

STAR NEWS

July 2024



07 3821 6699

www.starcommunityservices.org.au

STAR office locations

Shop 15, 152 Shore Street W,
Cleveland 4163

Shop 4, 36-38 Southsea Terrace,
Macleay Island 4184

Shop 1, 5 Jacaranda Street,
East Ipswich 4305

163 Palmerin Street,
Warwick 4370



STAR
Community
Services



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A few friendly reminders

Booking Your Trip

To make a transport booking please call STAR between 9:00am - 2:00pm, Monday to Friday.

Please note

All bookings should be made at least 3 working days before the travel date. Occasionally, bookings may be closed earlier than the 72 hour window if we reach our capacity for trips for the day.

This decision may vary from day-to-day and depends on the demand for trips and available resources. To guarantee your trips, please book as early as possible.

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

Cancellations

Cancellations for **ALL STAR services** with less than 24 hours notice will incur 100% of the service fee.

Delays

Please allow for traffic delays when waiting for your driver to arrive. Please use transit lounges at the hospitals so we can get in touch with you if needed.

STAR Lanyard

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

Changes to your scheduled trip

A minimum of 24 hours notice is required for any changes to your scheduled trip. We are unable to be make any changes, if less than 24 hours' notice is given. This is because our team schedules an average of 500 trips a day across several locations. While we will always attempt to help- we may not have a driver or a vehicle available at the changed time, if your appointment time changes at a short notice.

Please let the medical centre/hospital know that you are travelling by community transport and unable to change your scheduled trip at short notice.

UPCOMING PUBLIC HOLIDAYS

Royal Queensland Show
12 August 2024: City of Redland, Logan City,
Scenic Rim Region, Toowoomba region,
Moreton Bay Region

14 August 2024: City of Brisbane

Gold Coast Show
30 August 2024

King's Birthday
7 October 2024

Message from the CEO



Dear clients,

I am writing this message during National Volunteering Week 2024. Back in 1996, a few volunteers joined STAR in our mission to provide a quality, affordable transport service to the local community. Those volunteers laid the foundation of today's STAR- a non-profit organisation supporting over 15000 people by providing aged care and disability support services across Redlands, Logan, Gold Coast, Ipswich and Darling Downs.

In the last 28 years, thousands of volunteers have chosen STAR to make their contribution. We are ever so grateful for their contribution and I would like to extend my heartfelt thanks to them. Since the day of our inception, our volunteers have been the lifeblood of STAR. Their dedication and hard work have enabled us to support more vulnerable people across broader areas. Please join me in thanking

these true heroes who give so selflessly for the betterment of others.

At STAR, we deeply value your feedback and are committed to continuously improving our services to better meet your needs. To help us achieve this, we kindly request that you take a few moments to fill out our latest survey. Your insights and suggestions are invaluable to us.

Too often elderly people who live on their own feel isolated and forgotten. We believe that our elderly should have the support and services needed for a safe and healthy life. The generous contributions of caring community members help STAR to expand our reach and provide critical support to those in need.

Did you know that STAR is an approved provider for Home Care Packages – Our mission at STAR is to assist you to stay in the community for longer and get the most out of your Home Care Package. Please call our Home Care Package team for more information.

Thank you for your continued support and engagement with STAR.

Warm regards,

A handwritten signature in black ink that reads "Patsy".

Patsy Wilshire, STAR CEO

STAR Home Care Packages

Stepping up for the environment

STAR Home Care Package client Amy Glade is an environmentalist, amongst many other roles that are keeping her busy in her retirement years. "I never say no when asked for help."

Amy has been a part of an environmental project in my local area for some time. "Recently we received great news about our efforts. I was invited to attend an event to celebrate the successful outcome."

At a similar event last year, I simply sat in a chair and did not move because I was afraid of falling. I have a cane but I am not very comfortable using it. So this year when I was invited I considered not attending."

Amy's heart specialist has suggested trying a mobility walker. "I've had my share of falls. I know that many elderly people like me may have to go to nursing homes because of fall injuries. I decided I will not be one of them."

I rang my STAR Coordinator Emily and discussed accessing a walker through my Home Care Package. Emily came over and suggested a few places in my local area where I could go and look at the options." Amy was glad to find one that a walker that was adjustable and light. STAR organised for the purchase and timely delivery.

