister and Effie Bacalakis for their ongoing support it is a pleasure to be working and support you all. We also like to acknowledge and give thanks for the support and direction of the Greek Archdiocese of Australia and His Eminence, Archbishop Stylianos. It has been a privilege to be a part of such an inspiring organisation.

Tricia Williams
Chief Financial Officer

Sonya Leonardi
Financial Accountant
It is with much pleasure that I compile and submit this report for the year ended 30th June 2016. I was appointed to the role of General Manager in January this year and what a busy six months it has been.

As I reflect on the past 12 months there has been significant changes in both the Aged Care and Disability sectors. St John’s, through its strategic planning, has been in a position to not only meet these changes and challenges but to experience significant growth during this period.

Despite this, we continue to remain true to our mission of caring for our community by enhancing the independence and quality of life for our clients through the provision of flexible, individualised care.

At the heart of this mission lies the core values of St John’s and the Greek Orthodox Church, being integrity, honesty and respect. It is these values and our people who demonstrate these values on a daily basis that ensures that St John's continues to deliver a progressive, quality service, tailor made to each and every one of our valued clients.

We continue to invest in our most valuable assets, our people. Whether it be through our significant training programs or the support given to them on the ground as they carry out their duties, I am continually impressed by their professionalism and dedication to our clients and the organisation.

During the year we have enhanced our systems and processes to deal with the significant growth and change. Examples of this growth are the acquisition of the clients transferred to the organisation as a result of the demise of another organisation, as well as our successful application for the delivery of Dementia Respite Services. Given the pace and scope of current changes, I believe that continual adaptation and enhancement of our systems will continue to be a focus for the organisation. Some clear examples of these systems include the on-going enhancement and refinement of our Mobile Time and Attendance processes as well as the transition to a predominantly cashless invoicing system.

I am also pleased to report that during the year St John’s passed its quality recertification audit for our Disability Services section with flying colours. Full credit must go to our Disability Services Manager Mr Werner Baumeister and his team for this outstanding result. Whilst the result is pleasing the organisation continues to look for ways to improve its services on a daily basis.

So what's next on the horizon? The fast pace seems set to continue as we look forward to the upcoming changes over the next twelve months. These changes include, but are not limited to: portability of Home Care Packages (HCP); continued roll out of the National Disability Insurance Scheme (NDIS); accreditation audit of our Aged Care Services; as well as the daily and continual changing legislative and industry requirements. The organisation is in the advanced stages of its preparation for NDIS as well as preparing for the portability of the HCP packages. Through this preparation St John's is well placed to meet the changing environment. We will continue to adapt and change our processes as more information comes to hand and keep our clients informed of these changes as appropriate.

I would also like to take this opportunity to thank our Management staff here at St John’s and their respective teams who continue to deliver our high quality services on the ground day in and day out. To Werner Baumeister (Manager Disability Services), Effie Bacalakis (Manager Aged Care Services) and Tricia Williams (Chief Financial Officer) thank you for your efforts over the last twelve months and I look forward to working with you all over the coming year.
Finally I would like to acknowledge our Board. Their strategic vision and guidance continue to be the reason that St John’s has been and continues to be a provider of choice for so many people across the state. Their dedication and commitment to our mission is exhibited on a daily basis and their wide cross section of skills are an invaluable asset to the organisation. In particular I wish to acknowledge and thank our Chairperson, Mr Theo Bacalakis for his constant guidance and dedication.

I look forward to another positive year with St John’s as we continue to meet the upcoming challenges and opportunities in a collaborative, positive manner ensuring the best result for our clients at all times.

Yours Sincerely,

Stephen Agius

General Manager
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

5 Quill Street, Mareeba - Ph: (07) 4092 6912

COEN / CAPE YORK

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

6 Shephard Street, Coen - Ph: (07) 4060 1200
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
Before moving to North Queensland, I worked for the Victorian Department of Human Services in Community Residential Houses, working with young adults with disabilities for 12 years.

After moving to Cairns I worked for several community agencies before I accepted a casual position with St John’s in 2003, in a program called ‘After Hours Care’ that was run in Cairns, Gordonvale and Mareeba.

