

All about news!

 all about living
choice | support | connection

CONNECTED

Welcome to our first newsletter of 2025! This month, we delve into the Strengthened Quality Standards, celebrate Stan's 100th birthday, and unveil our new Infectious Disease Control Plan.

New Quality Standards: Prioritising Your Personalised Care

This year brings significant changes to aged care, including a new Aged Care Act, and the Support at Home program set to replace the current Home Care Package on 1 July 2025. We understand you may have questions about how these reforms will affect you, and we're here to guide you through the process.

While many details are still unfolding, we have begun implementing the Strengthened Aged Care Quality Standards. There are five standards relevant to home care, each focusing on a different aspect of care. Over the next few months, we'll break these down to help you understand their benefits, starting with Standard 1.

Standard 1: The Person

This standard focuses on a person-centred approach to care, ensuring your individual needs, preferences, and rights are prioritised in all services you receive.

The aim is to promote your dignity, respect, and autonomy, tailoring care to support your independence and quality of life.

What's Different?

The strengthened standards are more detailed, placing you at the centre of your care. They offer increased protections and better accommodate people from diverse backgrounds. New requirements also enhance the standard of clinical care given at home.

At All About Living, we are committed to providing personalised, high-quality care. The updated standards align with our dedication to respecting your individuality and supporting your wellbeing.

In the coming months, we'll explore each of the remaining standards to keep you informed and confident about the care you receive. If you have any questions or need further information, please don't hesitate to reach out to us.

There are five new home care standards, each focusing on different aspects of care:

- 1. The Person:** Ensuring your individual needs and preferences are respected.
- 2. The Organisation:** Making sure the care provider is well managed.
- 3. The Care and Services:** Delivering high-quality care and services to you.
- 4. The Environment:** Providing a safe and comfortable setting.
- 5. Clinical Governance:** Offering proper medical and health support.

In March, we'll launch our Customer Survey to gather your feedback on our services. Your insights help us enhance your experience. More details will be provided in our next newsletter.

Celebrating 100 Years of Stan Staines! *Happy Birthday!*

All About Living is delighted to celebrate the incredible milestone of Stanley Staines' 100th birthday! Stan, a much-loved client, is an inspiration to us all, and we're honoured to support his independence, helping him remain in the home he built over 70 years ago.

Walking into Stan's home is like stepping into a treasure trove of memories. With walls adorned with photos, it's clear his life is filled with love – from his 4 children and 8 grandchildren to his 9 great-grandchildren. A Navy veteran of WWII, Stan's stories are as sharp as ever, recounting tales of schoolyard marbles, his time aboard the SS Koopa, and his first car, a 1928 Triumph Roadster.

Beyond his service and achievements, Stan's greatest adventure was the love story he shared with his wife of nearly 70 years, Patricia (Pat), who sadly passed away in 2021.

Stan and Pat often saw each other around Sandgate - on the bus, at the Sailing Club - but their story truly began at the Annual Skiff Ball at Sandgate Hall. After sharing a dance, Stan offered to drive Pat home, and that moment marked the start of a beautiful journey together. They enjoyed a life full of love and laughter, raising their family in the home Stan built with care. Pat's presence is still deeply felt in every corner of their home, where Stan cherishes the memories of a lifetime spent together.

Stan shares his secret to a long life: "Keep Jesus in your heart, watch what goes into your mouth and watch what comes out of your mouth." Wise words from someone who's lived through three monarchies, the Great Depression, and a lifetime of love and service.

Surrounded by a family who adores him, - Stan continues to charm us with his wit, wisdom, and warmth. From all of us at All About Living – Happy 100th Birthday, Stan! Thank you for letting us be part of your journey.



Stanley Staines, photo taken at his 100th birthday party that he shared with family and friends at his cherished Brighton.

Welcome to our newest CAB members

In January, our Consumer Advisory Board (CAB) met for the first time this year and welcomed three new members: Connie Healy, Lynette Gilmore, and Noela Burfein.

As we prepare for the upcoming aged care reforms, the CAB has been invaluable in helping us understand the challenges our customers face daily.

Their insights guide us in bridging the gaps between customer needs and the services currently available.

A huge thank you to our new and current committee members Aidan Smith, Barry Rose, Dot Jones, Gil Case, and Scott Galloway for their ongoing contributions in shaping All About Living. We look forward to a productive year!

Easy Ways to Pay for Your Services *Easy payment options!*

We've had a few calls lately asking about payment options, so we thought we'd give you a quick refresher on how to pay for your services with All About Living!

How Are Services Funded?

Your services are funded through a mix of government subsidies and customer co-contributions, keeping fees affordable. Fees are set according to government guidelines and agreed upon with you or your representative. Your care may be fully or partially subsidised, or you can choose to pay privately through our Fee For Service (FFS) option. If you're unsure about anything, your Case Manager is always happy to help.

