

November 2022

07 3821 6699

www.starcommunityservices.org.au

STARNEWS



STAR
Community
Services

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

IPSWICH OFFICE
Shop 1, 5 Jacaranda Street
East Ipswich Qld 4305



*Merry
Christmas!*

STAR Community Services is Brisbane's leading not-for-profit organisation servicing the community since 1996.

Message from the CEO



Hello and welcome to the last STAR newsletter of 2022.

We started the year with a renewed hope of recovering from COVID-19 which impacted every aspect of our lives in the previous years.

Upon reflection I am pleased to say that through the various disruptions, the STAR team was able to continue supporting our most vulnerable clients. Thanks to the dedication, expertise and commitment of our staff and volunteers, we kept moving forward- making the most of every situation and learning important lessons along the way. A big thanks to all our clients for your patience and support.

STAR continues to evolve in response to the accelerated changes in the aged care and disability industries. To ensure our communities are well informed of the current aged care reforms and how it affects them, STAR hosted a series of events in the past few months. STAR clients were invited to attend the Future Directions Initiative event in August. In October, coinciding with the Queensland Seniors Months, we hosted the Know Your Aged Care Expos in three locations – Redlands, Logan and Ipswich. Many thanks to those who attended these events. Your positive feedback is very encouraging and we plan to organise similar events in future.

Speaking of changes, I am pleased to share that STAR has a new Chairperson. Please join me in welcoming Pam Bridges who has stepped up to the role of

STAR's Chairperson, as Rob Spencer makes a move to become a director on the STAR board. A special thanks to Rob for his outstanding contribution over the years and exemplary leadership that has supported STAR's continued growth and stability. You can read more about our exceptionally talented board members on page 14.

Some great news to share with our SMBI community. STAR recently opened a new office at Macleay Island to service the Bay Island community more efficiently and promptly. Please visit our friendly team during the office hours from Monday to Friday for your aged care or NDIS queries.

STAR is pulling together a consumer advisory group to guide us, from your viewpoint, on what is working well, not so well and the innovative ways we can offer services. I encourage you to submit your expression of interest to be part of this group at which time we will send you a terms of reference for the group and contact you for confirmation of your interest, you can email FBinesh@starct.org.au to express your interest or simply ring STAR and ask for Sima.

'Tis the season! STAR team is indeed brimming with joy and festive spirit as we launch our annual Secret Santa appeal! Last year, thanks to our generous communities, the appeal delivered 2600 gifts and 5500 food items to those who are sadly isolated during the holiday period. Let's get together and spread even more festive joy this year. You can help by making a donation or dropping a gift. More details are on page 8.

On behalf of the STAR family, I wish you a wonderful Christmas and a happy New Year!

Patsy Wilshire, CEO

UPCOMING PUBLIC HOLIDAYS

- Sunday 25 December - Christmas Day
- Monday 26 December - Boxing Day
- Tuesday 27 December - Additional public holiday for Christmas Day
- Sunday 1 January - New Year's Day
- Monday 2 January - Additional public holiday for New Year's Day
- Thursday 26 January - Australia Day

STAR office will close at 4:00 pm on Friday 23 December 2022 and re-open at 8:30am on Tuesday 3 January 2023.



OUR SERVICES AND LOCATIONS

This information is correct as of November 2022.

Please call STAR on 3821 6699 for updates.

Location	Services	Status
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 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	Currently unavailable to new clients
	• Technology Training Program for seniors	Available now
	• Shopper Bus for seniors	Available now
	• Home Modifications	Available now
	• Assistance with Care and Housing	Available now
	• Home Maintenance	Available now
	• Gardening services	Currently unavailable to new clients
	• Home Care Packages	Available now
	• NDIS Services	Available now
IPSWICH	• 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
	• Shopper Bus for seniors	Currently unavailable to new clients
	• Home Maintenance and Gardening	Available now
	• Assistance with Care and Housing	Available now
	LOGAN	• Home Care Packages
• 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		Available now
• Gardening services		Currently unavailable to new clients
• Domestic Assistance		Currently unavailable to new clients
DARLING DOWNS	• NDIS Services	Coming soon
	• 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	Available now
	• Gardening services	Currently unavailable to new clients

STAR 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.