Over the years I have worked as a Senior Support Worker before returning to part-time, and have worked at Cottage Respite in Gordonvale, Centre Based Care and a program called ‘Respite Through Recreation’ where we visit placed of interest in the community.

In my job with St John’s I get to enjoy the discos, movies and games with the clients, joining in with their trips to the show and the theme days for the Olympic Games and the Melbourne Cup. We all look forward to the Christmas Party each year, and the visit from Santa.

The craft, outings and fun we have all work toward developing social skills and giving our clients as much independence as possible, building their confidence and enhancing their lives.

I work with great staff and clients at St John’s, and we all work together to not just meet the needs of the clients, but to give them a place that they can be themselves and enjoy themselves.

Johnny Newman

Senior Support Worker
OUR CLIENTS

For choosing St John's as your service provider and entrusting us with your care and support. Client centered 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 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.
I am humbled and privileged to once again present the Chairperson's report on behalf of St John's Community Care. The focus last year was to see consolidation of services and projects, however the past year has been one of significant growth, hard work and dedication from all. The growth is as a result of many factors and the capacity of the organisation to respond to emerging community needs including the foresight of the strategic plan, the management team's ability to identify and implement opportunities and the ability to gain the confidence of key stakeholders. Our growth and strongly regarded reputation is only possible due to our highly skilled and values driven staff and managers who collectively plan and roll out the implementation of services. It is the staff who are at the coalface and who continue to build our relationships with families and stakeholders. The Board benefits from the amazing support from the senior management team and staff who produce the timely and detailed information as required. They are instrumental in providing thorough preparation for meetings and engender a great collaborative approach to the resolution of the Board's work.

We have focused on continuous improvement, preparation, responding and performing well to the major changes and opportunities occurring in the aged and disability care sector. We have continued to build on our strong organisational foundation adapting our practices and investing in our capability. There has been a strong focus on upgrading our internal systems and implementing new technology. Our staff have been prepared for the significant changes that are required to support people through the transition of aged and disability government reforms. St John's Community Care is well placed to deliver quality outcomes for clients and stakeholders.

As the needs of our communities continue to grow we must be responsive in meeting existing and emerging needs. Our models of service integration have developed significantly as we continue to build upon genuine community engagement. Our commitment is to deliver services that not only meet but exceed the community's expectations. We continue to maintain our strong record of compliance and quality audit reviews. Our client focus is on greater health and wellbeing and this makes it possible to engage with our clients to ensure their satisfaction as well as identifying areas to improve our existing services. We have worked hard over the past year to build solid foundations in the implementation of change and growth initiatives. These solid foundations have been instrumental in meeting the challenges and opportunities that have presented themselves.

During the year St John's Community Care transitioned over 200 clients from another service provider. This process of transition of services and clients was significant. The clients, staff and services were transitioned in a very short space of time with little interruption to individual clients or service provision. This was possible due to the hard work and commitment of government, staff and clients. I thank everyone involved for their contribution and sacrifice in making this happen. In addition, St John's was successful in receiving funding from the Queensland Department of Health to provide Dementia Respite that will enable carers to work, socialise and volunteer as well as providing a break for them. St John's Community Care partnered with the Department of Communities and the Greek Orthodox Archdiocese of Australia to build five four-bedroom homes for people with a disability that are being supported by elderly carers. Three homes have been completed at Gordonvale and there are two due for completion in Taigum, Brisbane. Two million dollars was provided by the Department under the Elderly Parent Carer Innovation Initiative and the balance by the Archdiocese and St John's.

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 centered 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
- Podiatry
- Meals

DISABILITY SERVICES
- Young Lifestyle Care
- In-home Lifestyle Support
- Community Access
- Social Respite
- Host Provider
- Meals

RESPITE SERVICES
- Centre Based Care Services
- Centre Based Overnight Care
- In-home Respite
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
Christmas Carols 06 Dec
On December 6th, 2015 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.

