



# 2025 ANNUAL REPORT

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Download The Full Report





We are proud to share the 2025 Annual Report for St John's Community Care—a reflection of our ongoing progress, community impact, and the meaningful relationships we've built over the past year. This year, we've expanded our services, deepened our community reach, and remained focused on supporting people of all ages with dignity, empathy, and respect. As a not-for-profit organisation, our purpose is clear: to deliver tailored care that empowers individuals, supports wellbeing, and creates inclusive spaces where everyone feels valued.

Thank you for being part of our journey toward stronger, healthier communities.

*Theo Bacalakis*



An activity of the Greek Orthodox Archdiocese of Australia





My dearly beloved,

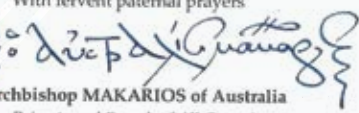
It is with great joy and heartfelt gratitude that I extend my blessings and best wishes to all who are part of the St John's Community Care family. As we reflect on another year of dedicated service, we give thanks to our loving and merciful God for the strength and guidance He provides to those who work tirelessly in the vineyard of philanthropy and social outreach.

For almost three decades, St John's Community Care has been a beacon of love, hope, and compassion, offering vital services to the Elderly, People living with Disability, those experiencing Mental Health challenges, and the Homeless. More recently, it also focuses on Child Safety. The work you undertake is not merely a social duty but a profound expression of our Orthodox Christian faith, which calls us to love and serve our fellow human beings, especially the most vulnerable among us.

In the words of our Lord, "Truly, I say to you, as you did it to one of the least of these my brethren, you did it to me". St John's Community Care exemplifies this divine teaching, ensuring that those in need are treated with dignity, respect, and kindness. Your unwavering commitment to providing high-quality care and support services is a testament to the love of Christ made manifest in action.

This year has been one of growth and continued dedication, made possible through the tireless efforts of the Board, Management, Staff, and Volunteers. I express my deepest appreciation to the Chairman, Mr Theo Bacalakis, whose vision and leadership continue to inspire and guide the organisation. To the Board members and all those in Governance roles, your wisdom and direction ensure that St John's remains steadfast in its mission. To the dedicated Staff and Volunteers, your selfless service is a reflection of Christ's love and an example to us all.

As we look ahead, I encourage you to continue your efforts, knowing that your work is not only valued by those you serve but is also blessed by God. The challenges of the times may be great, but our strength lies in our unity, our faith, and our commitment to Christ's commandment to love one another. May St John's Community Care continue to flourish, offering an outstretched hand to those in need and being a true reflection of the Gospel in action.

In Sydney, on the 15<sup>th</sup> day of March, 2025  
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

## CHAIRPERSON'S MESSAGE

St John's Community Care's 2025 Annual Report showcases the team's dedication to empowering lives, fostering inclusivity, and driving intelligent technology innovation in the aged care, disability and child safety sectors. This report captures the significant and meaningful impact we have made to help people live healthier, happier, and better-connected lives. We are immensely proud of how St John's Community Care has navigated the complex economic and environmental and I.T. challenges of the aged and disability sector over the past year. Amid rising operational costs, workforce shortages, and an ever-evolving regulatory landscape, our commitment to innovation, sustainability, and high-quality care has remained at the forefront.

This year has been marked by growth, strong team culture and transformation in several key areas. We have strategically invested in technology, strengthened our clinical processes, and embraced sustainable practices. Our strong performance data in this year's annual report are demonstrative of our improved service delivery, and the resilience and dedication of our team and volunteers. We have made significant investments in our culture, fostering an environment where every team member feels engaged, valued, and inspired. Our future-focused workforce strategy, informed by regular surveys from our people, reflects our commitment to nurturing a workplace where everyone can thrive.

The Federal Government reforms in Aged Care underpin change initiatives towards a more participant-centred organisation. Our foundation centres on ensuring we have the right leadership, people and business model by deploying new organisational-wide information technology systems and leading cultural change for ongoing business transformation. This year, we implemented new ways of operating, new technologies, recruitment, and other key strategies to meet the transformation and evolving challenges our sectors are facing. Our four Key Result Areas provide St John's Community Care with a strong foundation for future sustainability:

- Financial Sustainability
- Maintain a Participant-Centred Organisation
- Engaged Staff and Volunteers
- Continuous Improvement of Systems and Processes

Engaged staff and volunteers is a key strategy for St John's Community Care. This means we focus on having the right people in the right jobs so that our participants receive the personalised services that best suits their needs. Our workforce is increasing and continues to be culturally and linguistically diverse which means we can give customers choice. We also gain the business benefit of having a diverse and inclusive workforce.

We have also worked on future-proofing the organisation's technology backbone, with fit-for-purpose systems offering new business capabilities. This has enabled us to meet the evolving needs of our participants more quickly, overcome challenges, and be well-placed for future growth and innovation in our services. These activities have resulted in St John's Community Care delivering more services to those in need in the community, underpinned by a sound revenue surplus. We are a diverse collaboration of people, cultures, teams, services, communities and partnerships, all working together to enhance the quality of life for our participants. Through the provision of flexible support, we aim to help our participants remain independent and comfortable in their own home and community. We provide a diverse range of government and community funded services in aged, disability and children's care.

St John's Community Care always has and always will put the people we serve at the heart of everything we do. As Chairperson, it is my privilege to reflect on the past year and share the profound ways in which this guiding principle has shaped our journey, and the impact it has on the communities we serve, every action we take is rooted in our belief in the inherent worth and dignity of every individual, with a steadfast focus on supporting those who are most vulnerable. Our services have reached thousands of individuals and families, offered not just assistance, but also hope and empowerment. At St John's Community Care, our participants are at the heart of everything we do. Listening to them is not just a practice but a fundamental principle that drives our quality of care and support.



