

**Autumn 2016**

**07 3821 6699**

**[www.starct.org.au](http://www.starct.org.au)**



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# 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.**

For bookings, please call between 9.00am – 2.00pm

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

If any details regarding your booking changes, i.e. your appointment time or change in the number of passengers, please ring STAR as soon as possible.

STAR will endeavour to assist with these changes however we cannot guarantee this due to the scheduling of vehicles and drivers.

In order to make your transport bookings, STAR requires 2 days notice

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

## 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

To assist our drivers stay on schedule, we request all our clients to be ready for pick up 30 minutes prior to the arranged time.

Please ensure you have the correct change. Please pay drivers each way i.e. \$6 to the first driver and \$6 to the second driver.

## Peak Times of Travel

We experience peak times of travel from 7.30am - 9.30am and from 2.30pm - 4.30pm. At these times, medical appointments are given priority.

To assist us in providing best service to all our clients, please book your non-medical appointments outside of the peak hours, i.e. between 10.30am and 2.00pm. We appreciate your assistance.

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# Message from the General Manager

As many of you may be aware, in response to Aged Care Reforms and inability of our Commonwealth funders to increase funding, we have introduced some important changes to STAR social and transport programs.

All of those changes were extremely important and were made with due deliberation. However, we have received feedback that our clients did not receive timely information on these changes. As the General Manager of STAR I acknowledge the problem, and assure you that we have already taken steps to ensure that we provide you with up



to date, effective information through newsletters, flyers, handouts and discussion groups.

Please find below a summary of key changes introduced in recent months. It was absolutely necessary and unavoidable for us to make these changes to continue to make sure that community transport is available to older people in the future. I would like to offer my apologies to all affected by these changes and hope that we continue to provide them with the best service.

- The number of funded trips available to eligible STAR clients, is now capped to a maximum of 16 trips (one-way) per month. Exclusions at this time, due to a different funding stream, are: clients aged under 65 years, clients who require 'emergency' medical treatments e.g. dialysis, renal, cancer and, other exceptions on a case by case basis (to be authorised by senior STAR management). All clients can

access trips in excess of 16, if vehicles are available, but will be required to contribute to Private Passenger fees.

- STAR EasyShopper service has been rescheduled as below:
  - The Tuesday trips to Carindale and Loganholme have been replaced with a Tuesday service alternating weekly with Victoria Point and Capalaba drop offs. To save on cost STAR uses our own bus for this service, instead of Transdev bus
  - Friday service to Victoria Point and Cleveland has been cancelled.
  - No changes to Thursday service to Cleveland and Capalaba.

If you would like to book a trip outside of the above schedule, please use our existing booked trip arrangements subject to new capping rules.

Furthermore, I am pleased to announce that STAR's new Companionship Service, which allows a client to have a Volunteer accompany them on a social, or shopping trip or simply spend some quality time, is expanding rapidly. It is a much-needed service to assist our clients to enjoy healthy emotional wellbeing.

As much as STAR is forced to change due to Aged Care reforms, we are committed to providing convenient and affordable services to the elderly and frail of our community to help them enjoy an independent and healthy lifestyle.

Regards

A handwritten signature in black ink that reads "P. Mann". The signature is written in a cursive, slightly slanted style.

Peter Mann  
General Manager

# Transport Fees

Destination	Client Fee	Attendant Fee
<b>From Redlands to</b>		
Redlands	\$6 Each Way	\$3 Each Way
Intermediate Wynnum, Manly, Carindale, Loganholme	\$10 Each Way	\$5 Each Way
Brisbane and Other	\$12 Each Way	\$6 Each Way
Brisbane Airport One Way Only	\$40 Inc Tolls/Taxes	\$20 One Way
<b>From Non-Redlands to</b>		
>10klm	\$6 Each Way	\$3 Each Way
10-20 klm	\$10 Each Way	\$5 Each Way
20-40klm	\$12 Each Way	\$6 Each Way
<40klm	\$16 Each Way	\$8 Each Way
<b>Private Passenger from Redlands only to</b>		
Redlands	\$12 Each Way	\$6 Each Way
Intermediate Wynnum, Manly, Carindale, Loganholme	\$22 Each Way	\$11 Each Way
Brisbane and other	\$32 Each Way	\$16 Each Way
<b>EasyShopper – NO CHANGE. From Redlands only to:</b>		
Redlands Shopping Centres	\$10 Return	\$0
<b>Island Taxis NO CHANGE</b>		
\$5 Each Way	\$5 Each Way	\$2.5 Each Way

Please note that receipts are only available upon request. Please remember as an alternative to your shopping transport, you can shop locally on the EasyShopper Bus at a reduced rate. EasyShopper will offer you a 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.



