



supported tenancy  
accommodation and respite



# ANNUAL REPORT 2009-2010

## CONTENTS



Contact details	2
Vision, Mission Values	3
Organisational Structure	4
Chair Annual Report	5
CEO Annual Report	7
Declaration by Officers	9
Financial Reports	10

## CONTACT DETAILS

Address	12/2 Bayfield St Rosny Park Tasmania 7018	Telephone	(03) 6244 9444
Postal Address	STAR Tasmania PO Box 516 Rosny 7018	Fax	(03) 6244 2950
		Web	<a href="http://www.startas.org">www.startas.org</a>
		Email	<a href="mailto:admin@startas.org">admin@startas.org</a>

## VISION, MISSION AND VALUES

### **Our Vision**

Innovation, energy and consistency in the pursuit of service excellence

### **Our Mission**

To collaboratively promote and support full life opportunities for people with disabilities

### **Our Values**

At STAR we believe that all individuals make a difference.

We value respect, professionalism and commitment.

#### **1 Respect**

What this means to us:

- Punctuality and courtesy
- Being supportive and cooperative
- Listening to and considering the opinions of others

#### **2 Professionalism**

We demonstrate this through:

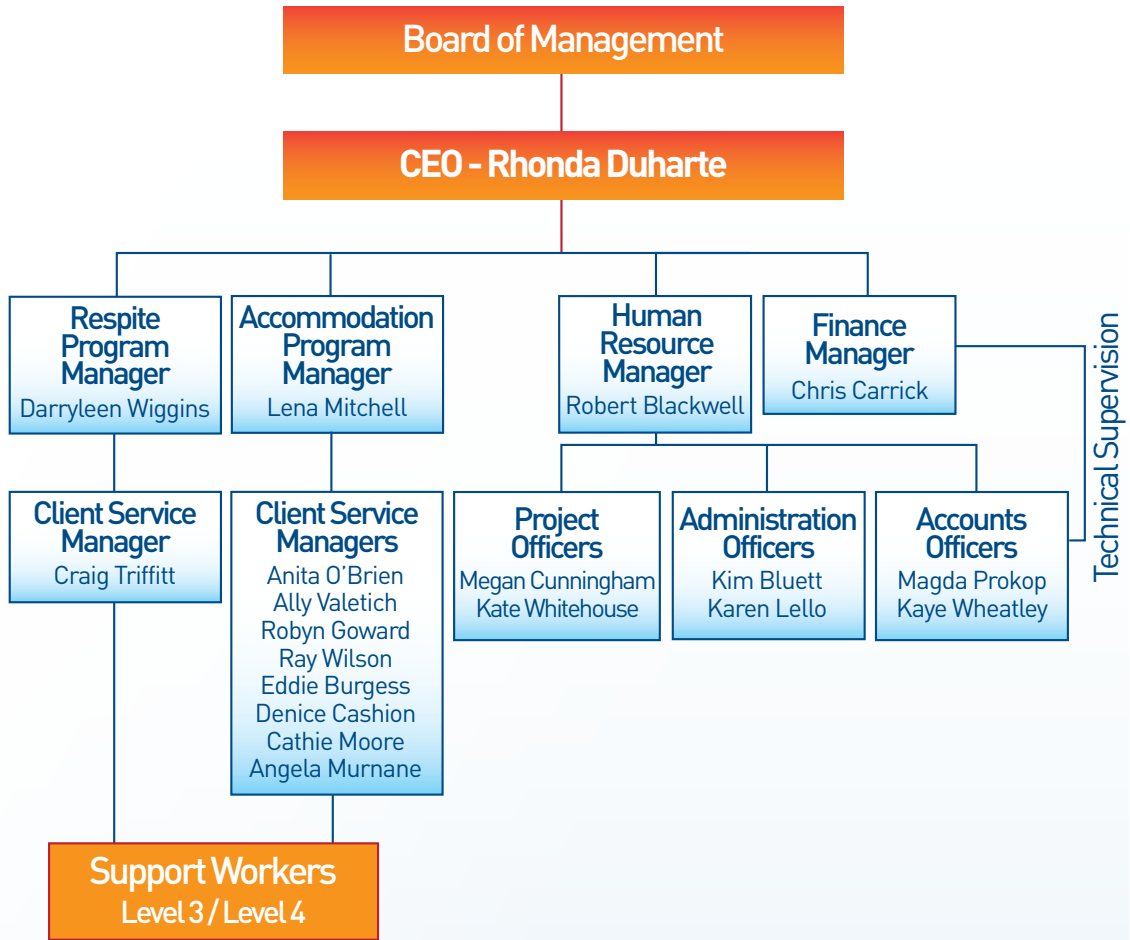
- Honesty and integrity
- Accountability and transparency
- Providing and being open to feedback

