

STAR NEWS



STAR OFFICE LOCATIONS

**SHOP 15, 152 SHORE
STREET WEST, CLEVELAND
4163**

**SHOP 1, 5 JACARANDA
STREET, EAST IPSWICH
4305**

**POSTAL ADDRESS:
PO BOX 1093, CLEVELAND
4163**

UPCOMING PUBLIC HOLIDAYS



Christmas Day 25 Dec 2018
Boxing Day 26 Dec 2018
New Year's Day 1 Jan 2019
Australia Day 28 Jan 2019

**For updated information on all
STAR services including
current transport fees for all
locations, please visit
starcommunityservices.org.au**

General Manager's Message

Patsy Wilshire

Hello and welcome to the last newsletter of this year! Throughout the past year, STAR team has been well and truly immersed in providing excellent aged care, disability support services and transport to our communities. Whether it's through reducing call waiting times, broadening our service base, or achieving cost efficiencies- our focus is always on the client and delivering quality care.

Through this new look newsletter, our aim is to communicate with all our clients more effectively and frequently. Please let us know what you would like to see in the upcoming newsletters, so we can make suitable improvements. If you wish to subscribe to our electronic newsletter please head to our website and opt-in.

On behalf of the STAR team, I would like to wish you and your families a Merry Christmas and a very happy and safe New Year. Enjoy the festivities and we will see you in 2019!





Office Opening Hours

STAR office hours are from Monday to Friday
8.30am – 4.15pm.

We are CLOSED SATURDAYS, SUNDAYS
and PUBLIC HOLIDAYS.

Transport is available on Saturdays, but no new
bookings or confirmations are taken due to the
office being closed.

Transport Bookings and Confirmations

To make a transport booking, please call STAR
between 9.00am – 2.00pm, Monday to Friday.
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. For
transport booking confirmations, please call
between 2.00pm – 4.15pm, Monday to Friday.

Booking Cancellations

Please inform STAR immediately if you need to
cancel your transport booking.

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 travelling
with you.

We will try our best to assist with the changes
but cannot guarantee this as all vehicles and
drivers are pre-scheduled and may be
unavailable at short notice. If you have a
permanent booking for transport with STAR,
please notify us of any change in your schedule
for next year.

Transport Booking Cancellation Policy

We offer a liberal cancellation policy.
Cancellations must be made 24 hrs in advance.
Booked trips that are not cancelled within 24 hrs
of pickup time, will incur a cancellation fee equal
to the one-way fare for the trip.

Important Notes for STAR Transport Bookings During Christmas 2018 and New Year 2019 Holiday Period

1. STAR office will close at 4:00pm on
Monday, Dec 24 2018, and reopen at
8:30am on Wednesday 2 Jan 2019.
2. Transport bookings can be made in
advance for 27, 28 and 31 Dec 2018.
3. **Emergency Phone Number: 0404 902 626**
This phone number can only be used to
cancel transport bookings for travel on
27, 28 and 31 December 2018. No
new bookings can be made on this number.

Peak Times of Travel

We experience peak times of travel from
7:30am– 10am and from 2:30– 4:30pm. At
these times, transport bookings for medical
appointments get priority. Please book your
non-medical transport bookings outside the
peak hours i.e. between 10:30am– 2:00pm.

Use of Transit Lounges at Hospitals

Most hospitals offer transit lounges. When
arriving and departing from a hospital it is very
important that you use the hospital transit
lounge. You will get a receipt stating that you
are using community transport and cannot be
delayed. It also assists us in locating you
should we need to get in contact with you.

Assisting STAR Drivers

Please be ready for pick up 45 minutes prior to
your appointment time to help STAR drivers
stay on their schedules.

End of the Year Closure of Programs

Some STAR programs such as Redlands
Seniors Fitness Club, Lunch Club etc are
closed for some time during December and
January. Please call STAR for end dates and
re-open dates.

GOLD COAST

and surrounding areas.



HOME MAINTENANCE & GARDENING

Sit back, relax and enjoy the independence of living in your own home - comfortably and safely with STAR Home Maintenance Service. Simply call us if you need a hand with home maintenance, electrical and plumbing, general handyman and gardening services including lawn mowing, edge trimming and weed spraying. Call us and inquire about our **CHRISTMAS PEST CONTROL SPECIAL**. **STAR Home Maintenance and Gardening service is available in Gold Coast, Ipswich, Redlands and Logan areas.**



STAR Home Assist Secure Team

TRANSPORT FOR YOUR SOCIAL AND MEDICAL APPOINTMENTS

For Gold Coast seniors, getting to and from their social and medical appointments has never been easier! Get on board STAR for:

- Medical appointments
- Social events such as birthdays, weddings or visiting family and friends
- Everyday tasks such as shopping, banking, post office
- Visiting the library, museum, parks or any other outing.