Please ring the  
social hotline on:  
**3086 0009**  
for information on  
the latest outing.

## 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.

<b>16 May 2016</b> Gold Coast Canal Cruise, Lunch at Surfers Paradise RSL	\$55.00
<b>30 May 2016</b> Visit to Currumbin Wildlife Sanctuary (Lunch not included)	\$50.00
<b>13 Jun 2016</b> Sunshine Coast Beaches Tour	\$55.00
<b>27 Jun 2016</b> Tamborine Mountain Tour, Lunch at St Bernards Pub	\$55.00
<b>11 Jul 2016</b> Whale Watching at Stradbroke Island	TBA
<b>25 Jul 2016</b> Kingscliffe and Cabarita Beach	\$55
<b>8 Aug 2016</b> Strathgordon Clydesdale and Kilcoy	TBA
<b>22 Aug 2016</b> Maleny Dairy & Sunshine coast hinterlands	\$55

**Expressions of Interest invited for a weekend trip to Jondaryan Woolshed on 2-4 September, 2016, for the Jack Harvie Festival.** Limited to 20 people. Price to be confirmed. For more information and to place expressions of interest, please contact Shalene on 3821 6699.

Please note: 1. Restrictions on numbers apply. 2. Price and Venue are subject to change. 3. Please ring the social hotline 07 3086 0009 for updated information on all charters. 4. This service is currently available only to Redlands residents.

## Seniors Lunch Club

*Every Wednesday at Various Venues*

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

Cost \$10 per person. Free door-to-door transport is included. \* This service is currently available only to Redlands residents.

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

# What's New at STAR

## Changes to Home Care Packages

From 27th February 2017 you can choose for your Home Care Package to be managed by an Approved Service Provider such as STAR.

### What is a Home Care Package?

Home Care Packages provide assistance for people who need help to stay safe and well at home.

Alongside the support of family and friends and other community resources, Home Care Packages can help with personal care, general support around the home and help you to stay healthy.

### CHSP or Home Care Package?

Consumers that receive a Home Care Package usually don't receive funding under the Commonwealth Home Support Program (CHSP) as the Government see this as double dipping. Hence clients need to choose either CHSP or Home Care Package.

### How STAR can help?

STAR is an Approved Provider under the Aged Care Act. We can manage your Home Care Package for you to ensure you get the most benefit out of it. Home Care Packages come with a lot of flexibility. We will put you in the driver's seat, as per the Consumer Directed Care approach (CDC). You will have full control over how the funds allocated to you in your package are used, so that you get the most suitable support.

For more information about Home Care Packages or for an expression of interest form, to instruct STAR of manage your Home Care Package after 27th February 2017, please contact Colleen Johnston on 3821 6699.

## Capping of Funded Trips

We recently informed you about the need to limit excessive trips per month for our client aged 65 year and over (50 years and over for Aboriginal / Torres Strait Islander).

We would like to take this opportunity to enlighten our clients as to how we consider all options when making difficult decisions such as limiting trips to ensure the longevity of our transport service to clients.

- Currently the Commonwealth Government fund STAR for 49,725 trips per year
- STAR client database if 6500 active clients and growing by the day
- STAR delivers in excess of 65,000 trips per year

As you can see, STAR is over delivering on trips. We have a growing database since the introduction of My Aged Care. Some of the actions we have taken to ensure sustainability are:

- We have closed our books to new clients within the funding stream of the Commonwealth Home Support Program (CHSP)
- STAR has introduced a capping of funded trips to all clients (with some exceptions)

The Capping of funded transport means that while our clients are able to use the service 16 trips per month under the funded program, they can also use the service as many times as is needed under a non-funded program. For information on fare prices see page 4.

Thank you for your support and understanding while we navigate through these difficult times. We understand that these changes will affect some more than others we offer our sincere empathy. We hope that the Commonwealth will soon announce a Growth Funding Round at which point STAR will apply.