#### **3 Commitment**

We show this by:

- Being reliable and adaptable
- Following through on what we say
- Striving for continuous improvement

# ORGANISATIONAL STRUCTURE



## CHAIR ANNUAL REPORT



The 2009-10 financial year has been an incredible time for STAR Tasmania. Our first year as a merged entity has been one of considerable change and exceptional achievement.

Thank you to all of our employees who have managed the change and the families and clients who have been so patient.

In November last year, we welcomed Tranquility Base to STAR Tasmania. Everyone involved has done very well managing what is a significant and emotional change and the clients, families and staff are a fantastic addition to the STAR community.

I would like to thank the Board for their commitment to the organisation and for volunteering countless hours of their own time attending Board Meetings, Strategic Planning Sessions and governance training.

The Board Members for the year are noted below. Further details regarding their background can be found on our website.

I would like to take this opportunity to thank Carol Young and Denise Brazendale who resigned during the year. They were valued members of the Board

who also contributed significantly to the Board of the old Star Tasmania over many years.

We also welcomed Kane and Jason towards the very end of the year. Both bring sound business and financial skills and experience to compliment those of the rest of the Board.

The Strategic Plan was updated early in the year and the CEO will report against the key areas as follows;

- Governance and Leadership,
- Financial Sustainability and Growth,
- Structures Systems and Process,
- Quality Assurance and Client Satisfaction
- Culture and Service Development

The provision of Children's Respite has been recently added to the list of services provided by STAR. Our Strategic Plan was not focused on growth, however when the opportunity to submit a proposal for the Children's respite tender presented itself, we felt that it was an important opportunity.

Respite is a critical service for families and it is one that we believed we could provide well. We were successful in this submission and commenced post financial year end. More details will be provided in next financial year's Annual Report. Suffice to say

Name	Role	Other Details
Lyndall Johnson	Chair	
Peter Nelson	Deputy Chair	
Carol Young	Treasurer	Resigned Feb 2010
Maria Flynn	Director and Treasurer	Commenced as Treasurer Feb 2010
Jacinta Leahy	Secretary	
Denise Brazendale	Director	Resigned Feb 2010
Jan Dunsby	Director	
Garth Stevens	Director	
Kim Baumeler	Director	
Kyle Somann-Crawford	Director	
Michael Sims	Director	
Jason Browne	Director	Commenced May 2010
Kane Salter	Director	Commenced June 2010

## CHAIR ANNUAL REPORT

we welcomed a new and dedicated team of staff.

Over the year we have also established what we believe is a very sound structure for the organisation. Lena Mitchell leads the Accommodation Team as the Program Manager. Lena came to us from Government late last year and has extensive experience in the Disability sector. Darryleen Wiggins leads the Respite Team and prior to that managed an accommodation service for nine years. We welcomed and were very pleased to acquire these two experienced and highly regarded industry professionals to the organisation.

Robert Blackwell has taken on the newly created role of HR Manager, a critical position given the recent growth of the organisation. Robert is enjoying the role and the associated additional training.

Kate Whitehouse has been a great new addition to the team. Kate previously worked for STAR as a Project Manager throughout the merger process and then again recently to assist in the establishment of the respite services.

The remainder of the team continues to contribute with their skill and their commitment to the organisation. As mentioned earlier in my report, this has been a time of significant change for our organisation which brings with it an increased degree of challenge and uncertainty. This has been met with enthusiasm by staff and on behalf of the Board, I would like to express my gratitude.

