

NWRH HOME CARE HQ Newsletter



WHAT'S INSIDE?

- Falls Prevention- Maintaining an Active Body
- Staff Spotlight
- Social Groups Calendar
- NEW Mens Group
- Council of Elders news
- Communication is key
- Home Care Package finances explained
- Aged Care Quality Standards sector performance
- Dementia support
- Carer support

EDITION 1
MARCH 2025

53 Enid Street, Mount Isa

Free call: 1800 221 131

Phone: (07) 4744 7600

NDIS Provider #4050002324

NWRH respectfully acknowledge the Traditional Owners, Elders and Leaders past, present and emerging as Custodians of the lands across which we deliver Health and Wellbeing Services.



NWRH



www.nwrh.com.au

Falls Prevention- Staying safe and independent

Falls are a common concern for older adults, but they are not a normal part of healthy aging. A fall can lead to injury, reduced confidence, and a loss of independence. The good news? Many strategies can help reduce fall risk and keep you active and safe.

Why Do Falls Happen?

Falls can result from a combination of factors, including:

- Poor balance and muscle weakness
- Reduced mobility
- Changes in vision and sensation
- Unsafe home environments (e.g. clutter, loose rugs)
- Medication side effects (e.g. dizziness, drowsiness)

What Can You Do to Prevent Falls?

- Keep walkways clear and remove trip hazards
- Ensure good lighting, especially at night
- Wear well-fitted, non-slip shoes
- Get regular vision and hearing checks
- Take your time when standing up
- Stay active with regular exercise
- Fuel your body with nutritious foods

What Services at NWRH Can Help?

1. Occupational Therapists (OTs) provide home safety assessments, equipment recommendations, and strategies to improve confidence in daily tasks.
2. Exercise Physiologists (EPs) develop strength and balance programs to enhance mobility and prevent falls.

For more information or to access these services, contact NWRH admin team.



NWRH spotlight:

Lucy Cooper

Exercise Physiologist



A bit about you? I am originally from Brisbane, and I started studying a Bachelor of Clinical Exercise Physiology at Queensland University of Technology (QUT) in 2021 and graduated at the end of last year. Whilst I was studying, I was also working as a learn to swim teacher for four years, as I previously was a competitive swimmer from when I was very young to the end of high school.

Why did you choose EP? After completing a nursing course in high school, I realised how much I loved the health industry, but nursing didn't feel like the right path for me. I then explored other careers within the allied health field, and given my large background in sports and exercise, becoming an Exercise Physiologist seemed like the perfect fit.

What do you do in your role? In my role I provide treatment services through the use of exercise and movement for a broad scope of people with varying health conditions. This can include people diagnosed with chronic disease, having an injury, or people with a disability. More specifically, I specialise in assessing, prescribing and delivering exercise programs and interventions to help people improve their overall health and quality of life.

How can EP's assist ageing clients? We play a crucial role in supporting ageing populations by helping maintain or improve physical health, mobility, and overall quality of life.

As people age, it is common to see physical declines in strength, balance, flexibility and cardiovascular health, which can predispose people to risk of falls, chronic conditions and loss of independence. Exercise physiologists help mitigate these risks through tailored, individualised exercise programs designed for older adults. For example, if someone is a falls risk, and has had a fall in the last few months, we look at improving lower limb strength, as well as core strength, to help with stability on feet and preventing falls from occurring again. This is just one example of the many benefits there are to seeing an EP.

Favourite part of your role? This is a tough one to pick, but I am currently loving doing group sessions, including hydrotherapy on a Monday, and Up and Go, Cardiac Rehab and Pulmonary Rehab on a Friday. I love being able to have a chat and see people socialising whilst doing something good for themselves. A close second would have to be going on outreach to Boulia, Dajarra, Birdsville and Bedourie, and being able to get into other remote communities, hopefully making a difference to people's lives.

What are your interests and hobbies outside of work? Outside of work I have been engaging with lots of sports whilst being in Mount Isa, including running, swimming, touch footy, gym and my all time favourite pickleball!

