

STAR NEWS

March 2023



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.

All bookings should be made at least 2 working days before the travel date. Please note that occasionally, bookings may be closed earlier than the 48 hr 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 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

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

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



Upcoming Public Holidays

Good Friday	7 April	Easter Monday	10 April
Day After Good Friday	8 April	Anzac Day	25 April
Easter Sunday	9 April	Labour Day	1 May

Message from the CEO



Welcome to the March edition of STAR newsletter. Hope you've had a good start to 2023.

Recently, STAR underwent our mid-point NDIS Certification Audit. I am very pleased to announce that we achieved a result of 100% compliance! As we continue to improve, to go above and beyond the compliance standards, we would like to thank our clients for their regular feedback and support. Also congratulations to STAR's NDIS team for consistently delivering empathetic, supportive, client-centred services.

I am also pleased to announce that we have opened a satellite office location in Warwick. STAR has been operating in Warwick for 2 years. Our new satellite office will help us connect with the local community of the Southern Downs and continue to service the elderly and people living with disability. If you have friends or family who live in or around Warwick and may benefit from STAR's services please put them in touch with us. All our services and locations are listed on page 5.

In addition to all of our existing services, we are able to offer a new service to our aged care clients – care finder. Care finder supports vulnerable older people who would not be able to arrange services without intensive support and do not have a family member or friends who can help. STAR Care Finders can help people understand what aged care services are available, set up an assessment and find and select services. The My Aged Care Website www.myagedcare.gov.au has more information on the care finder service, or call 1800 200 422.

There are many changes ahead for STAR and other service providers in the aged and disability industries due to the recent reforms. If you have any questions around the changes, we would like to hear from you. STAR now has a range of Client Advisory Groups, which will feed into the Consumer Advisory Committee. This initiative will allow STAR to gain continuous feedback and insights to ensure improvements and quality service delivery.

STAR is gearing up for our annual Community Celebration on 13 May. This event is for everyone to celebrate our wonderful community spirit and cheer our local heroes. Please see details on page 8 and if you are in or near Redlands, please join in the fun! We would love to see you there.

I wish you and your loved ones a joyful and safe Easter.

A handwritten signature in black ink that reads "Patsy Wilshire". The signature is written in a cursive, flowing style.

Patsy Wilshire, STAR CEO

Home Care Packages

A Home Care Package is a coordinated package of care and services to help you live independently in your home for as long as you can.

Home Care Packages (HCP) are one of the ways that older Australians can access affordable care services to get some help at home. They are designed for those with more complex care needs that go beyond the basic care needs.



Levels of Home Care Package

There are 4 levels of Home Care Packages ranging from level 1 for basic care needs to level 4 for high care level needs. More information is available on www.myagedcare.gov.au

Package level	Level of care needs
Level 1	Basic care needs
Level 2	Low care needs
Level 3	Intermediate care needs
Level 4	High care needs

Once your home care package has been approved, contact STAR for a one on one consultation with a STAR Care Coordinator about how to make the most of your package.

Why choose STAR to help you manage your Home Care Package?

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
- Low flat monthly fee and **no hidden charges.**
- 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
- No set up fee. No exit fee



OUR SERVICES AND LOCATIONS

This information is correct as of March 2023.

Please call STAR on 3821 6699 for updates.

