



First for your Health & Wellbeing

# 2019 - 2020 Annual Report



# Acknowledgments

Staff and Board Directors of Star Health acknowledge the traditional owners of this land, the Yalukit Willam clan of the Boon Wurrung people, and pay our respects to their elders past and present. We acknowledge and uphold their continuing relationship to this land and acknowledge that this land has never been ceded.

Star Health is committed to working in partnership with our local indigenous community and addressing health inequity for all First Nations people.

Star Health is proud to provide an inclusive service and work environment where individuals feel safe, accepted, affirmed and celebrated. Star Health is committed to equity, irrespective of cultural or linguistic background, sexual orientation, gender identify, intersex status, religion or spiritual beliefs, socio-economic status, age and abilities.



PHOTO TAKEN PRE COVID-19



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## Welcome

We welcome you to our Annual Report. Each year we celebrate the achievements of the staff and community that make up Star Health through an Annual Report. The report provides us with an opportunity to acknowledge the work that happens every day to deliver health and wellbeing outcomes for our community.

This year the pandemic has placed significant demands on resources. Our governing body acknowledges this demand and has mandated that an Annual Financial Report is sufficient to meet regulatory compliance. We are therefore pleased to deliver an Annual Report with some highlights of this year in Star Health.

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# About Star Health

Star Health provides coordinated care when and where needed so our community can achieve their health and well-being goals.

We are a not-for-profit community health organisation that has been part of our local community for over 40 years.

We continue to be committed to supporting and embedding our services in our local community.

63

VOLUNTEERS

338

STAFF

70+

SERVICES

122,000+

OCCASIONS OF SERVICE PROVIDED

\$35.8M

BUDGET 2019-20

60+

OUTREACH TO ADDITIONAL SITES

14,500+

PEOPLE WHO RECEIVED COVID-19 SUPPORT (TO 30 JUNE 2020)

9

LOCATIONS WITH STAFF (IN ADDITION TO MULTIPLE COVID-19 RELATED SITES)

4

MAIN SERVICE SITES

# Services

Services at Star Health span the full range of integrated care needed for those living with chronic and complex health conditions, including:

- ▶ **Alcohol & Other Drug (AOD) Services**
- ▶ **Allied Health Services** - Physiotherapy, Exercise Physiology, Podiatry, Occupational Therapy, Dietetics & Speech Therapy
- ▶ **Case Management Services**
- ▶ **Child, Youth and Family Services**
- ▶ **Chronic Condition Management** - Diabetes Education, Smoking Cessation
- ▶ **Community Health Nursing and Midwifery**
- ▶ **Counseling**
- ▶ **Dental**
- ▶ **Family Violence Services**
- ▶ **General Practice Doctors**
- ▶ **Harm Reduction Services for people who use alcohol and / or drugs**
- ▶ **Health Promotion and Disease Prevention**
- ▶ **Home Care Packages**
- ▶ **Homelessness & Housing Support Services** - Older Person High Rise Program & Supported Residential Services
- ▶ **Indigenous Access Services**
- ▶ **Disability (NDIS)** - Therapeutic Supports, Service Coordination
- ▶ **Mental Health Services**
- ▶ **Post-Acute Care**
- ▶ **Sex Worker Education & Support Services**



In 2020 we have been heavily involved in providing a range of COVID-19 related programs across our community through specialist COVID-19 Responses across community engagement, prevention, testing, care and support



## CEO & Chair's Report

### We are unlikely to ever forget the past 12 months.

The year started with the devastating summer fires. Who can forget the eeriness of the smoke blanketing our city? No sooner were these brought under control when our attention was redirected to the pandemic which, as we are writing this, is still having a significant impact on our lives.

Throughout this year, we are proud of the way in which Star Health has risen to the challenge, providing support to our clients and our community as they navigated this difficult period.

Community health services across the state have demonstrated how quickly we can mobilise to provide COVID-19 safe care for our communities.

Star Health has been particularly active in the fight against COVID-19. In late March 2020 we were able to set up a screening clinic in the Prahran Town Hall in a matter of days. We then established mobile COVID-19 testing teams. These teams provide pop-up testing clinics and undertake community engagement and a program of health promotion

within our vulnerable communities. We have also continued to provide targeted outreach support to some of our most vulnerable clients.

The pandemic has demanded changes to the way we work as an organisation, and we have had to be creative in the ways we connect with our clients. We are thankful that our ICT team undertook a series of major projects over the last few years to modernise our computer systems. We are also interested in the changes that COVID-19 has brought to the ways our staff provide services to our community.


A great example of this is the creation of activity videos for Supported Residential Services to help many of our clients to continue exercise programs in the safety of their homes. We look forward to listening to our clients to hear what has worked for them during this period.

In November the Board agreed to the CEO temporarily moving to North Richmond Community Health which is managing the Medically Supervised Injecting Room. Following some challenges in that Organisation and while searching for a permanent CEO,

Star Health continued to stand with the community health sector and this is indicative of our commitment to supporting Organisations to succeed. This secondment was made possible because of the strength and flexibility of our leadership team. Kent Burgess was appointed Acting CEO and brought a strong set of leadership skills to the role, especially in such an unpredictable period. We would like to thank Kent for his outstanding leadership and guidance during this time; we also congratulate him on his appointment to the newly created role of Deputy CEO.

A testament to the work that Star Health undertakes every day is the successful completion of our Accreditation Process. We fully met all criteria across 5 standards against which we were assessed and received high praise from the auditors. This was particularly pleasing as accreditation was undertaken in the early highly charged months of the pandemic.