Lets get Social!

Our Social Support Groups program offers daily sessions led by our Groups Coordinator at the NWRH Office located at 53 Enid St, Mount Isa.

These sessions provide eligible clients with opportunities to participate in various activities and events, promoting social interaction and community engagement. We understand the importance of social connections and meaningful experiences in enhancing overall wellbeing, and our Social Support Groups program is designed to provide just that.

What's on in April?

SUN	MON	TUES	WED	THURS	FRI	SAT
		Craft Group ¹ 9:30am – 11:30am Rummikub 1:30pm to 3:30pm	HOY – Mount Isa Pensioners Hall ² 9:15am – 11:30am	Uno Group ³ 9:30am – 11:30am	Group Outing ⁴ 10am – 12pm	
	Card Games / Movie 10am – 12pm Men's Group 1pm – 3pm ⁷	Easter Craft ⁸ 9:30am – 3:30pm	Games & Diamond Dot ⁹ 9:30am – 11:30am	Uno Group ¹⁰ 9:30am – 11:30am	Group Outing ¹¹ 10am – 12pm	
	Allied Health Guest: Stretches at Home 10am – 12pm ¹⁴	Craft Group ¹⁵ 9:30am – 11:30am Rummikub 1:30pm – 3:30pm	Games & Diamond Dot ¹⁶ 9:30am – 11:30am	Group Outing ¹⁷ 11:30am – 1:30pm	<u>Good Friday</u> <u>Public Holiday</u> ¹⁸	
	<u>Easter Monday</u> <u>Public Holiday</u> ²¹	Craft Day ²² 9:30am – 11:30am	Games & Diamond Dot ²³ 9:30am – 11:30am	Uno Group ²⁴ 9:30am – 11:30am	<u>ANZAC Day</u> <u>Public Holiday</u> ²⁵	
	Card Games / Movie 10am – 12pm Men's Group 1pm – 3pm ²⁸	Craft Group ²⁹ 9:30am – 11:30am Rummikub 1:30pm – 3:30pm	Games & Diamond Dot ³⁰ 9:30am – 11:30am			

Mount Isa Men's social group

Fellas; looking for a low-key way to connect with other men in the community?

Why not join the Men's Support Group at NWRH?

Casual and Relaxed!

Completely FREE, join us for a friendly and informal Men's Group!

We meet to hang out, have a chat, and enjoy activities like:

- Morning tea or lunch together
- A walk around the lake
- Playing games or sports

It's a great way to relax, meet new people, and enjoy each other's company in a casual setting.

No pressure, just good times!

WHEN:

- Every Monday
1.00pm to 3.00pm

WHERE:

- NWRH Groups Room
53 Enid Street Mount Isa

*Grab a coffee
and join us.
We'd love to see
you there!*



COTA Australia news:

Council of Elders



The creation of the Aged Care Council of Elders was a recommendation of the Aged Care Royal Commission and its purpose is to directly advise Government on ageing and aged care issues, from the perspective of older people.

The 13 members of the Council represent a diverse range of backgrounds, cultures and experiences, and importantly, they range in age from their late 60s to early 90s. It's expected that they will have direct and meaningful influence on the directions in which aged care develops, and have a major impact on decisions of Government.

The Aged Care Council of Elders is the **first-ever** formal, direct voice into Government, and demonstrates a commitment to listen to the voices of senior Australians and not just listen to service providers and professionals.