"I have been getting used to it slowly and gaining more confidence. I am now able to fold it and store it in my car boot. When I have ramps installed in my house I will take it inside and practice more inside. It is definitely helping me improve my mobility and I am glad I was able to access it through my STAR Home Care Package."



Call STAR to discuss how you can make the most of your Home Care Package.

STAR can support you in the process of accessing and managing your Home Care Package from level 1 to level 4.

With STAR, you will receive:

- Dedicated Care Coordinator and a consistent reliable support team
- Support workers are introduced to you before commencing services
- Individualised support plan
- After hours emergency contacts
- Get exclusive access to unique services that enhance your independence e.g. technology training, home safety assessment and customised social programs
- Nursing assessment upon commencement and then annually, or as required.
- Low flat monthly fee and no hidden charges

Book your free consultation today.

Call 07 3821 6699

Social Programs for Seniors

Introducing



Brunch with Friends!

Embrace the spirit of community and connection at Brunch with Friends. Join STAR for Brunch with Friends.

Every Monday and Wednesday
From 10 am -12 pm, at 152 Shore St West, Cleveland

Open to all Redlands Seniors. Cost is \$5 per day. For more information, call STAR on 3821 6699.

Redland City Council is proud to provide funding for the Brunch with Friends program as part of the Civic Support Fund to assist the Redlands community.

Upcoming Day Trips/Social Charters

Get your diaries out and plan something fun today! We have organised a busy calendar for you with our full day social charters. All day trips have morning tea and lunch breaks along the way at pre-selected venues. To book simply call STAR on 3821 6699 and press option 1. Bookings can be made 1 month in advance. Destinations may change with notice. Costs and eligibility criteria apply.

Redlands

- 08/07 Mountview Alpaca Farm
- 22/07 Daisy Hill Koala Centre
- 05/08 Mount Ross Evans Garden, Southport Surf Life Saving Club
- 19/08 Mount Coot-tha Botanical Gardens, The Gap Tavern
- 02/09 Dayboro Bakery, Mt Mee Lookout, The Club Tavern
- 16/09 Carnival of Flowers Toowoomba



Ipswich

- 11/07 Laidley Pioneer Village and Museum
- 25/07 Inidigiscapes Garden centre
- 08/08 Mount Ross Evans Garden, Southport Surf Life Saving Club
- 22/08 Mount Coot-tha Botanical Gardens, The Gap Tavern
- 5/09 Dayboro Bakery, Mt Mee Lookout, The Club Tavern
- 19/09 Carnival of Flowers Toowoomba

STAR Connection Fund

My name is Sarah* and I am coming up to my 70th birthday. I am having a reasonable innings compared to many others and I was taught not to complain, even when I really want to with my painful joints and fading eyesight.

When I was young I would drive my sons around, worked in an office, cooked, cleaned, a bit of everything. Back then, there were so many people around to talk to and have a coffee with. How quickly that future arrived.

I have a roof over my head, STAR helps me pick up food, medication and get to hospital appointments, so I am lucky. I was once in the hospital with only a nighty to wear and being released. Well, I would have felt a bit odd catching a bus in my night wear, so I called STAR. STAR staff brought clothes to the hospital, stayed with me and drove me home to make sure I got there safely. Without STAR's support, I am not sure what I would do. I am grateful for the help they give when I am struggling.

There are a lot of people who can't make ends meet and need a little support in later life. STAR has told me that they have a Connection Fund that supports people going shopping, help around the house, provides someone to talk to, and transport to doctor and hospital appointments. These

(*Sarah asked for her name and photo to be changed for privacy reasons, which is always respected.)



all seem like little things, but they are so important in our life.

I ask that, if you have capacity, you please consider making a donation to the STAR Connection Fund to help support the lives of many elderly people, who need that bit of extra help. Please let them know that there is someone who cares about them and that there is a life-line. I thank you for any support you can give the STAR Connection Fund.

