2024

ANNUAL REPORT

ST JOHN'S community care

An activity of the Greek Orthodox Archdiocese of Australia

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SCAN ME

It is with immense pride that we present the 2024 Annual Report for St John's Community Care. This year’s report highlights our continued growth, accomplishments, and our steadfast dedication to meeting the diverse needs of the communities we serve. As a not-for-profit organisation, we remain deeply committed to making a positive impact on the lives of individuals at every stage of life, from young children to our treasured seniors. Our mission continues to focus on delivering exceptional, personalised care services that prioritise health, wellbeing, and reablement, all within a supportive and inclusive environment that champions dignity and compassion.

Theo Bacalakis

ST JOHN'S community care

An activity of the Greek Orthodox Archdiocese of Australia

PROTOCOL
NO: 1562

My dearly beloved,

It is with great joy and heartfelt gratitude that I take this opportunity to extend my warmest greetings and blessings to all the members, supporters, and friends of St John's Community Care as we reflect on another remarkable year of service and dedication. This esteemed organisation, under the auspices of our Greek Orthodox Archdiocese of Australia, continues to shine as a source of compassion for the people in Queensland.

First and foremost, I wish to acknowledge and congratulate Chairperson Mr Theo Bacalakis for his visionary leadership that has been instrumental in guiding St John's to new heights. I also extend my heartfelt appreciation to the esteemed members of the Board and Management for their diligent governance and strategic oversight. To the Staff and Volunteers, I offer my deepest gratitude. Your tireless efforts and compassionate hearts are the driving force behind every service rendered.

The impact of your work is immeasurable as you continue to provide essential services to the Elderly, People living with Disability, those experiencing Mental Health challenges, and the Homeless. Each life you touch, each person you assist, and each act of kindness you perform echoes the words of our Lord: "*Assuredly, I say to you, in as much as you did it to one of the least of these My brethren, you did it to Me*." By serving others, you serve Christ Himself, and your reward will surely be great in the Kingdom of Heaven.

As we look to the future, I encourage all of you to remain steadfast in your mission. The challenges may be many, but the rewards are eternal. Continue to draw strength from our faith and from one another. Let the love of Christ guide your every action and decision, knowing that you are doing His work on earth. In closing, I offer my prayers and blessings to all of you. May God grant you strength, wisdom, and courage as you continue your noble work. May He bless every member of St John's Community Care, from the leadership to the volunteers, and may He bless those whom you serve. Let us all strive to live in a way that honours Him and reflects His boundless love for humanity.

In Sydney, on the 24th day of May, 2024 With fervent paternal prayers

Archbishop MAKARIOS of Australia
Primate and Exarch of All Oceania

GREEK ORTHODOX ARCHDIOCESE OF AUSTRALIA 242 CLEVELAND STREET REDFERN, NSW 2016 AUSTRALIA

CHAIRMAN'S MESSAGE

Serving with St John's Community Care Board of Directors is both an enormous honour and a special opportunity to collectively express our deep commitment through our Mission for "Enriching People's Lives" and to provide the best care. This year's Annual Report provides a wonderful showcase of the significant and essential contribution that St John's Community Care's 350+ committed staff and volunteers make to the lives of those they serve, and we are inspired by their unwavering commitment to this important work. The year ahead promises to be no different.

In June, this year we witnessed the opening of "Estia on Arlington" Seniors Independent Living at Clifton Beach by His Eminence Archbishop Makarios Primate of the Greek Orthodox Archdiocese of Australia. Estia will become home to 32 residents and is stage one of a 64 place residential facility.

Our focus remains to transition the organisation's culture from compliance to excellence through innovation while continuing to respond to recommendations from the Royal Commission into Aged Care Quality and Safety. We approach the next phase of growth and deepening community impact with excitement and continued aspiration to bring to life our vision of communities where all are cherished and supported to live full and meaningful lives. It is a great privilege to work with the committed and experienced Executive Leadership team focused on providing the best care for everyone. We thank our St John's Community Care staff, volunteers and supporters for your care, knowledge, and passion for those we have the privilege to work with.

It is a privilege and an honour to recognise the commitment and efforts of my fellow Board Members. I specifically acknowledge Chas Gianarakis for his professional engineering services in the construction of the Estia on Arlington Seniors Independent Living project. I acknowledge the support of His Eminence Archbishop Makarios for His wise counsel and guidance and for His dedication and commitment to the success of St. John's Community Care. Our sincerest gratitude is extended to our Chief Executive Officer Sonya Davies, Drong Vue our Chief Operating Officer and the Executive Team, whose dedication and commitment to excellent performance empowers our organisation to rise above the challenges to continue to deliver on our vision, mission, and purpose. Our excellent financial results as showcased in this report, are the deliberate results from our dedicated, passionate, and talented management team.

Theo Bacalakis
Chairperson

Prudent financial management allows the Board scope to support and approve additional proposed capital and operational expenditure in line with our strategic plan. I extend my thanks to our Auditors BDO North Queensland, led by Greg Mitchell, for their ongoing excellent service to our organisation in their auditing activity.

I look forward to the opportunities that are ahead. Our foundations are sound, and we are ideally positioned to innovate and grow our organisation, seeking better ways to deliver on behalf of our participants. I am proud and grateful to be part of the St. John's family, playing a small part in a wonderful history of supporting those in need.

