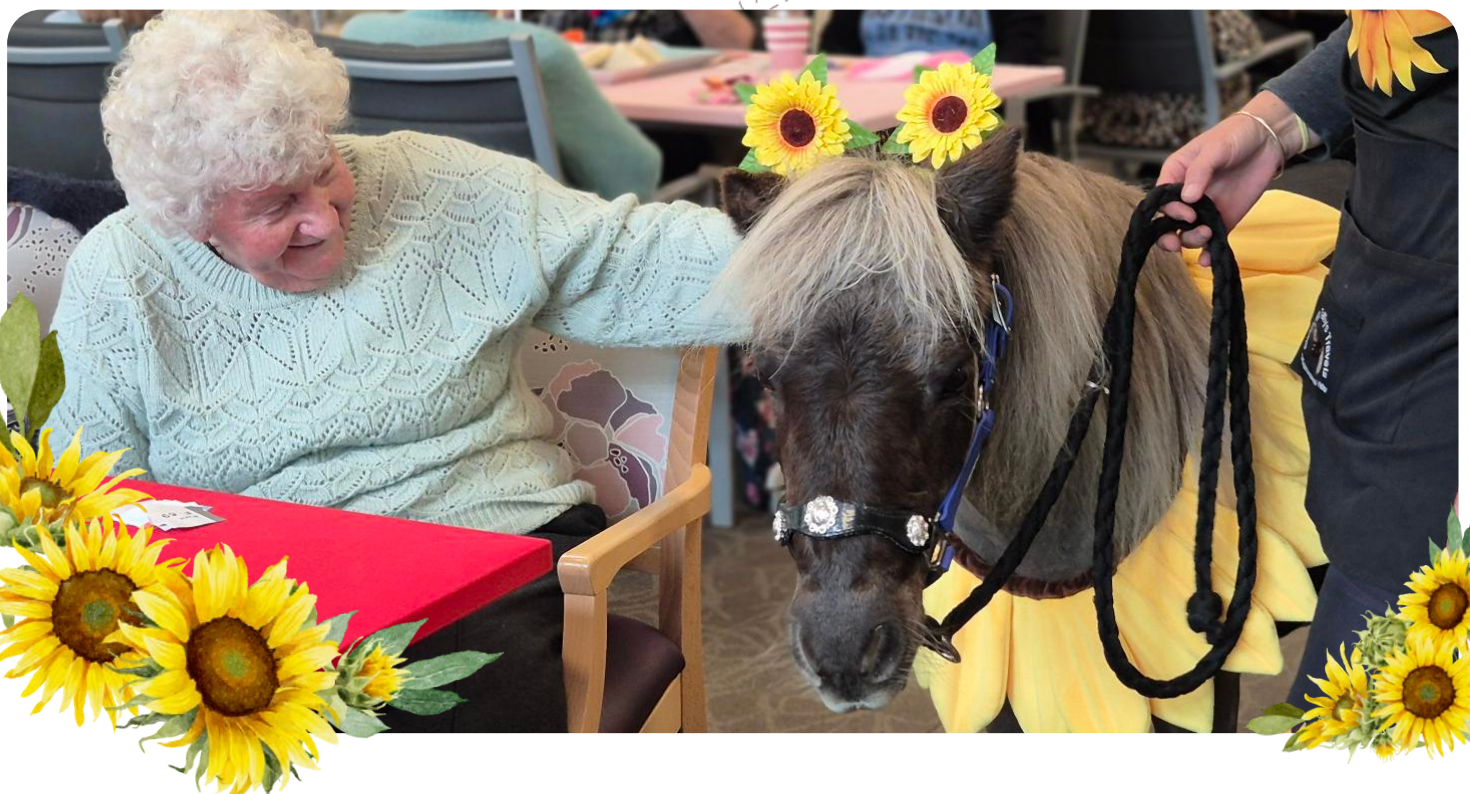




NEWSLETTER

COMMONWEALTH HOME SUPPORT PROGRAMME (CHSP)

SPRING 2026



WELCOME TO SPRING

Spring brings longer days, fresh growth and new opportunities to connect. In this edition, we share some practical safety reminders and local updates from our teams.

Thank you for continuing to welcome Belong at Home into your homes and lives. It is a privilege to support you to live safely, independently and with choice in the community you know.

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ANNUAL CLIENT AND CARER FEEDBACK SURVEY



Thank you to everyone who took part in this years Client Feedback Survey! We received responses from 30% of our clients which is an outstanding response rate. It really helps us to understand the areas we are doing a great job and sets our focuses on what can be improved.

This year, our survey measured how we are tracking towards our quality goals, known as the Umbrella Framework. We have four goal areas; created in consultation with our clients, carers, team and the Board of Management.



Person Focused - respecting each client's individual needs.



Safe - providing our services in a way that makes you feel safe.



