

November 2019

07 3821 6699

[starcommunityservices.org.au](http://starcommunityservices.org.au)

> In this issue:

Services & Locations  
General Managers Message  
Friendly Reminders  
End of Year Closure

STAR Tech  
Christmas Lights Tour  
Transport Prices  
Complaint Procedure

# STARNEWS



Star Community Services is a not-for-profit organisation based in Brisbane's Redlands area.

# STAR Services and Locations

## STAR NDIS and Disability Support Services (for people with disability, aged 18-64 years)

Services	Locations
<ul style="list-style-type: none"> <li>• One on One support for Community Access</li> <li>• In Home Support Services</li> <li>• Group activities, Fitness, Well-being programs</li> <li>• Support with Household tasks</li> <li>• NDIS Transport</li> </ul>	Available in Ipswich, Logan, Beaudesert, South Brisbane and Redlands
NDIS Support Co-ordination	Ipswich, Redlands, Logan, South Brisbane, Beaudesert and surrounding suburbs

## STAR Aged Care Services (for people aged 65 and over, or those aged 50 or over for Aboriginal and Torres Strait Islander People)

Services	Locations
Home Care Packages (Level 1-4)	Available in Ipswich, Logan, South Brisbane and Redlands
Home Maintenance and Gardening	Ipswich, Redlands, Logan, Gold Coast and surrounding areas
Home Modifications	Redlands only
Domestic Assistance	Logan only
Transport for social and medical appointments	Ipswich, Redlands, Logan, Gold Coast and surrounding areas
Social Support Group- Seniors Lunch Club, Social Charters etc	Ipswich and Redlands
Social Support Individual e.g. companionship, escort to shopping, any personal, social outings, study etc	

## Message from the General Manager



Welcome to the November newsletter! Summer is upon us already and it's time to keep cool.

We have just been through our Annual General Meeting for 2019. We welcome the Board of Directors Rob Spencer, Peter Mann, Pam Bridges, Darryl McConochie, Danielle Butcher, James Farrell, Col Sutcliffe, Ken Ewald and Bruce

Durie. This combination of Board Directors will offer STAR a range of knowledge and experience in both Aged and Disability Support services. We are excited about the year ahead.

As per the note on page 10, STAR has had a delay in our transport fees re-structure. I apologise for any inconvenience due to this delay. We continue to offer affordable quality services, thanks to our amazing team of volunteers.

We have been successful in a grant application for an innovative program to connect seniors with technology. STAR Tech is an initiative to support the elderly in using technology in their daily lives, to build new social connections and engage with their community. Call Neha on 3821 6699 if you would like more information.

Home Maintenance and Gardening Services continues to be in high demand. STAR will be re-assessing the programs and we are hoping to open a local portal in Redlands later in the year. If you are waiting for services in Home Maintenance or Gardening Redlands, please check in with us for an update.

Our Care team is going strong with a great team of quality Direct Support Workers. We have some amazing programs around social isolation so if you are feeling lonely we urge you to give us a call so we can get you involved in one of our many programs.

It will soon be Christmas time, so let's spare a thought for those that have no family or support around. STAR is launching a Christmas appeal where you are able to donate or provide a gift. Make someone's Christmas and support this worthy appeal. Contact Catherine for more details.

Thank you to all our clients, staff, and valuable volunteers for a fantastic year of giving and I'm looking forward to doing it all over again next year.

Patsy Wilshire, STAR General Manager



### STAR OFFICE LOCATIONS

SHOP 15, 152 SHORE  
STREET WEST,  
CLEVELAND 4163

SHOP 1,  
5 JACARANDA STREET,  
EAST IPSWICH 4305

POSTAL ADDRESS:  
PO BOX 1093,  
CLEVELAND 4163

Open Monday to Friday  
8:30 am- 4:15 pm

**OFFICE CLOSURE**  
25 December to 1 January  
Re-opens 2 January 2020

Upcoming Public  
Holidays  
Christmas Day, 25 Dec 2019  
Boxing Day, 26 Dec 2019  
New Year's Day, 1 Jan 2020  
Australia Day, 27 Jan 2020

### STAR is now registered in the Container Exchange Program

When you take your recycled bottles to the exchange, type in this code and the refund will be donated to STAR. This money will support programs to fight social isolation in our community.

