

*Thank you to all Secret Santas
for helping bring joy to so many!*



07 3821 6699

www.starcommunityservices.org.au

STAR office locations

Shop 15, 152 Shore Street W,
Cleveland 4163

Shop 4, 36-38 Southsea Terrace,
Macleay Island 4184

Shop 1, 5 Jacaranda Street,
East Ipswich 4305

163 Palmerin Street,
Warwick 4370



STAR
Community
Services

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A few friendly reminders

Booking Your Trip

To make a transport booking please call STAR between 9:00am - 2:00pm, Monday to Friday.

Please note

All bookings should be made at least 3 working days before the travel date. Occasionally, bookings may be closed earlier than the 72 hour window if we reach our capacity for trips for the day.

This decision may vary from day-to-day and depends on the demand for trips and available resources. To guarantee your trips, please book as early as possible.

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

Cancellations

Cancellations for **ALL STAR services** with less than 24 hours notice will incur 100% of the service fee.

Delays

Please allow for traffic delays when waiting for your driver to arrive. Please use transit lounges at the hospitals so we can get in touch with you if needed.

STAR Lanyard

Please put on your STAR lanyard while waiting to be picked up by STAR. This helps the STAR drivers locate you. If you don't have one, please ask your driver for a STAR Lanyard next time you travel with us. Cost is \$2.

Changes to your scheduled trip

A minimum of 24 hours notice is required for any changes to your scheduled trip. We are unable to be make any changes, if less than 24 hours' notice is given. This is because our team schedules an average of 500 trips a day across several locations. While we will always attempt to help- we may not have a driver or a vehicle available at the changed time, if your appointment time changes at a short notice.

Please let the medical centre/hospital know that you are travelling by community transport and unable to change your scheduled trip at short notice.

Message from the CEO



Dear all,

As I write this message I am filled with a sense of pride and accomplishment. It is with great pleasure and excitement that I share our recent success: STAR has been awarded the prestigious 2024 Redlands Coast Australia Day Award for Community Organisation!

This incredible achievement is dedicated to our team members who've been serving our clients directly, supporting them to continue to live independently and with dignity - for 28 years! Congratulations and thank you for your passion and dedication.

As we celebrate our achievement, I also want to take a moment to extend an invitation to anyone who may be interested in joining our volunteering team. As a community organisation, STAR relies heavily on volunteers to deliver our services to as many vulnerable people as possible. Our volunteers perform a range of roles including

driving, admin support, companionship support to seniors and as call centre operators, to name a few. Do you know someone who has some time on their hands and a desire to make a positive impact in our community? Please ask them to call STAR and have a chat with our volunteer coordinator Jules Evans.

Mark your calendars for our upcoming Community Celebration on May 18th. This event is the highlight of our year and a wonderful opportunity to celebrate the incredible community that we are privileged to be a part of. More details on page 10.

Another important piece of information worth noting is that all our transport bookings now require 3 working days notice. This is to ensure that we can allocate our resources efficiently. For more information you can always ring our friendly transport bookings team on 3821 6699.

Finally, I want to express my sincere gratitude to each of you for your patience and understanding as we navigate the challenges posed by workforce shortages. Like many other providers, we are facing unique challenges but be assured that our team is working hard to find creative solutions and keep providing the best service to you.

As always, if you have any comments, feedback or suggestions, please simply give us a call. We look forward to hearing from you.

Patsy Wilshire, STAR CEO

Upcoming Public Holidays



Good Friday	29 March	Toowomba Show	19 April
Day After Good Friday	30 March	Anzac Day	25 April
Easter Sunday	31 March	Labour Day	6 May
Easter Monday	1 April	Ipswich Show	17 May

STAR Home Care Packages

Ray's Home Care Package is helping improve his bowling game

Ray Jeans has a Level 4 Home Care Package. "I have been using STAR transport for a long time. When I got approved for a Home Care Package, it was a natural choice for me to continue with STAR as I've always been very happy with the service."

"I knew that a Home Care Package will help me get access to aged care services but my STAR Care Coordinator helped me make the most of it."

Ray has always enjoyed bowling. Being in a wheelchair now, he has limited mobility. After his discussions with his STAR Care Coordinator, he has been able to access a Nintendo Wii through his package.

"Playing bowling on my Nintendo Wii with my STAR support worker is the highlight of my week. I look forward to it and as a bonus I am able to exercise my arms. I can do some physical activity and have fun."

Studies suggest that playing online games such as Wii has been found to improve the physical activity levels and psychological quality of life amongst seniors and people with limited mobility.

