

November 2017

07 3821 6699

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



# STARNEWS



**STAR**  
Community  
Services

*Servicing Redlands since 1996*

Home Care Packages, Home Maintenance  
Social Support Group & Individual, Transport

# A few friendly reminders

## Making Arrangements for the New Year

If you have permanent bookings, please call our office to notify us of when you will finish in 2017 and when you will restart in 2018.

## Office Opening Hours

STAR office hours are from Mon to Fri, 8.30am – 4.15pm.  
CLOSED SATURDAYS, SUNDAYS and 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 Saturdays, we are unable to take or confirm bookings on that day as our office will be closed.**

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

## Booking Cancellations

**Due to our strict scheduling regime, we require immediate notice 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. Please notify us if someone else is travelling with you.

We will try our best to assist with the changes, but cannot guarantee this due to the scheduling of vehicles and drivers.

## Cancellation Policy

We offer a liberal cancellation policy. Cancellations must be made 24 hours in advance, if possible.

If cancellations are not made within 24 hours of pickup time, you will incur a cancellation fee equal to the one-way fare for the booked trip.

## 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.

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.

## Are you NDIS Ready?

The National Disability Insurance Scheme (NDIS) is scheduled for roll out in Redlands in July, 2018.

The NDIS will provide all Australians under the age of 65 who have a permanent and significant disability with the reasonable and necessary supports they need to enjoy a normal life.

Read more on [www.ndis.gov.au](http://www.ndis.gov.au) or call 1800 800 110.

## FREE NDIS information sessions

To assist Redland residents make the most of the scheme, STAR is organising free NDIS information and pre-planning sessions.

Find out what's covered in the scheme and how to access the support. Simply ring 3821 6699 to register your interest in attending a session.

# Message from the General Manager



Hello and welcome to the last newsletter for this year.

As the year comes to a close and we start hanging the Christmas decorations, I can't help but reflect on the months flown by.

The picture of STAR as an organisation is remarkably different from what it was 12 months ago. Here are only some of the highlights from the past few months:

- Introduction of new services i.e. Home Care packages, Home Maintenance services, NDIS and Disability Support Services
- Expansion into new areas with growth funding via Ipswich, select areas of Logan and Gold Coast
- Expansion of STAR team including both staff and volunteers

- Commencement of a range of new programs in aged care and NDIS in Ipswich
- Changes in policies and procedures to achieve higher efficiency and maintain low costs.

We really appreciate your assistance and patience as we executed plans, and introduced changes to achieve better efficiencies. Many thanks for your support.

We are constantly improving our policies and procedures to ensure we provide nothing but the best service, whilst keeping costs low. **Cashless transactions** is one such change that has helped in reducing administration time and cost in managing cash. Thank you for getting on board and giving us your feedback.

While we continue to work hard in developing and improving our services, it is important that we don't lose sight of how far we have come with the support of our community. I consider myself to be very fortunate to work with an outstanding team of staff and volunteers. We have been through so much change this year and the team have been trusting, supportive and willing to accept new challenges.

Once again thank you for being a part of the STAR family. On behalf of everyone at STAR, I wish you a Merry Christmas and a very Happy New Year!!

Regards

Patsy Wilshire  
General Manager

## > In this issue:

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# Transport Fees

Call  
3821 6699 to  
book your  
trips online

## STAR Community Services Transport Prices

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
<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 us.

**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.



## 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 \$15 per person, includes lunch and door-to-door transport.



Last day in 2017 : Friday 15 December 2017

First day in 2018: Wednesday 24 January 2018

\* This service is currently available only to Redlands residents. Days and cost are subject to change without notice.

## 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, especially designed for those aged 65 and over. Ring 3821 6699 for more information on costs and to book your spot.**

06.11.17 Maleny Cheese and Mary Cairncross Scenic Reserve

20.11.17 Glasshouse Mountain Lookout and Alexandra Headlands

04.12.17 Marburg and Yamanto

18.12.17 Beenleigh and Star City Casino, Gold Coast (Christmas function)

12.02.18 Tweed Valley

26.02.18 Scarborough and Sandstone Point

**Ring the social  
hotline on:**

**3086 0009**

**for information on  
the latest outing.**

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, aged 65 and over.

