



## SUPPORT AT HOME

### Has Arrived 1 November 2025

As of 1 November, Support at Home is now in place for clients who were previously receiving Home Care Packages. The Commonwealth Home Support Program (CHSP) will not transition until at least 1 July 2027.

We are committed to navigating these changes smoothly and appreciate our team's dedication and our clients' continued trust as we move into this new chapter together. Over the next six months, we'll be in touch to update your service agreement as required.

## Season's Greetings

As the year comes to a close, our hearts are full of gratitude. To our clients and their families, thank you for welcoming us into your homes and into your everyday moments. Your trust is the reason we exist. Every conversation, every cuppa shared, every small step forward reminds us that care is most powerful when it feels personal and when people truly belong.

To our staff and volunteers, thank you for the compassion you show and the commitment you carry with you each day. You travel the distance, you listen deeply, and you lift spirits when the days are long. Your professionalism and kindness are the backbone of our service and the reason our community can count on us. We see the dedication behind the scenes and out on the road and we are deeply proud of the way you live our values.

We hope the festive season brings you rest and joy and time with the people who matter most. If you need support, we are here. We look forward to continuing to walk alongside you in the new year with care that is consistent, respectful, and grounded in community.

On behalf of our board of management and leadership team, thank you for being an integral part of our community. Your trust and support drive everything we do, and we look forward to continuing this journey together in the year ahead.



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## Making Group Outings Count

We love making group outings enjoyable, whether it's lunch, a scenic drive, or a fun activity. To keep these experiences sustainable, we need at least four participants. If fewer register, the outing may be postponed or replaced.

What This Means for You:

- Let us know if you'd like to join an outing.
- We'll keep you informed if plans need to change.

Your enthusiasm makes these outings special, and we appreciate your understanding. If you have ideas for future activities... let your Lifestyle Coordinator or Site Manager know.



## Celebrating Our Finance Audit Success!

Our recent independent finance audit was a resounding success. This achievement reflects our commitment to transparency, accuracy, and strong financial governance. A big thank you to everyone who contributed to maintaining these high standards. It is a team effort that ensures we continue to deliver trusted and reliable services to our community.

## Standing up for Regional Clients

We would like to take a moment to highlight what we do across our regions and how we advocate for clients in the South-West. As the largest provider based in the South West, and often the only provider available to deliver home care services in some areas, we know we have a responsibility to voice the needs of regional clients wherever we can.

Advocacy in action:

- Our Board and CEO meet with local politicians to share real stories from our regions and push for practical solutions on regional needs.
- We met with our Commonwealth Home Support Program grant funding managers to discuss our CHSP contract, and the need to increase based on need in the community.
- Through our national peak body, Ageing Australia, we've raised issues such as contribution rates particularly for full pensioners and service continuity for regional communities.
- We participate in Communities of Practice and provider forums to influence policy and share regional perspectives.



## safety Tips



### What is a scam?

A scam is when someone tries to trick you into giving them your money or personal details, like your bank account or Medicare number.

### How to spot a scam

- Unexpected contact: Be cautious if someone calls, emails, or texts you out of the blue.
- Too good to be true: Offers that sound amazing often are not real.
- Pressure to act quickly: Scammers often rush you so you don't have time to think.
- Requests for personal details. Never share passwords, pins or private information.

### What to do if you think you've been scammed:

- Stop contact immediately.
- Report it: Call the Scamwatch helpline on 1300 795 995 or visit [www.scamwatch.gov.au](http://www.scamwatch.gov.au).
- Protect your accounts: Contact your bank and change your passwords.
- Talk to someone you trust: A friend, family member or Belong at Home can guide you to help.

# WE ARE MOVING TO CASHLESS PAYMENTS

From **5 January 2026**, Belong at Home will transition to a cashless payment system. This means we will no longer accept cash for care fees and related services. Instead, payments can be made via Direct Debit (our preferred method) or over the phone or in-person card transactions at our office.

## Why the change?

Direct Debit is a secure and convenient way to pay your care fees automatically from your bank account. It saves time, avoids late fees, and ensures payments are processed on time without hassle. This move aligns with industry standards and helps us keep service prices as low as possible while maintaining efficient operations.

