

# STAR Community Services Annual Impact Report 2020



STAR supporting vulnerable people  
in our community.





## VISION

Collaborative communities that enjoy diverse, sustainable and innovative services

## MISSION

We lead, facilitate, support, develop and deliver services within our communities for our communities

## VALUES

### People

- Client/Worker Satisfaction
- Equality and Fairness
- Investment in People Relationships
- Meet Social Impact Needs

### Services

- Best Practice/High Quality Services
- Understanding and planning for non-funded programs
- Meet Service Need within Finance
- Ability - surplus required annually

### Safety

- Prioritise Safety

### Environment

- Ensure Responsible Financial Management
- Ensure Authentic Leadership
- Extensive knowledge of Funded Programs
- Create a Culturally Diverse and Inclusive Workforce
- Deliver Outstanding Customer Service

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*“Community expectations are met for better services and greater accountability.”*

*Patsy Wilshire  
General Manager*



**Some photos in this publication were taken before COVID-19, when social distancing was not enforced.**

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

**STAR Community Services LTD trading as STAR Care QLD | STAR Community Transport  
CODI Transport | Volunteering Redlands  
Currently servicing Gold Coast, Ipswich, Logan, Redlands and surrounding areas.**



# 1. Executive Summary

STAR Community Services (STAR) is a not-for-profit organisation supporting vulnerable people in the community since 1996.

STAR was started by a small group of people who believed that the elderly should have access to reliable and affordable transport to enable them to live an independent and engaged life. Transport gave them the opportunity to access social, health and wellbeing programs. STAR now has 41 STAR vehicles and 33 owner drivers who transport elderly and people with disabilities cross South East Queensland including the areas of Brisbane, Ipswich, Gold Coast and Logan.

Dedicated volunteers and staff, transport vulnerable people to and from shops, educational and training courses, cafes, medical appointments, community groups and to assist those with difficulty accessing public transport. Every driver is trained in working with vulnerable people as well as First Aid & CPR.

## 1.2 The Need

Through our close work with the community, the impact of social isolation has been seen first hand and is a growing concern. We need to be aware that there isn't just one solution that fits all. We need to think creatively, work with the elderly and come up with innovative solutions to support them in living a happy, independent life.

Although it is challenging, social isolation can be prevented. STAR Community Services is working in the community with an aim to reduce this devastating problem.

**8,500 Clients**

Disability Support Services  
Transport  
Aged Care Services

Servicing the communities of Ipswich, Redlands, Gold Coast and Logan

Keeping our communities moving with a fleet of 73 vehicles

supported by 180 dedicated volunteers



## 1.3 Services STAR offers to the communities



## In 2019/2020 STAR:

### Together We Make a Difference



67 Home Care Packages supporting independent living for the elderly



200 NDIS participants being supported to achieve their dreams



Over 100,000 Social and Medical Transport Trips



4,107 hrs each year of Companionship to help reduce social isolation



21,184 hours of Home Maintenance and Gardening each year to help the seniors enjoy their own homes



5,831 hrs of Social Support Group each year, keeping the elderly connected with their community



1,508 hrs per year of Domestic Assistance Services for the elderly



Through Volunteering Redlands we provide a hub for more than 800 individual volunteers and 53 community organisations.

# 1.4 BOARD OF DIRECTORS



## **Robin Spencer, Chairperson**

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



## **Peter Mann, Director/Board Treasurer**

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



## **Pamela Bridges, Director**

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



## **Darryl McConochie, Director**

Business Strategy & Implementation Consultant. Executive Business Coach, Facilitator and  
Trainer.  
Secretary  
Holds position on Finance and Audit Sub-Committee



## **Danielle Butcher, Director**

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



## **James Farrell OAM, Director**

Bachelor of Commerce (Accounting) , Bachelor of Laws (Honours) - Deakin University; Graduate  
Diploma of Legal Practice - College of Law; Master of Laws - University of New England; Graduate  
Diploma of Applied Human Rights - RMIT University; Current General Manager of Advocacy,  
Cancer Council Qld; Former Director of Community Legal Centres, QLD.



