

All about news!

all about living
choice | support | connection

CONNECTED

Welcome to our Autumn Edition! Inside, you'll find key updates on aged care reform, along with some exciting news from All About Living. Stay connected and enjoy reading!

Addressing Financial Challenges for Older Australians

Over the past few months, we've been introducing you to the upcoming Support at Home program, a major aged care reform starting on 1 July 2025. One of the biggest concerns among seniors today is financial pressure, and this new program aims to provide more affordable and accessible in-home care services.

The Financial Challenges Facing Seniors

Many older Australians are struggling with the rising cost of living. A recent survey found that 59% of seniors feel their financial situation has worsened due to increasing expenses. Alarming, 20% have delayed or skipped essential medical treatments because of financial concerns. Additionally, 53% worry they may not have enough money to support themselves, highlighting the need for more affordable care options.

How the Support at Home Program Will Help

The Support at Home program is designed to ease financial pressures by making in-home care more accessible and affordable. Some of its key features include:

- **Government-Subsidised Services** The full cost of clinical care services, such as nursing and physiotherapy, will be covered, ensuring seniors receive essential healthcare without extra expenses.

- **Income-Based Contributions** Costs for personal care and daily living support will be based on income and assets. Full pensioners will contribute minimally, while self-funded retirees may have higher contributions, ensuring fairness in the system.
- **Lifetime Contribution Cap** A lifetime cap on contributions will be introduced to prevent excessive costs and provide financial security for those needing long-term care.
- **Additional Government Funding** Extra funding has been allocated to help seniors stay independent at home for longer, including personal care, meal preparation and home modifications to improve safety and accessibility.

While many of the details are still being finalised, these measures aim to reduce financial stress for older Australians, ensuring they receive the care they need without overwhelming costs.

We're Here to Help

As we move closer to 1 July 2025, All About Living remains committed to supporting you through this transition.



Resources: www.cota.org.au; www.health.gov.au/our-work/support-at-home; www.seniors.com.au

Introducing AlayaCare's Family Portal

We are excited to introduce **AlayaCare's Family Portal**, which will be implemented over the next couple of months. This secure and easy-to-use platform will give you access to important information about your care.

Through the portal, you can view your upcoming services and request changes online. You'll also have access to your medical information related to your All About Living Care Plan. This ensures complete transparency and full visibility into your care.

The Family Portal is available online and can be accessed on a computer, tablet and mobile devices. With your permission, it can also be shared with your

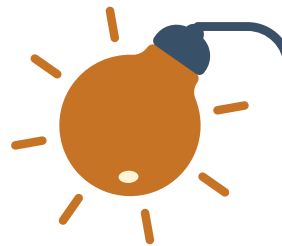
family members, allowing them to stay informed and involved in your care.

There are many features available in the portal, and we're excited to explore these opportunities with you. To ensure we keep the platform aligned with your needs, we are seeking your feedback on what's most important to you. We'd love to hear your thoughts on what you want to see and what you don't.

Please scan the QR code below to complete a short survey about your preferences. Your feedback will help us customise the Family Portal so that you can access the features you want most!



DID YOU KNOW?



Our care staff use their company phones during visits to access the AlayaCare app, which helps them keep track of all the tasks related to your care.

As they complete each task, they check it off in real-time, allowing our team to instantly see the services provided. This helps keep our scheduling team up-to-date, ensuring accurate records and timely services for you.

So, when you see staff using their phones, they're actively managing and staying on top of your care needs!

NEW SMS Service

At All About Living, we're always looking for ways to improve your experience. That's why we're excited to be testing a new feature, SMS Service Notifications, which we'll be introducing in April!

How does it work?

With SMS Notifications, you'll receive a text message 15-60 minutes before your service starts, letting you know that our team is on their way!

How do I get access?

If we have your mobile number, you'll automatically be enrolled in this service.

What if I don't want it?

If you'd prefer not to receive SMS notifications, simply contact your Case Manager or our office team, and we'll opt you out of the notifications.

