



**CLIENT  
NEWSLETTER  
SEPTEMBER  
2025**

**Spring has sprung.**

Hello everyone, and we have already arrived at September and the start of spring. We are hopeful of nice spring colours, warmer weather and opportunities to be out and about with family and friends. It is a lovely time of the year.

For those who enjoy our Group events, I am certain that you will find the new programmes to be exciting and stimulating. If you don't go on the outings or attend the meetings, maybe the better weather may entice you into joining these very vibrant groups, make new social contacts and enjoy time away from home.

The new Aged Care Act comes into force on 1<sup>st</sup> November. This is not long, and I hope if you are on a Home Care Package (HCP) that your provider has been in touch with you and guided you towards the changes and the new scheme called Support at Home programme.



If you are not on a HCP then you are supported through the Commonwealth Home Support Programme (CHSP) and nothing will change for you.....except that this very good scheme is now under review as the Government wishes to bring this into the Support at Home programme, but NOT before 1 July 2027! However, the best operating scheme that the Department of Health Disability and Aged Care has, could be absorbed and ended! I hope you get an opportunity to tell the Government how you find this scheme when they do a review in 2026.

There are many comments coming out about the new Support at Home scheme now that the Act and its Rules have been confirmed. I will highlight some from an article published by Hello Care (Author Jakob Neeland) which I received on Friday 29 August. I raise these so you can discuss them with your Home Care Package provider to make sure you are not going to be worse off. Remember there is a promise from the Government that under the new Act, "Nobody will be worse off".

**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. \$50 per hour.

We have been asked for **Handyman services.**

We are not going to have a handyman on the staff but we do have two names of people who would be able to help you. You are welcome to contact them and seek their assistance and tell them where you got their number from.

**Handyman Services**

**Dave**

0403 937 787

Dave has Lake Conjola Handyman Services and travels between Sussex Inlet and Kings Point. \$70 per hour (Cash)

## 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

The Act's introduction of co-payments for essential home care services like showering, dressing, and cleaning threatens to force large cohorts of seniors into impossible financial decisions, eroding their independence and dignity. As the deadline approaches, many worry the reforms prioritise profit over people, pushing vulnerable older Australians toward residential care or worse, leaving them feeling betrayed by a system meant to support them.

The Support at Home program will require co-payments based on pension status, income, and assets. Full pensioners face 5% contributions for "independence services" like showering and 17.5% for "everyday living" support like cleaning, while self-funded retirees could pay up to 50% and 80% respectively. For those on fixed incomes, these costs are daunting.

The Act's restrictions extend to home modifications, capped at a lifetime limit of \$15,000, with another \$15,000 for assistive technology. Wilcocks notes that the previous system allowed saving package funds for essential upgrades like ramps or accessible showers, but now, with only \$1,000 carry-over permitted per quarter, such options are nearly impossible.

"By not enabling older people to stay at home longer, the new restrictive home support system will create a nation burdened by nursing homes instead of a country that respects and values its elders," he argues. A commenter agreed, stating, "The system is totally unfair, we all paid taxes for many years."

The misconception that seniors are wealthy fuels further frustration. With nearly 60% of those over 65 relying on the age pension, often less than \$30,000 annually, even small co-payments can be crippling. One HelloCare reader, a podiatrist, shared, "I see people every day who are hopeful they will die before they have to enter into aged care." Another wrote, "I would like to choose my own death, rather than going into an aged care home."

If you haven't heard from your provider, then please ring them and ask for a chat. You are allowed to have a support person with you. I don't wish to scare you because having the new Act focussed on clients is good, but it could be costing you more while saving the Government billions (*which it's doing*) or making it harder for you to stay independent.

Alan Russell, Manager



I was at lunch with an old friend & pointed to two elderly ladies across the room and said "That will be us in 10 years." She said: "That's a mirror."