

All about news!

all about living
choice | support | connection

CONNECTED

Welcome to our Winter Edition! Inside, you'll find insights from our Consumer Survey, updates on Support at Home and a spotlight on Standard 2 of the Strengthened Quality Standards.

Support at Home Begins 1 July 2025

From 1 July 2025, *Support at Home* will replace the current Home Care Packages (HCP) program. If you receive services through HCP funding, this change will apply to you. Customers receiving care through the Commonwealth Home Support Programme (CHSP) won't transition just yet, your services will remain the same for now.

So, what's changing?

Support at Home has been designed to make aged care simpler, fairer, and more tailored to your needs. You'll still receive the care you rely on, but with better access, clearer service lists, and transparent pricing. Your services will be funded based on your needs using a new 8-level classification system, and budgets will be issued quarterly, giving you more flexibility and control.

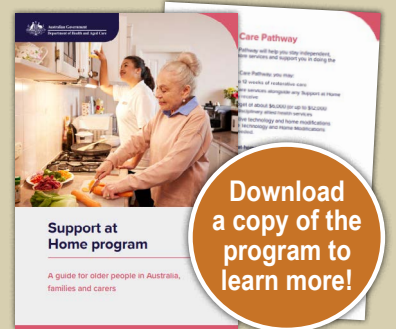
Key benefits include:

- Faster access to services
- A wider range of care supports (including clinical care, social support, transport, and help at home)

- Upfront access to assistive technology and home modifications
- Clearer pricing with government-set caps
- Financial contributions that reflect your personal circumstances

Even if you're not transitioning right now, everyone will benefit from the broader changes to aged care, including improved standards and protections introduced under the new Aged Care Act and Strengthened Quality Standards.

If you have questions, please reach out.
We're always happy to help.



Have you updated your income and assets with Services Australia?

Make sure your financial information is up to date before 1 July 2025 to ensure your contribution rates under the new Support at Home program are accurate and fair.



How to give feedback

We've made it easier for you to share feedback. Our online portal lets you send compliments or complaints anytime. Just scan the QR code or visit our website.

<https://allaboutliving.com.au/feedback-form>



Survey Results: We're Listening and Taking Action!

A big thank you to everyone who completed our 2025 Consumer Survey. We received over 200 responses which is incredible! We're so grateful for your time and honesty. Your feedback gives us invaluable insights into what matters most to you and helps us plan and deliver services that truly reflect your needs.

We're proud to share some fantastic results from our recent customer survey:

- **97.5%** find our staff polite and helpful
- **96%** say staff respect their privacy
- **95.7%** of customers feel they are treated with respect
- **94.1%** say our services make a positive difference in their lives

But you also told us where we can do better and we're taking real action. Here's a snapshot of what we are doing!

You said: "We need more notice about who is coming and when."

Response: We are introducing SMS Notifications which will send you live updates about your scheduled services to let you know when a team member is on their way!

You said: "We want more regular and easy-to-access information."

Response: AlayaCare Family Portal is coming soon! This user-friendly digital tool allows you and your nominated family members to view upcoming services, send requests to our scheduling team, and view your care plans online.

You said: "We value seeing the same familiar staff."

Response: From 2 June, we're introducing a new *Zoning Team Model*. This means dedicated AAL service teams will be assigned to a single local area, helping to ensure consistent staffing, stronger relationships, and support from a familiar, reliable team.

These changes are just the beginning. Your feedback is helping shape our next steps to ensure we continue providing safe, reliable, and person-centred care. Thank you for being part of this journey. We look forward to sharing more updates as we continue to build on your insights and suggestions.

Support Roles Are Changing: Here's what you need to know

There's an important change coming to how My Aged Care records who can support you with your care. These updates are part of the new Aged Care Act, which is designed to give older people more control and say in their care, while ensuring the right supports are in place.

From 1 July 2025, anyone currently listed as your regular or authorised representative will become your Registered Supporter. This change will happen automatically, so it's important to understand what's different and check whether the right person is listed for you.

A Registered Supporter is someone you trust to help you understand and communicate decisions about your care.

This role comes with new legal responsibilities, including:

- Acting honestly, respectfully, and in your best interests
- Supporting your independence and helping you stay involved in your own decisions
- Avoiding conflicts of interest
- Following rules set out in the Aged Care Act, with consequences if they don't

This role is different from the old representative roles because it is legally defined, with clearer duties and accountability.

A Registered Supporter does not replace an Enduring Power of Attorney (EPOA). An EPOA can make decisions on your behalf, but a Registered Supporter helps you stay in control by supporting you to make your own choices.

If you're happy with your current support person, you don't need to do anything. If you'd like to make a change, it must be done through My Aged Care by 30 June 2025.

New Statement of Rights: Here's What You Need to Know

From 1 July 2025, the Charter of Aged Care Rights will be replaced by a new Statement of Rights under the Aged Care Act 2024. As your provider, we want to make sure you understand what's changing and how it benefits you. The new *Statement of Rights* puts you at the heart of aged care, ensuring your needs, preferences, and choices come first.

This update strengthens your right to feel safe, respected, and supported. It also affirms your right to make your own decisions and live the life you choose – including choices that align with your personal goals and preferences.

