

July 2020

07 3821 6699

starcommunityservices.org.au

# STARNEWS



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





**STAR Community Services**

HOME CARE PACKAGES    SOCIAL ACTIVITIES    WELLNESS CLASSES    HOME MAINTENANCE GARDENING MODIFICATIONS    COMMUNITY TRANSPORT    DISABILITY SUPPORT

# Message from the GENERAL MANAGER

COVID-19 has disrupted our way of life, yet every day STAR staff and volunteers work hard to ensure clients are cared for. Each member of the STAR



**STAR is taking small steps to support you in a safe and secure way.**

team has demonstrated their dedication to giving the highest standard of care to our clients; keeping each client safe.

We appreciate your outstanding work in the community, the support and assistance, not only with providing a safe environment for our clients but also the delivery of their shopping and medications.

Our front line team have continued to provide services to clients using safety and precautions every step of the way.

The great news is – we are well underway with our Pandemic Recovery Planning, we’re heading towards a full return to the workplace and seeing

a return of some services. We understand that our clients have been impacted by the restrictions put in place because of COVID-19. We have responded to clients that are socially isolated by offering welfare checks, social supports and now more small outings. It’s all about small steps towards getting out and about in a safe and secure way.

If you are interested in finding out what services STAR is re-introducing, call our friendly team in the Contact Centre and they will bring you up to date with the latest information.

Patsy Wilshire,  
General Manager

## Office Locations

**CLEVELAND OFFICE**  
Shop 15, 152-166 Shore Street West  
Cleveland Qld 4163

**IPSWICH OFFICE**  
5 Jacaranda Street  
East Ipswich Qld 4103

## Office Hours

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

Upcoming Public Holidays  
Royal Queensland Show (RQS)  
RQS City of Redlands, 10 August  
RQS City of Brisbane, 14 August  
Queen's Birthday, 5 October

### STAR COMMUNITY SERVICES

- **Community Transport**
- **Grocery Delivery**
- **Medication Delivery**
- **Home Maintenance**
- **Garden Maintenance**
- **Home Care Packages**
- **NDIS Support**

## We are here for you

STAR is resuming services in line with the easing of Government restrictions and advice from the State and Federal Chief Health Officers. Exercise Groups and Mini Lunch clubs are preparing for return and we will be in touch with customers as soon as we are able to resume other services.

In the meantime, if you need additional assistance to get through these challenging times please call us. If you are feeling isolated and alone, our volunteer companions would love to come and have a coffee and a chat with you. If you need assistance with shopping, errands and medication collection we can assist there too!

Please give our friendly team a call at 3821 6699 and we will see how we can help.

# STAR Origin Story: Social Activities

As STAR's Transport business grew, many clients asked about other activities and ways to meet their friends throughout the community. There was a growing interest in social activities and domestic support.

When Warren was a driver, he transported a client home from the shops and as he helped with the groceries, a knock on the door heralded the arrival of the client's lunch from Meals on Wheels. Warren says, "He was moved by the fact that the elderly client sat alone eating her lunch. An idea was born and on returning to the office, he was determined to find a way to bring people together for a healthy meal with friends." This experience sparked the beginning of the first Lunch Club.

STAR's Lunch Club and Fitness classes are by far our most popular services. And we provide transportation to all of STAR's activities. Warren is now the STAR Logistics Manager. Even during the pandemic social distancing restrictions, Warren still provides a Mini Lunch club by taking 4 people out to lunch each day to provide a little relief to weeks of strict isolation.



## What is an Advocate?

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

**An Advocate can support you to ensure your rights are upheld, support you to work through a problem with your service provider, and provide guiding 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.**



# Home is Best



**Care Team**

STAR Carer, Wayne assisting Les at home.

Les has been a STAR client for a long time and tells us how happy he is. "STAR has made the world of difference to my comfort at home. Staff, like Wayne, are outstanding. They help me stay in my home." Les

Liz and Deb said they like the way STAR staff have built a relationship with their family and the respect given to their father's care. "Oh, and their sense of humour is very entertaining," Deb said.

STAR workers have provided in-home care, mowing, physiotherapy, acquired mobility equipment and home modifications that help Les get around his home easier and support his living at home.

Les and his daughters Liz and Deb, reminisced over his days as an avid sailor. He is understandably proud of these beautifully painted vessels he fitted-out and sailed.