Biggest Morning Tea Celebration 27 May
YLC in Gordonvale put on a Biggest Morning Tea. Aloha from YLC. Many peoples joined the fun by dressing up in their best Hawaiian clothes and enjoyed a hot cuppa, while sharing friendship, smiles and food - Hawaiian style!

Greek Festival 26 June
The annual Greek Festival was held on June 26th. 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.

Opening Day - New Supportive Accommodation 11 Jun
The official opening of the Gordonvale Supportive Accommodation Houses on June 11th 2016 was a great opportunity to showcase our fantastic organisation and its achievements to the Public, stakeholders and other interested parties. The opening was conducted by Honourable MP Curtis Pitt and His Grace Bishop Iakovos.

Mareeba Rodeo 17 Jul
The weeks leading up to the Mareeba Rodeo, the Centre Base Care group at Mareeba were busy organising displays for the front of the building and into the foyer. We had the old saloon set up at the front of the building complete with hay bales and horse shoes. All of the clients and staff enjoyed organising the displays.

Cairns Show 22 Jul
Clients had a great time at the Cairns Show. They went on rides, went on a stage and sang and danced. One client got pictures with a policeman, which she loved. They got show bags and reported that they had a great time.

Seniors Week 17 Aug
Our Senior Luncheon was a huge success with 190 Guest’s. Everyone enjoyed music, dancing, and performances. A delicious lunch was also provided by Cairns Spit Roast catering service. We had many lucky door prices which were donated by our local businesses.
At St John’s our clients matter to us. That’s why we asked them to let us know how happy they are with our services.

**89%**
Of clients transitioning from other services were happy with the information they received about changes to their services.

**93%**
Of our clients say that we have enhanced their independence.

**92%**
Were happy with our overall service across all aspects of delivery.

**96%**
Of our clients believe that St John’s is responsive to their needs.

**94%**
Say we are flexible and fit in with their needs and activities.

**90%**
Of our clients feel that they are involved in the processes related to their care.

**90%**
Of Transition Clients intend to continue their services with St John’s.

**96%**
Of St John’s Community Care Clients say that our services fully meet their needs.

**96%**
Satisfaction with Care Workers.
In recent years the Australian Social Services Sector has experienced significant and lasting change with the ongoing transition from block funding to individualised funding, or Consumer Directed Care (CDC), allowing clients to choose the setting and types of care they receive.

The Aged Care Sector continues to face increasing convolution in the system in which it is operating, including a changing and increasing complexity of demand and demographics and the marketisation of home care services. Reform and increased contestability of government contracts have led to evolutions in the way in which St John’s provides services, collects information and faces the flexibility challenge.

St John's Community Care has moved quickly to implement the systems and processes to ensure older Australians can genuinely take control of their home care services. Significant time and resources have been spent on development strategies particularly for the implementation of CDC and the approach to health and wellness being embedded across the varying programs and services.

In this environment, St John's continues to expand, taking on 80 new referrals per month through the My Aged Care portal, and expanding Home Care Packages, Domestic Assistance and Personal Care services into remote Cape York in late 2015. The positive outcomes for clients is the best possible evidence of the organisation's strong commitment to best practice and improvement initiatives.

St John's Community Care team continues to grow and expand, implementing the organisations strategic plan and maintaining its vision and mission. Change can be challenging, and we greatly appreciate the effort our staff put in on a daily basis, and we thank our Executive team who relentlessly provide support and leadership to the whole organisation.
It is most encouraging to report that important and effective advances have again been made during the past year, and continue to be achieved, under the valued and appreciated leadership of our Chairperson, Father Menelaos, and the members of the St John’s Board of Directors. Without the time and effort given by all the Board and Committee members we could not operate as well as we do.

I would like to acknowledge the support provided by the Greek Orthodox Archdiocese of Australia and the Funding Departments - without them we would not be here. We value and look forward to their continued support. St John’s Community Care continues to work collaboratively with key stakeholders to meet the community needs. We are also very appreciative of the support we get from individuals and businesses.

I wish to take this opportunity to acknowledge our Coordinators, Team Leaders, Care Workers, staff and volunteers who work in the front-line of service delivery, transforming the lives of those we support. Everyone who works at St John’s Community Care plays a vital role in our success, making a positive difference for our clients and community.