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 Home Care Packages?

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
- 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
- Low flat monthly fee and no hidden charges.

Avoid long waiting times on phone when contacting STAR

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 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 Service | SHAS@starct.org.au |
| b. New Additional Service Enquiries/Referrals | Referrals@starct.org.au |
| c. Home Care Package/Aged Care Services | Enquiries@starcare.org.au |
| d. NDIS Services | NDISenquiries@starcare.org.au |
| e. General Enquiries | Info@starcommunityservices.org.au |

Get social with STAR!

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 applies.

STAR Social Charters and Lunch Club

Look out for some new and exciting destinations in 2023 including full-day charters, half-day trips and some exciting mystery outings!

If you would like to come along to a STAR Social Charter in 2023, please express your interest by contacting STAR. Available in Redlands and Ipswich.

Our popular lunch clubs will also continue again next year from February. Bring along old friends or make new ones. We will pick you up and drop you at home. Available in Redlands and Ipswich.



Shopper Bus for Seniors

Turn your weekly shopping trip into a social day out! Enjoy a coffee and chat with new friends from your local area. Sit back, relax and have a comfortable bus ride for a social shopping experience. Pick up and drop off at your door step. Shop for approx 2-3 hrs. We will assist you with heavy bags. Available in Redlands and Ipswich.

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.



RDCOTA Seniors Month Walk

Rain, hail or shine - these walkers came out in force at the RDCOTA seniors walk at Cleveland on 9 October 2022. STAR has proudly sponsored the Seniors Walk for many years. It is an annual event organised as a part of Queensland Seniors Month Activities.



Important Information Regarding STAR Transport Bookings During Christmas 2022 & New Year 2023 Period

STAR office will close at 4:00 pm Friday 23 December 2022 and re-open at 8:30 am on Tuesday 3 January 2023.

DATE OF TRAVEL	LAST DATE FOR BOOKINGS (PLEASE BOOK EARLIER IF POSSIBLE)	CONFIRM BETWEEN 2 PM AND 4 PM ON THE BELOW DATES
Friday 23 Dec 2022	Wed 21 Dec 2022	Thursday 22 Dec 2022
From Saturday 24 Dec to Tuesday 27 Dec 2022	No transport	
Wednesday 28 Dec 2022	Thursday 22 Dec 2022	Friday 23 Dec 2022
Thursday 29 Dec 2022	Thursday 22 Dec 2022	Friday 23 Dec 2022
Friday 30 Dec 2022	Thursday 22 Dec 2022	Friday 23 Dec 2022
Saturday 31 Dec 2022 to Monday 2 Jan 2023	No transport	
Tuesday 3 Jan 2023	Thursday 22 Dec 2022	Friday 23 Dec 2022
Wed 4 Jan 2023	Friday 23 Dec 2022	Tuesday 3 Jan 2023

Emergency phone number - 0418 374 505 (to be used only to cancel transport bookings during the Christmas and New Year office closure.) Please Note: THIS NUMBER CANNOT BE USED TO MAKE NEW BOOKINGS. Please book your appointments and confirm your pick up times as much in advance as possible.

End of Year Program Closure/Restart Dates

	END DATES IN 2022	START DATES IN 2023
Ipswich Lunch Club	Tue 13 Dec 2022	Recommence in Feb 2023
Ipswich Social Charters	Thurs 15 Dec 2022	Recommence in Feb 2023
Redlands Social Charters	Mon 12 Dec 2022	Recommence in Feb 2023
Redlands Lunch Club	Wed 14 & Fri 16 Dec 2022	Recommence in Feb 2023
Redlands EasyShopper Bus	Tue 20 & Thurs 22 Dec 2022	Tue 17 & Thurs 19 Jan 2023
Redlands Fitness Classes	Sessions end in week commencing 12 Dec 2022	Sessions restart in week commencing 6 Feb 2023
Redlands Monday Munchies	Mon 5 Dec 2022	Mon 13 Feb 2023
Logan Lunch Club	Fri 16 Dec 2022	Fri 3 Feb 2023