**Theo Bacalakis (OAM, FAICD)**  
Chairperson

On behalf of the St John's Community Care Board, we would like to thank staff and volunteers for the compassion, kindness, courage and care they show every day, whether it is on the frontline delivering our services or working behind the scenes. We are grateful to our dedicated and committed Board Members who selflessly offer their time and expertise. We acknowledge the Executive Leadership Team led by Sonya Davies our Chief Executive Officer and Drong Vue the Chief Operating Officer who continue to lead with strength, clear direction, and purpose, whatever the challenge. We acknowledge and thank His Eminence Archbishop Makarios for His ongoing support and wise counsel. Our heartfelt thanks go to our supporters and collaborators across government and business including those in the wider community. Your support means we continue to help the thousands of people in need of our services. This Annual Report demonstrates our integral role and success in furthering our mission of keeping people at the heart of everything we do.

A handwritten signature in black ink that reads 'Theo Bacalakis'.

**Theo Bacalakis (OAM) Chairperson**

## CEO'S MESSAGE



Sonya Davies (GAICD, BCom)  
CEO

2025 is an extra special year for me as it is a celebration of my 10th year serving this incredible organisation, our staff and our clients and I could not be any more honoured to be in this role.

Every year I question how we can do better than the previous year and now reflecting on the last 10 years it has been a significant transformation embedded on a culture of continuous improvement. The Board, management, staff and volunteers should all feel proud of their achievements this year that have resulted in growth, development, diversification and increase in our In Home and Community Care services across Queensland.

We stand for diversity and inclusion, by championing this across many areas of our business it has built resilience, provided financial stability and a solid foundation to shape a bright future.

This strong foundation and focus on positive outcomes for our clients and community are what saw us continue to provide services to those who need our support the most.

Across Queensland— from Thursday Island at the state's northern tip to Brisbane in the southeast—we deliver a wide range of essential services. These include 24/7 Supported Accommodation, Estia Independent Living, and high, medium, and low intensity in-home support. At our centres, we foster friendship and connection every day, while also providing transport assistance, home maintenance, and modifications to support independence and quality of life.

As a passionate organisation, and as compassionate individuals, we have the confidence to stand by what we believe in, the organisation's mission and values and put our clients at the heart of everything we do.

As we continue to work to enhance the organisation's governance framework supporting our strategic plan, we remain well positioned, guided by a loyal and dedicated Board and a professional, and united leadership team.

We continue to invest in our people, we know if our staff are valued and supported, they will work to improve the quality of services our clients every day. This year our teams planned and prepared for the changes to the Support at Home and worked tirelessly to navigate the upgrade our technology platforms.

Investing in our systems and technology infrastructure has been a significant project that has been over three years in the making. We needed to make sure that the investment was going to be for the next 20 + years and that we wanted value for money for our stakeholders. We acknowledge that without the right technology it will become difficult for any Service Provider to provide a high standard of service with the upcoming legislative changes. We are confident that as we work with the system to refine and improve, we will see long term benefits and return on the investment.

We would like to say a big Thank you to all of Clients, their families and all our staff

for their continued patience and support whilst we undertake this significant digital transformation. What I do know is that all our team members working to implement the changes, really do wear their heart on their sleeve and are working to ensure we can deliver every client and staff member the highest level of satisfaction.

This past year I have also had the opportunity to work more closely at the Redlynch Day-care. It has been a wonderful experience, meeting the children and families and supporting the amazing team of educators and management team. Assisting and implementing processes, systems and building upgrades it has been very rewarding to see how much has been achieved.

As we look to another year with anticipation and excitement, we are confident that we will navigate the Support at Home Changes, bed down the digital transformation and be able to continue to provide exceptional services to our clients and continue to foster a loyal workforce committed to our mission and values.

I would like to acknowledge Theo Bacalakis and our Board members, for your consistent support, mentorship and stewardship, to His Eminence Archbishop Makarios. We know you always have St John's Community Care in your heart and share your blessings with us providing light and guidance on everything we do. To Drong, our leadership team, client service planning teams, finance and technology teams and our front-line care workers, we thank you as a united team it would not be possible to do what we do without you.

A handwritten signature in black ink that reads 'Sonya Davies'.

Sonya Davies CEO

## COO'S MESSAGE

2025 was yet another successful year for St John's Community Care this is evident across the entire organisation financially and operationally.

With total revenue of \$49M and total assets of \$28.2M the organisation continues to maintain its solid financial foundation. This position provides us with the assurance that as we navigate through the upcoming legislative changes this should not significantly impact our consumers or our workforce.

The Helping Seniors Secure their Homes program has been a success with \$8M spent to improve security measures for our most vulnerable community members. The team has done a tremendous job in triaging referrals, sourcing and working with third party contractors to complete these works.

The Home Assist Secure program and funding continues to meet the demand. Home Maintenance and Modifications continue to be in high demand as we work through the prioritisation and waitlist for Cairns and Townsville.

Majority of regions have increased Home Care Package clients by 18% and up to 40% in some areas, this provides us with the confidence the home care services are in demand and that we are providing a quality service to our clients.

We continue to meet our Commonwealth Home Support Program targets and funding agreements with majority of the demand for services increasing. Transport continues to remain in demand with over 37,000 trips being provided this past year.