We are looking forward to relocating some of our offices to the Victorian Pride Centre in early 2021. The Victorian Pride Centre will serve to celebrate Victoria's diverse LGBTIQ+



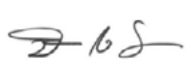
community; it will offer a very welcoming and inclusive environment. It will provide members of the community a place to feel connected. Our tenancy in the centre reflects our commitment to working inclusively with all in our community to achieve better health outcomes. Client services will continue to be provided out of Southport, Fitzroy St and Prahran, to ensure no disruption to the support and care we provide to you.

We would like to acknowledge the contributions of our outgoing Board Members, who have completed their terms this year. We thank Judith Klepner and Dr Michael McGartland for their very active service to the organisation for a combined 45 years. Judith chaired the Board for 4.5 years during times of rapid change and Michael oversaw the critical work of the Clinical Governance and Quality Committee for many years. Their contributions have helped make our organisation what it is today, and they will be very much missed. Also ending his time on the Clinical Governance and Quality Committee is Eddie Micallef.

It would be remiss not to thank our fantastic community representatives and volunteers, who are integral to Star Health's success. This includes an active Community Participation Committee and consumer representatives on other working groups, and over 60 active volunteers who give their time in a wide range of roles.

A casualty of the pandemic is the normal Quality Account Report which this year has fallen prey to resource constraints brought on by COVID-19. We are pleased however to present the Annual Report to you and would like to acknowledge the work of the Clinical Governance and Quality and Finance and Audit Committees who have overseen its development.

Finally, we would like to pay tribute to the Star Health team whose incredible work throughout this challenging period has made such a positive impact on the community we serve.



Damian Ferrie  
**Chief Executive  
Officer**



Tass Mousaferiadis  
**Board Chair**



PHOTO TAKEN PRE COVID-19

# Treasurer's Report

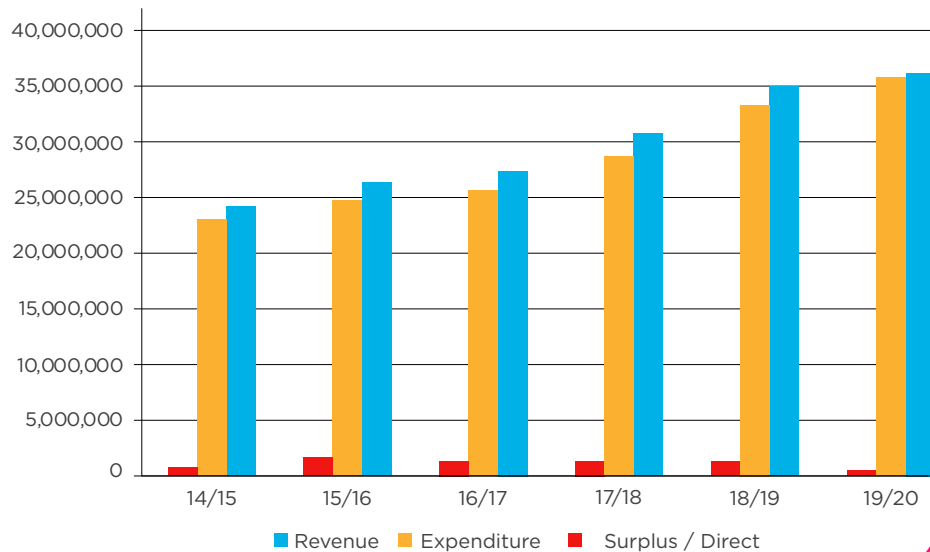
## Star Health continued its run of sound financial performances by finishing the 2019-20 financial year with another operational surplus.

The Covid-19 circumstances created many new challenges for the organisation and made the year especially challenging.

During these times we continued to implement and chase operational efficiencies that will help bring further periods of surplus and growth.

We have continued to successfully tender for services in both new and existing areas.

Star Health performance for last six years



# Financial Performance

The organisation produced an operational surplus of \$195,314. The results were impacted by Covid-19 which lead to a write down in the carrying value of our investments. Impairment expenses on Intangible expenses were also bought to account resulting in our Total comprehensive income for the year being a deficit of \$587,110.

Our total operating revenue for the year was \$35.8M, representing a 2.5% increase from the \$34.9M achieved in the 2018-19 year. Fee for service income continues to grow as some of the older block funded income streams have been subject to cuts and low growth.

Our operating expenditure for the year was \$35.6M, a 7.6% increase over the previous year's figure of \$33.1M.

The operating surplus for the year was \$195K, down on the previous years result of \$1.8M but was in line with our budgeted expectations.

Overall our cash flow for the year remained positive. The write down on investments and impairment expenses were both non-cash. Our Cash and Cash

equivalents at year end were \$5.7M up from the previous year's balance of \$5.1M.

Our strong financial position will enable us to continue to grow our services and reach, whilst maintaining our focus on those who are vulnerable and need our services the most.

I would like to thank our funders who have supported us over the past year and helped with our ongoing success, enabling us to work with and support our community. I would like to also thank our dedicated staff who have worked tirelessly during this very challenging year enabling us to provide our services whilst delivering strong financial results.

Finally, I would like to thank my board colleagues including those on the Finance and Audit Committee, for their support and ongoing commitment.

Nick Capes  
Treasurer  
Board of Directors

## 1. CONSUMER CENTRED

We invite and engage consumers to help us understand their needs and expectations. We want consumers to be at the centre of everything we do.

### HOW:

- ▶ **Understand** the current and future consumer need across their lifespan by listening to them about what they value.
- ▶ **Communicate** clearly with existing and potential consumers and referrers in ways that enable them to make choices on their terms.
- ▶ **Provide easy access** by delivering our services where it is most convenient for our consumers - in the community, at home or online.
- ▶ **Create and improve** services alongside our consumers to better meet current and future needs and expectations.