Members are committed to taking a proactive approach to enabling older people to age well, are accorded their rights while receiving aged care services, and can continue to have choice and control over their lives

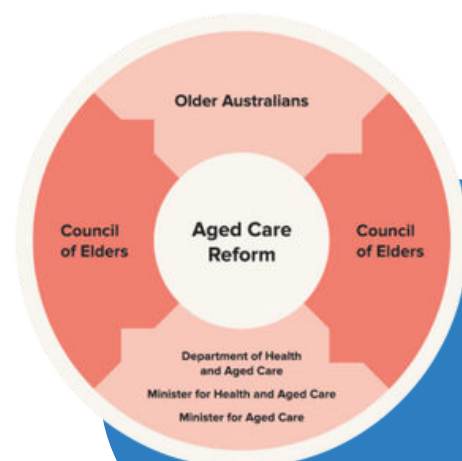
There are a number of priority issues identified by members which will provide the basis for future meetings and discussion:

- Promoting functional capability through all stages of life
- Inclusion of all older people regardless of geographical location, cultural heritage, gender, sexuality and all other diversity
- Ensuring adequate housing and combatting homelessness
- Equitable access to a high-quality aged care system
- An ongoing emphasis on ageing well
- Tackling elder abuse

We look forward to bringing you more news about their important work in the future.

Meanwhile, you can also connect with the council via their Facebook group:

www.facebook.com/groups/agedcarecouncilofelders



Empowering you to remain the leader in your own life

We take the concept and practice of consumer engagement and communication very seriously in our organisation and acknowledge that everyone has a part to play in this. When we communicate and engage with you at an individual level, it helps us to identify your needs, goals and preferences, and align your needs with the most appropriate services and supports. That's why every person's care plan is different from others.

Here are some of the ways we work to help you stay in the driver's seat and remain in control of your own life. Some of this is direct with you and your family/representatives, and some of it occurs behind the scenes.

We do this by:

- Encouraging participation
- Educating and empowering
- Supporting choices and decision making
- Respecting preferences
- Respecting identity and individuality
- Acknowledging life experiences and strengths
- Promoting partnership
- Challenging ageism
- Accepting risks
- Mentoring and navigating the system
- Inviting feedback
- Respecting diversity
- Challenging assumptions
- Accepting that we don't always have all the answers
- Advocating and participating in government and other consultations relating to aged care

One of the tangible ways we communicate with our clients is through our regular newsletters! These are designed to inform, engage and empower you to stay up-to-date with current trends, information and events in the aged care sector.



Home Care Packages - finances explained

'Fees and charges' are terms that are often used in the home care packages program, and sometimes they can be a bit confusing for consumers. This article explains some of these common terms in a practical and simple way.

It is important to know that Home Care Package providers are not funded separately for their operating costs, such as buildings, staff costs, meeting regulatory compliance, ongoing package management, and care management activities. Therefore, some of your package subsidy is used to contribute to these costs, either directly, from their management costs, or indirectly, via the prices charged for actual services being delivered to you. All packages must be hosted by an approved provider, and all providers are entitled to charge each client's package a certain amount which covers the costs of working with you, and some of their operating costs.

Where does the money come from?

The money for your Home Care Package comes from the Commonwealth Government and is paid to your provider based on the actual cost of your monthly care and services. Your 'subsidy' is calculated daily, not as a lump sum, and is paid in arrears to your provider. The provider manages the package on your behalf, looks after payments for invoices, claims funds from the Government, and prepares monthly statements. Providers and consumers are accountable to the Government for how the package money is spent.

Available Funds (Unspent Funds) explained:

This is the difference between your Government subsidy (money in) and the cost of your monthly approved care and services (money out). The Government currently puts your unspent funds into an individualised account, and you receive a monthly statement that shows the amount of funds you have available. Providers sometimes hold unspent funds on a client's behalf as well, depending on when the client started their package.






Home Care Packages - finances explained cont'd

All providers are required to provide management and coordination of your care and services, known as 'Care Management'. This includes things like home visits for assessments and reviews, care plan development, managing risks and referrals, coordinating spending approvals, and so forth. The higher your package level, the more hours of care management you will receive.

Providers also recoup the costs associated with managing the day-to-day running of your package. For example, coordinating schedules related to your care plan and rosters, preparing monthly statements; managing your package funds; and compliance and quality assurance activities required for Home Care Packages under the various regulatory frameworks.