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Les reminds everyone to stay hydrated

STAR Carer, Wayne said he feels the most important part of his role is to maintain the dignity of a client and make them feel comfortable and secure.

## Get the Most Out of Your Home Care Package



### Social Seniors Package

*Get out and about, make new social connections and stay connected with your community.*

- Available for Level 1, 2, 3 and 4 Home Care Packages
- Choose from a variety of social programs specifically designed for those aged 65 or over e.g. Lunch Clubs, Social Charters
- Transport to social and medical appointments, shopping trips
- Customise your Social Seniors Package to suit your care needs.

### Stronger Seniors Package

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

- Available for Level 2, 3 and 4 Home Care Packages
- A range of health and wellbeing services to help you stay fit and independent
- Access to clinical nurse services, services prescribed by a doctor
- Allied health services such as podiatry and physiotherapy
- Services tailored to specific needs e.g. Dementia

STAR Community Services is a not-for-profit organisation servicing the community since 1996.

- **Trust the Experts.** We have long established relationships with a range of service providers helping us in offering you the best care services.
- **Your Package, Your Way.** Your lifestyle, interests, medical condition and hence your care needs are unlike anyone else's. Customise your Home Care Package to make it uniquely yours.

*\* Terms, conditions & eligibility criteria apply.*

For more information on STAR Home Care Packages, please call STAR Care Coordinator on 07 3821 6699 or email [enquiries@starcare.org.au](mailto:enquiries@starcare.org.au)

# Health and Wellness during COVID-19

In these unprecedented times, our elderly and people with disabilities face many challenges and are made more vulnerable by the restrictions and additional safeguards put in place by governments to protect the community. We have seen a number of crucial services that people would normally rely on being reduced or suspended in response to the COVID 19 pandemic including mainstream services such as Grocery Deliveries, specialist services and social services put in place to overcome social isolation. Some people are physically dependent on carers for every day self care needs which prevents them from social distancing which also increases their risk. Social distancing is the new norm, but it too can cause further mental stress.

In response to the pandemic, STAR is here to help. Our mission is to ensure that our customers are managing these changes and getting the help they need when they need it. Our dedicated teams have worked to ensure that people receive their most essential services and have also stepped up to outreach for our customers who have had some increased needs throughout the pandemic including regular phone calls, help with collecting groceries or making time for a cuppa and a chat for those who have been missing interaction with their friends and family. Tracy Darroch, Contact Centre Manager said, "Our work is of utmost importance to ensure that we keep delivering services to people when and where they need it most"

While others worked from home, the STAR Client Planning and Service Delivery Team continued to support people in their own homes throughout the social distancing and restriction directives. The team have remained committed to delivering person centred supports and have worked together with direct support workers, allied health and other professionals to ensure that every person's essential needs were met, sometimes in very difficult circumstances. "The team remained focussed and flexible throughout this difficult time and we have had so much positive feedback from our clients about how much that have valued and appreciated the way that staff cared for and about them. It makes us very proud to be part of such a great team" said CPSP Manager, Melissa Bannerman.

There are funded Australian Government services which can help you get the services you need to get through the pandemic. People over the age of 65 can apply for Home Care Packages through the Australian MyAgedCare System. And people with disabilities can apply for NDIS funding to help

them get the services they need. If you or anyone you know needs support, please encourage them to call STAR at 3821 6699.



## Annual General Meeting 2020

You are invited to the STAR Annual General Meeting:

Saturday, September 19, 2020  
at 10 am

Lions Community Hall  
122 Shore St. North  
Cleveland

(next to the Old School House Gallery)

Booking is essential. Please RSVP by calling STAR on 3821 6699 by Friday, September 11, 2020. Transport is available upon request.

Patsy Wilshire,  
STAR General  
Manager  
says, "We  
welcome the  
community."



# We Are Proud Of Our Teams Resilience




**Accessible accommodation should be the expectation, not the exception. Whether it's a staycation, needing respite or transitional care, book your wheelchair friendly accommodation, equipment, and your personal support all with us.**





**Book Now**

Transitional care, respite and medium term stays are now available!