REDLANDS	• NDIS Support Coordination	Available now
	• Home Care Packages	Available now
	• Transport for over 65s and NDIS clients	Available now
	• Community Transport for non NDIS clients with disability, under 65s who are disadvantaged	Available now
	• Social Support Group Activities for over 65s i.e. lunch clubs, social charters	Currently unavailable to new clients
	• Social Support Individual Activities for over 65s i.e. Companionship program	Available now
	• Technology Training Program for seniors	Available now
	• Home Modifications	Available now
	• Assistance with Care and Housing	Available now
	• Gardening services	Available now
IPSWICH	• Home Care Packages	Available now
	• NDIS Services	Available now
	• NDIS Support Coordination	Available now
	• Transport for over 65s and NDIS clients	Available now
	• Community Transport for non NDIS clients with disability, under 65 who are disadvantaged	Available now
	• Social Support Group Activities for over 65s i.e. lunch clubs, social charters	Available now
	• Social Support Individual Activities for over 65s i.e. Companionship program	Available now
	• Technology Training Program for seniors	Available now
	• Home Maintenance and Gardening	Currently unavailable to new clients
	• Assistance with Care and Housing	Available now
LOGAN	• Home Care Packages	Available now
	• NDIS Services	Available now
	• NDIS Support Coordination	Available now
	• Transport for over 65s and NDIS clients	Available now
	• Assistance with Care and Housing	Available now
	• Home Maintenance	Currently unavailable to new clients
	• Gardening services	Currently unavailable to new clients
	• Domestic Assistance	Available now
DARLING DOWNS	• NDIS Services	Available now
	• NDIS Support Coordination	Available now
	• Transport for over 65s and NDIS clients	Available now
	• Community Transport for non NDIS clients with disability, under 65 who are disadvantaged	Available now
	• Home Care Packages	Available now
	• Assistance with Care and Housing	Available now
GOLD COAST	• Transport for over 65s and NDIS clients	Available now
	• Home Care Packages	Available now
	• NDIS Services	Available now
	• NDIS Support Coordination	Available now
	• Assistance with Care and Housing	Available now
	• Home Maintenance	Currently unavailable to new clients
	• Gardening services	Currently unavailable to new clients

Social Programs for Seniors

STAR Social programs and activities are designed to support you in exploring your hobbies and interests, build stronger social connections and improve your overall wellbeing. Call STAR today to join in! Costs and eligibility criteria apply.

Fitness Program for Seniors

Stay on top of your health while enjoying a fun fitness session designed especially for those aged 65 or over. STAR Fitness Program helps you maintain strength, mobility and stability. The program is run by a fully qualified fitness instructor. Available in Redlands and Ipswich.

Companionship Program

Whether you need a hand to keep up with your hobbies or would just like to have a chat with someone over a cup of tea, or maybe you would like to join a walking club, try yoga, or go swimming- we are here to help. Ask about our Companionship Program on 3821 6699.



STAR Social Programs and Activities

Come along to STAR's full day social charters to interesting destinations and events. STAR social charters offer a great opportunity for you to get away from your 'ordinary day' and enjoy a fun, social outing. Join us and enjoy a well-deserved break.

Please note, we may not have a full schedule of venues booked in advance, but our bookings team can note your expression of interest. We will inform you when the venue is finalised and confirm your attendance. Ring 3821 6699 and press option 1 to talk to our Bookings Team.

Morning Tea and other events

STAR organises a range of events in various locations. These events are open to all STAR clients. If you would like to enjoy a morning tea or an information session and meet new people in your neighbourhood, please give us a call to find out what's happening in your local area.



Community Support at Christmas

THANK YOU!

Thank you to everyone who supported Secret Santa. 761 hampers and an additional 240 wrapped gifts were delivered to seniors who were on their own last Christmas. We have also been able to support other community groups with over 3,000 gifts, toiletries and food items

We had amazing people who gave donations, picked up gifts, wrapped gifts and created wonderful hampers.

All of the volunteer deliverers told of how much the hampers meant to the senior receiving them. 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. Including Lynette who upon receiving her hamper said, "Now it feels like Christmas".

Secret Santa couldn't happen without your support. Thank you!

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

It was wonderful that students worked hard to gather gifts to support seniors in their community. Thank you Bayview, Burrowes, Logan Village and Ipswich West State Schools, Raceview O.S.H.C, Bremer State High School, Ipswich Girls' Grammar School and AB Patterson College. Vietnam Veterans Fed. Qld, Lions Club of Carrara, Rotary Clubs of Beenleigh and Cleveland, Meals on Wheels in Ipswich, Logan, Beenleigh, Victoria Point, Cleveland and Capalaba all helped in so many ways and we thank you.

You can read our upcoming Annual Impact Report for details of all amazing business across Gold Coast, Logan, Ipswich and Redlands who support STAR on our website.

A big thank you to Bruce Paige who helped spread the word so more people could 'Become a Secret Santa'.



