



Newsletter

WINTER 2026

ADSSI
Limited

DUNGOG & DISTRICT
Neighbourcare

A message from our CEO

Welcome to winter.

We recognise that the introduction of the Support at Home reforms has created uncertainty and, at times, frustration for many of our clients, families and staff. Changes to funding arrangements, services and processes can be challenging, and we understand the impact this can have on your day-to-day experience. Please know that we are listening closely to your feedback and are working hard to navigate these changes alongside you.

In positive news, the Australian Government has announced that from 1 October 2026, some personal care services provided under Support at Home, such as showering and dressing, will now be considered clinical care, meaning they can be funded from a participant's package.

These services are not "extras". They are essential for people to live safely, independently, and with dignity at home. This is a welcome change and reflects the importance of the feedback that you and others across the community have been sharing.

At the same time, we are continuing to strengthen how we support you through this transition. We are making improvements across our organisation, including new systems and updated staff roles. While you may notice some small changes, such as statements or emails looking a little different, our focus remains on ensuring your services are consistent, reliable and centred on your needs.

To make it easier for you to tell us how things are going, we have enclosed a fridge magnet with this edition of the newsletter. You can use it to give quick feedback on recent services. Simply scan the QR code with your mobile phone, and the short survey will guide you through the steps.

Thank you for your patience and understanding during this period of change. We are proud to continue supporting you to live your best life with care at home.

John Baillie
Chief Executive Officer



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Want to keep up to date with our news and services via email?

SCAN ME



neighbourcare
.org.au/email

Hygiene matters.

As we move into the colder months, there are more colds and respiratory infections in the community. It's important to take simple steps to stay well and protect yourself and others.



Here are some easy reminders to help you stay safe and healthy:

Hand hygiene.

Please wash or clean your hands:

Before and after:

- Spending time with others or receiving care.
- Eating or preparing food.

And after:

- Using the toilet.
- Coughing, sneezing, or blowing your nose.
- Touching shared surfaces (like door handles or equipment).

Handwashing with soap.

Use soap and water when your hands look dirty.

1. Wet your hands.
2. Apply soap.
3. Rub your hands together for at least 20 seconds, making sure to clean:
 - Palms.
 - Back of hands.
 - Between fingers.
 - Thumbs.
 - Fingertips and nails.
4. Rinse well.
5. Dry your hands thoroughly.

Hand sanitiser.

If your hands are not visibly dirty, you can use hand sanitiser:

- Apply a small amount to your hands.
- Rub all over your hands (palms, backs, between fingers, thumbs, fingertips).
- Keep rubbing until your hands are dry.

Respiratory hygiene.

Cover coughs and sneezes.

- Use a tissue to cover your mouth and nose.
- If you don't have a tissue, cough or sneeze into your elbow.
- Throw tissues away straight after use.
- Clean your hands after coughing or sneezing.



Looking after yourself.

- Try to keep a safe distance from others if they are unwell.
- Rest and let someone know if you are feeling sick.

Practising good hygiene helps keep you safe, protects your loved ones, and keeps your favourite support workers healthy too!

For more information visit:

health.nsw.gov.au/Infectious/respiratory/



AIMS, our new incident reporting platform.

We've recently transitioned to a new system for reporting incidents, including staff and client incidents and hazard reports. It's called AIMS, the ADSSI Incident Management System.



With a more streamlined system, hazards and incidents can be addressed faster. You won't notice changes to your services, but as our team spends less time writing reports and processing paperwork, they'll have more time to focus on you!

A note about cancellations.

Please remember, if you cancel, shorten, or reschedule a service with less than **two business days notice**, you'll still need to pay the full cost of that service.

This includes if you are not at home at the agreed service time, or cancel at the door.

Help us get you there on time.

To ensure the availability of our trained transport team, we need **48 hours' notice** to arrange transport.

Please let us know as soon as you book an appointment so we can get there on time!

Do you have wooden floors?

If you have floorboards, we recommend purchasing a **static mop**.

These mops have microfibre heads to pick up dust, hair and fine particles **without scratching surfaces**.



For mopping other surfaces, we'd prefer to use mops **without a foot pedal** to reduce the risk of **spills, slips, and falls**.

These examples are suitable and can be purchased at all major supermarkets:



Risks of portable heaters.

We'd like to remind everyone that **portable heaters must not be used in bathrooms** during Personal Care services.

