

All about news!

all about living
choice | support | connection

CONNECTED

Welcome to our April/May Newsletter, where we aim to keep you updated, informed and connected with everything that's happening at All About Living. We hope you enjoy!

Aged Care reforms set to enhance quality and personal care

The aged care sector is on the verge of significant reforms, aimed at refining the quality and customisation of the care services provided to older people. At the heart of these changes are two core areas being "Quality Improvements" and "Flexible Care Packages," both of which are intended to directly benefit our aging population by enhancing care standards and offering more personalised care options.

Quality Improvements involve eight key quality changes that will be required across all aged care providers. This initiative is designed to boost the overall standard of care, with a special focus on ensuring safety, effectiveness, and the personalisation of care services. The goal is to ensure each person benefits from high quality, tailored care that meets their individual needs and preferences.

Flexible Care Packages aim to give older people greater control and choice over the care they receive. This move towards more adaptable and individualised care plans allows for services that better reflect each person's unique needs and life circumstances.

All About Living's commitment to you

We want to assure our clients that All About Living is dedicated to ensuring a seamless transition of these reforms. Our customer-centric approach means that, in many instances, our policies already align with the principles these changes seek to improve, affirming our commitment to keeping you at the heart of everything we do.

As these reforms are implemented, we remain dedicated to transparent communication and providing support, making sure these changes enrich your experience and satisfaction with our services. Your wellbeing is our utmost priority as we navigate these positive changes together.



It's almost Flu season!



Now is a great time to get your vaccination before the season hits!

Is your COVID vaccination up to date?

ANZAC Services*

Brisbane North

Bray Park- Strathpine RSL

Dawn Service 5.25am

Chermside Kedron Wavell RSL

Dawn Service 5.00am

Redcliffe ANZAC Place

Dawn Service 5.00am

March and Service..... 9.15am

Sandgate Memorial Park

Dawn Service 4.55am

March and Service..... 8.45am

Sunshine Coast

Maroochydore Cenotaph

Dawn Service 4.15am

March and Service..... 8.30am

*Times given as per www.rslqld.org, viewed 09/04/2024.

Survey complete!

Thank you to all who participated in our customer survey. Your feedback is crucial for us to understand our performance and tailor our services to better meet your needs.



Thank you!

Boosting community connections

All About Living is thrilled to highlight our latest community engagement efforts. Our dedicated case management teams are hitting the ground, engaging directly with clients in their community spaces to ensure they're well informed about the latest industry developments. It's all about connecting and keeping our community in the know.

We understand that navigating My Aged Care can be daunting, especially for new clients. The landscape of care services is ever evolving, and staying abreast of the latest information and options can be a challenge. That's precisely why our teams have taken to the community - to bring clarity and support directly to those who need it most.

Joanne Sharpley, All About Living Team Leader and Case Manager, shared "The process can be very confusing for both new and current clients. Through direct interaction with our clients within the community, we aim to address

any enquiries they may have and offer guidance on accessing community services. Our goal is to ensure they receive the optimal services suited to their needs."

Our outreach efforts have been invaluable in spreading awareness about All About Living and the array of services we offer. These community visits allow us to engage with diverse groups, ensuring they understand how to maximise their aged care options and get the most out of our services.

However, our mission extends far beyond just sharing information. It's about building and strengthening the bonds within our communities. By establishing these direct lines of communication, we're able to understand our clients' needs better and tailor our services to meet those needs effectively.

We believe that informed clients are empowered clients. That's why we're dedicated to continuing these outreach efforts, bringing

the latest information and support directly to those who can benefit most. As we move forward, we invite our community members to engage with us, ask questions, and share their needs. All About Living is here for you, and together, we can ensure that our community is supported, informed, and connected.



Joanne Sharpley preparing for a presentation to the Senior Citizens Club in Sandgate.

Would your support group benefit from an All About Living presentation?

Whether it's a community organisation, church or club, we're eager to connect and share our expertise. If you are interested in a presentation, please reach out to Joanne at jsharpely@allaboutliving.com.au

Home sweet home for over 50 years!

We're delighted to welcome Dorothy Scott to our All About Living family. A dedicated mother of five, grandmother of seven and great grandmother of five, Dorothy made her way from South Australia to Brisbane in the late 1960s. Settling in Brighton with her young family, she resumed her teaching career in 1975, touching the lives of countless students at Kippa-Ring and Clontarf Beach primary schools until retiring in 1998.

An avid Lions AFL supporter, Dorothy finds joy in her home alongside her cherished dog, Kinta, and treasures the exceptional neighbours who make "4017" truly special. Her history as president of the Brighton Bowls Club in the late-1990s remains a dear memory. She is still a regular visitor to the club, although these days she has traded her lawn bowls for cards, for a weekly card game and a catch up.



Renee Turner completes Mental Health training

All About Living warmly congratulates Renee Turner, a valued member of our nursing team, on her recent accomplishment of completing Mental Health First Aid training. This achievement reflects All About Living's commitment to providing comprehensive care, emphasising the importance of mental wellbeing alongside physical health.

With studies showing that nearly 43% of adults encounter mental health issues at some point (abs.gov.au 2022), the need for mental health education is critical to the work we do. It's not just about handling emergencies but also about fostering an environment where support for mental health are prioritised.

