

CLIENT NEWSLETTER | DECEMBER 2025

Support at Home

Message from the Group Manager, Belinda von Bibra

As we close out 2025, I want to thank you for the trust you place in Anglicare Southern Queensland. It's a privilege to support you to live safely, independently and with dignity at home.

Today, our focus remains on delivering consistent, high-quality care that reflects your choices. With the Aged Care Act 2024 now in effect, your rights are even stronger and we are here to guide you through any changes to your services.

We look forward to supporting you into 2026 with a system that offers clearer rights, more choice and easier access to care, to ensure a brighter tomorrow.

Together, your feedback continues to shape how we improve, helping us strengthen communication, enhance continuity of care and ensure our services remain responsive to your needs.

Wishing you and your loved ones a safe, peaceful and joyful Christmas and New Year. Thank you for choosing Anglicare, today, tomorrow, together.

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Could it be time for more care?

If you're currently receiving services through the Commonwealth Home Support Program (CHSP) or fee-for-service, but you think you might need more help around the home, Support at Home funding may be for you.

You may be eligible for Support at Home funding if you need multiple care and support services on an ongoing basis to help you live independently.

Some of the signs you or your loved one should consider transitioning to Support at Home funding, include:

- Memory loss or confusion
- New diagnosis of chronic illness or dementia
- Increased falls or safety concerns around the home
- Trouble with daily tasks such as personal care or tidying
- Weight loss
- Trauma or the loss of a loved one
- Confusion about medication
- Noticeable change in mental health.

Reasons to plan ahead:

- Gives you time to make an informed decision about which aged care provider to choose for your Support at Home services
- Allows you to financially prepare
- Gives you time to have your needs assessed and funding approved
- Ensures your wishes are understood
- Reduces you or your family's stress levels
- Helps to avoid injuries.

Already started the process? If you are awaiting assessment, or have been approved for Support at Home funding, contact us today.

- We can help you understand your new options
- You can keep the same friendly faces providing your care
- We'll ensure a smooth transition with no gap in your services.

Anglicare is an approved and trusted provider of Support at Home services. Call us on 1300 610 610 or email conciergeteam@anglicaresq.org.au for an obligation-free chat.



Staying safe this weather season

Summer is here, bringing hot days and the possibility of storms. Here are 5 simple steps to take this weather season to stay safe, comfortable and well-hydrated:

- 1. Stay informed:** Keep an eye on weather alerts and updates by visiting ABC, the national emergency broadcaster. You can also call the **Bureau of Meteorology Weather Connect** team on **1300 754 389** for pre-recorded warning messages about floods, cyclones, severe thunderstorms, tsunamis, and marine hazards. If you are affected by a weather hazard, contact your local emergency service for immediate assistance.
- 2. Prepare essentials:** Have water, medications, a torch and a charged phone ready.
- 3. Secure your home:** Bring in loose items and ensure windows and doors are closed properly.
- 4. Stay hydrated:** Drink water regularly, especially in hot or humid weather.
- 5. Avoid going out in storms:** Stay indoors until conditions improve.

FOR CLIENTS TO ACTION

Save the **Weather Connect** number **1300 754 389** on your fridge so it's easy to access during severe weather.

For more information on what to expect this weather season, visit the Bureau of Meteorology at bom.gov.au or download the Bureau of Meteorology app to get weather alerts. In case of an emergency, contact 000.

Anglicare will continue to deliver services if it is safe to do so. In the event of an emergency, Anglicare will contact you only if your services are interrupted.



What the new Aged Care Act means for you

From 1 November 2025, the new Aged Care Act 2024 has been introduced as part of a once-in-a-generation reform. These changes make aged care safer, fairer and more focused on the rights and needs of older Australians.

What's changing?

There's nothing you need to do right now. Your care will continue with Anglicare Southern Queensland.

The goal of these changes is to ensure that everyone receiving aged care feels respected, heard, and supported to live with dignity, independence and choice. Some of the key benefits include:

Your rights and safety are put first

The new Act introduces a Statement of Rights, making it clear that you have the right to be treated with dignity and respect, to make choices about your care, and to live free from neglect or mistreatment. One of your most important rights is the ability to raise concerns safely. Stronger whistleblower

protections mean you can report issues without fear of unfair treatment.

More choice and control

You'll have more say in planning your care and choosing how and when services are delivered.

Better access and quality

Support at Home programs make it easier to live safely at home. New regulations ensure safe, culturally appropriate, high-quality care.

Fairness and transparency

Clearer information on services, decisions, and how to provide feedback or raise concerns.

For more information visit our website or call us on 1300 610 610.



Scan to learn more about the new Aged Care Act or visit bit.ly/agedcare_reforms

Important Update: Spring Cleaning & Webster Packs

Recent changes to government funding rules mean that spring cleaning can only be funded when it is deemed clinically necessary for your health or safety, and Webster packs supplied by pharmacies are no longer claimable under the Support at Home program. If you are affected by these changes, your Client Liaison will be in touch to explain what this means for you and discuss your options.



Queensland Public Holidays

Christmas Day: Thursday 25 December

Boxing Day: Friday 26 December

New Year's Day: Thursday 1 January

Australia Day: Monday 26 January

Good Friday: Friday 3 April

Easter Saturday: Saturday 4 April

Easter Sunday: Sunday 5 April

Easter Monday: Monday 6 April

Anzac Day: Saturday 25 April

Labour Day: Monday 4 May

Please note, not all services are available on public holidays – please contact us on 1300 610 610 if you are unsure about your services on public holidays.

