

Thank you to all Secret Santas
for helping bring joy to so many!



07 3821 6699

www.starcommunityservices.org.au

STAR office locations

Cleveland: Shop 15, 152 Shore Street W, Cleveland 4163

East Ipswich: Shop 1, 5 Jacaranda Street, East Ipswich 4305

Logan: 982 Underwood Road, Priestdale 4127

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

Warwick: 163 Palmerin Street, Warwick 4370



STAR
Community
Services



Upcoming Public Holidays

Good Friday	3 April	Easter Monday	6 April
Day After Good Friday	4 April	Anzac Day	25 April
Easter Sunday	5 April	Labour Day	4 May

A few friendly reminders

Booking Your Trip

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

Save time. Book your transport online

Current STAR clients can book transport online, quickly and easily. Contact STAR with your valid email address, and request to be registered on the online portal.

All bookings should be made at least 2 working days before the travel date.

To guarantee your trips, please book as early as possible. Please try to 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 drivers to 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. If less than 24 hours notice is given, we are unable to make any changes. 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 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.

Use of Hospital Transit Lounges

When attending hospital appointments, please remember drop-off and pick-up will take place at the hospital's Transit Lounge. If you're being collected by STAR after your appointment, you must return to the Transit Lounge to meet your driver. Why is this important?

- It helps us provide a consistent and reliable service.
- It reduces delays, confusion, and the need for extra coordination.
- It keeps things running smoothly for you and our drivers.

Message from the CEO



It is hard to believe how quickly the year is flying by. It feels like only yesterday we were welcoming in the new year, and now Easter is already upon us.

On behalf of everyone at STAR, I would like to wish you and your loved ones a very happy Easter. I hope this season brings you peace, joy and a chance to enjoy time with family and friends.

At STAR, we are always looking for ways to listen, learn and improve. One of the best ways you can help shape our services is by joining STAR's Consumer Advisory Committee, which meets twice a year. This is a valuable opportunity for clients, carers and families to share their ideas, experiences and suggestions to help guide the future of our services.

I also encourage you to provide feedback about your service whenever you can. Your feedback is incredibly important to us and helps STAR with our continuous improvement, ensuring we keep delivering services that meet your needs and expectations.

May is also a very special time for STAR as we celebrate the wonderful contribution of our volunteers. We will be holding a community celebration on 16 May, and I warmly invite you to come along to Redlands Performing Arts

Centre in Cleveland, and enjoy the day with us as we recognise the people who give so much to support our community.

In exciting news, STAR has opened a new hub in Logan, expanding our presence and connection with the local community. We are currently developing some wonderful new programs designed specifically for Logan residents. Turn to page 13 to learn more about two new programs created especially for Logan seniors.

Thank you for being part of STAR. We value your voice, your involvement and the trust you place in us.

Patsy Wilshire, STAR CEO

Have Your Say

Please let us know how we can improve. We would love to hear your feedback.

Simply scan this QR code to fill out an online form or ask for a paper copy at any of STAR office locations.



Support At Home



Many of you will have recently received your updated statements and may have noticed some differences in how your services and funding are presented. These changes are part of the transition to the Australian Government's Support at Home program, which has replaced the previous Home Care Package arrangements.

One of the key changes is the new format of your client statement, which now presents your funding over a quarterly period (three months) and provides clearer information about your funding level, services used, care management activity, and the balance of funds available for your care. The statement also shows any unspent Home Care Package funds that transitioned to the new program, as well as the government contribution and any applicable client co-payments.

You may also notice that service prices look different. Under the Support at Home program, providers are no longer able to charge separate Care Management or Package Management fees. Previously these fees (20% care management and

15% package management) were deducted from packages to cover the essential work that supports the delivery of safe, high-quality care. Instead, these costs are now built into the hourly rate of services, meaning you only pay for the services you actually use rather than a flat percentage being deducted from your package each month. This change improves transparency while still ensuring that the full cost of delivering safe and compliant care is reflected in the service price.

You will hear about new roles such as Care Partners and Clinical Care Partners, who will work with you to coordinate services and ensure your care continues to meet your needs.