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

***We believe that everyone should have access to food, medication, companionship and services they need for a safe and healthy life. We are here to help!***

# STAR Tech: Seniors Thriving During Lockdown

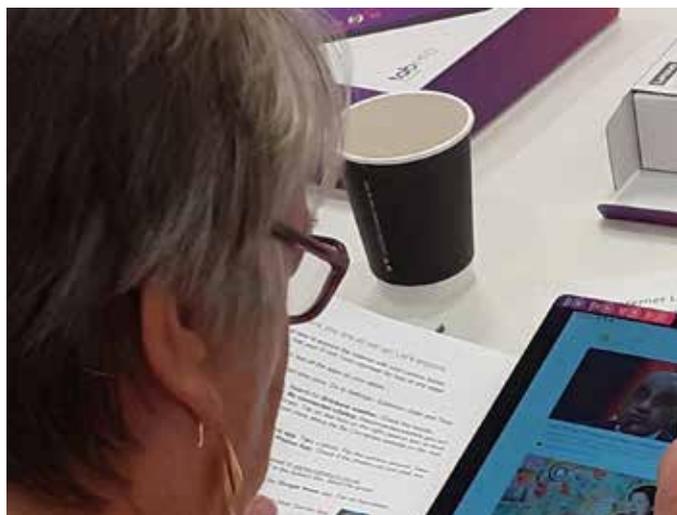
Prior to COVID-19, STAR launched an innovative program to help seniors get connected online. The STAR Tech program offers one-on-one training and new Tablet for seniors to get started with using technology in their daily life.

Jill, a STAR Tech participant, uses her tablet to participate in ZOOM meetings with her church group. She also uses Facebook and email to stay connected with family. During the COVID-19 lockdown, the STAR Tech program has helped Jill stay connected and learn new skills. Jill says, "It has meant so much to me to reconnect with my friends even though I could not meet them in person".

With the help of a team of volunteers, the program has been overwhelmingly successful. Daryl is one of the STAR Tech volunteer trainers. Daryl says, "I admire their ability to learn to use new tools, and then take it a step further. One client uses the tablet with a Smart TV and another client connects to a radio app."

During the lockdown period, many of the workshops were temporarily postponed. Daryl and many other volunteer trainers now support participants at home. STAR Tech participant, Carol said, "Joining STAR Tech has given me the confidence to learn about the Internet at my own pace. I know help is only a phone call or email away. Thanks to all the volunteers for their support and patience. I would have felt very isolated during the stay at home due to COVID-19."

STAR Tech is currently available to for those aged 65 or over or aged 50 or over for Aboriginal and Torres Strait Islander people, living in Ipswich and Redlands including SMBI and North Stradbroke Island. Please call 3821 6699 for more information.



# Federal Government Grant



Thanks to a Grant from the Federal Government, STAR will be upgrading a very old computer and volunteer matching software used by Volunteering Redlands. It will enable greater opportunities for volunteers to donate their time across more community groups.

The grant will also support the training cost for our volunteers to obtain their First Aid and CPR certificates. As our volunteers work with so many elderly people, we believe it is vital that they are prepared for an emergency. STAR and Volunteering Redlands have an amazing array of dedicated volunteers who enable STAR to give greater community service.



## ALEX GOW

### FUNERALS

*... still family owned*

# It's never easy to say farewell



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**BROWNS PLAINS OFFICE**  
7/9 Grand Plaza Dr, Browns Plains | Ph. 3800 7500

**CLEVELAND OFFICE**  
17 Middle St, Cleveland | Ph. 3821 4570

**DECEPTION BAY OFFICE**  
35 Tallowood Dr, Deception Bay | Ph. 3888 3535

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

## If you have been thinking, "What can I do to help?" Well, this is it!



COVID-19 has highlighted the loneliness and anxiety of being isolated at home and while we need to go through this for a few months, there are many elderly who live their lives in isolation and they need your support.

- \$58.50 covers the cost of an elderly person having their food or medication delivered for 3 months.
- \$20 will give support for a range of services for a person that is facing hardship and needs help now.

**If you have capacity, please consider making a donation.**



**Donations can be made at [www.starcommunityservices.org.au](http://www.starcommunityservices.org.au) or call us on 3821 6699**



# STAR Supports Vulnerable Redlanders



STAR Community Service, supported by the Redland City Council COVID-19 Community Organisations Support Grant, is delivering groceries and medication to vulnerable members of the Redlands community. In a streamlined system, the groceries and medication are paid for by the resident and then delivered to their home for free.

