

# STAR NEWS

July 2023



07 3821 6699

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

## STAR office locations

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**STAR**  
Community  
Services

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## A few friendly reminders

### New Phone Options

Please note the below new options when you call STAR

Press 1. For Existing Transport Customers looking to make a Booking;

Press 2: For Existing Maintenance/ Gardening/Domestic Assistance/ Modification Customers looking to request a service or with a query;

Press 3: For ALL other services or general enquiries.

### Taxi Vouchers

Taxi vouchers are available to Commonwealth Health Support Program (CHSP) clients as a back up when STAR's transport Service is unavailable or you need to travel at a short notice i.e. less than 2 days notice.

Please call STAR to discuss more.

### Booking Your Trip

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

All bookings should be made at least 2 working days before the travel date. Please note that occasionally, bookings may

be closed earlier than the 48 hr 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 peak hours, i.e. between 10.30am – 2.00pm.

### Cancellations

Cancellations with less than 24 hours notice will incur 100% of the service fee.

### Traffic 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

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

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  
(Redlands, Logan)  
14 Aug 2023

Royal Queensland Show  
(Brisbane area only)  
16 Aug 2023

King's Birthday  
2 Oct 2023

# Message from the CEO



Hello and welcome to the July edition of the STAR newsletter.

Hope you are enjoying the occasionally chilly but mostly mild Queensland winter.

In May, we celebrated the National Volunteer Week, kicking off with our annual Community Celebration event held at Raby Bay Harbour Park. It was truly a celebration of the spirit of volunteering in our community (more details on page 9). We also received fantastic news about STAR's ex chairperson, volunteer and current board member- Rob Spencer- winning the prestigious Queensland Lifetime Contribution to Volunteering Award. We are so proud of Rob and grateful for his inspiring work not just for STAR clients, but for so many in our community who are disadvantaged.

This is also the time of the year, where we ask for support for the STAR Connection Fund which is set up to lend a hand to those who are lonely and have limited means. Please refer to page 7 for more information on how you can help.

We have been working hard behind

the scenes to improve our services and processes. We now have several client working groups that are providing some great feedback on service delivery that feeds into the Boards Consumer Advisory Committee. We welcome feedback from all our clients, that's why we conduct regular Client Satisfaction Surveys. If you could please complete the quick survey and return to us in the enclosed postage paid envelope, we would really appreciate it.

STAR is launching a brand new service to help fight social isolation amongst the elderly. STAR Friends is a free service for Home Care Package clients or on the national waitlist for a Home Care Package, funded by the Australian Government Department of Health under the Aged Care Community Visitors Scheme (ACCVS). See page 5 for more information.

STAR continues to be block funded for CHSP services until June 2025, as Government have extended the CHSP program, all providers of CHSP services will transition to the Support at Home program in July 2025.

I have recently celebrated 10 years at STAR and I can honestly say, "I wouldn't be anywhere else". Yes my job can be challenging but the great days outweigh the ordinary days and there is so much satisfaction in being surrounded by giving people and appreciative clients.

Have a great day.

Patsy Wilshire, STAR CEO

A handwritten signature in black ink that reads "Patsy Wilshire". The signature is written in a cursive, flowing style.

# STAR Home Care Packages

At STAR, we understand that there's no place like home. That's why, we are committed to supporting you in tailoring your Home Care Package to access services that can support you in enhancing your quality of life, promote independence, and nurture your overall well-being.

With STAR, you will receive:

- Personalised care from a team of dedicated and compassionate professionals
- Holistic approach that considers your emotional, social, and mental well-being, with a focus on improving the overall quality of your life and foster a sense of belonging in your community
- Nursing assessment upon commencement and then annually, or as required.
- After hours emergency contacts
- Consistent, reliable team. Your support workers are introduced to you before commencing services
- Low flat monthly fee with no hidden charges.

We are here to help. Simply give us a call to have a free confidential discussion with one of our Care Coordinators on 07 3821 6699.

STAR Home Care Package clients would have received a letter recently, from the Hon Anika Wells MP, regarding an increase to the HCP Subsidy to fund the Fair Work decision to increase pay for Aged Care Workers. STAR has reviewed its pricing arrangements effective 1 August 2023.