Estia Independent Living welcomed 50% of its new residents in the year. There has been a significant amount of time and effort spent with insurers, assessors and contractors to restore the facility after the

flood event in February 2025. We are looking forward to seeing the café operational for the residents and community.

This past year the organisation has undergone a significant digital transformation and it has been challenging but also very rewarding to see how our finance, technology, and client services teams have adapted. We are still preparing for Support at Home commencing in November 2025. This includes supporting our staff to have confident conversations with our clients about the potential changes and navigating the technology changes that are still being finalised.

We have met our financial and non-financial reporting requirements to the relevant funding bodies.

The finance team led by Jake Anderson continues to increase their capacity, with the change in our payroll system the teams are adapting well to the changes. We are always looking at ways we can improve, streamline, and further enhance the accuracy and integrity of everything we do.

We completed another year of the Gender Equality Reporting, our male to female workforce dynamics is still constant at 70% female and 30% male workers. We continue to promote internally, and our staff retention is increasing with over 25 individuals reaching their 5-year milestone this year and over 70% of our workforce has been with us for 2 years or more. We continue to prioritise our recruitment of all our staff finding the right people for the right roles across the state.

We continue to invest and maintain our executive leadership team across the state, with a new initiative to change their



**Drong Vue (CA, BCom)**  
Chief Operations Officer

titles from Community Service Facilitators to be more in line with the work they carry out on a daily basis to Regional Managers, Finance Manager and System Tech Manager.

Our leadership team is the backbone of the work we do, our brand and image in all our regions. We are proud to celebrate and acknowledge their efforts in supporting our frontline staff and clients on a daily basis.

I look forward to another year of working with Theo and our Board, Sonya, the executive leadership team, finance teams, client services teams supporting our staff to support our clients to achieve even more positive outcomes.

A handwritten signature in black ink that reads "Drong Vue".

**Drong Vue COO**



2025  
PERFORMANCE

151,401  
Hours of Community  
Services

21,315  
Hours of Home  
Maintenance Delivered

37,818  
Transport Trips  
Provided

\$8,000,000  
Dollars of Seniors Security  
Services Provided

\$436,000  
Major Modifications – Dollars  
Provided

19,500  
Meals Provided  
in Coen

189,263  
Hours Provided to  
NDIS Participants

146,424  
Hours of Supported  
Accommodation Provided

103,000  
Hours of Health and  
Wellness Group Activities

41,079  
Hours of Dementia  
Services Provided

1,361  
Total Home Care  
Package Services

296,000  
Number of Phone  
Calls

“ALONE WE CAN DO SO LITTLE; TOGETHER WE CAN DO SO MUCH.”

# STRATEGIC PLAN 2025-2027

## OUR MISSION

We are expanding our reach and redefining what care truly means. By making a lasting impact and building deeper, more meaningful relationships, we aim to touch more lives for longer.

This guiding philosophy has shaped our strategic direction. Through close collaboration between the Board, Executive Team, key leadership, and a cross-section of our dedicated staff and volunteers, we have developed a plan that reflects our shared commitment to growth, connection, and purpose-driven care.

## OUR VALUES

Our values are the foundation of everything we do at St John's Community Care. They represent the core principles and ethics that guide us individually and collectively—no matter the situation. These values influence how we work, how we interact with one another, and most importantly, how we care for our clients and communities.

As our organisation has evolved, so too have our values. Through this Strategic Conversation, we've aligned them with the Aged Care Quality Standards and our charitable mission—emphasising love, family, compassion, and empathy in all that we do.

## ST JOHN'S COMMUNITY CARE IN 2027

### TRUSTED, RESPECTED, AND CHOSEN

By 2027, St John's Community Care aspires to be more than a care provider—we aim to be the trusted partner of choice for those we serve. Our commitment goes beyond meeting needs; it's about enriching lives with earlier support, stronger connections, and greater meaning.

Care is woven into the fabric of our identity, but what truly defines us is how we walk alongside individuals through every stage of their journey. As we grow, we remain focused on nurturing a sense of family, belonging, and lasting impact in every life we touch.

### WE ENABLE GREAT EXPERIENCES BY OPTIMISING WHAT MATTERS

To deliver the best outcomes for clients and staff, our internal systems, data, spaces, culture, and community must work effectively. When these enabling functions are strong, we can focus on what matters most—fostering empathy, compassion, and the genuine care that defines every part of the St John's experience.

### HAVING THE BEST PEOPLE AND PARTNERS TO SERVE OUR PURPOSE

Our people are at the heart of everything we do—engaging with clients, delivering essential services, and helping drive our strategic goals. They are a vital part of our organisation.

Our aim is to attract, retain, and grow a team of individuals who live our values and consistently place the customer first. Together, we create quality care and meaningful experiences.

This also means working with trusted partners whose services intersect with ours and directly shape the journey of those we support.

### SUSTAINABLY MANAGING OUR FINANCES AND RISKS TO OPERATE EFFECTIVELY

As a registered charity, every dollar earned stays within St John's and goes directly towards delivering essential care, services, and accommodation for older Australians and people with disability.

Our strong financial and risk management practices ensure we deliver real value for those we serve—while meeting all regulatory obligations and maintaining a safe, sustainable, and compliant operating environment.