Right Way - doing our jobs effectively to meet your needs.



Connected - we work as a team to support your care needs.

"Thank you for facilitating my independence and living in my own home."



One feedback area we would like to touch on, is that many feel that the restrictions on services such as gardening and domestic assistance are frustrating. We understand this and have been working hard to provide you with clear information on what is permitted and what is excluded, due to either limitations set by the Government, limited funding which we must stretch to support as many as we can or that we have to put in place to ensure our workers have safe work environment and don't get injured.

For example, the government guidelines on gardening say that it must be for safety rather than beautification. For this reason, we don't offer weeding. We allow up to 10 minutes of weeding at the end of a service if the worker has time, and if it is safe to do so. Based on your feedback, we have provided our Gardeners with a new gardening tool to help them cover more ground in this time.

If you are not sure what your services can include, please reach out to your Care Partner or CHSP Coordinator.



WE SAW SIGNIFICANT IMPROVEMENTS SINCE 2024:

85%↑ said they feel more supported when their needs change

88%↑ Feel included in decisions about the services they receive.

86%↑ Feel informed when changes occurred.

THE RESULTS ARE IN: FEEDBACK THAT REFLECTS QUALITY CARE

99% feel they are **treated** with **dignity** and **respect**

99% feel our **workers** are **polite** and **helpful**

96% feel their **privacy** is **respected**

95% are **happy** with the **services** they receive

"I consider myself extremely lucky to have access to such excellent services, and am always grateful for the assistance provided. It is impossible to overstate my gratitude for the kindness, cheerfulness, willingness and efficiency of the care I receive. Heartfelt thanks."



WHAT OUR CLIENTS ARE SAYING:

"I would be lost without the social contact."

"You definitely choose beautiful people for the job. I am very satisfied."



Planning Ahead

Spring is often a busy time for appointments, social activities and family visits.

If you need transport or would like to discuss support for an upcoming outing, please contact your local office as early as possible. Advance notice gives our team the best opportunity to discuss available options with you.



Spring Wellbeing



Spring can be a lovely time to refresh familiar routines. Choose what feels right for you and consider:

- Opening curtains and enjoying natural light.
- Taking a gentle walk or spending time outdoors when conditions are comfortable.
- Checking that frequently used paths are clear and well lit.
- Planning regular social time with family, friends or community groups.
- Speaking with your Care Partner if your goals or support needs have changed.



WORD SEARCH

- BIRDS
- COMMUNITY
- FRIENDS
- GARDEN
- SUNSHINE
- WALKING
- WATER





ENJOY THE WARMER WEATHER SAFELY



With warmer days arriving, many of us enjoy opening the windows, spending time outdoors, and soaking up some sunshine. While the fresh air is wonderful, it's also a good time to think about a few simple ways to stay safe and comfortable at home.

A few easy tips for the season:

- Keep doors and windows locked when they are not in use.
- Use sensor lights or outdoor lighting around entrances to improve safety and security at night.
- Keep pathways, steps and walkways clear to help prevent trips and falls.
- Drink plenty of water and try to stay cool on warmer days, especially if spending time outdoors.

A few simple precautions can help you enjoy the warmer months with confidence, comfort and peace of mind.

DID YOU KNOW?

WA Seniors Card holders may be eligible for the Safety and Security Rebate, providing up to \$400 towards approved home safety and security items such as security screens and sensor lights. Eligibility criteria and conditions apply.

For more information visit the WA Seniors Card Safety and Security Rebate Guide.



Go Paperless with Email Delivery

Did you know you can receive your invoices and newsletters by email?

It's a quick and convenient way to access your information while helping reduce paper use.

If you would prefer to receive your statements and invoices electronically, simply email info@belongathome.org.au and let us know.

Our team will update your preferences and ensure future correspondence is sent directly to your inbox.

Thank you for helping us make communication simpler and more sustainable.

CHSP Fee Schedule Update

From 1 August 2026, Belong at Home introduced an updated Commonwealth Home Support Programme (CHSP) fee schedule following a review of service delivery costs and long term sustainability.

The review considered a range of rising costs, including the recent 4.75% award wage increase, higher fuel prices and increased supplier expenses. While costs have increased, our priority remains providing safe, high quality services and keeping fees as affordable as possible for our clients.

The updated fee schedule includes changes to rates for services such as personal care, domestic assistance, social support and home maintenance. It also provides clearer information about transport and travel charges. Clients who access transport services or are accompanied into the community may now see kilometre based travel charges applied directly to their service. Examples are included in the fee schedule to help explain how these charges are calculated.

As part of our commitment to improving efficiency and reducing administration costs, Belong at Home continues to transition to direct debit payments for client accounts.

If you have any questions about the updated fees, please speak with your CHSP Coordinator or contact your local Belong at Home office.