



CLIENT NEWSLETTER | APRIL 2025

Home and Community

Message from the Group Manager, Sue Montgomery

I hope this communication finds you well. It seems like a long time ago that cyclones impacted our service areas in Queensland. Whilst we know many of you, and our staff were personally impacted by the cyclones, we are so grateful to our dedicated staff who went above and beyond to care for you, as well as each other, to ensure everybody's safety. We received really positive feedback from you about how supported you felt during these unpredictable times, and we were so pleased there was no loss of life, serious injuries, or significant property damage to our Anglicare facilities. Let's hope we have some reprieve for a while from damaging weather events.

Whilst we are continuing to deliver over 5000 service visits per day, we are working to implement our strategic and operational plans to improve our services to you. We are prepared for the new Aged Care Act to be introduced in July, and in May, we will be changing over to a new client information management system. We have worked hard to try to ensure this changeover is as seamless as possible. We appreciate your patience in May as we learn new ways of working digitally.

Also in May, we have been notified that the Aged Care Quality and Safety Commission will be visiting us to conduct a routine quality review. We will have another routine quality review under the Human Services Quality Framework in September for our Queensland state funded programs. We look forward to showcasing the high-quality services we deliver at Anglicare.

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Together this Easter

Our Home and Community clients and staff have been embracing the spirit of Easter this month with a variety of activities held across our locations. From Easter-themed crafts to morning teas and community events, it's been a time of reflection, celebration and connection.



Our social outings and day respite centres are a wonderful way 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, allowing carers to take a much-needed break. Clients can relax, build friendships, participate in social and educational outings, enjoy live music, explore their creativity through arts and crafts, and much more.

If you would like to join us, please call us on **1300 610 610** or email **info@anglicaresq.org.au** to learn more, or to arrange these services.

Carer Support Program for Carers Supporting People Living with Dementia

Caring for someone with dementia can be incredibly demanding. We are currently offering a six-week Carer Support Program in locations on the Gold Coast, Brisbane North and Brisbane South, designed specifically for carers.

With a small group of fellow carers, the six-week program will cover:

- What is Dementia
- Emotional Wellbeing for carers
- Navigating My Aged Care system and Respite Services
- Supporting your loved one
- Physical wellbeing for carers
- Future support

Sessions are free of charge and are held weekly from selected Respite Centre locations, where your loved one will have the opportunity to participate in engaging activities and be cared for in a supportive and safe environment by our friendly, trained staff. Refreshments and light snacks will be provided.

Anyone who is the carer of someone who has a dementia diagnosis can join the program, but numbers are limited.

To enquire for our May program, please contact **1300 610 610** today.

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 support at home, a Home Care Package (Support at Home Package) may be for you.

You may be eligible for a Home Care Package (HCP), 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 a HCP 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 you choose for your Home Care Package 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 HCP 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 Home Care Packages.

Call us on **1300 610 610** or email **conciergeteam@anglicaresq.org.au** for an obligation-free chat.

CLIENT SPOTLIGHT

Meet Ron

Ron has been a valued client with Anglicare Southern Queensland, receiving Support at Home services for over 12 years. In that time, he's come to truly appreciate the care and support provided by the Anglicare team.

"We were really worried about what we could do with the disability at the beginning, it was very hard. We thought we would have to go into a home, but luckily we have been able to stay here (at home), thanks to Sue and the team," Ron says.

Ron remembers the early days with a smile. "We had Sue when she first started – we had to train her," he joked.

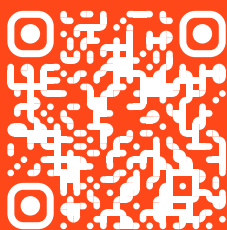
"The staff have all been fantastic, really good," he adds.

Through his Home Care Package, Ron receives a range of services including cleaning, mowing, and assistance with shopping. This has allowed him to maintain his independence and enjoy day-to-day life.

