



BELONG AT HOME

NEWSLETTER

SUPPORT AT HOME PROGRAM



Belong
at Home

AUTUMN / WINTER 2026

Welcome to our Autumn Newsletter

As we move into the cooler months, I want to take a moment to thank you for the trust you place in Belong at Home. It is a privilege to support you in your own home and community, and we never take that trust for granted.

At Belong at Home, our focus remains on helping you live safely, confidently, and with dignity at home for as long as possible. Our team is committed to listening, planning carefully, and providing support that is respectful and responsive.

Because you are a Support at Home Program (SaH) client, this newsletter has been specifically prepared for you. We now provide two versions of our newsletter, one for Support at Home Program (SaH) clients and one for Commonwealth Home Support Program (CHSP) clients. While much of the information is similar, each version is tailored to the program you are on. This helps ensure the information you receive is relevant to you and avoids confusion or unnecessary details.

In this edition, you will find practical safety information, helpful reminders, and service updates. You may also notice we explain why our workers sometimes ask certain questions. These conversations are always guided by care, safety, and making sure your support continues to meet your needs.

Thank you for being part of our community and for welcoming our team into your homes.



Michelle De Ronchi

Chief Executive Officer

This SaH issue:

- April Is Falls Month: Staying Safe at Home
- Shared Transport & Appointment Times
- Worker Safety: Pets
- Worker Safety: Respectful Behaviour
- Scam Safety Tip: Stay Alert, Stay Safe
- Celebrating Time Bands
- Quarterly Budget

Contact

☎ 1300 901 790

✉ info@belongathome.org.au

🌐 www.belongathome.org.au

April Is Falls Month:

Staying Safe at Home

Falls are one of the most common causes of injury for older people, but many falls can be prevented with simple steps. As we age, changes to balance, vision, and strength can increase risk, especially at home.

Small actions can make a big difference, such as keeping walkways clear, ensuring good lighting, wearing supportive footwear, and taking your time when standing or moving around. Falls prevention is about staying independent and confident, not limiting your activities. If something feels unsafe, it's okay to pause and ask for help, staying steady helps you stay independent.

Our team may talk with you about falls from time to time, this helps us support your safety and wellbeing.

Falls – Why Do We Ask?

We ask questions about falls so we can help keep you safe.

- **Support at Home clients:** you can contact Belong at Home and our team can assist with advice, referrals or assessments.

These conversations help ensure the right support is in place for you.



Shared Transport & Appointment Times

Travel costs can add up, particularly for longer trips, for example between Bridgetown and Bunbury. Where possible, sharing transport with another client attending appointments at a similar time may help reduce costs. We also aim to schedule appointments during daylight hours, as travelling at dawn and dusk can be more challenging on regional roads. With current fuel costs and limited fuel reserves, we are mindful of planning travel carefully to help manage expenses. Please speak with our team if you'd like to discuss suitable options.



Worker Safety: Pets

We understand pets are an important part of many households. To help keep everyone safe, we kindly ask that pets are secured away during visits (guide dogs accepted). This reduces the risk of trips, scratches, or bites and allows our worker to focus on providing you with the best possible support.

Thank you for helping us maintain a safe environment for both clients and workers.



Worker Safety and Respectful Behaviour



At our organisation, the wellbeing of our workers is a priority. Every member of our team has the right to feel safe, respected, and supported while they carry out their work. Most of our interactions with the people we support are positive, productive and respectful, thank you for being part of this, as it helps support our workers wellbeing and ensures the best possible service for you.

Respectful Behaviour Is a Shared Responsibility

We value the relationships we build with our clients, families, and visitors. These relationships work best when everyone treats each other with courtesy and respect. To maintain a positive and productive environment, we ask all to uphold the same standards of behaviour that we expect from our workers.

This includes:

- Speaking respectfully on the phone and in person.
- Maintaining appropriate boundaries.
- Refraining from aggressive, intimidating, or inappropriate behaviour.



If a Situation Feels Unsafe

Our workers have the right to leave unsafe situations, while we always aim to provide the best possible service, safety comes first. If at any time a team member feels unsafe, physically or emotionally, they are empowered to step away from the situation. This may include pausing a visit, leaving a location, or seeking additional support.

If a situation cannot continue safely, services may be rescheduled or alternative arrangements made.

We appreciate your cooperation in helping us maintain a safe and respectful environment. When everyone feels secure and valued, we can focus on what truly matters: delivering high-quality support and building strong, positive relationships.

If you have any questions about our safety or conduct expectations, our team is always happy to discuss them.

Scam Safety Tip – Stay Alert, Stay Safe

Scammers are becoming increasingly clever, and older Australians are often targeted through phone calls, emails, text messages, or social media.

Remember:

- Be cautious of unexpected requests for money or personal information
- Don't feel pressured to act quickly — scammers often create urgency
- Check email addresses and phone numbers carefully
- Talk to someone you trust if something doesn't feel right

If you are unsure about a message or call, it's okay to pause and seek advice. Staying informed is one of the best ways to stay protected.



Support at Home

Celebrating Time Bands

Over the last year, our scheduling team have been reaching out to our clients to talk about our new approach to service time bands. You may have already received a call from us.

Our clients have told us that they do not like when services were scheduled to start at the end of a time band, and it was confusing to know when you were free to go about your day. We are working in this area and we are keen to monitor and make improvements so you can trust that we will arrive and finish on time more regularly. There may still be times where unforeseen events mean we have to re-schedule, such as late notice cancellations or medical emergencies, but our goal is to be within our time band as often as possible.

How does this improve things for me?

- Greater clarity on when we will start and end the service, meaning you can book appointments outside of these times with more confidence.
- **We are pleased to advise that we have consistently deliver the majority of our services as planned, with over 90% delivered on time.** Ongoing monitoring allows us to quickly identify exceptions, learn from them, and make improvements. This information is reviewed regularly by site teams and the Executives to ensure we continue delivering reliable, high-quality services.

Other tips we recommend:

- Don't forget to turn on notifications if you use the Sandwai Client App and refresh often. This helps us let you know of any changes quickly. If you're not sure how, ask our workers to give you a hand.
- You can let us know if you've got a medical appointment as soon as you know, so we can make sure we're not going to delay you.

Let us know if you have to change your service time with as much notice as possible (more than 48hrs) so we can keep the rosters running smoothly.

QUESTIONS? 1300 901 790

Quarterly Budget

A reminder about the new Support at Home quarterly budget – your funding is provided to be used each quarter to support your independence and wellbeing.

Up to \$1,000 can be rolled over to the next quarter, but any unused funding beyond this cannot be carried forward like it could in the past. You may have noticed this on your March Statement.

This means you may miss out on support that could help you stay well, independent, and comfortable at home.

We encourage you to speak with your Care Partner or Client Service Coordinator (CSC) about ways to make the most of your budget. This could include a clinical review, allied health support, or additional services to help you stay connected to your community or keep your home safe and tidy.

Your Care Partner will check in with you monthly to see how you are tracking, but you're welcome to contact them at any time to discuss how you can make the most of your funding so it doesn't go back to the Government