### SUCCESS IS WHEN:

- ▶ **Consumers recommend us.**
- ▶ **No wait for an appointment.**
- ▶ **Fewer consumers miss appointments.**
- ▶ **Consumers with choice move to our services.**
- ▶ **A diverse group of consumers use our services.**
- ▶ **High consumer satisfaction ratings.**

## 2. CHRONIC & COMPLEX CARE EXPERTS

We use coordinated and effective care, to support those with or at risk of chronic and complex conditions to stay healthy in their community.

### HOW:

- ▶ **Deliver and expand** our coordinated care services so we can help more people who are living with or at risk of chronic and complex conditions.
- ▶ **Gather evidence of what works** through research and evaluating our services and their outcomes.
- ▶ **Share insights and successes** so that our referrers and funders see evidence of our positive impact, and this influences their investment in us.

### SUCCESS IS WHEN:

- ▶ **Consumers self-report improvements.**
- ▶ **More consumers receive coordinated care.**
- ▶ **We see measurable improvements in consumer health.**
- ▶ **Our quality processes show we deliver best practice evidence-based care.**

## OUR PURPOSE

We provide coordinated care when and where needed so our consumers can achieve their health and wellbeing goals.

# HEALTH & WELLBEING FOR ALL

## Strategic Plan 2018-2021



## WE VALUE

Inclusion, empowerment, equity, social justice, human rights, accountability, learning and innovation.

## 3. HEALTH EQUITY CHAMPIONS

We build partnerships and influence decision makers to help reduce the health inequity in our community.

### HOW:

- ▶ **Champion the importance of community health** and influence government investment in the sector.
- ▶ **Develop an external policy agenda** informed by the unique perspectives of our consumers and staff.
- ▶ **Build health promotion and prevention partnerships** in the community.

### SUCCESS IS WHEN:

- ▶ **Consumers and staff shape policy priorities.**
- ▶ **Strong partnerships deliver greater impact.**
- ▶ **A growth in media coverage of policy priorities.**
- ▶ **We have strongly advocated for and had input into the development of a Community Health policy and supporting infrastructure.**

## 4. ENABLING CULTURE

We foster a consumer centred, empowered and engaged culture.

### HOW:

- ▶ **We continue to attract, retain and motivate** a values aligned, high-performing, consumer centred workforce of staff, students and volunteers.
- ▶ **Invest in training and development** to grow our workforce's ability to meet our consumers' needs.
- ▶ **Support our workforce** with simple, consistent and effective systems and processes.
- ▶ **Empower our workforce** to be innovative and responsive to the needs of our community.

### SUCCESS IS WHEN:

- ▶ **We continue to attract and retain a values aligned, high performing workforce.**
- ▶ **Our workforce recommends us.**
- ▶ **Our workforce is trained and skilled to deliver consumer centred care.**
- ▶ **Our workforce feels empowered to bring progressive thinking to us.**
- ▶ **Consumers tell us our workforce delivers the kind of service they seek.**

## 5. SUSTAINABLE GROWTH

We ensure Star Health can deliver support to consumers in the long-term.

### HOW:

- ▶ **Implement new ways to meet growing demand** by expanding our services through innovation, efficiency, strategic alliances, and mergers and acquisitions.
- ▶ **A business model that supports diverse funding streams** including fee for service.
- ▶ **Reinvest surplus** in areas that improve our services and benefit our consumers and community.
- ▶ **Unlock innovation** and discover new ways to deliver a better experience for our consumers.
- ▶ **We continue to run** an environmentally sustainable organisation.

### SUCCESS IS WHEN:

- ▶ **Our surplus grows and is invested in meeting consumer needs.**
- ▶ **Transparent service investments and cost recovery on other programs.**
- ▶ **Diverse income streams.**
- ▶ **Strategic alliances reduce costs, improve efficiency and improve service options.**

# Strategic Plan Update

Our vision of Health and Wellbeing for all was outlined in our Strategic Plan for 2018 -21. This year, in our second year of working towards these outcomes and despite the impact of the pandemic, we saw strong organisational achievement. Some key initiatives included:

- ▶ Growing our General Practice so that Star Health can meet the increasing demand for timely appointments to even more people who are seeking access to our Doctors.
- ▶ Supporting diverse communities experiencing psychosocial disability by sourcing new funding for the Upstart program in collaboration with SouthPort Community Centre (SPCC).
- ▶ Establishing high quality and sustainable Disability Services through NDIS to ensure we can continue to provide ever evolving services to our community across psychosocial and other disability.
- ▶ Ongoing commitment to our Indigenous Communities by securing further funding for our Indigenous Access Programs.
- ▶ Advocated for the marginalised in our community through a broad range of submissions including to The Victorian Royal Commission into Victoria's Mental Health System, Royal Commission into Aged Care Quality & Safety, and the Victorian Government's Review into The Decriminalisation of Sex Work.
- ▶ Ensuring the delivery of safe services by achieving successful re-accreditation across 5 Quality Standards including Rainbow Tick.
- ▶ Revamped our suite of demographic and service reports that will continue to inform future planning of services and improve the quality of decisions.
- ▶ Continuing to grow our local partnerships toward our goal of integrated local health and social systems.
- ▶ Responded quickly to deliver major public health initiatives in response to COVID-19.



# Vision, Purpose & Values

## Vision

Health and Wellbeing for All

## Purpose

We provide coordinated care when and where needed so our consumers can achieve their health and wellbeing goals.

## Values

In all aspects of our work, Star Health upholds the values of:

### Inclusiveness

Valuing everyone, embracing diversity and encouraging participation.

### Empowerment

Working with people to build their attributes, capabilities and capacity to manage their lives.

## Equity

Ensuring all achieve equitable health and wellbeing outcomes, regardless of life circumstances and economic status.

## Social Justice and Human Rights

Respecting and promoting the dignity of all individuals and advocating equality or opportunity to a just and fair life.