# Christmas 2017 and New Year 2018



STAR office will close at 4:00pm Friday 22 December 2017 and re-open at 8:30am on Tuesday 2 January 2018.

**0413 593 578 – emergency phone number** to be used only to cancel bookings for travel from Wednesday 27 December, 2017 to Friday 29 December, 2017.

**Please note: 1) THIS NUMBER CANNOT BE USED TO MAKE NEW BOOKINGS**

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
Saturday, 23 December, 2017	No Transport	No Transport
Monday, 25 December, 2017	Public Holiday, No transport	Public Holiday, No transport
Tuesday, 26 December, 2017	Public Holiday, No transport	Public Holiday, No transport
Wednesday, 27 December, 2017	Thursday, 21 December, 2017	Friday, 22 December, 2017
Thursday, 28 December, 2017	Thursday 21 December, 2017	Friday, 22 December, 2017
Friday, 29 December, 2017	Thursday 21 December, 2017	Friday 22 December, 2017
Saturday, 30 December, 2017	No Transport	No Transport
Monday, 1 January 2018	Public Holiday, No transport	Public Holiday, No transport
Tuesday, 2 January 2018	Thursday, 21 December, 2017	Friday, 22 December, 2017
Wednesday, 3 January 2018	Thursday, 21 December, 2017	Tuesday, 2 January, 2018

**\*\*Avoid disappointment\*\* If for some reason you are unable to phone in to confirm your pick-up times, please be ready 45 minutes before your appointment time for local trips, and two hours before your appointment for city trips.**

Note: Please book your appointments as much in advance as possible to ensure your transport is available.



## Christmas Lights Tour 2017

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



#### Monday, 11 December 2017

Pick up from Wellington Point, Birkdale, Thorneside, Capalaba and Alexandra Hills.  
Maximum 30 people.  
A waiting list is available.

#### Tuesday, 12 December 2017

Pick up from Cleveland, Ormiston, Thornlands, Victoria Point and Redland Bay.  
Maximum 30 people

- Tour cost \$25.00 per person
- Pick-ups will start from 5.00pm
- The tour will begin after dark
- Comfort stops during the evening
- Seats are only confirmed upon receipt of fare

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

# Home Care Packages



## Give yourself the gift of independence this Christmas.

Live independently and comfortably in your own home with support from STAR Home Care Packages. 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.



## Design your own My Aged Care Home Care Package.

We believe that each one of our clients are unique. Your lifestyle, interests, your family situation, your medical condition and hence your care needs are unlike anyone else's. That's why we give you the option to create a Home Care Package that's truly designed to meet your needs. STAR is an approved Aged Care Services provider, offering a range of government subsidised services to support you. Choose from one of our packages or simply design your own.

<h3>Essentials</h3> 	<h3>Advantage</h3> 	<h3>Premium</h3> 
<p>The Essentials Package includes services to cover your basic care needs, as per Level 1 Home Care Packages, e.g.</p> <ul style="list-style-type: none"> <li>• Shopping assistance</li> <li>• Companionship</li> <li>• Domestic assistance</li> <li>• Social outings</li> </ul>	<p>The Advantage Package covers your intermediate and higher care needs, as per Level 1 and 2 Home Care Packages, e.g.</p> <ul style="list-style-type: none"> <li>• Personal care</li> <li>• Domestic assistance</li> <li>• Garden care</li> <li>• Respite care</li> <li>• Meal preparations</li> <li>• Companionship</li> <li>• Transport</li> <li>• Social outings</li> <li>• Wellbeing programs</li> </ul>	<p>If you are approved for Level 3 and 4 Home Care Packages and need specialised services, the Premium Package offers:</p> <ul style="list-style-type: none"> <li>• Access to clinical nurses</li> <li>• Services prescribed by a doctor</li> <li>• Allied health services such as podiatry and physiotherapy</li> <li>• Services for specific needs, e.g. dementia</li> </ul>

# 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.



**GWH**  
DENTAL



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

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

**Dr Valentina Belonogoff** - Dentist BDS<sub>c</sub> (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.**

\* Days of service and fare subject to change.