Three easy steps to get started

1. Call STAR on 3821 6699 to check your eligibility
2. Register with STAR
3. Book your next trip.



Call STAR and find out more about easy and affordable community transport! Visit STAR website for more details. You can also book your transport online.

YOUR FEEDBACK IS IMPORTANT! As a community organisation, we thrive on your feedback. It helps us to improve and offer better service. Please send us your comments through the STAR website, email us on info@starcommunityservices.org.au or simply call us.



NATIONAL DISABILITY INSURANCE SCHEME (NDIS) SUPPORT COORDINATION

Support Coordination is an NDIS funded initiative, designed to support participants to make the most of their NDIS funds. Once a Plan has been approved, participants work with Support Coordinators to determine how their funds will be spent and to connect with providers. Support Coordination is about:

- facilitating expansive conversations about what is possible with a person's NDIS funds
- building capacity to exercise choice and control
- supporting participants to navigate the NDIS marketplace and find providers that are the best option for them.

For more information please contact supportcoordination@starcare.org.au or call 07 3736 2135. STAR offers this service in the Gold Coast, Ipswich, Logan and Redlands areas.



BOOK A FREE NDIS CONSULTATION

At STAR we believe you are unique and so are your interests, passions and life goals. That's why we put you in the driver's seat. We support you in making the most of your NDIS plan with tailor-made services that truly match your needs and aspirations.

Whether you need support in making your NDIS plan work harder for you or you just need your NDIS questions answered, STAR Care Services Manager Melissa Bannerman will guide you in the right direction.

Call us on 07 3821 6699 now to book a free one-on-one consultation.





IS YOUR BACKYARD BUSHFIRE SEASON READY?

Bushfires are a real threat to many properties during summer, especially in the hot and dry conditions of a typical Queensland Summer. Below are some tips from the Queensland Government website on preparing your property for the bushfire season.

- Ensure your lawn is mowed regularly
- Remove excess dry grass, dead leaves and branches from your yard
- Keep gutters clear of leaf litter
- Trim low-lying branches
- Replace any damaged roofing and seal any gaps

STAR Home Maintenance and Gardening service is available in Ipswich, Logan, Redlands and Gold Coast. Simply call STAR for more information.



If you need a hand maintaining your home and garden, STAR can assist. Our services include:

- Gardening including lawn mowing, edge trimming and weed spraying
- Roof gutter cleaning
- Installation, repair and maintenance of smoke alarms
- General handyman work and much more.

DID YOU KNOW?

STAR offers a wide range of NDIS and Aged Care Services in Logan and surrounding areas. Simply call us to find out more about how we can assist you and your loved one.

Aged Care Services

- Home Care Packages (Level 1-4)
- Home Maintenance and Gardening
- Domestic Assistance
- Transport for social and medical appointments



NDIS and Disability Support Services

- One on one support for community access
- In-home support services
- Group activities, Fitness, Wellbeing programs
- Support with household tasks
- Transport





LIVE INDEPENDENTLY IN YOUR OWN HOME WITH THE SUPPORT OF STAR AGED CARE SERVICES FOR LOGAN SENIORS.



Photo: Roslyn Pedley, Logan resident

From basic support such as help with housework, gardening and transport through the Commonwealth Home Support Programme (CHSP) to more complex support with tailored Home Care Packages, Logan seniors can access a range of services through STAR. Simply call STAR on 3821 6699 for more information.

THERE'S NO PLACE LIKE HOME.

Staying in their own homes is a preference for most seniors. Australians have a strong preference to 'age in place' and to access in-home aged care services according to a report released in late 2015 by the government's Productivity Commission.

Recent aged care reforms are directed towards giving senior Australians greater flexibility around the help they can get while remaining in their own home. However, many are still unaware that government assistance is available for a range of in-home support services such as home maintenance, gardening and community transport.

Roslyn Pedley is a Logan resident who has lived in the area for over fifty years. "I enjoy living in my home. STAR's transport service helps me visit my husband in a nursing home once a week, without having to rely on anyone. It's convenient and helps me live in my own home."

STAR offers choice and flexibility that enables you to live well and independently in your own home, for longer. We do an in-depth assessment of your needs, medical condition, and lifestyle, and match you with the most suitable aged care service. Call us on 3821 6699 to find out more.

WHAT IS CONSUMER DIRECTED CARE (CDC)?