Here's what you can expect:

- **Real-Time Updates:** Get a heads-up about when your support worker will arrive, so you can plan your day.
- **Peace of Mind:** No need to follow up or wonder when your worker will be there. You'll be kept in the loop.
- **Greater Convenience:** Clear communication means no surprises, just smooth service.



2025 Customer Survey: Your Feedback Matters!

Great news! The All About Living 2025 Customer Survey is scheduled for April. In the coming weeks, you'll receive a letter with all the details on how you can provide your valuable feedback.

This year, we have partnered with MOA, a trusted provider of aged care quality systems, to ensure that our survey focuses on assessing and improving the quality of our services. Partnering with MOA helps us align with the highest industry standards and best practices, so you can have confidence that the survey is anonymous, secure, and meaningful. We are committed to using this information to continuously improve and ensure we're providing the best care possible.

Your feedback, whether positive or constructive, is incredibly important to us. It helps us understand what we're doing well and where we can make improvements. By sharing your thoughts, you're playing an essential role in helping us grow and serve you better.

We hope you will take part, and we appreciate your help in making All About Living the best it can be!



Important Update for CHSP Customers

As you may know, the Aged Care Health Industry is undergoing significant reforms, starting with changes to the Home Care Package (HCP), which will transition to Support at Home on 1 July. While the Commonwealth Home Support Programme (CHSP) isn't scheduled to change until 2027, we want to inform you that some minor adjustments are being made to the names of **Service Types** to align with the new reforms. For example, "Support - Groups" will now be called "Group Social Support," and "Self-Care Aids" will become "Self-Care Products."

All About Living is on top of these changes, so there's nothing you need to do. However, we wanted to give you a heads-up that you may notice these updates on your invoices as we adjust to align with the new reforms.

Rest assured, these changes won't affect the services you're receiving, only how they are listed. We are managing everything behind the scenes and will keep you updated. If you have any questions, feel free to reach out!

All About Living Expands for Even Better Service

We're delighted to share that we have recently expanded by welcoming 10 new team members to our family. This expansion enables us to increase the number of services delivered directly by our team. In the past, we worked closely with local providers to meet service demands, particularly in domestic assistance. With our expanded team, we can now ensure greater consistency and flexibility by managing a wider range of services in-house.

The benefits of this change include:

- **More Consistency:** You'll receive services from the same trusted team, creating stronger connections and reliable care.
- **Better Communication:** We'll have more control over scheduling and feedback, ensuring a smoother experience for you.
- **Increased Flexibility:** We'll be able to better accommodate changes to your schedule and provide more reliable coverage.

This is a really positive step forward for All About Living, and we're excited to be able to provide you even better care and support.

April & May 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
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 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>Let Us Not Forget</i>
28 All Directions Choir Brighton Bowls Club \$20* per person	29	30 Body Movement Class \$20* per person	1 Walking Group NEW! Boondall Wetlands \$20* per person	2 Lifestyle Program \$20* per person
5 Labour Day Public Holiday	6 Men's Group El Camino Cantina \$20* per person + Lunch	7 Body Movement Class \$20* per person	8 Out & About Group Mini Golf \$20* per person	9 Lifestyle Program \$20* per person
12 All Directions Choir Baskerville Hut \$20* per person	13	14 Body Movement Class \$20* per person	15 Out & About Group Samford Bakery \$20* per person + Morning Tea	16 Lifestyle Program \$20* per person
19 Ladies Group Brighton Bowls Club \$20* per person + Lunch All Directions Choir Brighton Bowls Club \$20* per person	20 Men's Group Movies \$20* per person + Lunch & Movie Ticket	21 Body Movement Class \$20* per person	22 Out & About Group Gatsby 1920's Party \$20* per person	23 Lifestyle Program \$20* per person
26 All Directions Choir Brighton Bowls Club \$20* per person	27	28 Body Movement Class \$20* per person	29 Out & About Group Op Shopping \$20* per person + Lunch	30 Lifestyle Program \$20* per person

It's almost Flu season!

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



On behalf of everyone at All About Living, we would like to wish you a safe & happy Easter!

A gentle reminder, with public holidays coming up in April and May, some services may need to be rescheduled or cancelled. If you're planning to be away during this time, kindly let us know by contacting us on 1300 503 886.

