

NWRH HOME CARE HQ Newsletter



WHAT'S INSIDE?

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- Delayed commencement to the Support at Home program
- Home Care Package waiting list
- Aged Care Workers Day
- NWRH Groups Calendar & more ...

EDITION 5
JULY 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



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New Aged Care Act delayed until November 2025

On 4 June 2025, the Australian Government announced a delay in commencement of the new Aged Care Act , pushing the start date from 1 July to 1 November 2025.

This decision has sparked mixed reactions within the aged care sector, particularly given how close we were to the original start date. For several months, the home care sector has raised concerns to the Department that providers were not adequately prepared to begin on 1 July as many necessary government and legal systems, information, education and training related to the changes were still incomplete or unavailable.

The Aged Care Act serves as a foundation for several other key reforms, so any delay to the Act will also delay the roll out of these related programs and reforms. All of the following initiatives that will impact home care packages consumers will now be delayed until 1 November 2025:

- The new Support at Home program (which will replace the Home Care Packages program)
- Strengthened Aged Care Quality Standards
- A new Statement of Rights for Older People
- New Registered Supporter legislation and supported decision-making framework
- New all - inclusive pricing for hourly rates for services
- Current fees and contributions (will remain the same as they are now)

This extension provides us with additional time to communicate these changes with consumers and will allow you time to consider any questions you may have regarding how these changes will affect you and the services you receive.

Please get in touch if you would like further details about the implications of the delay on the care and services you receive.



Delayed commencement to the Support at Home program

Most people will have heard that the new Support at Home program has been deferred to 1 November 2025. This delay will give the government, providers and consumers more time to understand and prepare for the changes.

Importantly, for existing home care package (HCP) consumers, the delay will not affect you. You will continue to receive care and services as outlined in your Home Care Agreement, budget, and care plan, including the ongoing accumulation and rollover of any unspent HCP funds.

We will continue to charge the same package management and care management fees against your monthly budget. Additionally, we will continue to work with you to use your package flexibly to meet your assessed care needs.

The delay in the Support at Home program provides a valuable opportunity for you to prepare for some of the upcoming changes.

Here are a few steps you can take:

- Ask us for help with understanding what it means if you are a Grandfathered or Hybrid participant in the new Support at Home program.
- Call My Aged Care on 1800 200 422 to check who is currently listed as your Representative, and familiarise yourself with the proposed new Registered Supporter roles and responsibilities.
- If your income exceeds the full Age Pension, contact Services Australia to ensure they have accurate and up-to-date financial information for you.
- Schedule a time to talk to us if your care needs or circumstances have changed, so we can review and update your care plan, arrange additional support or refer you for a home care package upgrade.

We are committed to using this delay in a way that benefits all our consumers, so please don't hesitate to reach out if you have any questions or need assistance to prepare yourself for the coming changes.



**Support at
Home
program
delayed**

Are you on the home care package waiting list?

In November 2024, the government announced it would release an additional 83,000 home care packages to address the unacceptably high waiting list. At that time, approximately 76,000 people were on the waiting list, many of whom were receiving lower-level Home Care Packages (HCP) while they awaited upgrades.

The 83,000 packages are in addition to the 24,000 packages that were expected to be released over the past year to help manage the waiting list.

Unfortunately, the Government confirmed the delay in the commencement of the Aged Care Act means the release of these 83,000 new home care packages will also not occur until the Aged Care Act is implemented on 1 November 2025.

If your care needs have increased and you are awaiting a new assessment by the Single Assessment Service (SAS), the period from assessment to assignment of a higher-level package is likely to extend, except for people in the most urgent situations. The delay may also impact those already waiting for an upgrade to their existing packages.

If you are currently waiting for an assessment or re-assignment of a higher level package, we will continue to work with you to ensure that your unmet care needs are prioritised with the funding you currently have. We can also help you explore alternative programs and informal support options to address your care needs and goals.

