



## CLIENT NEWSLETTER OCTOBER 2025

Hello everyone,

We are one month away from the biggest change in Aged Care ever....and still there is concern over the introduction of the Aged Care Act on November 1<sup>st</sup>.

For those of you on Home Care Packages, I hope that your Provider has been in touch with you to discuss you moving from a Home Care Package (HCP) to the new Support at Home (S@H). If not, please ask them what is happening and know that you are able to have an advocate with you during these discussions.

Check what you will be charged and look closely at the new costs carefully. There is so much to take in that things can be overlooked.

If you are not on a HCP, then you are on the Commonwealth Home Support Programme (CHSP). For now, there will be very little change for you, but know that this effective and efficient scheme is about to be reviewed and the Government wishes to merge the programme with the new S@H programme.

This review is due to start, and a report is to be handed down in March, but no changes are expected until at least July 1<sup>st</sup>, 2027.

At present there are lots of matters being worked through and the demands we are getting from Providers who offer HCP is amazing and all are in a rush to make sure things are done over the next four weeks! This is putting demands on certain members of staff, and I wish to thank them for the thorough and competent manner in which they are dealing with these issues. But others will also be caught up in these administrative changes as the expectations come into play. Please look after the staff at this time, and



### 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

### FEEDBACK

We welcome your compliment and complaints.  
Please contact your nearest office with any feedback.  
As part of our Continuous Improvement objective your feedback is important to our organisation.



until Christmas as there will be changes and 'streamlining' from the Government as the system takes hold.

Our volunteers are wonderful people and unfortunately the Government, through these changes, are expecting more from them. Some of these tasks appear a burden and we need to make sure that the fun of volunteering and working with you remains. Keep giving them your smiles and cheerful greetings-they appreciate these.

As we have waited for these changes, various tasks have not been completed -the people who had been granted a HCP recently have been unable to access this until 1<sup>st</sup> November but then the Government did a back flip and allowed 20,000 packages through. This was great but this did not dent the waiting list which is around 200,000 people. Add to this those who are waiting for their CHSP assessments and the ability to start on their assistance programme. It is believed that this is a huge number but as no data is asked for, the Government doesn't know the figure.

In telling you this, please put pressure on your HCP Provider to make sure you are ready for the change and if you are on the wait list, keep pushing your case.

Our big hope is that the Government will have their computer systems ready, and not blame providers for not being ready. We wait with crossed fingers.

But on a good note, the weather is warm and the colours of spring are lovely. Our volunteers are doing a splendid job, and the staff are always here for you. As an organisation, we will always be here for you...with the smile, the greeting and the genuine interest in your wellbeing.

Alan Russell, Manager



### **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. We hope this assists.

### **Handyman Services**

**Dave**

**0403 937 787**

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