After more than almost three decades our mission is undimmed: enriching lives with people of all ages, cultures, beliefs and circumstances.

I would like to pay tribute to the work of each and every one of my fellow Board members for their wise stewardship, hard work and fellowship. I take this opportunity to acknowledge and express the Board's gratitude of our employees and volunteers who have supported over 6000 plus participants over the past 12 months through their diverse roles. I am humbled by your resilience, dedication and unwavering commitment in support of our participants, living meaningful, connected and full lives in their own homes.

As we look to the future, we hold onto the legacy of providing quality aged, disability and mental health care to those in need, treating one another with kindness and demonstrating our values of excellence, integrity, respect, and compassion. We hope you enjoy reading our Annual Report and we look forward to another successful and rewarding year ahead.

Theo Bacalakis (OAM) Chairperson

CEO MESSAGE

Sonya Davies
CEO

If you asked me to describe this past year in a few words, it would be "Service Excellence" we have focused on a culture that places our customer experience first and one that promotes compliance. Our commitment to meeting and exceeding customer expectations along with our motivation to continuously improve is commendable. A big thank you to all our new and existing clients across the state for your continued faith in us to deliver a service that does meet and exceed your expectations.

Evidence of this Service Excellence is found in everything we do and in particular; we continue to grow and expand our services across the state, in some areas such as Innisfail our growth has increased by 30% and as a result, we are expanding in the Cassowary region and have commenced a new lease arrangement of an office space in the town square. In Coen we purchased the state building where all the services are provided from, this continues to have unparalleled benefits to the elders in the community. We were fortunate to visit Koi and the team in Coen it is always an inspiration to be present on these visits.

We have secured a lease in Townsville Shopping Centre where we will relocate our existing office. This year marks the 4th year at Taigum Square for our Brisbane office and 2nd year at Earlville Shopping town in Cairns. We believe our intention to be present and more accessible to more members of the community adds significant value to the work we do. The Mareeba centre Social services are growing with 3 times more attendance than the previous year. Our Cairns services experienced a 25% growth and we have continued our work with Child Safety. Thursday Island continues to maintain services with Drong and Effie visiting for a visit in April this year.

Our Service Excellence is also represented in all of our teams, our staff retention continues to be our strength with more than 40% of our entire workforce achieving a greater than 3-year milestones and 20 team members celebrating their 5-year anniversaries. Our team's response to training and development is a huge success this year with majority completing the standard internal training, the Cert 3 training in record time frames.

With the increase in expression of interest for further professional development is something we as an organisation can be very proud of. Over the past year we have responded and adapted to the changes in services in all the areas across the state, we reviewed our management structure and leadership team responsibilities to meet the current and future demands. The passion that exists in the leadership team is visible in the high level of care and attention provided in the day-to-day service provision and the support and mentoring in all levels of our staff further evidencing our standard of service excellence.

Our successful completion of our Aged Care Audit and of our NDIS re-certification in June 2024 provides us with confidence that we are delivering a high standard of best practice service with an emphasis on compliance, with no minor or major recommendations. Drong continues to lead the finance, technology, and service operational teams with confidence and thought leadership. I was very fortunate to be able to take maternity leave in the past year and it was a even better experience knowing that the Board, Drong and leadership team were so supportive, and the organisation was supported at every level.

With the completion of "Estia on Arlington" in March 2024 this has been a monumental milestone to fund and build such a significant project. In executing the Boards vision and strategic direction and to diversify the organisation future its nothing short of outstanding innovation from our Board of Directors. I would like to express my sincere gratitude to the Board and in particular Theo Bacalakis our chairperson for the continued support and inspiration to carry out my role and to his Eminence Archbishop Makarios for his unwavering commitment to the Greek Orthodox Archdiocese and support to St John's Community Care. To our Care Staff, Client Service Planners, Finance and Administration and Leadership team members I would like to thank everyone for your commitment to the work you do in making a difference and enriching lives as it would not be possible without you.

Sonya Davies CEO

COO MESSAGE

Drong Vue
Chief Operations Officer

Over the past year St John's Community Care has continued on a forward-thinking, innovative path going from strength to strength in all areas. Everything we have been doing in the past we have continued with even more precision and excellence. The growth and change in the organisation in the last 2 years since I have been in this role is significant, I can really see the Strategic Plan for 2027 coming to life.

Our Home Care Packages have grown over 85% in the last 2 years, although we always expect this to fluctuate, we have been able to maintain the growth and continue to grow. The total income generated from Home Care Packages in 2024 was $14.5M. We are confident this will continue with the waitlists growing and customers being referred for the services.

The Helping Seniors Secure Their Homes funding has also been a major factor in our growth this year, we have been able to work with the Department to deliver a much-needed service to our residents of Cairns. This program contributed to contractor expenses in the local area of $5.6M.

We continue to meet all our Commonwealth Home Support target hours and using the department approved flexibility provisions to meet the demand for services. We delivered a combined total of 41,000 hours of domestic assistance cleaning across the state. We are always prepared should the department make the proposed changes on how this funding is delivered in the home.

We have strengthened our NDIS processes and our team are better equipped to respond to and meet the changing landscape for participants. Our revenue for the NDIS including SIL and Community Services total $8.4M with 100,000 hours delivered.

The significant project of Estia on Arlington was a $19M project and the Board was very impressed with the design and construct level of detail and execution. Our Finance team, operational team and external legal advisors have implemented this project seamlessly into the business.