## **Colin Sutcliffe OAM, Director**

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



## **Kenneth Ewald GAICD, Director**

Chair of the Board of Directors, Churches of Christ Qld; Board Member Redland Foundation Ltd  
Holds position on Finance and Audit Sub-Committee



## **Bruce Durie, Director**

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



# 1.5 MANAGEMENT TEAM



## **Patsy Wilshire, General Manager**

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

"As the General Manager I have an open door policy for both Staff and Clients"



## **Melissa Bannerman, Client Planning and Service Delivery Manager**

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

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



## **Warren Doyle, Logistics Manager**

Warren manages 150 professional and volunteer drivers with fleets of vehicles across the Redlands, Ipswich, Logan and Gold Coast.

Everyday our drivers prove that they have our clients care as their first priority. Our team who schedule up to 500 trips a day show outstanding skill in their flexibility in catering for client services and needs.



## **Nectaria Chronopoulos, Business Services Manager**

Nectaria plays a central leadership role in managing and developing STAR's business and operational support capability and functions.

My team ensures that volunteers are placed in the correct volunteering program to allow for a great fit and that their values resonate with STAR's. STAR is fortunate to have such a great pool of workers with various backgrounds and expertise that enhance our clients participation in the community.



## **Tracy Darroch, Manager Client Contact Centre**

Tracy oversees the Contact Centre Team of staff and volunteers which are the first point of call for inquiries. Tracy also manages the Intake Team and the Maintenance Team.

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





***STAR Christmas Appeal***



## 2.1 CHAIRMAN'S REPORT

The second half of this year has been unprecedented for all Australians

The COVID 19 pandemic, its ramifications, its effects and the control measures taken to control the spread have had a marked effect on STAR, its clients, staff, volunteers and stakeholders.

Through the changes enforced, and through internal decisions, STAR has held its head high in terms of client care and support, staff stability and morale and the support of stakeholders.

The main reason for this continuity of care, communication and business has been the efforts and attitude of management.

As Chair, and on behalf of the Board of Directors, a vote of thanks and appreciation is due for General Manager Patsy Wilshire, and her senior management team comprising Warren Doyle, Nectaria Chronopoulos, Melissa Bannerman and Tracy Darroch. With this group, of course, is a whole team of carers, support workers, staff and volunteers. All of whom have stepped up to manage the changes. Thank you all.

We continue to supply services in Redlands, Logan, Ipswich and Gold Coast, in the aged care, disability care, home maintenance and community transport areas. All sectors are growing and STAR's commensurate growth and development reflect well on the way the organisation is managed.

We keep enjoying the support of Government and Government agencies, including Federal, State and Local. In the time of the COVID crisis, STAR was considered an essential service and we were members of and provided input into the various committees set up to provide information, assist control of, and manage the crisis.

We are committed to our varied and various communities and are actively involved in and support Networks

covering Seniors, Disability, Dementia, Mental Health in Redlands; Seniors and Disability in Logan and Ipswich; Community Transport Peak Body in Queensland (TDSA); Aged Care Peak Body (LASA); National Disability Services and its agency NDIS; Seniors Week in Redlands with sponsorship of Seniors Walk and other activities; Disability Action Week; Volunteering activities and promotions; Redland City Council initiatives with the Coordinators' Group and the SMBI Wellbeing Hub; and projects such as the Redland Community and Wellbeing Hub and the Redland Age Friendly City concept. We are involved in the Information and Emerging Technology areas, which involves virtual reality and remote assistance into aged and disability care. An emerging area is the ever-increasing need for staff in the aged and disability care sectors, and we support the various employment initiatives being conducted in all areas of operation.

I want to thank the members of the Board of Directors. We have had a full and stable complement of 9 members all year, with a vast array of skills, experience and expertise and this year, as a feature of governance, each board member is allocated a specific area to manage, inform and control. Thank you all for your support, perseverance and initiatives. STAR is the better organisation for your input.

Through a very difficult year, I believe we are a stronger organisation, with the care and well being of our clients at the forefront of our activities, together with support for and from our stakeholders.

**Rob Spencer**  
**Chairperson**



***“Through a very difficult year, I believe we are a stronger organisation”***



***STAR Day Trips***



## 2.2 GENERAL MANAGER REPORT

2020 started in the usual way, like any other year, we didn't realise it would be anything but!

STAR's focus, for the majority of the year, has been on the safety of clients, staff and volunteers.

When COVID-19 hit we had a need to update our Business Continuity Plan and develop and implement a Pandemic Response Framework.