Consumer Directed Care (CDC) is all about choice and control. It gives you and your carers a greater say in the type of care you receive, and who provides those services. At STAR, we work in partnership with you to determine your care requirements and lifestyle goals. Please call us to find out more.



IPSWICH

and surrounding areas.



SUBSIDISED HOME MAINTENANCE FOR IPSWICH SENIORS

Refreshing your home and backyard, and getting ready for the bushfire and storm season has never been easier or more affordable! STAR offers **subsidised Home Maintenance and Gardening Services** for eligible Ipswich residents, through the **Commonwealth Home Support Funding**. Get ready for summer with STAR. Call 3821 6699 to book.

Service	Cost	You Pay	Subsidy
• Pest Control	\$100	\$17	\$83
• Lawn Mowing	\$60	\$10	\$50
• House Gutter Clean	\$132	\$44	\$88
• Plumber (Per hr)	\$88	\$15	\$73
• Electrician (Per hr)	\$88	\$15	\$73
• Handyman (Per hr)	\$60	\$10	\$50
• Locksmiths	\$99	\$17	\$82

* Cost subject to change without notice.

WHAT'S ON FOR 2019?

Sign up or inquire about these new programs and activities available for NDIS participants in Ipswich and surrounding areas. Call 3821 6699.

- STAR Get Active Social Club
- Friday Night Stars Social Club
- The IncrediBowls Social Group
- Fitness programs for people with disability and those aged over 65
- Horsing Around- a unique wellness program to support self-confidence and social skills
- Free NDIS Pre-planning sessions.



IPSWICH TEAM AWARDED FOR EXCELLENCE IN COMMUNITY ENGAGEMENT.



STAR Care Services
Coordinators Chris McLean
and Natasha Fox

On Friday, October 26 at the Frank McGreevy Goodna RSL Function Centre, STAR won the IPSWICH DISTRICT COMMUNITY SAFETY CRIME PREVENTION AWARDS 2018, in the Community Engagement Category. The STAR team is extremely pleased to receive the award for their contribution in the area of community engagement. We strongly believe that a well-connected community plays a key role in its own safety. That's why, we aim to provide opportunities for the aged and those with disabilities to engage with the broader Ipswich community, make new friends and develop strong social connections, via a range of unique programs and activities. Call us to find out more.

IPSWICH COMMUNITY ENJOYS A MUSICAL DAY WITH STAR SINGALONG

IPSWICH'S elderly and those with disabilities enjoyed a day full of music, melodies and dance in a community singalong organised by STAR Community Services in partnership with the Alchemy Street Choir at the W.G. Hayden Humanities Centre on October 16, 2018.

The community-focused musical event was part of Queensland Mental Health Week 2018, which aims to promote the importance of positive mental health and wellbeing.

More than 50 Ipswich seniors joined in with the choir in the morning session, and those with a disability enjoyed the melodies in the afternoon.

Visit the NEWS section of STAR website for a link to photos from the event.



SOCIAL SUPPORT INDIVIDUAL SERVICES FOR IPSWICH SENIORS

STAR is a passionate advocate for battling social isolation amongst our elderly and those with disabilities, by supporting them to get out and about, enjoy their hobbies, mingle with the wider community and build social connections.

Call STAR to find out more about:

- one-on-one companionship service
- escort to shopping, social appointments, study, gym, hairdresser etc
- support with hobbies such as gardening, photography, boards games etc.



UPCOMING SOCIAL TRIPS FOR IPSWICH SENIORS

17.01.19 Laidley with lunch at Eagle Rock Café

31.01.19 Cobb & Co tourist drive, lunch at Café Sorella
Forest Hill

14.02.19 Lockyer Valley Cultural Centre lunch at Staging
Post Café

For more information on venues and bookings please call
3821 6699.



* Bookings are subject to eligibility criteria. Fees and charges apply. Dates and venues are subject to change. Additional costs may apply. For more information please call 3821 6699.

REDLANDS

and surrounding areas.



THREE EASY STEPS TO YOUR HOME CARE PACKAGE

Each one of us has unique care needs and lifestyle. That's why STAR Home Care Packages support you in designing your unique Home Care Package. Get started in 3 easy steps.



1. Receive your assigned letter of approval from My Aged Care.
2. Call STAR Care Coordinator Colleen Johnston on 3821 6699.
3. Book your free in-home consultation with Colleen.

Home Care Packages provide long-term support for older people who want to stay living in their home. There are four levels of Home Care Package to suit different levels of care and support needs. The Australian Government's My Aged Care phone line (1800 200 422) and website (www.myagedcare.gov.au) contains more information on Home Care Packages.

MAKE THE MOST OF YOUR NDIS PACKAGE

From NDIS pre-planning to bringing your plan to life - STAR will support you all the way in your NDIS journey.