Here is a very brief explanation of the main fees and charges that relate to home care packages. Not all of these fees and charges apply to everyone, and the amount varies from one provider to another.

 Fees 	Who pays?	Special notes 
Basic Daily Care Fee (optional)	You may	If you pay this fee the amount is added to your budget, and boosts what you can spend on your care and support.
Income Tested Care Fee	You do	But only if your income is above the full Age Pension threshold. This fee is determined by an income assessment and is not negotiable.
Package Management	Your package	All providers are entitled to charge this amount. It varies from one provider to another.
Care Management	Your package	All providers are entitled to charge this amount. It varies from one provider to another.

Please get in touch if you would like us to explain our specific fees and charges, or any of this information in more detail for you.

NWRH Income Tested fee information

The income tested care fee is an extra contribution that some people pay, as determined through an income assessment. This fee is different for everyone. It is based on your individual income, including your pension. This fee will reduce the subsidy the government contributes towards your Home Care Package.

Your income tested care fee is calculated by Services Australia.

Consumer who will not be assessed for an Income Tested Fee

If you and your partner **ONLY** receive an Aged Pension and **NO** other income source and financial assets under the first asset threshold, you will not be assessed for an income tested fee.

Contact the Age Care Service Line on 1800 227 475 or DVA on 1800 838 372 to request the 'Fee Advice Letter' (valid for 120 days).

If your income and assets have not been updated in the last 2 years or have changed since you last made an update, contact the Age Service Line on 1800 227 475 or DVA on 1800 838 372.

Consumers who may be required to pay an Income Tested Fee

Do you have a partner? If yes, their income needs to be included in the income tested fee calculation.

Do you own the home you are residing in? The home is not included in the income tested fee calculation.

Understanding your annual combined income:

You should include:

- income support payments from the Australian Government such as the age pension or service pension
- net income from rental property
- war widow/widower pensions and some disability pensions
- net income from businesses, including farms
- income from superannuation income streams such as annuities and allocated pensions
- overseas pension income
- family trust distributions
- dividends from private company shares.

**Do not include interest from your bank accounts or financial investments. That gets calculated automatically using the current government deeming rate.*

Refer to Fee Estimator: www.myagedcare.gov.au/how-much-will-i-pay

NWRH Income Tested fee Information cont'd

Understanding your total combined financial assets:

You should include:

- bank, building society and credit union accounts
- cash
- term deposits
- cheque accounts
- friendly society bonds
- managed investments
- listed shares and securities
- loans and debentures
- shares in unlisted public companies
- gold and other bullion

** Gifted assets - if you have gifted amounts above \$10,000 in the last financial year or \$30,000 in the last five financial years (with no more than \$10,000 in any financial year), include the amount above these limits as a financial asset.*

***Do not include the family home that you live in.*

Refer to Fee Estimator: www.myagedcare.gov.au/how-much-will-i-pay

Consumers who should complete the Home Care Package Calculation of your cost of care

Form SA 456

If you are not receiving any Centrelink or DVA payments or you are receiving a Centrelink or DVA non-means tested payment, you will need to complete Form SA 456. This is because Services Australia does not know enough about your income and financial assets to complete your assessment.

Consumers who choose not to disclose

If you do not wish to provide your income details, you will pay the maximum home care fees until you reach the annual or lifetime cap. This means that NWRH requires you to pay the basic daily fee and the maximum income-tested care fee.

Current Fee Schedule

NWRH current Fee Schedule can be found at: www.nwrh.com.au/home-community-support/

Or more details on schedules of fees and charges for home care can be found at: www.health.gov.au/sites/default/files/2023-06/schedule-of-fees-and-charges-for-residential-and-home-care_0.pdf

If you require further assistance you can contact: FIS 13 23 00, ACSO 1800 227 475

Aged Care Quality Standards - sector performance data report

Have you ever wondered what happens to all the information that's collected by the Aged Care Quality & Safety Commission?

Every month, the Commission receives calls from people to ask questions and/or make a formal complaint. The complaints are categorised and published every quarter in the Aged Care Sector Performance Data Report.