We invested over $500k in the new leased premises in Townsville in the year. A further $450K has been invested in new leased premises in Innisfail in the 2025 year. We have continued to respond and meet the demand for services in our local areas.

The Finance team led by Finance Lead Christopher Dicker have continued to ensure the financial integrity of the business. This year we continued to improve the accuracy and timeliness of financial reports and operational data, enhanced transparency to assist with decision making, integrated new programs into the business, strengthened compliance and best practices, and continued to invest in training and development for the finance team members.

The Systems and Technology team continues to excel in managing the day-to-day activities and supporting our full workforce efficiently. Key achievements include a full review and improvement of our asset stocktake procedures and implemented new cost-saving measures on IT assets.

We continue to work with third parties to ensure our IT infrastructure meets high standards and that we have a strategic plan for the future. Technology continues to change and evolve rapidly, and we want to ensure the business is in the best place to take on these changes.

Our recruitment process continues to strengthen with the implementation of Job Adder, a new recruitment platform. We have significantly improved the standard of how we attract and onboard new team members.

I would like to acknowledge all team members across the organisation for their contribution this past year and I look forward to working with you this coming year to achieve even more positive outcomes for our clients, staff, and organisation as a whole.

Drong Vue COO

2024
PERFORMANCE

128,000
Hours of Community Services

17,814
Hours of Home Maintenance Delivered

42,520
Transport Trips Provided

$6,876,110
Dollars of Seniors Security Services Provided

$426,000
Dollars of Major Modifications Provided

19,105
Meals Provided in Coen

196,781
Hours Provided to NDIS Participants

160,688
Hours of Supported Accommodation Provided

102,234
Hours of Health and Wellness Group Activities

39,000
Hours of Dementia Services Provided

1,057
Total Home Care Package Services

2,500
Customer Surveys

286,000
Phone Calls Made in the Past Year

99%
Of Clients Feel Our Services Have Increased Their Independence

"COMING TOGETHER IS A BEGINNING, STAYING TOGETHER IS PROGRESS, AND WORKING TOGETHER IS SUCCESS."

STRATEGIC PLAN 2024-2027

OUR MISSION

We are looking to widen our reach by extending our definition of “care”. Impacting more lives, for longer, to create deeper relationships is our key philosophy in this plan. The Board, the Executive team, key leadership and stakeholders, a cross-section of our staff and volunteers, we have been able to collaboratively develop this plan as an extension of our strategic conversation.

OUR VALUES

Our Values are fundamental to the success of our organisation. These are our core ethics or principles which we individually and collectively abide by, no matter what. They influence and shape all that we do, how we carry ourselves day to day, and most importantly, how we serve our customers and community.

Our Values have evolved with us as an organisation and have been amended with this Strategic Conversation to align with the quality care standards, our strategic focuses, and our charitable ethos emphasising love, family, care, and empathy.

ST JOHN’S COMMUNITY CARE IN 2027

ARE A PARTNER OF CHOICE FOR OUR CUSTOMERS

St John’s Community Care is centred on providing care for those in need. Serving our customers, and offering them the best care we can, is in our DNA. Our goal is to continuously evolve this by impacting more lives, helping people earlier in their life’s journey, and creating deeper relationships of meaning along the way. We say we’re a family, and aim to continue to make this a reality, even as we grow.

HAVE THE BEST PEOPLE AND PARTNERS TO CONTINUE TO SERVE OUR CAUSE

Our staff are the people who, day-to-day, interact with our customers, provide enabling services, carry out critical tasks or focus on building towards our strategy. They are a crucial element of our organisation. Our goal is to recruit, maintain, train and grow our family with individuals who live by our values, put the customer first and collectively deliver excellent care and experiences for our customers. This includes, partnering with service providers who adjacently interact with our customers and influence their experience.

HAVE OPTIMISED EVERYTHING THAT’S REQUIRED TO ENABLE GREAT EXPERIENCES

The aspects of our organisation that help to deliver the best customer and staff experiences need to be effective. These include the systems, processes, data, places, culture, and community. If we can get these enabling functions right, we can better foster the empathy, care and love we expect.

SUSTAINABLY MANAGE OUR FINANCES AND RISKS TO ENSURE WE OPERATE EFFECTIVELY

As a registered charity, all income earned by St John’s stays at St John’s and is used to fund the provision of services and accommodation to aged Australians and people with disability. Our financial and risk stewardship ensures we are able to deliver value for money, and can deliver the best care, accommodation, services and experiences in a regulatory and changing environment.

EXPAND OUR SERVICES | STRENGTHEN OUR CORE | ENHANCE OUR WORKFORCE

OUR SERVICE REGIONS

WE OPERATE ACROSS A DIVERSE BUSINESS STRUCTURE

AGED CARE (AC)	Home Care Packages, Commonwealth Home Support
CHILD CARE (C)	Early Learning from 0 to 5 years
DISABILITY CARE (DC)	NDIS Daily Living
DISABILITY ACCOMMODATION (DA)	SIL Accommodation
SENIORS LIVING (SL)	32 Independent living units
HOUSING (H)	Home Assist Secure
RESPITE (R)	Dementia Respite
TRANSPORT (T)	Community Transport

OUR LOCATIONS & SERVICES WE PROVIDE

LOCATIONS

Australia

- Thursday Island – AC
- Coen – AC
- Mareeba - AC,DC,R
- Cairns – AC,DC,SL,H,R,T, C
- Gordonvale – DC,DA
- Innisfail – AC,DC,H,R,T
- Townsville – AC,DC
- Brisbane – AC,DC, DA

St. John's Community Care is proud to promote independence, empower individuals, and contribute to the strength and resilience of communities across our wide-reaching network.