**EXPAND**  
OUR SERVICES

**STRENGTHEN**  
OUR CORE

**ENHANCE**  
OUR WORKFORCE

## OUR SERVICE REGIONS

**WE**  
OPERATE  
ACROSS A  
DIVERSE  
BUSINESS  
STRUCTURE

AGED CARE (AC)

Support at Home,  
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

RESPIRE (R)

Dementia Respite

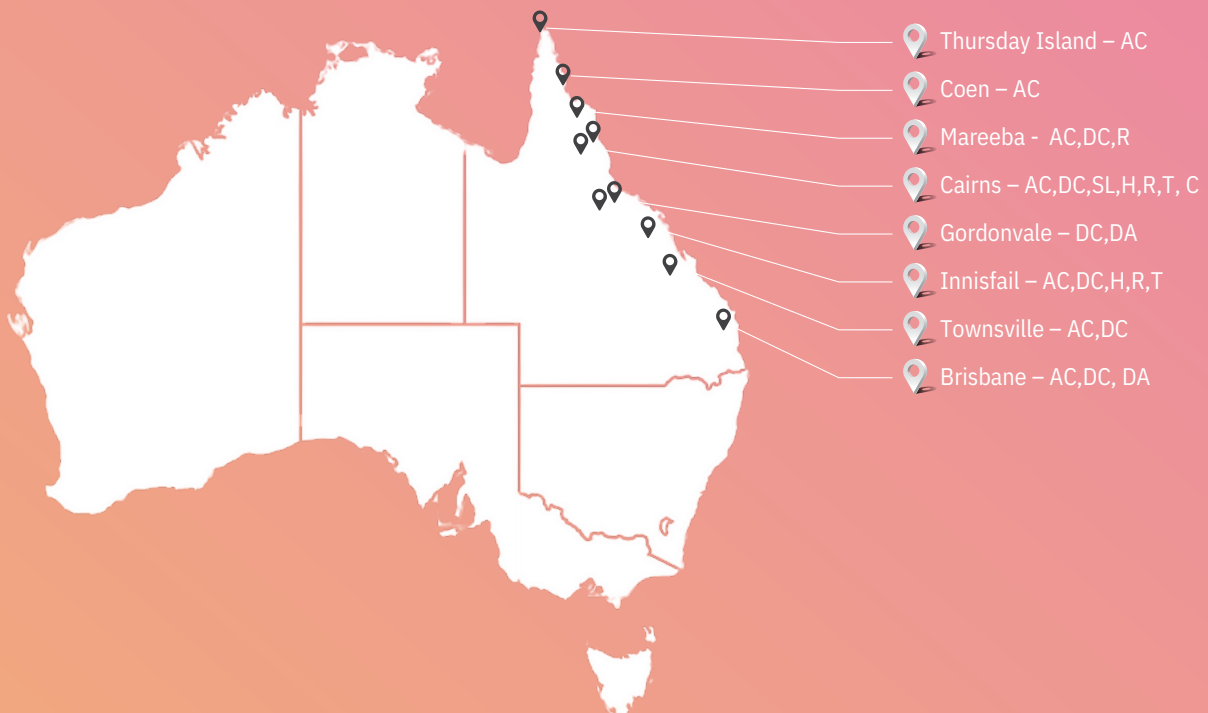
TRANSPORT (T)

Community Transport

## OUR LOCATIONS & SERVICES WE PROVIDE

### LOCATIONS

Australia



## OUR COMMITMENT TO DIVERSITY AND INCLUSION

In the spirit of respect and unity, we acknowledge the Traditional Custodians of country throughout Australia and honour their connections to land, sea, and community. We pay our respects to Elders past, present, and emerging and extend that respect to all Aboriginal and Torres Strait Islander peoples.



## Supporting You Where It Matters Most

At St John's Community Care, we recognise how vital it is for you to maintain your independence and comfort at home. That's why our Help at Home program is thoughtfully tailored to provide the right level of support—ensuring you receive the assistance you need to keep living at home with both dignity and peace of mind.

From the very beginning, our compassionate and experienced team walks beside you, helping you navigate the process of accessing the services that will truly enhance your everyday life. We know every person has unique needs, and we're committed to developing a personalised care plan that aligns with your individual circumstances, preferences, and goals.

## Personalised Care Plans to Suit Your Lifestyle

Our Help at Home services are built around supporting your independence in ways that truly make a difference. Whether it's help with daily tasks like cleaning or laundry, running errands, attending appointments, or staying on top of your routine—we're here to make life easier.

Our dedicated care team will take the time to understand what matters most to you and where support is needed. From there, we'll create a tailored care plan that not only meets your needs but is delivered at times that best suit your schedule. We prioritise flexibility, ensuring your care integrates effortlessly into your everyday life.

## A Caring and Qualified Team You Can Rely On

Our Help at Home staff are more than just experienced professionals—they are compassionate individuals who genuinely care about delivering the highest level of support. Each team member is thoroughly screened and trained, ensuring they have both the skills and the empathy to meet your needs with care.

Whether you require help with everyday tasks or more personal care, you can have full confidence that our team will approach every interaction with respect, dignity, and professionalism.



Home Care Package



In-home Respite



Home Cleaning



Meals



Shopping



Home Maintenance



Personal Care



Home Modifications

## HEALTH, WELLNESS AND SOCIAL SUPPORT BEYOND THE HOME

At St John's Community Care, we understand that support doesn't stop at your front door. Sometimes, the care you or a loved one needs extends into the community. Whether it's taking part in social activities, accessing health services, or receiving respite care, our Help Outside the Home program offers a wide range of services designed to enhance your wellbeing and independence.

As a trusted provider of diverse care options, we're here to help identify what's available in your area and connect you with the right resources. Our team will guide you through the process so you can access the services and support that best fit your lifestyle.

