

July 2018

07 3821 6699

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

# STARNEWS



**STAR**  
Community  
Services

*Winner of 2017 Community Transport of the Year Runner up Award*

*NDIS, Aged Care and Community Transport Services.*

# A few friendly reminders

## Public Holidays

Ekka Show Public Holiday for Redland City- Aug 13, 2018

Ekka Show Public Holiday for Brisbane City- Aug 15, 2018

Queen's Birthday- Oct 1, 2018

## Office Opening Hours

STAR office hours are from Mon to Fri, 8.30am – 4.15pm.

We are CLOSED SATURDAYS, SUNDAYS and PUBLIC HOLIDAYS.

To make a booking, please call between 9.00am – 2.00pm.

For booking confirmations, please call between 2.00pm – 4.15pm.

**Although we do offer transport on Saturdays, we are unable to take or confirm bookings on that day as our office will be closed.**

## Bookings

Bookings must be made at least two working days before you need to travel. You can book your transport up to two months in advance.

## Booking Cancellations

**Due to our strict scheduling regime, we require immediate notice regarding all cancellations for transport bookings.**

If any details regarding your initial booking change, such as your appointment time or change in the number of passengers, please inform us as soon as possible.

Please notify us if someone else is traveling with you.

We will try our best to assist with the changes but cannot guarantee this due to the scheduling of vehicles and drivers.

## Cancellation Policy

We offer a liberal cancellation policy. Cancellations must be made 24 hours in advance, if possible.

If cancellations are not made within 24 hours of pickup time, you will incur a cancellation fee equal to the one-way fare for the booked trip.

## Use of Transit Lounges at Hospital

The PA, Mater Public, Logan and Royal Brisbane Hospitals offer transit lounges. When arriving and departing from one of these hospitals it is very important that you use the transit lounge.

You will be given a receipt stating that you are using community transport and cannot be delayed.

It also assists our office if we need to contact you.

## Assisting Drivers

Please be ready for pick up 45 minutes prior to your appointment time, so our drivers can stay on schedule.

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# Message from the General Manager



Hello and welcome!

With winter well and truly in the swing, I hope you are all keeping nice and snug. We have so much to share with you in this newsletter.

**Current Fees:** STAR Community Services offers transport, social support, domestic assistance, home maintenance and home modifications as Commonwealth subsidised services. Our clients make a contribution towards their services, which assists STAR to ensure sustainability of these services. Given the consistent increase in prices, including the consumer price index and rising fuel costs, we have a need to increase our contributions across all services. It has been 2 years since our last price increase and we are considering what would be a fair increase with the least impact on clients. The expectation is that the increases will take place in September 2018. If you have any concerns in relation to this increase, please contact me directly on 3821 6699.

**NDIS:** By now, most of us are aware of the NDIS and its purpose. STAR is a registered NDIS service provider in Ipswich, Logan, Redlands and Gold Coast. Our STAR Care team at Cleveland, has relocated into a much larger space on the same level. This new space accommodates much needed interview rooms for confidential conversations with our clients including NDIS pre-planning meetings.

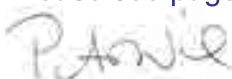
**Social Support Services:** STAR offers a range of social activities- some are subsidised by the Commonwealth. We offer nearly 12,000 hours per year in social support services, however only 3,600 hours are subsidised by the Commonwealth. That is 230% in excess of subsidised activities. In the interest of sustaining our social support activities, STAR will continue to offer all the same services but the Social Charters/Give me a Break Trips will be unsubsidised, commencing in August 2018.

**STAR Home Assist Secure:** We are very excited to announce that STAR has been successful in tendering the contracts from the Commonwealth for delivering Home Maintenance and Home Modifications services. We have acquired the Redland Home Assist Secure Commonwealth contract. Under the umbrella of STAR Home Assist Secure, we will support those aged and frail to remain safely and independently in their homes for longer.

**Client Satisfaction Survey:** A big thank you to all who completed the client satisfaction survey. We analyse all the data we receive in the survey, which assists us to respond to client feedback and needs. We are pleased to see a high level of overall satisfaction and strive to keep improving our products and services.

**Hardship Policy:** STAR recognises that some clients have financial hardship from time to time. If you are facing a financial hardship, we would like to talk to you about how to assess your individual circumstances to assist you. It is important to note that STAR Community Services is a not-for-profit charity that relies on client contribution for sustainability, and to continue to deliver services to the community. Please call us to discuss your options or to implement a plan to assist payment options if needed.

**The STAR AGM** is scheduled for Sep 15, 2018. Please see page 16 for more details.

A handwritten signature in dark ink, appearing to read 'Patsy Wilshire'.

Regards

Patsy Wilshire, General Manager.



# Join Redlands Monday Munchies

*Your ride to exciting lunch venues outside the Redlands*

Enjoy an outing with old and new friends.

