



RESIDENT NEWSLETTER | JULY 2025

Residential Aged Care

Message from the Group Manager, Kate Hawkins

As we begin a new chapter in aged care, I wanted to share a quick update on the upcoming reforms. While some changes were originally expected to begin from 1 July, there has been a short delay in the rollout of the new Aged Care Act. This gives providers like us a little more time to prepare and ensure we continue delivering the safe, respectful, and person-centred care you deserve.

Behind the scenes, we're continuing to strengthen our internal processes and support our staff through the transition – particularly as we embed the new Strengthened Aged Care Quality Standards into daily practice. These changes are all about improving the experience and outcomes for you. We remain committed to keeping you informed and involved as these reforms unfold – and to making sure your voice stays at the heart of everything we do.

Throughout this newsletter, we'll focus on sharing key updates about the aged care reforms. Further information will also be circulated as new directions and guidance are issued by the government.

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Understanding the Aged Care Reforms: What it means for you

A stronger focus on you

The reforms put you at the centre of care. This means:

- Your choices, preferences, and goals should guide the care and services you receive
- More opportunities for you and your loved ones to be involved in care planning and decision-making.

What Anglicare is doing

Staff are being supported to have more meaningful conversations and to better understand and respect your daily preferences, with your feedback helping to shape the routines and activities offered in the home.

Improved rights and protection

A new Aged Care Rights Statement is being introduced to make it clearer what you can expect from your care. This includes:

- The right to feel safe, respected, and heard
- More transparent complaints and feedback processes.

What Anglicare is doing

Anglicare is currently updating resident information to align with the new Aged Care Rights Statement. We've also enhanced our feedback and complaints process to ensure it remains clear, confidential, and easy to use. Once this work is complete, we will share further updates with residents and families.

Better clinical care and oversight

New Strengthened Aged Care Quality Standards are being introduced to improve the quality of care. These cover:

- Safe and effective clinical care (like managing medications, falls prevention, wound care)
- Nutrition and hydration
- Emotional and mental wellbeing.

What Anglicare is doing

We are strengthening our clinical governance practices through regular oversight by senior nurses, enhancing our huddles and handovers to support timely care decisions, and providing staff with ongoing training in wound care, falls prevention, nutrition and hydration and medication safety.

A skilled and supported workforce

Staff will receive more training and support to meet the updated standards, with a focus on:

- Person-centred communication
- Cultural safety and diversity
- Responding to changes in health and wellbeing.

What Anglicare is doing

All staff are undergoing training to meet the Strengthened Quality Standards, with a focus on communication, dignity, and clinical best practice.

Increased transparency and accountability

- Providers like ours will be required to report more information about the quality of care, staffing levels, and resident outcomes
- The goal is to build greater trust and confidence in aged care services.

What Anglicare is doing

Anglicare is reviewing the quality systems and increasing the reporting of data on staffing and care outcomes. Regular internal audits and resident feedback are guiding our continuous improvement efforts, and this information will be shared with you through resident meetings and other communication methods

What's next?

Although the official start of the new Aged Care Act has been delayed, we're not waiting to take action. You'll start seeing these changes throughout the home, and we'll continue to keep you informed.



If you have any questions or suggestions, please speak to your Facility Manager or a member of our care team. We always value your voice.

Aged Care Reforms and your financial arrangements

As part of the upcoming aged care reforms, it's important to note that **there will be no changes to the financial arrangements of residents who are already living in aged care homes prior to 1st November 2025.**

These reforms are focused on improving care quality, rights, and transparency - not altering existing resident agreements or payments. If you have any questions about your current financial arrangements, our team is always happy to assist.

Introducing the new 'Supporter' role in aged care

As part of the Australian Government's ongoing aged care reforms, a new role called a "Supporter" is being introduced to strengthen the rights and voice of older people receiving care. This change is designed to better support resident choice, independence, and involvement in decision-making - especially for those who may need a little extra help navigating the aged care system.

What is a Supporter?

A Supporter is a person chosen by the resident to help them understand and act on information, communicate their preferences, and make informed decisions about their care and services. This person could be a:

- family member
- close friend
- legal representative or advocate.

Importantly, the resident remains in control - the Supporter's role is to assist, not to take over decision-making (unless legally authorised to do so).

What this means for you

Residents will be able to formally nominate a Supporter to help them understand information and express their wishes - this is voluntary and can be changed at any time. Family members or carers may take on this role without needing to be a legal guardian.

More details will be shared as the new Aged Care Act is introduced. For now, please speak with your Facility Manager if you have questions or would like to learn more. In the meantime, more information can be found via the Department of Health, Disability and Ageing website.



