

All about news!

all about living
choice | support | connection

CONNECTED

SUMMER 2025

Welcome

Welcome to our Summer edition, with care updates, community news and ways to stay connected, including the latest information on the Aged Care Act, Quality updates and more!

Putting You at the Centre of Your Care

The new Aged Care Act has begun its rollout, with the Support at Home program starting on 1 November. For most of our customers, this has been a smooth transition, with no impact on services.

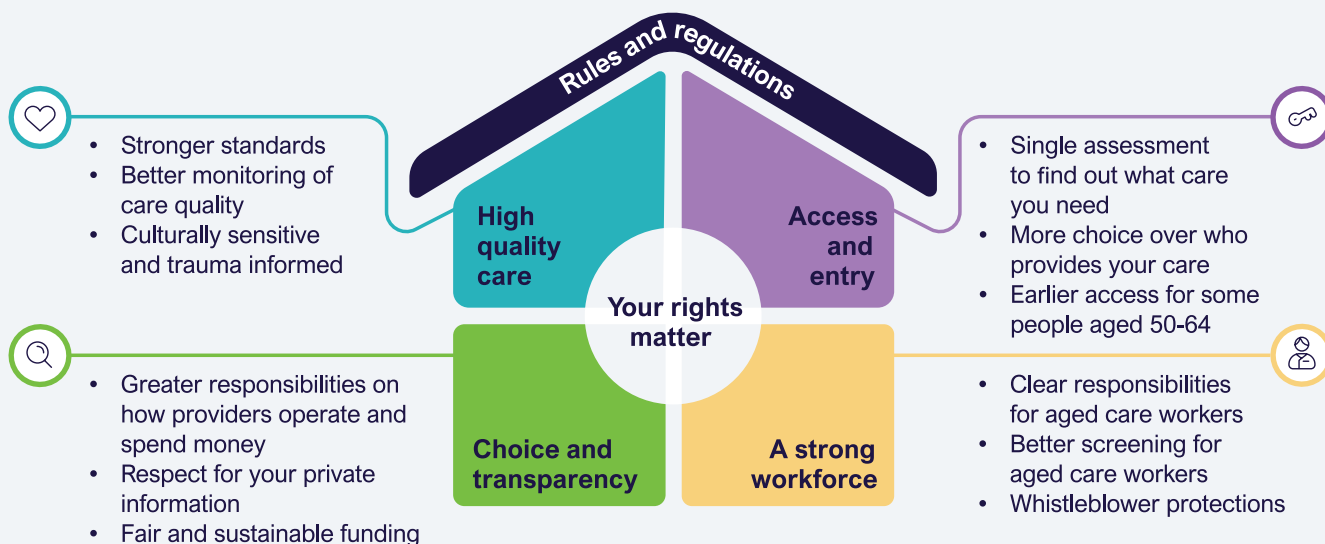
The Australian Government is now looking ahead to the next phase of reform, with consultations for the Commonwealth Home Support Program (CHSP) set to begin next year. While change can sometimes feel uncertain, this is a positive and exciting time for aged care.

You may be wondering, *why all the change?* The answer is simple – the new Aged Care Act is designed to put you at the centre of your care.

So, what does that mean for you?

It means your rights, choices and independence are protected. Care standards are stronger, responsibilities are clearer, and your voice and feedback matter more than ever as changes continue to roll out.

We are proud of the work the All About Living team has done to support these changes and sincerely thank you for your patience and support over the past couple of months as we implement. You have helped make this transition a success for everyone involved - thank you.



Be Storm Ready – Simple Steps to Stay Safe

Storm season in Queensland can bring heavy rain, strong winds and power outages. The Queensland Government reminds us that it's not a matter of if, but when. A few simple steps can help you feel prepared and safe.

Step 1: Make a simple plan

- Know who to call in an emergency (family, neighbours, support people)
- Plan where you would go if you needed to leave home
- Think about pets, medications and mobility needs
- Keep important phone numbers written down

Step 2: Pack essential supplies

Have an easy-to-reach kit with:

- Drinking water (at least 10 litres per person)
- Torch, batteries and battery-powered radio
- Medications and basic first aid
- Mobile phone charger or power bank
- Important documents (or copies stored safely)
- Non-perishable food and toiletries

Step 3: Check you're covered

- Make sure your home and contents insurance is up to date
- Understand what your policy covers for storms and floods

During a storm

- Stay indoors, close windows and doors
- Avoid travel unless essential
- Keep medications close by

After the storm

- Check for damage when it is safe
- Avoid fallen trees and powerlines
- Report any concerns

Download the **Get Ready Queensland** guide today to help you plan ahead, be prepared and stay safe and supported throughout the storm season.