We're here to support you every step of the way! To read the full Statement of Rights, simply scan or click on the QR code provided for easy access.



Your rights at a glance:

- You can make your own decisions about your care and daily life.
- Your decisions must be respected, not just accepted.
- You have the right to feel safe, supported and treated with dignity and respect.
- Your personal identity, culture, and background must be recognised and valued.
- You can choose how, when and by whom your services are delivered.
- You have the right to fair access to assessments and services.
- You can stay connected to your family, friends, community and your pets.
- You can raise concerns or give feedback without fear, and receive fair responses.
- The right to information in a way that suits you, with support to understand your rights.

Strengthened Quality Standard 2: The Organisation

In March, we introduced you to the Strengthened Aged Care Quality Standards and explored Standard 1: The Person. In this edition, we take a closer look at **Standard 2: The Organisation**, which focuses on ensuring that we, your care provider, is well managed, responsive, and continuously improving.

Standard 2: The Organisation

This standard focuses on the systems and governance behind your care, including staff training, feedback management, risk and emergency planning, and transparent information handling. It ensures your provider is responsive, safe, and focused on delivering consistent, high-quality care.

What's Different?

The strengthened standard places more emphasis on accountability and feedback.

Providers must actively partner with clients to shape services and respond to concerns. Staff must be trained, supported, and competent in their roles. Organisations are also required to plan for emergencies and manage risks, complaints, and incidents openly.

At All About Living, we're proud of our strong internal systems and commitment to continuous improvement. Our recent Customer Survey, completed last month, is a great example of this in action. Over 200 clients shared their feedback, which we're now using to shape better services and support.

In our next edition, we'll explore **Standard 3: The Care and Services**. Together, we're building a stronger, safer aged care system, one standard at a time.



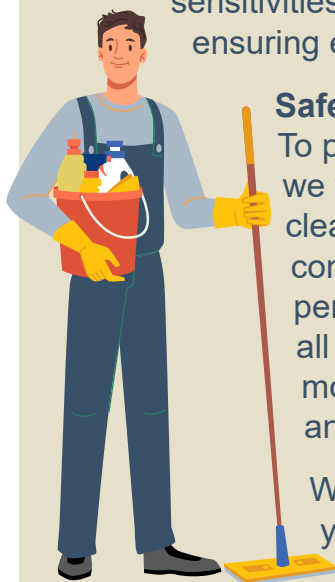
Tailored Cleaning That Works for You

At All About Living, we're here to help you keep your home clean, comfortable, and just how you like it. To make sure we meet your needs, we use the cleaning products you provide. This helps us work around any allergies, sensitivities, or scent preferences, ensuring everything is right for you.

Safety Comes First

To protect you and our team, we follow a list of approved cleaning products. Items containing bleach aren't permitted, and we ask that all equipment like vacuums, mops, and buckets are safe and in good condition.

We're committed to keeping your home clean, safe, and comfortable - your way.



Our Accepted Cleaning Products Include:

- Cream Cleansers: *Jif, Ajax, Gumption*
- Multipurpose Cleaners: *Ajax Spray & Wipe, Shower Power, Orange Cleaner*
- Earth Choice Range: *Multipurpose, Toilet, and Floor Cleaners*
- Disinfectants, White Vinegar, Window Cleaners: *Any brand (no bleach)*
- Toilet Cleaners: *Duck, Home Brand (non-bleach only)*
- Dishwashing & Laundry Products: *Any brand, Fabric Softeners - Premix only.*

A Few Extra Tips:

Please provide disposable paper towels and pump-action soap to support hygiene and infection control.

Word Find Challenge

In celebration of the Cancer Councils Biggest Morning Tea, we've brewed up a little fun! Enjoy our Biggest Morning Tea Word Find - a great way to take a break and join in the spirit of the day. Good luck and happy hunting!

Words to find:

Words can be found forwards, backwards, horizontally, vertically, or diagonally.

All About Living

Milk

Bake

Muffin

Biscuits

Spoon

Connected

Teacup

Cupcake

Tea Trolley

Espresso

Flour

Fruit Platter



Cancer Council
Australia's Biggest
Morning Tea

F	R	U	I	T	P	L	A	T	T	E	R	S	V
L	H	C	I	O	S	S	E	R	P	S	E	O	B
F	T	E	A	T	R	O	L	L	E	Y	W	O	A
A	L	L	A	B	O	U	T	L	I	V	I	N	G
B	O	U	P	Z	S	H	D	N	K	V	C	J	K
I	B	U	D	T	A	I	A	I	E	B	O	Q	S
S	Y	V	Y	M	A	U	B	F	N	A	N	J	V
C	U	P	C	A	K	E	D	F	I	K	N	O	L
U	Y	G	W	J	O	Y	E	U	S	E	E	R	P
I	B	R	J	R	K	Z	Q	M	F	F	C	X	U
T	G	S	D	T	B	Z	X	K	N	L	T	I	C
S	M	O	T	W	K	L	I	M	D	O	E	R	A
A	V	I	F	X	A	O	P	L	O	U	D	F	E
Q	M	H	W	E	S	P	O	O	N	R	W	L	T