

Summer Edition

07 3821 6699

[www.starcommunityservices.org.au](http://www.starcommunityservices.org.au)



# STARNEWS



**STAR**  
Community  
Services

Star Community Services is a not-for-profit organisation based in Brisbane's Redlands area.

# A few friendly reminders

## Office Opening Hours

STAR office hours are from Monday to Friday, 8.30am – 4.15pm.  
CLOSED PUBLIC HOLIDAYS.

To make a booking, please call between 9.00am – 2.00pm.

For booking confirmations, please call between 2.00pm – 4.15pm.

Although we offer transport on Saturday, our office is closed and hence booking requests are not taken.

Please see page 6 for more information on Christmas and New Year closing and opening dates and times.

## Making Arrangements for the New Year

If you have permanent bookings, please call our office to notify us of when you will finish in 2016 and when you will start up again in 2017.

## Booking Cancellations

**Due to our strict scheduling regime, we require notice immediately regarding all cancellations for transport bookings.**

If any details regarding your initial booking change, such as your appointment time or change in the number of passengers, please inform us as soon as possible. We will try our best to assist with the changes, but cannot guarantee this due to the scheduling of vehicles and drivers.

## Peak Times of Travel

We experience peak times of travel from 7.30am to 10.00am and from 2.30pm to 4.30pm. At these times, medical appointments are given priority. Please book your non-medical appointments outside of the peak hours, i.e. between 10.30am and 2.00pm.

## Use of Transit Lounges at Hospital

The PA, Mater Public, Logan and Royal Brisbane Hospitals offer transit lounges. When arriving and departing from one of these hospitals, it is very important that you use the transit lounge.

When you check in at the transit lounge you will be given a receipt stating that you are using community transport and cannot be delayed. It also assists our office if we need to contact you.

## Assisting Drivers

Please be ready for pick up 45 minutes prior to your appointment time, so our drivers can stay on schedule.

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# Message from the General Manager



Summer is here and Christmas is just around the corner! Year after year I feel that this time of the year sneaks upon us. Before we know it the Christmas decorations are in the stores and the Lions Christmas cake comes out for morning tea. We have so much to prepare for and so little time to do it all in.

On September 17, we held our 20 Year Anniversary Celebrations along with STAR AGM. Many of our clients, past and present employees, volunteers and Directors took time to celebrate this milestone with us. We had the most wonderful surprise with a couple of original Directors (then committee members) arriving with a few memories of how STAR began in 1996. Thank you to Kath McNeilly and Meg O'Driscoll for taking the time to attend and share their precious memories of STAR.

I am happy to announce the new STAR Board of Directors.

Rob Spencer - Chairman

Tony Christinson

Peter Mann

Pam Bridges

Christine Saunders

Col Sutcliffe

Thomas Jithin

A very warm welcome to the new Directors and welcome Back to those returning.

We are embarking on many new adventures at STAR. Management of CODI (Ipswich Community Transport) from 1<sup>st</sup> September, start of Home Care Packages, and introduction of new programs within STAR Care QLD; to name a few. Stay tuned as we bring your more information.

If you would like to have more information on how to book a companion for yourself or your family member, be sure to reach out to Colleen Johnston, STAR Care Coordinator.

For those clients wanting to book your transport online, STAR has a new website! Please visit [www.starcommunityservices.org.au](http://www.starcommunityservices.org.au)

For information about registering for online bookings, please call Julie in the Call Centre and she will get you started.

The National Disability Insurance Scheme (NDIS) commences in Redland City July 2018. STAR has been working tirelessly behind the scenes to ensure that we, as a service provider, are prepared; and that our clients under 65 years of age and their families, understand the future ahead for NDIS. For more information on NDIS please contact Youth and Family Services on 3826 1500.

With Christmas approaching, please check our holiday calendar, our office closing and opening dates and times etc. Up to date information is available on our new website.

I wish you and your family a very Merry Christmas and a safe New Year. We look forward to another exciting year in 2017.