Logan, Ipswich & Redland - Know your Aged Care Expos

This free information morning assisted older Logan, Ipswich and Redland Coast residents (age 65 years and older or 50 years and older for Aboriginal and Torres Strait Islander people) in choosing and accessing their aged care service options with confidence. This has led to enhancing their social connections both on the day and in gaining access to social support through My Aged Care. By participating in this event older residents had the opportunity to meet new potential friends who were struggling with the same issues and encouraged them to discuss and get assistance.

The events provided an opportunity for elderly people to plan, enter and navigate their aged care journey, while clarifying any concerns and questions regarding the aged care services available to them.

Across Logan, Ipswich and Redlands:

262 people attended demonstrating the need and success of the event;

31 elderly people were connected with My Aged Care;

124 people had one-on-one discussions to cover questions and supported needed; and

59 elderly people asked for information on social support. Social support is the fight against social isolation.

After the full presentation on My Aged Care and all of the services that are available, STAR staff sat with individual elderly people to answer their questions. STAR staff asked questions of the individual needs so that they could tell them what support is available.

*“ I do not fear old age with STAR”,
STAR Client response*

Thank you to Logan City Council’s Community Events Funding Program and Ipswich City Council for their support through their grants programs. Thank you to Redland City Council for their support as part of the Redlands Coast Seniors Month Grant Program to assist the Redlands community.

STAR truly appreciates the amazing support of its local councils in helping us give better care in the community.



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McGrath
BAYSIDE CLEVELAND

Welcome to McGrath Bayside

We are enjoying getting to know the team behind our newest Sponsor, McGrath Bayside Cleveland. We were invited to a team meeting because they wanted to know more about STAR and how they could support us. At their meeting, it was inspiring how much they are supporting the community. The banter in the meeting demonstrated the support they give each other and the strength of their group which is led by Pamela Neilson.

This is a team with great community spirit, as demonstrated at their hugely successful community Halloween Party.

Thank you to the team at McGrath Bayside for your support of STAR.



Become a Secret Santa



Give a gift that gives a smile

G'day

Christmas is seen as a time for family, for laughter, eating and joy. Unfortunately, not everyone has loved ones around them at Christmas, which is particularly difficult for the elderly in our community. The increase of depression, loneliness, heart disease and anxiety are only a few of the negative impacts of living in isolation.



I invite you to support STAR Community Services and 'Become a Secret Santa' to demonstrate to older members of our community that we care. Your gift will mean so much and bring such joy as a STAR volunteer delivers it to a person who may be struggling to cope with being alone on Christmas Day.

Let's come together to show our elderly that we care.

Bruce Paige

Bruce Paige

How do you become a Secret Santa?

You can make a donation by scanning the QR code, drop a gift or non-perishable food items to the drop-off businesses on opposite page or make a donation on the Secret Santa slip in this Newsletter.



Suggestions

Socks, coffee, vouchers, pamper packs, handcream, fruitcake, tea cups, crockery, household goods, non-perishable food items or anything that inspires you!



For further details contact Catherine Williams, Development Coordinator, STAR Community Services - fundraising@starct.org.au 3821 6699

Drop-off Points for Secret Santa

Ipswich

- Bridgestone Select, 5-11 Downs St, Ipswich
- City Cave 5/260 Brisbane St, West Ipswich
- City Cave, Spring Lake Metro Shopping Centre Shop 4, 1 Springfield Lakes Blvd, Springfield Lakes
- Jennifer Howard MP, 125 Brisbane Rd, Booval
- Luke Gregory Hair, 74 Downs Street, North Ipswich
- STAR office 5 Jacaranda Street, East Ipswich
- Wow Mobility 4/160 Brisbane Road, Booval