To help clients, carers and families better understand these changes, STAR has been offering information sessions explaining the new statements, service pricing and how the Support at Home program works. ***If you would like to attend one of these sessions, please contact our Support at Home team on 3821 6699 to book a place.***

More information about Support at Home, is available on:

*Department of Health and Aged Care:
www.health.gov.au/our-work/support-at-home*



Bus Day Trips for NDIS Participants. Book Your Seat!

Looking for a fun escape for the day? Join STAR's social bus day trips designed especially for NDIS participants. These outings offer comfortable, accessible transport and a relaxed way to explore the outdoors, connect with others, and enjoy a change of scenery.

Each trip is accompanied by two experienced support workers, ensuring a safe and an enjoyable experience for everyone. Numbers are limited to maintain comfort and safety, so be sure to secure your seat early.

Upcoming Trips:

27 April: Departing from Ipswich: Tamborine Mountains

29 May: Departing from Cleveland: Tamborine Mountains

29 May: Departing from Ipswich: Bayside escape to Redcliffe



Spaces fill quickly, so sign up now to reserve your spot! Cost: \$180 per person (morning tea and coffee not included) . For more details simply call our NDIS team on 07 3821 6699.

Care with Compassion

Cheryl, a valued Support at Home client, recently shared how much STAR has meant to her during one of the most difficult times in her life.

After the passing of her husband, Cheryl found herself navigating deep grief. During this time, the compassion and emotional support she received from her STAR care partner and support workers made a lasting impact. Cheryl shared that she was incredibly grateful for the kindness shown to her, saying that friends had told her they had never heard of another provider offering that level of personal care and support.

Cheryl currently receives domestic services, social support, and meals through her Support at Home Package with STAR. During her grieving period, she felt most comfortable seeing familiar faces. She requested that only her preferred staff visit, as seeing regular carers brought her comfort during such a sensitive time. If they were unavailable, Cheryl preferred to wait rather than have someone new.

Throughout this period, the STAR team regularly checked in with Cheryl by phone, reminding her that she was never alone and that STAR was always just a phone call away. Having someone who would listen and genuinely care made a meaningful difference as she worked through her grief.

Cheryl also wanted to acknowledge the kindness shown by Sandi Fels and Cham, who were supportive and empathetic during this very difficult time.

STAR's Social Programs

At STAR, we're passionate about tackling social isolation and supporting your wellbeing. We take fun seriously!

Our diverse social programs are designed to help you explore your interests, build meaningful connections, and stay active. Whether it's fitness, outdoor activities, or making new friends, there's something for everyone to enjoy.

Lunch Club

A good meal is best shared. Come along to STAR Lunch Club and make new friends in your local area. Enjoy a delicious lunch with great company. Our lovely companion support volunteers are on hand to help if needed. Available in Redlands and Ipswich.

*****PLEASE NOTE*****

Bookings are required for all clients attending Lunch Club, whether you're using STAR transport service or driving yourself. This ensures we can communicate any important updates and provide the best experience for everyone.

Option 1: Full package: \$42 includes lunch, transport and a social companion.

Option 2: Participation only: \$8 Client will pay for lunch and organise their own transport.

Bookings can be made 1 month in advance. Destinations may change with notice. Cost and eligibility criteria applies. My Aged Care Referrals are required to access these services. STAR can assist with the My Aged Care referral process for new clients. Simply call 3821 6699.

Upcoming day trips and charters

Shopping with a difference

Ipswich: 7 April 2026

Redlands: 14 April 2026

Roma Street Parklands

Ipswich: 21 April 2026

Redlands: 28 April 2026

Brookfield Gardens

Ipswich: 5 May 2026

Redlands: 12 May 2026

South Brisbane Cultural Precinct

Ipswich: 19 May 2026

Redlands: 26 May 2026

Scarborough and Redcliffe

Ipswich: 2 June 2026

Redlands: 9 June 2026

Kingston Butter Factory

Ipswich: 16 June 2026

Redlands: 23 June 2026



Tea with Friends in Gatton

What a lovely festive afternoon! Participants enjoyed afternoon tea, lots of laughs and a fun round of trivia with door prizes.