All existing Home Care Package clients were sent the updated information with their May Statements. If you would like more information or did not receive the information, please contact your Care Coordinator.

## Celebrating Our Home Care Package Clients

Eighty-Six years old, Dietmar Traub has a Level 2 Home Care Package. He lives with a hearing impairment, which has severely limited his ability to communicate with his loved ones, especially the ones living interstate.

Recently, Dietmar's family and Charlene- STAR Care Coordinator, got together to find a solution to keep him connected and in touch with the family. They found a device that would caption video calls that would



help him get back in regular and easy contact with his loved ones. Charlene supported the sourcing of the device through Dietmar's Home Care Package.

After years of communicating to his daughters through his sons – Dietmar was able to make his first call to his daughter in years! STAR's Care team is so pleased with this wonderful outcome!

Ray Jeans is a STAR client with a Level 4 Home Care Package.

"I have been using STAR transport for a long time. When I got approved for a Home Care Package, it was a natural choice for me to



continue with STAR as I've always been very happy with the service."

"About a year ago, I got an electric scooter through my package which has helped me immensely to get out and about. Without my scooter I'd be stuck in my house. I'd be bored and sorry. With my Home Care Package, I have been able to get access to options, to live on my own, to get out, socialise and make the most of the day."

# Introducing STAR Friends!

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.

If you or someone you know, would enjoy seeing a friendly visitor once a fortnight who will come to your home and spend quality time with you, please reach out to STAR.

Your STAR Friend will be matched with you based on your interests and hobbies. You can choose to simply enjoy a cuppa and chat, or

- go for a walk or an outing in the community
- play games together such as chess, cards
- do arts and crafts
- rekindle hobbies
- play or listen to music, connect with your friends and family, using technology, and more!



This is a free service funded by the Australian Government Department of Health under the Aged Care Community Visitors Scheme (ACCVS).

If you are a home care package client or are on the waitlist, please call Jessy Byrnes at STAR on 3821 6699 or email [starfriends@starct.org.au](mailto:starfriends@starct.org.au)

The service is available from July 1, 2023 in Toowoomba, Darling Downs, Ipswich & West Moreton, Brisbane South / Redlands, and Logan.

Huge thanks to STAR's wonderful volunteers, the Change Makers, the true heroes - on this National Volunteer Week and always!



(From left to right: Sue Goddard, Andi Asquith, Catherine Gordon, Jean Gilbert, Kath Jalil, Geraldine Brownrigg, Tracy Darroch, Lou Stepanow, Cheryl Banner, Carolyn Byrn, Sheila Bradshaw, Tracy Darroch, Jean Gilbert, Lesley Bowden).

# Social Programs for Seniors

**STAR Social programs and activities are designed to support you in exploring your hobbies and interests, build stronger social connections and improve your overall wellbeing. Call STAR today to join in! Costs and eligibility criteria apply.**

## Fitness Program for Seniors

Stay on top of your health while enjoying a fun fitness session designed especially for those aged 65 or over. STAR Fitness Program helps you maintain strength, mobility and stability. The program is run by a fully qualified fitness instructor. Available in Redlands and Ipswich.

## Companionship Program

Whether you need a hand to keep up with your hobbies or would just like to have a chat with someone over a cup of tea, or maybe you would like to join a walking club, try yoga, or go swimming- we are here to help. Ask about our Companionship Program on 3821 6699.



## STAR Social Programs and Activities

Come along to STAR's full day social charters to interesting destinations and events. STAR social charters offer a great opportunity for you to get away from your 'ordinary day' and enjoy a fun, social outing. Join us and enjoy a well-deserved break.

Please note, we may not have a full schedule of venues booked in advance, but our bookings team can note your expression of interest. We will inform you when the venue is finalised and confirm your attendance. Ring 3821 6699 and press option 1 to talk to our Bookings Team.

## Morning Tea Sessions

STAR organises a range of events in various locations. These events are open to all STAR clients. If you would like to enjoy a morning tea or an information session and meet new people in your neighbourhood, please give us a call to find out what's happening in your local area.