This was done as a matter of priority and to ensure we had best practices around risk reduction while considering alternative service delivery models. A Pandemic Response Management Team (PRMT) was developed with Melissa Bannerman (Client Planning and Service Delivery Manager) as the Lead. Mel structured the Team and Processes, which in turn allowed the organisation to respond efficiently to the ever growing issues that the pandemic created. The PRMT were committed to an hour by hour, day by day and finally week by week review of where COVID-19 was in the World, Country and Region, allowing for a prompt response to new restrictions. We saw a mass exit from Office Staff, working from home – which includes a whole range of challenges in it's self.

While most front line workers had reduced hours, we continued to support aged clients and clients with disability with a COVID safe plan. The front line staff, armed with personal protective equipment are commended for their commitment to supporting our vulnerable clients, I can not praise them enough for their bravery and resilience in facing this pandemic head on.

STAR has always been supported by the generosity of volunteers, this year, as a result of COVID, we have seen a reduction in volunteers, due to the recommendation of the Chief Health Officer for high risk

categories to self-exclude. It is our intention to welcome those volunteers back into the workplace, when the risk has been reduced. Like every other person in the World, we are very much looking forward to a vaccine that will allow us to get back to some kind of normality.

It is important to note that while Queensland is seemingly doing well right now, with COVID-19, by the time you are reading this message things may have changed, if so we will continue to respond effectively.

Outside of COVID the Board and Senior Management Team continue to strategise on quality services that meet the needs of our community and financial sustainability to ensure we are around for many years to come.

On a warm note, I am humbled to be a part of a group of people that are passionate and genuinely care about vulnerable people in our community, we had a successful campaign last year where we raised over \$9,300 and \$16,400 in kind support at Christmas time, this provided 650 gifts for lonely people in our communities, thank you to Catherine Williams for leading this fantastic cause and all the volunteers and supporters that contributed money, time and in-kind support.

We are looking forward to an exciting year ahead, where we will continue to offer quality support to assist our clients to live an independent lifestyle.

Patsy Wilshire  
General Manager



***“I am proud of the dedication our staff and volunteers have shown during this unprecedented year.”***



***STAR Transport***



## 2.3 PLANNING

### Short term and long term objectives

- Client and staff/volunteer satisfaction
- Equality and fairness
- Investment in people relationships
- Meet social impact needs
- Best practice, high quality services
- Understanding and planning for non-funded programs
- Meet service need within financial ability
- Prioritise safety
- Ensure responsible financial management
- Ensure authentic leadership
- Ensure extensive knowledge of funded programs
- Create a culturally diverse and inclusive workforce
- Deliver outstanding customer service

### Strategies

To achieve its stated objectives, the entity has adopted the following strategies:

- Leverage from survey analysis including client and staff/volunteers as well as service needs
- Maintain high workplace standards ensuring IR and HR legislation is adhered to
- Offer professional development to improve and grow services
- Be workplace inclusive and develop a charter for employment of people with disability and CALD
- Maintain focus on Continuous Quality Assurance including Good Governance, Human Services Quality

### Framework and Quality Standards

- Ensure budget monitoring and reviewing pre, during and post monthly Board meetings
- Seek opportunities to raise revenue outside of government funding by striving to develop other business
- Continue to operate in a safe environment by way of monthly reviews and risk assessments
- Review and update the business continuity plan including risk assessment through the Strategic Planning and Governance sub-committee
- Develop a Volunteer Engagement Plan
- Develop a Strategic HR plan

## Principal Activities

The principal activities of the entity during the financial year was:

- Direct Care – both Aged and Disability
- Support Coordination – Disability
- Package Coordination – Aged
- Home Maintenance (including garden and modifications) – Aged
- Social Support (including group and individual)-Aged
- Volunteering Intake – Community Groups and Residents of Redland City
- Community Transport – both Aged and Disability

### COVID-19 impact on entity

COVID-19 pandemic hit globally early 2020, as a result, Australia went into strict shutdown in mid-March 2020. These restrictions affected a number of services that the organisation offered. During this period the government introduced and implemented various stimulus packages to assist businesses and the economy to navigate their way through the pandemic. The organisation's response to the pandemic was swift with the introduction of a COVID-19 Pandemic Response Framework that started with the Pandemic Response Management Team. The Framework included business continuity planning, pandemic response plan,

business impact analysis, business unit operation plan, workforce snapshot, communication strategy and finally a recovery plan. With restrictions being continually reviewed and slowly lifting, the organisation continues to see a recovery of the level of demand for services.