**C10203770**

# Friendly Reminders

- To make a transport booking please call between 9:00am - 2:00pm, Monday to Friday. Bookings must be made at least 2 working days before the travel date
- For transport booking confirmations, please call 2:00pm - 4:15pm, Monday to Friday
- For any service cancellations, please call us immediately. Booked transport trips that are not cancelled within 24 hrs of pickup time, will incur a cancellation fee equal to the one-way fare for the trip
- Please consider booking your social or other non-medical appointments outside of the peak hours i.e. between 10.30am – 2.00pm

## 3 Easy steps for quick and easy pick-ups for your STAR trip

1. Please use **transit lounges** at the hospitals. It helps us to contact you, if we need to.
2. Please use your **STAR Lanyard** while waiting to be picked up. It helps the STAR drivers locate you. If you haven't got one, please ask your driver next time you travel with STAR. Cost \$2.
3. Please be ready at least **45 minutes prior** to your appointment time.



## Making Online Payments

When making an online payment for your STAR invoices, please put your reference number or your name in the reference field.

**Your invoice number is your reference number.**

This helps us to correctly match your payments with your invoices.

## Permanent Transport Bookings

*If you have a permanent booking for transport with STAR, please notify us of any changes in your schedule for 2020, as early as possible.*

## End of the Year Closure of Programs

Some STAR programs such as Redlands Seniors Fitness Club, Lunch Club & Ipswich programs are closed for some time during December and January. The following programs will temporarily stop, then restart after the holiday periods.

	<u>END DATE IN 2019</u>	<u>START DATE IN 2020</u>
<b>Ipswich Social Charters</b>	12 December	6 February
<b>Ipswich Lunch Club</b>	11 December	5 February
<b>Redlands Social Charters</b>	9 December	3 February
<b>Redlands Lunch Club</b>	18 & 20 December	5 & 7 February
<b>Redlands Monday Munchies</b>	16 December	10 February
<b>EasyShopper Bus</b>	21 December	14 January
<b>Seniors Fitness Classes</b>	17, 19 & 20 December	14, 16 & 17 February

# STAR Tech

Sign up for STAR Tech and get connected now!



- Start using technology with confidence.
- Video chat with family
- Read news and books online
- Connect with new friends
- Watch videos, listen to music

The possibilities are endless!

STAR Tech is an initiative by STAR Community Services to support the elderly in using technology in their daily lives, to build new social connections and engage with their community.

The program is available to senior residents of Ipswich, Redlands and Southern Moreton Bay Islands, aged 65 or over or 50 or over for Aboriginal and Torres Strait Islander people.

Numbers are strictly limited. Each participant will receive a tablet computer & Google Home Mini.

Program joining fee applies. Terms and conditions apply.

Register your Expression of Interest to join the program by emailing [startech@starct.org.au](mailto:startech@starct.org.au) or call STAR on 3821 6699.

## Christmas Lights Tour

Our Christmas Lights Tour is a wonderful start to the festive season.

Join STAR on our incredible Christmas Lights Tour Redlands and Ipswich residents. We will pick you up and drop you off to your home. Call 3821 6699 to book your spot.

Plan ahead and get the best seat to enjoy the magical Christmas lights.

Please book early as seating is limited. Your seat will only be confirmed when payment has been received. The tours are fund-raising events for Star Community Services and the EasyShopper service. Special thanks to Rotary Club.

Terms and Conditions apply.

### Tour Schedule

#### Monday 9 Dec 2019

Pick up from Wellington Point, Birkdale, Thorneside, Capalaba and Alexandra Hills

#### Wednesday 11 Dec 2019

Pick up from Cleveland, Ormiston, Thornlands, Victoria Point and Redland Bay

#### Tuesday 17 Dec 2019 Ipswich

**Logan TBD:** Call us to express your interest

- Bookings are essential
- Maximum 21 people
- Pick-ups will start from 5.00pm
- The tour will begin after dark
- Comfort stops during the tour
- Tour cost \$25 per person



## Redlands Senior Social Charters: Upcoming Trips

To meet the increased demand for our popular programs, please note the fee for the Redlands Social Charters is \$50.\*

Monday 3 February	Thunder Egg Park, Mt Tambourine
Monday 17 February	Buderim Ginger Factory
Monday 2 March	Currumbin Bird Sanctuary
Monday 16 March	Maleny Botanic Gardens
Monday 30 March	Bribie Island Butterfly House