Please let us know if you have any questions about how the delayed release of more packages may affect you, particularly if you are experiencing a decline in your health and/or feel that your care needs are increasing.

We can arrange for a care plan review with our team to help address your changing needs, including referring you for a comprehensive review from the Single Assessment Service (SAS).



Using your package to explore your creative side

Many of us can relate to how a specific piece of music or visual art can transport us back to a particular time or place, allowing us to relive those memories. As we age, we have more memories to draw upon, so finding a way to tap into these moments can have a powerful effect on a person's emotional well-being.

The home care packages program supports older people to access various therapeutic programs, including music therapy and art therapy as long as there is a professional recommendation to address an ageing-related care need.

Under the guidance of a registered Music Therapist, music and singing can significantly benefit older adults by enhancing mental health and well-being, reducing anxiety and stress, regulating moods, improving balance, encouraging movement, and even managing pain.

Art therapy is another wonderful way to promote and enhance creative expression and people don't need to have art skills or be 'good at art' to participate. Trained art therapists use art materials to help people express their thoughts, feelings, or experiences, often without the need for words.

Registered music and art therapy programs may be covered under a home care package, however expenses for individual music lessons, instruments, apps or subscriptions, some art classes, and all art supplies are excluded.

If you have a creative side that you would like to explore, we can help you to find programs in your area. Who knows what talent and joy you might unlock!

Additionally, we can arrange for a support worker or volunteer to spend quality social time at home with you, which may include activities like reminiscing and reflecting on different times from your past.



Rolling over your unspent funds

Every person who receives a home care package (HCP) is allocated a daily subsidy for every day that they occupy their package. Each month, we provide you with a financial statement so you can keep track of what was spent on your care and services, and to see what is left over.

If the amount of your government subsidy exceeds the amount that is spent in the month, this becomes known as **Unspent Funds**. In the home care package program, any unspent HCP amount carries over and accumulates from month to month, for as long as you continue to receive a package. It can be reassuring to know that if something happens, there are some funds available straight away to support your care.

Unspent HCP funds accumulate for different reasons. Sometimes a person's needs or circumstances have changed so they may not require as much funding to provide all the care they need. Sometimes a person might choose not to accept some services even if they are recommended, or, sometimes a consumer might be saving for a particular item or a 'rainy day'.

From 1 November 2025, with the commencement of the new Support at Home program, there will be new limits to saving unspent quarterly budget amounts, and unspent funds will not accumulate in the same way.

The good news is that you will be able to carry forward all your unspent HCP funds to the new program. You will also have the flexibility to draw on these unspent funds in addition to your new quarterly budget.

We are conscious that some consumers might be apprehensive about the changes to unspent funds and may try to save extra unspent funds before the Support at Home program commences.

However, it is important to ensure your 'saving' is not at the expense of you receiving the care and services you need right now.

We will support you to make an informed choice to direct your package spending where it is needed most.





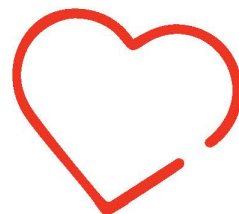
Ageing
Australia



Aged Care Employee Day

Thanks for caring

**THURSDAY
7 AUGUST 2025**



ageingaustralia.asn.au/aged-care-employee-day

NWRH spotlight:

Rejieli Turaga

Care Support Worker



Professional Background: Prior to joining NWRH I was working as a Nursing Assistant with WA County Health for more than 10-years at Karlarra House Age Care facility. In this facility we accommodated for High Care, Low Care, Dementia and Palliative care needs.

Why I chose to be a Care Support Worker: I chose to be a Care Support Worker because I have a passion to look after people that need assistance, and I enjoy engaging time with them. I take pride in taking care of my clients just like I would my own parents.

What I do in my role: As a Care Support Worker I assist with clients personal care such as showering, dressing, prompting with medication, blood sugar checks, preparing meals, home support such as helping with household tasks like cleaning, hanging out laundry and groceries, taking them out shopping, and attending group and community activities or appointments.

