



CLIENT NEWSLETTER AUGUST 2025

Hello everyone, and as we enter another month, our very cold days continue. But this has not stopped our teams' delivering meals and our clients enjoying outings in a group or as individuals with a support person.

At times the weather has been so bad that people have been without power and in some parts of our area they had no power for three days! Thank you to our team in the Ulladulla office who visited our clients, and community members who had been brought to our attention, and provided support, hot drinks and the offer of a meal and time in the warm at our centre. Very generous support of our community.

Someone commented on the radio that its only 6 weeks until the warm weather starts to return...something to look forward to.



Once again, thank you to those who sent in their **Client Survey** comments. These have been passed to the Board, were noted in last month's Newsletter and will be added to the information being gathered as we prepare for our next **Strategic Plan**. This Plan will guide the development of our organisation for three years. If you have any thoughts on these three questions, please feel free to let me know.

- **What can we do better within our organisation?**
- **How can we serve the community better?**
- **What else could we provide for members of the community?**

Aged Care Act information

The Aged Care Act is still coming, and I hope that if you are on a Home Care Package (HCP) that your Case Manager has been in touch with you to arrange a new assessment and reclassification under the Support at Home (S@H) programme being introduced. If not, please ask your case worker what is happening.



Support at Home Programme

Support at Home is a new in-home aged care programme that will now commence on 1 November this year. It will replace the Home Care Packages (HCP) programme and Short-Term Restorative Care (STRC) programme

Under the Support at Home, older people will have improved access to services, products, equipment and home modifications to help them live independently at home for longer. The rights-based Aged Care Act and strengthened Quality Standards support older people to know what they should expect when seeking or accessing aged care services. The Statement of Rights makes sure older people can exercise choice and make decisions in relation to their approved services; how, when and who delivers these services; and their financial affairs.

How much older people contribute to Support at Home will be based on an assessment of income and assets similar to the age pension means test. Contributions will also depend on

Handyman Services

Peter Phin

0412 683 222

Peter lives in Tuross Head and is available to complete work from Batemans Bay to Narooma as a start to this service.

services delivered to participants and will vary depending on the type or service used. Further information on contributions will be available soon.

A 'no worse off' principle protects an older person who, on or before 12 September 2024, was receiving a home Care Package or assessed as eligible for a package. That person will make the same contribution, or lower, as they would have under Home Care Packages programme arrangement. If they were assessed as not required to pay an income-tested care fee, they will never be required to make a contribution under Support at Home.

Reference: Support at Home -Frequently asked questions, May 2025. Department of Health Disability and Aged Care

The Department has also said that a letter and checklist have been sent to all Home Care Package recipients. Have you got your letter if you have a HCP? These should be with you or your authorised representative. Please check that it has arrived.

HCP care recipient or person assessed as eligible, on or before 12 September 2024

Existing HCP care recipients or older people who were assessed as eligible for a Home Care Package on or before 12 September 2024. Under Support at Home, these participants will make the same contribution or lower, as they would have under the Home Care Packages programme arrangements.

HCP care recipient or person assessed as eligible, after 12 September 2024

Existing HCP care recipients who commenced a Home Care Package and older people who have been assessed as eligible for a HCP, after 12 September 2024. Participants will be required to contribute to the cost of their services on Support at Home (unless approved for hardship).

Reference: Support at Home -Frequently asked questions, May 2025. Department of Health Disability and Aged Care

Also be aware of new contribution arrangements

The Government will continue to be the majority funder of older people's aged care. However, older people who can afford to will contribute to their aged care costs. How much someone contributes will depend on

- Their personal circumstances
- The level of support they need
- The combination of their income and assets

Reference: Support at Home -Frequently asked questions, May 2025. Department of Health Disability and Aged Care

Make sure you discuss this with your Case Manager.

There is so much happening with these reforms. I hope people around you are supporting you, especially if you have a Home Care Package.

Keep using our services to make sure you are engaging with others so not to be alone.

Alan Russell
Manager

New Aged Care Act Statement of Rights

- Choice and Control
- Get the services you require
- Safe services that work well
- Safe and private information storage
- Get information and the right to speak up
- Get support from other people

