

All about news!

all about living
choice | support | connection

CONNECTED

SPRING 2025

Welcome

Welcome to our Spring edition, featuring care updates, community news and ways to stay connected including Support at Home, Quality Standard 3 and the Einbunpin Festival.

Stronger Together: All About Living Joins Vertaview Group

As of 1 July 2025, All About Living has officially joined Vertaview Group. This marks a new chapter of opportunities, and we're looking forward to delivering even more value to you, our wonderful customers.

Providing you with consistent, high-quality care has always been our top priority. We want to reassure you that you will continue to see the same friendly faces, and enjoy the same services you know and trust.

Joining Vertaview Group gives us the opportunity to grow stronger and plan for a better future, while staying focused on the care you receive today.

These include:

- More training and development opportunities for team members
- Better systems to improve communication and service coordination
- Access to expert advice and shared knowledge from other service providers
- Smoother internal processes, giving our team more time to focus on you.

We are proud to bring the benefits of this merger back to the people we care for.

Who is Vertaview Group?

Vertaview Group is a collective of respected, purpose-driven organisations that deliver aged care, disability, and mental health services across Australia. The group includes trusted providers such as Multicap, Open Minds, Arbourwell, and Allinto and now All About Living.

By connecting All About Living with a broader network of experience and innovation, Vertaview Group will strengthen our operations while respecting our local expertise.

With a combined legacy of more than 200 years, Vertaview Group is a leader in human and social services, continually driving improved social outcomes and enhancing community support.

L to R: All About Living CEO Leonie Fowke, All About Living Chair Andrew Withers, Vertaview Group CEO Damian Bell.



Support at Home – What We're Doing to Get Ready

In June, the Australian Government announced that the launch of the new Support at Home program has been postponed to 1 November 2025.

This decision was made to give aged care providers, government systems, and support services more time to prepare. The aim is to make sure everything is in place so the transition is smooth and successful for clients.

At All About Living, we were proudly ready for the original start date of 1 July. However, we fully support this change because it gives us the opportunity to focus even more on preparing you for what's ahead.

Over the past couple of months, we've continued to work hard to ensure your experience remains positive and well supported.

Here's what we've done so far:

- Updated our service names to align with the new program (you may have seen these on your July invoice)

- Strengthened our internal systems and processes to better support coordination of care
- Delivered additional training and education to our staff to ensure they are ready to guide you through any changes
- Identified clients who may be directly impacted and are planning personal contact to support their transition.

This delay is not a setback, but a chance to ensure you are informed, prepared, and ready! If you have any questions, please contact your Case Manager or call us on **1300 503 886**.

Click or scan the QR code to learn more about the Support at Home package or visit the Department of Health, Disability and Ageing website www.health.gov.au



Strengthened Quality Standard 3: The Care and Services

As part of our Strengthened Quality Standards series, this edition focuses on Standard 3: Care and Services.

This standard outlines how aged care services should be assessed, delivered, and coordinated. It highlights the importance of understanding what matters most to you and ensuring your care is tailored to your needs, goals, and preferences. Whether it is help at home, transport, or more complex support, services should be delivered by people who understand you and communicate clearly with those involved in your care.

What's Different?

Standard 3 places a stronger focus on personalised care, clear communication, and continuity of service. Providers must regularly assess your needs and update your care plan whenever changes occur. Services must also

be culturally appropriate and delivered with professionalism, kindness, and consistency.

Communication is essential. Providers are expected to keep you and your support network informed, especially when your needs change or during transitions in your care.

At All About Living, personalised care has always been at the heart of what we do. We focus on listening to what matters most to you and tailoring our services to suit your needs, goals and preferences. We are proud to see these values reflected in the strengthened standards.

To read the full Strengthened Quality Standards, visit the Aged Care Quality and Safety Commission website at www.agedcarequality.gov.au.

You're Invited to Help Shape the Future of Care – Join Our Consumer Advisory Body

At All About Living, we're committed to delivering high-quality, person-centred care that reflects the needs and preferences of the people we support. Our Consumer Advisory Body (CAB) plays a vital role in making this happen.

The CAB is a group of clients and carers who meet quarterly to share feedback, raise ideas, and help guide how our services are delivered. It's a valuable way for you to influence the care you receive and ensure your voice is heard.

The CAB contributes by:

- ✓ Representing the voice of consumers across aged care and disability services
- ✓ Keeping consumer feedback central to everything we do
- ✓ Helping us collaborate with other community organisations
- ✓ Identifying opportunities to improve the quality of care
- ✓ Supporting innovation through our Innovation Hub.

Your voice can help shape better care for everyone.

We are currently inviting expressions of interest to join the CAB or to contribute feedback. No special experience is needed – just a willingness to share your views and help improve services.

Our next meeting is scheduled for **Tuesday 14 October 2025**. To get involved, click or scan the QR code to submit an CAB Committee Member application.



IMPORTANT UPDATE: New DVA Community Nursing Charter

From 1 July 2025, the Department of Veterans' Affairs (DVA) introduced a revised Community Nursing Client Charter. This document outlines your rights and responsibilities as a DVA client receiving community nursing services at home.

It ensures you are treated with dignity and respect, involved in care planning, and supported by trained professionals.

We encourage all DVA clients to review the Charter to understand what to expect from your care provider and how to raise any concerns.

Click or scan the QR Code to learn more.



Welcome Elke Smith New CAB Member

We're pleased to welcome Elke to the Consumer Advisory Body (CAB). Elke joins us from Vertaview Group, bringing over 20 years of experience in the healthcare industry. She is the General Manager Safety and Quality, overseeing safety, quality and practice across the organisation, and specialises in medication safety, clinical governance, and quality assurance across aged care, NDIS, and healthcare facilities.



Einbunpin Festival – A Fantastic Day for Our Community

The 32nd annual Einbunpin Festival was a wonderful success, and we extend a huge thank you to everyone who stopped by the All About Living stand to say hello. It was great to see so many familiar faces and meet new members of our community.

Despite heavy rain the day before, the sun was shining and the weather could not have been better. Record crowds turned out to celebrate everything that makes the Sandgate district such a special place to live.

The Einbunpin Festival is truly a celebration by and for the community, highlighting our local spirit and connections. Our team thoroughly enjoyed engaging with visitors, sharing information about the aged care and NDIS services available in our local area, and answering questions about how we can support people to live independently.

It was a positive, memorable day for All About Living and the entire 4017 community.



All About Living team members at the Einbunpin Festival.



Adrian Smith, Customer, with Leonie Fowke, CEO.



Rosie Goodhew, Case Manager with Jacques Gaetan Herbaut, Support Worker.



Adam Abrahams, Support Worker, always ready to help.



Your Rights, Your Voice, Your Care

Whistleblower Advice – Your Voice is Protected

If you see something wrong in aged care, you have a right to speak up. The law protects you from victimisation and keeps your identity confidential. Click or scan the QR code to learn more.



Know Your Rights in Aged Care

You have the right to safe, respectful, and quality care that supports your independence and choices. Click or scan the QR code to learn more.



We Want to Hear From You

Your feedback, good or bad, helps us grow and become better providers. Share your thoughts anytime. Together, we can make care even stronger. Click or scan the QR code to submit feedback.



Looking for somewhere to catch up over coffee?

We've got just the spot!



Head to Monte Lupo Café in Banyo. Perfect for your next coffee catch-up.

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7:30am to 2:30pm
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