Regards

# Change in Transport Fees

## STAR Community Services prices effective as at January 1, 2017.

Destination	Current Fee	Attendant
<b>From Redlands to</b>		
Redlands	\$7 Each Way	\$3.50 Each Way
Intermediate Wynnum, Manly, Carindale, Loganholme	\$12 Each Way	\$6 Each Way
Brisbane and Other	\$15 Each Way	\$7.50 Each Way
Brisbane Airport One Way Only	\$45 Inc Tolls/Taxes	\$22.50 One Way
The Prince Charles Hospital /Chermside	\$35 Each Way	\$17.50 Each Way
<b>From Non-Redlands to</b>		
< 10 klm	\$8 Each Way	\$4 Each Way
10-20 klm	\$12 Each Way	\$6 Each Way
20-40 klm	\$14 Each Way	\$7 Each Way
> 40 klm	\$18 Each Way	\$9 Each Way
<b>Private Passenger from Redlands only to</b>		
Redlands	\$15 Each Way	\$7.50 Each Way
Intermediate Wynnum, Manly, Carindale, Loganholme	\$25 Each Way	\$12.50 Each Way
Brisbane and other	\$35 Each Way	\$17.50 Each Way
<b>EasyShopper - From Redlands only to</b>		
Redlands Shopping Centres	\$10 Return	\$0
Note: Special event Easyshopper days	\$15 Return	\$0
<b>Island Taxis</b>		
\$5 Each Way	\$5 Each Way	\$2.5 Each Way

Please note that receipts are only available upon request.

**Did you know you can now book your trips online?** The process is quick, simple and age friendly. Our Call Centre volunteers are happy to take your booking over the phone too. The choice is all yours. If you or your family would like more information about our online booking service, please call Julie in the Call Centre and she will get you started.

**EasyShopper** As an alternative to your shopping transport, you can shop locally on the EasyShopper Bus. EasyShopper will offer you an affordable, door-to-door service and an escort to assist you with your shopping bags. To register with the EasyShopper, simply call STAR on 3821 6699.





## STAR Lunch Club

Come along to STAR Lunch Club for good food, great company and fun conversations. Bring along old friends or make new ones.

Cost \$10-\$15 per person depending on the venue. Free door-to-door transport is included.

Last Day in 2016: Wednesday 14 December, Friday 16 December

First Day in 2017: Wednesday 11 January, Friday 13 January

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

\* This service is currently available only to Redlands residents.

## Give me a Break Day Trips



STAR Day Trips offer a great opportunity for you to get away from your 'ordinary day' and enjoy a fun, social charter. Join us in one of our upcoming charters.

12 Dec 2016 Gold Coast & Coolloongatta Tweed Heads golf club lunch (Christmas charter)	\$65.00
27 Feb 2017 TBA	TBA
March Charters are scheduled for the 13th and the 27th of March	TBA
April Charters are schedules for the 10th and the 24th of April	TBA

**Keep these dates free so you can join in the fun.**

**Please call the social hotline for the latest information on 07 3086 0009**

**Cancellation Fee:** There will be a \$20 cancellation fee in conjunction with charters if you cancel after the close of business on the previous working day. For example, if you cancel after the close of business on Friday for a Monday charter, you will be sent an invoice of \$20.

Please note: 1. Restrictions on numbers apply. 2. Price and Venue are subject to change.

3. This service is currently available only to Redlands residents.

# Christmas 2016 and New Year 2017



STAR office will close at 4.00pm Friday, 23 December, 2016 and re-open at 8.30am on Tuesday, 3 January, 2017.

**0413 593 578 – emergency phone number** to be used only to cancel bookings for travel between Wednesday, 28 December and Friday, 30 December 2016.