**Effie Bacalakis**
Aged Care Services Manager

Aged Care Services annually account for:

- **80%** of St John’s clients
- **41%** of service hours
2015-16 Has been a year for consolidating and fine-tuning systems and processes, including the MT&A system. The MT&A ensures the safety of clients and workers, and is now implemented across all sites thanks to our dedicated team, from front line Care Workers to Senior Management, guided by the vision of our Board.

Our systems and processes become more important than ever, with the NDIS reaching Cairns in July 2018. Moving from a grant-based system to one in which people with a disability will make their own choices about who they will engage for services and support is a significant change in thinking and we at St John’s are preparing ourselves to be well positioned to be a desirable and competitive choice for our clients. We are constantly looking at innovative support models and ways in which we can continue to enhance the lives of clients, finding new ways to remain relevant, competitive and viable in the changing environment.

The QLD Government, together with the Greek Orthodox Archdiocese of Australia, have contributed substantial capital funding to build three 4-bedroom Supportive Accommodation Houses in Gordonvale, and two in Taigum/North Brisbane, assisting up to 20 young people with low/medium support needs to move into safe housing with appropriate support. With joy and enthusiasm we work towards having people moving in soon. Our innovative funding model for the houses consists of traditional funding from DCCSSD or QLD Mental-Health for service delivery, combined with reasonable client contributions to provide maximum support to the small groups of occupants.

I acknowledge our diligent and generous Board who offer their time and expertise, support and guidance, and without whom this year’s achievements would not have been possible. In particular from the Chairperson Theo Bacalakis with his unshakeable energy and determination to make St John’s the best community service available. We are privileged to be guided and supported by this extremely committed Board of volunteers.

In thanking everyone who contributed to St John’s during this year, I acknowledge and thank the Funding Bodies for their ongoing support and investment in St John’s, enabling us to deliver our vision of enhancing peoples’ lives.

Thank you to the Greek Orthodox Archdiocese, particularly His Eminence Archbishop Stylianos for the ongoing support to St John’s for the work we do across Queensland. Thank you also for the magnificent continuing financial support given by our business sponsors and fund-raisers. I wish to express my sincere thank you to our team of Care Workers, DSOs, Management and our ever so helpful Administration officers and everyone else who makes St John’s a very unique ‘family’.

Werner Baumeister
Disability Services Manager

St John’s Disability Programs provided over 353,846 hours of support during 2015-16

| Supported / Supportive Accommodation Clients | 72% |
| Individual Community Clients | 28% |

St John’s Disability Clients receive an average of almost 3,000 hours of support per person each year
COMPLIANCE & GOVERNANCE

Amanda Norris

As a leading supplier of Aged and Disability Services in Queensland, St John’s Community Care will always be looked to for best practice and innovation in the sector. With so many changes to Aged Care and Disability services in the recent past and still to come, maintaining practices that are up to date with guidelines and legislation is becoming more and more challenging.

Through the use of continuous internal auditing, and ongoing improvement strategies, St John’s has been able to meet the challenge of CDC and NDIS head on. The efficiency and compliance of each separate program is considered strategically, and decisions based on a defined risk appetite determined by the Board of Directors, practiced by staff and monitored by the internal auditing system and the Executive.

The St John’s Community Care Board of Director’s commitment to effective change management has seen the development and implementation of a number of initiatives which are supported by the internal structures of St John’s, and its unique ability to conceptualise policy and direction. This has been confirmed by an external audit of Disability Services in June which saw the organisations accreditation renewed for three years, taking it firmly into the NDIS era. Timetabled reviews of programs, policies and the tools which implement them continue and will ensure the ongoing readiness of St John’s to meet the needs of clients and the requirements of funders.

RESIDENTIAL OPERATIONS

FACILITATOR

Amanda McInerney

This year has seen significant changes in the services provided by St John’s, with the completion of the Supportive Accommodation Houses in Gordonvale and imminent completion of houses in Taigum. The Supportive Accommodation houses add another aspect to the way in which St John’s can support clients and carers, and shows that we remain 100% committed to providing opportunities to people with intellectual and psychiatric disabilities to live independently within the community.