### REMAIN AT HOME AND ENHANCE YOUR INDEPENDENCE



#### Social Support Groups

Our Social Support Group services are available at many of our centres throughout the state. These group activities offer a welcoming space where individuals can come together to enjoy meaningful interactions, share a cup of tea or coffee, and participate in fun, engaging activities with friends in a supportive environment.



#### Dementia Respite

Our dementia respite services offer essential support to primary caregivers. This day service allows individuals to be transported to a local centre where they can spend the day in a safe, engaging environment—giving you the opportunity to work, volunteer, or simply take a well-deserved break.



#### Overnight Respite

Your loved one can stay overnight at our Cairns or Innisfail Centre, offering a safe and comfortable environment. This service is often combined with our day programs to maximise the value of care and provide continuous, supportive respite for both individuals and their families.



#### Allied Health Services

Allied Health Services include a variety of supports such as music therapy, physiotherapy, and animal-assisted therapy that enhance overall wellbeing. These services can be delivered at your local centre, in another community location, or even in the comfort of your own home.



#### Transport

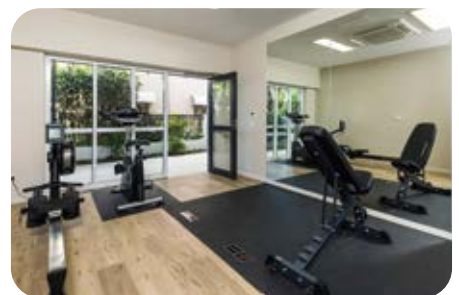
Whether it's a short trip to pick up essentials or a longer journey for a medical or special appointment, our qualified team is here to provide reliable and supportive transport assistance.

# SENIORS INDEPENDENT LIVING - ESTIA

## YOUR DREAM LIFESTYLE BY THE SEA

St John's Community Care proudly presents Estia on Arlington—premium beachfront retirement living in Cairns. With 32 modern two-bedroom, two-bathroom apartments across two towers, residents enjoy ocean or mountain views, safety-focused design, and stylish comfort.

Live independently in a vibrant community setting, with access to beach walks, nearby cafés, and trusted support from St John's. Each apartment is crafted for ease and confidence, offering the perfect blend of freedom and lifestyle. Discover the epitome of seniors living at Estia on Arlington—where comfort meets coastal serenity.



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  
provided by qualified staff;  
no SDA required



#### TRANSPORT

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



#### MEALS

Weekly shopping and menus  
designed to meet your  
requirements.



#### FAMILY

An environment where you can  
build positive relationships with  
a trusted provider.



### WHY CHOOSE US?

For over 25 years, St John's Community Care has proudly supported individuals living with disability.

Our purpose-built Supported Accommodation services are designed to help you maintain independence, feel secure in your home, and live a life guided by your own choices.

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

## Helen's Story: A Life of Strength, Community and the Support of St John's Community Care

When you meet Helen, it's immediately clear that she's someone who has always lived life with energy, independence and a strong sense of community. Born into a hardworking Greek-Australian family in Cairns, her journey has been shaped by resilience, service to others, and in recent years, the invaluable support of St John's.

### Early Life in Cairns

Helen's father emigrated from Greece and she proudly carries the distinction of being first-generation Australian. Her beginnings were humble - Helen was born not in a hospital, but in the family home on Scott Street, Cairns. Before long, her family moved to Draper Street, where Helen's most vivid childhood memories were made.

She remembers racing around the old bike track before it was redeveloped, helping with endless household chores and hearing her mother affectionately say in Greek: "my youngest one, you never sit still." The phrase could not have been more fitting. Helen was constantly in motion, preferring cricket with the boys to sitting quietly with books and later becoming a lively dancer who rarely missed the popular Greek community dances.

Helen's upbringing was built on discipline and work ethic. At just 16, she was employed in the theatre canteens and thanks to her diligence, was promoted to a senior position by 19. Later, she took on what was then considered a "man's job" at the abattoir, where she worked on the scales for more than a decade. Beyond her professional life, Helen was deeply engaged in her community. She loved playing bowls at the old Cairns Bowls Club and, true to the values instilled by her mother, devoted herself to volunteering. Whether it was running raffles at the annual Greek Festival in Redlynch or helping others wherever she was needed, Helen has always believed in giving back.

### Facing New Challenges

As Helen grew older, her once boundless energy met the challenges of health and mobility issues. Heart complications, reduced mobility and the strain of heavier

household tasks began to make everyday living more difficult.

Helen had always taken pride in her home—mopping floors, moving furniture and caring for her laundry. She relished the process of hanging clothes neatly on the line and folding them with precision. Losing the ability to do these things as easily was not just frustrating, it was deeply personal.

### Finding Support with St John's

Seven years ago, Helen turned to St John's for support—a decision that has since transformed her daily life. Already connected to the Greek community, she felt comfort in the organisation's local roots and personal approach. One of the most important figures in Helen's life today is Raffaella, her dedicated support worker. "I ask for Raffaella because she just knows everything I need. I don't have to ask anything of her. I don't know what I'd do without her," Helen says. From helping in the garden to assisting with domestic tasks, Raffaella is more than just practical support—she's someone Helen looks forward to seeing.

Through her Home Care Package, Helen also accesses vital tools to maintain her safety and independence. A personal medical alarm has been especially important, giving her peace of mind after experiencing a few falls. She also makes use of a taxi card provided through St John's Community Care, which allows her to stay connected with her community and attend the activities she loves. One of her favourite outings has long been the Friendship Group gatherings at Redlynch. Weekly bingo, morning teas and time spent with friends in the Parish Hall and on the church grounds bring her joy and a strong sense of belonging. Even though surgery has limited her attendance recently, Helen remains deeply connected to this social lifeline.