**To make a donation to
Connection Fund, please fill the
enclosed donation slip or visit
[www.givenow.com.au/
starcommunityservices](http://www.givenow.com.au/starcommunityservices)**

Client Advisory Group- Call for Nominations

As a community organisation, STAR operates for the community, by the community. Our clients are our partners in service design and delivery. That is why we are inviting you to join STAR's Client Advisory Group. A Client Advisory Group is a group of individuals that have an ongoing advisory or consultative relationship with STAR. The aim is to gather feedback, insights, and recommendations to improve STAR's products, services, or experiences. Nominations from all areas are very welcome. Current Client Advisory Group Members are welcome to reapply. Please call STAR for more information.

Home Maintenance and gardening service updates

Please note that as we are approaching the new financial year, it is likely that the contractor providing you with home maintenance or gardening service, may increase their hourly rate. This will result in an increase in your Client Contribution payable directly to the contractor. We encourage you to please have the conversation with the contractor BEFORE works begin so that you are clear on your payable costs.

Please be reminded that as part of the CHSP Garden Assistance program, the cost of removal of green waste/grass cuttings are borne by the client.

If you do not have a Green Waste bin you may choose to

- leave cuttings on the ground, OR
- ask the contractor to bag the cuttings to put into your standard waste bin OR
- if you ask the contractor to take cuttings away please be aware that they will get charged a Commercial Dump Fee which will be passed on to you. Please ensure you discuss your options BEFORE any works take place.

If you have any questions or issues with any of your STAR services please do not hesitate to contact our Maintenance Team on 3821 6699 Option 2 or email SHAS@starct.org.au



**Attention
STAR Clients***

**STAR
Community
Services**

**Independent audiologists to
care for your hearing**

**FREE Transport* with
STAR Community Services
to all Fidelity Hearing Services**

**Including your \$49.50
- STAR Client Special -
Microsuction wax removal +
hearing health check**

**Full subsidised services
available for pensioners + DVA.**

Fidelity Hearing Centre
Brisbane South | Bayside | Lockyer Valley

*Valid to 31 Sep 2024. This transport is available for CHSP and CTF Clients only. Transport must be booked with STAR Community Services to our Birkdale clinic (for Redlands) or Springwood (for Logan). Fidelity Hearing Centre will cover your client contribution return travel costs for a full audiological consultation booking.



It makes good sense to plan ahead

We all deserve a meaningful farewell and what better way to guarantee it, than by pre-arranging it yourself. You get to choose exactly what you want and in doing so, you're lifting the burden off your family so they can focus on honouring your life.

ALEX  GOW

Pre-arranged Funerals

Brisbane 3851 7800 | Browns Plains 3800 7500
Redlands 3821 4570 | Deception Bay 3888 3535
alexgowfunerals.com.au



Three cheers for our volunteers!

In a huge show of support for our volunteers, hundreds of community members came together at Raby Bay Harbour Park on Saturday 18 May for Community Celebration. The annual event is hosted by STAR, and its volunteering arm Volunteering Redlands, to kick off the National Volunteering Week each year.

With the sun shining, the perfect weather set the stage for a memorable afternoon filled with joy, gratitude, appreciation and entertainment. Over 30 community organisations, businesses and groups hosted information booths, food stalls, market stalls, coffee carts and raffles- representing the vibrant spirit of volunteering in Redlands.

Attendees enjoyed an afternoon packed with live entertainment, including a magic show and performances from local musicians and dancers. Families flocked to the jumping castle, face painting and petting zoo. There was something for everyone with plenty of food options, drinks, market stalls and much more! A huge thanks to everyone for their support.



Congratulations to winners of the Volunteer of the Year 2024 Award



From left to right: Jill Watson from Cancer Council Qld, Gary Courtenay from Night Ninjas Inc, Nola McCullagh from Redlands Museum, Sue Goddard from STAR

Huge thanks to the sponsors of Community Celebration

Thank you to Redland City Council, Hub 68, McGrath Estate Agents, GWH Dental, Alex Gow Funerals, Oldmac Toyota, Fidelity Hearing Centre and Mr Fireworks for your continued support.



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*Conditions apply. Passenger vehicles only. Some makes & models may incur extra charges. Valid until 30/06/2024

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36 Middle Street
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Dr Valentina Belonogoff Dentist BDS (Qld)
Dr Alexandra Belonogoff Dentist BDS (Qld)
Michelle Burnett Dental Hygienist / Therapist

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Take time to do what you enjoy

Finding joy in everyday moments is essential for a fulfilling life. The STAR Friends Program is designed to help seniors do just that!

