

All about news!

all about living
choice | support | connection

CONNECTED

WINTER 2026

Welcome

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

Choice, Dignity and Respect – the rights of older people in aged care

The Aged Care Quality and Safety Commission commenced a National campaign in May to support older people, their families and supports to understand their rights under the new Aged Care Act 2024 and Statement of Rights, and the pathways available to raising concerns or giving feedback.

The Aged Care Quality and Safety Commission is the national regulator of Government funded aged care services. Their role is to uphold the rights of older people and protect and enhance their safety, health, wellbeing and quality of life.

The Commissions regulatory functions include listening to the experiences of older people and supporting them to be informed about their aged care rights. They also support and educate providers and workers about those rights and their obligations in meeting them.

All About Living frequently share and encourage you to raise your feedback through our feedback channels. We also know it is important you understand your rights and what this means to you.

Scan to view
the Statement
of Rights.



Scan to watch
a short video
explanation.



Winter is Coming

With winter just around the corner, a little preparation goes a long way in helping seniors stay healthy, comfortable and connected throughout winter.

- **Dress for the Weather**
- **Keep Active**
- **Stay Connected to Avoid Isolation**
- **Reduce Hazards** e.g. Wear non-slip shoes
- **Stay Healthy**
- **Eating Nourishing Meals**
Warm, balanced meals and staying hydrated support immunity and energy. New national guidance also highlights the importance of nutritious, appealing meals that meet older people's needs and preferences.

If you need some assistance during the colder months, we are here to help. Get in touch today.



Keeping Your Services Running Smoothly

Behind the scenes, our Scheduling Team is hard at work coordinating around 400 services every single day, ensuring clients receive timely and efficient care. It's a complex role with no two days being the same.

When your service is booked, you'll receive a scheduled estimated time. To remain flexible, we operate within a two-hour service window, meaning staff may arrive up to one hour before or after the scheduled time.

While we always aim to be punctual, exact arrival times can't be guaranteed. The team manage many changing factors including traffic, weather, short-notice cancellations, unplanned staff leave and other unexpected challenges.

With so many moving parts, their role is both essential and demanding. We appreciate your patience and understanding when it comes to service times. Your flexibility helps us continue delivering responsive, high-quality care to everyone we support. Thank you for your ongoing trust.



CAB Board Report Summary

Recently, we welcomed two new members to our Consumer Advisory Body (CAB), bringing membership to 10, with representation across all service areas, including NDIS.

The CAB brings diverse perspectives to help improve the experience of people receiving our services.

The CAB recognised the smooth transition to Vertaview, particularly the continuity of care and strong collaboration across teams. Members were informed of key updates, including billing improvements, NDIS services, and aged care reforms, and they have contributed to client resources such as newsletters, handbooks, and service information. They are also participating in projects supporting improved customer experience.

Looking ahead, CAB members will be working to support new wellbeing and education programs that promote independence.

We wish to extend our sincere thanks to Dot Jones, former CAB member, for her valued contribution as Consumer Co-Chair over the past two years.

Understanding the Role of a Domestic Assistant with All About Living

As part of our commitment to supporting older Australians live safely and comfortably in their homes, many clients engage a Domestic Assistant.

Domestic Assistants make day-to-day living easier. However, it's important to understand what they can and cannot do to ensure safety, quality of care, and a positive working relationship for everyone.

Domestic Assistants undertake practical, non-clinical, tasks that support independence and wellbeing and keep your home running smoothly including:

- **Light household** cleaning — vacuuming, mopping, dusting, wiping surfaces, cleaning bathrooms and kitchens.
- **Laundry support** — washing, drying, folding, and helping to change bed linen.

- **Meal preparation** — simple meal preparation, heating meals, and assisting with planning basic menus.
- **Shopping assistance** — helping write shopping lists, accompanying you to the shops, or shopping on your behalf.
- **Household organisation** — tidying, decluttering, and helping maintain a safe, accessible home environment.
- **Social support during tasks** — friendly conversation and companionship while completing domestic duties.

These tasks are always carried out with respect for your home, your preferences, and your independence.



A Message from the Executive Director

After an extraordinary three years, I am writing to let you know that I will be moving on from All About Living.

Throughout my time, our focus has always been on strengthening the services and support we provide to you. Leading the organisation through significant change including sector reform, a cultural reset and our strategic merger with the Vertaview Group has been a privilege and has positioned All About Living with strong foundations and a clear future.

I want to reassure you that there will be no disruption to the services you receive. The organisation is well positioned to continue to deliver reliable, high-quality care and support you expect, and to meet your needs into the future.

Thank you for allowing us to walk alongside you on your journey. It's been an honour to be part of the work we do in supporting you and our community.

Support at Home changes

In April the Australian Government announced it will fully fund personal care for eligible Support at Home participants from 1 October 2026. Under this change, funding for personal care will move from 'independence' to the 'clinical supports' category.

Personal care includes tasks such as showering, dressing and non-clinical continence management. To access personal care at no out-of-pocket cost, participants must have:

- support plan approval for the personal care service type
- available Support at Home funding

The changes do not apply to services delivered before 1 October. Your case managers will keep you updated on changes as the Government releases more details.

Staff Spotlight: 1 minute with Julie Crocker – Care Partner



What do you enjoy most about your job?

Meeting participants, calling them, having a chat.

Fun fact about you:

I have been a volunteer with SES for over 10 years, as well as Rural Fire brigade for over 12 months now

Favourite hobby outside of work?

Crocheting and writing poetry. Visit the blog on our website to see Julie's poem, Ageing.

3 words to describe yourself?

Helpful, caring, organised.

Tea or coffee?

Both.

Summer or winter?

Summer.

Favourite quote or motto:

I'll give it a crack.

What's achievement are you most proud of?

Being awarded the State Trainer for the Year Award in 2022.



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.



Customer Satisfaction Survey

Thank you to everyone who recently participated in our annual Customer Feedback Survey.

Your insights are invaluable and will help guide our planning and service improvements over the coming year.

We look forward to sharing the survey results with you in our newsletter and working together on the actions that matter most to you.