It is with some sadness that this will be my last financial report as the Board Chair of STAR Tasmania. I will be handing over the role after the AGM on Monday 25 October.

I have enjoyed the opportunity to Chair the Board and found it both challenging and rewarding. My decision to hand over is due to increasing personal commitments but I am happy to say that I will remain on the Board.

Again thank you to my fellow Board Colleagues, the CEO who continues and will continue to do an excellent job and our valued team of staff for their commitment to the organisation.



Lyndall Johnson  
Chair



It is with pleasure that I provide my report against the Strategic Plan for the organisation. As mentioned by Lyndall, the year has been quite exceptional and we have managed to make a number of achievements along the way. While we have had considerable growth we have maintained our commitment to meeting the needs of each individual.

Before launching into the report I would like to take this opportunity to thank Lyndall for her hard work and support over an exceptional year. She has made the decision to step down from the position of Chair due to increasing personal commitments but she will remain on the Board and this is greatly appreciated. Lyndall has been a great support providing honest and objective feedback and advice over the last few years so I am particularly happy that she is remaining with the organisation.

### **Governance and Leadership**

During the year the governance sub committee completed a full set of Governance Policies and Procedures to guide the operations of the organisation. The policies covered Board roles and responsibilities, position descriptions for Directors and the Executive Committee, strategic planning, policy development and delegations, processes and communication and continual improvement policies such as recruitment and induction processes.

In addition, the Board made the decision to undertake an external Board evaluation. The Board is committed to external assessment for the entire organisation and this external assessment is demonstration of this commitment. The evaluation was carried out by Thoughtpost Governance and resulted in a workshop for the Board and a program of work which has largely been completed.

One of the needs arising out of the external evaluation was the need to review the constitution with regard to the changes in governance policies and a new constitution is being put to the AGM to reflect the current needs of the organisation.

### **Financial Sustainability and Growth**

The Finance Sub Committee of the Board meets on a monthly basis to review the financial reports in

detail and to consider financial policy decisions. This year has seen the review of these reports along with some structural changes to the reports provided.

The Finance Policies and Procedures for the management of household funds have also been reviewed and this has seen the establishment of the Board and Lodging Account across the Accommodation Program. The establishment of this policy has resulted in clients being eligible for rent assistance which has increased the amount paid to the Board and Lodging Account (household accounts) and also the amount of personal spending for each individual client.

The household accounts are being managed well and clients continue to meet shared living cost even though there has been a noted increase in the cost of living expenses.

As noted in other parts of the report the organisation has seen considerable growth. Following the addition of Tranquility Base, the organisation was not actively seeking growth. This put the organisation in an unusual situation when the government announced the transfer of children's respite to the non government sector and this was an opportunity to become involved in a critical service to families in the community. After much consideration, the decision to apply to take over this service was made and STAR was advised of success in this application towards the end of the year and is excited by the opportunities for the future.

The Tenancy Program has remained consistent over the year with the organisation providing support to clients requiring short term accommodation or support. Over the last year we have been very cautious in taking on any new clients into this program. This is due to the amount of change and growth and our willingness to not compromise the services we offer. On the other hand we would not see someone without a service and we would do what we could to provide support and assistance in the short term.

Last year we advised that we had a Memorandum of Understanding with Nexus to explore partnership and merger opportunities and this has resulted in the two organisations agreeing that while there is little value in merging, there is certainly considerable value in sharing resources. Over the year we have shared resources in staff recruitment and training and I.T development.

Similarly, the organisation entered into a Memorandum of Understanding with COSMOS to agree to work closely together to share resources and information that will result in better services for our clients.

### **Structure Systems and Process**

A focus for the organisation has been to consolidate services and establish excellent policies and procedures which we believe we have done. We now have four Policy and Procedure Manuals that thoroughly document policies, procedures and forms that are used by Support Workers. To date we have an Policy Manuals for OH&S, Human Resources, Service Delivery Accommodation and Asset and Finance Management. The Service Delivery Policies for Respite are in draft and will be completed in a manual form over the next year.