Here are a few heartwarming examples of how STAR Friends clients are embracing this opportunity and finding joy in their lives:

- Discovering their artistic sides through arts and crafts.
- There's nothing quite like the joy of baking and sharing delicious treats. Lemon Meringue Pie has become a favorite among STAR Friends clients—sweet, delicious, and worth every bit of effort, they say!



- For those who love the outdoors, going for walks amongst nature is a highlight of their day.
- Friendly card games and challenging jigsaw puzzles have become a favourite pastime, offering both entertainment and mental stimulation.

STAR Friends is a free service providing quality social connections for those on a Home Care Package or on the national waitlist for a Home Care Package.

Join us today and discover the joy of shared experiences and new friendships. Call Jessy on 0455 316 207 or email starfriends@starct.org.au to get started.

Proud Supporters of STAR Community Services



36 Middle Street
Cleveland, 4163
Phone (07) 5286 1302





Meet STAR's NDIS Team

With Social Role Valorisation (SRV) as the guiding principle, our NDIS team is dedicated to support people to live fulfilling lives and be valued members of their communities. SRV is about giving everyone a fair chance to be part of society, no matter their abilities or background. If you or someone you know requires NDIS services, please call our NDIS team on 3821 6699 or email ndisenquiries@starcare.org.au



From left to right:
Melinda Thomas, Intake Officer; Tracey Hill, NDIS Coordinator, Aimee Bonney, NDIS Coordinator and Mark Viles, NDIS Admin Assistant.

STAR's NDIS Support Coordination Service

Thank you STAR!

by STAR client Tony Caslin

I have been an observer and member of STAR since their inception and have witnessed the many wonderful things they have done to help people in our community, including my intellectually handicapped cousin Michael and more recently myself due to failing eyesight.

The NDIS support coordination and interviews to see where they could help me has been fantastic. STAR NDIS services have provided me with technology such as doorbell cameras, smart watch to alert family in case of a fall, iPad for easier communication and reading, internal sensor light and torch, an air purifier as well as railings and high vis paint on steps and other trip hazards.

STAR NDIS Support Coordinators get to know you and understand your needs and passions. They offer personalised assistance in understanding, accessing, and optimizing NDIS funding and services. Give us a call on 3821 6699 or email supportcoordination@starcare.org.au to get in touch with our NDIS support coordinators.

STAR has also supported me in accessing the services of a physio trainer to help maintain a decent standard of health and fitness, plus equipment to make this achievable.

I have also been fortunate enough to have a support worker accompany me on interesting outings, therefore helping my mental health and well-being due to possible isolation and anxiety and to make sure of my safety while negotiating footpaths, road crossings, stairs etc.

I cannot speak highly enough of STAR and their professional services and caring attention that has added so much more to my life.

Transport Rates for CHSP Clients



Distance	Fare*
Less than 20 km	\$9.45
20 km-30 km	\$23.10
Over 30 km	\$2.10 per km
Over 50 km	By negotiation
Attendants/Carers	50% of passenger fare
Private passenger	\$2.10 per km, 10 km min

* The rates are effective from 1 Aug 2023. Fares are one way. Final cost is based on total distance travelled. When you book your trip, we calculate the distance to determine your fare upfront. Please ask the team if you require a quote prior to travel. Fees are subject to change with notice. Please contact STAR for more information.

A new Aged Care Act is coming. Find out more.

The Department of Health and Aged Care is developing a new Aged Care Act that will put the rights of older people at the centre of our aged care system. The new Act will be introduced to Parliament in 2025. Among other changes, the new Act will:

- create a simple, single-entry point to make access to the aged care system for older people easier
- include a fair, culturally safe single assessment process
- provide additional protections for whistle-blowers to allow reporting without fear of reprisal
- introduce a new approach to regulating aged care providers to ensure delivery of safe, quality aged care services.



The website of Department of Health and Aged Care has several resources to explain the proposed changes. Simply visit this link for more information www.health.gov.au/our-work/aged-care-act/resources

Annual General Meeting 2024

Members of STAR Community Services are invited to attend the STAR Annual General Meeting 2024.