"Through my Home Care Package with STAR, I have been able to get access to options, to live on my own, to get out, socialise and make the most of the day."



Call STAR to discuss how you can make the most of your Home Care Package.

STAR can support you in the process of accessing and managing your Home Care Package from level 1 to level 4.

With STAR, you will receive:

- Dedicated Care Coordinator and a consistent reliable support team
- Support workers are introduced to you before commencing services
- Individualised support plan
- After hours emergency contacts
- Get exclusive access to unique services that enhance your independence e.g. technology training, home safety assessment and customised social programs
- Nursing assessment upon commencement and then annually, or as required.
- Low flat monthly fee and no hidden charges

**Book your free
consultation today.
Call 07 3821 6699**

Let's Get Social

Upcoming Day Trips/Social Charters

Get your diaries out and plan something fun today! We have organised a busy calendar for you with our full day social charters. All day trips have morning tea and lunch breaks along the way at pre-selected venues. To book simply call STAR on 3821 6699 and press option 1. Bookings can be made 1 month in advance. Destinations may change with notice. Costs and eligibility criteria apply.

• April 2024

Day trip to Kalbar, Boonah, morning tea at Summer Land Camels

Ipswich 04/04/2024; Redlands: 15/04/2024

Day trip to Landsborough Township Maroochy Arts & Ecology Centre

Ipswich 18/04/2024; Redlands: 29/04/2024

• May 2024

Day trip to Hinze Dam

Ipswich 02/05/2024; Redlands: 13/05/2024

Day trip to Old Petrie Town

Ipswich 16/05/2024; Redlands: 27/05/2024;

Day trip to Queensland Museum

Ipswich 30/05/2024

• June 2024

Day trip to Queensland Museum

Redlands: 10/06/2024

Day trip to Mt Beerburrum Lookout

Ipswich 13/06/2024; Redlands 24/06/2024

Introducing Brunch with Friends!



Embrace the spirit of community and connection at Brunch with Friends. Join STAR for Brunch with Friends.

Every Monday and Wednesday
From 10 am -12 pm, at 152
Shore St West, Cleveland

Open to all Redlands Seniors.
Cost is \$5 per day. For more
information, call Morag at STAR
on 3821 6699.

Redland City Council is proud to provide funding for the Brunch with Friends program as part of the Civic Support Fund to assist the Redlands community.

STAR Lunch Club

A good meal is best shared. Come along to STAR Lunch Club and make new friends in your neighbourhood. Enjoy a lovely lunch with great company. Available in Redlands and Ipswich. Cost and eligibility criteria applies.

Volunteer Visitor!



Marion reached out after seeing STAR Friends promoted in her local Ipswich newspaper.

Within no time STAR Friend Volunteer Nancy commenced visiting and the two hit it off!

“It is really lovely to have Nancy as a friend to do girl things together, like going shopping or baking” Marion said.

Seven months have flown by. Nancy reflects on her visits with Marion stating: “Visiting Marion is mutually beneficial. I haven’t lived here all that long and don’t have many friends. Visiting Marion has given me a sense of purpose. I really enjoy getting out and about, and spending quality time with someone who loves a laugh just as much as me.”

Nancy and Marion share a beautiful friendship and look forward to many happy adventures to come!

Would you enjoy visits from a STAR Friend? If you are on a Home Care Package or on the national waitlist, you can join STAR Friends. A friendly visitor from your local community will visit you once a fortnight.

You can choose to simply enjoy a cuppa together and chat, or

- go for a walk or an outing in the community
- play games together such as chess or cards
- do arts and crafts
- rekindle hobbies and more!

STAR Friends is a free service. It is currently available in Toowoomba, Darling Downs, Ipswich and surrounding suburbs, Redlands including Bay Islands and Logan. Please call Jessy Byrnes at STAR on 3821 6699 or email starfriends@starct.org.au



Independent audiologists to care for your hearing

FREE Transport* with STAR Community Services to all Fidelity Hearing Services

Including your \$49.50 - STAR Client Special - Microsuction wax removal + hearing health check

Full subsidised services available for pensioners + DVA.



*Valid to 30 June 2024. This transport is available for CHSP and CTF Clients only. Transport must be booked with STAR Community Services to our Birkdale clinic (for Redlands) or Springwood (for Logan). Fidelity Hearing Centre will cover your client contribution return travel costs for a full audiological consultation booking.



It makes good sense to plan ahead

We all deserve a meaningful farewell and what better way to guarantee it, than by pre-arranging it yourself. You get to choose exactly what you want and in doing so, you’re lifting the burden off your family so they can focus on honouring your life.