**\*\* THIS NUMBER CANNOT BE USED TO MAKE NEW BOOKINGS**

**\*\*\* We also cannot accept new bookings left on the office message bank**

DATE OF TRAVEL (if you don't confirm, we won't cancel your booking) See *** notes at bottom of page	LAST DATE FOR BOOKINGS - PLEASE BOOK EARLIER IF YOU CAN	YOU CAN CONFIRM BETWEEN 2PM AND 4PM ON THE BELOW DATES
Friday, 23 December	Wednesday, 21 December	Thursday, 22 December
Saturday, 24 December	No Transport	No Transport
Monday, 26 December	Public Holiday, No transport	Public Holiday, No transport
Tuesday, 27 December	Public Holiday, No transport	Public Holiday, No transport
Wednesday, 28 December	Thursday, 22 December	Friday, 23 December
Thursday, 29 December	Thursday, 22 December	Friday, 23 December
Friday, 30 December	Thursday, 22 December	Friday, 23 December
Saturday, 31 December	No Transport	No transport
Monday, 2 January	Public Holiday, No transport	Public Holiday, No transport
Tuesday, 3 January	Thursday, 22 December	Friday, 23 December
Wednesday, 4 January	Thursday, 22 December	Friday, 23 December
<p>*** In order to avoid disappointment if you don't manage to confirm, please be ready 45 minutes before your appointment time for local and 2 hrs before your appointment for city trips.</p> <p>Note: Please book your appointments as much in advance as possible to ensure your transport is available.</p>		



# Christmas Lights Tour 2016

**With Christmas round the corner, our Christmas Lights Tour is a wonderful start to the festive season.**

Join STAR on our incredible Christmas Lights Tour around the Redlands, from the comfort of a low floor wheelchair accessible bus. We will pick you up and drop you off to your home.

Plan ahead and get the best seat to enjoy the magical Christmas lights.

**Please book early as seating is limited. Your seat will only be confirmed when payment has been received. The tours are fund-raising events for Star Community Services and the EasyShopper service. Special thanks to Transdev and Rotary Club of Capalaba.**

## Tour Schedule

### Wednesday, 14 December 2016

Pick up from Wellington Point, Birkdale, Thorneside, Capalaba and Alexandra Hills.

Maximum 30 people.

A waiting list is available.

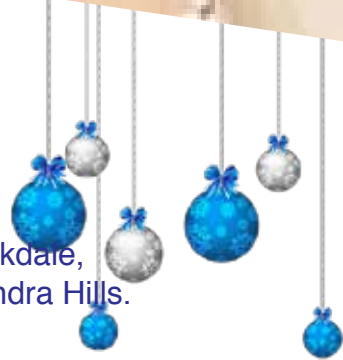
### Thursday, 15 December 2016

Pick up from Cleveland, Ormiston, Thornlands, Victoria Point and Redland Bay.

Maximum 30 people

- Pick-ups will start from 5.00pm
- The tour will begin after dark
- Comfort stops during the evening
- Tour cost \$25.00 per person

**For more Information please contact Shalene on 07 3821 6699.**



# Home Care Packages

**Did you know that Home Care Packages will change from February 27, 2017? STAR can manage your Home Care Package for you.**

STAR is an Approved Provider under the Aged Care Act.

- Home Care Packages provide assistance for people who need help to stay safe and well at home.
- Home Care packages are very flexible. You can have services that are most important to your health and well-being. What's important to you will be our priority.

- STAR will work with you and alongside the support of your family and friends and other community resources, ensuring that you receive the best possible support.
- STAR is committed to Consumer Directed Care. You will have full control over how the funds allocated to you in your package are used. You get the most suitable support within the government guide-lines.

If this is YOU or you have a neighbour, relative or friend who needs assistance with their Home Care Package, please ring STAR Care Coordinator, Colleen on 3821 6699.

## STAR Fitness Protection Program

### Fun Wellness Program for Healthy Seniors



Stay on top of your health with a fun fitness session designed especially for those aged 65 and over.

The program is run by a fully qualified fitness instructor. It is based on gentle, low impact exercises to help seniors maintain strength, mobility and stability.

### Program Schedule

The program is run each week on the following days:

<b>Tuesday</b> (Women only)	11.00am
<b>Thursday</b> (Men and Women)	11.00am
<b>Friday</b> (Men and Women)	10.00am

Last day in 2016: Tuesday 13 December, Thursday 15 December, Friday, 16 December  
First day in 2017: Tuesday 10 January, Thursday 12 January, Friday 13 January

**Call STAR now on 3821 6699.**

\* This service is currently available only to Redlands residents.