## 2.4 THANK YOU TO STAR VOLUNTEERS

STAR Volunteers are remarkable!

Everyday STAR Volunteers get the job done without fuss, they know what needs to get done and they do it. They are on the phone to clients, talking with the elderly or people with disabilities, driving, demonstrating their respect and generous commitment to our community.

Over the 23 years STAR has been serving the community. Volunteers have been at the forefront supporting all areas, including driving; contact centre; companions; admin and data support, community projects like the Christmas appeal and Volunteer Expo.

“It always gives me a warm feeling that so many people give back to their community. Volunteers are the back-bone of STAR and we can’t wait to have everyone back on deck. We truly value the work volunteers do.” Patsy Wilshire, STAR General Manager.

### Economic Value of volunteering

With 180 volunteers who average 15 hours volunteering per week, over 40 weeks of the year at the going hourly value of a volunteer of \$43.02 per hour. Our volunteers’ annual work is valued at a whopping

**\$4,646,160.00**





# 2.5 IMPACT OF DONATIONS

## Christmas Appeal



Amazingly, over 650 gifts and 2900 food items were generously donated by 'Secret Santas'. They were given as Christmas gifts to elderly people who were alone or vulnerable at Christmas, as part of the STAR Community Services' 'Become a Secret Santa' Christmas Appeal.

Thanks to the generous support from the community, we have proven to many elderly residents that they are not alone and that the community cares about them.

When delivering gifts, our volunteers saw surprised recipients with tears of joy and appreciation. Many recipients called the STAR Call Centre to say thank you.

One lady could not hold back the tears as she told the volunteer that she had not received a Christmas gift in over 6 years. Thank you to everyone!



## Connection Fund



Over \$12,000 has been donated to the 'Connection Fund' to support clients suffering with hardship. For many their difficulty was made even worse by being in isolation not only due to COVID-19 but by living alone.

This is an ongoing appeal as the need is sadly ongoing.

These funds have assisted clients with services in their time of exceptional financial hardship. The relief that can be felt when a burden is lifted can be felt both physically and emotionally. Thank you to our amazing donors for your outstanding generosity. You have made a huge difference in the life of a vulnerable person.



## 2.6 Our Supporters



## 2.7 IMPACT OF GRANTS

STAR Community Services have been fortunate to receive a variety of grants in 2019/2020 which enabled us to increase our support in the community.

### STAR Tech

Thanks to a grant from Commonwealth Home Support Programme STAR Tech was created and implemented.

The timing for STAR Tech, STAR Community Services computer training program for elderly people, could not have been better. Since January 2020, over 260 elderly clients have registered for the STAR Tech program. A team of 15 volunteers have delivered over 150 hrs of training and support to help these clients become tech savvy. Elderly participants have been taught how to maintain social connections with friends and family, and encouraged to stay connected with loved ones while in isolation during the COVID-19 pandemic.

One participant said, "It is difficult to not have my grandson over for visits, but we talk every day through video calls." Other participants have learnt about apps and blogging, emails, e-books and more. The overall response to the program has been extremely positive and liberating as it opened up a new world.

The successful Program has been extended until 2022 and is available for those aged 65 or over or aged 50 or over for Aboriginal and Torres Strait Islander people, living in the areas of Redlands (including Bay Islands and North Stradbroke Island) and Ipswich.



***So far, over 260 elderly people have learnt to use their computer tablet.***

### Culture Masterclass

Thank you to Redland City Council for sponsoring STAR's participation in this event. Redland City Council is proud to provide funding for the Cultural Masterclass as part of the Community Grants Program to assist the Redlands community.

The STAR Team participated in a Culture Masterclass lead by Fran Connelley of FC Marketing. Fran's inspiring message quickly brought the group together with team building exercises, brainstorming sessions and communication about workplace challenges. We made new friends and dreamed of bigger possibilities. One participant said, "I wish everyone in the organisation could join us." The purpose of the Masterclass is to teach each one of us the principles which we then bring back to our individual teams.