Rotary Club of Cleveland



Amazing volunteers

Community Celebration!



RABY BAY HARBOUR PARK, CLEVELAND
SATURDAY, 13 MAY 2023, 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.



Everyone is welcome

Kids Games, Face-painting, Food Stalls, Animal Farm, Jumping Castle, Chess Challenge and more! Come and be a part of the festivities. Laser show at 5:45pm.



Live Entertainment Laser Show and More!

There is something for everyone. Look out for the program of entertainment on our STAR website closer to the event - www.starcommunityservices.org.au

Free Entry



07 3821 6699

www.starcommunityservices.org.au



Community Celebration!

Don't miss this outstanding community event that celebrates the work of volunteers in a fun environment.

You will be entertained while you talk to a range of community groups who offer services in Redlands Coast.

If you like music, talking, chess or meeting new people come on down to this free outdoor event.

Lunch Club

Lunch Club is a wonderful way to meet new friends and get delicious food. The fabulous Redlands Sporting Club is one of the amazing hosts of our happy lunchers and definitely one of the favourites. There are different venues each week to delight your taste-buds.

Each person is picked-up at home, chats on the bus or in the car and escorted into the club where an appetising meal is ordered.

These trips are on Wednesday and Friday in the Redlands, and Tuesday and Thursday in Ipswich. If you would like to know cost or more information give STAR a call on 3821 6699.





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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
Cleveland 3821 4570 | Deception Bay 3888 3535
alexgowfunerals.com.au

Calling all Filmmakers!

STAR's Short Film Competition

Create a short, impactful and creative film on volunteering in Redlands Coast.

The winning entry will receive \$500!

How to Enter and Terms & Conditions at www.starcommunityservices.org.au

Closes 30 April 2023 (midnight)



The Award winning entry will be announced and showcased at the STAR Community Services' Community Celebration held at Raby Bay Harbour Park on Saturday, 13 May 2023.



Celebrating Kelvin

42 year old Kelvin has been a client of STAR for many years. For last few months, Kelvin and his STAR NDIS support workers have been working very closely together to plan and implement a customised program for him based on the guidelines of Social Role Valorisation (SRV).



SRV is all about making positive change in the lives of people, based on their likes and preferences, by enhancing their skills and social value.

With support from his STAR workers, Kelvin is thriving in his routine plan. He has always enjoyed participating in a whole range of different activities including being outdoors, creating art, walking and gardening. With his STAR support team behind him, he is now trying new activities that are helping him overcome his anxieties and develop good coping mechanisms.

Kelvin previously preferred quieter activities and did not like being in crowds and loud noises. He recently attended a Christmas BBQ party where he mingled with everyone. He even let us know when the music was too loud for him!

We are delighted and so proud of him growing so much more confident and expressing what he wants! We are looking forward to seeing him achieve his next goal as he heads to the driving range to whack a bucket of golf balls!

Understanding SRV



What is Social Role Valorisation (SRV)?

Social Role Valorisation is a dynamic set of beliefs and practice standards that analyse and shape the social roles of a person or group, with the goal of enhancing their image and competencies.

SRV helps us understand and implement the best ways to shift the devalued status of an individual, by supporting them to participate and contribute in the community, and live a meaningful life.

Why are Social Roles important?

Social Roles address the essential need to feel a sense of belonging, acceptance and contribution to our society. Positive roles give people confidence, which can create a healthy defence against others labelling them as socially devalued.

At STAR, we support our clients to gain a valued social role and have a sense of belonging. We are committed to help change negative perceptions about a person associated with their age or ability, by using effective tools such as,

- paying attention to the image of the person and those that support the person
- supporting the person to develop their skills and competencies.



STAR NDIS Team

Transport Rates for CHSP Clients



Distance

Fare*

Less than 20 km

\$9

20 km-30 km

\$22

Over 30 km

\$2 per km

Over 50 km

By negotiation

Attendants

50% of passenger fare

Private passenger

\$2 per km, 10 km min

* 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. Fees are subject to change with notice. Please contact STAR for more information.