Logan

- Jim Chalmers MP, Unit 2A, Logan Central Plaza, Wembley Rd, Logan Central
- LensPro, Shop 201B, Logan Hyperdome Shopping Centre Bryants Road, Loganholme
- Logan Physio, 2 Mallee St, Crestmead
- Prelude Dance Centre, Unit 1, 1 Parramatta Rd, Underwood
- St Coco Cafe, 3 Cupania Street, Daisy Hill
- The Quirky Quilting Co., Shop 1 / 3-15 Dennis Road, Springwood

Gold Coast

- Eden Cafe Bar Catering, 50 Cavill Ave, Surfers Paradise
- Helloworld Travel, Shop 13, Southport Park Shopping Centre, Southport Park
- Oasis Dental Studio, 21/15 Victoria Ave Broadbeach
- Meaghan Scanlon MP, Units 4 & 5, 12 Ferry St, Nerang

Redlands

- City Cave, 30-32 Shore Street West, Cleveland
- Don Brown MP's office, Shop 60, Capalaba Park, Mount Cotton Road, Capalaba
- Grill'd Victoria Point, Lake Side Shopping Centre, Bunker Rd, Victoria Point
- IGA Mount Cotton, 101 Valley Way, Mt Cotton
- IGA on Bloomfield, 207 Bloomfield St, Cleveland
- Kim Richards MP's office, H20, L 1, Lakeside Shopping Centre, Bunker Rd, Victoria Point
- Mark Robinson MP's office, 19 Waterloo Street, Cleveland
- McCarthy Durie Lawyers, 147 Queen Street, Cleveland
- McGrath Estate Agents, Shop 2, 152 Shore St West, Cleveland
- Pat Barrett Real Estate, 380 Main Rd, Wellington Point
- Redland City Council Library, 14 Noeleen St, Capalaba
- Redland City Council Library, Cnr Bloomfield and Middle Sts, Cleveland
- Redland City Council Library, 7-15 Bunker Rd, Victoria Point
- Shear Art Hair Salon, Shop 31, 133 Broadwater Terrace, Redland Bay
- Shoreline Sales & Information Centre, 9 Jingeri St, Redland Bay
- STAR Community Services, Level 1, 152 Shore St West, Cleveland



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STAR Staff workshop

In the last two years, the Aged Care Industry has seen a lot of change, in particularly the reforms that have come directly from the Royal Commission's 148 recommendations' final report. In September, the STAR team got together and learnt about these reforms at the STAR Aged Care Reforms – Strategic Planning Workshop. Guest speakers from ADA Australia also gave us highly relevant information on supporting and improving the wellbeing of our clients.

Thank you to Redland City Council for providing funding for the STAR Aged Care Reforms – Strategic Planning Workshop as part of the Community Grants Program to assist the Redlands Coast community.

Proudly supported by



2022 Broncos Charity Partners

STAR Community Services was excited to be announced as one of the Brisbane Broncos 2022 Charity Partners. Money raised at this Broncos event goes to a STAR project that connects Aged Care students with our older clients in our fight against social isolation. This program is named 'Across Generations'.

This program aims to engage young people, who are working in Aged Care studies, to meet and interview older members of their community and write the older person's story in the person's own words. Encouraging across generational interaction.

Congratulations to the amazing staff and volunteers who, at the Broncos Game night 50-50 Raffle, raised \$11,242.01 for the program.



Cleveland 152 Coffee Club

Grief and dementia are not easy topics to discuss. Thank you to our STAR guest speaker Mark Lowry from Alex Gow Funerals for his insightful discussion with the STAR 152 Coffee Club. Mark's presentation covered the different stages of grief that people go through, the importance of giving themselves and others the permission to grieve and the issues surrounding dementia and the often double grief that occurs due to the grieving of losing a person they know long before they grieve the physical loss of the person.

Thank you Mark for this interactive discussion that inspired a lot of comments from the audience and sharing of personal experiences.





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17 Middle St, Cleveland | Ph. 3821 4570

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

www.alexgowfunerals.com.au

Transport Fees for CHSP clients

November 2022

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

* Transport Fare 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.