## Accountability

Making our ways of working open, honest and transparent, and taking responsibility for our actions.

## Learning and Innovating

Consciously learning and innovating to improve our work and achieve our vision.



PHOTO TAKEN PRE COVID-19



# Board of Directors



**DAVID ENDEAN**  
**Company Secretary**

Member of the Finance and Audit Committee

Board Member since 2014



**MICHAEL MCGARTLAND**  
**Retiring Board Member**

Chair of Clinical Governance and Quality Committee

Board Member since 1991



**JUDITH KLEPNER**  
**Retiring Board Member**

Member of the Clinical Governance and Quality Committee

Board Member since 2003  
 Board Chair between Dec 2014 – May 2019



**TASS MOUSAFERIADIS**  
**Board Chair**

Appointed May 2019

Chair of the Executive Performance & Development Committee

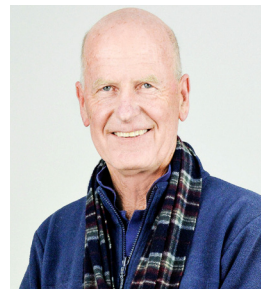
Board Member since 2012



**MICHELLE TOWSTOLESS**  
**Deputy Board Chair**

Chair of the Nominations committee, Member of the Executive Performance & Development Committee, Member of the Clinical Governance and Quality Committee

Board Member since 2018



**NICK CAPES**  
**Treasurer**

Chair of the Finance and Audit Committee, Member of the Nominations Committee, Member of the Executive Performance & Development Committee

Board Member since 2014



**ANNE GARROW**  
**Board Member**

Member of Finance and Audit Committee, Member of the Nominations Committee

Board Member since 2013



**TORI BERQUIST**  
**Board Member**

Member of the Clinical Governance and Quality Committee, Member of the Executive Performance and Development Committee

Board Member since 2018



**BRONWYN GRESHAM**  
**Board Member**

Incoming Chair of the Clinical Governance and Quality Committee

Board Member since 2018



# Management Profile



**DAMIAN FERRIE**  
Chief Executive  
Officer



**TIM RUMBOLD**  
Chief Financial  
Officer



**KENT BURGESS**  
General Manager Healthy  
Communities



**HELENA BUTKOVICH**  
General Manager  
Organisation Support &  
Development



**GRANT HAMILTON**  
General Manager Clinical  
& Community Care

# Stories from 2019 - 2020

PHOTOS TAKEN PRE COVID-19

## Our COVID-19 Journey

Star Health has played a vital role in providing our community with support during the COVID 19 Pandemic. Despite the challenges, we have continued our work in engaging and providing services to vulnerable communities, throughout this time. Like all community health services, our initial response was to identify what COVID Safe strategies were needed as a matter of high priority. And so, our COVID 19 journey began...

The first important strategy was to ensure that we were providing a safe working environment for our staff and their health and safety has remained our top priority. This then equipped us to launch into our appropriate safe work practices, to ensure that we could support the vulnerable communities.

Our first major COVID 19 Project was the commencement of a COVID-19 Testing Clinic at Prahran town hall on April 1st. It is a 7 day a week clinic funded by the Commonwealth Government for symptomatic testing. In such an

accessible location, it has served all the cohorts of the local community very well. To 30 June, over 6500 tests were conducted with 7 positive results recorded. A dedicated team of Doctors, Nurses and Registration Clerks have provided this service. The clinic has continued into the 20/21 year.

As the impact of the Pandemic worsened, it became even more apparent that many cohorts of vulnerable communities were at significant risk. The Department of Health and Human Services (DHHS) reached out to Star Health to assist and a range of new COVID-19 strategies and projects were developed. We provided a Pop-Up Clinic for Victoria Police (VicPol) at a large precinct in the CBD and tested approximately 750 staff with all tests coming back negative. This was a great result for a very important workforce that has provided significant support to the community.

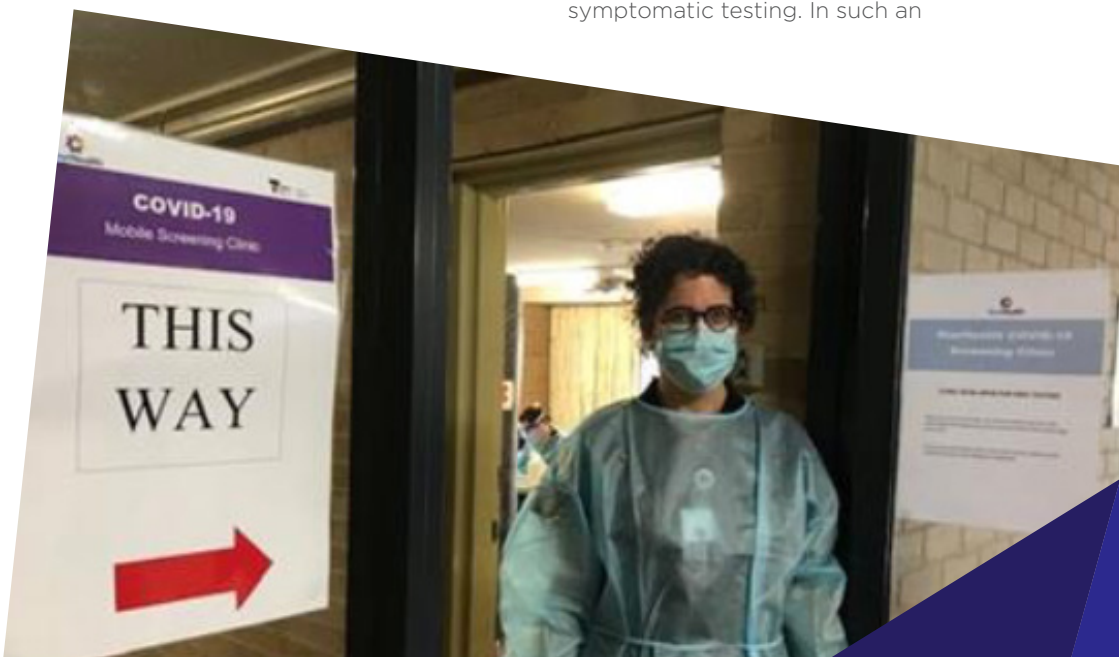
Star Health responded rapidly to assist with the COVID-19 Outbreak at the North Melbourne Public High-Rise towers. We set up the first on-site Testing Clinic and over a period of 6 days provided testing to approximately 380 residents, with the unfortunate outcome of approximately 50% of

