



CLIENT NEWSLETTER | JULY 2025

Support at Home

Message from the Chief Operating Officer, Kane Singh

It has been another busy period for Anglicare Southern Queensland as we continue to implement our strategic and operational plans to enhance the services we provide to you. We sincerely appreciate your patience during this time of transition, particularly with the introduction of our new client information system, AlayaCare.

We would also like to take this opportunity to thank Sue Montgomery, Group Manager – Home & Community, as she moves into retirement. Throughout the last 14 years, Sue has made a meaningful and lasting contribution - bringing deep expertise, championing client care and wellbeing, and supporting our teams with integrity. We welcome Belinda von Bibra to the role of Interim Group Manager to support our staff and clients.

While the past few months have brought significant change, we are excited about what lies ahead for our clients – particularly the upcoming aged care reforms, which have now been deferred to 1 November 2025. For more updates and information about our services, please read the newsletter below. Thank you for your continued trust in us to deliver your home and community services.

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

You may be eligible for a Home Care Package, 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 Murray

Murray has been caring for his wife since her dementia diagnosis in 2022 and joined the Carer Group Peer Support and Respite Program to learn how to better support her and receive some support for himself.

He shared, "Once my wife received her diagnosis, I wanted to learn more about dementia. I wanted to be aware of the challenges we face as carers, and I wanted to support and care for her at home."

Initially, Murray and his family felt overwhelmed by the practical and emotional challenges. He explains, "During the early stages I was overwhelmed, my family were overwhelmed, but after doing the course we know what to expect, we have some strategies to help us deal with these issues, we are much more relaxed, and we've found these challenges have actually reduced over time."



The program helped Murray identify triggers and implement coping strategies. "Since doing the course, I've become more aware of the triggers that cause these things. Once you are aware of the triggers you can start implementing some of the strategies."

He adds, "The main way of dealing with triggers is to change the mindset of the person. Whether that's suggesting going for a drive or having a morning tea."

A major benefit for Murray was connecting with others facing similar experiences.

"Making contact with like-minded people, people with similar issues, with similar challenges, meeting with the professionals that run the course... That was the biggest benefit I got from the course."

Since participating in the program, he has stayed in touch with fellow carers. "We've since been able to compare notes, share stories, and have a little fun."

To other carers, Murray would like to say: "You're not alone, and there's support out there."

Thank you, Murray, for sharing your story.



Scan to enquire about the program or visit bit.ly/dementia-program

If you are a carer of someone who has a dementia diagnosis, we encourage you to join the program. To enquire about our August program, please contact 1300 610 610 today. Please note, numbers are limited.

Support at Home: Important update for Home Care Package (HCP) clients

As you may be aware, the new Aged Care Act 2024 will now commence on 1 November 2025, as part of broader reforms to improve how aged care is delivered. The reforms will strengthen your rights, uphold high standards of care, and introduce a new framework to help identify who can support you with decisions if needed.

What's changing?

A new program called Support at Home will be introduced.

Support at Home will be rolled out in phases and will replace the current Home Care Packages (HCP) and Short Term Restorative Care Program (STRC) from 1 November 2025, and the Commonwealth Home Support Programme (CHSP), no earlier than 2027.

What does this mean for you?

There is nothing you need to do right now. You will continue to receive care and services through Anglicare Southern Queensland as per your current agreement.



Impacted clients have already been contacted, and we will continue to meet with them in the coming months to explain the changes and how they may impact your individual circumstances.

We're here to help

Our team are here to help. Should you have any questions at all please contact us on:
1300 610 610

For more information about Support at Home, or the Aged Care Act you can:

Visit our dedicated web page
www.anglicaresq.org.au/aged-care-reforms

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

Contact My Aged Care
1800 200 422
www.myagedcare.gov.au

Contact the Older Persons Advocacy Network on
1800 700 600 or www.opan.org.au

We want your feedback

We value your feedback and encourage you to contact us if you've had a good experience or if you have any ideas for improvement.

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 wanted consistent, reliable service from the same worker where possible, and more streamlined communication. To help us deliver on this, we implemented a new client information and scheduling system, to enable better planning of our services and staffing. Invitations to this year's

survey will be sent out via email and SMS shortly. We encourage you to participate – it's a great way for your voice to be heard.

Additionally, 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 want to know what is important to you so that we can continually improve the quality of our services.

We will be hosting our next CAB meetings later this year, which will include in-person options as well as an online session. 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

Queensland Public Holidays

Wednesday, 13 August

The Ekka

Royal Queensland Show
(Brisbane area only)

Friday, 22 August 2025

Gold Coast Show
(Gold Coast area only)

Monday, 6 October

King's Birthday

Thursday, 25 December

Christmas Day

Friday, 26 December

Boxing Day

Thursday, 1 January 2026

New Year's Day



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.