The information is used by the Government, policy makers and aged care peak bodies to drive changes and improvements across the whole sector.

The top themes for complaints relate to:

- Lack of consultation or communication fees and charges
- Management of finances and reimbursements
- Consistency of care services
- Case management issues
- Care planning issues

We're sharing this with you to give you confidence that we take complaints and feedback very seriously. We check these reports ourselves every quarter and use the information to reflect on our own performance and make improvements where we can.

With your help, we can continue to build a strong and resilient organisation together.

You can download the latest report below:

<https://www.agedcarequality.gov.au/news-publications/reports/sector-performance>



Image: Australian Aged Care Quality & Safety Commission



Spotlight on dementia support

Dementia Behaviour Management Advisory Service (DBMAS)

Caring for someone living with dementia can be both rewarding and challenging at times, so it's good to know that there is support for carers if challenging times do occur.

This free service is available 24 hours a day to assist carers when the behavioural and psychological symptoms of dementia are affecting a person's care. They will partner with the person living with dementia and their care network, to understand the causes and/or triggers that lead to changes in behaviour.

Some of their services include:

- Assessment
- Clinical support, information and advice
- Care planning and referrals
- Short-term case management
- Mentoring, education and training for carers

As well as specialised support for:

- Younger onset dementia
- Aboriginal and Torres Strait Islander people
- People from Culturally and Linguistically Diverse (CALD) backgrounds

Their aim is to improve the quality of life for people living with dementia and their care network, so please don't hesitate to reach out anytime for their professional guidance and support. Sharing any tips and advice with your support workers is a really great way to ensure consistent and high quality care.

Contact Dementia Australia for more information:

Ph: 1800 699 799 (24hrs a day)

<https://www.dementia.com.au/>

DID YOU KNOW?

NWRH Care Support Workers have recently taken part in a Change Behavior Workshop conducted by Dementia Australia, providing them with the skills to assist clients and their carers in dealing with behavioral changes.

NWRH can provide
support for carers!



Where carers can find support



If you support a family member or friend who has a disability, mental health condition, chronic health condition, terminal illness, or is frail aged you can access free supports via **Carer Gateway**.

1800 422 737 | carergateway.gov.au



Word Search Celebrities in their 80's

M	L	E	H	A	R	R	I	S	O	N	E	O	R
W	V	F	C	A	R	O	L	J	W	E	F	N	W
W	I	B	Y	S	J	Q	H	O	G	P	G	U	J
D	Y	U	A	E	Q	U	W	Y	B	Y	M	Z	S
O	J	U	O	J	K	F	A	R	A	J	O	N	R
R	K	U	G	U	K	T	N	W	R	C	R	Y	J
I	I	D	L	D	C	W	H	O	B	H	G	G	C
C	X	N	X	I	E	N	R	F	A	Z	A	U	H
E	L	N	G	N	E	H	P	K	R	M	N	O	U
Q	U	I	A	O	V	D	O	N	A	L	D	F	C
H	M	J	N	E	D	J	I	I	U	U	L	M	K
M	J	X	E	T	G	G	M	A	V	H	V	Q	J
P	W	B	L	G	G	C	P	I	S	T	Z	U	Y
Q	D	F	I	O	J	A	C	K	P	G	J	M	Y

Find the 13 hidden words by searching for their first names only (in bold)

- **Chuck** Norris • **Jack** Nicholson • **Harrison** Ford • **Julie** Andrews
- **Morgan** Freeman • **Jane** Fonda • **Judi** Dench • **Clint** Eastwood • **Paul** McCartney
- **Barbara** Eden • **Ringo** Starr • **Carol** Burnett • **Donald** Sutherland

Important Contacts

NWRH Community Services

Phone: 07 4744 7608

Aged Care Quality and Safety Commission

Phone: 1800 951 822

My Aged Care

Phone: 1800 200 422

Aged and Disability Advocates Australia

Phone 1800 818 338