# What's new at STAR *contd.*

## Online Booking for Trips

You can now book your trips online. The process is quick, simple and age friendly. STAR call Centre will continue to operate as normal and 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.

## Companion Support Service

We have had some feedback from clients that are concerned that we are offering a new services while cutting back on our core service of transport, so we would like an opportunity to explain.

- Companion Support is a new service that is offered to approved clients that are in need of a companion.
- STAR's Companions Support Program is a different funding stream to transport.
- STAR is in a position where we are working together with likeminded community groups to deliver more services to our clients.
- Companion Support has been identified as an unmet need
- As a community focused organisation we feel that we have the ability to deliver this service to our clients in need.

For more information on the Companion Support Program please see page 11.

## My Aged Care

My Aged Care is a centralised contact centre, run by the government to offer all people, over 65 years or over 50 years for Aboriginal / Torres Strait Islander, a pathway into the Commonwealth Home Support Program (CHSP). CHSP has taken over from the Home and Community Care program (HACC).

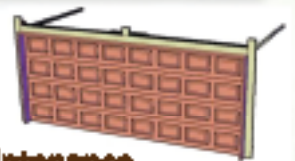
As STAR clients are transitioning over to the CHSP, it is a requirement that they are assessed through the My Aged Care contact centre. They can also provide you with information on aged care for yourself, a family member, friend or someone you're caring for.

**My Aged Care contact centre 1800 200 422**

8am to 8pm on weekdays and 10am to 2pm on Saturdays. [www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## Garage Door Service

- New Garage Door Installations
- Garage and Roller Door Service & Maintenance
- Automate your Garage Door
- Replacement of Garage Door Motor
- Coding new or existing Garage Door Remote
- Replacement Tracks and Brackets
- Replacement Weather Seals, Cables and Springs
- New Barrel, Keys or Complete Locks
- Highly Trained Technician



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tell them STAR sent you  
for a 10% Discount**

**0439098814**

# STAR Fitness Protection Program

## Fun Wellness Program for Healthy Seniors

Stay on top of your health while enjoying 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.

The program is held at the STAR Wellness Studio at Raby Bay. Door-to-door transport is included in the program fee of \$15 per session.

## Program Schedule

The program is run each week on the following days:

**Tuesday** (Women only) 11.00am

**Thursday** (Men and Women) 11.00am

**Friday** (Men and Women) 10.00am

## 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 (Qld)

**Dr John Wallis** - Dentist BDS (Qld)

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

**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 \*

\* Days of service and fare subject to change.

# STAR Companion Support Service

## Companion Support for Redlands Seniors

Redlands elderly can now enjoy companionship and friendly care in their own home.

Joy Cotter, an 86-year-old resident of Victoria Point lives by herself and doesn't drive anymore. "I enjoy living in my own home, but over the last few months, I felt that doing the weekly shopping by myself was getting harder. My daughter has work and family commitments so I didn't want to rely on her. I heard about STAR Companion Service and rang them straight away."

STAR Companions visit the elderly and spend quality time with them, providing much needed social interaction and accompany them to shopping, medical visits and other social events. They act as a friend who listens and cares.

A quarter of older Australians live alone. It is estimated that by 2021, up to 24% of people living alone will be older Australians.\* Being alone at home with limited mobility and access to social activities may cause a feeling of social isolation, affecting their health and emotional wellbeing. (\*ABS)

STAR Companion Support Service provides a crucial link to the outside world for seniors who live alone, in their home or in retirement villages. "It's great to have someone to go shopping with. It's easier and more fun," added Joy.



STAR Companion Bronwyn Newnham assisting client Joy Cotter with her shopping at the Victoria Point Shopping Centre

STAR Companions help seniors stay mentally healthy and alert by engaging in interesting conversation and by assisting them in being as physically active as possible. Their services include:

- Engage in meaningful conversation, share stories and experiences
- Accompany to shopping, medical appointments and social events
- Participate in recreational activities and hobbies such as walking, playing cards, knitting etc.

**For more information, please call our STAR Care Coordinator, Colleen Johnston on 07 3821 6699.**

# Meet New Team Members

## Colleen Johnston

Colleen has recently joined the STAR team as Care Coordinator. She has been instrumental in putting together the STAR Companion Support program.