Combined with existing services at the Young Lifestyle Village in Gordonvale, the Supportive Accommodation Homes complete the suite of Supportive and Supported Accommodation for St John’s, who are now able to provide assistance to a broader range of people with disabilities and their families.

Residents will continue to benefit from the changes planned for 2016-17, with the Recreation Officer working in closer collaboration with clients and Care Workers to ensure a wider array of activities for group, in-house and community access. As well, the Friendship Garden continues to develop and will be a testament to the entire community with ongoing contributions from local groups to make the garden a place of peace and celebration for all to enjoy.

Finally, the Residents and staff of the centres would like acknowledge the ongoing support of the Gordonvale Lions and Lioness Club; The Garden and SCOPE Club; The Gordonvale Family Medical Centre; the Queensland Ambulance; and the local communities in which we work.
The last twelve months with St John’s has seen an exciting service expansion of current programs and additional opportunities to assist the wider community with services as such personal care and meal provision.

Along with this expansion, St John’s Community Care were also successful in obtaining QLD State Government funding to provide Centre-Based Dementia Respite services to community members in the Cairns, Tablelands and Cassowary regions. This funding will provide much needed breaks to carers who wish to return to work or re-establish their community engagement responsibilities or networks. This service is an exciting addition to our current respite services and is currently available to eligible community members. The program provides holistic activities that incorporate individual preferences and needs.

The last year has also seen St John’s providing ongoing support of the Steady Steps Fall Prevention program re-launch and accessibility to our Redlynch and Gordonvale centres for the exercise classes; liaising with allied health and nursing professionals to implement health and wellness days with clients; support of local charities with Hat Day competitions, RSPCA support events involving both clients and staff.

The CSF role has provided a pivotal support role to the Aged Care Manager as well as continued management of CHSP program outputs and promoting the service through social media and website updates.

It has been a great pleasure to work with St John’s Community Care to provide a personalised approach to positive client outcomes.
Home Care Facilitator is a new role created to assist the Aged Care Manager in administrating and supervising all of our Team Leaders, Coordinators and Care Workers - people whose role it is to provide the appropriate care and services to our clients within our guidelines, policies and procedures. In December 2015 the Department of Social Services transitioned over 200 clients receiving various levels of care and services from another provider to St John's. 118 Clients receiving Commonwealth Home Care Support and 100 clients receiving Level 2 and Level 4 Home Care Program packages, doubling the client numbers for the Cairns area.

I began my role in mid-January 2016 and would like to thank the Aged Care Manager for her guidance, and my direct Coordinators in Cairns, Coen, Mareeba and Innisfail for their support and assistance.

My special thanks go to our dedicated Care Workers who are the front line of our service delivery, and effectively our 'eyes and ears' within their communities.

Care Workers are people employed to support, supervise and provide care to frail aged, carers and younger people with disabilities; those that are vulnerable and sometimes disadvantaged and often marginalised but, all of whom wish to remain living independently in their homes and community of choice.
ST JOHN’S TOWNSVILLE
REPORT

Since opening in 2014, the Townsville office has established a client base of 224 Domestic Assistance and 380 lawn mowing clients. The client base is steadily increasing thanks to our excellent reputation for providing a personalised and responsive service as well as an ever increasing demand for aged and disability supports.

The aged and disability sector is undergoing major reform meaning challenges and opportunities for providers. St John’s Townsville, as a relatively new provider in the region has come in and established itself well at this opportune time. The greatest opportunity for Townsville is expansion of services to include the full range of home care package services and to offer a range of disability support services under the NDIS.

Townsville has a great team of dedicated and hardworking staff with three office staff and 21 care workers, all of whom embody the values of St John’s and represent the organisation with pride.

I’d like to thank my colleagues in Townsville and the tireless members of administration and rostering teams for all their hard work and support. I’d especially like to thank the Board, our General Manager, Aged Care and Disability Services Managers for their leadership, vision, ongoing support, encouragement and advice.