## Delivery and trip Services during COVID-19

Thanks to a grant from Redland City Council COVID-19 Relief and Recovery Grant., STAR Community Service is delivering groceries and medication to vulnerable members of the Redlands community.

Sadly, there are many elderly and people with disabilities who cannot access necessities and their situation is made worse by having to be isolated due to COVID-19.

In a streamlined system, the groceries and medication are paid for by the resident and then delivered to their home for free.

This service was extended to support vulnerable people getting back out in the community by giving free trips to their Doctors, shops and community events.

### ***Over 560 Redlanders will be assisted by this Grant.***

“All of our drivers go through a strict screening process to reduce unnecessary risk to vulnerable people in our community. This is not a quick process, it can take weeks, especially with a National Police Check. Our volunteers are trusted and have completed specific training called, “support people to stay infection free” to enable them to work within workplace health and safety requirements. They know the procedures for working with vulnerable people that ensures both the clients and their own safety” Patsy Wilshire, General Manager.



## Client and volunteer gatherings

A huge thanks to Redland Foundation for their generous donation to help furnish the outside area at STAR Cleveland Office.

With the Redland Foundation's grant, we're able to use an under utilised area to its maximum capacity for the benefit of our community members including our volunteers, clients, Redlands NDIS families and seniors.

We hosted STAR's Monthly Aged Care Info Session in the newly furnished patio. Thank you to the Cleveland State School Performance Choir for kindly joining us to entertain the seniors group (September, 2019).





# IMPACT OF GRANTS

## Singalong in Ipswich

Thanks to a grant from Ipswich City Council STAR held a Sing along during Mental Health Week for elderly and people with disabilities in Ipswich in October 2019.

The program encouraged vulnerable people to come out of their homes and feel the joy of singing and chatting with others in the community. The aim was to improve physical and mental health which we could see on the faces of those who attended.

The Alchemy Street Choir sang with everyone joining in. No one had to sing in key, they were there to enjoy themselves. The freedom to just live in the moment.



## STAR working with Island Champions



Thanks to a grant from the Redlands Foundaion STAR was able to purchase a laptop and mobile phone to enable reliable communication between STAR Community Service and Southern Moreton Bay Island (SMBI) Champions to support vulnerable SMBI residents.

Equipment like this is a basic need during emergencies, so we extend sincere thanks to Redlands Foundation for their generosity.

Siobhan Hessian Disaster Planning and Operation Redland City Council, Lennie Jackson SMBI Community Champion, Clare Barker SES Local Controller and Community Resilience Coordinator Redland City Council, Marie Dalton SMBI Community Champion, Hilton Travis SMBI Community Champion and Mairead Nothling STAR Community Services met to hand over the equipment.



## International Volunteer Day Expo

Thank you to the Mayor and Councillors' Community Benefit Fund Program, STAR and Volunteering Redlands were able to hold the International Volunteer Day Expo on Sunday, 1 December 2019 - an event to support, celebrate and recruit volunteers throughout Redlands. 14 community groups set-up their stands to demonstrate how they support the community, how to become a member and to ask how they can help individuals.



Once again the Victoria Point Community Bank, Branch of Bendigo Bank generously donated the great prize money for the 'Bendigo Bank Volunteer Recognition awards'.



## Volunteer training and equipment

Thanks to a Grant from the Federal Government, STAR will be upgrading a very old computer and volunteer matching software used by Volunteering Redlands. It will enable greater opportunities for volunteers to donate their time across more community groups.

The grant will also support the training cost for our volunteers to obtain their First Aid and CPR certificates. As our volunteers work with so many elderly people, we believe it is vital that they are prepared for an emergency. STAR and Volunteering Redlands have an amazing array of dedicated volunteers who enable STAR to give greater community service.



## 2.8 STAR PROGRAMS



### Lunch Club

STAR holds Lunch Clubs for good food, great company, and fun conversations.

We encourage elderly residents to bring along old friends or make new ones. While they were interrupted with COVID-19, smaller groups are currently held twice a week in Redland and Ipswich.

Clients come along, eat, talk and most importantly laugh.



### Redlands Monday Munchies

This is a group outing with old and new friends. Getting out of the house and mingling with people is a great way to lift their spirits.

Approximately 4 hours - Door to door transport



### Fun Wellness Program for Healthy Seniors

These seniors stay on top of their health while enjoying a fun fitness session designed especially for those aged 65 and over.