## What do you need to do?

If you have not set up Direct Debit yet, please contact our finance team on 08 9720 5100 or email [info@belongathome.org.au](mailto:info@belongathome.org.au). We will guide you through the simple process. Alternatively, you can pay by card at our sites.

We have been sharing this update since October 2025. To keep everyone informed, reminders have been included on statements and invoices, with posters and FAQ pamphlets available at reception. These steps ensure clients have every opportunity to prepare for the upcoming change.

Thank you for supporting this transition as we continue to improve convenience and security for everyone.



## Oral Health

Did you know that good oral health is just as important as eating well and staying active? As we age, our teeth and gums need extra care

to keep us comfortable and healthy. Poor oral hygiene can lead to pain, infections, and even affect your overall wellbeing, including heart health and diabetes management.

### Simple Tips for a Brighter Smile:

- **Brush twice a day** with fluoride toothpaste and use a soft-bristled toothbrush. If gripping is hard, an electric toothbrush can help.
- **Clean between your teeth daily** using floss or a dental pick.
- **Keep dentures clean** by rinsing after meals and soaking overnight.
- **Stay hydrated**, dry mouth is common with some medications and can increase the risk of decay.
- **Eat well**, choose foods rich in calcium and limit sugary snacks.
- **Regular dentist check-ups**, even if you have dentures.

Good oral care helps you enjoy your favourite meals, speak clearly, and feel confident. If you need assistance with brushing or denture care, please let our team know, we are here to help you stay healthy and comfortable at home.

## Staff Phone Use During Your Service

During a scheduled service visit, our staff use mobile devices to carry out essential tasks, including:

- **Access and review your personalised care plan.**
- **Record arrival and departure times for transparency.**
- **Log completed tasks such as cleaning, meal preparation, or personal care.**
- **Update progress notes to keep your care team informed.**
- **Report any issues or incidents immediately.**
- **Confirm upcoming appointments or follow-up actions.**
- **This process ensures consistent, high-quality care.**

If you are unsure why a staff member is using their phone, just ask, we are happy to explain how it supports your safety and care. If you believe they are not on their phone completing the above, let us know and we will investigate.





## Restorative Care Pathway Support at Home

Regain your independence with short term restorative care.

The new Restorative Care Pathway is a short term program (up to 16 weeks) designed to help you recover or maintain independence after illness, injury, or changes in health. This is not ongoing care, it is a boost to help you get back on track. The program will be available from 1 November 2025.

Working alongside a restorative care partner, you'll set personal goals and receive tailored support such as nursing or allied health services. The program aims to:

- Prevent or delay the need for ongoing or higher levels of care.
- Support recovery and daily living after illness or injury.
- Manage new or changing health conditions.
- Build skills and confidence to maintain independence as you age.

### How to Access the Program

If your care needs have changed and you think you may be eligible, speak to your Care Partner/CSC. They will guide you through the referral process.

The referral will be sent to My Aged Care, who will arrange an assessment. During this assessment, the assessor will discuss whether restorative care could help you stay independent.

If you're eligible, you can access up to two episodes of restorative care in a 12-month period. Services are delivered through your Support at Home provider and tailored to your assessed needs and goals.

Let us  
Talk

Cleaning  
Products

### Keeping It Safe and Simple

Your safety comes first. That is why our workers never use harsh chemicals like bleach, choosing instead gentle, low-irritant cleaning products that are safer for you and your environment.

All cleaning products must remain in their original packaging and never be decanted into other containers, as this ensures vital safety instructions and ingredient details are always available to prevent accidents and guarantee the correct product is used every time.

**DID YOU  
KNOW?**

**We require 2 Business Days  
(48 Hours) Notice for any  
Cancellation of Service.**

If less notice is given, the full service fee may apply.

The new Support at Home program introduced a rule that the client contribution can only be waived if there is written evidence.

For example:

- Hospital admission:  
A hospital discharge statement or hospital notice is required.

This helps us keep things fair and transparent for everyone.