### **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 2017***

***Thursday, December 21, 2017***

***EasyShopper's first day in 2018***

***Tuesday, January 23, 2018***

# Be prepared for storm and bush fire season

Summer in Queensland is long and relentless. Prolonged hot and dry weather conditions not only heighten the dangers of bush fire but also cause damaging storms and heavy rain.

Thankfully, there are steps we can take to protect ourselves and our properties. **Queensland Fire and Emergency Service Website** has tips to help us get bush fire ready this summer.

- Clear leaves, twigs, bark and other debris from the roof and gutters.
- Conduct maintenance checks on pumps, generators and water systems.
- Seal all gaps in external roof and wall cladding.
- Reduce vegetation loads along the access path.
- Mow your grass regularly.
- Remove excess ground fuels and combustible material (long dry grass, dead leaves and branches).
- Trim low-lying branches
- Relocate flammable items away from your home, including woodpiles, crates, hanging baskets and garden furniture. Read more at [ruralfire.qld.gov.au](http://ruralfire.qld.gov.au)

## Need a hand? Call STAR.

Redlands Seniors now have support to get their backyards ready for the bush fire and storm season. STAR Home Maintenance service is government funded to eligible clients of the Redland City. Lawn mowing, edge trimming and gutter cleaning are all part of the service.

Neil and Pam Fallon from Birkdale are regular users of the service. "Maintaining our garden was getting a bit difficult for us. We rang My Aged Care. They kindly referred us to STAR. STAR Home Maintenance Coordinator promptly organised for Chris to come and mow the lawns and just tidy up our garden for us," said Pam. "We're so pleased with the service. Now we can simply sit out and enjoy our garden, without worrying about its maintenance."

**Call 3821 6699 for more information on STAR Home Maintenance Service.**



**UNIVERSITY OF THE  
Redlands District Inc. THIRD AGE**

Phone: (07) 3821 3888

## Come and meet our Tutors Enrolment Day

Friday 12 January 2018 9:00 am - 12 noon  
Faith Lutheran College Hall  
Beveridge Road, Thornlands

## Learning for Pleasure

New Members Welcome

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Current Affairs  
Hobbies & Craft  
Languages  
Computers  
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And many more*

*Discover our  
Wide Range  
of Courses*

Annual Membership fees: Single \$20, Couples \$35

Contact us via email: [admin@u3aredlands.com.au](mailto:admin@u3aredlands.com.au)

Visit our webpage: [www.u3aredlands.com.au](http://www.u3aredlands.com.au)

# Drivers in Spotlight

## Rob Fisher



Rob has lived in the Redlands since the age of 11. Rob's career path found him in construction for many years, and eventually navigated him towards STAR Community Services.

Working within our local community for 7 years, Rob has delivered a valuable service to those in need.

STAR has been like family and he thoroughly enjoys driving around with clients and chatting. "It is great to do something that is helping out the community, everyone is always happy to see you. It is very different to building houses."

At 42 Rob is one of our youngest drivers. He also mans the radio room on Fridays and schedules the vehicles to ensure clients are at their appointments on time.

In his spare time Rob enjoys fishing "I feed the fish rather than catch them", Rob says, but feels relaxed in doing so. A huge football fan, Rob enjoys watching the game with his son following in his footsteps.

## Warren's Lighter Moments



One evening, I was sitting with my wife in our living room, enjoying a glass of wine.

"I love you!" she said passionately.

"Is that you or the wine talking?" I asked.

"It's me." she said. "I'm talking to the wine, you old fool!"



### Did you know?

You can use the crescent moon as a compass. Imagine a line that extends from the top point of the crescent through its bottom point and down to the horizon. If you are in the northern hemisphere, you're looking south, and if you're in the southern hemisphere, the crescent points you north. Though not exact, it works as a rough guide – and the higher the moon is, the more dependable the method is.



# Meet STAR Volunteer



## Catherine Gordon



I have been with STAR for 2 years now and feel privileged to be a part of the STAR call centre team. It's rewarding and fulfilling in post retirement to volunteer my 2 days per week, helping others whilst helping myself. And of course, the people I volunteer with make STAR an even more rewarding place.

I have lived most of my life in SE Queensland, and have been in the Redlands for the past 20 years.

At age 20 I set out to see the world with 3 friends- first stop NZ. There I met and married my lovely husband of 52 years and that was the end of my global travels!

