

All about news!

all about living
choice | support | connection

CONNECTED

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

Introducing All About Living's Consumer Advisory Body

The Consumer Advisory Body (CAB) at All About Living (AAL) is dedicated to ensuring that AAL provides high quality, person-centred care and support, that aligns with the needs and preferences of its consumers. The CAB facilitates consumer feedback, helping AAL remain responsive and continually enhance the quality of care offered.

The CAB serves several key roles

Voice for Consumers: It acts as a forum where consumers can provide feedback on AAL's services, policies, and procedures. This feedback is crucial for AAL to meet consumer needs and maintain high standards of care.

Consumer-Centric Care: The CAB ensures that consumer input and feedback are central to AAL's approach, keeping the organisation focused on person-centred care and support.

Promoting Collaboration: The CAB fosters relationships with other organisations serving similar populations, enhancing collaboration and partnerships in service provision.

Improving Quality of Care: By channeling consumer feedback, the CAB identifies areas for improvement in AAL's programs and services, leading to enhanced care quality.

Fostering Innovation: As a key component of AAL's Innovation Hub, the CAB offers consumer insights that guide the development and implementation of innovative services. Their perspectives ensure that these new services meet consumer needs and preferences, positioning the hub as a leader in service excellence.

How can you get involved?

Our next meeting is scheduled for 20 June 2024. If you have a request or would like to provide feedback to our CAB, please email us at cag@allaboutliving.com.au.

These initiatives demonstrate the CAB's commitment to promoting continuous improvement and innovation at AAL, ensuring that services not only meet but exceed consumer expectations.



The Benefits of Early Flu Vaccination

As autumn signals winter's approach, so does the flu season, a recurring public health concern. Influenza poses serious risks, but early vaccination offers significant benefits.

Enhanced Immune Response

Early vaccination enables the body to develop antibodies, strengthening its defenses against the flu virus.

Community Herd Immunity

By vaccinating early, individuals contribute to 'herd immunity,' protecting vulnerable members of the community.

Prevention of Severe Outcomes

Early vaccination reduces the severity of flu symptoms, particularly for high-risk groups.

Easing Healthcare Strain

Reducing influenza transmission through early vaccination helps alleviate pressure on healthcare systems.

Sustaining Normalcy

Early vaccination minimises disruptions caused by illness, allowing individuals to maintain their routines.

Embracing early vaccination is a proactive measure with far reaching benefits for personal and community health.



Book an appointment with your GP or contact your local pharmacy for details on how you can receive your free flu vaccination.

Hooked on Helping

In a heartfelt initiative that's touching lives, Dana, a local craft enthusiast, has turned her passion for crochet into a powerful tool for social change. Together with her All About Living support worker and fellow craft lover, Karen, Dana has embarked on a mission to provide comfort to victims of domestic violence.

Dana learned to crochet at the age of 16 and has since created a myriad of items, from delicate shawls to an expansive king-size bed cover. Crocheting has been more than just a hobby for Dana, it's a way to keep her hands and mind active.

In recent years, Dana has shifted her focus to smaller, impact-driven endeavours. Working alongside Karen, she creates one-foot square

patterns, which Karen assembles into warm, cozy blankets. These blankets are then given to women escaping violent situations, offering not only physical warmth but also a symbol of solidarity during their most vulnerable times.

Last year, Dana and Karen completed and donated nine handmade blankets. This ongoing project not only benefits the recipients but also provides Dana with a sense of purpose and connection. It's a powerful example of how hobbies can transform into impactful social contributions.

Dana's efforts illustrate those small acts of kindness, like crocheting a blanket, can benefit the community. Through her craft, Dana

has provided both physical comfort and emotional support to those in need, showcasing the beauty of combining passion with compassion.

Thank you, Dana and Karen, for sharing your gifts with those in need.



Dana crocheting her next blanket.