COMMUNITY SERVICES

HELP AT HOME

Supporting You Where It Matters Most

At St John's Community Care, we understand the importance of remaining independent and comfortable in your own home. Our Help at Home program is designed to provide tailored, compassionate support that ensures you receive the assistance you need to continue living at home with dignity and confidence.

From the moment you connect with us, our experienced and caring team is by your side, guiding you through the process of accessing the services that will make the biggest difference in your day-to-day life. We know that each person's needs are unique, and our goal is to create a customised care plan that addresses your individual circumstances, preferences, and priorities.

Personalised Care Plans to Meet Your Needs

Our Help at Home services are specifically designed to help you maintain your independence. Whether you need assistance with day-to-day household chores, such as cleaning or laundry, or need help running errands, attending appointments, or staying organised, we are here for you.

Our experienced care staff will work with you to identify the areas where you need support the most. We will then develop an individualised care plan that not only meets those needs but does so at times that are most convenient for you. Flexibility is at the core of what we offer because we believe that your care should fit seamlessly into your lifestyle.

A Caring and Qualified Team You Can Trust

Our Help at Home staff is not just experienced—they are compassionate, dedicated individuals who take pride in delivering the highest standard of care. Each team member is carefully vetted and trained, ensuring they have the skills and empathy required to provide the support you need. Whether you're looking for assistance with daily chores or more personal care, you can trust that our team will treat you with respect and professionalism.

- Home Care Package
- Home Cleaning
- Shopping
- Personal Care
- In-home Respite
- Meals
- Home Maintenance
- Home Modifications

HEALTH, WELLNESS AND SOCIAL

HELP OUTSIDE THE HOME

At St John's Community Care, we recognise that care doesn't stop at your doorstep. Sometimes, the support you or your loved one needs extends beyond the home, into the community. Whether it's engaging in social activities, accessing specialised health services, or receiving respite care, our Help Outside the Home program is designed to offer a broad range of services that meet your needs and promote well-being and independence.

As a registered provider of a variety of care options, we are committed to assisting you in identifying the services available in your area and connecting you with the right resources. Our experienced team will guide you through this process, ensuring that you have access to the services and support that best suit your needs.

REMAIN AT HOME AND INCREASE YOUR INDEPENDENCE

Transport

Whether it is a quick trip to the shops for your weekly essentials or a long extended medical or special appointment, our qualified team are here to help.

Social Support Groups

Our Social Support Group services are provided in most of our centres across the state, a group activity where everyone can come together for social interactions, tea. coffee and activities with friends.

Dementia Respite

Our Dementia services provide needed support to primary care givers, it is a day services where your love one can be transported to the local services and spend the day allowing you to work, volunteer and just have respite.

Overnight Respite

Is a service where your loved one can stay overnight at our Gordonvale or Innisfail centre, this is usually associated with the day services to maximise the value of service.

Allied Health Services

Allied Health Services are a range of professional services such as podiatry, music therapy, physiotherapy and animal therapy enhancing, this services can be provided at the local centre, at another location or your home

SENIORS INDEPENDENT LIVING - ESTIA

YOUR DREAM LIFESTYLE

St John's Community Care are proud to present your dream lifestyle living.

It's affordable beachfront living at its best. These two-bedroom apartments are meticulously designed to ensure safety and comfort, empowering residents to live life on their own terms. Discover the epitome of independent living today.

STYLISH PROPERTY DESIGNED FOR ULTIMATE SENIORS LIVING

PRICE STARTING FROM
$550,000

- Heated Swimming Pool
- Café Style Kitchen
- Gymnasium
- Hairdresser
- Allied Health
- Activity Rooms
- Library

INDEPENDENT LIVING FOR PEOPLE LIVING WITH DISABILITY

YOUR SUPPORTED INDEPENDENT LIVING

Located in Cairns Gordonvale
and North Brisbane Taigum

OUR SERVICES

ACCOMMODATION

24/7 Support services qualified staff no SDA required

MEALS

Weekly shopping and Menus designed to meet your requirements

TRANSPORT

We can arrange convenient transportation for you to your appointments or activities

FAMILY

An environment for you to build positive relationships with a trusted provider

WHY CHOOSE US?

St John's Community Care has been providing services to all individuals living with disability for over 25 years.

Our Supported Accommodation services are purpose built to support you to remain independent in your home and live the life of your choice.

- Large Spacious Rooms
- Dedicated Support Team
- Cert 3 Qualified Staff
- Do Not Require SDA Funding
- 25 Years Experience
- Weekly Rent, Food, Utilities

CLIENT TESTIMONIALS

OVER 2,000 SURVEYS COMPLETED

98.53%
Of clients say our clients services team manage their services well and are responsive to their needs.

97.94%
Of clients say we are responsive and flexible to my needs and activities.

99.56%
Of clients state we respect their privacy and dignity.

98.52%
Of clients know how to make a complaint or provide feedback.