# THANK YOU!

Thank you to Victoria Point Grill'd for the support its 'Local Matters' program generously provides to the community. STAR Community Services were amazed to be given \$300 from Grill'd through this program. This donation will go to our Connection Fund that supports seniors with financial difficulties gain social and medical connections, along with supportive services.

The wonderful Grill'd staff also help with STAR's Christmas appeal and wrap gifts for elderly people who are on their own.



## Connection Fund

Dear Reader

I have been volunteering at STAR for 3 years, which has given me the opportunity to meet amazing seniors in my local community. They have so many great stories of their youth, work, home and adventures. Sadly, they also speak of their heart-breaking daily struggles, most commonly of living alone and making ends meet as the cost of living rises.

Life can change so quickly as we get older. Things like getting to a doctor, hospital appointments or shopping for food - that was once easy - can become so difficult. As a volunteer, I see and hear first-hand the difference a helping hand can make. One client, Adam\*, told me of the lovely STAR driver who made him laugh on his trip for dialysis. Another senior, Mary\*, revealed that she just needed someone to talk to. Eighty-year old Sarah\*, spoke to me of her husband passing and being alone. I have heard seniors speak of having literally no money, who stop going out in to the community because they just can't afford it and so become even more isolated.

Too many older men and women are feeling the devastating effects of loneliness, along with the exhausting effort of stretching their pension. I believe it is so important to help our seniors to connect with the community and to let them know that they are valued and respected.

Thankfully, support is available. STAR has a **Connection Fund** to help people, who are struggling, to continue to access vital connections and services. The Connection Fund enables STAR to support vulnerable seniors who are facing financial hardship, by helping them travel to hospital and medical appointments; engage in community activities; receive volunteer support;



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**McGrath**



gain assistance in their home; and access food and medication.

With increased financial and health pressures, there is greater and immediate need to support seniors and people with disabilities in our community. Your generous donation would allow STAR to give support to vulnerable people right now, while maintaining their dignity.

If you have capacity, please consider making a donation to the STAR **Connection Fund** using the enclosed insert.

Yours sincerely  
Sue, STAR Volunteer

\*Names are changed for privacy reasons, which is always respected.



## Community Celebration!

Volunteering Week was a wonderful opportunity for the community to acknowledge and appreciate Redland volunteers.

STAR CEO, Patsy Wilshire, said, "The Redlands has a rich history of volunteering. We are here for each other - whether it is to help out at the school tuck shop, or to support recovery after a natural disaster; to sell raffle tickets for your sporting club or to help rescue wildlife. Volunteers are the life blood of our community and today is all about acknowledging and appreciating our volunteering heroes.

It is my great pleasure to say thank you to all the unsung heroes of our community – the wonderful volunteers! Thank you - our community is a richer place because of you!"

## Amazing Entertainment from

Bay FM Live  
 Redlands Sporting Club Pipe Band  
 Welcome to Country  
 Quandamooka Musician Adam James  
 Folk Redlands Band  
 Birkdale Community Men's Shed Band  
 Shake Creativity & Movement  
 Johnny the Jester Magic Comedy Show  
 Redlands City Choir  
 Redland Modern Country Music Club - Tyla Rodrigues  
 Karen Lee Roberts  
 Interpreted by Mikey Webb  
 Mr Fireworks Spectacular Laser Show sponsored by Alex Gow Funerals

Thank you to: World of Swirls, OMG Decadent Donuts Redlands, Sass & Swag, Evelyn Street Food, Salt Water Murris Quandamooka, Old Macdonalds Travelling Farm, Dusan Stojic-Gardiner Chess, Fairy Lane, Fidelity Hearing Centre, Our Coffee Lady, Egyptian Beauty,

Thank you to all Sponsors - we could not hold this day without you.