COVID-19 has disrupted our way of life and there is a lot of uncertainty as to how that is impacting on our community. STAR believes that everyone should have access to the food and medication they need for a safe and healthy life. Sadly, there are many elderly and people with disabilities who cannot access these necessities and their situation is made worse by having to be isolated due to COVID-19.

Although restrictions are starting to lift, our most vulnerable are still encouraged to stay home and stay safe so that they are not exposed to infection. STAR is working with a number of local chemists so that scripts can be submitted to a pharmacist and a STAR Driver will deliver the medication to the patient's home.

A similar service is being offered for food delivery. STAR can assist vulnerable people with home delivery for their groceries. Contact STAR with your click and collect code and they will deliver your groceries to your door FREE of charge.

Not everyone can use a computer to online shop for groceries or maybe they are too ill to do so; STAR is offering to help those in need to order their groceries. You can call STAR and they can help you place your order and make payment over the phone. A STAR driver will then deliver them to the vulnerable person's home. STAR has made this process easy to use.

STAR has 73 vehicles at its disposal that are being utilised for the care of those in the community who are at the greatest risk. Patsy Wilshire, General Manager of STAR said, "The care and safety of the most vulnerable in our community are the highest priority."

Mrs Wilshire said, "We want our elderly and vulnerable

community members to stay home, stay safe and stay healthy."

Redland City Council is proud to provide funding through the COVID-19 Relief and Recovery Grants Program for the 'Support the Community in COVID-19 Crisis' to assist the Redlands Coast.

## Feedback and Complaints

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

You are encouraged to raise your concerns with the team member in the first instance if you feel comfortable about doing this.

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.

If the issue is still not satisfactorily resolved, you can raise the issue with the General Manager.

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.

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**

## STAR and Community Champions Working Together



Community Champions and STAR Community Services are working together to support vulnerable Southern Moreton Bay Island (SMBI) residents.

Redland City Mayor, Karen Williams said that during disasters and local emergencies, the highly regarded Community Champions could now help to support the safety, wellbeing and needs of STAR clients living on the islands.

STAR General Manager Patsy Wilshire said, "Isolated, elderly people are already vulnerable, so during a disaster we call over 600 Bay Island clients to make sure they are safe, and have access to fresh food and water as well as vital medications."

In any future disaster, if anyone on the SMBI needs immediate help, STAR will contact the Community Champions who will be able to visit the person's home to assess their needs.

Thanks to the Redlands Foundation for providing

a phone and laptop to support communications between STAR and the Community Champions.

Equipment like this is a basic need during emergencies, so STAR extend sincere thanks to Redlands Foundation for their generosity.

Community Champions Coordinator Marie Dalton said, "The group's main aim was to care for vulnerable people. In emergencies, the Community Champions work together to make sure everyone on the islands are safe."

"Working with STAR will help us identify and reach more vulnerable people quickly," Marie said.

**STAR strongly believes that communities that work together are stronger.**

## Save Your Containers

While you are home - save your containers!

STAR is registered in the Container Exchange Program. When you take your recycling to the exchange, type in this code and the refund will be donated to STAR: **C10203770**

This money will go towards supporting programs to assist the vulnerable members of our community.

Containers for Change QLD  
#CommunitySupport#Recycling

# STAR Transport Prices

The pricing model is based on total distance travelled. When you book your trip, we calculate the distance to determine your fare upfront.

The Non-Subsidised Client fare is calculated at \$1.80 per km. EasyShopper in Redlands is \$12 return. And Island Residents to SMBI Ferry Terminal is \$6 each way.



## Distance

Less than 20 km

20km-30 km

Over 30 km

Over 50 km

Attendants

Private Passenger

## Fare

\$8

\$20

\$1.80 per km

By Negotiation

50% of Passenger Fare

\$1.80 per km, 10 km minimum

### Friendly Transport Reminders

To make a transport booking please call between 9:00am - 2:00pm, Monday to Friday. Bookings should be made at least 2 working days before the travel date.

For booking confirmations, please call 2:00pm - 4:15pm, Monday to Friday.

Cancellations: Where less than 24hrs notice is given, from the pick up time, a cancellation fee equal to the value of a one-way fare will be incurred.

Please consider booking your non-medical appointments outside of the peak hours i.e. between 10.30am – 2.00pm.

When making a payment for your STAR invoices, please note your invoice number or your name in the reference field. This helps us match your payments with your invoices.

