

March 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*

*Servicing our community since 1996*

*Home Care Packages, Home Maintenance, Social Support Group & Individual, Transport*

# A few friendly reminders

## Public Holidays

30 Mar Fri	Good Friday
31 Mar Sat	Day following Good Friday
1 Apr Sun	Easter Sunday
2 Apr Mon	Easter Monday
25 Apr Wed	Anzac Day
7 May Mon	Labour Day

## 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



Welcome one and all.

This is the first newsletter of 2018, and I am happy to report that after a short and much needed break over Christmas and New Year, we've hit the ground running.

As we progress into the future, we are always evolving. STAR has a direction of growth and diversity which aligns with our endeavours to offer much needed community services to those who need it most. We are fast becoming a highly reputable one-stop-shop for Disability and In Home Aged Care services.

I am extremely privileged to lead an organisation that offers equal opportunities for employment while building an amazing team of volunteers to assist with the delivery of care services to our clients.

As you know we introduced a cashless service last year. One year on, we are all reaping the benefits of quick and efficient processes- thanks to the tremendous improvements made by cashless transactions. While I understand there may have been some minor issues in the beginning, but they have now been resolved and I thank you for your patience. We are now reviewing our options to streamline accounts software.

STAR has an amazing team that works extremely hard to support healthy, independent living for our clients. Mel Bannerman-STAR Care Service Manager, has been with STAR for over a year now. In the last year, Mel has introduced many activities and programs and provided valuable NDIS related guidance to people with a disability. To help the Redlands community prepare for the scheduled rollout of NDIS in July 2018, Mel has organised a range of information sessions for participants and their carers and families. You will find more information on page 6. Please book in early as spots are limited.

Finally, we constantly review our capacity to deliver additional services to the community and we are always keen to hear your comments and suggestions. As an insert to this newsletter you will see STAR 2018 Client Survey. I strongly urge you to complete the survey and send it back in the reply-paid envelope to allow us to offer more quality services to our community.

A handwritten signature in black ink that reads "Patsy".

Regards

Patsy Wilshire  
General Manager

# Introducing 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 starting Monday March 5, 2018

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 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.

**Call STAR on 07 3821 6699 to book.**



## 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.**

26.03.18	Canungra and Kooralbyn
09.04.18	Fernvale and Mt Glorious
23.04.18	Glass House Mountains and Kenilworth
04.05.18(Fri)	Kooroomba Lavender Farm
21.05.18	TBA
04.06.18	Springfield and the Wivenhoe Dam
18.06.18	TBA
02.07.18	Sunshine Coast
16.07.18	Brisbane River Cruise

**Ring the social  
hotline on:**

**3086 0009**

**for information on  
the latest outing.**

Please note: 1. Restrictions on numbers apply. 2. Price and venue are subject to change. 3. Please ring the social hotline 07 3086 0009 for updated information on all charters. 4. This service is currently available only to Redlands residents, aged 65 or over.

# Getting Ready for NDIS in Redlands

FREE  
Information  
Sessions for  
NDIS Families.



STAR is supporting the Redlands community to gear up for the scheduled launch of National Disability Insurance Scheme (NDIS) in July 2018.

STAR is running a series of three-part information sessions from March to May 2018 to assist people with disability, their families and carers to learn more about the NDIS and how to make the most of it.

STAR Care Manager Melissa Bannerman will share her knowledge and experience with you to help you make the most of the opportunities presented by the NDIS. Sessions are free to attend, and each session will run for two hours. Complimentary refreshments, tea and coffee will be provided.

**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 for more information and to book.**



**1. Introduction to the NDIS.** Decode NDIS in plain English. Mel will share tips to help your GP fill out the Access Request form. Choose from the dates below:

Tuesday, March 13, 2018	6.30 pm – 8.30 pm
Thursday, March 15, 2018	6.30 pm – 8.30 pm



**2. Preparing for your NDIS Assessment meeting.** Learn the importance of pre-planning for your meeting with the National Disability Insurance Agency (NDIA) and where to get more help from?