A big thank you to Hearing Australia for being our guest speaker and providing hearing screenings, plus support to book further audiology appointments.

Thank you to the Royal Hotel Gatton for donating a \$25 voucher as a prize.

In 2026, we will be offering a wide range of programs for seniors across the Lockyer Valley and Southern Downs. Contact us on 3821 6699 for information about these programs.



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**STAR
Community
Services**

*Conditions apply. Please present to service to redeem offer. Passenger vehicles only, some makes & models may incur extra charges. Valid until 31/12/26

Love is in the Air at Lowood

There was a wonderful buzz of joy and connection at our Lowood Social Group as we celebrated Valentine's Day with a special themed gathering, "Love is in the Air at Lowood."

Our weekly Lowood Social Group, proudly run by STAR Community Services, brings seniors together for friendship, laughter and meaningful connection, and this celebration was no exception.

A highlight of the day was our very own "Music

Man," Peter, who kept spirits high with his fantastic tunes. Members sang along, shared a dance and enjoyed the warm sense of community that makes this group so special.

It was truly a great day with our Lowood family that was filled with smiles, music and heartfelt moments.

If you would like to learn more about the Lowood Social Group or join us for a future gathering, please call 3821 6699. We would love to welcome you!



Thank you for the joy you gave

Thank you for sharing your Christmas spirit with our seniors through STAR Community Services' Secret Santa for Seniors 2025.

The response was truly overwhelming! It is a reflection of the generosity, kindness and care you have for seniors in your community.

Because of your support, 1,346 Christmas hampers were delivered to seniors across the Darling Downs, Gold Coast, Redlands Coast (Southern Bay Islands and North Stradbroke Island, Coochiemudlo), South Brisbane, Manly/Wynnum, Ipswich and Logan.

Plus, over 5,000 gift, toiletries and food items were shared with community support groups to gain the greatest reach to seniors in our community.

The impact of your thoughtfulness was felt in the community. We received emotional calls and messages from seniors who were deeply touched by receiving their hamper, including:

Mary: "I was sat at home thinking no one cared about me. The Christmas hamper made me so happy."

Dawn, through tears of joy: "Thank you."

Andy: "I am on my own. You don't know how much you make Christmas special with this hamper."

Barbara: "You have made my day. The hamper has everything I like in it. I think it will be opened before Christmas."

Your kindness is so much more than donating a gift, it is reminding seniors that they are seen, valued and cared for, especially at a time of year that can be very lonely.

Thank you for helping to bring joy and connection.

Thank you to Logan City Council, Redland City Council and Ipswich City Council for their ongoing support of their community.

Watch out for the Annual Impact Report for a full list of supporters or visit <https://www.starcommunityservices.org.au/get-involved/annual-secret-santa-appeal>





Navigate the life **you** want

To learn more and to book your appointment, scan the QR code or call **1800 955 070**.



11 Grant Street, Cleveland QLD, 4163

*You will pay a departure fee when you leave this village.



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36 Middle Street
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Fidelity Hearing Centre

Brisbane South | Bayside | Lockyer Valley

*Valid to 30 June 2025. This transport is available for CHSP and CT 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.

Redlands' most outstanding funeral venue

NOW OPEN

Now open in Thornlands, our brand new facility was purpose-built to serve the Redlands' Community. Set on 26 peaceful acres, the complex features a beautiful 150-seat chapel, a fully-catered refreshment lounge and on-site crematorium. Our planned memorial gardens are under construction and will be open later this year.

**156 Woodlands Drive, Thornlands
Call 3821 4570**

**ALEX GOW
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Caring for families since 1840

Join in for a fun day for all ages!

- Live entertainment
- Food stalls, market stalls
- Jumping castle, face painting, petting zoo
- A perfect family day out
- Cheer on our volunteers at the Annual Volunteer Awards, to mark the National Volunteer Week

Community Celebration

Saturday 16 May 2026 from 2 pm to 6:30 pm
**Redlands Performing Arts Centre,
 2-16 Middle Street, Cleveland** **07 3821 6699**

FREE ENTRY
Everyone Welcome

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Message from the COO



As the year moves forward, it's hard to believe Christmas already feels like a distant memory. The festive season is always a special time at STAR Community Services, giving us the opportunity to reflect on the year that has passed and appreciate the strong sense of community we share.