# Your 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 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.



**GWH**  
DENTAL



**Dr Michael Harris - Dentist BDS<sup>c</sup> (Qld)**

**Dr Fiona Guyomar - Dentist BDS (Otago)**

**Dr Valentina Belonogoff - Dentist BDS<sup>c</sup> (Qld)**

**Michelle Burnett - Dental Hygienist / Therapist**

-  **DVA and New Patients Welcome**
-  **Dentures**
-  **Implants to Stabilise your Dentures**
-  **Family Dentistry**
-  **Preventive General Care**
-  **Cosmetic and Implant Dentistry**
-  **Disabled Parking (front of Clinic)**
-  **Disability Friendly**

**36 Middle Street Cleveland**

**3286 1300**



Your  
door-to-door  
escorted  
shopping  
service

3821 6699

## **STAR EasyShopper**

### *Make your weekly shopping fun*

Join us on the EasyShopper, your weekly door-to-door escorted shopping service.

Our EasyShopper vehicle will pick you up from your home, take you to the shopping centre, and bring you back to your doorstep.

A helpful escort will assist you with heavy shopping bags, on and off the bus.

- Pick up and drop off at your home
- Shop for approximately 2.5 hours
- Easy access for all including trolleys and walkers

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

#### **Tuesday Shopping Trip**

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

#### **Thursday Shopping Trip**

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

#### ***EasyShopper's Last day in 2016***

Tuesday December 13 and Thursday December 15

#### ***EasyShopper's First day in 2017***

Tuesday January 17 and Thursday January 19



# Meeting Redlands Own Santa Claus



The festive season is upon us. As many of us get ready to celebrate with family and friends, there are many in our community who may feel socially isolated especially at this time of the year, due to lack of company.

A quarter of elderly Australians live alone. It is estimated that by 2021, up to 24% of people living alone will be older Australians (\*ABS)

Quality, enjoyable company can help seniors stay mentally healthy and alert by engaging them in interesting conversations and encouraging an active, healthy lifestyle. We met with Les Roberts- a STAR Companionship Client and Kaylene- companionship volunteer, about the importance of having good company in maintaining emotional wellbeing.

“Life is about sharing and building friendships,” said Les. He has lived in the Redlands for many years. He helps spread the Christmas cheer by volunteering as Santa Claus for events organised by many community organisations. “ I enjoy being able to share the joy of Christmas with others, “ he added.

“Having good company is very important for everyone, regardless of whether you have family around you or not. I enjoy my weekly outings and conversations with Kaylene. We have many things in common.”

Kaylene has been Les’s companion for over 3 months.“ When I first heard that STAR was starting a Companionship service, I immediately rang up to register as a volunteer. I love being able to assist those who need some company and conversation. It’s very fulfilling.”

STAR Companions can visit you in your home and keep you company. Whether you simply need someone to chat with, enjoy crosswords, puzzles, sharing stories, have a meaningful conversation or to give you a hand with weekly shopping, going to the movies, out for lunch or dinner- we would be delighted to assist you.

Call STAR Care Coordinator Colleen on 07 3821 6699 to discuss how we can assist you.

## U3A REDLANDS DISTRICT



### Enrolment Day

#### Learning for Pleasure

Friday January 13, 2017

9 am – 12 noon

**Venue:**

*Faith Lutheran College Hall  
Beveridge Rd Thornlands*

*Come Along. It's Free.  
Talk to Tutors.  
Discover our Wide  
Range of Courses.*

*Arts & Literature  
Hobbies & Craft  
Languages  
Computers  
Rambling  
Photography  
Aqua Aerobics  
Sporting Groups etc*

**Ways to contact us**

Phone: 3821 3888

Email: [u3aredld@bigpond.net.au](mailto:u3aredld@bigpond.net.au)

Website: [www.u3aredlands.com.au](http://www.u3aredlands.com.au)

Annual Membership:

\$20 single \$35 couple



# Drivers in Spotlight



## *STAR volunteer drivers share their favourite Christmas memories.*

### David Pickles



I was born in 1950 in Yorkshire (UK). The memorable Christmas for me was when I was five. Back then, we didn't have a lot of money. My father was a miner and my mother stayed home to look after us. We lived in rows of houses, all the same in appearance. The Christmas tree was a real pine tree, it was

always way bigger than me so I thought. The decorations were baubles on string, the light were plastic holders, with real candles. The presents weren't wrapped in those days. We only had news paper, but it was cut up into small squares and used as toilet paper. I had a brother who was six years older than me. Our presents were put into two armchairs. Tins of toffees, chocolate coins wrapped in gold paper, selection boxes and books which we used as tunnels for "MAYBE" If we were lucky, a second hand train set, which we would share.