ST JOHN’S THURSDAY ISLAND
REPORT

This has been an exciting year. We are always busy providing support to the local community and ensuring that our elders are able to live independently at home and in their community as long as possible. Staff volunteer time after hours to support and assist our elders in our community. The dedication and support from each person makes the Torres sector a positive and fantastic work environment.

Many activities were enjoyed over the course of the year and staff have been resourceful with new and inspiring ideas and activities to motivate clients, from fishing, seaside strolls, Tai Chi on the waterfront to ‘sustainable’ activities in the office and community events.

Communication is a key to the success of working with other service providers, including networking in community meetings with Disability forums, QLD Health, HACC; working collaboratively and positively around the care and support of individual clients; and our staff’s passionate advocacy. The growth of St John’s on Thursday Island is a credit to the community.
I would like to take this opportunity to thank the Care Workers that provide the much needed and valuable services to our clients for their availability and flexibility. We are certainly blessed with sensitive and dedicated staff.

I have thoroughly enjoyed the challenge and feel privileged to be part of the team of St John's Community Care. The support from the Managers, Board Members and the whole team is appreciated from Thursday Island and we thank everyone for their ongoing support and dedication.

ST JOHN’S COEN REPORT

Since coming under the direction of St John's Community Care, the Coen Day Respite Centre has undergone a number of changes.

The Coen Centre continues to evolve with a new Coordinator and Cook taking over from the previous Coordinator who was doing both roles. Our Care Workers continue to be appreciated by the clients for their dedication to their roles and the community.

The numbers of clients we support continues to grow, from 13 to 25 in just six months - 7 Home Care Package clients and 18 CHSP. We are providing breakfast at the centre 5 days a week and deliver lunches to client’s homes. Client laundry is done at the centre and transport and domestic support provided as required. All clients gets services daily, in wet and dry weather, with the exception of our client who is 50kms out of town on a station who can go months without any visits from us in the wet due to the bad road, but RFDS work with us and deliver him supplies in their 4WD.

In a small community like Coen, it is important to work together with other service providers. The Wellbeing Centre, Apunipima Health and the RFDS often visit our centre and hold activities with our clients, like making traditional dampers, painting, weaving baskets and crocheting.

The last few months of dry weather has meant that the roads have been good and the truck has been able to get to us regularly with supplies, but now as we head into wet season we are stocking up on supplies in preparation for the roads to close. We would like to give thanks to everyone for their ongoing support and encouragement.

ST JOHN’S MAREEBA REPORT

Meeting the needs of our ageing population drives innovation and flexibility in the way we care. A Team Leader is only as good as the staff they work with, and I am fortunate in having a strong team who are competent, reliable, proficient, qualified and dedicated.

St John’s in the Tablelands offers services from Home Care Packages, Domestic Assistance, Social Support, Podiatry, Centre Based Care for Young and Old, and Dementia Respite. We are continually growing and our relationships with other service providers has become an integral part of our continuing success. Our strong relationship with the ACAT Team is significant in ensuring our Home Care Packages are filled and referrals are being processed and accepted, with clients requesting St John's as their first choice of service provider.

Achieving qualifications as a RAS Assessor has been a highlight this year and moving forward with the continuing changes in the sector has been challenging, successful and rewarding. The Tablelands Services are strong and continually growing, largely due to the support of great staff and clients and the local community. The great support from the Senior Support in the Mareeba office should also be recognised, their values are endless and appreciated.

I would like to thank the St John’s Board Members, General Manager, Aged Care and Disability Managers, Admin and Rostering teams, and my colleagues for making my role as Team Leader positive, rewarding and for always supporting the continuous journey of change, new services and growth.
ST JOHN’S INNISFAIL REPORT

St John’s Community Care in Innisfail has had a very exciting and challenging year. With the changeover of the two Innisfail Coordinators in the same month of May, the new Coordinators have been enduring to meet the needs for all the clients that we are supporting. None the less, working with humans is always challenging, with so many people's personalities, but we continue to have successes, knowing we are making a difference to the individuals and their families through Twilight and provision of Home Care Packages.

Unfortunately we lost a few package clients as their needs have increased, moving into nursing home care. The families have gratefully thanked St John’s for the wonderful support that we have provided over the years of service to their family.