Strengthened Quality Standard 4: The Environment

As part of our Strengthened Quality Standards series, this edition focuses on Standard 4: The Environment.

This standard outlines how aged care services work with you to ensure your home environment is safe, clean and supportive while care is being delivered. It focuses on assessing the areas of your home where support takes place, so services are provided in a way that supports your safety, comfort and independence. Whether it is personal care, domestic assistance or other support, care should be delivered in a space that meets your needs and reduces risk.

What's Different?

Standard 4 places a stronger focus on identifying and managing environmental risks in the home, including infection prevention and control.

Providers must regularly assess the areas where care occurs and make adjustments when your needs or circumstances change.

This includes checking that equipment used in your home is safe, well maintained and appropriate, and that workers are trained to use it correctly.

At All About Living, supporting you to feel safe and comfortable has always been central to our approach. We work with you to assess your environment and make practical adjustments, and we are proud to see these practices 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.

Protecting your dignity, choice and independence

Your Rights. Our Promise.

From 1 November 2025, the Aged Care Act 2024 introduces a new Statement of Rights for all people receiving Australian Government-funded aged care. These rights replace the old Charter of Aged Care Rights and are designed to make sure your care is always respectful, safe, and centred around you.

At All About Living, your rights are our promise. We are committed to care that protects your independence, privacy, and wellbeing while helping you stay connected to the people and places that matter most.

The Statement of Rights includes six key areas:

- **Choice and Control** *making your own decisions*
- **Safe, Quality Care** *feeling secure and supported*
- **Privacy and Confidentiality** *your information stays private*
- **Communication and Complaints** *being heard and respected*
- **Connection and Community** *staying involved and included*
- **Access and Inclusion** *care that values everyone*

To learn more, visit our website or speak with your Care Manager. Together, we make aged care better.



Scam Watch: Important Things to Remember

Scams can happen at any time, and staying informed is one of the best ways to protect yourself. Be cautious of unexpected phone calls, emails, or messages asking for personal or financial information. Scammers often create a sense of urgency, pressure, or confusion to get you to act quickly.

If someone contacts you claiming to be from All About Living and you are unsure, it is always okay to pause the conversation. Let the caller know you will call back, then contact us directly using our main phone line on 1300 503 886 so we can verify the call.

Never feel rushed or uncomfortable. If something doesn't feel right, trust your instincts. When it comes to your personal information, it is always better to be safe than sorry.

Meet Your Case Manager Here to Support Your Care

Your Case Manager is an important part of your care team, and with a few new faces joining us, we wanted to reintroduce this role. Your Case Manager is your first point of contact and works closely with you to understand your goals, develop and review your care plan, manage your budget, and organise services and

appointments. They also coordinate with health professionals and check in regularly to ensure your care continues to meet your needs.

For any questions or support, they are your first call on 1300 503 886 or email casemanagement@allaboutliving.com.au.



Nicole Barwick
SAH/NDIS
Team Leader



Annabelle Roberts
SAH



Georgina Marsh
SAH



Lisa Ratana
SAH



Jade Delaere-Clarkson
VHC/CHSP



Joanne Sharpley
VHC/CHSP



Julie Crocker
VHC/CHSP

Thank You for supporting Bandanna Day!

Thank you to our Thursday Group for helping us reach our Bandanna Day goal. Together, we raised \$300 for young Australians impacted by cancer.

You all looked wonderful in your bandannas, and your enthusiasm and generosity made the day extra special. Thank you for being part of this long-standing All About Living tradition and for helping us make a real difference. We truly appreciate your support and caring spirit.



A gentle reminder about service times



We would like to remind you that All About Living services are scheduled within a two-hour arrival window. While we always do our best to attend at the time given, service times are estimates only. Occasionally, unexpected factors such as traffic, weather, or delays with earlier services can affect arrival times. Allowing a two-hour window helps ensure our team can continue providing care safely and without rushing. We truly appreciate your understanding and flexibility, and thank you for your ongoing support as we work to deliver the best possible care to you.



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.



From all of us at All About Living,
we wish you a happy holiday season.

Holiday Operating Hours

24 Dec.....8.00am - 2.00pm
25 Dec.....Closed
26 Dec.....Closed
29 Dec.....8.00am - 4.30pm

30 Dec.....8.00am 4.30pm
31 Dec.....8.00am - 2.00pm
1 Jan.....Closed
2 Jan.....8.00 - 4.30pm