Tuesday, April 24, 2018	6.30 pm – 8.30 pm
Thursday, April 26, 2018	6.30 pm – 8.30 pm



**3. I have a Plan. Now what?** What are the first steps with your new NDIS plan? How to access MyGov online? How to navigate the reviews and appeals process?

Tuesday, May 29, 2018	6.30 pm – 8.30 pm
Wednesday, May 30, 2018	10.00 am – 12.00 pm
Thursday, May 31, 2018	6.30 pm – 8.30 pm

# Transport Fees

Book your trips online. It's quick & simple.

## 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.

**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.

# Home Care Packages



The Australian Government's Home Care Package Program helps seniors live independently in their own home for as long as they can. Ormiston resident Wilma Glover has a Level 2 Home Care Package managed by STAR. "I've been a STAR transport client since 2015. When my care needs changed I had an assessment by Aged Care Assessment Team (ACAT) and was assigned a Home Care Package. I rang STAR to assist me."

STAR Care Coordinator Colleen Johnston worked with Wilma to design a package that suits her care needs and supports her in maintaining her independence whilst living in her own home. "We are very pleased that we've been able to support Wilma in living in her own home. As a part of her Home Care Package, she has access to transport, domestic assistance and help with shopping," said Colleen. Just like Wilma, many seniors across Redlands are choosing STAR

to manage their Home Care Packages. STAR is a trusted aged care services provider. "I am so pleased that we have an organisation like STAR in our community. My daughter is relieved and happy too that I am being looked after so well. I simply couldn't manage without STAR," added Wilma.

## Enjoy the independence of living in your own home

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.

- 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.

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.

## Choose from one of our packages or simply design your own

### Essentials

Level 1 Home Care Packages include services to cover your basic care needs.

### Advantage

Level 1 and 2 Home Care Packages include services for your intermediate and higher care needs.

### Premium

Level 3 and 4 Home Care Packages cover a range of specialised services.



# 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.



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door-to-door  
escorted  
shopping  
service

3821 6699



## STAR EasyShopper

*Make your weekly shopping fun*

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

**Registration for the service is essential. Please call STAR on 3821 6699.**

### Tuesday Shopping Trip

- Pick up from Cleveland, Thornlands, Victoria Point and Redland Bay
- Travelling to Victoria Point Shopping Centre or Capalaba Park and Capalaba Central Shopping Centre on alternate weeks
- Fare \$10 \*

### Thursday Shopping Trip

- Pick up from Cleveland, Ormiston, Alexandra Hills, Wellington Point, Birkdale, Thorneside, and Capalaba
- Travelling to Cleveland Shopping Centre and Capalaba Park.
- Fare \$10 \*

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

# REDLAND HOME ASSIST SECURE PROGRAM

**Redland Home Assist Secure (RHAS)** is here to make everyday living a little easier for you.

If you're over 60 or have a disability you may be eligible for help with basic home maintenance, minor home modifications and safety hazards in your home. From blown light globes and leaking taps to overgrown gardens and minor modifications like access ramps and grab rails, we're here to help you live as independently as possible and to continue living in your home for as long as possible.

Other services RHAS can help you access include electrical, plumbing, cleaning, pest control, smoke alarms, locksmiths, gardening and lawn mowing and a range of other general handyman services.

RHAS operates through funding from the Commonwealth and State Governments. Under the funding guidelines assistance is provided to accommodate safety, health or security concerns in the home. For some services, you may be required to contribute a small co-payment which assists with making these programs more sustainable into the future.

As a STAR client you are likely to already be registered with My Aged Care (MAC), which means you can ring MAC on 1800 200 422 to let them know you need home maintenance and modification assistance and would like Redlands Home Assist Secure (RHAS) to deliver those services.