Pre-arranged Funerals

Brisbane 3851 7800 | Browns Plains 3800 7500
Redlands 3821 4570 | Deception Bay 3888 3535
alexgowfunerals.com.au

Thank you for giving so many smiles

A huge thank you for your Christmas spirit with Secret Santa 2023.

Donating gifts, wrapping gifts, creating hampers, and delivering hampers, to seniors who are on their own this Christmas, could not happen without your support.

The response this year was amazing!

Across Darling Downs, Gold Coast, Redlands, Ipswich and Logan, 891 hampers have been delivered to seniors who are on their own this Christmas.

We were also able to support other community groups with over additional 2,274 gifts/toiletries and 1,978 food items.

All of the deliverers will let you know how much the hampers meant to the senior receiving it. Tears of joy, surprise, and heartfelt happiness that someone had thought of them.

We have received many, many, many emotional calls and messages from recipients. These are just a few:

- Shirley: "You actually brought that for me."
- Andy: "For those of us who have no partner, these hampers bring a missing warmth to Christmas. Thank you."
- Patricia: Could hardly get her words out – she said "I had never received anything like that before ever."
- Christine: "The most beautiful lady standing in the pouring rain under a big umbrella delivered a hamper full of goodies. Thank You."
- John: "Thank you for thinking of me."

Thank you to Logan City Council, Ipswich City Council and Redland City Council for their continued support.

78 STAR volunteers and staff assisted in collecting, wrapping and delivering gifts to elderly and vulnerable people. Plus corporate volunteers from AECOM, Bunnings, Ambu Australia & New Zealand and Solution Underwriting Agency Pty Ltd Underwriting gave amazing support.

Watch out for the Annual Impact Report for a full article of supporters.





It is wonderful to have the ongoing support from Bruce Paige and 9 News. Photo of Bruce Paige with Heather Coombes.



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Dr Valentina Belonogoff Dentist BDS (Qld)

Dr Alexandra Belonogoff Dentist BDS (Qld)

Michelle Burnett Dental Hygienist / Therapist

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*Conditions apply. Passenger vehicles only. Some makes & models may incur extra charges. Valid until 30/06/2024



Mental Health First Aid Training

There is growing awareness to support those with mental health issues in our community. Thanks to a Redland City Council Community Grant, STAR has been able to hold Mental Health First Aid Workshops for our staff. This training will enhance our staff's ability to openly discuss and build awareness of mental health issues, and reduce the stigma around the topic.

The 2018 Qld Government Health Indicators in Redlands indicates an average of 598 hospital separations per year for anxiety and depression. STAR's aim is to improve its capacity to support the Redland Coast community by being trained to identify and assist with mental wellbeing, while increasing the understanding of risk factors.



Redland City Council is proud to provide funding for the Mental Health First Aid Workshop as part of the Community Grant program to assist the Redlands community.



Community Celebration!



RABY BAY HARBOUR PARK, CLEVELAND
SATURDAY, 18 MAY 2024, 12:00 NOON TO 6:00PM

Let's celebrate our wonderful community

Meet the faces behind your favourite local groups and non profit organisations. Join in to celebrate the amazing volunteers who work tirelessly behind the scenes to make our community better and stronger!

Annual Volunteer Award Ceremony at 5:00pm & Laser Show at 6.00pm.

Everyone is welcome!

All afternoon: Kids Games, Face-painting, Food Stalls, Animal Farm, Jumping Castle, Chess Challenge and more! Come and be a part of the festivities.

Live Entertainment, Laser Show and More!

There is something for everyone!

More information coming to www.starcommunityservices.org.au/Facebook/Instagram

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Technology Training for seniors



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Join STAR Tech today!

- Get more confident in using your digital device e.g. Android Tablet, iPad, iPhone, Android Smart phone
- Personalised training for beginners to master basic digital skills. New android tablet available to all new clients
- Exclusive invitation to regular Tech and Tea social events. Get expert tips on online safety, useful apps to enrich your retirement years, connect to your local library, understand tech jargon, learn to take great photos from your phone and more.

The STAR Tech Program is available via referral from My Aged Care. Simply call STAR for more info.

A one-off program service fee applies. Open to residents of Ipswich and Redlands including the Bay Islands; aged 65 and over or aged 50 and over for Aboriginal and Torres Strait Islander people. Conditions apply. Supported by the Australian Government Department of Health through the Commonwealth Home Support Programme (CHSP) Innovation Funding.

Travelling on the weekend is easy with STAR

Did you know that even when our offices are closed, you can still access our subsidised community transport service?