Proudly supported by



## Community Groups

Abundance College  
 Circle of Men Incorporated  
 Community Connection  
 Life Stream Australia  
 Make a Wish  
 Mission to Seafarers  
 Modern Country Music Group  
 Night Ninjas  
 Oakland Community Garden  
 RedFest Redlands Coast Festival  
 Redland Bay Senior Citizens Club Inc  
 Redland City Council  
 Redland Yurara Art Society  
 Redlands 24hr Wildlife Rescue Service  
 Redland Modern Country Music Club  
 Rotary Club of Cleveland,  
 Rotary Club of Capalaba,  
 Rotary Club of Wellington Point  
 Royal Life Saving Society Queensland  
 Rural Lifestyle Options Australia  
 Sailability Bayside  
 SES  
 Soroptimist International Bayside  
 STAR Community Services  
 The Cage Foundation  
 The Freedom Hub  
 The Sycamore School  
 U3A Redlands District Inc  
 Volunteering Redlands"  
 Zonta Club





# Volunteer of the Year Winners!



Congratulations to Kym Courtenay of Night Ninjas, Carolyn Delaney of STAR Community Services, Karen Franklin of Make-A-Wish Australia, Terry Moran Circle of Men (award received by Lawrie Hardwick on Terry's behalf), Suzie Tafolo Redlands Coast Chamber of Commerce

# Short Film Competition

Sponsored by McGrath Bayside Cleveland

Congratulations to the winner of the Community Celebration Short Film competition, Oaklands Street Community Garden.

Their film, titled 'Cultivating Connections: How Community Gardens Unite Us' showcases the positive changes that volunteering can make in the community. You can see how they came together to create this original, impactful short film. Their mission is to inspire, share and teach organic and sustainable gardening practices to all who wish to join us at the garden. The garden is a place to make new friends and enjoy social interaction.

"Our film also highlights the personal benefits that volunteers experience, a sense of fulfillment, social connections, and new skills. Overall, our film aims to inspire others to get involved in volunteering and make a positive impact in their own communities", Alison from Oaklands Street Community Garden.



Scan this QR code to watch their short film.



Maree from BayFM, Pamela Neilson & Stephen Everett from McGrath Bayside, with Alison from the Oaklands Street Community Garden winning team



# Easy Shopper Bus



Our EasyShopper passengers had a great surprise with Bruce Paige and 9 News joining their shopping trip. The ladies had the opportunity to talk with Bruce and tell him about the service and how it helps them.



Scan to watch the trip

Give STAR a call for any questions about our services!

# Morning Tea



STAR Clients welcomed Wesley from Fidelity Hearing Centre at Birkdale as the presenter at their morning tea. Wesley took a unique approach to discussing hearing loss and the need for hearing aids by exploring the effects of hearing loss on relationships, communication and daily life, rather than focussing solely on the more technical side of hearing aids.

By bringing the content into a more personal, relatable area Wesley's presentation to those in attendance kept everyone interested and was very well received. Thank you Wesley.



## 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.



Pre-arranged Funerals

Brisbane 3851 7800 | Browns Plains 3800 7500  
 Cleveland 3821 4570 | Deception Bay 3888 3535  
[alexgowfunerals.com.au](http://alexgowfunerals.com.au)



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\*Conditions apply. Passenger vehicles only. Some makes & models may incur extra charges. Valid until 30/08/2023



## Supporting STAR's NDIS clients in three steps:

- Let's get to know each other face to face. We like to know your unique personality, lifestyle, hopes and aspirations about your future- that's why we will always meet you in person. When we come to see you we will bring a care plan, service agreement, quotes for services and other details to make sure our meeting is productive and comprehensive.
- Goal setting and action plan. During the meeting, we will discuss your big goals for your future. We then create an action plan to support you in accomplishing them.
- Review, refresh and reset: Care plans must be updated every 6-12 months dependent on your plan. When your plan review is due, we will set a meeting to discuss which goals have been achieved, any new goals you may have and the supports to accomplish them.



## Celebrating NDIS Stars

We are hugely inspired by all of our NDIS clients for their consistent focus on achieving their goals. Here are some big leaps from them in recent months.

- *Transition from 2-1 to 1-1 supports*
- *Clients attending events that would usually trigger anxieties due to developed coping mechanisms*
- *Confidence building that has made clients comfortable to speak for themselves and express their needs*
- *Gaining paid work*
- *Completing some form of study*
- *Learning to prepare and cook their own meals!*

# New Transport Rates for CHSP Clients

Effective 1 August 2023

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	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. Fees are subject to change with notice. Please contact STAR for more information.

## Technology Training Program for seniors

Technology is an important part of our lives but for many, it can also prove to be a barrier. Many seniors feel disadvantaged when it comes to using digital technology.