I.T continues to remain a challenge for the organisation, although this year we have worked with Nexus to further develop the Human Resource Data Base. Towards the end of the year we started work on the OH&S addition to this resource and we will be reviewing options for software to manage client information in the upcoming year.

### **Quality Assurance and Client Satisfaction**

This year saw the introduction of the Governments new Quality Assurance Framework. Very broadly, this is an assessment that is carried out over three years but that carries out an in depth assessment in a particular area every six months. The first area completed by STAR was safety and the outcome was that we exceeded expectations.

As a quality assurance system, we acknowledge that while this may be sufficient for governments purposes, the Board do not feel that it is enough for the organisations purposes. To this end, we have initiated the development of an internal quality assurance system which will be completed in the next financial year. This will incorporate internal assessments and client satisfaction surveys. Throughout the year we will also look at options for additional external quality assurance.

### **Culture and Service Development**

Employees were offered the opportunity to participate in a Staff Satisfaction Survey. This is one of the ways we have identified to monitor the cultural aspects of the organisation and ensure that the planning reflects the needs of the organisation.

The staff satisfaction survey will be undertaken every two years with a client and family satisfaction survey being held every alternate year. We will work with families at the quarterly Family Forums on the best ways to assess quality for clients and hopefully this will assist us in developing the Client Satisfaction Survey over the next year. We anticipate that there will be a more specific assessment for clients and families using the respite centre that is carried out yearly. The reason for more frequent assessment being that families accessing this type of service find it more difficult to find a 'voice' to have their needs met. We also need to assess whether or not we are providing an adequate level of support for each family.

Towards the end of the year, an additional survey was sent out by Annette Critchley and Kim Abel. Annette and Kim decided that they would like to prepare a paper to present at the ASSID conference about the merger process from a support worker perspective. They did a great job at presenting a very honest assessment of the merger process and the information gathered will feed into working committees over the next year.

I would like to complete this report with a big thank you to all our employees and in particular those that provide me with support on a daily basis. It is with pleasure that I come to work with such a fun, committed and friendly group of people who want to see our clients receive an excellent service. I can only say that I hope the next year is as good as this one has been.



Rhonda Duharte  
CEO

SUPPORTED TENANCY ACCOMMODATION  
AND RESPITE TASMANIA INCORPORATED  
FINANCIAL STATEMENTS FOR YEAR ENDED  
30 JUNE 2010



**DECLARATION BY OFFICERS**

As stated in the basis of accounting policy included in the financial statements, Supported Tenancy Accommodation and Respite Tasmania Incorporated is not a reporting entity and this is a special purpose financial report. This report has been prepared in accordance with the accounting principles and methods prescribed by Accounting Standards and other mandatory professional reporting and statutory requirements.

The Officers of Supported Tenancy Accommodation and Respite Tasmania Incorporated declare that the financial statements and notes :

- (a) comply with applicable accounting standards
- (b) give a true and fair view of Supported Tenancy Accommodation and Respite Tasmania Incorporated's financial position as at 30th June, 2010 and of its performance for the year ended on that date.

In the Officers' opinion :

- (c) there are reasonable grounds to believe Supported Tenancy Accommodation and Respite Tasmania Incorporated will be able to pay its debts as and when they become due and payable.

L Johnson  
CHAIRPERSON

R Duharte  
PUBLIC OFFICER

Dated : 29-7-10

**SUPPORTED TENANCY ACCOMMODATION  
AND RESPITE TASMANIA INCORPORATED  
INCOME STATEMENT FOR THE YEAR ENDED  
30TH JUNE 2010**