Whether you are interested in doing something creative, getting involved in the community or achieving more independence in your day-to-day life- we will support you in making the most of your NDIS plan.

We offer a range of flexible and innovative NDIS services. Simply book a one-on-one consultation with STAR Care Services Manager Melissa Bannerman on 3821 6699.



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DENTAL

07 3286 1300

36 Middle Street
Cleveland

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Dr Valentina Belonogoff Dentist BDS (Qld)
Michelle Burnett Dental Hygienist / Therapist

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04.02.19 Maroochy Bushland & Kawana Waters Hotel for lunch

NOT SUITABLE FOR CLIENTS WITH WALKERS

18.02.19 Hinze Dam, Gainsborough Green Golf club

04.03.19 Historic Homes Tour with lunch

18.03.19 Abbey Museum of Art & Archaeology Beachmere & Beachmere hotel

01.04.19 Pohlman's Nursery Adare, lunch at Royal Hotel Gatton

15.04.19 Surfers Paradise River Cruise

29.04.19 Beenleigh Rum Distillery, Green Frog Hollow Waterford lunch



EVERY WEDNESDAY AND FRIDAY

Come along to STAR Lunch Club for delicious food, great company and fun conversations. bring along old friends or make new ones. Cost includes lunch and door-to-door transport. Call 3821 6699 for more information and to book a spot.

Last dates for Lunch Club in 2018: December 12 & 14; Restart dates in 2019: February 6 & 8.

* Bookings for Social Charters, Lunch Club and Monday Munchies are subject to eligibility criteria. Fees and charges apply. Dates and venues are subject to change. Additional costs may apply. For more information please call 3821 6699.

Monday Munchies

- Enjoy a group lunch outing with old and new friends
- Operated once a fortnight
- Approximate 4 hour trip, starting from 10 am
- Door-to-door transport
- Cost \$20 per person, includes transport only. Lunch cost is paid separately by the client.
- Available for Redlands Seniors

Last Date in 2018 is Dec 10. First date in 2019 is Feb 11. Currently available in Redlands only.

REGISTER YOUR INTEREST

If you are interested in any of the services which are currently not available in your area, please call us to register your interest.

U3A REDLANDS

Connecting Seniors to Lifelong Learning

Enrolment Day Friday 18 January 2019



Learning
for
Pleasure

- Come along and talk with our Tutors
- Over 90 different courses and activities
- Renew your membership
- New members always welcome
- Eftpos and Credit Card facilities available



U3A (University of the Third Age) Redlands

Cleveland High School
Room F5, Russell Street
Cleveland 4163

Phone: 3821 3888
Email: admin@u3aredlands.com.au
Website: www.u3aredlands.com.au

Office Hours: 9.00 am to 12 noon, Monday—Friday during School Term

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.



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, and 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.

National Disability Advocacy Program (NDAP)

The National Disability Advocacy Program offers people with disability access to government-funded advocacy agencies.

People with disability, carers and their families can use the NDAP Provider Finder to search for advocacy agencies funded by the Australian Government.

Find more information on disabilityadvocacyfinder.dss.gov.au



KNOW MORE ABOUT YOUR CARE OPTIONS

Join STAR for an NDIS or Aged Care Information Session. We organise regular sessions at various locations including the Southern Moreton Bay Islands. Simply call us to register your interest in attending an upcoming session. You can also book one-on-one consultation with our NDIS or Aged Care Coordinators. Simply Call 3821 6699 to book a session in your nearest location.



YOUR PRIVACY IS IMPORTANT TO US

Protecting your privacy is important to us. We are committed to protecting and securing the privacy and confidentiality of your personal information. STAR complies with the Privacy Act 1988 and the Australian Privacy Principles in how we collect, hold, use, disclose and protect your personal information. If you would like to know more, please contact STAR.



NEW BENDIGO BANK REFERRAL PROGRAM

The Victoria Point Community Bank® Branch of Bendigo Bank is a long-time supporter of STAR with their sponsorship of our volunteering arm- Volunteering Redlands and business banking support. We are very pleased to announce that the bank is now supporting STAR and our local community through its Referral Program.

Thanks to the Referral Program, when a STAR client signs up with Victoria Point Community Bank® Branch of Bendigo Bank for a new account or any other financial product, the bank will make a donation to STAR, so we can continue to provide care services to our local communities. The person seeking financial services must identify STAR Community Services on the sign up of the new account or loan.

If you would like to enjoy banking with a trusted local bank and give back to your community, please email justine.kennedy@bendigobank.com.au or call 0422 022 998.

Proud partners of STAR Community Services



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