### Permanent Bookings

If you have a permanent booking with STAR, please notify us of any changes in your schedule. Permanent bookings will cease 24 December, unless you are an NDIS client. Please ring in the new year to reschedule your permanent bookings. For NDIS clients, your permanent bookings will cease at your contract end date.

#### 3 Easy steps for quick STAR trips:

1. Be ready 45 minutes prior to your appointment time.
2. Use your STAR ID while waiting to be picked up. It helps the STAR drivers locate you. Ask your driver for a STAR ID next time you travel with STAR. Cost \$2.
3. Please use transit lounges at the hospitals. It helps us to contact you, if we need to.

# STAR Transport Safety



For your safety, STAR has made some improvements to our fleet of vehicles. Every car has been fitted with an automatic device that introduces antibacterial formula into the vehicle which protects against airborne bacteria. Drivers have also been provided additional antibacterial wipes and hand sanitisers to ensure that regular wipe downs occur and hand hygiene practices are increased. For the protection of clients and drivers, we have established a strict protocol of



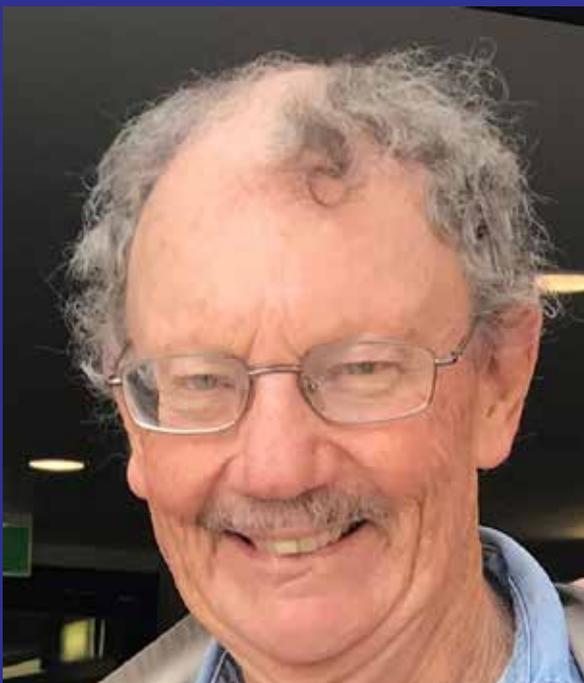
standards and requirements to adhere to.

STAR's Safety Requirements:

1. Please tell us if you feel unwell. We can support you and take the required precautions.
2. We provide face masks, hand sanitiser, antibacterial wipes, and Glen 20 spray in every vehicle.
3. At the end of each trip, all vehicles are thoroughly disinfected.
4. Each vehicle has a dealer installed antibacterial disinfection system.
5. Before each shift, all drivers have health and temperature checks to protect our clients.
6. We maintain all social distancing requirements inside and outside vehicles.

**Warren Doyle,  
Logistics Manager  
says, "Your safety is  
our top priority."**

## STAR Spotlight: Rob



STAR is honoured to have Rob Spencer as the Chair of STAR Community Services. Rob joined the Board in 2004.

Rob says, "In the beginning, STAR realised that transport alone would not survive and we broadened our services into aged care, disability and maintenance services."

STAR's business model was always about using volunteers. The Board ensured that development continued. This thinking has helped STAR connect with a great group of volunteers throughout the community.

Rob believes, "When we consider the number of volunteers who have been with STAR for well over fifteen years, it says a lot about the values, culture, management and focus of the organisation." Rob is an inspiration to the community and a valuable leader at STAR Community Services.



**STAR Transport**

Cathy from the Ipswich office is modelling Andrea's new face masks.

## Creative COVID Solutions: Sewing Face Masks

Andrea has been sewing since she was 7 years old. Her uncle brought home small scraps of material, so she learned to make clothes for her dolls. Andrea has a background in Design Technology and Teaching; she is always looking for innovative ways to support the community. Now, Andrea supports STAR as a volunteer driver.

When there was a need for

face masks, she sewed masks for her family. Andrea wanted to support STAR drivers and clients, so she made 150 masks for STAR. Now, she supports her community by providing free masks to her neighbourhood.

Andrea says, "My neighbour came home from hospital during the peak of COVID-19. She was very nervous about being exposed to the virus, so

Andrea made her three masks in her favourite colours. The masks helped her feel comfortable to take a taxi to the beauty parlour which made her feel much better."