## Redlands Seniors Lunch Club

*Every Wednesday and Friday at various venues*

Come along to STAR Lunch Club for delicious food, great company and fun conversations. Bring along old friends or make new ones. Cost includes lunch and door-to-door transport.\*

## Redlands Monday Munchies

Enjoy a group lunch outing with old and new friends. Call STAR for more information.\*

- Approximately 4 hour trips
- Door-to-door transport
- Monday Munchies operates once a fortnight, alternative to Social Charter



**\*Note: All of the listed programs: Bookings are subject to eligibility criteria and conditions. Fees and charges apply. Restrictions on numbers apply. Dates and venue are subject to change.**

STAR appreciates all valuable feedback from our clients and the community. We will respond to every complaint.

### STAR Community Services Complaints Procedure

1. You are encouraged to raise your concerns with the team member in the first instance if you feel comfortable about doing this.
2. If you are not satisfied with the outcome or are not happy to discuss the issue with the team member, you can contact the relevant Manager, or use an advocate to negotiate on your behalf.
3. If the issue is still not satisfactorily resolved, you can raise the issue with the General Manager.
4. If, after approaching the above people, the issue is still not resolved to your satisfaction, you can refer your complaint to an external body where necessary. The name and contact details of the relevant Government Department or Agency are detailed below.
5. You should be informed of the outcome of your complaint and asked for your feedback on the complaints procedure. In most cases, STAR will respond to the complaint within 5 working days.

Aged Care Quality and Safety Commission 1800 951 822

NDIS Quality and Safeguards Commission 1800 035 544

Privacy matters will be referred to the Office of the Australian Information Commissioner. 1300 363 992

## Ipswich Seniors Social Charters: Upcoming Trips



6 February	Drive to Petrie Hotel, Petrie
20 February	Cruise Criterion Hotel, Warwick
5 March	Nerang Hotel on Clear Island Lake
19 March	Lunch at Club Southside, Mt. Gravatt
2 April	Waterfront at Scarborough to Charlies at Brighton Hotel
16 April	Royal Hotel, Gatton

## Come along to the Ipswich STAR Lunch Club

*Are you 65 or over? Would you like to enjoy good food and make new friends?*

We meet every Wednesday at various venues around Ipswich. Cost \$15 per person which includes lunch and door-to-door transport. Eligibility criteria and conditions apply.\* Simply call STAR for more information on cost and to book your spot.

## Companionship Program for Ipswich Elderly

Good company makes everything more enjoyable.

Whether you need a hand to keep up with your hobbies or would like to have a chat with someone over a cup of tea, or maybe you would like to join a walking club, try yoga, or go swimming- STAR is here to assist. We can help you research and arrange different types of activities that interest you.

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

**STAR companions are trained, screened and police checked. Rest assured, you or your loved one will be in genuine, caring and trustworthy hands. Simply call 3821 6699.**



**GWH**  
DENTAL

07 3286 1300

36 Middle Street  
Cleveland

**Professional excellence with personalised care**



**Your dental health and welfare is our priority**

**Dr Michael Harris** Dentist BDS (Qld)  
**Dr Valentina Belonogoff** Dentist BDS (Qld)  
**Michelle Burnett** Dental Hygienist / Therapist

**Call us today to book your appointment**

- General dental care
- Cosmetic dentistry
- Implants to stabilise your dentures
- Disability friendly
- Same Day Ceramic Crowns
- DVA and new patients welcome
- Disabled parking available

# STAR NDIS and Disability Support Services



At STAR, we believe you are unique and so are your interests, passions and life goals. That's why we put you in the driver's seat. We support you in making the most of your NDIS plan with tailor-made services that truly match your needs and aspirations. Here are a few of the programs we offer:

- STAR Get Active Social Club
- Friday Night Stars Social Club
- The IncrediBowls Social Group

Call STAR on 07 3821 6699 or email [ndisenquiries@starcare.org.au](mailto:ndisenquiries@starcare.org.au) for more information on eligibility and to register.

***Holiday  
Closure***

***25th December -  
1st January***



## Horsing Around Program

Horsing Around is a unique program in Ipswich to support self-confidence, social skills, self-awareness and improved health and well-being for individuals with disabilities. This program is not available in other regions.

Learn a range of skills, develop a sense of responsibility and participate in structured activities while grooming and exercising affectionate horses.