Thank you for your trust

We are excited to share that Anglicare Southern Queensland has been recognised for a 7th consecutive year in the Reader's Digest Most Trusted Brands survey, being awarded Australia's most trusted brand in the category of Aged Care and Retirement Villages. We are humbled that the community has acknowledged us and thank our staff for their dedication and commitment to delivering a high standard of care to our residents, everyday.



Consumer Advisory Body update

The Consumer Advisory Body (CAB) is made up of a group of residents, family members, and representatives who work closely with our staff and administration to provide feedback, share insights, and advocate for the needs and preferences of residents.

We will be hosting our next CAB meetings at each home later this year. Meeting details will be displayed on noticeboards in the home and sent to existing CAB members ahead of time. There will also be an option to share feedback beforehand for those unable to attend in person. 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

Quarterly Resident Experience/Quality of Life Surveys

Each quarter, residents are invited to take part in a short Consumer Experience and Quality-of-Life Survey as part of the National Aged Care Mandatory Quality Indicator Program (NQIP). These surveys are an important way for us – and the government – to understand how residents feel about their care, environment, and overall quality of life.

If a proxy is completing the survey on a resident's behalf, we kindly ask that it's done thoughtfully, keeping the resident's voice, preferences, and wellbeing at the centre. A common question we receive from proxy's

is whether the quality-of-life survey refers to life in general or the present moment – it's intended to reflect whether, given the resident's current care needs, their quality of life is as good as it can reasonably be.

Survey results help us identify what's working well and where we can improve. Thank you for supporting this process and helping us continue to deliver safe, respectful, and person-centred care.

Update on Staff Immunisation Program

We'd like to share an update about how we manage staff immunisation, following recent changes to public health advice and legislation.

Our organisation is shifting from a mandatory to a strongly recommended approach for staff vaccinations. This change aims to respect personal choice, while still prioritising the health and safety of everyone in our care - especially those more vulnerable to illness.

Vaccination remains one of the most effective ways to prevent the spread of illness. Staff are strongly encouraged to stay up to date with their recommended immunisations, including the annual flu and COVID-19 vaccines.

What does this mean for residents?

- COVID-19 vaccinations will now be offered to staff alongside our annual flu vaccine program
- Staff and/or residents who are not vaccinated may be subject to extra precautions during outbreaks, such as wearing enhanced PPE or temporary changes to their duties/routine
- We continue to promote a safe and healthy environment for all residents and staff.

We remain committed to keeping you safe and informed. If you have any questions about these changes, please don't hesitate to speak with your Facility Manager.

ARI Season Reminder

As we enter the Acute Respiratory Infection (ARI) season, we kindly remind all visitors to delay their visit if they are feeling unwell with cold or flu-like symptoms.

Ensuring the safety and wellbeing of residents is our highest priority—thank you for supporting us in maintaining a safe environment for all.

7 August 2025 Aged Care Employee Day

Join us on Aged Care Employee Day, Thursday 7 August 2025, as we celebrate and honour the people who care for all the older Australians in our community. Show your appreciation by completing a **THANK YOU** card (located at reception). These will be displayed in the staff area for everyone to appreciate your gratitude.



Smoking and Vaping Policy

Anglicare has recently introduced a new Smoke and Vape-Free Policy to help create a safer, healthier, and more respectful place for everyone – residents, staff, volunteers, and visitors.

What's changed?

Smoking and vaping is no longer allowed anywhere within 5 metres of an Anglicare site. This includes:

- Car parks
- Gardens
- Courtyards
- Entrances

At Residential Aged Care Facilities, smoking is now only allowed for residents in designated outdoor areas, where a safety assessment has been completed.

Why this is important

This change helps protect everyone – especially residents – from the harmful effects of second-hand smoke and follows new Queensland health rules.

What this means for you

- You may notice fewer places where people can smoke or vape
- If you have any concerns, please speak to your care team
- If a visitor is smoking in a non-smoking area, staff may kindly ask them to move
- Your care plan will guide any smoking support or changes – feel free to ask staff if you have questions.

Want to quit?

If you're thinking about quitting smoking or vaping, there's help available:

- **Quitline: 13 78 48**
- **Website: quit.org.au**
- **More info: health.gov.au/give-up-for-good**

Queensland Public Holidays

Wednesday, 13 August

Royal Queensland Show
(Brisbane area only)

Monday, 6 October

King's Birthday

Thursday, 25 December

Christmas Day

Friday, 26 December

Boxing Day



Feedback

At Anglicare Southern Queensland, we value your feedback as it is crucial to helping us continually enhance our service. We strive for continuous improvement and encourage you to contact us if you have any ideas for future improvement.

If you have any feedback about the care or services you receive, we are here to listen. If you have any concerns, feedback and/or compliments about our service you can speak with our Facility Managers or a member of the team. If you don't feel comfortable raising a concern directly with us, you may also contact the relevant **Aged Care Quality and Safety Commission** on **1800 951 822**