Important Information About Your Transport Trips

Please make note of the requirements below regarding your transport bookings, to help us deliver timely, consistent and reliable transport services. Your understanding is much appreciated and will help us in allocating our resources efficiently and serving you better.

1. **Minimum of 24 hours notice required for any changes to your scheduled transport trip.**

Please note we are unable to change your scheduled trip times, if less than 24 hours' notice is given.

Why? Our team schedules an average of 500 trips a day across several locations. If your appointment time changes at a short notice, we may not have a driver or a vehicle available at the changed time.

If you are offered an option by your medical centre or hospital to change your appointment time within less than 24 hrs of your scheduled trip- you must let them know you are traveling with community transport and your pick-up/drop-off time has already been set and confirmed.

2. **Cancellations with less than 24 hours notice will incur 100% of the service fee.**

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

4. To make a transport booking please call 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.

5. 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.

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

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

Frequently Asked Questions about Accessing Aged Care Services



We often hear from the community that accessing aged care services can often feel like navigating a maze. STAR hosts regular group information sessions and one-on-one consultations to support your aged care journey. We have compiled some of the most commonly asked questions and their answers below. If you have any other questions, please feel free to ring us on 3821 6699 or email info@starcommunityservices.org.au



- **I am a STAR client. I want my friend to access STAR services too. Where should they start?**

The first step to access government-funded aged care services is to ring My Aged Care on 1800 200 422 or apply online on www.myagedcare.gov.au. STAR can also assist with the process. Simply give us a call on 07 3821 6699, press option 2 and ask for the Intake team.

- **What is the difference between CHSP services and Home Care Packages?**

Depending on your care needs, aged care services can be accessed through the Commonwealth Home Support Programme (CHSP) or a Home Care Package.

The CHSP program aims to help those who need a low level of support to keep living independently. Transport, home maintenance and gardening are all examples of CHSP services. Home Care Packages are for those with greater or more complex care needs on an ongoing basis.

- **I had an assessment done by My Aged Care some years ago. Why do I require another assessment?**

Your previous assessment would have been based on the needs that you had at that time. However, circumstances can change. You can ask for a reassessment at any time. Call My Aged Care on 1800 200 422 to talk about your care needs.

If you are receiving subsidised care but find that your needs have changed, you may also speak to your current service provider such as STAR to review your care plan. We will contact My Aged Care to request an assessment. Your assessor may amend your support plan to meet your changing needs or they may determine that a reassessment is required.

Green Waste Management

Have you considered getting a green waste bin to help reduce waste to landfill? If you use the STAR gardening services, the STAR contractors can use these bins to dispose of lawn clippings from your property and save on fees. If you would like more information, please contact your local council:

- Redland City Council 07 3829 8999
- Logan City Council 07 3412 3412
- Ipswich City Council 07 3810 6666



Scoring big points with NDIS support



We are so excited to share the story of STAR's NDIS client- Natasha.

Natasha loves being active and sporty. In fact, she is currently in training for the Special Olympics for table tennis! Natasha lives in an independent unit at the back of her mother's property. She truly values her independence and is able to achieve it with her support workers.

Natasha joined STAR after having some difficulties with her previous service provider. "They kept cancelling and letting us down."

The cancellations and rescheduling not only affected Natasha but also her mother, who had to readjust her schedule and responsibilities.

"I was frustrated because the whole point of the NDIS is for me to be more independent. I didn't like relying on my mother."

Natasha met with STAR and decided to try our services. "I was very happy that I got to meet my support workers beforehand. They were matched to my personality and the support I needed."

Accompanied with her support workers, Natasha is training for table tennis twice a week. "I even get my favourite take away after training." Always a go-getter, Natasha is cooking up a storm in her kitchen once a week, planning healthy meals ahead and freezing some of them for the week.

She is also working with her coordinator to plan a regular monthly dinner with her parents where she cooks a meal for them. "I want to contribute to my family."