Notice of Upcoming Fee Changes

stay informed

All About Living is committed to providing the highest standard of in-home care, which includes regularly reviewing our fees and charges. We align our fee management process with the Independent Health and Aged Care Pricing Authority. Each year, we adjust our fees to reflect changes in the cost of living and industry trends, ensuring we maintain high standards and deliver exceptional care.

Recently, rising operational costs, shifts in government funding, and new regulations have significantly impacted our finances. Despite our efforts to absorb these increases, it is necessary to adjust our fee structure to continue delivering quality care without compromise.

What This Means for You

In the coming weeks, you will receive a detailed letter explaining the new rates and what this means for you and your services from 1 July 2024. Your Case Manager will also reach out to discuss these changes.

Support and Feedback

We understand that financial changes can be challenging. If you find these adjustments difficult, please do not hesitate to contact us. Your feedback is invaluable, and we are here to support you every step of the way.

For any questions or additional support, please reach out to us on 1300 503 886 or email info@allaboutliving.com.au.

All About Living Celebrates Positive Feedback in Recent Customer Survey

all about living services

In our recent customer survey, the feedback was overwhelmingly positive, particularly highlighting our **Domestic Services** as exceptionally valued by our clients. It's always heartening to see such genuine appreciation for the dedication and efficiency of our staff.

Clients frequently praised the friendliness and helpfulness of our team members who visit their homes. One longtime client, who has been with us since 2011, remarked, "*All About Living is by far the best company with whom I have dealt.*" emphasising the true alignment between our mission to support and connect, and the delivery of our services. This feedback reaffirms our commitment to maintaining high standards in home care.

We also value the constructive comments we received, which help us refine our offerings. A point raised concerned the desire for more consistent staff to reduce the need for frequent reintroductions and retraining. We recognise this challenge and are actively working to enhance staffing consistency. Our team understands the importance of building and maintaining trustful relationships between our staff and clients, and we are committed to making continual improvements in this area.

As we celebrate these positive responses, we remain dedicated to addressing the areas where improvements are needed. All feedback, whether praise or suggestion, is crucial as it guides us in enhancing our services to better meet the needs of those we serve.



Thank you to all our clients who took the time to share their experiences. Your voices are instrumental in shaping our future, ensuring that All About Living continues to provide the best care possible, keeping our community at the heart of what we do.

June North Brisbane Groups *all about groups*

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

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
3 Ladies Group Brighton Bowls Club \$12 per person All About Living Choir \$12 per person	4 Men's Group North Lakes Sports Club \$12 per person + Lunch CURRENTLY FULL	5 Body Movement Class \$12 per person	6 Thursday Group Brighton Bowls Club Games Day \$12 per person CURRENTLY FULL	7 Lifestyle Program \$12 per person
10 All About Living Choir \$12 per person	11	12 Body Movement Class \$12 per person	13 Thursday Group Op Shopping \$12 per person + Lunch CURRENTLY FULL	14 Lifestyle Program \$12 per person
17 Ladies Group Brighton Bowls Club \$12 per person All About Living Choir \$12 per person	18 Men's Group Kippa-Ring Movies \$12 per person + Morning tea + Lunch CURRENTLY FULL	19 Body Movement Class \$12 per person	20 Thursday Group Brighton Bowls Club Arm Chair Holiday to New Zealand \$12 per person CURRENTLY FULL	21 Lifestyle Program \$12 per person
24 All About Living Choir \$12 per person	25 Seniors Forum \$12 per person <i>Brisbane North Group Members only.</i>	26 Body Movement Class \$12 per person	27 Thursday Group The Sands \$12 per person + Lunch CURRENTLY FULL	28 Lifestyle Program \$12 per person

Living in harmony!

As part of our North Brisbane Groups Program, the All About Living Choir, **All Directions**, gathers Monday mornings to sing a mix of contemporary and classic hits. The choir offers a vibrant community for singers and music lovers. Recently, they performed "Amazing Grace" for our All About Living ANZAC tribute. You can watch it on our All About Living Facebook page or scan the QR Code below.



Interested in joining?

Learn more about the All Directions Choir and other activities by contacting Groups on 1300 503 886.



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/