residents testing positive. This tower remained in total lockdown for 2 weeks. The very committed team quickly identified the vulnerability of the residents, who were clearly very anxious and concerned. We were able to leverage our well-developed engagement strategies, to identify other ways we could support the residents.

Further into our COVID-19 journey, we then developed a range of strategies to provide support, education and information to several public housing high rise towers in our local area and this has continued on into 20/21.

The greatest strength Star Health was able to bring to the COVID-19 Pandemic response was our demonstrable understanding of the needs of the local community. We have leveraged off the great skill and capacity of our staff to seize this opportunity in a proactive way. This is a reward in itself and we feel honored to have played our role in both the prevention and management of the COVID-19 Pandemic.

**Grant Hamilton**  
General Manager COVID/Clinical Care



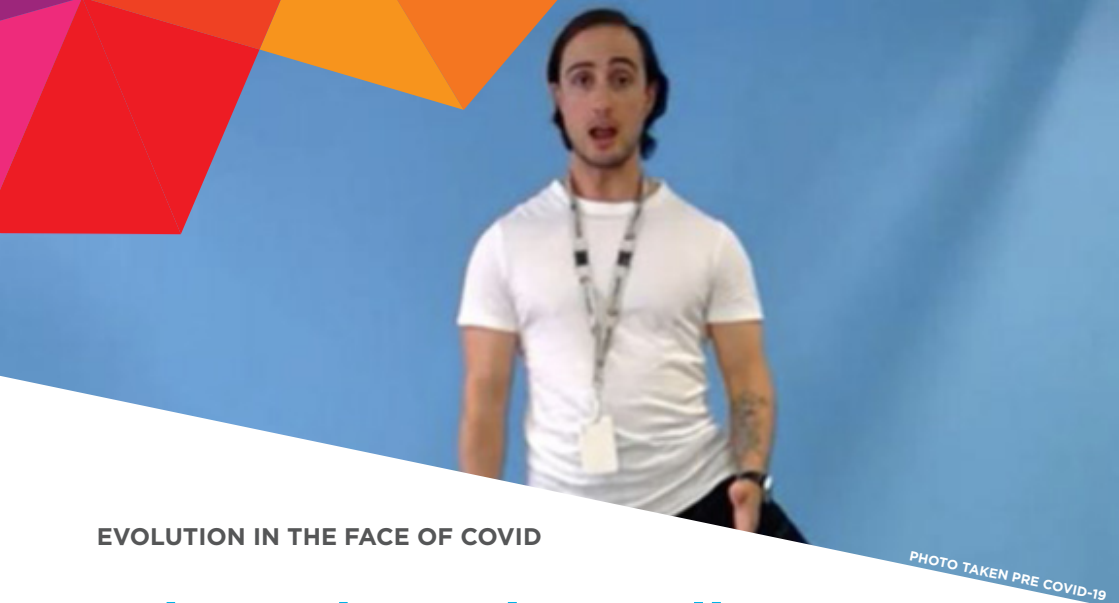


PHOTO TAKEN PRE COVID-19

### EVOLUTION IN THE FACE OF COVID

## Adapted Service Delivery

In response to COVID-19 social distancing and infection control measures, Micah Walker, SRS exercise physiologist, has developed physical activity videos for local Supportive Residential Services including Acland Grange, so that clients may continue their exercise programs.

Before COVID-19 Micah would attend Acland Grange weekly for group and individual exercise sessions. Micah's visits are highly anticipated by the residents and he is known for his innovative ways of engaging residents (such as singing!) and spending time with them to understand their individual needs and develop therapeutic activities in a supportive environment.

Many of the people that reside in SRS's such as Acland Grange are socially isolated and the COVID-19 pandemic has further impacted on this isolation, as visits from health workers and others have had to be restricted.

Micah understands the importance of maintaining contact for both the physical and mental health of the residents prompting him to seek alternative ways of providing a service. The videos serve to provide an exercise program, as well as a link to Micah and the other SRS workers from Star Health, to keep residents socially connected and physically active in this time of isolation.

## Volunteer Story

**Rochelle - one of our valued volunteers provides insight into her recent experience.**

"Being able to feel connected to ones' volunteer organisation has been very important to me. At Star Health they have kept us up to date and looked after the volunteers; our volunteer coordinator Fiona, the Star Health Wellness Group and the Star Health Social Health and Inclusion Port (SHIP) project - have all been marvelous.

I must say setting up to communicate online using Teams, Zoom and trying out Google Meet - new phones, updating an older laptop with Windows 7 to operate to their original purpose, i.e. conferencing.

I really appreciate the opportunity to learning new skills - I feel happier in a locked down environment and picking up faster to a normal face 2 face communities in the future."

**Background to Rochelle's commitment to Star Health**

Rochelle has been an enthusiastic and passionate volunteer for over 4 years at Star Health and has mainly volunteered in the Health Promotion team with the SHIP project.

The main community initiative she has supported has been Porttogether; collecting and sharing stories of where people connect to place and to each other in Port Melbourne.