Please note this activity is not Equine Assisted Therapy. It is not run by a registered therapist and is designed only as a social and overall wellbeing activity. It is not suitable for clients requiring therapeutic care, supervision or support.

## Adele Tresillian

NDIS Participant and STAR Champion

Adele's dream job is to work in a bakery cafe. Until that happens, she is gaining valuable work experience serving morning tea to visitors and employees at STAR. Adele brightens the STAR office with her smile, witty humor and delicious biscuits.

This year, Adele helped STAR accept an award for inclusive workplace practices. We are so fortunate to have Adele on the STAR Team.

Adele is a passionate footy fan. As long as the Brocos are winning, Adele and her STAR Support Worker, Bev Toki have loads of fun together. Adele has a very active life

working for STAR, going to church with her family, dancing, bowling and working for Manly Road Vets.

For more information on STAR NDIS services, call 3821 6699. We can help you reach your NDIS goals.



# STAR Home Care Packages



Home Care Packages provide long-term support for older people who want to stay living in their home. There are four levels of Home Care Package to suit different levels of care and support needs. Call **My Aged Care on 1800 200 422** for more information.

STAR Home Care Packages empower you to make your own decisions about your lifestyle, health and well-being. We are committed to your wellness and reablement. Choose STAR Social Seniors or STAR Stronger Seniors or customise the services to meet your needs. Call 3821 6699 for a free consultation.

## Social Seniors

Get out, make new friends, stay connected.

- Choose from a variety of social programs designed for those over 65, including Lunch Clubs, Social Charters
- Transport to social or medical trips
- Customise your Social Seniors Package  
Terms and Conditions apply

## Stronger Seniors

Stay active and independent with flexible services that support your wellbeing.

- A range of health and wellbeing services to help you stay fit and independent
- Access to clinical nurse or services prescribed by a doctor
- Allied health such as podiatry and physiotherapy

## ADA Australia Advocacy

### What is an Advocate?

An advocate is someone who stands beside you and works solely on your behalf and at your direction.

An Advocate can

- support you to ensure your rights are upheld
- support you to work through a problem with your aged care service provider
- provide accurate information

If you would like to know more about your rights and responsibilities, contact Aged and Disability Advocacy Service (ADA formerly QADA) on 1800 818 338 or visit



*Your aged and disability advocates*

[www.adaaustralia.com.au](http://www.adaaustralia.com.au)

# Suzanne Stays

*your travel enabler*

**Inclusive travel experiences should be the expectation, not the exception. Create wonderful lifelong memories. Book your accommodation, equipment, vehicles, and your personal support all with us. We are your one-stop shop.**

**Book Now**

**Accessibility is more than a ramp.**  
[www.suzannestays.com](http://www.suzannestays.com)

# STAR Transport Prices

To make a transport booking please call STAR on 3821 6699  
between 9am-2pm, Monday to Friday.

Up to 20 km	\$8
Between 20-30 km	\$20
Over 30 kms	\$20 + \$1.80 per km over 30 km
All Trips in excess of 50 kms	By negotiation only
Private Passenger Rates	\$1.80 per km ; Minimum Fare - \$10
Island Taxis: From Redlands to SMBI Ferry Terminal	\$6 Each Way
Easy Shopper (Redlands Only)	\$12 Return
Cost of Attendants	50% of the Passenger Fare

\*The above prices are proposed to be effective from February 2020. Terms and conditions apply. Prices are subject to change without notice.

## New Transport Fees Structure

STAR is in the process of introducing a new transport fee structure to make it consistent for our clients across all our service regions.

It was our intention to commence the new transport fee structure on September 1, 2019. The proposed fee structure was going to be based on the KLM travelled. However, during the testing phase we identified that the software program was calculating the quickest route and not the shortest route of the journey. As a result, the distance calculated for the trip was longer and the fare much higher. We have been working with the software provider to fix the issues and test the changes within a few months.

I sincerely hope that this has not caused too much confusion. I also strongly suggest that please ask the contact centre for the cost of travel at the time of booking to avoid any surprises. If you have any questions, please ask our friendly team on 3821 6699.

Patsy Wilshire,  
General Manager



## UNIVERSITY OF THE THIRD AGE

Redlands District Inc

[www.u3aredlands.com.au](http://www.u3aredlands.com.au)

07 3821 3888

**Enrolment Day: 17 January 2020 (9am-12 noon)**

**Redland Performing Arts Centre (RPAC)**

**2/16 Middle Street Cleveland**



## MEET THE TUTORS

U3A Redlands will be hosting its 2020 Enrolment Day on Friday, 17 January 2020. This is an opportunity to join U3A or renew your membership.