<b>INCOME</b>	<b>NOTES</b>	<b>2010</b>	<b>2009</b>
State Grants (CIP) for Group Homes	9	5,262,978	2,885,397
StateGrants (CIP) for Group Home Clients		121,942	118,045
State Grants for Training		0	16,838
Australian Government Training Subsidies		29,370	24,900
Contributions for Support in Community		109,922	57,309
Group Clients' Personal Contributions		0	16,322
Bank Interest		72,591	65,248
Refunds of Workers Compensation		52,801	9,483
Community Contributions		600	3,588
Contracted Support		422,908	269,079
Other Receipts		3,380	43,649
<b>TOTAL INCOME</b>		<b>\$ 6,076,493</b>	<b>\$ 3,509,858</b>
<b>LESS EXPENDITURE</b>			
Salaries & Allowances		4,597,192	2,632,240
Other Employment Costs		642,146	389,494
Contracted Support (External)		38,716	12,524
Occupancy Costs for Administration		73,608	72,060
Group Home Costs		4,331	0
Vehicle Expenses		78,149	60,124
Computer Costs		19,383	22,206
Other Equipment Costs		34,564	30,019
Supplies and Consumables		55,506	37,375
Telecommunications		28,472	18,672
Other Operating Costs		161,425	77,256
Insurances		197,469	92,265
Depreciation		102,761	61,055
<b>TOTAL EXPENDITURE</b>		<b>\$ 6,033,720</b>	<b>\$ 3,505,290</b>
<b>SURPLUS/(DEFICIT)</b>		<b>\$ 42,772</b>	<b>\$ 4,568</b>

SUPPORTED TENANCY ACCOMMODATION  
AND RESPITE TASMANIA INCORPORATED  
BALANCE SHEET AS AT 30TH JUNE, 2010



	NOTES	2010	2009
<b>CURRENT ASSETS</b>			
Cash at Bank		54,877	188,680
Cash on Hand		950	650
Investments		1,299,895	478,213
Debtors		76,292	113,281
Accrued Income		0	1,270
Prepaid Expenses	2	19,972	18,038
<b>TOTAL CURRENT ASSETS</b>		<b>1,451,986</b>	<b>800,132</b>
<b>NON CURRENT ASSETS</b>			
Leasehold Improvements	3	5,782	5,930
Motor Vehicles	3	389,197	273,083
Office Equipment	3	38,539	27,701
Other Equipment	3	37,993	14,727
Borrowing Expenses		615	894
<b>TOTAL NON CURRENT ASSETS</b>		<b>472,126</b>	<b>322,335</b>
<b>TOTAL ASSETS</b>		<b>\$ 1,924,111</b>	<b>\$ 1,122,467</b>
<b>CURRENT LIABILITIES</b>			
Creditors & Accrued Expenses		95,908	190,145
GST Liabilities	4	112,604	3,086
PAYG Withholding		57,882	0
Salary Packaging Liability		11,574	7,297
Accrued Salaries	5	138,931	135,226
Asset Purchases	10	117,069	61,846
Provision for Annual Leave	6	271,219	165,230
Provision for Sick Leave	7	41,905	20,370
Provision for Long Service Leave	8	227,770	82,383
Client Unexpended Recoveries	11	98,349	0
<b>TOTAL CURRENT LIABILITIES</b>		<b>1,173,210</b>	<b>665,583</b>
<b>NON CURRENT LIABILITIES</b>			
Asset Purchases	10	99,500	157,563
Provision for Long Service Leave	8	67,552	59,269
<b>TOTAL NON CURRENT LIABILITIES</b>		<b>167,052</b>	<b>216,832</b>
<b>TOTAL LIABILITIES</b>		<b>\$ 1,340,263</b>	<b>\$ 882,415</b>
<b>NET ASSETS</b>		<b>\$ 583,849</b>	<b>\$ 240,052</b>
<b>EQUITY</b>			
Accumulated Funds		541,076	235,484
Surplus/(Deficit) for Year		42,772	4,568
<b>TOTAL EQUITY</b>		<b>\$ 583,849</b>	<b>\$ 240,052</b>

# SUPPORTED TENANCY ACCOMMODATION AND RESPITE TASMANIA INCORPORATED NOTES TO THE FINANCIAL STATEMENTS FOR YEAR ENDED 30 JUNE 2010



## 1. BASIS OF FINANCIAL REPORTING

The Board of Management has determined that the Association is not a reporting entity within the meaning of Statement of Accounting Concepts – “Definition of the Reporting Entity” issued by the Professional Australian Accounting Bodies. It has further determined to prepare a special purpose financial report annually based on accrual accounting principles and comprising a Balance Sheet and an Income Statement.

