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New Aged Care Pty Ltd



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FOR ALL ENQUIRIES

Phone: (03) 5427 2002

Email: enquiries@newagedcare.com.au

October &
November

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New Aged Care Newsletter

CYCLING WITHOUT AGE

Cycling Without Age (CWA) is a not for profit organisation, operating on the Sunshine Coast Queensland, where I volunteer. The concept of Cycling Without Age is taking both older people, people with disabilities and people with reduced mobility out for bike rides on specially built Trishaws that carry 2 passengers seated side by side, or one passenger in their own wheelchair. All our rides are piloted by trained volunteers.



Cycling Without Age exists in regional Victoria; and with the knowledge that we were coming to visit and stay with mum for a period of time; I reached out to the CWA Castlemaine Chapter to see if they could accommodate mum for a bike ride. We did this in historic Maldon.



We had made arrangements with both the CWA Castlemaine Chapter Captain David, and volunteer Andrew for a ride last week.



Andrew is a volunteer rider based in Maldon. Andrew conducts rides each Thursday for patients of the Maldon Hospital, whilst other volunteers provide the voluntary service of rides on other days. Andrew showcasing the history of Maldon, travelled through the main street which attracted many a passer by; with comments such as what a great concept for persons with mobility issues.

It's all about smelling the roses and enjoying a coffee and having a chat - mum LOVED the opportunity to experience what I do as a volunteer in Queensland.



Should you be interested for a ride, please visit <https://cyclingwithoutage.org.au/>

James, son of Home Care Client Wilma

RAINBOWS DON'T FADE WITH AGE

NAC staff were privileged to learn and reflect through a training session presented by Andrew Rogers from "Val's LGBTI Ageing & Aged Care". The training was sponsored by Sunbury Cobaw Community Health.



The training focused on deepening our understanding of the identities, histories, experiences and specific needs of older LGBTI+ people. It also highlighted the lasting impact of historical injustices and the importance of adopting good practice when working with LGBTI+ clients.

One of the key messages we took away was the recognition that many LGBTI+ older people have lived through times when their identities and relationships were not only questioned but criminalised or pathologised. Many have faced rejection, punishment, discrimination, isolation and even endured aversion "therapies" or medical interventions without consent.



This legacy of trauma often continues to affect their lives today, contributing to experiences of mental ill-health, isolation, and a sense of being unsafe or unable to fully express who they are.



As a result, it's crucial that we, as service providers, respond with empathy, understanding, and commitment.

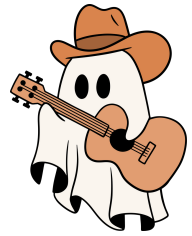
We were reminded of three key actions to guide our approach: help our clients feel Safe, Seen, and Supported. Most importantly, we were encouraged to follow your lead - listening to you and learning from you about what support looks like and how we can best meet your needs.

Finally, it's important to remember that the rights of LGBTI+ people are now clearly outlined in the new Aged Care Act 2024. Everyone has the right to be treated with dignity and respect. As part of this, NAC recently sent you your Statement of Rights - a document that reaffirms our commitment to upholding your rights in all aspects of care.

Please let us know by calling our office on (03) 5427 2002 or emailing feedback@newagedcare.com.au if there is anything NAC can do to support you to live your best life, as we strive to ensure NAC's care and services are respectful and supportive.

We would also be interested in knowing if you would like to join NAC's client advisory group. You can contact us on (03) 5427 2002 or at enquiries@newagedcare.com.au

Carole - Project Officer



RON'S TRIP TO DINGO

I recently returned from a wonderful three-month stay in Dingo, Queensland - and if you're wondering where that is, you're not alone! Dingo is a small town located on the Capricorn Highway, about halfway between Rockhampton and Emerald, where I towed my van up to spend time with my daughter and son-in-law. It's also home to the Dingo Caravan Park, which is proudly owned and operated by my them.

The weather was a dream, mid-20s most days, which made it even harder to come back to the cold of the Macedon Ranges! While there, I kept busy helping out around the park, enjoying time on the tractor and ride-on mower, and even answering a few phone calls.

All in all, it was a fantastic trip - filled with good weather, family time and a lot of laughs. I'm already looking forward to the next visit!

Ron - Home Care Client



AGED CARE REFORM

The findings of the Royal Commission which inquired into the quality of aged care services, has led to significant reform with a focus on a new, rights-based Aged Care Act that prioritizes older people's choice and control over their care.

Key changes of the new Aged Care Act 2024 include the Support at Home program for in-home care, a single assessment process, stronger provider regulations, and greater transparency through systems like Star Ratings. These reforms aim to improve quality, safety, and access, while also increasing funding for home care and strengthening the aged care workforce.

The Aged Care Act is the main law that sets out how the aged care system operates. It will put the rights of older people first, empower and improve the lives of those accessing aged care services in their home, the community or residential aged care and enable older people accessing funded aged care services to exercise choice and control in the planning and delivery of those services.