She loves riding her bike and created 'Rochelle's Mystery Ride' to introduce other newcomers to Port Melbourne. Rochelle's map and information can be found on City of Port Phillips's Self-Guided walks & Rides website.

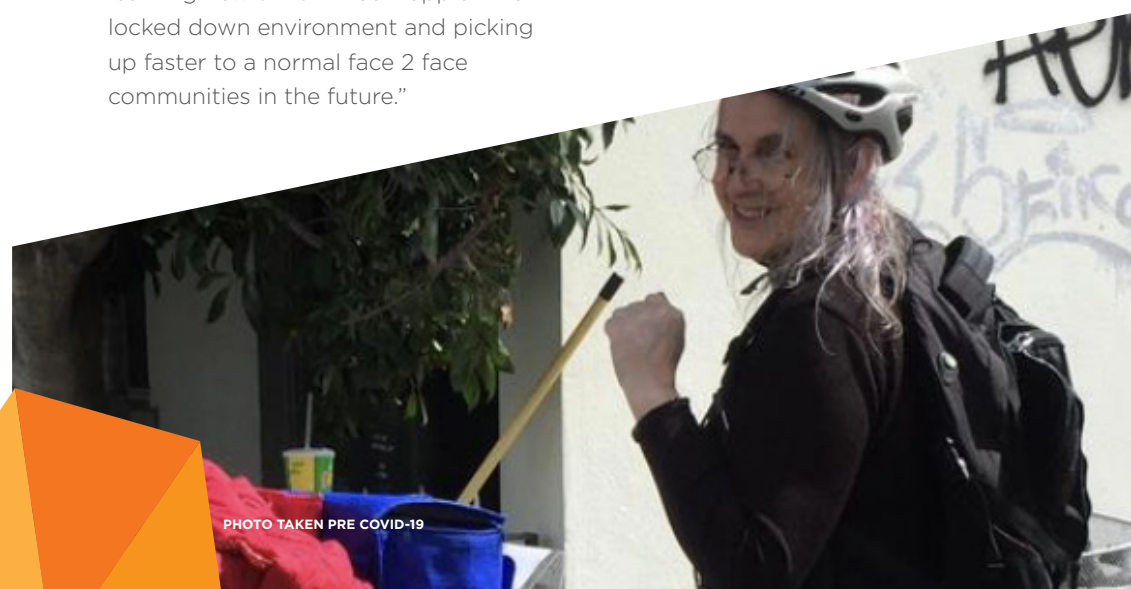
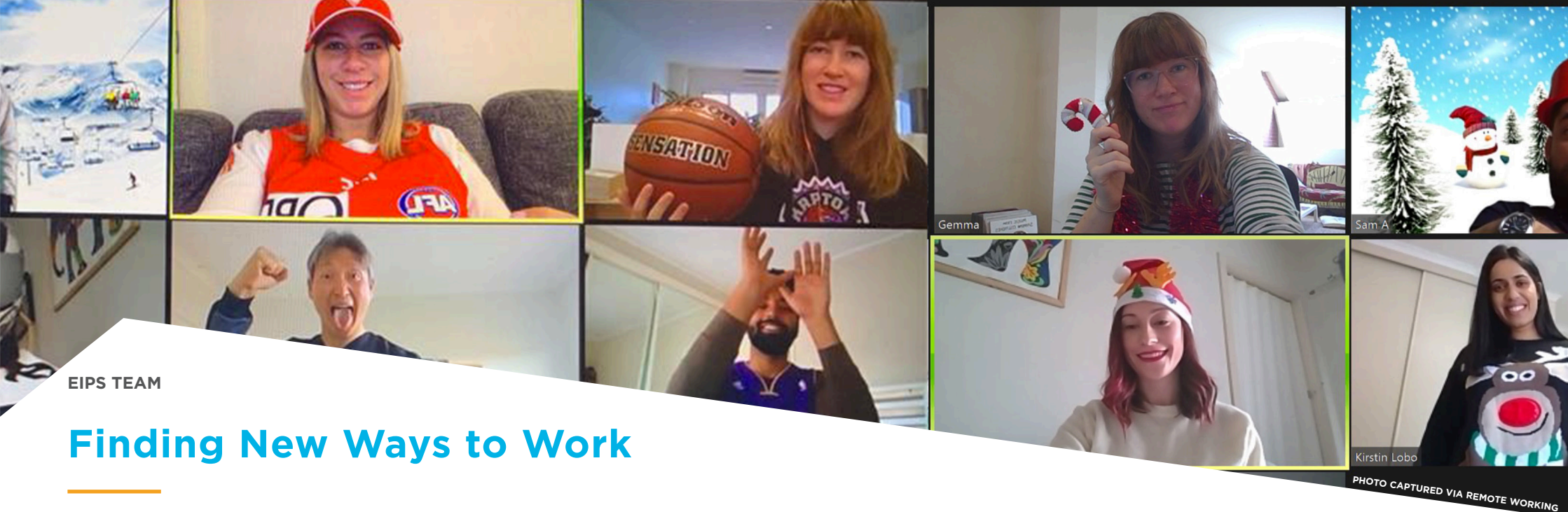


PHOTO TAKEN PRE COVID-19



EIPS TEAM

## Finding New Ways to Work

Following the Chief Health Officers directive for those who can work from home to work from home, staff have needed to find ways to remain connected with their colleagues. The Early Intervention Psychosocial Support (EIPS) team have delighted us with their creative and hilarious photo shares in Off Topic (Star Health's group chat). Here they share with us, their weekly morale boosting activities:

### What activities have you done so far?

Motivating Monday, Take Me Back Tuesday (Show & Tell), Wednesday Squats, Thursday Theme Days & house tours! We also complete a daily check-in and check-out meeting to provide support and debriefing with one another.