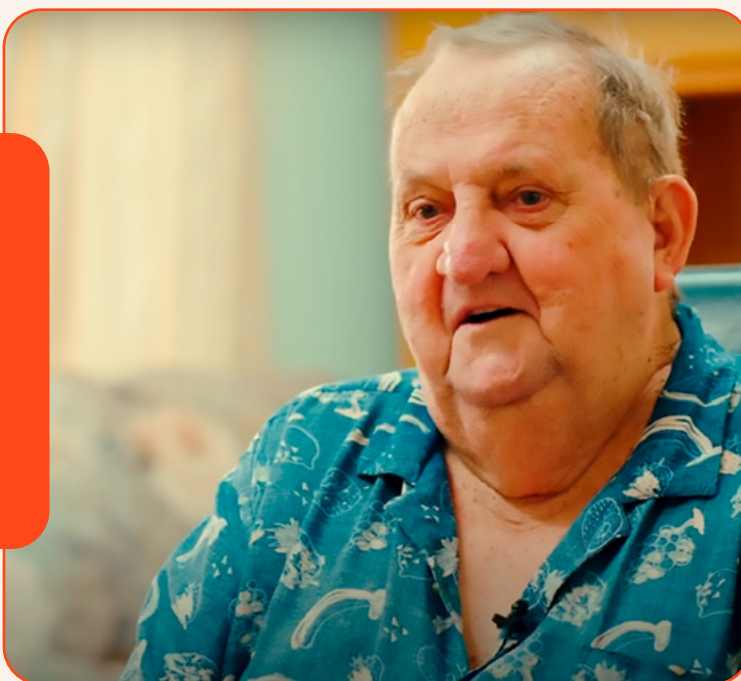
Like many, Ron initially found it difficult adjusting to having someone new in his home. "In the beginning it was a bit hard to get used to having someone else in our home," he recalls.

With time, things became easier. "We found that we were more relaxed as time went on, we had Sue and she was very good at relaxing us, making us feel at home by doing things for us, which helped us a lot."

Thank you, Ron, for sharing your story.



Scan to watch
Ron's story



Our new Client Information System, including the Family Portal.

From May, Anglicare Southern Queensland will be replacing our Client Information System, helping us to improve the way we schedule and provide services to you. We appreciate your patience as we transition to the new system.

One of the benefits of the new system is that it includes a Family Portal, where clients, approved contacts and your care team will be able to stay up-to-date with scheduled services, submit feedback and requests, and view other important information about your care.

The Anglicare Family Portal will be accessible on any internet-based device – computer, tablet, or smart phone. As part of our commitment to your data security, the Family Portal will require you and your care team to each register a valid email address to access the system.



If you haven't provided your email address to Anglicare before, please call the Client Service Centre on **1300 610 610**.

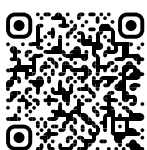
If you have an email address registered with us, we will be sending an invitation to login to the Family Portal in the coming weeks. Please look for an email with the subject **Anglicare Family Portal – Your new Family Portal User Details**. If you would like to join the Family Portal, please open the email and complete the steps to register.

To learn more about the Family Portal, please scan the QR code or visit **anglicaresq.org.au/the-anglicare-family-portal**

Quality Review

Please be advised that the Aged Care Quality and Safety Commission has notified Anglicare Southern Queensland that they will be conducting a routine review of our current client experience to ensure we are providing the best possible quality of care and services that meet the Aged Care Quality Standards.

This program was previously scheduled for March 2025, however, this will now take place in May 2025. As part of this routine review you are able to provide any feedback to the commission.



For more information, please see the Notice of Visit and Notice of Collection from the commission by scanning the QR code or visiting:
anglicaresq.org.au/wp-content/uploads/2025/04/pdf24_merged.pdf

If you have any questions, please don't hesitate to contact our team on **1300 610 610**.

Support at Home

Important update for Home Care Package (HCP) clients

As we have previously communicated, The Australian Government is introducing a new Aged Care Act 2024 from 1 July 2025, in line with reforms to the aged care system.

As part of the reforms, the Government is introducing Support at Home, which will also begin on 1 July 2025. This program will eventually replace the existing Home Care Packages (HCP), Short Term Restorative Care Program (STRC), Commonwealth Home Support Program (CHSP), and other home-based services.

The goal is to create a simpler, fairer, and more flexible system for older Australians who want to live independently at home.

What does this mean for you?

The Commonwealth Home Support Program (CHSP) will become part of the Support at Home program no earlier than 1 July 2027. There is no action required, and no change to current services for CHSP clients right now.

If you are a current Home Care Package recipient you will automatically be transferred to Support at Home. You will maintain your current level of funding and be able to keep any unspent funds as of 30 June 2025. Your care arrangements will remain with Anglicare Southern Queensland, unless you choose to change providers.

We're here to help

Shortly, we will be in touch to arrange a time for our Client Liaisons to visit all Home Care Package clients and discuss what the changes to Support at Home mean for you. Your Client Liaison can also answer any questions you may have, or help you make changes to your care plan if needed.