While it's important (and necessary!) to stay warm during winter, this is an equally important safety measure, as the combination of electricity, water, and confined spaces poses significant risks.



Individual Social Support.

If you're looking for support to stay active, independent, and connected to your community, our **Social Support Individual (SSI)** program can help!

It's here to help you continue being active and social in the community. Whether it's going out for a **cuppa**, shopping for **groceries**, running **errands**, attending **appointments**, or simply **getting out and about**, a member of our friendly support team can be by your side to assist you every step of the way.

Our SSI service is tailored to your individual goals and interests, helping you **maintain your independence** while enjoying the social and practical benefits of community participation.

If you already use our services and want to learn more, please contact us. Our team can explain your options and help you find out what support is available.



Getting to know the team.

Joan

What is your role?

Coordinator of Meals on Wheels, NDIS and Volunteers.

How long have you worked here for?

Eight years.

What keeps you motivated?

The difference I make to people's lives by the work I do.

What are your greatest strengths?

Willingness to help others.

What is your useless talent?

Standing on one leg!

If you could visit anywhere where would you go?

Australia.

What would constitute a perfect day for you?

Filled with laughter and surrounded by those I love.

Whose opinion do you care most about?

Family.



Doreen

What is your role?

Roster coordinator.

How long have you worked here for?

19 years.

What keeps you motivated?

Colleagues.

What are your greatest strengths?

Attention to detail.

What is your useless talent?

Cow milking.

If you could visit anywhere where would you go?

Tasmania.

What would constitute a perfect day for you?

NO PHONE CALLS and sitting in a spa/heated pool overlooking the water.

Whose opinion do you care most about?

Daughters.



Financial Assistance.

If you can't afford your aged care costs, you may be able to get **financial hardship assistance**.

You or your representative can apply for financial hardship assistance through **Services Australia**.

Learn more about financial hardship at **servicesaustralia.gov.au** or by calling **1800 227 475**.

If you apply for financial hardship assistance and are receiving Support at Home services, **please let us know so we can pause contributions while your application is being assessed**. If your application is not successful, you will need to pay the contributions.

Restorative Care Program.

Have you or a loved one experienced a fall, illness or change in mobility?

The **Restorative Care Program** is a short-term program of additional funded support designed to help you get back on your feet with personalised **allied health** and **nursing** delivered in your home.

We often see people at a point where they've had a setback in their health or mobility, and they're worried about losing their independence.

If you or a loved one could benefit from a targeted program of support such as this, please get in touch.



Lawns and gardens.

Lawn & gardening services help with maintenance of your lawns and gardens. This assistance is provided when it's needed for safety, based on your assessed need.

If assessed as a need, your Support at Home program funding may pay for:

'Essential light gardening (e.g., lawn mowing, pruning and yard clearance for safe access)'

This includes light gardening:

- ✓ Maintaining safe access and exit pathways around the property.
- ✓ Lawn mowing.
- ✓ Yard clearance where safety or access is at risk.
- ✓ Pruning to keep access areas clear.

And excludes extensive gardening:

- ✗ Planting and maintaining crops and ornamental plants.
- ✗ Installation and maintenance of raised garden beds.
- ✗ Compost heaps.
- ✗ Watering systems.
- ✗ Water features or rock gardens.
- ✗ Landscaping.
- ✗ General removal of trees and shrubs.
- ✗ Removal of garden beds.
- ✗ Gardening for general visual appeal, rather than safety/accessibility.
- ✗ Tip fees.



Feedback and Complaints.

We want you to feel safe, respected and listened to.

In line with the Statement of Rights, we welcome feedback in the form of compliments, suggestions and complaints at any time.

We'll acknowledge your complaint within two business days and aim to resolve it within ten. If it takes longer, we'll explain why and keep you updated. You'll never be treated unfairly or lose services for speaking up. Serious matters may be referred to the regulator, and all complaints are handled confidentially, fairly, and promptly to achieve the best outcome for you.

- Talk directly to our staff.
- Phone us.
- Post a letter.
- Drop in during business hours.
- Leave a message on our website.



DUNGOG & DISTRICT
Neighbourcare

(02) 4992 3348
62 Hospital Road
Dungog NSW 2420



info@neighbourcare.org.au

You can receive support from a Registered Supporter or an independent advocacy agency such as the **Older Persons Advocacy Network (OPAN)**. Visit opan.org.au or call 1800 700 600.

