

All about news!

all about living  
choice | support | connection

# CONNECTED

AUTUMN 2026

Welcome

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

## What is Clinical Care?

A range of clinical care services are available through government funding, supporting older people and eligible individuals to remain safe and well at home. These services are designed to ensure access to necessary nursing and Allied Health care.

### What Clinical Care Is Available?

Government-funded clinical care may include:

- Registered Nurse visits for services such as wound care, medication management, chronic disease support and management for example Diabetes
- Clinical assessments and care planning
- Falls prevention and assessment
- Continence management

- Palliative and supportive care
- Allied Health services (such as physiotherapy or occupational therapy)
- Health education and self-management support

Services are delivered in the home and are focused on maintaining independence, preventing hospital admissions, and supporting overall wellbeing.

### How Government Funding Works

Clinical care is funded through the Australian Government under aged care programs such as:

- **Commonwealth Home Support Program (CHSP)** – For entry-level support needs.
- **Support At Home Care Packages (SAH)** – For individuals with more complex or ongoing care needs.

- **Clinical support is available** – For individuals with approved NDIS funding
- **Nursing support is available under DVA funding** – For eligible Veterans, serving members and some dependents through the Dept of Veteran Affairs (DVA)

Funding is allocated based on an individual's assessed care requirements. Once approved, services are coordinated through a registered provider who develops a care plan aligned to the person's goals and clinical needs.

### How to Access Clinical Care

If you have questions or would like to know more about how to access clinical supports through All About Living, you can call our team on **1300 503 886** or email [casemanagement@allaboutliving.com.au](mailto:casemanagement@allaboutliving.com.au)



## Letter from Commissioner

### Your Rights are Protected by the New Act

The Aged Care Quality and Safety Commissioner, along with the Aged Care Complaints Commissioner have drafted an open letter on the changes occurring as part of the new Aged Care Act, which commenced on 1 November 2025.

They have highlighted that your rights are protected by law under the new Act and have introduced an Independent Complaints Commissioner to ensure transparency and accountability in how complaints and feedback are responded to and resolved. To find out more about what they had to say scan the QR code below.



## Strengthened Quality Standard 5: Clinical Care

As part of our Strengthened Quality Standards series, this edition focuses on Standard 5: Clinical Care.

The Aged Care Quality Standards are a set of requirements that define what good care looks like.

### Standard 5 applies to Aged Care Providers who deliver:

- Care management and Nursing Care

### Under Standard 5, your aged care provider must:

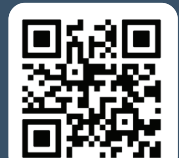
- Deliver clinical care services tailored to your needs, goals and preferences
- Be able to identify, monitor and manage clinical care risks to make sure the care you receive is safe
- Work with a range of health professionals to meet your needs
- Recognise and address your palliative and end-of-life needs, goals and preferences
- Meet the clinical needs, goals and preferences of people who experience cognitive impairment
- Ensure that infection risks are minimised and, if they occur, are controlled effectively.

### What does Standard 5 mean for you?

You get safe and quality clinical care services that is person centred, evidence based, effective, coordinated and continuously improved. It is delivered by Registered Health practitioners (e.g Registered Nurses), Allied Health professional, Allied Health assistants and competent workers. The care meets your changing clinical needs, supports your goals and preferences and enhances independence and quality of life.

At All About Living we expect nothing less than Practice Excellence every day. We have a team of Researchers, Senior Clinical Advisors, Compliance Managers and an internal audit team who support every episode of service to ensure we are delivering you safe, quality clinical care.

To read the full Strengthened Quality Standards, visit the Aged Care Quality and Safety Commission website at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au).



# What Happens When Your Service falls on a Public Holiday?

What happens to your services on a public holiday depends on the type of services and your preferences. Essential services (for example medication administration, personal care and nursing) continue to be completed.

## Other useful facts about services on public holidays:

- Public holiday rates apply to all services completed on a public holiday
- No fees are charged for non-essential services which are cancelled due to a public holiday
- You can request your services be rescheduled instead of completely cancelled
- You can nominate your ongoing preferences for essential and non-essential services on public holidays by contacting us via email [casemanagement@allaboutliving.com.au](mailto:casemanagement@allaboutliving.com.au) or phone on **1300 503 886**
- You can change your preferences at any time



## Queensland Public Holidays 2026

<b>Good Friday</b>	Friday, 3 April 2026
<b>Easter Saturday</b>	Saturday, 4 April 2026
<b>Easter Sunday</b>	Sunday, 5 April 2026
<b>Easter Monday</b>	Monday, 6 April 2026
<b>ANZAC Day</b>	Saturday, 25 April 2026
<b>Labour Day</b>	Monday, 4 May 2026
<b>Show Holiday SUNSHINE COAST ONLY</b>	Friday, 12 June 2026
<b>Royal Queensland Show (Ekka)</b>	Wednesday, 12 August 2026
<b>King's Birthday</b>	Monday, 5 October 2026
<b>Christmas Eve (part day - 6pm until midnight)</b>	Thursday, 24 December 2026
<b>Christmas Day</b>	Friday, 25 December 2026
<b>Boxing Day*</b>	Saturday, 26 December 2026
<b>Boxing Day (Additional Day)</b>	Monday, 28 December 2026

## Essential and Non-essential Services – What is the difference?

While we understand that all services are important, as this may be the only contact you or your loved one have in the week or fortnight, we do classify our services into two categories, essential and non-essential.

Essential services are services that would cause a negative health impact should they not be provided, for example medication administration, personal care and nursing.

Non-essential services are services that would not result in a negative health impact if they were not undertaken for a short period of time, such as domestic assistance. Social support also falls into the non-essential category and includes activities like meeting up for coffee with friends, non medical appointments and our group programs.

If you would prefer, you can nominate to have your non-essential services rescheduled if they coincide with a public holiday. You can do this by contacting our office via email [casemanagement@allaboutliving.com.au](mailto:casemanagement@allaboutliving.com.au) or phone on **1300 503 886**. You can change your preference at any time.

# Staff Spotlight:

## 1 minute with Rachel Reeves – Scheduling Team Leader



### What do you enjoy most about your role?

Supporting clients, assisting case managers and helping my team succeed.

### What motivates you at work?

Client satisfaction and knowing that we are making a difference

### Fun fact about you:

I love decorating and have become the self-proclaimed Official Office Decorator.

### Favourite hobby outside of work:

Gardening, cooking (I am the undisputed Queen of Yorkshire Puddings), and decorating for any occasion.

### Favourite quote or motto:

“Be honest & proud of coming from Yorkshire”

### Three words that describe you?

Honest, reliable, willing

### Coffee or tea?

Yorkshire tea... or wine

### Beach or mountains?

Beach

### If you could travel anywhere, where would you go?

I would go to New York at Christmas to drink eggnog by the fire.



## 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.



## Flu Season

It's easy to protect yourself and those around you from influenza by getting your annual influenza vaccination.

In Queensland, free flu vaccines are available through the National Immunisation Program making it easy to take a proactive step towards your health and wellbeing. The flu can lead to

serious illness, so staying up to date with your vaccination is key.

The best time to get a flu shot is April - May. This allows your body to develop immunity before peak flu season which is typically June - August.

Book your flu vaccination today and give yourself the best protection this winter.