The program is run by a fully qualified fitness instructor. It is based on gentle, low impact exercises to help seniors maintain strength, mobility and stability.



### STAR Morning Teas

Once a month STAR holds a morning tea to help combat social isolation. Anyone over 65 is invited to come along, chat and have morning tea with a group of people who are in the same community as them.

Take 5 in Ipswich and 152 Coffee Club in Cleveland. While these morning teas are an opportunity to make friends, they also have guest speakers who speak about real problems and issues, and where clients can get help.



### Get away for a day.

STAR Charter Day Tours offer a great opportunity to get away from your 'ordinary day' and enjoy a fun, social charter.

Seniors enjoy a fun, social trip to fantastic destinations like Caloundra, Sunshine Coast and Tweed Coast and more. The STAR Newsletter keeps clients up to date with where they can travel next.



### Horsing Around

Samara has been participating in the Horsing Around program in Ipswich, which is offered through STAR Care. Samara tells of how her confidence builds from brushing the horses and putting them in the stables. It is a lot of fun but it also helps Samara connect with the horse in a kind way. Horses are intelligent, loving animals, who are non-judgmental when giving their affection. "When I am around horses, I feel like a totally different person." Samara

This is a social and overall wellbeing activity held on a property in the Ipswich area.



## 2.9 WORKING TOWARDS

Employment focused social enterprises are creating an inclusive opportunity for training and income for people who come across barriers because of a disability.

STAR's aim is to start a Social Enterprise with STAR Cafe.

Being unemployed can be an isolating experience which can lead to low self-esteem. This café would give an opportunity to train and employ people with disabilities, so that they can get in to the work force, earn a living, feel the pride of working, become more financially independent, develop self-esteem and be re-employable.

Community interaction would aim to change the attitude toward people with a disability, for example, just because someone is in a wheelchair or has a disability, does not mean they can't work and live a full life. STAR Café would support its staff through this journey.

An estimated 1 in 5 Queenslanders have a disability and 30% of those are aged between 15 and 24 years, creating a demand for employment opportunities. There are further new cases of people sustaining a disability each year. With statistics indicating that employment possibilities drop by nearly 70% for anyone with a disability.

***“The best way  
to predict the future  
is to create it”.***  
– Jan Owen,  
**Foundation for  
Young Australians**

### STAR Life Skills

This program aims to develop basic cooking skills to enable some independence. There are people with various disabilities who want to be able to care for themselves when it comes to what they eat. They haven't had the opportunity to be shown and reading instructions can sometimes be difficult.

This program will bring together 5 or 6 people in each class, teach them how to cook a variety of dishes. They would then sit and eat their meal with each other and their Carer, increasing their social interaction.

We are seeking funding to get this program started.



### Develop Partnership/Workplace Giving with Businesses

Our aim is to place community minded businesses in front of our clients so they can trust the people from that business and build a strong relationship.

We aim to support the business so that our partnership brings a positive impact on their staff engagement, retention, productivity, reputation and support a great social impact. We want to support companies, like SuzanneStanys and Alex Gow Funerals, that cares about their community and is putting that care in to action and support their corporate social responsibility.



SuzanneStanys apartment



### 3.1 A FEW QUOTES FROM CLIENTS

***"STAR has made the world of difference to my comfort at home. They help me stay at home."  
Les***

***"What wonderful, thoughtful people we have volunteering for Star."  
Carmelo***



***"Without you we would not be able to stay in our homes-we would not be able to get the doctors."  
Daphne***



***"It was comforting to know that Star Services are there for us in cases of emergency or help."  
John & Merryl***



***STAR is here for you.***



*They are all wonderful in whatever field they work.”*  
William

*“She went above and beyond to help her with services”.*  
Nancy

*“It is wonderful the relationship STAR staff build with the family and the respect given.”*  
Liz & Deb



*“Drivers are very nice and helpful. Thanks very much for a great service.”*  
Jo-Anne

*“Thank everyone at STAR for the wonderful service over the years.”*  
Ginette



*“We are so pleased with the service provided by STAR driver”*  
Patricia

*“Thank you to each and everyone of the staff for being so caring.”*  
Alice





***“Alone we can do so little;  
together we can do so much.”  
Helen Keller***

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