South Burnett CARE

CHSP Program Update

Person Centered Care

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PAPERLESS STATEMENTS AND INVOICES

The cost of doing business is becoming harder every day and we are looking for ways to keep costs down for us so we can ultimately keep costs down for you.

We're transitioning to paperless statements and invoices by the end of August 2026. From then on, you'll receive all your documents securely via email.

If you need any help accessing your statements or invoices, our team is here to support you – just reach out and we'll guide you through the process.

Phone: 07 4162 7300
Email: info@sbcare.org.au

South Burnett care

CASH AND CENTREPAY PHASE OUT

Managing cash payments can be challenging and carries several risks. Cash is more difficult to track, increasing the chance of errors or loss, and requires extra time for manual handling and banking. We are also finding that relying on cash can make it harder to resolve payment disputes and delays processing, which can create unnecessary stress for both customers and our team.
Later this year we will be working with our few remaining cash and centre pay clients individually to arrange an alternative payment system.

CHANGES TO DIRECT DEBIT

From 25 July 2026, direct debit payments will be taken on the 25th of each month instead of the 15th. This change will give you more time to receive and check your statement before the payment is made. We hope this makes the process clearer and gives you more confidence about when payments will come out of your account.

COMMONWEALTH HOME SUPPORT PROGRAM (CHSP) – DID YOU KNOW?

- The CHSP, helps older people access entry-level support so they can continue living safely and independently at home.
- CHSP services are subsidised by the Australian Government, which means clients only pay a contribution towards the cost of their services.
- Your contribution helps providers continue delivering services into the future, while policies are in place to support people experiencing financial hardship.
- CHSP providers operate under government grant agreements, which set the types and number of services they are funded to deliver in the community.
- The CHSP has been extended until 30 June 2027, giving clients continued access to the program while broader aged care reforms continue.
- The most recent Senate inquiry recommends CHSP be extended until July 2030 and that it remains block funded.

GETTING READY FOR HOSPITAL: PACKING YOUR EMERGENCY BAG

We know things can change quickly, and sometimes a trip to hospital is unexpected. To help make things easier for you and your loved ones, we recommend having a hospital bag packed and ready to go. This simple step can save time and reduce stress if an ambulance needs to be called.

- Toiletries (toothbrush, toothpaste, soap, comb)
- Comfortable underwear
- Nighties or pyjamas – pick styles for the current season (refresh every six months)
- List of your current medications
- Important contacts (family, friends, GP)
- Spare batteries for hearing aids
- Small amount of money
- Mobile phone charger

If you need help organising your hospital bag, please let our staff know – we're here to support you.

Having your essentials ready means your care team can quickly grab your bag if needed, ensuring you have what you need while away from home.

FALLS AWARENESS

Fall facts:

- In Australia, around one in 4 people over 65 have at least one fall a year.
- Falls are the leading cause of injury resulting in hospital admissions in this age group. They are also the leading cause of injury-related death.
- Research shows that many falls in older people are preventable.
- Preventing falls is complex. There are usually multiple risk factors that increase an older person's risk of falling. So, it takes multiple targeted interventions (actions or strategies) to reduce falls risk.

Aged care providers are responsible for identifying and responding to falls. Providers need to make sure that when an older person has had a fall, they care for them in a responsive and timely way. They should tailor this care to the older person's needs, goals and preferences.

If you have a fall please tell us and we can work with you on prevention, management and support strategies to keep you safe and well and living in your home.

PROTECT YOURSELF AGAINST SCAMS

There have been recent reports of scammers targeting older people, their families and carers.

These scammers may:

- impersonate aged care providers or assessors
- send emails pretending to be My Aged Care.

What is a scam?

A scam happens when someone tricks you into sharing personal or financial information so they can steal from you. Scammers are skilled at making their messages seem real. They often contact people unexpectedly, to make it harder for you to realise something isn't right. It's important to be cautious of unfamiliar emails, phone calls or texts. Even those that come from organisations you know and trust – such as your aged care provider.

How to protect yourself

You can protect yourself and your loved ones against scams by taking the following actions:

- Verify the caller or sender: Always make sure the person contacting you is who they say they are. Do this before you click on any links, share personal information or transfer money.
- Check with your provider: If you are unsure about something, call your aged care provider using the contact details on their official website
- Confirm account details: Before transferring any money, double-check account numbers with your provider. Again, make sure you use the contact details on their official website
- Trust your instincts: If something feels wrong, stop the transaction or conversation immediately.

What to do if you are scammed

If you think you've been scammed, you should act quickly. Contact your bank to stop the transaction and report the scam to your local police station.

You can also report scams to Scamwatch and ReportCyber.