Our Secret Santa once again brought plenty of smiles and laughter. It was wonderful to see clients, staff and volunteers enjoying the spirit of giving and the simple joy of brightening someone's day. Moments like these remind us that community is not just about the services we provide, it's about the relationships we build and the kindness we share.

As we look ahead to Easter, the season brings themes of hope, renewal and new beginnings. It's a time to reflect on the possibilities ahead and the importance of supporting one another through times of change.

This message of renewal is especially relevant as we see significant reforms across the Aged Care and NDIS sectors. The updates are designed to strengthen quality, safety and the rights of people receiving care and support.



At STAR Community Services, we remain committed to staying informed and ensuring our services continue to meet evolving standards. Most importantly, we will continue to support and advocate for our clients so you can access the services and opportunities that help you live well in your community.

Melissa Bannerman, STAR COO

Stay Safe from Online and Phone Scams.

Scammers are getting more sophisticated and we are all at risk of getting scammed. With awareness and practicing simple habits can help us protect ourselves from scams. Here are some practical tips.

1. Slow down. Pause before you act: Scammers try to panic us. They might say your bank account has been hacked, your parcel is stuck, or you owe money urgently. Take a breath. If it feels urgent or frightening, it's a red flag. Do not click on a link, give your personal details or make a payment if you are feeling pressured to do so.

2. Don't click on links: If you get a text or email about a parcel, a payment, or your bank account—don't click on the link immediately. Instead, contact the company directly using a phone number from their official website (not the message you received).

3. Never share personal or banking details: Your bank, the ATO, Centrelink or MyGov will never ask for your password, PIN, or to send money via gift cards or cryptocurrency. Be especially cautious if someone asks for bank details, one-time security codes, copies of ID, remote access to your computer.

4. Hang Up and call back: If someone calls claiming to be from your bank, Telstra, NBN, or a government department, hang up. Wait a few minutes, then call the organisation back on their official number. This simple step can stop most phone scams.

5. Watch out for romance & investment scams: Be cautious if someone you've only met online, asks for money, talks about "guaranteed" investment returns etc

Transport Rates for CHSP Clients

Distance	Fare*
Less than 20 km	\$9.95
20 km-30 km	\$24.50
Over 30 km	\$2.30 per km
Over 50 km	By negotiation
Attendants/Carers	50% of passenger fare
Private passenger	\$2.30 per km, 10 km min



PLEASE NOTE:
All transport bookings require 2 working days notice.

* 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 call STAR for the most up to date information

STAR has transport options for all



Transport for under 65s under the Community Transport Funding

This service is available to those who

- are under 65 years of age
- have no or limited access to other transport options, including public or private transport or transport funded through other funded/subsidised schemes
- are an unpaid carer, travelling in your role as a carer
- Be unable to access appropriate transport through other funded/subsidised scheme e.g. the National Disability Insurance Scheme (NDIS), School Transport Assistance Scheme (STAS), CHSP etc

Transport for the elderly

STAR's transport service for the elderly is subsidised by the Commonwealth Home Support Program (CHSP) or fully funded under your Support at Home package. If you would like to access this service simply ring My Aged Care on 1800 200 422 or contact STAR for help with the My Aged Care Referral process.

Transport for NDIS participants

STAR is an approved NDIS service Provider. STAR has a fleet of cars, standard passenger buses and buses that have been adapted for carrying clients in wheelchairs. Top access transport under your NDIS package simply ring STAR's NDIS team.

**NEW PROGRAMS
FOR**

**LOGAN
SENIORS**

**My Aged Care Referral is
required. Please call Paula
Jakavicius at
STAR on 07 3821 6699.**



Guided Nutrition Classes

Learn about nutrition for healthy ageing and make new social connections.



Senior Exercise Group

Gentle guided sessions run by an Exercise Physiologist to improve mobility and strength, and reduce the risk of fall. \$10.50 per session.

