



Support at Home

Newsletter - July 2024

A message from the Group Manager, Sue Montgomery

The new Aged Care Act is expected to be introduced into parliament later this year with Support at Home changes coming into effect on 1 July 2025. We will keep you informed about the changes and how they may impact you, well before they take effect.

I wanted to take a moment to recognise our incredible team. I was truly humbled to accept the Reader's Digest Trusted Brands award on behalf of our phenomenal 1,700 home care staff. Their compassion and dedication are what truly sets Anglicare Southern Queensland apart. Once again, thank you for trusting us to deliver your care.

Are you looking to improve your wellbeing, or simply need some social time? Don't forget about our fantastic day respite centres. Our experienced and qualified staff are here to provide support, ensuring your social, emotional, cultural, and physical needs are met with the utmost dignity and respect. This service is also a great way for carers to rest and recharge.

A reminder that we want to know what's important to you, and your loved ones, so that we can continue to provide the best care possible. Keep reading to learn more about the ways you can provide feedback.

In this issue:

Thank you for your trust

Respite care

Home Assist Secure

Home Care Packages

Free influenza vaccinations

Falls prevention

Public holidays

Tell us how we are doing

We're hiring



Thank you for your trust

For a third consecutive year, we are proud to have been recognised in the Reader's Digest Most Trusted Brands survey as one of Queensland's most trusted aged care providers. We are humbled that our staff have been recognised for their dedication and would like to thank all our clients for trusting us to be your care provider.

Respite care: in your home or at one of our day respite centres

If a member of your family is caring for you at home, and they need some time to rest and recharge, you will most likely be eligible to receive respite services.

Our welcoming day respite centres offer a vibrant social environment for clients to connect with others, stay active, and have a great time. They provide a diverse range of engaging activities tailored to clients' interests and abilities. Clients can relax, build friendships, participate in social and educational outings, enjoy live music, explore their creativity through arts and crafts, and much more.

Our dedicated lifestyle team ensures everyone feels comfortable, happy, and engaged. Meals are provided and transport may be available in some areas. If you're eligible for government subsidy, the maximum out-of-pocket expense for this service is currently \$16.50.

If group respite isn't for you, we can also come to your home while your carer takes a break or runs some errands. Alternatively, we can take you out somewhere while your carer has a break at home.

Call us on **1300 610 610** or email **info@anglicaresq.org.au** to learn more, or to arrange these services.

Coming soon

Later this year, we will be launching a new respite program to support carers of people living with dementia in the Brisbane and South Coast regions. Contact our friendly team to learn more.



Client Spotlight

Meet Margaret and Nouhad, clients of our Southport Day Respite Centre. Now good friends, they met many years ago during one of their visits to the centre, and have attended regularly ever since.

"Everything is perfectly run." Margaret

"The friendships you make every week as you meet new people is fantastic." Nouhad.

Home Assist Secure

Did you know that we provide Home Maintenance and Modifications services under two funded programs, the Commonwealth Home Support Program (CHSP) and Home Assist Secure (HAS)?

Home Assist Secure is a service for Queenslanders aged 60 years and over, or people of any age with a disability, who can't undertake, or pay for, critical home maintenance without assistance. This service offers free information and referrals and, where eligible, help with labour costs to complete the work.

For those who are registered with the Home Assist Secure program with Anglicare Southern Queensland, we can help with minor home maintenance or modifications relating to your health,

safety or security which are needed for you to stay in your home. Clients registered with HAS receive an annual allocation of funds for use in the financial year. These funds do not accumulate.

Please note that Anglicare Southern Queensland is funded to provide Home Assist Secure in the Brisbane region, only. To book a service using your HAS funding, please contact us on **07 3028 4555**.

If you live outside of Brisbane and wish to access these services, or to learn more about the program, visit: <https://www.qld.gov.au/housing/buying-owning-home/maintenance-modifications/maintenance-assistance/home-assist-secure>

Home Care Packages

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

Did you know we can provide all these services under a Home Care Package?

- Clinical advice and support, including nursing care
- Help with housework and gardening
- Minor house maintenance and modifications
- Personal care services
- Help with meal preparation
- Tailored health and wellbeing activities and services
- Support with staying physically active
- Social support and outings
- Transportation
- Allied health services
- Spiritual and pastoral care.

Call us on **1300 610 610** or email info@anglicaresq.org.au to learn more, or visit anglicaresq.org.au/help-at-home





Free influenza vaccinations for all Queenslanders

The Queensland Government has announced that all Queensland residents, over the age of six months, are eligible for a free flu vaccine, including those without a Medicare card, until 30 September 2024.

We are encouraging our clients and staff to take advantage of this incentive.

Tips to prevent falls

For older adults, particularly those over the age of 65, fall prevention can become a significant concern due to age-related changes in the body, health conditions, and medications. With falls being the number one cause of injury among older Australians, it's important to do what you can to stay safe.

Here are some ways that you can prevent falls:

- **Footwear:** wear shoes that fit correctly. They should have a good amount of grip and be of good heel height.
- **Vision:** ensure your eye health is checked regularly and wear your glasses.
- **Clear clutter:** keep paths clear for walking around your room or house.
- **Lighting:** turn the light on when you get up at night.
- **Nutrition:** ensure you are eating enough of the right foods and drinking enough water.
- **Walk frequently:** once guided on how to do so safely. Remember to use a walking aid, if you have one.

Public Holidays

Ekka Holiday, (Greater Brisbane area): Monday 12 August 2024

Ekka Holiday, (Brisbane area only): Wednesday 14 August 2024

Gold Coast Show, (Gold Coast area): Friday 30 August 2024

King's Birthday: Monday 7 October 2024

Christmas Day: Wednesday 25 December 2024

Boxing Day: Thursday 26 December 2024

New Year's Day: Wednesday 1 January 2025

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

We value your feedback and encourage you to contact us if you've had a good experience or suggestion for how we can improve our services.

In our last Client Voices Survey, 84% of you, our clients, said that you were satisfied with the overall care received and the staff delivering your care. We heard that you want consistent, reliable service from the same worker, wherever possible.

To help us deliver on this as much as possible, we will be implementing a new client information and scheduling system this financial year to assist with the planning of services and staffing.

Participation in our Client Voices Survey, sent directly to our clients via SMS in July, is a great way to provide formal feedback. Alternatively, you may be interested in joining our Consumer Advisory Body (CAB), made up of people who use our aged care services, their carers and family members.

We will be hosting our next Consumer Advisory Body meeting on Thursday 15 August at 10am. Members will receive more details in the lead-up to the event.

To join the Consumer Advisory Body, visit anglicaresq.org.au/cab and register your interest, or contact us by phone 1300 610 610 or by email cab@anglicaresq.org.au



We're hiring

Anglicare Southern Queensland are proud to have been caring for Queenslanders for over 150 years. If you know someone who's committed to care, we are currently seeking applications to join our team.

For more information, please visit anglicaresq.org.au/onboard