### Independence and Resilience

For Helen, being able to remain in her own home carries immense value. After the loss of her beloved Bob, independence became even more precious. The saying, "Tough times don't last, but tough people do," captures her outlook perfectly. She remembers sitting with Bob at Sizzler's back in 1994, telling him she wouldn't mind moving into her current independent living community someday. Now, having the support of St John's Community Care means she can remain there safely, with the freedom to shape her days as she chooses.

### Advice for Others

Helen admits that accepting help wasn't easy at first. Fiercely independent, she struggled with the idea of needing support. But when it became clear she could no longer meet her own needs, she embraced the assistance offered by St John's Community Care and never looked back.

Helen chose St John's not just for the services they provide, but for the local, community-driven approach they embody. With local staff, local management and a deep understanding of the Cairns community, St John's Community Care offers something unique: support that feels like family.

For Helen, St John's hasn't just helped her manage the challenges of aging. It has given her the ability to remain herself: independent, vibrant, and deeply connected to the people and culture she loves.

## STAFF SPOTLIGHT



It is a privilege to serve as Regional Manager for the Townsville location, where my passion lies in making a meaningful difference in the lives of those we support. Each day, I am reminded of the importance of our role in assisting elderly clients and those accessing the NDIS, helping them with daily living needs and fostering greater independence through community engagement. Since starting with the organisation in November 2021, I have had the pleasure of meeting some truly wonderful people. Over this time, I have gained valuable experience and lifelong knowledge that continues to shape the way I approach my work. I thoroughly enjoy my role and deeply value the people I work with and for each day.

In Townsville, we are proud to not only provide essential care but also create opportunities for connection and joy. Our weekly social group has become a valued

part of many clients' lives, offering a safe and welcoming space to build friendships. Each year, we also come together as a team and community to support a chosen cause through fundraising efforts, which reflects our commitment to giving back to the wider community.

What I value most in my role is seeing the difference we make in people's lives — whether it's through small, everyday supports or larger community connections. I am continually inspired by the resilience of our clients and the dedication of our staff, and I look forward to building on the strong foundations we have established here in Townsville. Looking ahead, I am excited to continue raising awareness of our work and extending our services so that we can support even more clients. I am proud of what we have achieved so far and am committed to helping our region grow stronger in the years to come.



Stepping into the role of Regional Manager for the Innisfail location this past year has been an incredibly rewarding experience. As someone who is passionate about supporting individuals to live healthier, more connected lives — I've welcomed the opportunity to contribute to the wellbeing of our clients and to help address the needs and gaps within our community.

Over the past year, I've had the privilege of working closely with a diverse range of clients, support persons and community stakeholders. What stands out most to me is the genuine sense of collaboration and shared purpose that exists here in Innisfail. Whether it's supporting someone to achieve a personal goal, navigating services or simply being a familiar face they can count on, it's the relationships we build that make the biggest impact and that, for me, is the most rewarding part of the role.

Leading the Innisfail team has been a highlight. I'm continually inspired by the

dedication, professionalism, and heart that each team member brings to their work every day. We've faced challenges and embraced opportunities together, and I'm proud of the strong, supportive culture we've created. Our team goes above and beyond not because they have to, but because they care and that makes all the difference.

Looking ahead, I'm excited about the future of our region. I'm confident that we'll continue to grow our client base while maintaining the high standard of care and personalised support that we're known for. There is still so much potential to reach more individuals in our community who can benefit from our services, and I'm committed to ensuring we remain responsive, inclusive, and focused on outcomes that matter. Thank you to the Innisfail team, our clients, families, and community partners for making this year such a positive and impactful one. I'm extremely grateful for the journey so far and look forward to what's to come.



This past year has been a great success maintaining a wonderful safe and learning environment for the children to grow. We successfully completed our Ratings and Assessment and met all standards in all areas.

We pride ourselves on our friendly educators with genuine warmth and commitment to children in our care. Our Centre provides a safe and secure environment as an extension of each child's family setting. We aim to ensure that your child feels happy, safe and secure in our environment.

We value and build on children's strengths, interests, abilities, and cultural traditions. We also use different strategies to extend the children's learning and thinking. We focus on Collaborative Partnerships with Families and the Community.

Every family in our centre becomes a very important part of our foundation, having an open-door policy allows a smooth transition and strong relationships between families and educators. When parents and educators collaborate, it strengthens the child's identity and enhances their learning. We believe strong partnerships with families support children to develop trust and confidence within the learning environment, enabling the children to develop and grow.

We focus on parent participation through the Xplor App, parent story times, afternoon teas, festivals, the creative arts and excursions.

This year we established a four-month rotating menu and this was reviewed by one of our parents that is a dietician. This was amazing to receive the feedback and such important input.

Our Kindergarten program is rich in the creative arts, as we believe that this supports children's early literacy and offers children a medium of expression to voice their understanding of the world around them whilst they prepare for Preschool.

We encourage all our Educators to dive deep into creativity and sustainability. We provide access to all environments we can to best suit our children, outdoor programs, indoor programs, friendship garden and our vegetable gardens. Water plays in the summer with cooking more in the winter, the children love to change with the seasons exposing more throughout the year.

At Redlynch Daycare we recognise our most valuable resource is our staff. A number of educators have completed their Diplomas and we are always looking at ways to support our educator's growth and development as they are the backbone of our centre. With the recent internal promotions within the centre, it is reassuring to know that the centre is retaining quality team members.