I have been with the St John's team for five years now, starting during a challenging time when I was hospitalised for almost a year. I signed up with St John's during my hospital stay, who assisted me fully with the direct transfer into my new residential address, where I have lived since 2018. Everything was new to me, and I had to relearn the basics. But I thank God for his guidance upon my life, and so I recommend the St John's team. The care staff are always on time, focused on the things they do and very helpful for my needs.

J DOW

I am very thankful for St John's and everything that they do for me and increasing my services to accommodate my care needs so quickly.

D Allen

All the services provided by St John's Community Care has made life so much easier and better. All the Care Staff are wonderful too.

Sophie on boarded me and was nothing short of exceptional. Everything was explained in great detail. All services were organised in a timely manner and garden maintenance requested. Advised she is really happy with St John's Community Care.

Margaret and her daughter Leanne are super happy and grateful for the services they receive from St John's Community Care.

I am very thankful for all that St John's does for me and having regular staff to attend to me in the mornings. I don't know how to thank you . I appreciate all you do.

M.Camuglia

Michael says he is thoroughly impressed with his services at St John's. He is very happy with his care staff and loves how thorough the care staff are and happy with the consistency.

M Lansky

Jennifer called to thank us so much for changing her roster due to her being sick. She was very happy and thankful. She also loved having R Singh as a care staff. "I was shocked when I saw a man come to clean but he was wonderful and did such a good job".

J Holland

STAFF
TESTIMONIALS

99.75%

Of staff understand their role in the organisation and how to contribute to our mission.

97.54%

Of staff receive adequate support from their supervisor.

97.82%

Of staff are satisfied with the opportunities for professional growth.

I have been working since 2020 December. What I like about working in St. John's is that it's not like working any other job. I get to meet so many clients with different life experiences, backgrounds and ability. It's always a pleasure and fun to go to work for Me. I have learn so many new things working at St John and still learning everyday. I love that Client respect and appreciate help they get. I am really thankful towards my supervisor for the supports they provide me. I really enjoy everything about my role at St John's Community Care.

S Rai

I love working at St Johns because the staff are there to 100% make the clients day relaxing and a place to feel safe and without judgement, because it feels like a big happy family environment, its like a big gang of happiness because of the flexibility of rosters, the matching up of staff to clients and we all become a family. We have the crazy aunties and the grumpy uncles, the youth of the staff and their caring hearts, all in a lovely big clean building. I love driving clients around listening to their stories and the days that they have had , the good and the not so good. Its a lovely time of their lives and I get to share , learn and laugh all day with the clients. I love working at St Johns because I get free hugs all day, get to laugh and sometimes cry together. This is love and living!.

A Archer

The best part about working with St John's is the opportunity to make a positive impact on the lives of individuals with disabilities, along with the supportive work environment that fosters personal growth and development.

S Khinda

I believe the best part of working at St. John's is its strong sense of community and the ability to make a positive impact. The organisation fosters a collaborative and supportive environment where team members are encouraged to contribute their unique skills and perspectives. Additionally, St. John's dedication to professional development and continuous learning ensures that employees have the opportunity to grow and advance in their careers.

R Kaur

I enjoy the collaborative environment in my workplace. Working with talented and supportive colleagues not only boosts productivity but also makes each day enjoyable. I appreciate the work-life balance that my job offers. It allows me to pursue my passions outside of work and maintain a healthy lifestyle. The best part of my job is the opportunity to constantly learn and grow. I'm exposed to new challenges regularly, which helps me develop both professionally and personally.

T Momphanao

The best part of St John's is The entire staff, including those from the care planner and roster teams, have consistently demonstrated exceptional kindness and willingness to assist.

R Eckebrecht

DAYCARE
DIRECTOR REPORT

Lucimar Dos Santos
Daycare Director

This year marks my 10 years of service at the Redlynch Day Care, and I can honestly say it has been an incredible journey. In the past decade I have seen the evolution of the centre which has always continuously improved, but the ethos and philosophy of the centre's values remain consistent like a beacon of light, it is a real inspiration and one that I am proud to be a part of. I have also had the gift of seeing children and their families grow over the years which has been very rewarding.

We have achieved a lot this year as a centre, and we are very privileged to have the support from the Board of Directors and Management to achieve such great things.

We have implemented the new system Xplor a mobile app that allows us to communicate with families more effectively and efficiently. Xplor allows us to develop and implement programming, we can track the children's milestones of development and strengths. It allows for the parents to know before collecting their children what has happened throughout the day allowing them to share and be involved even more so than ever before supporting and encouraging the three-way partnership between parents, children, and staff.

We upgraded all the centre lights, fans and painted the entire exterior of the building. We received funding from the Gambling Fund and were able to put towards to the outdoor playground for the Nursery/Toddlers and for Preschool. We also renovated our nursery room and upgraded the furniture for the children. The children and families love the new nursery look it is such a vibrant and welcoming space for everyone. All our rooms have special features, and we continue to work to ensure all the resources are updated, so that our children are supported in a safe and secure environment

We welcomed our new Preschool Teacher Miss Kaya who has been instrumental in preparing our children for their new school journeys. We have utilised the Kindy Funding to improve all the resources to encourage the best possible learning outcomes for the children. Our families are very impressed with Miss Kaya her dedication to the children has been nothing short of amazing supporting each child's individual development and promoting the children's sense of security and well-being.

We have focused on developing our Reconciliation Action Plan and ensuring each of our rooms have an indigenous display that is age and culturally appropriate. We have received and used our Kindy Uplift funding providing our educators with the professional development that is focused and able to be implemented in the day-to-day learning for the children and finding that balance to strive to celebrate family culture and embrace diversity.