We want your feedback

At Anglicare, we are committed to continuous improvement by listening to and acting on your feedback.

Our 2025 Client Voices Survey showed that 80% of you are satisfied with the overall care you receive from Anglicare. You told us that you value:

- Consistent and reliable service from the same worker where possible
- More streamlined communication
- Greater availability of services

To deliver on this, we are enhancing our Family Portal app and upgrading our scheduling system to improve service planning and staffing.

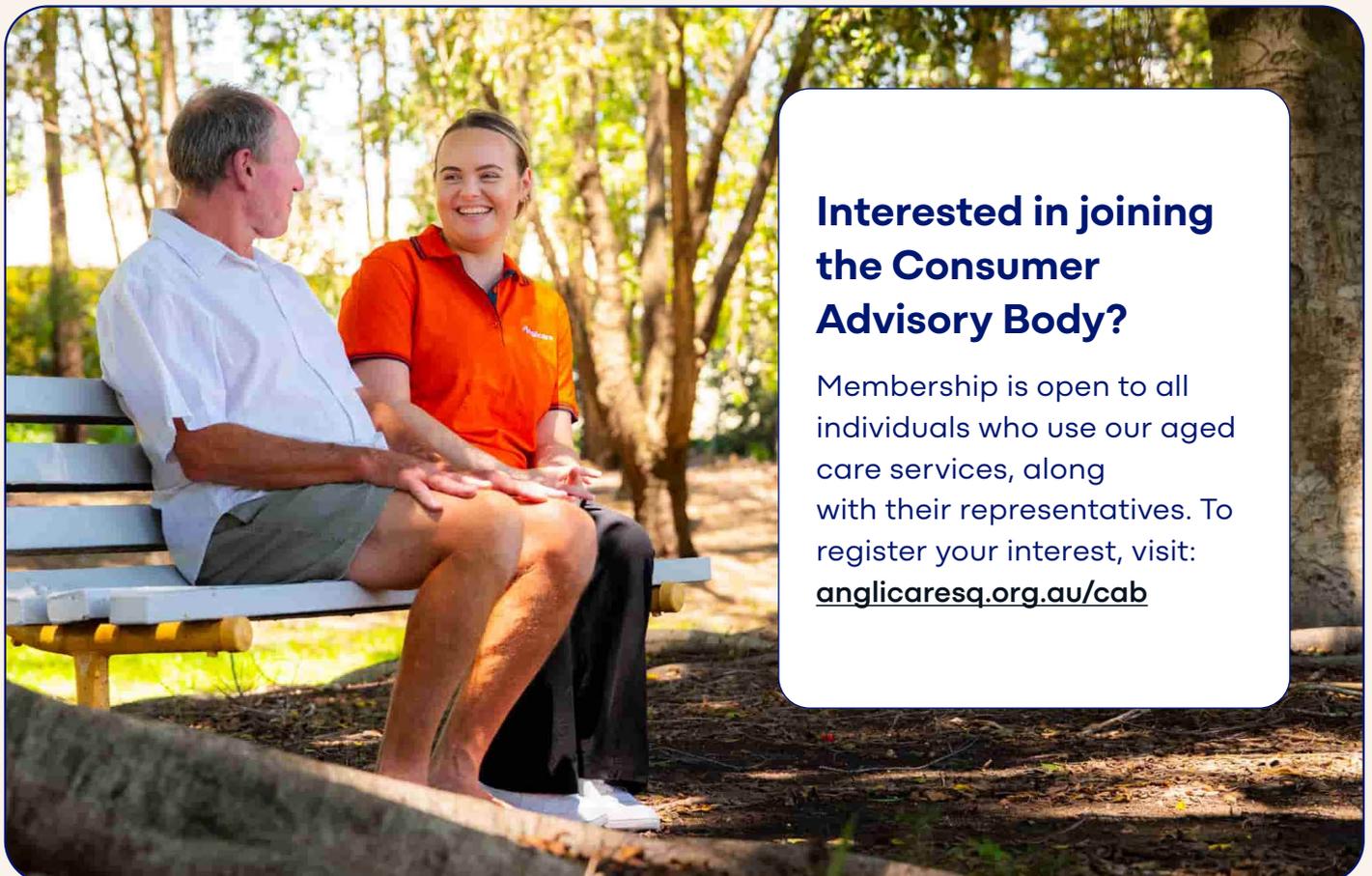
This feedback was also reflected in the Consumer Advisory Body (CAB) meetings held in November 2025. We received positive and

constructive input, which will be shared with the Anglicare Board. A written response addressing all items raised and outlining planned improvements will be provided to all members.

CAB members also contributed feedback on the new Support at Home statement which will help shape communication to ensure better understanding of these changes. The Support at Home statements will be sent out to Support at Home funded clients in the coming weeks.

For more information on providing feedback and lodging complaints, please call us on **1300 610 610** or visit: www.anglicaresq.org.au/contact/feedback

For more information on understanding your rights under the Aged Care Act 2024 whistleblower protections, visit: www.anglicaresq.org.au/contact/whistleblowers-protections/



Interested in joining the Consumer Advisory Body?

Membership is open to all individuals who use our aged care services, along with their representatives. To register your interest, visit: anglicaresq.org.au/cab