If you have to travel on the weekend or later in the evenings, please ask us about our indirect transport service.

We can provide you with taxi vouchers for your trip to and back from you appointment.

Our goal is to support you in staying connected with your loved ones and communities at large. Whether you need to travel for social or medical appointments, during the week or on weekends, STAR is here to help.

If you have any questions please call us on 3821 6699 for more information. Cost and eligibility criteria apply.



Transport Rates for CHSP Clients



Distance	Fare*
Less than 20 km	\$9.45
20 km-30 km	\$23.10
Over 30 km	\$2.10 per km
Over 50 km	By negotiation
Attendants/Carers	50% of passenger fare
Private passenger	\$2.10 per km, 10 km min

* The rates are effective from 1 Aug 2023. Fares are one way. Final cost is based on total distance travelled. When you book your trip, we calculate the distance to determine your fare upfront. Please ask the team if you require a quote prior to travel. Fees are subject to change with notice. Please contact STAR for more information.

More ways to get in touch with us

Our call centres are operated by a dedicated team of community volunteers. They experience a very high call volume at certain times of the day, such as in the morning. If your matter is not urgent you may like to consider one of the below options:



1. Call in the afternoon when the call volume is relatively lower
2. Email us on the below email addresses corresponding with the information you need:
 - a. Maintenance/Gardening ServiceSHAS@starct.org.au
 - b. New Additional Service Enquiries/Referrals.....Referrals@starct.org.au
 - c. Home Care Package/Aged Care ServicesEnquiries@starcare.org.au
 - d. NDIS Services NDISenquiries@starcare.org.au
 - e. General Enquiries Info@starcommunityservices.org.au

STAR's NDIS Support Coordination Service

Navigating the complex landscape of the National Disability Insurance Scheme (NDIS) can be overwhelming. STAR's NDIS Support Coordination is here to support you start or continue your NDIS journey.

Support Coordination helps you to make the best use of your supports in plan. With STAR's NDIS Support Coordinators can help you

- Understand and use you NDIS plan to pursue your goals
- Connect you with NDIS providers, community, mainstream and other government services
- Build your confidence and skills to use and coordinate your supports.

Our NDIS Support Coordinators get to know you and understand your needs and passions. They offer personalized assistance in understanding, accessing, and optimizing NDIS funding and services.

Give us a call on 3821 6699 or email supportcoordination@starcare.org.au to get in touch with our NDIS support coordinators.



STAR's guiding principles for our aged care and NDIS services

Social Role Valorisation (SRV) is about giving everyone a fair chance to be part of society, no matter their abilities or background.

SRV encourages communities to see the strengths and worth in each person. It's about making sure everyone has opportunities to learn, grow, and contribute.

SRV aims to support people to live fulfilling lives and be valued members of their communities.

STAR's aged care and NDIS services are firmly entrenched in the SRV philosophy. Our team is qualified and dedicated to supporting each and every one of our clients to live a valued life.

Celebrating our transport booking team

PLEASE NOTE:
All transport bookings require 3 working days notice.



Meet some of the selfless volunteers who work tirelessly behind the scenes to facilitate transport to STAR clients.

STAR's transport booking team is made up of incredible volunteers who give up their time and provide useful skills to ensure our clients are able to get to not only their medical appointments, but also a trip to the shops, bank, library hairdresser or simply for a catch up with a friend or family. What sets this team apart is that most members have been volunteering for several years, demonstrating their commitment and passion for helping others. "Chatting to our clients and being able to help them is what I enjoy most about my role," said Geraldine.

In addition to simply booking a trip, the team offers a friendly voice and listening ears to the callers - which makes all the difference. "Some clients are unsure of the process and feel vulnerable asking for help. They are so grateful when I go the extra mile to help them figure out a solution," said Lynn.

Jean has been volunteering for over 6 years and enjoys "being able to help our clients live in their homes for longer." With over a decade of volunteering behind her, Catherine's motivation is give back to her community. "I really enjoy working with my team. I've built strong friendships over the years.

STAR's transport booking team is truly keeping the wheels of our community in motion. A huge thanks to them for making a real difference – one call at a time.



Proud Supporters of STAR Community Services



38, Middle Street
Cleveland, 4162
Phone (07) 5206 1302



ADA Australia Advocacy

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

For more information contact Aged and Disability Advocacy Australia (ADA formerly QADA) on 1800 818 338 or visit www.adaaustralia.com.au



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 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

STAR supports the Australian User Rights Principles of 2014.

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We have lifestyle specialists
who can help you arranging
cleaners, packing,
removalists, preparing and
listing your home for sale and
move into the right place.