For more information about Support at Home, or if you feel you need additional services, you can:

View Government resources online:

www.health.gov.au/our-work/support-at-home/resources

Contact My Aged Care on: **1800 200 422** or visit **www.myagedcare.gov.au**

Contact Anglicare Southern Queensland on: **1300 610 610** or visit **www.anglicaresq.org.au/aged-care-reforms**

We are proud to support you and your wellbeing and are committed to making this transition as smooth and transparent as possible. Thank you for continuing to trust us with your care.

Be assured that there are no immediate changes impacting Anglicare clients or services and we remain committed to continuing to provide you with quality care.

Advocacy

Everyone is entitled to basic rights. These include expressing your views. It can be helpful to have family or friends to speak on your behalf, or to consult with agencies whose role is to advise people about their rights and responsibilities when receiving services.

If you wish, one of these agencies can act on your behalf with service providers. These agencies are called "advocacy" agencies and people who act on your behalf and with your permission are called "advocates".

We respect your right to involve an advocate of your choice to represent you at any time. Your advocate can be anyone you choose – your spouse or partner, a relative, a neighbour, a friend, or someone from an

advocacy service. If you require an advocacy service, your local Anglicare service centre can provide information on how to access an advocacy service.

The Older Persons Advocacy Network (OPAN) supports older people to access and interact with Commonwealth funded aged care services.

You can contact **OPAN** on **1800 700 600** or at the OPAN website **opan.org.au**.

Aged and Disability Advocacy (ADA) Australia provides independent advocacy services to support and improve wellbeing of older people and people with a disability.

You can contact ADA Australia on **1800 818 338** or **adaaustralia.com.au**

Consumer Advisory Body

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

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

Participation may include in-person or online meetings, surveys, or one-on-one discussions.

Members are invited to share ideas and opinions about:



The quality and range of services



The technology we use



How we communicate and provide resources



Areas for improvement

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**

Same Anglicare. New Look.

Have you noticed we are looking a bit different? We recently launched our refreshed brand.

For over 150 years, Anglicare Southern Queensland have walked alongside those in need with care, compassion and hope, to help create a more loving, just and inclusive society. As our world continues to change, we recognised the need to evolve alongside it, strengthening awareness of our services and advocacy for those who need it most.

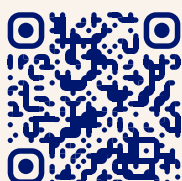
Underpinned by our values of love, care, hope and humility, our refreshed brand reflects the modern, innovative and inclusive organisation that we are, whilst staying true to our long-standing history and supporting the needs of our diverse client-base.

While the services we offer and the way we support our clients won't change, our refreshed brand allows us to leverage our voice, so that we can continue to be a strong ally, representing and advocating for the needs of our clients.

With the strength of our history to support us, faith in our hearts to guide us, and an eye firmly on the future, we are here, dedicated to work as one to meet the needs of the community.

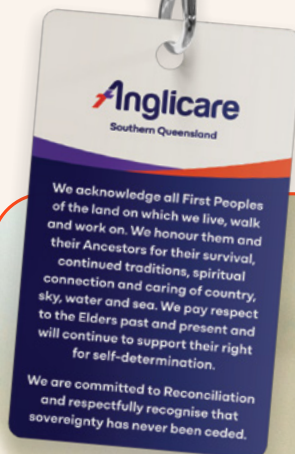
To learn more about our brand refresh, head to our new website here:

**[anglicaresq.org.au/
same-anglicare-new-look/](https://anglicaresq.org.au/same-anglicare-new-look/)**



Anglicare

Support at Home



Elder Abuse

If you witness, suspect, or experience elder abuse, you can contact the National Elder Abuse phone line on **1800 ELDERHelp** (1800 353 374). The phone line can provide free and confidential information, support, and referrals.

Elder abuse may involve physical harm, misuse of money, sexual abuse, emotional abuse or neglect. For more information about elder abuse, include a support directory and resources, visit the COMPASS website: **www.compass.info**

If you have any questions, please don't hesitate to contact our team on **1300 610 610**.

Public Holidays

Labour Day Monday 5 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.



Feedback

We value your feedback and encourage you to contact us if you have any ideas for improvement. If you have any feedback about the care or services you receive, we are here to listen. If the concern is serious or urgent, contact your Team Leader or Service Coordinator by calling us on **1300 610 610**.

If you don't feel comfortable raising a concern directly with us, you may also contact the relevant Departments.

**Department of Women, Aboriginal
and Torres Strait Islander
Partnerships and Multiculturalism**
13 74 68
communities.qld.gov.au

**Aged Care Quality and
Safety Commission**
1800 951 822
agedcarequality.gov.au