After 10 years in NZ, and 3 children later, we returned to Brisbane. As the children got older I returned to work and was Receptionist at a Catholic Girls School for 20 years before retirement.

In retirement, my husband and I have travelled extensively in Australia with our Caravan and have come to realise what a great & big country this is. We still have more to see.

We now have 7 beautiful grandchildren - 5 boys and 2 girls - ranging from 21 years to 5 years. They, our garden, and caravanning, & my volunteering at STAR, keep us happy and busy.



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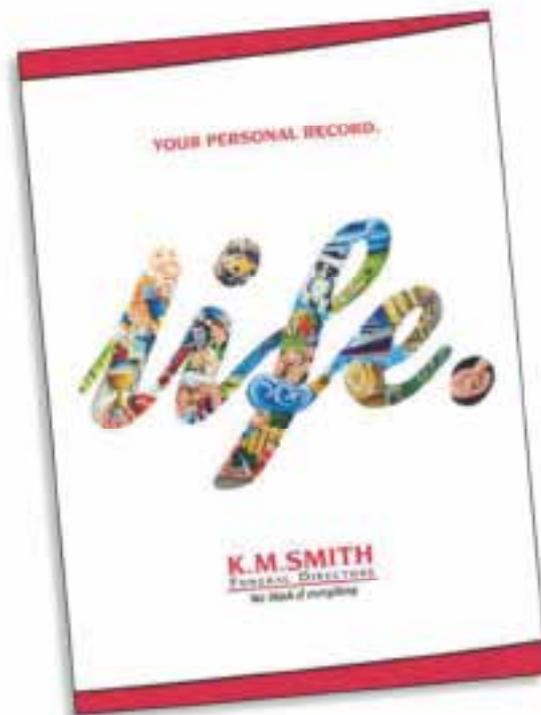
[www.lwb.org.au](http://www.lwb.org.au)

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**24 HRS, 7 DAYS**

**Victoria Point 3820 9588**

**Capalaba 3990 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

# Quoll Medical Device – helping Aussie Seniors Continue their Adventures



Hi I'm Barbara. As a proud grey nomad, my husband Dave and I have been enjoying retirement caravanning around some of the most remote places in Australia and it's taken us on some of the most amazing adventures of our life. We love the freedom but I'm now very aware of the risks, especially in remote areas. At our age there is a very real possibility that our freedom and independence can come undone.

I have problems with my blood pressure and heart. Earlier this year I had a mini stroke while up at Karumba. I had to be flown by the Flying Doctors to the Mount Isa Hospital.

A rogue blood clot cost me the ability to communicate and use of one side of my body. My left arm and leg were unresponsive and I had slurred speech.

I was so lucky that Dave was with me that day. If I'd been on my own how would the medical staff have known about my condition or even who I was? That's when I realised how quickly things can go pear shaped.

Then I heard about this life saving Quoll Medical Pendant. It's as simple as popping the pendant on a necklace or bracelet, and registering your medical information online. Paramedics or emergency workers will have all of your details on hand. They will be able to read the special code on the back of the pendant and get information they need like my blood pressure, heart problems, allergies and contacts.

It's secure and always available with a scan of the code. Quoll is great for those with conditions like diabetes, any disabilities or even for someone healthy who just wants peace of mind. Just to know that Dave or my family can be contacted if something happens to me is very reassuring. Dave and I are already planning our next trip. With our Quoll Medical Pendants, Dave and I plan to keep on living the dream!

**Quoll**  **Medical**

1300 727 906 [quollmedical.com.au](http://quollmedical.com.au)

**A small, wearable medical device can save your life in an emergency situation.**



**If you only ever need to use a medical alert device once in your lifetime, you'll be profoundly grateful you had Quoll!**

**In a medical emergency, it is vital to minimise the amount of time it takes for a carer or professional first responder to get the information they need. Don't risk those precious extra moments.**

- A Quoll Medical Alert device stores your identification details and information on your allergen/s, medical advice and next of kin contact.
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- Choose from a medical alert bracelet, a medical alert pendant, a plastic emergency medical card or emergency ID dog tags.
- Buy with confidence. We guarantee complete satisfaction or your money back.



**Now available at STAR.**

**Call 3821 6699**