Renee's training journey has equipped her with crucial skills, notably the ability to recognise early signs of mental distress. "The training has been incredibly

valuable, enabling me to support not just our clients but also my colleagues, friends, and family more effectively," Renee remarks.

Her experience highlights the significance of mental health literacy in all aspects of our lives.

Mental Health First Aid Australia, the organisation behind Renee's training, is renowned for its comprehensive approach to mental health education, focusing on understanding, recognition, and early intervention.

Renee's success is a milestone for All About Living, underlining our ongoing dedication to quality training and holistic care within our community.

As we applaud Renee's efforts, we remain committed to enhancing mental health awareness and support across our network.



Renee Turner completes Mental Health First Aid training.

Mental Health Helplines

Lifeline	13 11 14
Suicide Call Back Service.....	1300 659 467
Beyond Blue	1300 224 636
MensLine	1300 789 978
Kids Helpline.....	1800 551 800
13YARN.....	13 92 76

IMPORTANT UPDATE: Temporary closure of Sandgate office

We regret to inform that our Sandgate Service Hub is temporarily closed until further notice. We apologise for any inconvenience this may cause.

For those needing to make payments during this time, we've arranged a variety of secure and convenient methods. You can choose from BPAY, Direct Deposit, telephone payments, or visit us in person at our Aspley office. For a detailed guide on how to proceed with each option, kindly visit our payment page at www.allaboutliving.com.au/pay/.

Your patience and understanding during this period is greatly appreciated. Should you have any



questions, our dedicated team is here to help. You can reach us at **1300 503 886** or via email at info@allaboutliving.com.au.

Thank you for your continued support during this time.

All About Living Aspley
Unit 1, 609 Robinson Road
Aspley QLD 4034

Office hours:
Monday to Friday, 8am - 5pm
(excluding public holidays)

April & May North Brisbane Groups

Our North Brisbane Groups Program is designed to spice up your weekdays with a wide range of activities that cater to everyone's tastes. Whether you're eager to pick up a new skill, stay active, or make new friendships, we're your go-to for enhancing wellbeing and ensuring you have an enjoyable time.

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
1 EASTER MONDAY	2	3 Body Movement Class \$12 per person	4 Thursday Group No activity today due to Staff Professional Development Day	5 Lifestyle Program \$12 per person
8 Ladies Group Brighton Bowls Club \$12 per person All About Living Choir \$12 per person	9 Men's Group BBQ at Suttons Beach \$12 per person + Lunch <i>CURRENTLY FULL</i>	10 Body Movement Class \$12 per person	11 Thursday Group Song Kran Thai New Year \$12 per person <i>CURRENTLY FULL</i>	12 Lifestyle Program \$12 per person
15 All About Living Choir \$12 per person	16	17 Body Movement Class \$12 per person	18 Thursday Group Mystery Event \$12 per person + Lunch <i>CURRENTLY FULL</i>	19 Lifestyle Program \$12 per person
22 Ladies Group Brighton Bowls Club \$12 per person All About Living Choir \$12 per person	23 Men's Group Mystery Event \$12 per person + Lunch <i>CURRENTLY FULL</i>	24 Body Movement Class \$12 per person	25 ANZAC DAY	26 Lifestyle Program \$12 per person
29 All About Living Choir \$12 per person	30	1 Body Movement Class \$12 per person	2 Thursday Group BBQ at Crockatt Park, Woody Point \$12 per person <i>CURRENTLY FULL</i>	3 Lifestyle Program \$12 per person
6 LABOUR DAY PUBLIC HOLIDAY	7 Men's Group Dynasty Chinese Restaurant \$12 per person + Lunch <i>CURRENTLY FULL</i>	8 Body Movement Class \$12 per person	9 Thursday Group Brighton Bowls Club Reminiscing Day \$12 per person <i>CURRENTLY FULL</i>	10 Lifestyle Program \$12 per person
13 All About Living Choir \$12 per person	14	15 Body Movement Class \$12 per person	16 Thursday Group Kippa-Ring Movies \$12 per person + Movie & Lunch <i>CURRENTLY FULL</i>	17 Lifestyle Program \$12 per person
20 Ladies Group Brighton Bowls Club \$12 per person All About Living Choir \$12 per person	21 Men's Group Big Fish Tavern \$12 per person + Lunch <i>CURRENTLY FULL</i>	22 Body Movement Class \$12 per person	23 Thursday Group Cancer Council Biggest Morning Tea \$12 per person + Donation <i>CURRENTLY FULL</i>	24 Lifestyle Program \$12 per person
27 All About Living Choir \$12 per person	28	29 Body Movement Class \$12 per person	30 Thursday Group Basil & Vine Italian Burpengary \$12 per person + Lunch <i>CURRENTLY FULL</i>	31 Lifestyle Program \$12 per person

Group activities are available to eligible **All About Living** clients. Bookings are essential on **1300 503 886**.

Transportation Made Easy

We offer a pick-up service. Seats are limited, so reserve your seat early by calling **1300 503 886**. Need another way to get there? We can help with alternative transportation options.

Get the latest calendar and full run down of activities by visiting our website www.allaboutliving.com.au/activities-program/