Protecting your rights.

The **Aged Care Act 2024** includes a **Statement of Rights**, setting out how older people should be treated when receiving government-funded care.

It places older Australians at the centre of care, ensuring they are treated with **dignity**, **fairness** and **respect**, and have genuine **choice and control** in decision making.

If you are receiving services, you have the right to:

Independence, choice and control

To make your own decisions about the care and services you use, how and when you receive them, and who provides them. You also have the right to support in making these decisions if you need it.

Fair access

To a fair and accurate assessment that respects your culture, background, and life experiences, and to receive the care you need, when you need it - including end-of-life care.

Safety and quality

To access safe, high-quality care from trained and qualified workers and providers who meet legal standards, and to be free from abuse, neglect, and discrimination.

Privacy and information

To have your personal information kept safe and private, and to access clear information about your care, costs, and rights.

Communication that meets your needs

To get information in a way you can understand, use your preferred language or communication method, and provide feedback at any time.

Support to raise issues

To speak up, make complaints, and receive a fair and timely response without fear of punishment.

Connection with others

To stay connected with your family, friends, community, pets, culture, and Country.



Managing notifications.

Notifications are the little messages your phone shows to get your attention. They can be helpful, but they can also become noisy and stressful (like too many shopping or social media updates).



We've outlined some tips to help you navigate what to allow, and how to change notification settings any time on both iPhone and Android.

Should I Allow Notifications?

When installing a new app, your phone may ask: "Allow Notifications?". Before pressing Yes, ask yourself:

Allow if:

 It is important, you need to know quickly, it relates to safety, health or money.

Examples: Phone, Messages, Calendar, Health apps, Banking apps.

Probably don't allow if:

 It's advertising, shopping sales, games, social media likes.

iPhone

Turn notifications on or off.

1. Open Settings.
2. Tap Notifications.
3. Scroll down and tap the app name.
4. Turn Allow Notifications ON or OFF.
(Green = On / Grey = Off)

Turn pop-up banners on or off.

1. Follow 1 - 3 above.
 2. Turn Banners ON or OFF.
- This stops the banners at the top of your screen.

Using your voice to send a message.

There are two ways to use your voice to send a message, dictation and recorded voice messages.



Talking Instead of Typing (Dictation)

If typing is difficult, you can speak and your phone will turn your voice into text.

When you're on the screen to type a message:

1. Tap the message box.
2. Tap the microphone icon near the keyboard typing area.
3. Speak clearly.
4. Your words appear as text.
5. Check and tap Send.

Sending a Recorded Voice Message

1. Tap and hold the microphone, audio symbol near the message box or the + attach option.
2. Speak your message.
3. Take your finger off or tap to stop the recording.
4. You'll be able to listen to the recording before sending or delete the recording and start again.

Android (Samsung, Oppo etc.)

Turn notifications on or off.

1. Open Settings.
2. Tap Notifications (or Apps).
3. Tap App notifications
4. Tap the app name.
5. Turn Allow Notifications ON or OFF.

Turn pop-up banners on or off.