Support at Home will bring together current in-home aged care programs, ensuring a simpler and more equitable system for older people that helps them to stay at home for longer. Support at Home will ensure improved access to services, equipment and home modifications to help older people remain healthy, active and socially connected to their community. If you already access the Home Care Packages Program, you will move to Support at Home on 1 November and keep the same level of funding to access services from the Support at Home service list.

Further information can be accessed via the following links:

Reform changes - <https://www.agedcarequality.gov.au/older-people/reform-changes-older-people>

Statement of rights - <https://www.health.gov.au/resources/publications/a-new-aged-care-act-for-the-rights-of-older-people?language=en>

Support at home booklet - <https://www.health.gov.au/resources/publications/support-at-home-program-booklet-for-older-people-families-and-carers>

Andrea - Business Manager



LEARN ABOUT SCAMS

Theft of financial and personal information can occur via impersonation and scamming. Australian Government departments have supports and information to learn about and manage scam attempts. These include:

- Moneysmart <https://moneysmart.gov.au/online-safety/protect-yourself-from-scams>
- Scamwatch <https://www.scamwatch.gov.au/>
- Australian Signals Directorate <https://www.cyber.gov.au/scams>

Carole - Project Officer





WHAT IS SIRS?

SIRS stands for Serious Incident Response Scheme. It's an Australian Government initiative designed to protect older people receiving Commonwealth-subsidised aged care, prevent, manage, and report serious incidents like abuse or neglect and hold providers accountable and promote safer, higher-quality care.



Australian Government

Department of Health, Disability and Ageing

HOW DOES SIRS HELP YOU?

- **Prevents Abuse and Neglect**

Aged care providers must actively prevent and respond to serious incidents.

- **Increases Accountability**

Providers must report incidents to the Aged Care Quality and Safety Commission and have proper systems in place.

- **Drives Improvement**

By tracking incidents, providers can learn from them and improve care standards.

- **Ensures Support After Incidents**

If something happens, providers are required to support the affected person and take responsibility.

WHAT YOU NEED TO KNOW

- You have the right to safe, high-quality care
- If you see or experience a serious incident, the provider must manage and report it
- The Aged Care Quality and Safety Commission oversees SIRS and works to improve the aged care sector
- Your concerns will be taken seriously, and there are ways to get help

WHERE TO GET MORE INFORMATION OR HELP

- The Aged Care Quality and Safety Commission provides fact sheets and information on the SIRS for aged care consumers website.
- You can also contact the Aged Care Quality and Safety Commission directly with any concerns on 1800 951 822

Kellie - Director of Clinical Services



MEET WENDY, CARE SERVICES COORDINATOR

My name is Wendy, and I am here to introduce myself as the Care Services Coordinator at NAC. I started at NAC in March this year and have had the privilege of meeting some of you already.

My role is to work closely with the carer team to ensure everyone's needs are being met and that the services run smoothly. You may see me in your home from time to time as part of my role. This could be for a scheduled visit, a check in to ensure your happy with the services provided or a buddy shift with a new staff member. My goal is to ensure the carers are fully supported in their role and you receive a service you are satisfied with. I'm really looking forward to meeting you all!

Wendy - Care Services Coordinator



SENIORS MONTH WEBINAR SERIES 2025

Over the month of October, Palliative Care Victoria will be delivering a four-part webinar series to celebrate Seniors Month. All sessions are free and open to anyone in the community. Following the success of last year's series, this year's topics will explore how older Victorians can access and navigate palliative care alongside aged care services.



**Palliative Care
Victoria**
Living, dying & grieving well

Each session will feature presentations from industry experts who have generously volunteered to share their insights in plain, easy to understand language. Four webinars will be held throughout the month of October on Friday afternoons from 3pm to 4pm, with a different topic each week.

- October 3rd: Accessing Palliative Care in Aged Care
- October 10th: Palliative Care in the new Aged Care Act
- October 17th: Advance Care Planning in Aged Care
- October 24th: Palliative Care and Dementia



For more information about each session or to register, please scan the QR code above or visit the website <https://www.pallcarevic.asn.au/page/482/seniors-month-2025>

Sandi - Nurse Practitioner

THOUGHT OF THE DAY

"He who is, not with me, is against,
We cannot be neutral in relation to God.
If we do not serve him, pride and selfishness will enslave us.
Blessed are they who hear the word of God, and keep it."

Evelyn - Watgardens Aged Care Resident



STAFF UPDATES

Please extend a warm welcome to our new staff member:

- Beth - Clinical Care Partner

PUZZLE PAGE

SPOT THE DIFFERENCE - GHOSTBUSTERS!

Who you gonna call? There are 5 differences between these 2 photos. Can you find all 5? There are also 5 ghosts:  hidden within this newsletter. Can you bust all 5?