This year the centre has undergone more renovations, our big back yard relocation of the sand pit, new extended shade sails, the full paint of the outside and replacement of fixed furniture and fittings.

We are excited for the next year and what it will bring for children and our Centre. We also welcome Kristy to the role of Director and Karen the role of Assistant Director and wish them every success in their new roles.



**Kristy Adams**  
Daycare Director



**Karen Wang**  
Assistant Director

## FAMILY SPOTLIGHT



We are first time parents so navigating the daycare decision was new for us. We decided to enrol our baby girl at eight months old as we knew we both needed to go back to work full-time. We had a couple of weeks of stay and play, we stayed with her alongside the educators, and nothing was ever an issue. the team and director made us feel comfortable knowing our baby was in safe hands. The Nursery had a recent renovation, and the staff are always going above and beyond to make her and us feel at home. The enrolment process was easy and using the direct debit option was great.

We know starting her at daycare early was the right decision every day she is getting more confident and comfortable in her environment and when we get home, she

is thriving and expressing herself.

We love the updates on Xplor app knowing exactly when she is sleeping, having her meals, bottles, and nappy changes. The daily updates on the activities and how much fun, learning and friendships they have made provides us with so much reassurance she is being cared for.

We have transitioned from Nursery to the Toddlers room, and this was a great experience as the lead educator moved with our daughter and had her for the full two years. She has made so many connections and developed close bonds with the children in her classes. The focus is toilet training and learning and developing new skills and we can see that the Redlynch Daycare has been the right

decision for our family. As our daughter changed from bottles to solid food it was so comforting to know the food that is being provided is quality with the onsite Chef the kitchen always smells delicious. You can really see that the centre is always clean and well maintained, and the educators have a genuine care for the environment.

What is special about the Redlynch Daycare is knowing how long it has been established for and that it is a not-for-profit centre operated by the Greek Orthodox Archdiocese of Australia. We would highly recommend the centre to anyone looking for genuine care for their child.



► Educator Suavis, Child Robert and Parent at the Greek Festival 2025



## 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

## MANAGEMENT TEAM



**Jesse Kay**  
Regional Manager: Cairns



**Dipesh Khanal**  
Regional Manager: Mareeba,  
Cairns, Gordonvale



**Meg Wilson**  
Regional Manager: Innisfail



**Ashley Weber**  
Regional Manager: Townsville



**Sean Wu**  
IT Manager



**Sharne Tabarn**  
Regional Manager: Brisbane



**Jake Anderson**  
Finance Manager

## GOVERNANCE REPORT



The St John's Community Care Board oversees accountability, strategic direction, and effective risk management of St John's Community Care, and acts to protect and enhance the interests of the organisation as we work to serve people in communities in our shared mission.

The Board continues to be committed to the highest standards of governance, in accordance with the Australian Charities and Not-for-profits Commission Governance Standards and upholds the Australian Institute of Company Directors Not-for-Profit Governance Principles in its approach. The Board leverages established governance practices and organisational structures to support our effectiveness, responsible stewardship, integrity, accountability, and robust risk management.

**Authority:** The Board governs through a Governance framework, this framework is based on the requirements of St John's Community Care Constitution and governing documents, including relevant Commonwealth and State legislative requirements related to our aged care, health, and community services. The functions of the Board are discharged as follows. The Members of the Board are appointed by The Primate of the Greek Orthodox Archdiocese of Australia. Board Members bring a wealth of expertise and a strong understanding of St John's Community Care Services.

**Accountability:** The Chief Executive Officer is appointed by the Board, subject to the endorsement of His Eminence the Archbishop, and is subject to a performance review by the Board. The Chief Executive Officer, together with the Chief Operating Officer recommends the strategic direction for Board approval and submits business and operational plans to achieve agreed strategic goals and outcomes.

**Direction and Control:** The Board meets at least eleven times each year in scheduled meetings, where it receives monthly, quarterly, or six-monthly financial and operational performance and risk and compliance reports from the Chief Executive Officer, the Chief Operating Officer, and the Board Committees. Strategic planning days and Board development opportunities are also undertaken. In addition to formal meetings, Board members spend time reading and analysing Board papers and reports submitted by management and in informal discussions with management. The Board receives regular reports and presentations from the Executive leadership team on employee wellbeing and safety, participant quality outcomes, implementation of the strategic plan, key policy decisions, stakeholder engagement, social justice and research activities and outcomes.

**Stewardship and Leadership:** The Board has established committees to assist in fulfilling its responsibilities. Board members, apart from the ex officio members, are appointed to committees with reference to their skills and experience and the scope and responsibilities of the committee.

**Clinical Governance:** In recognition of the changes to government legislation in relation to Clinical oversight and experience St John's Community Care Board has appointed Dr Dragana Urošević who started her medical career in 1991 in Belgrade. She gained her fellowship in Rehabilitation Medicine in 2015 and was awarded the Fellowship of the Australasian Faculty of Rehabilitation Medicine of Royal Australasian College of Physicians in 2016 to be ex officio Board Member. Dr Dragana Urošević is currently practising as Doctor at the Cairns Private Hospital.

# FINANCIAL REPORT

2025 is another year with high financial performance with an increase in revenue compared with the prior year. Our organisation has a strong financial position with cash and cash equivalents making up the majority of total assets. The cash position enables us to continue to invest in our technology, our people and assets. The organisation has the ability to pay all debts and liabilities as they fall due. We have received a clean audit report from our external auditors BDO Far North QLD.