*Please join us on Saturday, September 21, 2024 at 10 am,
Lions Community Hall,
122, Shore St North,
Cleveland 4163.*

Bookings are essential. Call STAR on 3821 6699 to RSVP by Friday 13 September 2024. Transport is available on request to eligible clients. Full members have the right to appoint proxies. If a member appoints a proxy, the proxy must be a full member of the company.

Voice of our clients - compliments to STAR workers

We celebrate the amazing feedback we've received from our clients and recognise the outstanding efforts of our team members. Your dedication and commitment to quality services delivery continue to make a positive difference in the lives of our clients.

Here are some of the compliments we have received from our clients over the past months:

- Doreen wanted to thank STAR. She has appreciated everything that has been done for her. She has been with STAR for 20 years, attended lunch clubs and charters, and now at 92 years of age, is reliant on the drivers to take her to medical appointments. Doreen said STAR drivers are all absolutely wonderful and they always remember her.

- Elaine really appreciates her condolence card she received recently, she wanted to thank STAR and all staff members.
- Gerard wanted to thank STAR for the wonderful service we provide and commented on how terrific the driver was and how well he was treated.

A heartfelt thank you to our clients for their kind words and to our dedicated team members for their genuine care, compassion and kindness.

Please continue to send us your feedback and suggestions. Simply call us on 3821 6699 or email info@starcommunityservices.org.au

Volunteer Profile: Meet Wendy Hutchinson

Wendy is the Volunteer Admin / Reception of STAR's Macleay Island Office. "I wanted to volunteer in my local community, and I frequently saw the STAR vehicles at the ferry. Intrigued, I looked into STAR Community Services and found an advertisement for a receptionist for the new Macleay Island Office. This opportunity was perfect for me since I live locally on Russell Island and was eager to contribute to my community."

"Working in the Macleay Island office is incredibly rewarding. I love being in my local area and helping community members on the island. They are so appreciative of having a STAR office nearby, and it's wonderful to see the positive impact our presence has on their lives."

In my free time, I enjoy cooking, taking long walks, and listening to gospel music. These activities keep me grounded and energised, allowing me to bring my best self to my volunteer work."



Emily Hinds STAR Home Care Package Coordinator



With an impressive 18-year career in community aged care, Emily has joined the STAR aged care team as a Home Care Package Coordinator.

Emily started her aged care service journey as a domestic assistant. Her passion for working with aged clients quickly became apparent, as she cherished the time spent with them, learning from their rich life experiences. "I couldn't believe how I would go to these people's places, they would follow me around as I cleaned, and the wealth of knowledge that they would provide me with in each and every visit, just in normal conversation."

"Through the years, I became a nurse, then a Dementia Advisor Specialist. I have a particular interest working with cognitive impairment and palliative care. I came to Star because I was looking for a place where they stood behind their beliefs and values, and STAR has most certainly delivered on all aspects." My main loves are my children, my 11 year old Staffy Rocky and anything that puts me in the sun and on the ocean.

New Pricing Notice

Reminder for all clients that new pricing will be released by STAR by September in line with the Home Care Package and NDIS changes. We will duly inform all our clients of any price changes. If you have any questions please call STAR on 3821 6699.

ADA Australia Advocacy

What is an Advocate?

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

An Advocate can

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

For more information contact Aged and Disability Advocacy Australia (ADA formerly QADA) on 1800 818 338 or visit www.adaaustralia.com.au



Rights 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 between you and your service provider
- have your care and services reviewed
- privacy and confidentiality of your personal information
- be given information on how to make comments or complaints about your care
- have your fees determined in a way that is transparent and fair
- be given a copy of the Charter

Your Responsibilities

The Charter also outlines your responsibilities when receiving care. This means you need to

- respect the rights of care workers
- give enough information to the service provider so they can deliver your care plan
- follow the terms and conditions of your written agreement
- allow safe and reasonable access for care workers at the times agreed in your care plan
- pay any fees outlined in your written agreement

STAR supports the Australian User Rights Principles of 2014.

McGrath Bayside proudly sponsors STAR Community Services.



Every home you buy or sell with **McGrath Bayside** supports an elderly person in receiving the services they need to stay in their homes. Our specialists assist with cleaners, packing, removalists, and home preparation for sale.



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BAYSIDE CLEVELAND

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E: gabih@mcgrath.com.au

A: Shop 2, 152 Shore Street West, Cleveland