Door-to-door transport service

Operating every fortnight

Approx 4 hr trip starting from 10 am

Cost \$20 per person, transport only

Lunch at client's expense

Eligibility Criteria and Conditions apply.  
Service is currently available for Redlands residents only.

Call STAR on  
3821 6699 for  
more  
information  
and  
to book.

For  
Limited  
Time  
Only

## Seniors Weekly Lunch Club

*Every Wednesday and Friday at Various Venues*

**Come along to the STAR Lunch Club for delicious food, great company and fun conversations. Bring along old friends or make new ones.**

Cost \$15 per person, includes lunch and door-to-door transport.

\* This service is currently available only to Redlands residents. Days and cost are subject to change without notice.



## Give me a break Day Trips

**STAR Day Trips offer a fantastic opportunity for you to get away from your 'ordinary day' and enjoy a fun, social charter. Join us in one of our upcoming charters, especially designed for those aged 65 and over. Ring 3821 6699 for more information on costs and to book your spot.**

30.07.18	Ocean View, Mount Mee
13.08.18	Bribie Island
27.08.18	Kingscliff
10.09.18	Airport Tour
24.09.18	Lone Pine Sanctuary
08.10.18	Coolum Beach
22.10.18	Gold Coast Light Rail
05.11.18	TBC
19.11.18	TBC

Please note: 1. Restrictions on numbers apply. 2. Price and venue are subject to change.  
3. This service is currently available only to Redlands residents, aged 65 or over.

# Make the most of your NDIS package

NDIS Pre planning sessions are now available.

## Are you NDIS ready?

Make your NDIS plan work harder. STAR Care Manager Melissa Bannerman will support you in achieving your goals through an in-depth consultation.

Call 3821 6699 now to book your complimentary session.

## *STAR NDIS and Disability Support Services*

STAR NDIS and Disability Support Services include:

- Assistance with Daily Living Skills
- One-on-one support for Community Access
- Transport
- In Home Support Services
- Personalised Fitness Programs
- Social Exercise Programs
- Unique Wellness Programs

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.



STAR Disability Support workers are professionally trained and qualified to serve you with dignity, compassion and respect.

Whether you are interested in doing something creative, getting involved in the community or achieving more independence, we are here to support you in achieving your goals through your plan.

From pre-planning to bringing your NDIS plan to life- we will back you all the way. Call STAR on 3821 6699 to get started.



# Transport Fees

## STAR Community Services Transport Prices

Destination	Current Fee	Attendant
<b>From Redlands to</b>		
Redlands	\$7 Each Way	\$3.50 Each Way
Intermediate Wynnum, Manly, Carindale, Loganholme	\$12 Each Way	\$6 Each Way
Brisbane and Other	\$15 Each Way	\$7.50 Each Way
Brisbane Airport One Way Only	\$45 Inc Tolls/Taxes	\$22.50 One Way
<b>From Non-Redlands to</b>		
< 10 klm	\$8 Each Way	\$4 Each Way
10-20 klm	\$12 Each Way	\$6 Each Way
20-40 klm	\$14 Each Way	\$7 Each Way
> 40 klm	\$18 Each Way	\$9 Each Way
<b>Private Passenger from Redlands only to</b>		
Redlands	\$15 Each Way	\$7.50 Each Way
Intermediate Wynnum, Manly, Carindale, Loganholme	\$25 Each Way	\$12.50 Each Way
Brisbane and other	\$35 Each Way	\$17.50 Each Way
<b>EasyShopper - From Redlands only to</b>		
Redlands Shopping Centres	\$10 Return	\$0
Note: Special event Easyshopper days	\$15 Return	\$0
<b>Island Taxis</b>		
\$5 Each Way	\$5 Each Way	\$2.5 Each Way

\* Please note that receipts are only available upon request. Prices subject to change without notice.

**Did you know you can now book your trips online?** The process is quick, simple and age friendly. Our Call Centre volunteers are happy to take your booking over the phone too. The choice is all yours. If you or your family would like more information about our online booking service, please call us.

**EasyShopper** As an alternative to your shopping transport, you can shop locally on the EasyShopper Bus. EasyShopper will offer you an affordable, door-to-door service and an escort to assist you with your shopping bags. To register with the EasyShopper, simply call STAR on 3821 6699.

# STAR Home Care Packages

When Shelley Singh was diagnosed with early onset Dementia she felt anxious and socially excluded. Her husband Jaswant Singh contacted STAR to support him in caring for Shelley. “Shelley and I both had been assigned Home Care Packages by My Aged Care. Unsure of where to start, I rang STAR to help us manage our Care Packages.”



The Australian Government's Home Care Packages gives seniors like Jaswant and Shelley greater choice over the types of care and services they access, how and when those services are delivered and by whom.

It enables them to live independently in their homes.