Avoid long waiting times on the phone

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

Tech Tips: Making payment using BPAY



STAR is always looking for ways to improve our processes and offer a seamless service to our clients. We are pleased to offer you another easy and secure way to manage your STAR payments. For services provided from May 2023, your STAR invoice will include an option to pay via BPAY.

What is BPAY?

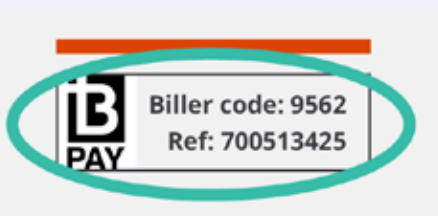
BPAY® is an easy and secure way to manage your bills with one payment method all through your online or phone banking.

BPAY can be a safer and easier way to pay bills. If you are registered with your bank for online banking or phone banking, paying your STAR invoice is quick, hassle-free and safe. See the steps below to make your payments.

When making a payment you must use the:

- BPAY Biller Code
- payment reference number

These details can be found at the bottom of your STAR Invoice. See example below:



How do I register for Phone or Online banking?

Please ring your bank or financial institution for more information on how to register for phone or online banking.

Steps to pay STAR invoice by BPAY

1. Online Banking

- Find the BPAY biller and reference code, located next to the BPAY logo at the bottom of your STAR invoice.
- Log in to your online banking account
- Select the BPAY or bill payment option
- Follow the prompts, using the reference and biller code on your invoice to make the payment

2. Phone Banking

- Find the BPAY biller and reference code, located next to the BPAY logo at the bottom of your STAR invoice.
- Call your Bank's online banking phone line
- Follow the prompts
- Select the BPAY or bill payment option
- Follow the prompts, using the reference and biller code on your invoice to make the payment.

DONT GET LEFT BEHIND. JOIN STAR TECH. If you need support with using technology in your everyday life such as downloading apps, basics of online safety, online banking etc- the STAR Tech program can assist you. STAR Tech is a unique training program to support seniors in becoming confident users of technology. STAR Tech is currently available in Redlands and Ipswich. Please call STAR on 3821 6699 for more information on STAR Tech. (Eligibility Criteria Apply).

In the Spotlight

When Di Thompson left a full time job she did not particularly enjoy, she knew that she wanted to do something meaningful with her time in retirement. "I have always volunteered in some capacity with whatever spare time I have available as I believe that we need to give something back to the community we live in. For me volunteering is an exchange of energy. As a volunteer, I get as much out of volunteering as I give."

"I moved from South Australia 40 years ago and have always

lived in the Redlands because I love it here."

"I volunteer every day, sometimes even on weekends- if I am needed. But my days and hours are flexible. When required, I can work around my personal schedule.

My passion is helping others to be the best version of themselves and I run a group that focuses on health and self-love using modalities such as Tapping."

Di Thompson STAR Owner Driver



"I think volunteering is a win-win situation. We can all do our bit, in our own time and at our own pace."

Natalie Perrett District Coordinator, Warwick



Natalie has 17 years' experience working in the community services in the Southern Downs area, in both business and not for profit organisations. "I am driven to ensure the most vulnerable in our community have access to quality client focused support services. "

"I feel STAR are able to offer quality, individualised services to our residents that meet community needs and complement existing services which is why I joined the team."

Natalie's interests are renovating houses and furniture items. She loves traveling.

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.

What's New in Aged Care?

Support at Home Program

The Support at home program is a key reform planned for the Australian aged care sector in the coming years. Aimed to start from July 2024, a reformed and improved in-home aged care will replace:

- Commonwealth Home Support Programme (CHSP)
- Home Care Packages Program
- Short-Term Restorative Care Programme
- Residential respite referrals.

To learn more about the changes planned for help at home, visit the My Aged Care Website www.myagedcare.gov.au and the Department of Health and Aged Care website www.health.gov.au. Get involved in the reforms and help drive change in the Australian aged care. You can participate in surveys, webinars, and face to face events. Visit the Ageing and Aged Care Engagement Hub website agedcareengagement.health.gov.au for more information.

Proud Supporters of STAR Community Services



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