

July 2019

07 3821 6699

starcommunityservices.org.au



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STARNEWS

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

**Closed Saturdays,
Sundays and Public
Holidays.**

Upcoming Public Holidays

Ekka Show Public Holiday for
Redland 14 Aug 2019

Ekka Show Public Holiday for
Brisbane 12 Aug 2019

Queens Birthday 07 Oct 2019



Hello and welcome to the July newsletter!

I am very pleased to share an excellent news! STAR received recognition for our *"Extraordinary Commitment to Mobility"* at the annual RouteMatch Community Transport Conference in June. The award was given for our diversification in community services

and commitment to our local communities. Well done team!

NDIS: STAR has been rolling out a communication plan to ensure that all clients are well informed about the changes to funding for under 65 yr (under 50 yr for Aboriginal and Torres Strait Islanders). The two key messages are

- a) Register with NDIS
- b) If you are not eligible for NDIS, you will need to provide your rejection letter to access continuing services with STAR (conditions apply). Please contact our friendly team for more information. We are here to help.

Changes to transport prices: To ensure STAR clients across all geographical areas receive consistent value for service, we are updating our transport price structure from 1 September 2019. More details are on page 8.

We have been working hard to streamline our processes and continue to offer high quality, affordable services in the new financial year. Your comments and suggestions are very important to us. Please take some time to complete the enclosed Client Satisfaction Survey to give us your feedback. We look forward to hearing from you.

Patsy Wilshire, STAR General Manager

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"> • One on One support for Community Access • In Home Support Services • Group activities, Fitness, Well-being programs • Support with Household tasks • NDIS Transport 	Available in Ipswich, Logan and Redlands
NDIS Support Co-ordination	Ipswich, Redlands, Logan, South Brisbane, Beaudesert, Gold Coast 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 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	

Friendly Reminders

- To make a transport booking please call between 9am-2pm, Monday to Friday. Bookings must be made at least 2 working days before the travel date
- For transport booking confirmations, please call 2pm-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.
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 full name in the reference field.

Your invoice number is your reference number.

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

Lost and Found Items in a STAR Vehicle

If you leave a personal possession in a STAR vehicle, simply call STAR on 3821 6699 to inform us. If we find an item in the vehicle, we will make every effort to contact you to arrange the return of the item.

Items that are not claimed on the day of transport are returned to the STAR office. The item is held in the Lost and Found property area in our office for a period of 1 month. In that time, we will make every effort to return the property to its owner.

Go places with STAR Social Programs



Enjoy the outdoors in good company. Come along to one of STAR's many social programs. Currently, these programs are only available in Ipswich and Redlands.

If you are interested in any of the services which are currently not available in your area, please call us to register your interest.

Eligibility criteria and conditions apply on all of the below listed programs.

Please call 3821 6699 for more information.

Redlands Senior Social Charters: Upcoming Trips

22/07/19 Greenbank RSL

5/08/19 Stradbroke Whale Watching

19/08/19 Glasshouse Mountains

02/09/19 Mount Tamborine

16/09/19 Brisbane River Cruise

30/09/19 Toowoomba Carnival Flowers

14/10/19 Kingscliff

28/10/19 Scarborough

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 and Mid-Week Munchies

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

- Approximate 4 hour trips
- Door-to-door transport
- Monday Munchies operates once a fortnight, Mid-week munchies operates weekly

EasyShopper Bus

Join us on the EasyShopper, a door-to-door escorted shopping service for Redlands seniors

- Pick up and drop off at your door step
- Shop for approx 2-3 hrs
- STAR Volunteers offer assistance with heavy bags
- Easy access for all including trolleys and walkers

Registration is essential.
Please call STAR for eligibility and bookings.



Ipswich Seniors Social Charters: Upcoming trips



25/07/19 Samford Valley

08/08/19 Ferry ride along the Brisbane River
to Southbank

22/08/19 Greenbank RSL

05/09/19 Tambourine Village

19/09/19 Toowoomba Carnival of Flowers

03/10/19 Caboolture Historical Village

Ipswich Seniors 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 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.

Trish Fitz-Walter is an 87-year-old resident of Ipswich, who has recently signed up for STAR Companionship program to support her with weekly shopping.

"I find it hard to lift my walker in and out of my car. Having a companion to walk with me makes it easy for me to go out for shopping. My STAR Companion Jayne is delightful. I enjoy talking to her. I couldn't find better company to spend time with."

STAR companions are qualified, trained, screened and police checked. Rest assured, you or your loved one will be in genuine, caring and trustworthy hands. Simply call us on 3821 6699 for more information on eligibility and bookings.



Please note for all of the listed programs: 1. Restrictions on numbers apply. 2. Dates and venue are subject to change. 3. Eligibility criteria and conditions apply.

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.



Your Plan. Your Way.

Are you looking for something unique to make the most of your NDIS plan?

Ask us about these new programs and activities available for STAR NDIS clients (currently available in select areas only).

- **STAR Get Active Social Club**
- **Friday Night Stars Social Club**
- **The IncrediBowls Social Group**
- **Horsing Around- a unique wellness program to support self-confidence and social skills. Currently available in Ipswich only**
- **Free NDIS Pre-planning sessions**

Give us a call on 3821 6699 and we will work with you to find or create a program, course or activity that matches your goals and aspirations.

Poumau Papalii

NDIS participant and STAR client



Nearly 30 years ago, Poumau Papalii – a highly educated, public sector employee – lapsed into a diabetic coma and developed an acquired brain injury.

Poumau and his wife Kathleen moved from their home in the Pacific Islands and settled in the small community of Lamb Island with the hope of providing adequate support to Poumau to rehabilitate from the brain injury.

Kathleen took on the challenging role of Poumau's full time carer. Over a period of time, both Kathleen and Poumau found themselves to be socially isolated.

Since becoming an NDIS participant, Poumau's whole world has opened up. STAR is supporting him in attending a range of social activities that interest him, he has made new friends, he is attending the gym and working towards improving his health and wellbeing. Kathleen can now also enjoy some downtime, care for herself and get back in contact with her local community.

For more information on STAR NDIS services, call 3821 6699.

Seniors Fitness Classes

Available in Ipswich and Redlands



- Stay on top of your health while enjoying a fun fitness session designed especially for those aged 65 and over
- Get stronger with low impact exercises, maintain your strength, mobility and stability
- Sessions are run by fully qualified fitness instructors
- Enjoy a chat and morning tea after the session
- Door-to-door transport is included in the program fee

Simply call STAR on 3821 6699 to find out about the schedule and fees. Eligibility conditions apply.

Knit One, Purl One

Let's knit together to support the homeless

If you love knitting and would like to help our local community, please join the STAR Knitting Group in Ipswich for those aged over 65.

- Have fun with old and new friends while helping those in need
- The group meets every 2nd Thursday from 10 am-12 pm at STAR Office, 5 Jacaranda St, Ipswich
- Program fee is \$5, light lunch is provided
- Special thanks to STAR client Peter Milanovic and Spotlight for their kind donation to help us get supplies to kick start this group
- Door-to-door transport is available on request at subsidised costs to eligible clients
- Numbers are limited. Please call 3821 6699 to register your interest.



STAR Transport Prices

Effective from September 1, 2019

**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

Book Your Trips Online. Visit www.starcommunityservices.org.au

Booking your STAR trips online is quick and easy. Manage your trips- anytime, anywhere.
Call STAR to get started.

Please note: 1. Prices are subject to change without notice. 2. We no longer accept cash for our transport services. A range of different payment options are available for your convenience. Please call 3821 6699 for more info.

IMPORTANT REMINDER

**Are you Under 65
and using STAR
Transport Service
under QCC?**

The Queensland Community Care (QCC) program ceased on 30 June 2019. All QCC users, who are NDIS eligible, must transition to NDIS during 2019.

If you are not sure of your NDIS eligibility and would like some more information and support with the transition, please contact STAR on 3821 6699. We will help you find out and support you with what to do next.

To contact NDIS, call 1800 800 110 or visit www.ndis.gov.au

STAR Home Care Packages

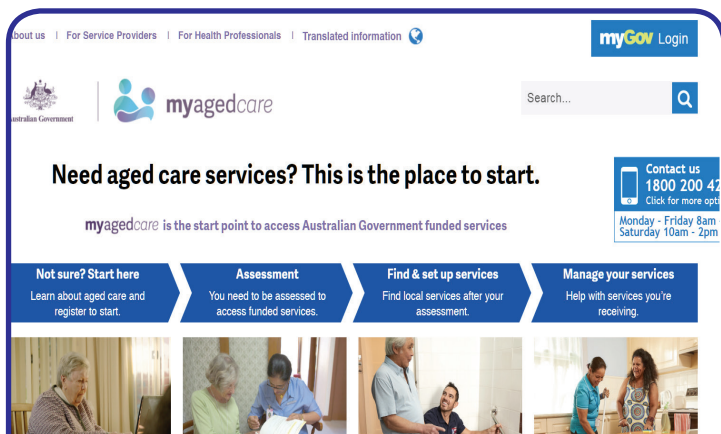


Home Care Packages provide long-term support for older people who want to stay living in their home. There are four levels of Home Care Package to suit different levels of care and support needs.

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 from our comprehensive range of Aged Care Services and bundle them together for your customised Home Care Package.

Get started in 3 easy steps

1. Receive your approved letter from My Aged Care stating your assigned level of Home Care Package
2. Call STAR Care Coordinator on 3821 6699
3. Book your free in-home consultation with STAR Care Coordinator



The Australian Government's My Aged Care phone line (1800 200 422) and website (www.myagedcare.gov.au) contains more information on how to access a Home Care Package.



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Home Maintenance and Gardening Service Update



New Gardening Vouchers are Available Now!

STAR Garden Assistance will continue to offer gardening assistance to our clients.

A co-contribution cost applies to each client.

Simply give us a call on 3821 6699 to receive your vouchers.

Home Maintenance Assistance is available for both CHSP eligible clients and for private clients. Give us a call to check your eligibility.

Home Modifications Service is available again from 1 July 2019. We are accepting referrals via My Aged Care or your Occupational Therapist.

NEW CHARTER OF AGED CARE RIGHTS RELEASED ON JULY 1, 2019

People receiving Aged Care services have the same legal rights as all Australians. When you start receiving Aged Care services, you retain the same rights as everyone else in the community. For example, you have the right to privacy, consumer rights and the right to be free from discrimination under relevant laws.

As a registered Aged Care provider, STAR is legally required to help you understand your rights under the charter. STAR will provide you with a copy and will offer you the option of signing the charter. A friendly STAR staff member will contact you to discuss the charter. It is a good idea to share this information with your family, friends or others involved in your care.

ADA Australia Advocacy Support

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

www.adaaustralia.com.au



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 develop and 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



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STAR Board Member Awarded OAM

Many congratulations to Col Sutcliffe- a STAR Board Member- to be named in the Queen's Birthday Order of Australia Honours List for 2019.

Col has a passion for early years literacy and has served as literacy chairman for Rotary District 9630 since 2015. He has been named a Paul Harris Fellow six times and received Rotary District 9630's Literacy Award on four occasions.

In addition to STAR, Col has also held positions with Mangrove Housing Association and the Smith Family. We thank and congratulate Col for his tireless work and contribution to not only our organisation but the whole community.



STAR
Annual General
Meeting

September 21, 2019
at 10 am

Lions Community Hall,
122 Shore St North
Cleveland

(next to the Old School
House Gallery)

You are invited to
the STAR Annual General Meeting

September 21, 2019
at 10 am

Bookings are essential. Please RSVP by calling STAR on
3821 6699 by Friday, September 13, 2019.
Transport is available on request.

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