(In the photo (L to R)- Jaswant Singh, Ann Smyth, Colleen Johnston and Shelley Singh)

“I had a detailed consultation with Jaswant and Shelley about their care needs and what they want to achieve from their care packages. It was clear that social inclusion for Shelley was very important to both.” said Colleen Johnston, STAR Care Coordinator.

More than 420,000 Australians live with dementia. Arts allow people with dementia to tap into their imagination and supports positive emotional responses, increased mobility and an improved attention span (Dementia Australia [www.dementia.org.au](http://www.dementia.org.au)). “I look forward to going out to my art and dance classes. Dancing is fun and also a good workout,” said Shelley.

Shelley's husband Jaswant is pleased to see her enjoying her new-found hobbies and engagements. “I was concerned about her ongoing care needs due to dementia. Our discussions with Colleen were very transparent. She always put our needs first and immediately recognised Shelley's need for social activities. Shelley has built a good rapport with her Direct Care Workers. She feels engaged and active.” Through his Home Care Package, Jaswant is also able to access client centred services e.g. specialised equipment, hand rails, adjustable bed, transport, domestic assistance.

“Home Care Packages are all about meeting the unique care needs of each individual. From help with household jobs like cleaning to specialised care for people living with dementia - STAR supports Redland City seniors to live independently and comfortably in their retirement years,” added Colleen Johnston.



# 3 Easy Steps to your Home Care Package

Live independently and comfortably in your own home for longer, with support from STAR Home Care Packages.

With STAR you are in the driver's seat. Design your own package by selecting from a wide range of aged care services, that suits your budget and care needs.

We think out of the box. No request is too big or small. Our Care Companions are qualified, professionally trained, screened and police checked. Rest assured you or your loved one will be in genuine, caring and trustworthy hands.

Get started with your Home Care Packages in 3 easy steps:

- 1 Receive your assigned letter of approval from My Aged Care.
- 2 Call STAR on 3821 6699.
- 3 Book your free in-home consultation with STAR Care Coordinator Colleen Johnston.

My Aged Care (MAC) is available for clients over 65 years to be assessed for aged care services. STAR offers Transport, Home Maintenance, Home Modifications, Gardening, Social Support as an individual or in a group setting. For more information call MAC on 1800 200 422. STARs friendly Intake Team is also here to help.

## STAR Home Care Packages offer

Specialised care services for conditions such as dementia

Access to a wide range of allied health services such as exercise physiologists, dieticians, podiatrists, osteopaths and more

Social support, domestic assistance, transport and much more.



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<sub>c</sub> (Qld)  
Dr Valentina Belonogoff Dentist BDS<sub>c</sub> (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
- DVA and new patients welcome
- Disabled parking available



# **STAR EasyShopper**

**Your  
door-to-door  
escorted  
shopping  
service**

**Every Tuesday  
and Thursday.\*  
Call STAR  
for more  
information.**

**Join us on the EasyShopper, your  
weekly door-to- door escorted  
shopping service.**

**Our EasyShopper vehicle 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 2.5 hours**

**Easy access for all including  
trolleys and walkers**

\* Days of service and fare  
subject to change. Conditions  
apply.

## **DID YOU KNOW?**

STAR offers Home Care Packages  
and other aged care services in Logan,  
Ipswich and Gold Coast. Ask your friends  
and family in these areas to call STAR for  
more information.

### **Logan**

- Transport
- Home Maintenance
- Domestic Assistance

### **Gold Coast**

- Home Maintenance
- Transport

### **Ipswich**

- Transport
- Home Maintenance
- Social Support

**CALL STAR ON  
3821 6699.**

# Introducing STAR HOME ASSIST SECURE



Sit back, relax and enjoy the independence of living in your own home - comfortably and safely.

STAR Home Assist Secure Services is here to make everyday living a little easier for you.

STAR Home Assist Secure will support you in making more informed decisions about home maintenance, repairs, major and minor modifications and gardening services.

STAR Home Assist Secure Services are available for the aged and frail. Eligibility conditions apply. Please call STAR for information on eligibility and terms and conditions.

**Call STAR for help with home modifications, home maintenance and gardening services that will improve your safety and independence at home, including**

- installation of grab rails in the shower
- ramps (permanent and temporary)
- step modifications
- access and egress pathways through your property
- appropriate lever tap sets or lever door handles
- internal and external hand rails next to steps
- installation and fitting of emergency alarms and other safety aids and assistive technology
- gardening services including lawn mowing, edge trimming and weed spraying
- general handyman work - including replacing fly screen mesh and tap washers

spring cleaning packages

roof gutter cleaning

pressure washing outdoor pathways, washing windows

installation, repair and maintenance of smoke alarms

minor plumbing and electrical repairs

pest control, and much more!