Natasha's mum feels comfortable enough with the support services Natasha is receiving from STAR, that she has finally taken some time off for herself to enjoy caravanning. "I am now able to enjoy my retirement life instead of always waiting for a call and rushing back to support Natasha."

Natasha's support team at STAR is so proud of all her achievements and pleased to be able to support her goals and independence. Go Natasha!



Natasha with her mate Holly

Your NDIS PLAN REVIEW DATES

NDIS Service Agreements are done in line with your NDIS plan dates. If you have an early plan review, please let us know so we can update your service agreement. We will contact you 8 weeks from your Service Agreement end date to talk to you about renewing your service agreement with STAR. To avoid any service disruptions, please return your signed documents to STAR at your earliest convenience viz. Service Agreements, Quotes, Schedule of Services etc. Please call STAR for more information.

Meet our Board



Pam Bridges, STAR Chairperson

Prior to stepping us as the Chairperson, Pam has served on STAR's board for a number of years in different positions most recently as Secretary. Pam has extensive experience in aged care including as a Director of Nursing, Residential Care Manager for ACQ- now LASA-Q.



Peter Mann, Director/Board Treasurer

Peter has various university qualifications. He is also a former CPA Member. With extensive experience in the Australian Not-For-Profit sector, Peter was also General Manager at STAR for 7 years. He is Chair of the Finance, Risk & Audit Committee.



Danielle Butcher, Director/ Board Secretary

Danielle is the former Director of CODI and board member of disability groups in Ipswich. She has over 10 years of involvement in disability organisations and funded community transport. Holds position on Strategic Planning and Governance Sub-Committee.



Rob Spencer, Director

Rob served as STAR's Chairperson from 2004 till 2022. He is also board Member of TDSA, Past Zone Chair of National Seniors, member of Policy Group. Current Convenor of Redlands Disability Network. He holds positions on STAR's Board SubCommittees - Finance, Risk & Audit and Strategic Planning & Governance.



Colin Sutcliffe OAM, Director

Colin is the Current Chairman of Mangrove Housing (Disability) and Chair of the Strategic Planning and Governance Committee.



Melissa Grundy, Director

Melissa spent over 20 years in the Finance industry in company secretarial roles for several ASX listed entities. She has also worked as a governance consultant, advising a range of boards and organisations on leading governance practice



Bruce Durie, Director

LLB (UQ) 1976, Solicitor – Qld S/Ct & H/Ct Aust 1977
Property lawyer with 42 years in practice. Head of McCarthy Durie Lawyers Commercial and Estates team. Member of Queensland Law Society.

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 & 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.



It has been a busy year at STAR. In the wake of the Royal Commissions into Aged Care and into Disability Services, STAR is working tirelessly to champion a client-centred culture which is transparent and quality focussed.

2022 has also seen a number of “inaugural events” in the STAR calendar. July was celebrated as a “month of innovation”. Teams across STAR came together to brain storm and generate ideas to improve our processes and ultimately the service we provide to you. This is will now become an annual event and we are keen to have to hear your ideas. Keep an eye out in our next newsletter for how to get involved!

In August we held our inaugural client conference “Future Directions Initiative”. We invited our clients to come along and hear about the changes on the horizon for STAR including the Government proposed changes to the Commonwealth Home Support Program, Home Care Packages and NDIS. We also shared how these reforms may affect you. Thank you for your participation and feedback.

Message from the COO



We also held our inaugural staff workshop in September which included our very first Employee Reward and Recognition event complimenting the Volunteer recognition events. We received an overwhelming number of nominations which highlighted the amazing work our staff are doing with you and in our communities. Please visit the STAR website for more information on the winners.

Lastly, we are working towards commencing Client Advisory Boards to compliment our Governance arrangements. If you would be interested in being part of this, please feel free to get in touch with me on MBannerman@starcare.org.au to express your interest. We’re excited to be getting this project off the ground.

Wishing you and your loved ones a Merry Christmas and a very Happy New Year.

Melissa Bannerman
Chief Operations Officer

Proud Supporters of STAR Community Services



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