Colleen has worked in the Aged Care industry for more than 30 years, starting off as a personal carer. She is also an experienced diversional therapist and respite coordinator. “ It’s very rewarding to be a part of the Companion Support program that helps the elderly maintain their independence and live in the comfort of their home for longer.”

Colleen is a mother of four sons and grandmother of seven- six girls and one boy. She enjoys keeping fit with regular weight training and boxing.



## Nectaria Chronopoulos



We welcome Nectaria Chronopoulos to our team as Executive Assistant (EA).

Nectaria brings with her more than 15 years’ experience in Aged Care. She has owned and managed her own business for seven years and has completed a Bachelor of Business, majoring in Human Resources.

Nectaria’s current role as the EA requires her to wear many hats assisting senior management with a number of projects. Since she joined STAR, she has hit the ground running for the Skilling Qld Project in conjunction with LASA Q.

Nectaria is a mum of two and is a parent coordinator for one of the schools. She enjoys entertaining family and friends. A keen gardener, Nectaria enjoys the outdoors.

# Driver in Spotlight

## Marjorie LeBherz

Marjorie has been a Volunteer driver for STAR for the last 5 years as is her husband Lyle.



Lyle is well known to our clients as the captain of our social charters.

Marjorie a dress maker, born in Sydney moved to Queensland in 1976 whereas she met and married Lyle. They began to live in Thornlands and

started a small business.

When asked why Marjorie chose to be a driver with Star, she replied that she enjoys

the interaction with friendly clients. “ So many elderly have trouble with their mobility and independence. I am extremely proud to be able to assist them. When I complete a shift and go home, I feel really good about myself.”

As a young lady, Marjorie joined the Girls Brigade and achieved the Duke of Edinburgh Award.

Asked what would she do if she could live her life again Marjorie replied that she could picture herself living in the country on a large cattle property and being a mobile veterinarian because she loves animals.

Marjorie strives to balance her time between giving back to the community and growing old with her grand children.

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 [agedcarebrtsbanesouth@lwb.org.au](mailto:agedcarebrtsbanesouth@lwb.org.au)

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US!**

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WE**

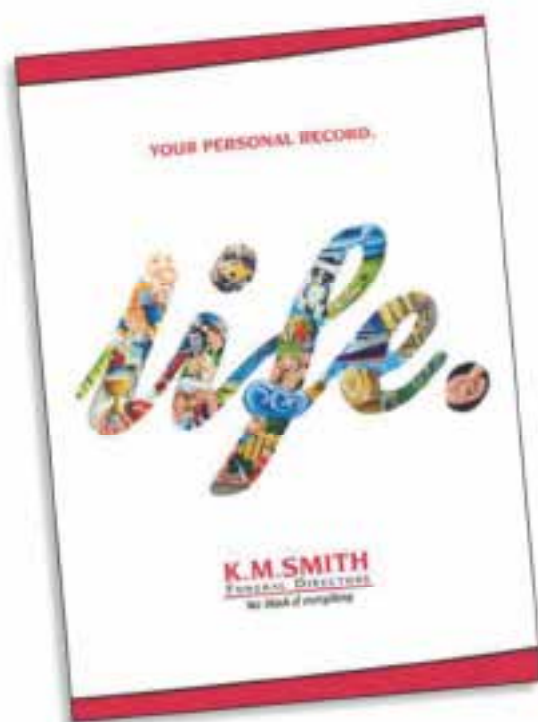
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Supporting older people

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**24 HRS, 7 DAYS**

**Victoria Point 3820 9588**

**Capalaba 3990 1333**

**Wynnum 3348 4133**

# QADA Advocacy Services

## 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 Queensland Aged and Disability Advocacy Service (QADA) on 1800 818 338 or visit [www.qada.org.au](http://www.qada.org.au)



## Proud Supporters of STAR Community Services



## It's switching your banking to us. But it's bigger than that.

It's \$500,000 poured back into the Redlands Community to date.

Being bigger is not just about size, it's also about your actions.

We're not a big bank by standard measures, but we're probably bigger than you think. We're part of Bendigo Bank – so we can help you with everything you expect from a big bank.

But in the things that matter, we're even bigger than that.

Community Banking is about the good that money can bring.

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We know that successful customers make for a successful community. And that's why we set out to make both.

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