This year we appointed our new Educational Leader Miss Karen who assist the Lead Educators on a daily basis to ensure they feel confident and supported in the development of their programming and critical reflections. Miss Karen has also been critical in the success of the centre in supporting children in the Junior and Senior Kindy rooms, these rooms have their family tree which provides an environment that is a natural extension to each child's home.

Our ratings and assessments are still meeting, and we feel so accomplished in the past year and we are even more excited about the year to come.

Lucimar Dos Santos

Lucimar Dos Santos Daycare Director

FAMILY TESTIMONIALS

H CLARKE

Redlynch Daycare Centre was recommended to us by one of the Private schools in the area. The school had said that the children that came from the centre were always well equipped and ready for school. Since then I couldn't be happier with the care and support that my now 3 year old has received since he was a baby. The educators genuinely have affection for our child and aid him as an individual. When a spot came up at another daycare where our son had been waitlisted for 3 years, we immediately declined the offer as we are confident that our child is well looked after and settled in his current environment. For peace of mind and trust in educators that you can depend on, we couldn't be happier with Redlynch Daycare. Safety is our number one priority and we have found the operating procedures at Redlynch Daycare Centre to be exemplary, all staff appear to be consistently on the same page, we trust the staff 100%.

RACHEL

Redlynch daycare is a wonderful centre, the teachers form great bonds with the children my eldest is now in school and he still loves seeing the teachers when we drop his little brother off. He went to the centre from nursery right up to preschool, loved every minute of it and would get upset when he couldn't go to daycare. His brother also started in nursery and still goes he loves it so much I don't even get a goodbye anymore before he runs off into the yard to play. We recommend Redlynch daycare to everyone!!

M ELLISON

As a parent, I cannot express how incredibly grateful and satisfied I am with the Redlynch Daycare Centre in Cairns. From the moment we enrolled our daughter, we knew we had made the best decision for their early education and care and for her social and emotional needs. The staff are exceptional. The staff at Redlynch Daycare Centre are nothing short of amazing. They are not only highly qualified and experienced professionals but also compassionate, nurturing, and dedicated individuals who genuinely care about the well-being and development of each child. It's evident that they have a true passion for what they do, and it reflects in the way they interact with the children. The learning environment at Redlynch Daycare Centre is exceptional. It's evident that a lot of thought and effort has gone into creating a stimulating and safe space for the children. The facilities are modern, clean, and well-equipped, providing a wide range of activities and learning opportunities. I appreciate the emphasis placed on both structured learning and play-based exploration, as it fosters a well-rounded development for our daughter.

Communication between the daycare and parents is outstanding. The staff keeps us well-informed about our child's daily activities, progress, and any special events. They are always approachable and take the time to address any concerns or questions we may have. I can't recommend Redlynch Daycare Centre enough. It has exceeded my expectations in every aspect. Knowing that my child is in such capable and caring hands allows me to go about my day with peace of mind.

Lucimar and her staff are such nurturing and compassionate human beings. Thank you, Redlynch Daycare Centre, for providing an exceptional early learning experience for our daughter.

BOARD OF DIRECTORS

Theo Bacalakis

Chairperson

Sonya Davies

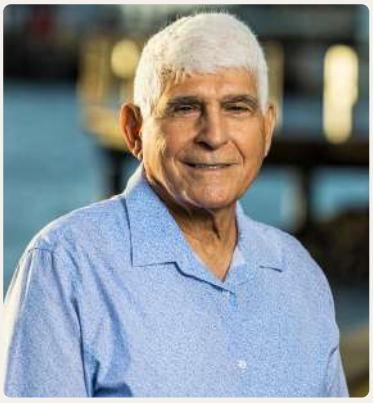
Chief Executive Officer

Chas Gianarakis

Deputy Chairperson

Drong Vue

Chief Operations Officer



Les Lazarus

Company Secretary

Peter Mappas

Director

Thomas Triantafilou

Director

Gerry Vallianos

Director

GOVERNANCE REPORT

We utilise our strategic roadmap, ensuring continuous improvement and growth into the future. Recommendations from the Royal Commission and government reform in aged care will require us to be innovative, brave, and do things differently. Our customers, residents, and participants have always been at the heart of everything we do, but there are further opportunities for greater consumer engagement and participation to implement real change that will make a lasting impact. This means ensuring we have robust strategies and operational plans in place to underpin our organisational planning, capital service planning, and our model of care. We will also focus on building the profile of our brand as a trusted service provider of choice and a rewarding and safe place to work for our employees.

Following sustained growth in our services, St John's Community Care has participated in provider governance activities, including establishing our Client Advisory Committee and Quality Care Advisory Body. Our Board confirms all of our board members are independent, supporting good governance and decision-making. St John's Community Care also has supported and complied with the reform activities related to the implementation of regulations and caps on Package and Care Management fees. While some of these changes have been confusing and complex for participants, our team has worked diligently to communicate changes and effects effectively whilst actively planning to minimise adverse impacts on participants.

The Board is responsible for the stewardship, integrity, accountability, strategic direction, and risk management of St John's Community Care, and as an activity of the Greek Orthodox Archdiocese of Australia, acts to protect and enhance the interests of all stakeholders as we work to fulfil our mission.