STAR has been running a unique technology training program- STAR Tech- to support seniors in learning the basics of digital skills and become confident users of technology.

STAR Tech offer a new device as well as full training that covers all the basics such as using email, browsing the internet for useful information, connecting to your local library, watching videos, listening to podcasts, making video calls to family and friends and so much more. We offer training on your own device too. The program is available in Redlands, Ipswich and surrounding areas.

Call STAR on 3821 6699 for more information.



### To get started with STAR Tech

1. Call My Aged Care on  
1800 200 422

2. Ask for a referral for  
Social Support Individual  
(Telephone/Web)  
OR

Simply call STAR on  
07 3821 6699  
for help with the  
My Aged Care referral  
process.

# STAR LIVE BETTER AGED CARE EXPO



Tuesday October 10, 2023

9:30 am-12pm

The Glen Hotel, Eight Mile Plains, Brisbane

- Basics of in-home aged care services
- How to navigate My Aged Care?
- Making the most of your Home Care Package
- What's next in aged care?

Call 07 3821 6699 or email [marketing@starct.org.au](mailto:marketing@starct.org.au) to register your interest in attending. Please mention the date and venue of the event you wish to attend.

- *Hear from local seniors who are living independently with the support of aged care services.*
- *Bring a friend and enjoy some morning tea.*
- *Entry is free but bookings are essential.*

## TECH SMART EXPO 2023

Technology is for everyone! Find out how you can start or continue your technology journey in your retirement years. Join us at STAR's TECH SMART EXPO at your nearest location.



1

**BROTHER'S LEAGUES CLUB, IPSWICH**

Tuesday October 3 2023, 9:30 am-12 pm

2

**REDLANDS RSL, CLEVELAND**

Wednesday October 4 2023, 9:30 am- 12pm

- ▶ **Demonstration of new digital products and services useful for seniors, available in their local area**
- ▶ **Information seminars by guest speakers**
- ▶ **Latest tips on online safety**

**Free entry. Bookings are essential. Register your interest in attending by calling STAR on 3821 6699 or email [marketing@starct.org.au](mailto:marketing@starct.org.au) Please mention the date and venue of the event you wish to attend.**

## In the Spotlight

### Catherine Leeves Companionship Volunteer

Catherine has been supporting STAR as a companionship volunteer for various services including the EasyShopper Bus, and Lunch Club, for over 3 years.

Catherine used to work in the retail world for 20 years and decided to take long service leave before finding out about the volunteering services for the elderly with STAR.

"I thought about it. I decided it was perfect for me as it is who I am. The elderly have no one to depend on and are so appreciative of our services. My clients feel relaxed when I visit them and we share so many things together in confidence. You don't expect a thank you, but when you do get one you realize just how important it is to be of



service to them. It is the most rewarding feeling at the end of the day to know you have been able to cheer someone up. I really love doing what I do. Every now and then I come out with silly things and do silly things and my clients say to me don't ever change."

## Odette Luke

### Community Transport Manager



Odette Luke has recently joined the STAR team as Community transport Manager.

Odette brings with her over a decade of experience in the Community Transport area. "I have worked within the Brisbane and greater Queensland area for many years. I thrive on the thought that transport availability can make a huge difference in someone's life. Being able to get from A to B – whether it is for a medical reason or social- is one of the basic services one needs to live independently. "

"I am inspired by STAR's mission to break down barriers and enable social and community inclusion. Our volunteers are truly keeping the wheels of our community moving. "

In her free time, Odette likes to spend time with her 12 grandchildren. " Most of them live in New Zealand but visit often. I look forward to our big family gatherings."

# 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](http://www.adaaustralia.com.au)



Nectaria Lekatis and volunteer Christine McLellan

# 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.

Annual General Meeting 2023

# Invitation to all STAR Members

Members of STAR Community Services are invited to attend the STAR Annual General Meeting 2023.

*Please join us on September 16, 2023 at 10 am,  
Lions Community Hall,  
122, Shore St North,  
Cleveland 4163.*

Bookings are essential. Call STAR on 3821 6699 to RSVP by Friday 8 September 2023. 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.

## Proud Supporters of STAR Community Services



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