Please don't hesitate to give our friendly staff a call on 07 3383 3030 if you would like any more information about how we can help you to achieve peace of mind when things go wrong in your home.



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

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

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

# Drivers in Spotlight

## Wieber Vlasveld



I was born in Amsterdam, Holland and moved to Australia with my parents in 1951.

We lived in many different areas-Balmoral, Nudgee, Stafford, Woodridge and Sunnybank to name a few. When I grew up I went to work as a Cabinet Making apprentice. I still recall that my first wage was 6 pounds and 10 shillings per week!

Many years later, I changed professions and

## Peter Vandermeer



I am originally of Dutch origin and came to Australia as a child. I have lived in or around the Redlands since 1957 and have seen many changes in the area since then. My wife Diane and I have two sons.

During my career spanning 45 years, I have worked in a variety of industries including mining,

joined PMG which eventually became TELSTRA in 1995. I worked there for 37 years before I took voluntary redundancy in 2007.

I have always had a keen desire to give back to our community. For the last 10 years I have been part of a group called Mudflat Toys. Started about 20 years ago by a couple of builders, it is an organisation of retirees who have a desire to help the community by making toys for disadvantaged children.

At Christmas time, the toys are donated to the Salvos, Silky Oaks, Kids with cancer, Mater Hospital Auxiliary and many other organisations-bringing immense joy to not only the children but also all the toy makers.

A couple of years ago I started as a volunteer driver for STAR. I really enjoy driving for our clients, I feel as if they are my extended family. We have some great conversations. There is such a wide variety of people with their own interesting stories. I am pleased that I can make a difference to their lives. My wife and I have two daughters and 3 grandchildren.

local government and manufacturing. The most recent being involved in a gold mining operation in Papua New Guinea. My role was to negotiate contracts for the procurement of all equipment, services and supplies to the mining operation and have them shipped from all over the world and transported to the mine in the highlands of PNG.

Those who know me would be aware that my passion is to race historic motor cars and my pride and joy is the green Porsche you may see me driving around the Redlands from time to time.

Back in 2015 I began to consider life after full time work. I always wanted to be involved in some form of community service, so later that year I applied to be a volunteer driver with STAR. Right from the first day I felt that this was something that I wanted to do, and I have enjoyed every day since then.

I have found STAR to be a well-run organisation staffed by people who are both friendly and competent. A real pleasure to be a part of that.

# Meet STAR Team

## Tracy Darroch

### Home Maintenance Coordinator

I moved to Australia from Scotland with my husband and daughter. We've lived in the Redlands for just over 5 years now.

We first came to Australia in 2010 on a holiday, and fell in love with the weather. I have never seen so much sun before. Its great! Although Scotland is a beautiful place it does rain a lot! We have settled so well in Australia!

We have even bought a caravan and are now looking forward to exploring this amazing country.

Back in Scotland I worked for a Community Housing Provider for nearly 20 years- starting as a Receptionist and leaving as the Senior Maintenance Officer. I saw the community and residents grow and change while the Housing Association grew with it.

When I came to Australia I worked for a Computer Software company for a few years growing my IT knowledge but I missed the feeling of working to benefit the community. So I joined a Not For Profit



Housing Provider on the Bayside and was there for 3 years.

In a bid to increase my expertise and work more closely with people rather than paper, I took the opportunity and joined STAR.

I have loved every minute so far and cannot believe the community spirit and commitment from the Staff and Volunteers here. They have made me so welcome and I already feel part of the team.

## Meet new STAR Companions



My name is Samuel and I am from Brazil. I like to volunteer because it makes me feel better. I feel pleased with myself. For me, it doesn't matter what ethnicity, age or place - I simply enjoy being helpful.

My name is Dayane. I am a Brazilian student. I like to volunteer because I believe in love. I believe that love transcends national borders, culture or beliefs.

When you help someone with good attitudes and actions it all comes back to you- life is a mirror!