The Directors are responsible for the overall governance of the organisation and are appointed by His Eminence Archbishop Makarios, Primate of The Greek Orthodox Archdiocese of Australia. The Chief Executive Officer is appointed by the St John's Community Care Board and is subject to a performance review by the Board annually. The Executive Leadership Team recommends the strategic direction for Board approval and submits business and operational plans to achieve agreed strategic goals and outcomes.

The Board meets at least eleven times per year in scheduled meetings, where it receives monthly, quarterly, or six-monthly financial and operational performance, risk, and compliance reports. The Board of Directors consists of volunteers with a range of experiences and backgrounds, including significant leadership accomplishments in business, community, and not-for-profit sectors.

Each year, the Board determines our 'risk appetite,' outlining the level of risk we, as an organisation, are willing to take in delivering our strategic aims. We actively mitigate areas of risk, such as the safety and well-being of our participants, while taking a greater level of risk in other areas to encourage innovation and expansion so that we can broaden our mission in a considered yet robust manner. Our Board Members accept the significant responsibility and duty of their roles legally, ethically, and always with the utmost integrity. Good governance underpins and supports a framework of transparency and accountability to the people served by the organisation, our clients, and other stakeholders, including funding bodies.

FINANCIAL REPORT

IN 2024 WE GENERATED $45M IN TOTAL REVENUE, A 43% INCREASE FROM LAST YEAR

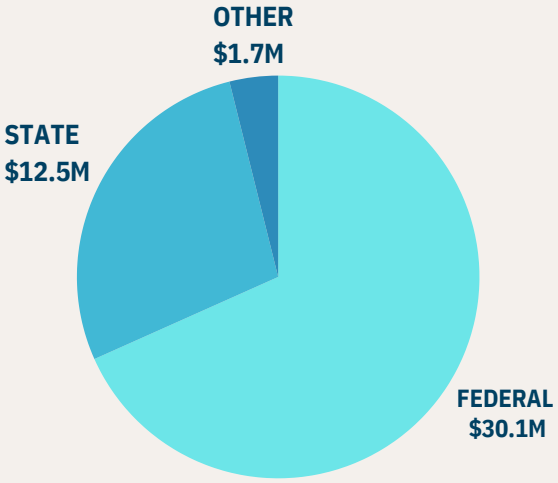
$45M
Total Revenue

$27.4M
Total Assets

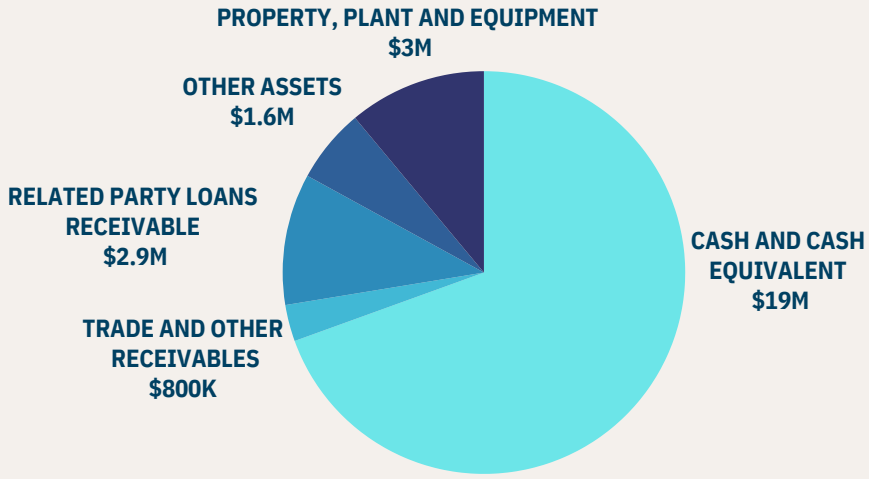
$1.6M
Net Surplus

The 2024/2025 budget includes several provisions for wage increases, business growth and more investments in our systems and assets. Our organisation is in a solid financial position with cash and cash equivalents making up the majority of total assets. The organisation is in a strong financial position and has the ability to pay all liabilities in full. We have received a clean audit report from our external auditors BDO Far North QLD.

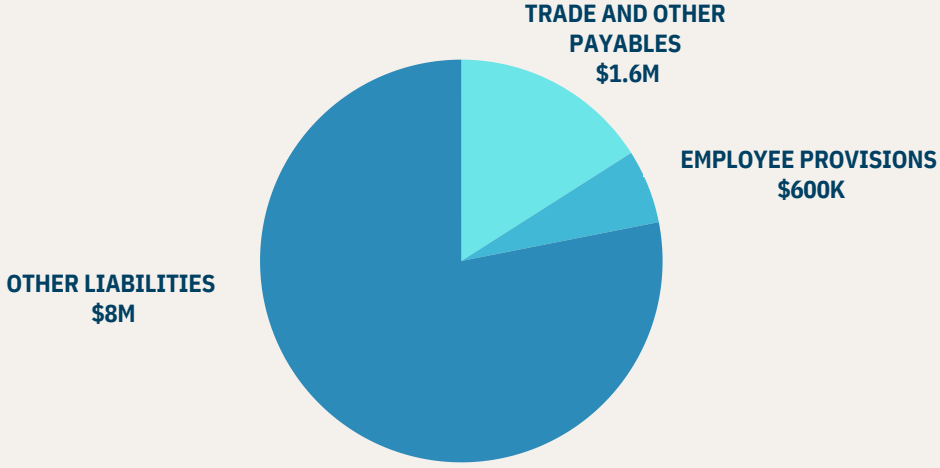
FUNDING INCOME FEDERAL V STATE



ASSET BREAKDOWN



LIABILITY BREAKDOWN



OUR COMMITMENT TO SUSTAINABILITY

BUILDING A GREENER FUTURE TOGETHER

At St John's Community Care, our commitment to sustainability is more than just a goal—it's a core value that drives our operations and guides our actions. We recognise that the future of our planet depends on the choices we make today, and we're dedicated to reducing our environmental impact across all facets of our organisation. Our sustainability efforts focus on several key areas: environment, waste management, transport, purchasing, and empowering people. Here's how we're making a difference.

