Aged Care Update

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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.

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.

SUPPORT AT HOME – DID YOU KNOW?

- Your ongoing quarterly funds are used for approved direct care services provided in the quarter they were received.
- You can only carry over 10% or a maximum of $1000.00 of your ongoing unspent funds into the next quarter and this carryover this resets each quarter and is not accumulated.
- You can request a reassessment for assistive technology or home modifications – this is not a part of your ongoing funds.
- Your co-contribution is set by Services Australia, and we are short paid the cost of the service and need to collect the co-contribution to ensure we can keep operating.
- If you get meals, you are personally required to pay the cost of the food component – this is not funded under Support at Home. You will be billed for the labour component under Support at Home and separately for the food cost.

Meals on Wheels – If you have a co-contribution, you'll receive an invoice for that amount. Meal costs are handled separately: you pay for the food yourself, while the labour part is billed under Support at Home.

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.

PERSONAL CARE SERVICES, NO CO-CONTRIBUTION FROM OCTOBER

The Australian Government 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. This means you will have no co-contribution to receive these services, but the agreed service fee still applies to your package.

Personal care includes help with tasks such as showering, dressing and non-clinical continence management.

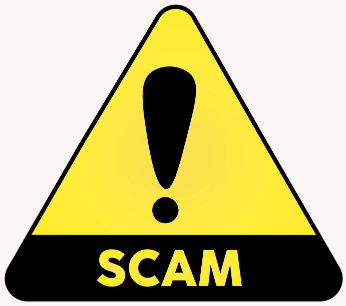
To access personal care at no out-of-pocket cost, participants must have:

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

The changes do not apply to services delivered before 1 October.

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.

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.