### How has it made a difference to your day?

Helps lift mood and team morale given the challenging climate of COVID-19 and working from home. We're also all learning a lot more about one another through these activities, which helps us bond together as a team.

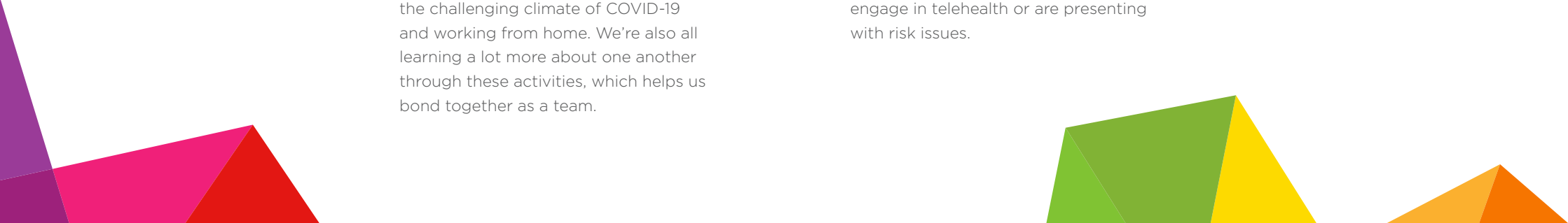
### How are the EIPS team tracking and what is everyone up to at the moment?

We're tracking very well. Most of our clients have adjusted to telehealth and are engaged in regular phone or video appointments. We've been able to build the capacity and confidence of our consumers to utilise new technology and engage more in the world online, which is exciting.

We are offering some face-to-face appointments for clients who cannot engage in telehealth or are presenting with risk issues.

### Have you made many changes to the way you all work in the current climate?

Yes, we have adapted to delivering psychosocial support via new technologies available to us, such as Teams. We've also been utilising conference calls to help consumers speak with services such as the NDIA etc.



# What do our clients say about us?

Since 2016, Star Health has participated in an annual Victorian Health Experience Survey (VHES). The VHES is a 62 question survey which measures patient experience and helps us to improve the safety and quality of our services.

We are using this data to really understand what our clients are saying about us and from these creating actions to improve on the areas where we might do better.

Overall the satisfaction rating is sitting at **94%**.

The other five measures are what are called “key aspects of care.” Statistically, it has been shown, that a client’s overall experience is directly related to these questions and this is where we have focused our attention. Each program has been provided with customised results covering a variety of the 62 questions. Each program has then discussed the results and come up with an Action Plan to improve aspects of their service delivery that addresses the gaps.

The Quality Improvement Committee has collated the Action Plans and improvement activities to inform organisational initiatives and share the results and improvements with our clients.

**77%**

OF CLIENTS SAY OUR HEALTH WORKERS ALWAYS CONSIDER THEIR NEEDS

**79%**

OF CLIENTS SAY THEY FEEL COMFORTABLE RAISING ISSUES OR ASKING QUESTIONS

**74%**

OF CLIENTS SAY THEY NEVER HAVE TO REPEAT INFORMATION

**89%**

OF CLIENTS SAY OUR HEALTH WORKERS ARE ALWAYS COMPASSIONATE

**67%**

OF CLIENTS SAY IT IS ALWAYS EASY TO MAKE AN APPOINTMENT

**94%**

OF CLIENTS RATE OUR CARE AS GOOD OR VERY GOOD

## DIFFERENT WAYS TO CONTINUE SERVICES

# OPHRS Support Team



PHOTO TAKEN PRE COVID-19

The Older Persons High Rise Support team consists of 5 members (4 case managers and 1 support worker) who support residents, in the over 55 demographic, in 5 High Rise buildings across Stonnington and Port Phillip.

Normally located at offices on site at each of the high rises, the team has changed the way they operate since the pandemic and are continuing to actively manage and coordinate services for their clients by using remote modalities.

We are managing to overcome the unique challenges of the current climate by identifying the vulnerable tenants across all 5 sites. These tenants are contacted regularly by phone to assess and provide for all needs including mental health support, access to health providers, housing issues, food supply and just someone to chat to and have a laugh with.

Our regular delivery of food parcels from local council donation centres to the high-rise tenants, has enabled us to maintain a face to face presence. This is invaluable for assessing the well-being of people and addressing their concerns and needs as we are a familiar and trusted Star Health service.

In cooperation with DHHS, we have been able to assist in developing COVID-19 safe environments. This includes the implementation of hand sanitiser on each floor and at lifts, providing signage including those that address CALD tenants, informing tenants of the COVID-19 testing clinics held on site, and providing orientation for the staff who are manning the Concierge desks.

As a close, supportive and approachable team, we gain much satisfaction from supporting a cohort of people, who often have limited supports available to them and can be quite marginalised in their community.



## CONSUMER EXPERIENCE

BY STAR HEALTH CONSUMER REPRESENTATIVE BILL TSIALTAS

*Reprinted by the courtesy of the Consumer Engagement Network (CEN newsletter)*

# Response to COVID

Being an innovative and inclusive community health organisation, it didn't surprise me that Star Health adapted swiftly to the COVID-19 crisis. They implemented alternative methods of service provision for clients and continued their quality engagement with volunteers and consumer representatives. Star Health was also pivotal in reaching out to share health information and provide community Coronavirus testing for hard to reach and vulnerable communities in the Port Phillip area.

For me as a consumer representative and volunteer it meant participating and contributing via online conferencing and communicating more often through good old-fashioned email. At first the process of attending virtual meetings produced some glitches! I soon acclimatised to viewing my image on screen. Who knew I would extend my IT skills and adopt interesting online etiquette because of a pandemic!

