



2021/26 STRATEGIC PLAN

STAR Community Services is an award-winning not-for-profit organisation providing Disability support and Aged Care Services to our local Communities.

STAR Community Service Strategic Plan
Ratified November 2020
Reviewed Annually (Rolling Plan)



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STAR Community Services is an award-winning not-for-profit organisation providing Disability support and Aged Care Services to our local Communities.



OUR ORGANISATION

STAR supports vulnerable people, to live independently. STAR helps our clients to live active lives, engage with the wider community and achieve their goals.

With the help of local community volunteers, we offer aged care and disability support services to ensure that the vulnerable members of our community can access affordable and reliable

services. We organise regular free information sessions to help people navigate the NDIS and Aged Care systems.

We are an advocate of inclusive communities, where people of all ages and abilities have equal access to opportunities and facilities. We regularly organise programs and events to help reduce the growing problem of social isolation amongst the elderly and people with disabilities.

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.



OUR TEAM

Leadership

We are extremely proud to have a team of highly skilled management, staff and committed volunteers. Our team shares a common interest of making a meaningful, positive impact on our communities.



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.



MELISSA BANNERMAN

Client Planning & 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.



WARREN DOYLE

Logistics Manager

Warren manages 125 professional and volunteer drivers with fleets of vehicles across the Redlands, Ipswich, Logan and Gold Coast.



TRACY DARROCH

Client Contact Centre Manager

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.



NECTARIA CHRONOPOULOS

Business Services Manager

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



OUR SERVICES

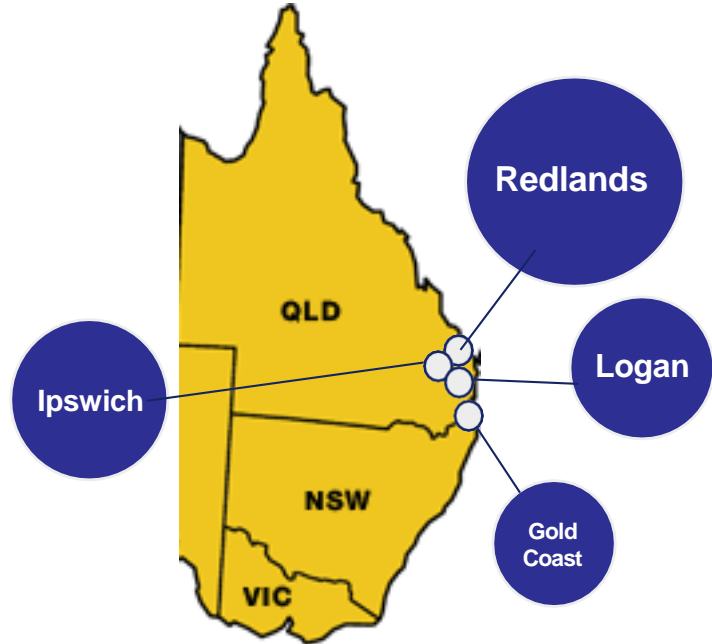
To make a positive difference to the lives of vulnerable people, STAR has developed innovative services and programs that connect them with the wider community and support their independence.



OUR REGIONS

STAR experienced a period of rapid growth. Funding has allowed us to expand our services into the communities of Redlands, Ipswich, Logan, and Gold Coast.

STAR serves more than 8,500 community members with the ongoing support of over 180 volunteers and 120 paid employees. STAR Transport drivers assist with around 100,000 trips each year.



OUR CLIENTS



Yvonne Garner

Yvonne Garner has just celebrated her 90th birthday and uses STAR's services to stay active. Yvonne relies on Sue Casben, her STAR companion, to help her see while they shop. Yvonne says, "Sue is easy to talk with, thoughtful, and efficient." Yvonne also enjoys STAR's Lunch Club and discussion groups. Yvonne believes you must keep your mind and body active every day. Yvonne loves lively discussions, daily swims and her local library.



Lisa Davison

Lisa says, "My daughter is an NDIS participant. I highly recommend STAR as their staff and volunteers are so helpful and friendly. I rang STAR to arrange transport for the afternoons and support workers for the mornings. I spoke to Chris and he was very helpful and arranged all of this very quickly for me. I often had difficulties with my daughter in the mornings but since a STAR support worker has been coming out in the mornings, things have been running smoothly and my daughter is so much happier. I am very happy with STAR"



Virginia Ridgley

Virginia says, "STAR has helped me to live my life how I want to. Due to surgery I was unable to transport myself. Thanksto STAR I could continue my volunteer work. STAR drivers and Call Centre staff are so helpful. I am thankful for STAR"



PROFILE

STAR Community Services is an award-winning not-for-profit organisation providing NDIS, Aged Care and Community Transport services in the Redlands, Ipswich, Logan and Gold Coast.

PURPOSE

To direct lasting, positive impact community services to those who need it most.

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.

**STRATEGIC
VALUES
AND
GOALS****PEOPLE**

To provide quality, client focused, community services and be recognised as a provider of choice within communities

Ensure a client driven approach to services which focus on achieving positive outcomes for clients

SERVICES

To enhance the communities understanding of and support for the range and quality of services offered by STAR Community Services

SAFETY

To prioritise safety of staff, volunteers and clients

ENVIRONMENT

To anticipate trends and opportunities in order to develop STAR Community Services capacity to respond to emerging community needs

To be a financially sustainable organisation within a rapidly changing environment

ENABLERS

HR

IT

FINANCE

CUSTOMER SERVICE

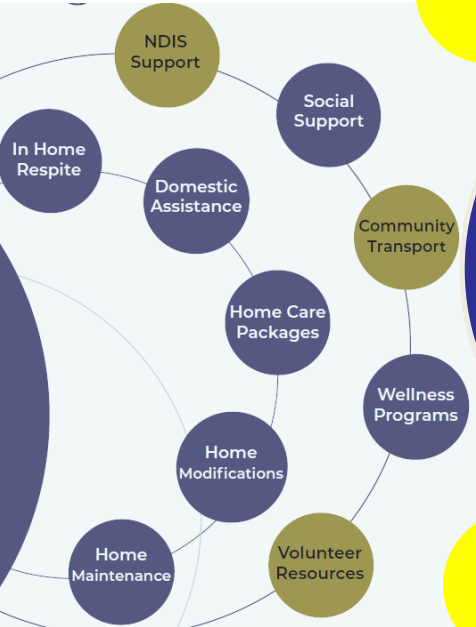
COMPLIANCE

STAKEHOLDER
ENGAGEMENT

MANAGEMENT

Future Aspirations

2026



- Collaborations
- Partnerships
- Mergers
- Financial Sustainability
- Prioritise Vulnerability
- Iconic Branding
- Footprint Expansion
- Technology Driven



STAR Community Services is an award winning not-for-profit organisation providing NDIS, Aged Care and Community Transport servicing Redlands, Ipswich, Logan and Gold Coast.

STRATEGIC PLAN 2021/26

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