Annual Membership: Single \$30 and Couple \$55.

U3A Redlands offers over 100 courses in recreational, academic, creative and IT activities.

For more information please call 07 3821 3888 or email [admin@u3aredlands.com.au](mailto:admin@u3aredlands.com.au)

## Important Information Regarding Transport During Christmas 2019 & New Year 2020 Period

STAR office will close at 4:00pm Tuesday 24 December 2019 and re-open at 8:30am on Thursday 2 January 2020.

DATE OF TRAVEL (if you don't confirm, we won't cancel your booking)*	LAST DATE FOR BOOKINGS - PLEASE BOOK EARLIER IF YOU CAN	CONFIRM BETWEEN 2PM AND 4PM ON THE BELOW DATES
Wednesday, 25 Dec 2019	Public Holiday, No transport	Public Holiday, No transport
Thursday, 26 Dec 2019	Public Holiday, No transport	Public Holiday, No transport
Friday, 27 Dec 2019	Friday, 20 Dec 2019	Tuesday, 24 Dec 2019
Saturday, 28 Dec 2019	No transport	No Transport
Monday, 30 Dec 2019	Friday, 20 Dec 2019	Tuesday, 24 Dec 2019
Tuesday, 31 Dec 2019	Friday, 20 Dec 2019	Tuesday, 24 Dec 2019
Wednesday, 1 Jan 2020	Public Holiday, No transport	Public Holiday, No transport
Thursday, 2 Jan 2020	Friday, 20 Dec 2019	Tuesday, 24 Dec 2019
Friday, 3 Jan 2020	Monday, 23 Dec 2019	Thursday, 2 Jan 2020

**0480 470 878 - Emergency phone number, to be used only to cancel bookings for travel on Friday 27 December 2019, Monday 30 December 2019 & Tuesday 31 December 2019**

Please Note: THIS NUMBER CANNOT BE USED TO MAKE NEW BOOKINGS

\*Please book your appointments as much in advance as possible. Try to confirm your pick-up times. If you do not confirm, we will not cancel your booking.

## Home Maintenance & Gardening Service Update



STAR welcomes Christine Schultz who will be providing Garden Assistance services in the Redlands area. STAR Client, Noelene Gavenlock marvelled at the work Christine did with her garden. "Christine has done a better job than other gardeners I have used before," said Noelene. If you are already registered for Garden Assistance in the Redlands area and you need a little something done, please just give our office a call 3821 6699.

**NEW SERVICES (Outside of Redlands):** You may have received information on our Maintenance & Gardening Services for this year (July 19 onward). If you are unsure if a service is covered under the CHSP subsidy then simply ring us. Even if you are not eligible for subsidy we are still happy to offer you assistance with our In-house Handymen and Gardener or provide you with contact information for our reliable registered Sub Contractors.

**Give us your feedback so we can offer the best service to you.**  
**Call 3821 6699 to speak to our friendly team.**

# Your Rights and Responsibilities

All clients of STAR Community Services have rights and responsibilities under the User Rights Principles 2014.

## Your Rights

The Charter outlines your rights when receiving care, including the right to:

- be treated with respect
- be involved in deciding what care will meet your needs
- have a written agreement covering everything you and your service provider have agreed to
- have your care and services reviewed
- privacy and confidentiality of your personal information
- be given information on how to make comments and/or complaints about your care and services
- have your fees determined in a way that is transparent, accessible and fair
- be given a copy of the Charter

## Your Responsibilities

The Charter also outlines your responsibilities when receiving care. This means you need to:

- respect the rights of care workers
- give enough information to the service provider so they can deliver your care plan
- follow the terms and conditions of your written agreement
- allow safe and reasonable access for care workers at the times agreed in your care plan
- pay any fees outlined in your written agreement



## Proud Supporters of STAR Community Services

**THANK YOU  
TO OUR  
SUPPORTERS**

We have had so much generous support through 2019!

- Redland Foundation for a \$3000 furniture grant
- SuzanneStays for donating travel accommodation worth \$3000
- Ipswich City Council for donating \$700 for the Ipswich Sing-Along

Supported by:

