

March 2019

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

19 April Easter Friday
21 April Easter Sunday
22 April Easter Monday
25 April Anzac Day
6 May Labour Day
17 May Ipswich Show Day



Hello and welcome!

We have some brilliant news to share with everyone. STAR has just been announced as the **winner of the 2019 STAAR CHAMPION-Workplace!**

The 2019 STAAR Awards (Strategy to Action Awards Recognition), being presented at the 2019 **No More Harm National Conference**,

highlight, recognise and reward individuals and organisations who are active in promoting tolerance and inclusion to help stamp out bullying, harassment and discrimination. At STAR, we pride ourselves on our inclusive workplace practices and appreciate the diversity in our workforce. We are delighted to be the winners in the Workplace category!

Following the recent internal review, we are now taking the next steps to restructure our operations to deliver efficient, quality and customised end-to-end service to our clients. We will give you more information in the next few months.

Lastly, due to very high demand in STAR's Home Maintenance and Gardening services, we have had the need to reduce the services offered. Our aim is to spread the Commonwealth subsidy across as many clients as possible, until the end of Financial Year.

Please feel free to call us if you have any queries. 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
- 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 book 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.

- Please use transit lounges at the hospitals. It helps us to contact you, if we need to.



- 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 your travel with STAR.
- Please be ready at least 45 minutes prior to your appointment time.

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 about it.

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 and 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

13 May 2019	Buderim Ginger Factory
27 May 2019	Ipswich Train Museum
10 June 2019	Tropical Fruit world / Beenleigh Historical
24 June 2019	Caboolture Historical Village
22 July 2019	Poppy's Chocolates Beenleigh

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. Call 3821 6699 for more information and to book a spot.

Redlands Monday Munchies

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

- Approximate 4 hour trip, starting from 10 am
- Door-to-door transport
- Operates once a fortnight

Redlands Mid Week Munchies

- Approximate 4 hour trip, operating weekly
- Door-to-door transport
- Call STAR for more information on cost, eligibility and schedule.

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.

Ipswich Seniors Social Charters: Upcoming trips



18 April 2019	Kenmore Tavern
2 May 2019	Royal Hotel Harrisville
16 May 2019	Magical Mystery Tour, lunch at Coorparoo RSL
30 May 2019	Victoria Point Tavern
13 June 2019	BBQ lunch at the Rocks Riverside Park, Seventeen Mile Rocks
27 June 2019	Lunch at Redcliffe RSL

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.

STAR EasyShopper Bus

Join us on the STAR EasyShopper, your weekly door-to- door escorted shopping service. * Currently available in Redlands only.

The EasyShopper Bus will pick you up from your home, take you to the shopping centre, and bring you back to your doorstep.

A helpful escort will assist you with heavy shopping bags, on and off the bus.

- Pick up and drop off at your home
- Shop for approximately 3 hours
- Eligibility conditions apply
- Call 3821 6699 for more information.



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.

Upcoming STAR NDIS Info Sessions

When: On the dates and times specified below

Where: STAR Office, Shop 15, Raby Bay Harbour, 152-166 Shore St West,
Above Hogs Breath Cafe, Cleveland 4163



Spots are limited so please book in advance. Dates are subject to change without notice. Please call 3821 6699 to book.

1. A Practical Introduction to NDIS. Choose from the dates below:

Tuesday, April 16, 2019	6.30 pm – 8.30 pm
Wednesday, April 17, 2019	10.30 am – 12.30 pm
Thursday, April 18, 2019	6.30 pm – 8.30 pm

2. Preparing for your NDIS Assessment meeting. Choose from the dates below:

Tuesday, May 7, 2019	6.30 pm – 8.30 pm
Wednesday, May 8, 2019	10.30 am – 12.30 pm
Thursday, May 9, 2019	6.30 pm – 8.30 pm

3. I have a Plan. Now what? Choose from the dates below:

Tuesday, June 4, 2019	6.30 pm – 8.30 pm
Wednesday, June 5, 2019	10.30 am – 12.30 pm
Thursday, June 6, 2019	6.30 pm – 8.30 pm

Your Plan. Your Way.

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

Enquire 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**

If you don't see anything that interests you, 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.



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An NDIS Plan That's Just Right For You

STAR NDIS Client Arran is cooking his way to independence.



Cooking is one of the many key life skills that can be accessed through an approved NDIS plan. “I want to move out in a few years and live on my own. I thought learning to cook would be a good starting point to getting ready to live by myself.”

As an approved NDIS service provider, STAR works with NDIS participants to design a program that meet their interests

and ambitions. “Arran has very clear goals. We wanted to make sure he has all the support he needs to reach those goals,” said Melissa Bannerman, STAR Care Services Manager.

“ My parents help in getting all the ingredients together. My STAR support worker and I do the meal prep together. I think the bolognaise sauce was a bit thick, but the Shepherd’s Pie came out very well. My family thinks I am improving. I am very pleased.”

Through his NDIS plan, Arran is also improving his fitness. “I go for a 30-40 minute walk with my STAR support worker to build up my leg muscles. Next step would be to join a gym.”

Getting your NDIS plan may seem overwhelming to start with. But with the right support you can make the most out of your funding. For a free pre-planning or NDIS consultation simply call STAR on 3821 6699.

Arran’s top 3 tips to help navigate the NDIS journey:

- 1. Think out of the box***
- 2. Don’t limit yourself***
- 3. Ask, if you are not sure***

Share Your Story.

Your stories are important to us. Your feedback and experiences inspire us, help us deliver better services, improve our processes and simply understand your needs better. If you are a STAR client and would like to share your NDIS story with us, call 3821 6699 or email marketing@starct.org.au

STAR Transport

Prices

To make a transport booking please call STAR on 3821 6699 between 9am-2pm, Monday to Friday. You can also book your trips online on www.starcommunityservices.org.au

Destination	Current Fee	Attendant
From Redlands to		
within Redlands	\$8 Each Way	\$4 Each Way
Intermediate	\$13 Each Way	\$6.50 Each Way
Brisbane and Other	\$16 Each Way	\$8 Each Way
Brisbane Airport One Way Only	\$46 Inc Tolls/Taxes	\$23 One Way
From Non-Redlands to		
< 10 KM	\$8 Each Way	\$4 Each Way
10-20 KM	\$13 Each Way	\$6.50 Each Way
20-40 KM	\$15 Each Way	\$7.50 Each Way
> 40 KM	\$15 up to 40 km plus \$1.60 per km over 40 km	50% of fare
From Logan, Gold Coast and Ipswich		
< 10 KM	\$8 Each Way	\$4 Each Way
10-20 KM	\$13 Each Way	\$6.50 Each Way
20-40 KM	\$15 Each Way	\$7.50 Each Way
> 40 KM	\$15 up to 40 km plus \$1.60 per km over 40 km	\$7.50 Each Way
Private Passenger Rates for Package Clients		
< 10 KM	\$16 Each Way	\$8 Each Way
Over 10 KM	\$1.60 per km in excess of 10 km	50% of fare

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 information.

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 Colleen Johnston on 3821 6699
3. Book your free in-home consultation with Colleen

What our clients have to say!

“ Both my husband and I have Home Care Packages, which we manage with the support of STAR.



We are receiving wonderful service. Whenever we have a question we ring our STAR Care Coordinator.

We have been able to access a variety of support through our Home Care Packages including transport, gardening, cleaning and minor modifications like installation of ramps and rails to stay safe in our homes.

We feel we are in very good hands with STAR.”

**Mr and Mrs Mader,
STAR Home Care Package clients.**

About us | For Service Providers | For Health Professionals | Translated information



Search...

Need aged care services? This is the place to start.




myagedcare is the start point to access Australian Government funded services.

Not sure? Start here
Learn about aged care and register to start.

Assessment
You need to be assessed to access funded services.

Find & set up services
Find local services after your assessment.

My Aged Care Helpline



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.

IMPORTANT REMINDER

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



The existing Queensland Community Care (QCC) program will cease 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.

Give us a call on 3821 6699 and we'll help you find out and support you with what to do next.

Your Assistance Dog

If you rely on an Assistance Dog for your transport needs, we welcome you to bring along your assistance dog on board a STAR vehicle.

STAR abides by the Guide, Hearing and Assistance Dogs Act 2009 (Queensland) and will transport clients and certified dogs (GHA Dogs) who display the approved badge and carry the GHA identification card for you and your dog.

STAR drivers are legally required to ensure your GHA dog is safe, secure and comfortable while in transit. However, the safety of STAR employees and clients is paramount when transporting client's certified dogs.



Please be aware that, prior to transport, proof of GHA Certification is to be provided to STAR. The GHA dog must be securely restrained at all times while travelling in the STAR vehicle and must not travel in front seat (Queensland Transport legislation).

STAR drivers cannot transport any other types of animals (e.g. other dogs including companion dogs, cats). Please make alternate arrangements prior to travelling with STAR. Please call STAR for more information.

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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YOUR PRIVACY IS IMPORTANT TO US.

Protecting your privacy is important to us. We are committed to protecting and securing the privacy and confidentiality of your personal information. STAR complies

with the Privacy Act 1988 and the Australian Privacy Principles in how we collect, hold, use, disclose and protect your personal information. If you would like to know more, please contact STAR.

NEW BENDIGO BANK REFERRAL PROGRAM

The Victoria Point Community Bank® Branch of Bendigo Bank is a long-time supporter of STAR. They sponsor our volunteering arm - Volunteering Redlands and also provide business banking support. We are very pleased to announce that the bank is now supporting STAR and our local community through its Referral Program.

Thanks to the Referral Program, when a STAR client signs up with Victoria Point Community

Bank® Branch of Bendigo Bank for a new account or any other financial product, the bank will make a donation to STAR, so we can continue to provide care services to our local communities. The person seeking financial services must identify STAR Community Services on the sign up of the new account or loan.

If you would like to enjoy banking with a trusted local bank and give back to your community, please call 0422 022 998 or email justine.kennedy@bendigobank.com.au



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