June saw a successful young Twilight session with disabilities clients. Our Care Worker did an outstanding job organising our young clients for a total of five clients over two nights of Commonwealth Funded Respite, giving their families and Carers some time away. Our young clients participated in many activities, such as a mini disco, colouring, bowling and other such activities. They had a wonderful time. Clients and parents are hoping we can do this again soon.

ST JOHN’S BRISBANE NORTH REPORT

Passion and a strong sense of commitment to making a positive difference is the cornerstone of community service. The team at St John’s Brisbane North strive to ensure all clients receive quality, person centered support to fulfil their needs and goals.

Since opening its doors in 2014 Brisbane North has established a strong Domestic Assistance client base in the Northern Suburbs and Bribie areas. Its Allied Health Podiatry service is well supported by a core group of loyal clients, with new client added as referrals come in.
Our weekly Centre Based Care Health and Wellness group for the over 65's is well supported by enthusiastic and lively participants. Morning tea and lunch is provided by our fantastic staff and socialising, games and entertainment are enjoyed by all. Clients are always keen to engage with the rotating Allied Health guest speakers consisting of a Dietitian, Occupational Therapist, Social Worker, Physio Therapist and Music Therapist.

At our once a month Multicultural Days we welcome clients and members of the community to join us for morning tea with entertainment and guest speakers. These days are well received and have strong support from local community groups.

The strength of the Brisbane North team is its connection with our clients. From the strong administration team to the front line Care Workers, they all work tirelessly to go the extra mile for their clients and workmates.

TAIGUM CHILDCARE CENTRE

REPORT

Taigum Child Care Centre is an Activity of the Greek Orthodox Archdiocese of Australia that caters for children from 6 weeks to school entry age. The Centre opened on 12th January 2015 and offers child care services to the families of Taigum and surrounding communities.

Our high quality Educational program and practice meets children's individual learning and development by incorporating the children's knowledge, ideas, culture, abilities and interests into the program, with continuous assessment of each child's learning and development.

Our Centre has a large, stimulating and well-supervised physical environment that engages 88 children per day. We have an on-site chef that caters for all children's dietary requirements by offering nutritional and inviting meals throughout each day. At Taigum Child Care Centre we offer high-quality child care that is built on strong, warm and respectful relationships and communication between children, parents, staff and the community.
Redlynch Day Care Centre is now proudly in its 20th year of operation. Part of the centre’s success is in the consistency of staffing and management, with 5 staff having been with the centre for 10 years or more. As well our wonderful families and great reputation mean that our rooms are full - one of our mum’s attended the centre as a child, and has now enrolled her own child.

There has been much growth of our Educators in recent years through training and professional development. All of our staff have or are up skillling, studying for their Diploma of Children’s Services.

This year, thanks to a Community Benefit Grant, our back yard was renovated to include a bike path, pine chip soft fall and a dry creek bed. Our calendars are always full with activities, fundraisers and family events and we always have a large number of families volunteering, which is a testimony to the sharing and sense of belonging our families feel that extends beyond educating children - families are an integral part of young children’s education, this is recognised and acknowledged through our philosophy and our practices.

In keeping up with modern expectations, we have a well utilised website and Facebook page which has been embraced by families, who share and re-post pictures of their little ones hard at play with their families and friends from all over the world – helping our posts reach out to people across the globe.

2017 will be our 21st birthday and will be celebrated with a reunion of past employees and associates. As we ponder where we have come from, revel in the present, we excitedly look to the future of many more years of professional and compassionate quality care and education for our precious children here at Redlynch Day Care Centre.
I had interviewed many organisations around Cairns. When I interviewed St John’s Community Care, I liked the answers from them so I decided to be with them.

I have been with St John’s Community Care for five years now. They offered me some help with community access and other program options.

I was happy with that and it has been really helpful too. I have been going on outings to different places, and having help to clean my unit and cook good food in my kitchen.

I learn to catch transport like the bus, and now I know to cook and do work around the house without help. It is great learning different skills from them.