ENVIRONMENT

Reducing our carbon footprint, using solar for office buildings, clean decluttered workspaces.

WASTE

Using sustainable waste disposal methods, not over purchasing unnecessary items, renovate instead of disposal.

TRANSPORT

Using electric vehicles, charging vehicles using solar, using technology to ensure efficient travel.

PURCHASING

Making ethical and sustainable purchases, using electronic signatures and electronic record keeping where possible, reduce paper print and usage by 50%.

EMPOWERED PEOPLE

Educating teams to be more environmentally conscious about their work, environment, and waste, participate in community activities that create more awareness.

LEADERSHIP

Sustainable decision making, research and analysis of market and social trends.

LOOKING AHEAD: A SUSTAINABLE FUTURE

Our commitment to sustainability is a continuous journey, and we are dedicated to ongoing improvement and innovation. We regularly review and update our practices to ensure that we remain at the forefront of sustainable development. By setting ambitious goals and working collaboratively, we strive to create a greener future for our organisation and the communities we serve.

At St John's Community Care, sustainability is more than a set of practices; it's a reflection of our values and our dedication to making a positive impact. We believe that by working together, we can build a more sustainable and resilient future for everyone.

We invite you to join us in our commitment to sustainability. Whether you're a client, a community member, or part of our team, every action counts towards creating a better world. Let's continue to work together to make a difference, one step at a time.

PARTNERSHIPS

AUSTRALIAN GOVERNMENT

Department of Health and Aged Care
Department of Social Services
Department of Human Services

QUEENSLAND GOVERNMENT

Department of Communities, Housing and Digital Economy
Queensland Health
Department of Multicultural Affairs QLD
Department of Child Safety, Seniors and Disability Services

LOCAL GOVERNMENT AND COUNCILS

Cairns Regional Council
Brisbane City Council
Mareeba Shire Council
Cassowary Coast Regional Council
Cook Shire Council
Townsville City Council

LOCAL COMMUNITY GROUPS

Justice of the Peace FNQ
Diversicare
Centacare
St John's Redlynch Dare Care Parish
St Paraskevi Taigum Church
St Paraskevi Taigum Daycare
St Theodore's Parish and Community Townsville
PM Village Aged Care - Taigum

CHARITABLE TRUSTS AND FOUNDATIONS

St. John's Ladies Philoptochos
Ruths Women's Shelter

CORPORATE PARTNERS

National Australia Bank
Pacific Toyota
QFleet
BDO Nth Queensland
Marino Lawyers
Miller Harris Lawyers
Kier Constructions
ACCPA

INDIVIDUAL DONORS AND FAMILIES

Peter and Mary Marendy
Angela Reghenzani
Gladys Brown Mareeba Shire Council
Piccones Sanreef
Lorraine Sylvia
Dawn Prentice
Colleen Faye Carter

Cultivating strong partnerships is the cornerstone of our success, as our dedicated collaborators play an invaluable role in shaping a brighter future for our organisation and the communities we serve.

COMMUNITY ENGAGEMENT

COMMUNITY PARTNERSHIP

This year we continued our Community Partnerships

We donated a cash cheque to the local Ruth Women Shelter which is a not-for-profit organisation providing safe environments for women and their children experiencing domestic and family violence. We also donated unused items such as clothing, cooking and bed linen to support the local shelters. The work Emalee and team do at the shelter to help women and children during such a difficult time is outstanding. We were very pleased to support them this year.

Our Greek Festival was a record success again this year, with over 2000 people in attendance this event continues a much-loved tradition. This annual event celebrates the vibrant Greek culture that has been such an important part of Australia for many years. Some of the earliest Greek migrants to Australia arrived in the late 1800s, finding work as canecutters or in mines. Over the next century, more than 350,000 Greeks would come to Australia.

Today, their descendants are proud to carry on the progressive, independent attitude of their ancestors. The Greek Festival is a celebration of this spirit and commitment to community. By embracing our culture, we continue to keep alive our ancestors' values and beliefs.

All proceeds raised at the festival goes towards supporting the vital services that St John's Community Care provides to the local community.

In the spirit of reconciliation, we acknowledge the Traditional Custodians of country throughout Australia and their connections to the land, sea and community.

We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander people today.
We are an organisation free from discrimination, where everyone belongs.

We respect and celebrate diversity of our communities including people of all cultural and faith backgrounds, classes, gender or sexual identities, ages and abilities and we are committed to creating a safe and welcoming place for all individuals.

ST JOHN'S
community care

An activity of the Greek Orthodox Archdiocese of Australia

stjohnscommunitycare.org