# STAR Transport shines at CTO Awards



STAR Community Transport has been recognised for its service to the community in supporting the elderly, frail, and people with disabilities to enjoy an independent and healthy life.

STAR received the runner-up award for 2017 Community Transport of the Year in November 2017. CTO is the peak industry body for members in the community transport sector operating in New South Wales and Queensland.

“We are proud to be recognised as one of the top three community transport organisations operating in NSW and Queensland. It is such an honour to be recognised amongst our peers. Much of the credit goes to our brilliant team- both staff and volunteers- who work tirelessly to ensure that everyone in our local communities have access to easy and affordable transport options” said Ms Patsy Wilshire, STAR General Manager.

Redland City Mayor Karen Williams has congratulated STAR Community Transport on their award. “Council has worked with STAR Community Services for more than 20 years, and we’ve seen the organisation’s commitment to wellness in the community through its coordination of the Redland Disability Network on our behalf. STAR is a trusted local service provider which has shown it is dedicated to improving services in the Redlands.”

## Wonderful Services

*STAR’s new authorised contractor for Garden Maintenance Services*



Wonderful Services  
Can't get to it?.. Wonderful! Allow us to help you



At STAR we are committed to supporting members of our community enjoy a healthier, independent life. We are always eager to initiate and strengthen community partnerships with organisations that share our vision.

We would like to extend a warm welcome to Wonderful Services as our partners in providing garden maintenance services to our clients.

Wonderful Services is a Social Enterprise Initiative of Canefields Clubhouse Beenleigh Inc. The group offers meaningful employment opportunities to adults experiencing mental illness, supporting them in acquiring skills, confidence and regaining good mental health.

Read more about Wonderful Services at [canefieldsclubhouse.org.au](http://canefieldsclubhouse.org.au)

# Community Support



STAR graciously accepted \$500 donation from Lions Club of Redland Bay-Victoria Point. “We are honoured to receive support from other community organisations operating in Redlands. Through collaboration and support from other organisations like the Lions Club we can develop and deliver better services to our clients,” said Patsy Wilshire, General Manager of STAR.

David Lodge, the President of Lions Club of Redland Bay-Victoria Point presented the cheque. “As an active Club supporting the community of the Redlands, 100% of the proceeds of our public fundraising activities are directed back into the community as donations. STAR was nominated by Victoria Point Shopping Centre to receive the funds which were raised through gold coin donations by the public for Christmas Gift wrapping.”

“STAR and Victoria Point Shopping Centre share a long-standing relationship. Many of our senior visitors use STAR EasyShopper bus service to enjoy a few hours of shopping, visit the post office or simply enjoy a coffee with friends. The service makes it very easy for the elderly to get out and about without relying on friends or family to drive them. We are very pleased to support a community organisation like STAR,” said Ashley Balzary, Marketing Manager of Victoria Point Shopping Centre.

## Warren’s Lighter Moments



A couple in their nineties are both having some short term memory loss. While in for a checkup, the physician says that physically they’re okay, but since they’re having trouble remembering things, they might want to start writing things down.

Later that evening they’re sitting and reading, when the husband gets up.

“Would you like anything from the kitchen?” he asks.

“Some vanilla ice cream,” his wife replies.

“Okay.”

“Shouldn’t you write it down so you don’t forget it?” she asks.

“Don’t worry, I won’t forget.”

“Well,” she says. “A few raspberries on top would be great. You want to write that down?”

“I’ve got it, honey. A bowl of vanilla ice cream with raspberries on top.”

“And chocolate sauce, too. Maybe you’ll forget that. Want me to write it down for you?”

A little miffed, he replies, “I’ve got it! Ice cream, raspberries and chocolate sauce. I don’t need it written down, for gosh sakes!”

He waddles out to the kitchen. A half hour later, he comes back with a plate of ham and scrambled eggs, and gives it to his wife.

She stares at the plate a few seconds, then says, “You forgot my toast.”

# 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)



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