

WINTER

SUPPORT AT HOME

NEWSLETTER



BIG CHANGES COMING TO SUPPORT AT HOME

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Exciting reforms are on the way under the new Support at Home program, with Personal Care moving under the Clinical Care category, a significant step forward for the aged care sector and the people we support every day.

What does this mean?

The changes recognise that personal care is more than just assistance with daily tasks it plays a vital role in a person's overall health, wellbeing, dignity, and independence. By aligning personal care more closely with clinical care, the new model aims to deliver more integrated, responsive, and person-centred support for older Australians.

From October clients will have zero contribution costs for Personal Care services, helping improve access to essential supports and reducing financial barriers for older Australians wishing to remain safely at home.

Why this is exciting:

- Greater recognition of the complexity and value of personal care.
- Stronger connection between care teams and health outcomes.
- Improved continuity and coordination of services.
- Better support for ageing safely and independently at home.
- Reduced out-of-pocket costs for clients.
- A stronger focus on quality, wellness, and individual needs.

This reform highlights the important work our teams do every day and reflects the evolving direction of aged care where personal care is recognised as an essential part of holistic health support, not just a standalone task.

The future of home care is evolving and it's an exciting time to be part of it!



BUSINESS HOURS

DONNYBROOK OFFICE HOURS UPDATE:

MONDAY - FRIDAY

8.30AM - 12.30PM

From Monday 20 July, our Donnybrook office hours will change. Clients can continue to call the usual office number, with calls redirected to our Bunbury team when needed.

WINTER COLD, FLU & INFECTION PREVENTION

During the colder months, it's important to take extra care to prevent seasonal illness such as colds, influenza, and other respiratory infections.

To support wellbeing and reduce the spread of illness, please remember:

- Stay home if unwell: Staff and visitors should avoid attending if they have cold or flu-like symptoms.
- Hand hygiene matters: Regular handwashing or use of alcohol-based hand sanitiser.
- Cough etiquette: Cover coughs and sneezes with a tissue or elbow, dispose of tissues immediately and wash hands.

SUPPORT WORKER HOTLINE KEEPING YOUR CARE CONNECTED

Our Support Worker Hotline is a dedicated point of contact for our staff to report updates, concerns, incidents, feedback, or changes in clients wellbeing. By using one central channel, important information can be captured, managed, and followed up quickly, helping ensure safe, coordinated, and consistent care for our clients.

SUPPORT AT HOME BILLING UPDATE REMINDER

As mentioned on your May and June statements, your client contributions and direct debit payments will move to a fortnightly schedule from July. The first direct debit will be processed on 13 August 2026. There is no change to your monthly Support at Home statement.

If you have any questions about your statement or invoice, please contact our team.



- Extra cleaning focus: High-touch surfaces should be cleaned and disinfected frequently.
- Vaccination protection: Flu and COVID vaccinations are strongly encouraged for staff, clients, and visitors where appropriate.

Our clients are at the heart of everything we do and keeping you well helps ensure you continue to feel safe, supported, and at home throughout winter. Please reach out to your Care Partner if you are having cold and flu symptoms.

STORM READY THIS WINTER



Winter storms can arrive quickly, so it is important to be prepared. Keep emergency contact numbers handy, ensure your mobile phone is charged, and have a torch, medications, food, and water available in case of power outages or severe weather.

A little preparation can help you stay safe, comfortable, and connected during winter.

PLANNING A VISIT TO OUR OFFICES?

If you'd like to meet with a Care Partner or Customer Service Coordinator, please call ahead to book an appointment.

Our team are often supporting clients in the community or working across different office locations, so booking ahead helps ensure someone is available to assist you.



Making the Most of Your Support at Home Budget

Your Support at Home budget is designed to help you stay safe, independent, and well at home. Here are some simple ways to get the most value from it:

1. Focus on what matters most

Use your budget on the services that have the biggest impact on your day-to-day wellbeing and independence.

2. Understand what you pay for

You only contribute to the services you receive, and some services (like clinical care) may be fully funded.

3. Review your services regularly

Your needs can change over time. Regular check-ins with your care partner can help make sure your supports still match your needs and budget.

4. Use your budget each quarter

Support at Home budgets are provided quarterly, and only up to \$1,000 can be carried over if unused.

5. Plan ahead for changes

If you expect a change (e.g. recovery after hospital), talk early with your care partner to adjust your services.

6. Ask questions - you have choices

Your care partner is there to help you understand your options and get the best value from your funding.



BIGGEST MORNING TEA

Thank you to everyone who supported our Biggest Morning Tea fundraiser. Thanks to the generosity of our staff, clients, volunteers and community members, we were proud to have raised \$600 for Cancer Council.

The event brought people together over a cuppa and some delicious treats, while supporting the important work Cancer Council does in funding cancer research, prevention programs, and support services for those affected by cancer.

Every contribution made a difference, and we are grateful to everyone who participated and donated to this worthy cause.



NATIONAL EMERGENCY ALERT TEST



From 27 July 2026, Australians may receive a test of the new AusAlert emergency warning system on their mobile phones. In a real emergency, these alerts will provide important safety information about events such as bushfires, floods and other serious hazards. If you receive a test alert, there is no need to take action.



Service Spotlight: Respite Care

Taking a Break While Staying Supported

Caring for a loved one is rewarding, but everyone needs time to rest and recharge. Respite care provides temporary support when a regular carer, often a partner, family member or adult child, is unavailable.

Whether your carer needs to attend an appointment, take a short break, or spend time away, respite care can help ensure you continue to receive the support you need in a safe and familiar environment.

Respite services can be provided in your own home, or at one of our activity centres in Bunbury and Collie for social events.

What Does Respite Care Look Like?

Respite care is tailored to your individual needs and interests. Our support workers can assist with a range of everyday activities, including:

- Preparing or heating meals
- Sharing a conversation and companionship
- Playing cards or other games
- Supporting outings and social activities



How Can I Access Respite Care?

If you think respite care could benefit you or your carer, the best place to start is by speaking with your Care Partner. They can confirm your eligibility, explain the options available, and help arrange the right level of support for your needs.

Respite care offers peace of mind for both you and your carer, helping you stay connected, supported and independent while your regular carer takes the time they need.

Planning ahead helps us support you!

To make sure we can provide the best possible Transport and Social Support services, we kindly ask that you give our team as much notice as possible when booking appointments.

While we always do our best to assist, we are not an emergency service and last minute requests may not always be able to be accommodated.

Providing advance notice helps us plan ahead and ensure you receive the support you need, when you need it.

Thank you for your understanding and for helping us support you and our community.