# A Day in the Life of...

## The STAR Scheduling Team



STAR Scheduling Team: Rob Fisher & Shalene Osvatics

The STAR Scheduling team starts its day at 9am. On a typical day, more than 300 trips are scheduled, distributed over 35 vehicles!

Firstly, those trips that require wheelchair accessible vehicle are allocated to suitable vehicles, followed by all other trips. Some days we also have to organise substitute drivers to cover those who are unavailable due to illness etc.

Before lunch all trips are allocated to available vehicles and drivers- ready for confirmation by clients.

Booking confirmations are essential to smooth functioning of our transport services. To ensure all our clients get to their destination on time, we ask them to confirm their booking details and pick up times.

Confirmations can be done anytime from 2 pm the day before travel, and up to 2 hours before the scheduled appointment. Last minute changes are difficult to accommodate.

For instance, if we receive a call from a client requesting a change in their pick-up time at a short notice, it may not be possible for us to find an available driver and a vehicle-especially on a busy day.

Before ending our day at 5:30pm, we create and email drivers manifests for the next day so our clients can get to and from their destinations.

## The STAR Intake Team



The STAR Intake team is the first point of contact for a STAR client.

Via phone, email and also occasional face-to-face meetings, they ensure all clients are comfortable and fully aware of the aged care services they wish to access. They also collaborate with My Aged Care to ensure a client's needs are met correctly and promptly.

On a busy day, using nearly 4 computer programs-simultaneously-the Intake teams can register over 50 clients a day!

*"We love talking to all our clients and support them in accessing the services they require to live independently."*

STAR Intake Team (L to R) - David Hodkinson, Pam Corven, Julie Jones & Linda Stephens.

# Meet a STAR Team Member

## Arran Hansen

### *Call Centre Volunteer*

I love to volunteer and give something back to my community. I registered with Volunteering Redlands and found out that STAR call centre needs volunteers. I immediately put my hand up.

I enjoy the flexibility of working in the STAR call centre. The best part is talking to people on phone. Some days are very busy and others not so much. You never know what to expect.

I also volunteer with other local community organisations including the Redlands State Emergency Services and Australian Volunteer Coast Guards at Redland Bay.

With the Australian Volunteer Coast Guards, I get to assist at the radios. On the odd occasion, I also get to jump in a boat and help out with maintenance and rescue operations.



I am happy that I have been able to use my time to assist community organisations.

When I am not volunteering, I like to play lawn bowls and go out with my friends on the weekend. I also enjoy plane spotting at the Brisbane Airport.

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## Safety First

### *STAR Drivers's "fun day"out!*



On Saturday, June 16, 2018, eighteen STAR drivers participated in the annual Defensive Driving training at Mt Cotton. The training included theory lessons to bring all the drivers up to date on the latest road rules. The remainder of the day was taken up with practical



instructions by Paul Stokell Driving Instructors on emergency braking, collision avoidance, wet weather skids and general car behaviour in emergency situations. It was a very informative and fun day for all the participants!

# Your Rights and Responsibilities

**All clients of STAR Community Services have rights and responsibilities under *the Aged Care Act 1997, as per Schedule 2 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.



**U3A Redlands | University of the Third Age**

**[www.u3aredlands.com.au](http://www.u3aredlands.com.au) | 07 3821 3888**

## Connecting Seniors to Lifelong Learning



### Over 100 courses including

- Arts & Literature
- Current Affairs
- Hobbies & Craft
- Languages
- Computers
- Rambling
- Photography
- Aqua Aerobics
- Sporting Groups and many more!

Affordable Education. Learn in a relaxed environment.  
Annual Membership fees: Single \$20, Couples \$35.

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



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



## Important Messages for STAR Clients

If you have not received a statement or invoice, please ring Jane in the STAR Accounts Team to check if we have your correct address and/or email.

You can make a payment by Bank Transfer, Credit Card, Direct Debit or Cheque.

You may have experienced some delays in recent weeks in getting through to our Call Centre. Please be patient while we monitor and review best practices as we expand our range of services. Meanwhile, you are welcome to leave your name and number and we will endeavour to return your call as soon as possible.

To ensure we can put you in touch with the right person as quickly as possible, we are testing a new system of directing your call. For example if you are calling to arrange Home Maintenance all you need to say is "Can I talk to Home Maintenance please?" and the call centre will connect you to the first available person in that team.

# STAR Annual General Meeting

**September 15, 2018  
at 10:00am**

**Lions Community Hall,  
122 Shore St North  
Cleveland**

**(next to the Old School  
House Gallery)**

## You are invited to the STAR Annual General Meeting

If you require a Board Nomination  
Form or a Proxy Form, please call STAR.

Bookings are essential. Please RSVP by calling  
STAR on 3821 6699 before August 31, 2018.  
Transport is available on request.

Supported by:



## Proud Supporters of STAR Community Services