Keeping your details current and correct

Keeping your details current and correct.

In line with the introduction of the new aged care act, our team is committed to ensure you continue to receive services smoothly and efficiently by keeping your details up to date. Please see below a list of important reminders for all clients :

Updating Of your Service Agreement

If it's been a while since you last signed a Service Agreement with STAR (or you may never have returned your original Agreement), you may be asked to sign a new updated agreement which now falls in line with new Aged Care Act standards. Please note that this will not stop your services while we are waiting for your Service Agreement to be returned.

If you haven't used our services in a while

If it's been 12 months or more since you last used a STAR service, you may need to go through an updated needs assessment check by our Team, to ensure we have the most up to date information on your circumstances.

This update might not always happen on the same day you contact us, so if you think you will need a service soon, please give us a call ahead of time. That way, we can avoid delays in service delivery.

Don't Forget About Your Approved Services

If you don't use your approved CHSP services for over 12 months, they may expire. Please call our friendly Intake Team to check if your referral is still active, on 3821 6699 (Option 3).

Update your contact details

If you're moving your residence, STAR may still be able to support you, just get in touch and we'll let you know what's possible in your new location. Please also inform us of any change in your contact details. Keeping your information up to date helps us make sure there are no delays when you need assistance.

If you feel you need additional services, please contact My Aged Care on 1800 200 422 to arrange a reassessment. If you'd like help with that process, please call our Intake Team, we're here to help.

Southern Downs & Lockyer Valley Community Connections Program for seniors



Seniors across the Southern Downs and Lockyer Valley are embracing connection, friendship and fun through STAR Community Services' vibrant Community Connections Programs.

Designed to keep older community members active, engaged and socially connected, STAR offers a wide range of FREE and low-cost activities tailored to different interests, abilities and social needs.

Delivered in partnership with local organisations and community groups, these programs play an

important role in reducing social isolation while supporting wellbeing and building meaningful friendships.

From relaxed catch-ups to energising activities, there truly is something for everyone. Popular programs include **Brunch with Friends, Music and Movement, Men's BBQ, Move for Life, Bus Trips, Craft Workshops, Tea, Trivia and Tunes, Country Kitchen, Dalveen Pensioners Pool Club, and Dalveen Games Hour.**

Interested? We'd love to hear from you. Call STAR on 07 4527 4111.

These welcoming programs are open to community members aged 60 years and over, or 50 years and over for those who identify as Aboriginal or Torres Strait Islander. STAR is proud to deliver these activities with the support of Queensland Government funding, helping seniors stay connected and engaged in their local community.



Proud Supporters of STAR Community Services



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



Thanks to Warwick Lions Club

STAR would like to extend a sincere thanks to the Warwick Lions Club for their generous donation of \$1,000 to support our Community Connections program

The Warwick Lions Club recognises the valuable social connections this program fosters within the local community, and we are incredibly grateful for their support. Contributions like this help us continue creating opportunities for people to come together, build relationships, and stay connected.

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.

Help Us Help You

McGrath Bayside x STAR Community Services

Many people in our community are starting conversations about downsizing, relocating, or considering the possibility of assisted living, and are often doing so quietly and with the help of family, friends, or support workers.

If you know someone who may be considering selling their home as part of a downsizing or lifestyle change, we're happy to help guide them through their options with care and no pressure.

Most importantly, we take the time to listen first, because the right decision looks different for everyone.

At McGrath Bayside Cleveland, you'll always have a trusted partner by your side.

As a thank you, any successful referral that leads to a successful property sale and settlement will receive a **\$1,000 referrers incentive** as our way of giving back to the STAR community.

Please contact us today on 07 3128 2770 or visit us at Shop 2, 152 Shore Street West, Cleveland.

Thinking of selling? Book an obligation-free Real Estate chat with one of our friendly staff to go in the draw to win a \$150 Visa Gift Card!

The winner will be drawn on Friday 24th of April.

Congratulations to the lucky winners of our previous draw, Mr & Mrs Fletcher. We are grateful for your support.

McGrath
Bayside Cleveland