



# Home and Community

## Newsletter - July 2023

### **A message from the Group Manager, Sue Montgomery**

With the extension of the aged care program full implementation now announced for July 2025, we have been busy behind the scenes, preparing for future changes. We are also in the process of implementing a new service model which started on 1 July 2023 for our younger clients who access the Queensland Community Support Scheme. There is more information about these programs provided below.

We are excited to see more people wanting to come and work with us, which has boosted our staffing numbers. Due to this increase, we are pleased to be able to offer additional services to clients who need them. Please contact our team on 1300 610 610 if you would like to learn more or access these services.

We have thousands of wonderful staff and volunteers who are the heart of Anglicare Southern Queensland. We encourage you to let us know if you are receiving excellent service from your Anglicare team member, so that they can be recognised for the great work they do. Our staff recognition awards are coming up and we would love to hear who you think is deserving of special acknowledgement. Additionally, Aged Care Employee Day is coming up on Monday 7 August and is a great opportunity to say 'thank you for caring' to our team.

Thank you for trusting us to provide your home and community service and please contact us to provide feedback or if you need any additional services.

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## Thank you for your trust

We are excited to share that Anglicare Southern Queensland has again been recognised in the Reader's Digest Most Trusted Brands survey in the categories of Aged Care and Retirement Villages, and Home Care – Queensland. 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.

## NAIDOC Week celebrations

Anglicare Southern Queensland is committed to a culture of learning, listening and doing. We acknowledge that our nation's story began more than 65,000 years ago, and First Nation's People are the foundation of this story.

Anglicare services from across the state united in celebration of NAIDOC Week, an important day for our staff and local communities. We would like to congratulate our Townsville team on being nominated for a Community Service Award as part of the NAIDOC Awards held in Townsville. The team strive to support and encourage the community to improve Aboriginal and Torres Strait Islander Health as well as educate the community on the importance of Closing the Gap on Indigenous health.

On Monday 3 July, our Killara Place Day Respite Centre held a morning tea and lunch to bring clients, the local community, and Elders together with an aim to foster connections and celebrate the oldest living culture on Earth. It was a pleasure to have Indigenous Elders, Aunty Bev and Aunty Ruth, along with Aunty Sandra and Howie Vandyke (Anglicare Southern Queensland Cultural Capability Facilitator and proud Bundjalung, Yaegl and Gumbaynggirr man) speak at the event.



## Acute respiratory illnesses

In Queensland we are currently experiencing a peak in numbers of people with flu, COVID-19 and flu-like illnesses. Please remember to let us know if you are experiencing any symptoms or need any assistance if you are ill. Our staff are well trained in infection control practices and have access to personal protective equipment such as masks, eyewear and gloves.

## Free influenza vaccinations for all Queenslanders

The Queensland Government has announced that from 22 July to 31 August 2023, all Queensland residents over the age of six months are eligible for a free flu vaccine, including those without a Medicare card.

Influenza in Queensland remains high with both Influenza A and B currently circulating throughout communities. We are encouraging our clients and staff to take advantage of this incentive.



## Improved communication with the new Anglicare app

We have listened to your feedback and are investing in new technology to improve our communication with you. We are about to trial a new app with clients in our Brisbane South region, which, if successful, will be implemented across all regions. The Anglicare Southern Queensland app will be free and easy to use, and available to home care clients, their families and care team. It will simplify and improve communications between you and your support workers and provide greater visibility and flexibility around your upcoming appointments.

**To stay up to date with the rollout, please call us on 1300 610 610 to ensure we have you, or your nominated representative's mobile number on file.**

## Commonwealth Home Support Program and Home Care Packages

If you are currently receiving aged care services under the Commonwealth Home Support Program (CHSP), and have higher needs, please contact us if you require additional services. You may be eligible for additional CHSP services or a Home Care Package. We would be happy to assist you with the process of assessment through My Aged Care, or you can contact them directly on 1800 200 422. If you are allocated a package and are receiving the full aged care pension, Anglicare Southern Queensland does not charge any out-of-pocket fees. We can assist you with setting up a package of care with us by calling our team on 1300 610 610.

## Queensland Community Support Scheme (QCSS)

If you are under 65 and receiving services under the QCSS, there is a new service that we have received funding from the Queensland Government to deliver. It is Community Connection Support and is designed for people who would like to increase their connection within their local community. If eligible, somebody will visit you to plan and assist with this process. Please contact us on 1300 610 610 if you would like to learn more about this service.

## Public Holidays

Ekka Holiday, (Brisbane area only)  
Wednesday 16 August 2023

King's Birthday, Monday 2 October 2023

Christmas Eve, Sunday 24 December 2023

Christmas Day, Monday 25 December 2023

Boxing Day, Tuesday 26 December 2023

**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.**



## Feedback

We value your feedback and encourage you to contact us if you have any ideas for improvement.

We will be sending out a survey in the coming months via email and SMS. Please contact us on 1300 610 610 to ensure we have your current details, or to complete the survey over the phone.

If you have any feedback about the care or services you receive, we are here to listen. If the concern is serious or urgent, you can speak with our Service Coordinator or Team Leaders on 1300 610 610. If you don't feel comfortable raising a concern directly with us, you may also contact the relevant Departments listed in the Client Handbook.

## 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](http://anglicaresq.org.au/onboard)**

## Consumer Advisory Body

Anglicare is establishing a Consumer Advisory Body, made up of people who use our aged care services, their carers and family members. We want to know what is important to you, so we can improve the quality of our services.

Participation may include in-person or online meetings, surveys and one-on-one discussions. Members will be invited to share ideas and opinions about:



The quality and range of our services



The technology we and our clients use



How we communicate and provide resources



Areas for improvement

To join the Consumer Advisory Body visit [anglicaresq.org.au/cab](http://anglicaresq.org.au/cab) and register your interest or contact us by phone 1300 610 610 or email [cab@anglicaresq.org.au](mailto:cab@anglicaresq.org.au)