I love cooking simple meals and I have been cooking all on my own with a little help from staff from St John’s Community Care. I do my grocery shopping with staff from St John’s and they help me buy different foods to help me eat healthier.

Every Monday I wash cars with the Care Worker - I stay for two hours washing 6 cars and the benefit to me is that I get paid every fortnight for that work. It helps me feel motivated because I enjoy washing every car so that its clean for the next time they use it.

I started a meal planner with help from the coordinators because I used to skip meals and now I don’t anymore. Now I eat three times a day. I make a record of it, of what I have been eating, every single day. It helps me to prepare meals. I look at recipes of what I want to cook each day and write it in my meal planner. I has been helpful each day.

My meal planner has helped me to eat healthier and plan healthier meals. I no longer eat junk food, cookies, ice-cream and lollies. My Care Workers take me to appointments like the dentist and my doctor appointments.

I am thankful for their help from St John’s Community Care and encourage more people to be with them because they are a good organisation. Thank you
RECOGNITION OF SERVICE

15 YEARS

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

Aileen Cucudace
Val Howe
Michele Townson
Tricia Williams

10 YEARS

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

Karen Barber
Antonia McKelvey
Ann Van Dort
Diane Moller-Nielsen

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

The Board of St John’s Community Care takes great pleasure in honouring all of our volunteers for their service.
As Parish Priest for St John the Baptist Cairns and also as the Chaplain for St John’s Community Care, I am humbled to serve the community in so many ways.

My role is to provide spiritual support and guidance to anyone that has the need for someone to listen to them in confidence and in a non-judgemental way.

My monthly visits to the Young Life Style Village are always enjoyable for myself and the residents. These visits are not only a social occasion, but also beneficial to the residents who enjoy the company.

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. I officiated the ANZAC Day prayer Service at Trinity Beach State School alongside Defence Force members. I was also involved with the opening of the houses in Gordonvale under the elderly carer innovation initiative alongside His Grace Bishop Iakovos of Miletoupolis, other dignitaries and respected Fathers.

I enjoy working alongside St John’s Community Care Staff and Board members and assist in the organisation wherever I can lend a hand.

On a personal note Presvytera Nectaria, Raphaela and I were blessed with a son Emmanuel. 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.
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.
• ABC Far North
• Angelo's Fine Foods
• Barnacle Bill's
• Bees Electrics
• Birdworld
• Commonwealth Carelink and Respite Centre
• Cairns Coldroom Hire
• Cairns Community Radio 89.1FM
• Cairns Ocean Products
• Cairns Regional Council
• Cairns Show Society
• Cairns Wake Park
• Car Wash Café Cairns
• CMG Consulting Engineers
• The Coffee Club
• COTA Queensland
• Department of Communities, Child Safety and Disability Services
• Department of Housing and Public Works
• Department of Immigration and Border Protection
• Department of Social Services
• Dundee's Restaurant
• El Grecko 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
• Goldpin Bowling
• Greek Orthodox Parish of St Paraskevi, Taigum
• Greek Orthodox Parish of St Theodores
• Greek Orthodox Parish of the Dormition of Our Lady
• Greg Holmes
• Hartley's Crocodile Adventures
• Innisfail Lioness Club
• Kennedy's Betta Electrical
• King of Knives – Cairns Central and Stockland
• Kuranda Koala Gardens
• Kuranda Scenic Railway
• Lioness Club of Cairns
• Marino Lawyers
• Piccone’s Supa IGA
• Peter Dallalba Design
• Peter Theodore
• Queensland Ambulance
• Queensland Health
• Raging Thunder
• Realised Technology
• The Reef Casino
• SCOPE Club of Australia, Cairns Branch
• St John's Ladies Philoptohos
• She She Boutique Fashions
• Silk Air
• Skyrail Rainforest Cableway
• Stockland Cairns
• Suncoast Fabrication
• Sunlover Cruises
• TK Cleaning and Gardening
• Tjapukai Aboriginal Cultural Park
• Tolly's Signs
• Victor G. Feros Town Planning Consultants
• Underwood Party Hire
• Wildlife Habitat
• Wilson Partner Law