Ethan, a STAR Care Coordinator, appreciated the masks for STAR Clients. "The masks were provided to both clients and workers. Clients thought the masks were fun, colourful and a good idea to setting an example for others in the community."

Warren said, "Andrea spent her time in isolation making hand sanitiser and funky cloth face masks for drivers and clients. Andrea is a valued member of our STAR Team. We are grateful for her creative innovations." Thank you for all you do for STAR Andrea.



## STAR Spotlight: Sheila

Sheila is one of the longer serving Contact Centre Volunteers. STAR values her support for the organisation and the many clients, colleagues and community members she assists.

Sheila has been a volunteer in STAR's Contact Centre since 2011. She enjoys the interaction with clients. Sheila also enjoys the companionship of her colleagues. Sheila volunteers two days a week, although she has been known to work extra days if required.

Over the past nine years at STAR, Sheila has observed significant workplace changes and upgrades within the organisation. She witnessed an increase in the number of clients we provide transport for. Sheila assists clients with information for the various services STAR offers according to the region the client resides in.

# Volunteers Shine

In response to the pandemic situation, the community has responded with overwhelming generosity and kindness. New and old volunteers have come together to support the elderly and help people with disabilities.

Several initiatives are available at STAR to help those at risk obtain essential medicines, groceries, technical support, social activities, and help with medical visits. This is a list of ongoing initiatives for senior citizens and vulnerable community members:

## 1. Contact-free Delivery from STAR Transport:

STAR Volunteer Drivers provide delivery services to seniors and people with a disability in their community. The drivers deliver essentials like medicines, groceries and milk. During the lockdown, STAR Transport facilitated travel for hospital visits, checkups and surgery. Our Volunteer Drivers showed dedication in providing services to our community to keep our service going. Warren, STAR Logistics Manager, says "We prioritise your safety."

## 2. STAR Call Centre Assistance:

Numerous cases have been reported of lockdown affecting the mental well-being of senior citizens. Due to the absence of regular care, several elderly people living alone are living in isolation. STAR Community Services has completed thousands of welfare checks on our clients and made sure their needs are met. They call, have a chat over the phone and inform them of the current government restrictions. You can call the team to clarify doubts or to make a request. Tracy, STAR Call Centre Manager, says "We are here for you."

## 3. STAR Care Support:

The STAR Care team have been available consistently throughout the lockdown period. These Support Workers follow good hand and respiratory hygiene, and are equipped with masks, gloves and hand sanitiser. They have helped many senior citizens and people with disabilities with daily care and companionship. Melissa, STAR Care Manager, says "We support your needs."

## 4. STAR Transport:

One of the missions of the STAR team is to eliminate social isolation. STAR Transport have initiated many social programs which bring people together for lunch, fitness, wellness and information sessions. Some of these programs are temporarily postponed due to COVID; once the restrictions ease, your favourite programs will restart. Warren, STAR Logistics Manager, says "We take you places."



**UNIVERSITY OF THE THIRD AGE**  
Redlands District Inc  
[www.u3aredlands.com.au](http://www.u3aredlands.com.au)  
07 3821 3888

Connecting Seniors to Lifelong Learning



**Classes Starting Again:**

- Following Government and Health directions, some classes at U3A Redlands will start again from 13 July
- All classes will have a COVID Safe Work Plan
- There will be some new procedures
- Check with your Tutor
- Visit the website for more information [www.u3aredlands.com.au](http://www.u3aredlands.com.au)

Affordable Education. Learn in a relaxed environment.  
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For more information please call 07 3821 3888  
Email: [admin@u3aredlands.com.au](mailto:admin@u3aredlands.com.au)

## 5. STAR Tech Training:

STAR has a new program to help seniors learn the technology to get online. During COVID, this program has been very successful allowing people who might be isolated to connect with friends and family using Facebook, FaceTime or ZOOM. The program provides a tablet computer and Google Home Mini. STAR provides training and support to get them online. Neha, STAR Tech Project Manager, says "We will get you connected."

**Thank you to the STAR team who has given their time to support vulnerable people throughout Queensland.**

## Proud Supporters of STAR Community Services



## Rights & Responsibilities

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



STAR supports the Australian User Rights Principles of 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 between you and your service provider
- have your care and services reviewed
- privacy and confidentiality of your personal information
- be given information on how to make comments or complaints about your care
- have your fees determined in a way that is transparent 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