1. Follow 1 - 3 above.
 2. Turn Banners ON or OFF.
- This stops the banners at the top of your screen.

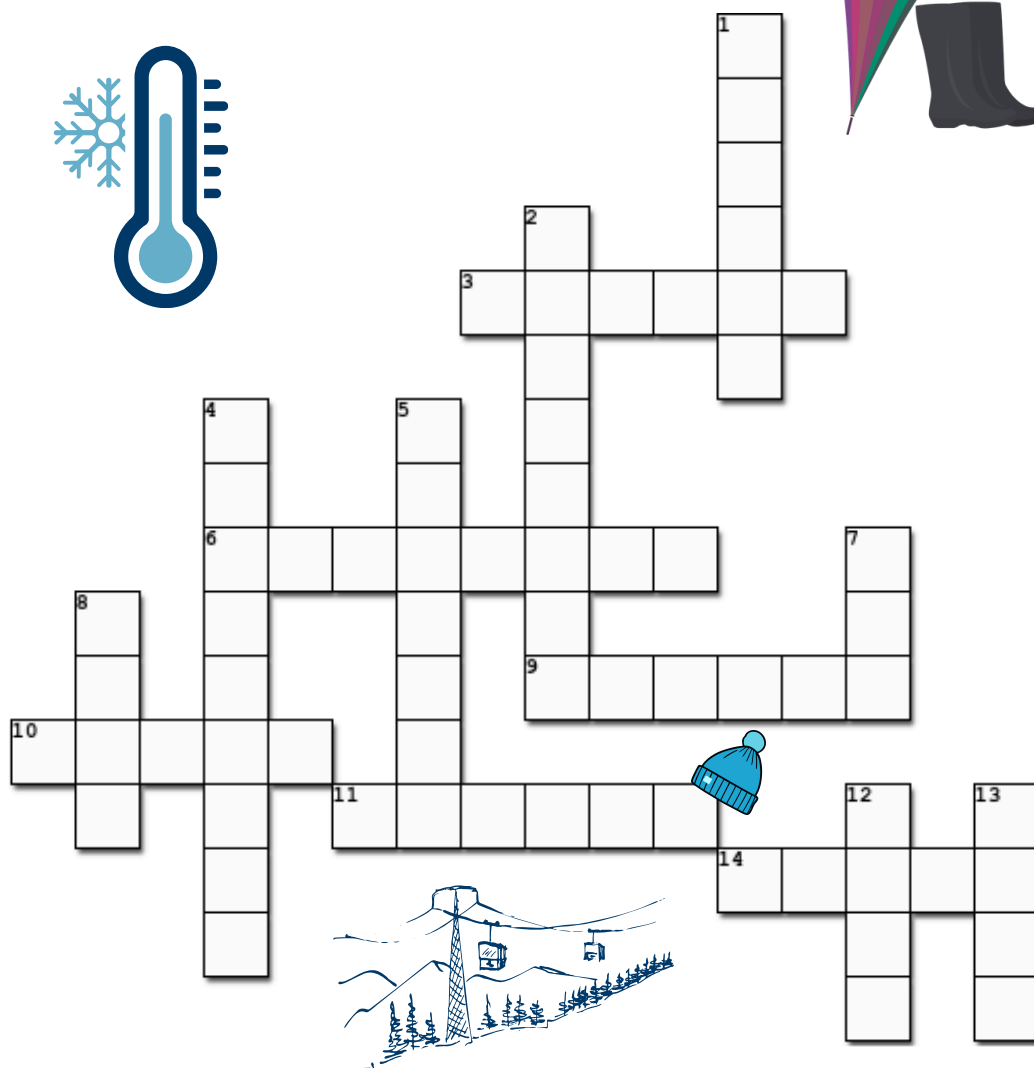
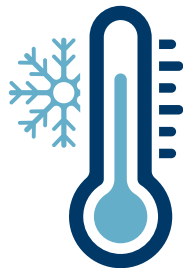
Winter Crossword

ACROSS

3. Warm top worn over clothes.
6. Coat for rainy weather.
9. Snow sport.
10. Thick bed cover.
11. Warm winter hat.
14. Thin ice on surfaces.

DOWN

1. Room warmer.
2. Wet weather footwear.
4. Indoor fire spot.
5. Large outdoor fire.
7. Low cloud.
8. Hot liquid meal.
12. Warm outer layer.
13. Thick hot meal.



Answers (written backwards):

3. repmuj, 6. taocniar, 9. gniiks, 10. tliuq, 11. einaeb, 14. tsorf, 1. retaeH, 2. stoobmug, 4. ecalperif, 5. erifnoba, 7. gof, 8. puos, 12. taoc, 13. wets.

Important contacts

• My Aged Care	1800 200 422	myagedcare.gov.au
• Carer Gateway	1800 422 737	carergateway.gov.au
• The Older Persons Advocacy Network	1800 700 600	opan.org.au
• Seniors Rights Service	1800 424 079	seniorsrightsservice.org.au
• Beyond Blue	1300 224 636	beyondblue.org.au
• Lifeline	13 11 14	lifeline.org.au
• Mental Health Line	1800 011 511	health.nsw.gov.au/mentalhealth
• NSW Ageing & Disability Abuse Helpline	1800 628 221	
• 1800 ELDERHelp (Elder Abuse)	1800 353 374	

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We acknowledge the Traditional Custodians of the lands on which we operate. We pay our respects to the Elders, past, present and future, and recognise their continuing connection and contribution to this land. We extend that respect to any Aboriginal and Torres Strait Islander people we provide our services to, including their carers, families and all who support their care.

We affirm the right to equity, respect and fairness for all people.