I've embraced meeting online from the comfort of my home and I find it satisfactory and a very efficient way of collaborating with others. However, I don't feel the exuberant atmosphere of the person to person dynamic of a real room, or the immediacy of ideas flowing and bouncing off each other, due to the stop start nature of this mediums current technological state.

Although saving time, by not commuting to a meeting is an advantage, I miss the warm greeting I get from receptionists and staff on my way through the waiting room area. I miss the informal catching up with working group members before and after meetings. The pros and cons of teleconferencing are becoming evident as we pass through this vile and destructive event, nonetheless we are able to engage and contribute valuable results.

## Locations

### Bentleigh

Level 4, Suite 2, 973 Nepean Highway,  
Bentleigh VIC 3204

#### Opening Hours:

Monday to Friday 8.15am to 5.00pm

#### Trains:

Frankston Line (Moorabbin Station)

### Prahran

240 Malvern Road,  
Prahran VIC 3181

#### Opening Hours:

Monday to Friday 8.15am to 5.00pm

#### Trams:

Routes 72, 78, 79 (Corner Chapel Street  
and Malvern Road)

#### Trains:

Sandringham Line (Prahran Station)

### South Melbourne

341 Coventry Street,  
South Melbourne VIC 3205

#### Opening Hours:

Monday to Friday 8.15am to 5pm

#### Trams:

Route 12 (corner Clarendon and  
Coventry Streets)

Route 96 (South Melbourne Markets)

### St Kilda

22-28 Fitzroy Street,  
St Kilda VIC 3182

#### Opening Hours:

Monday to Friday 8.15am to 5pm

#### Trams:

Routes 16, 96 (Stop 134 – Fitzroy St and  
Park St)

Route 12 (Stop 143 – Stop is on Park St)

Routes 3, 5, 64, 67 (Stop 30 at St Kilda  
Junction - 5 to 10 minute walk along  
Fitzroy St)

All tram stops are wheelchair accessible  
and have tactile ground surface  
indicators.

# 9525 1300

[info@starhealth.org.au](mailto:info@starhealth.org.au)

# APPENDIX

AT THE TIME OF GOING TO PRINT, THE ACCOUNTS ARE AWAITING FINAL ENDORSEMENT FROM VAGO (VICTORIAN AUDITOR GENERAL'S OFFICE).

Star Health Group Limited

ABN: 74 711 038 580

## Auditor's Independence Declaration under Section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 to the Directors of Star Health Group Limited

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2020, there have been:

- (i) no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- (ii) no contraventions of any applicable code of professional conduct in relation to the audit.

ACCRU MELBOURNE (AUDIT) PTY LTD

C J FLYNN  
Director

28 October 2020



PHOTO TAKEN PRE COVID-19

## Statement of Comprehensive Income

For the Year Ended 30 June 2020

	2020	2019
Note	\$	\$
Revenue	2 34,658,140	34,081,411
Other income	2 1,152,206	842,872
Employee benefits expense	(26,774,918)	(24,099,218)
Depreciation and amortisation expense	(1,386,911)	(1,131,652)
Client costs and medical supplies	(3,418,456)	(3,811,888)
Computer expenses	(1,148,107)	(884,821)
Motor vehicle expenses	(253,423)	(263,888)
Consulting and professional fees	(551,454)	(565,521)
Other expenses	(2,058,771)	(2,355,847)
Finance costs	(22,992)	-
<b>Operating surplus for the year</b>	<b>195,314</b>	<b>1,811,448</b>
Impairment expenses	10 (398,009)	-
<b>Surplus / (deficit) for the year</b>	<b>(202,695)</b>	<b>1,811,448</b>
<b>Other comprehensive income</b>		
Net fair value movements for financial assets	(372,642)	166,282
Realised loss on sale of investments	(11,773)	(48,665)
<b>Other comprehensive income for the year</b>	<b>(384,415)</b>	<b>117,617</b>
<b>Total comprehensive income for the year</b>	<b>(587,110)</b>	<b>1,929,065</b>

## Statement of Financial Position

As at 30 June 2020

	2020	2019
Note	\$	\$
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and cash equivalents	4 5,702,666	5,145,758
Trade and other receivables	5 1,035,353	713,687
Other assets	7 572,609	634,601
<b>TOTAL CURRENT ASSETS</b>	<b>7,310,628</b>	<b>6,494,046</b>
<b>NON-CURRENT ASSETS</b>		
Financial assets	6 10,779,034	10,931,773
Property, plant and equipment	9 5,904,079	6,415,400
Intangible assets	10 -	333,270
Right-of-use assets	8 610,414	-
<b>TOTAL NON-CURRENT ASSETS</b>	<b>17,293,527</b>	<b>17,680,443</b>
<b>TOTAL ASSETS</b>	<b>24,604,155</b>	<b>24,174,489</b>
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	11 1,834,407	2,589,308
Employee benefits	12 3,690,250	3,393,632
Other liabilities	13 2,439,875	2,016,741
Lease liabilities	8 221,154	-
<b>TOTAL CURRENT LIABILITIES</b>	<b>8,185,686</b>	<b>7,999,681</b>
<b>NON-CURRENT LIABILITIES</b>		
Employee benefits	12 1,094,514	664,170
Lease liabilities	8 400,427	-
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>1,494,941</b>	<b>664,170</b>
<b>TOTAL LIABILITIES</b>	<b>9,680,627</b>	<b>8,663,851</b>
<b>NET ASSETS</b>	<b>14,923,528</b>	<b>15,510,638</b>
<b>EQUITY</b>		
Reserves	(145,959)	226,683
Accumulated surplus	15,069,487	15,283,955
<b>TOTAL EQUITY</b>	<b>14,923,528</b>	<b>15,510,638</b>



JOY  
We are now offering private asymptomatic COVID-19 testing

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We are now offering private asymptomatic COVID-19 testing

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