The fruit mince pies and milk was always left out the night before, the fire was always put out so as not to burn Santa as he always came down the chimney. I was always sure I heard the slay bells but never saw Santa, but seemed real at the time. Those days were simple, hand made, second hand and we loved it. The good old days!

Now I have two wonderful boys and a grandson and new memorable memories are made every year.

### Gary Piddy

When I was about 11 years old, as usual my father was in charge of distributing the gifts from under the Christmas tree.

Gifts were being given out and so the discarded wrappings were starting to accumulate. Dad asked me to go up to the my sisters cubby house in the back yard and bring back a cardboard box to put these wrappings into and reduce the mess we were creating. I was most upset as I thought my sisters should do this, but my father insisted I had to do this.

Up to the cubby house I went having a big dummy spit along the way for such unjust treatment. When I entered the cubby house I could not believe my eyes. There it was! My first ever bike and a brand new one at that!



That was definitely the best and the most memorable Christmas ever.



# Meet our Team Member

## Barbara Clay, STAR Intake Officer

Born and raised in country Victoria, Barbara has lived mostly in Melbourne, Brisbane, Sydney and the Hawkesbury District of NSW. About five years ago, having wrapped up an innovative project for a government department in Melbourne, Barbara decided it was time once and for all to leave the cold and head back north. It was her earlier experience of living in the Redlands that eventually drew her back to this unique corner of SEQ.

Like several of her colleagues at STAR, Barbara came on board initially as a volunteer, the first few months as a coordinator with Volunteering Redlands (an arm of STAR) in early 2015. Still in a voluntary capacity she then moved across to assisting STAR's intake team and now manages this pivotal function within the organisation.

Barbara's role involves making initial contact with newly referred clients, and getting them into the



system ready for the call centre to take their transport bookings. And she likes to know they're making good use of the service.

Barbara has studied formally in a range of fields relevant to both career and personal interests. Somewhat addicted to the intellectual challenge of study, she recently commenced a master's degree in human rights.



**COME  
JOIN  
US!**

We're looking for new members to join the friendly group at our new Seniors Activity Centre at Capalaba.

We are open Monday to Friday 9.00am-4.00pm and provide free transport to and from the centre for eligible applicants. We offer a warm home-like environment where seniors can relax and enjoy the company of others; try their hand at craft, gardening and men's shed activities; or simply take a little time out. We also arrange regular social outings and bus trips.

Our maximum fee\* of \$15 per day includes morning and afternoon tea and lunch (\*fees may be reduced - conditions apply).

**WE'D LOVE TO HEAR FROM YOU.**

For more information contact Sandy on 07 3245 7924 or email [agedcarebrisbanesouth@lwb.org.au](mailto:agedcarebrisbanesouth@lwb.org.au)

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Victoria Point 3820 9588

Capalaba 3390 1333

Wynnum 3348 4133

# ADA Australia Advocacy Support

## What is an Advocate?

An advocate is someone who stands beside you and works solely on your behalf and at your direction.

### An Advocate can

- support you to ensure your rights are upheld
- support you to work through a problem with your aged care service provider
- provide accurate information

If you would like to know more about your rights and responsibilities, contact Aged and Disability Advocacy Service (ADA formerly QADA) on 1800 818 338 or visit [www.adaaustralia.com.au](http://www.adaaustralia.com.au)



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## Proud Supporters of STAR Community Services



## We've opened our new Customer Service Centre. But it's bigger than that.

In 2005 we launched Victoria Point Community Bank® Branch, now extending these services and are opening a Customer Service Centre in Cleveland located within Robins Accountants. But we're much bigger than that.

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Victoria Point Community Bank® Branch



For more information contact Justine Kennedy, Branch Manager  
Victoria Point Community Bank® Branch of Bendigo Bank on 07 3820 9355

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