The policies used in preparing this special purpose financial report are, in the opinion of the Board, consistent with the Association’s Constitution and are appropriate to the needs of Members. These policies are described in the following notes. The notes also provide additional information relating to certain transactions and balances.

## 2. PREPAID EXPENSES

This current asset represents insurance premiums paid in advance and certain other obligations in respect of which prepayment is normally expected.

## 3. NON-CURRENT ASSETS

The Association does not own real estate. Offices occupied for administration purposes are leased while group homes in which 41 clients reside are rented from Housing Tasmania.

Twenty motor vehicles and numerous units of office equipment, predominantly computers, costing \$1,000 or more are owned and their written down values disclosed in the Balance Sheet.

The following is a summary of the cost of the owned assets and accumulated depreciation calculated on a mixed basis of Prime Cost and Diminishing Value annually for Motor Vehicles, Office Equipment and Other Equipment respectively:

	<b>MOTOR VEHICLES</b>	<b>OFFICE EQUIPMENT</b>	<b>OTHER EQUIPMENT</b>
Cost Price	\$672,585	\$88,679	\$151,032
Accumulated Depreciation	\$283,388	\$50,140	\$113,039
<b>WRITTEN DOWN VALUE</b>	<b>\$389,197</b>	<b>\$38,539</b>	<b>\$37,993</b>

# SUPPORTED TENANCY ACCOMMODATION AND RESPITE TASMANIA INCORPORATED NOTES TO THE FINANCIAL STATEMENTS FOR YEAR ENDED 30 JUNE 2010



Leasehold Improvements totaling \$ 5,930 are amortised as per the building allowance rate of 2.50% on a Prime Cost basis, with the written down value being \$ 5,782 as at 30th June, 2010.

## **4. GOODS AND SERVICES TAX (GST)**

Although the Association is an Income Tax-Exempt Charitable Entity, it is registered for GST. The GST Liabilities shown in the Balance Sheet are the net of GST collected and entitlements to Input Tax Credits for the quarter ended 30 June.

## **5. ACCRUED SALARIES**

days occurring prior to 30 June in the first pay period ending immediately after the end of the financial year.

## **6. PROVISION FOR ANNUAL LEAVE**

A liability for Annual Leave exists only for employees who are not paid at loaded (by 20%) rates of pay in lieu of annual and sickness leave and public holiday pay. The Liability has been calculated on balances of annual leave at 30 June at pay rates at that date with on-costs for superannuation and workers compensation premiums and annual leave loading of 17.5%.

## **7. PROVISION FOR SICK LEAVE**

A small provision is made for abnormal Sick Leave equivalent to 25% of unused leave at 30 June at pay rates at that date.

## **8. PROVISION FOR LONG SERVICE LEAVE**

An unconditional entitlement to Long Service Leave exists only after an employee completes 15 years continuous service. A conditional entitlement emerges after 7 years upon retirement from work or resignation under specific circumstances.

The liability disclosed in the Statement of Financial Position is based on those employees with more than 10 years service as a current

## **9. GRANTS FOR GROUP HOMES**

This is the main category of revenue and is based on a 1 year Service Agreement with the Department of Health and Human Services. It is subject to annual indexation and occasional supplementation for specific conditions which may arise.

## **10. ASSET PURCHASES**

The Association has purchased a number of vehicles throughout the year as the operating leases of vehicles expire, under an Asset Purchase arrangement. The liabilities are split between current and non-current, the current amount reflecting twelve (12) months of payments.

## **11. CLIENT UNEXPENDED RECOVERIES**

The association charges clients an agreed amount on a monthly basis for accommodation services provided, including provisions. This generates a surplus over the year which is held on behalf of the clients to fund future improvements in the facilities provided.

## **12. TRANQUILITY BASE (TAS) LTD**

The Association took over the operations of the above entity effective from 01st December, 2009. All assets, liabilities, employee entitlements and retained earnings were transferred into the Association's accounts on that date.