**\$49M**

Total Revenue

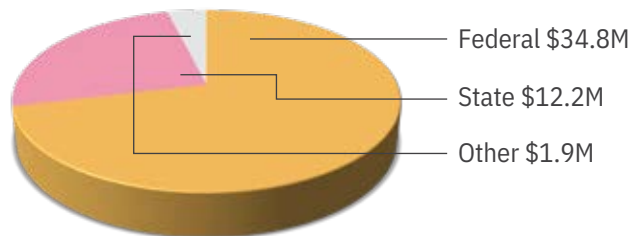
**\$28.2M**

Total Assets

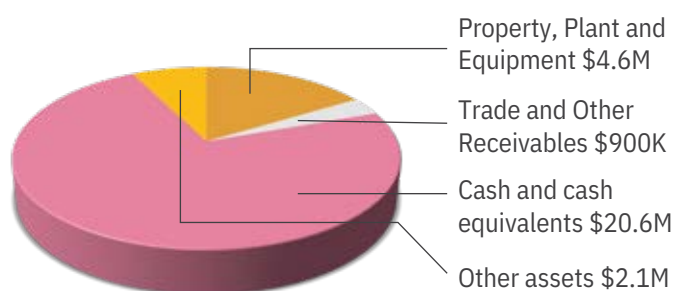
**\$2.5M**

Net Surplus

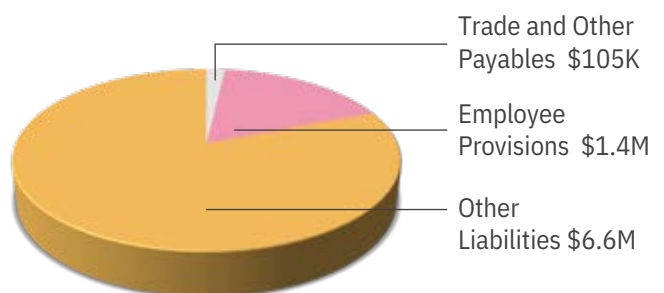
## Funding Income



## Asset Breakdown



## Liability Breakdown



# OUR COMMITMENT TO SUSTAINABILITY

## Building a Greener Future Together

At St John's Community Care, sustainability is a core value that shapes how we operate. We're committed to reducing our environmental impact and making responsible choices. Our focus includes waste reduction, mindful purchasing, and empowering our people to act sustainably—ensuring we build a healthier, greener future for our communities and the planet we all share.



### Environment

Reducing carbon emissions through solar power and maintaining clean, decluttered workspaces.



### Waste

Adopting sustainable waste practices, avoiding unnecessary purchases, and renovating instead of discarding.



### Transport

Using electric vehicles and charging stations to support efficient, eco-friendly travel.



### Purchasing

Prioritising ethical and sustainable buying. Using e-signatures and digital records. Reducing printing and usage by 50%.



### Empowered people

Educating teams to be environmentally conscious—reducing waste and engaging in community-led sustainability efforts.



### Leadership

Embedding sustainability in decision-making through trend research and informed market analysis.

## Looking Ahead: A Sustainable Future

At St John's Community Care, sustainability is not a one-time goal—it's a long-term journey. We're committed to evolving our practices through constant learning, reflection, and innovation. By reviewing what we do and setting bold, future-focused goals, we aim to lead with purpose and care for both people and planet.

Sustainability is woven into the fabric of who we are. It's not just about reducing waste or saving energy—it's about living our values, creating meaningful change, and supporting communities that thrive.

We invite everyone to play a role. Whether you're a client, a team member, or part of our wider community, your actions matter. Together, we can shape a greener, stronger, and more compassionate tomorrow—one thoughtful step at a time.

# PARTNERSHIPS

## Together, We Create Impact

At St John's Community Care, we believe that strong partnerships are the foundation of meaningful change. From government agencies to local councils, corporate allies, and individual donors—each partner plays a vital role in helping us deliver compassionate, community-focused care. Your support allows us to expand our reach, enhance our services, and shape brighter futures for those we serve.

We are deeply grateful for every organisation and individual who walks this journey with us.



## COMMUNITY ENGAGEMENT



### A JOYOUS CELEBRATION OF CULTURE: 2025 CAIRNS GREEK FESTIVAL

On Sunday 8 June 2025, the grounds of St John's Greek Orthodox Church in Redlynch were transformed into a vibrant cultural showcase as we proudly hosted the Cairns Greek Festival—a flagship event that brought together over 2,000 community members in a celebration of heritage, togetherness, and joy.

Held at 450–462 Kamerunga Road, the festival created a welcoming space where culture, food, music and community spirit intertwined. This year's event was a standout success, with the gardens surrounding the church echoing with the laughter of children, the rhythm of live music, and the irresistible aromas of traditional Greek cuisine.

#### Event Highlights:

- A sensory feast of authentic Greek food and sweets, lovingly prepared by local volunteers and community members.
- Headline entertainment by The Girl from Greece — an unforgettable performance that blended contemporary vocals with traditional melodies.
- High-energy Zorba and Cypriot dance performances, captivating audiences of all ages.
- Church tours, offering insights into the beauty of Byzantine architecture and sacred iconography.
- Interactive competitions, including olive spitting, honey puff eating, and the ever-popular plate smashing.
- Children's zones, ensuring fun for the whole family with face painting, games, and hands-on activities.
- Raffle prizes and fundraising opportunities, with all proceeds directly supporting our community programs.

### BUILDING STRONGER COMMUNITIES THROUGH ACTION

Over Christmas 2024, we were delighted to donate more than 50 movie vouchers to children in state care, helping to bring a little extra joy to their holiday season.



An activity of the Greek Orthodox Archdiocese of Australia