Payment Options

Invoices are sent monthly after services are provided, either by email or post - whichever you prefer. Here's how you can pay:

- **BPAY** Pay directly from your bank account or credit card using the BPAY details on your invoice.
- **Direct Deposit** Pay online or at your bank using the details:

Bank: Commonwealth Bank of Australia

Account Name: All About Living

BSB: 064 124

Account Number: 1011 4570

Reference: Your invoice number, surname and first name (eg 00012345 Smith John)

- **Direct Debit** Set up an auto payment by calling our Finance Team on 1300 503 886.
- **Over the Phone** We accept Visa and MasterCard. Just call us on **1300 503 886**.
- **In Person** Visit our Aspley office to pay via Visa, MasterCard, or EFTPOS.

Level 1, 609 Robinson Road
West, Aspley QLD 4034
*Monday to Friday,
8:00am – 5:00pm
(excluding public holidays)*

We're here to help, so if you have any questions, give us a call.

New Health Screening Procedure – Starts 3 March 2025

At All About Living, your health and wellbeing are our top priority. To ensure a safe and comfortable experience for everyone, we're introducing a health screening check before each visit.

What You Need to Know

Pre-Visit Check: Before entering your home, our staff will ask a few quick health-related questions.

If No Risk is Found: Your service will proceed as usual.

If a Risk is Identified: We'll consult with the Clinical Team for next steps.

Service Adjustments

If a risk is identified during the screening, we may need to make temporary adjustments

to your service to protect your health and the wellbeing of our staff.

This may include:

- Rescheduling your service until it is safe to proceed.
- Providing essential services only, such as medication support or wound care, with additional precautions in place.
- Using personal protective equipment (PPE) to safely deliver care when required.
- If a service needs to be cancelled due to health concerns, a service fee may apply. To avoid this, please inform us at least 24 hours in advance if anyone in your home is unwell so we can make arrangements.

How You Can Help

Be Honest Your responses help protect everyone.

Keep Us Updated Let us know if you or a household member has symptoms.

Stay Connected Work with your Case Manager to reschedule if needed.

We appreciate your support in keeping our community safe. If you have any questions, please reach out. We're here to help.



March & April Groups Calendar

Our North Brisbane Groups Program offers a variety of activities to brighten your weekdays. Whether you want to learn a new skill, stay active, or make new friends, we promise a great time.

| MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|---|---|---|--|--|
| 3 All Directions Choir Baskerville Hut \$20* per person | 4 | 5 Body Movement Class \$20* per person | 6 Walking Group NEW! Sandgate Dowse Lagoon \$20* per person | 7 Lifestyle Program \$20* per person |
| 10 Ladies Group Brighton Bowls Club \$20* per person + Lunch All Directions Choir Brighton Bowls Club \$20* per person | 11 Men's Group  Celtic Corner Bistro \$20* per person + Lunch  | 12 Body Movement Class \$20* per person | 13 Out & About Group  Brighton Bowls Club St Patrick's Day Celebrations \$20* per person  | 14 Lifestyle Program \$20* per person |
| 17 All Directions Choir Brighton Bowls Club \$20* per person | 18 | 19 Body Movement Class \$20* per person | 20 Out & About Group Lookout Cafe \$20* per person + Lunch | 21 Lifestyle Program \$20* per person |
| 24 Ladies Group Brighton Bowls Club \$20* per person + Lunch All Directions Choir Brighton Bowls Club \$20* per person | 25 Men's Group Bowling \$20* per person +\$10 Bowling | 26 Body Movement Class \$20* per person | 27 Out & About Group Armchair Travel to Brazil \$20* per person | 28 Lifestyle Program \$20* per person |
| 31 All Directions Choir Brighton Bowls Club \$20* per person | 1 | 2 Body Movement Class \$20* per person | 3 Walking Group NEW! Shorncliffe Pier \$20* per person | 4 Lifestyle Program \$20* per person |
| 7 Ladies Group Bracken Ridge Tavern \$20* per person + Lunch All Directions Choir Baskerville Hut \$20* per person | 8 Men's Group BBQ at Bullocky Rest \$20* per person | 9 Body Movement Class \$20* per person | 10 Out & About Group Brighton Bowls Club Easter Celebrations \$20* per person | 11 Lifestyle Program \$20* per person |
| 14 All Directions Choir Brighton Bowls Club \$20* per person | 15 | 16 Body Movement Class \$20* per person | 17 Out & About Group BBQ at Bullocky Rest \$20* per person | 18 Good Friday Public Holiday  |
| 21 Easter Monday Public Holiday  | 22 Men's Group Redcliffe RSL \$20* per person + Lunch | 23 Body Movement Class \$20* per person | 24 Out & About Group Anzac Day Remembrance & Craft \$20* per person | 25 Anzac Day Public Holiday <i>Lest We Forget</i>  |
| 28 All Directions Choir Brighton Bowls Club \$20* per person | 29 | 30 Body Movement Class \$20* per person | 1 Walking Group \$20* per person | 2 Lifestyle Program \$20* per person |

*Co-contribution cost for eligible CHSP participants.

2025 Groups have begun – Come join the fun!



Out & About Group - Australia Day Celebrations 2025



Mens Group - Maleny, January 2025

All About Living's **Groups** are available to eligible CHSP and HCP participants. Co-contribution costs may apply. Call **1300 503 886** to learn more!