How can Care Support Workers specifically assist ageing clients: Care Support Workers can offer assistance with daily living tasks to support ageing clients to stay in their homes and actively participate in the community for longer.

Favorite part of my role: My favourite part of being a Care Support Worker is seeing my clients smile, healthy and happy... it means a lot to me.

Interests and hobbies outside of work: Outside of work I do lots of volunteer work in the community and with my church.

A letter to our Aged Care Staff

To our dedicated on-the-ground care staff,

Your compassion, strength, and unwavering commitment make a real difference in the lives of those we support every single day. The care and dignity you provide doesn't just meet needs - it changes lives.

To our hardworking admin team, thank you for keeping everything running smoothly behind the scenes. Your attention to detail and calm organisation keeps us all afloat. To our amazing schedulers and team leaders, we see the care and complexity in what you do every day. You make the impossible possible—juggling shifts, solving problems, and making sure everyone is supported.

And to our GM and Executive team, thank you for your leadership, vision, and dedication to building a workplace that values people—both our clients and our team.

No matter your role, your work is essential and deeply valued. Every client visit, every phone call, every schedule adjustment, every decision—it all matters. You are the reason we can deliver the care our community deserves.

So today, and every day, thank you. Your heart, your hard work, and your humanity never go unnoticed.

Happy Aged Care Employee Day – we're so proud of you all.



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 August?

53 Enid Street Mount Isa Phone: 07 4744 7600 Free call: 1800 221 131

GROUPS AUGUST 2025

NWRH

MON	TUES	WED	THURS	FRI
				1 Mixed activities 9.30AM - 11.30AM
4 Games / Movies 10.00AM - 12.00PM	5 Crafts 9.30AM - 11.30AM Rummikub 1.30PM - 3.30PM	6 HOY Pensioners Hall 9.15AM-11.30AM	7 Games UNO Rummikub 9.30AM - 11.30AM	8 RODEO HIGH TEA 10.00AM-12.00PM
11 Games / Movies 10.00AM - 12.00PM	12 Crafts 9.30AM - 11.30AM Rummikub 1.30PM - 3.30PM	13 Mixed activities 9.30AM - 11.30AM	14 OUTING IRISH CLUB 11.30AM-1.30PM	15 Mixed activities 9.30AM - 11.30AM
18 CLONCURRY TRIP 8.00AM-4.00PM	19 Crafts 9.30AM - 11.30AM Rummikub 1.30PM - 3.30PM	20 BINGO 9.30AM - 11.30AM Please bring \$5.00 item	21 Games UNO Rummikub 9.30AM - 11.30AM	22 Mixed activities 9.30AM - 11.30AM
25 Games / Movies 10.00AM - 12.00PM	26 OUTING XTRA MILE 11.30AM-1.30PM	27 Mixed activities 9.30AM - 11.30AM	28 Games UNO Rummikub 9.30AM - 11.30AM	29 Mixed activities 9.30AM - 11.30AM




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WHERE TO BE WHEN



THURSDAY 31ST JULY 2025

6:00PM ROPING & CHILL NIGHT

9:00AM MUSIC TIL LATE

EQUESTRIAN CENTRE

EQUESTRIAN CENTRE

FRIDAY 1ST AUGUST 2025

8:00AM HARMONY JUNIOR RODEO

9:00AM RODEO MAINLY MUSIC

12:00PM APRA PROFESSIONAL RODEO

EQUESTRIAN CENTRE

RACECOURSE PLAYGROUND

EQUESTRIAN CENTRE

FRIDAY NIGHT 1ST AUGUST 2025

5:30PM BLOCKBUSTERS STREET PARADE

7:00PM WAGNERS XTREME BULLS

9:30PM BROPHY'S BOXING TENT

10:00PM MUSIC TIL LATE

TOWN CENTRE

RECREATION GROUNDS

RECREATION GROUNDS

RECREATION GROUNDS

SATURDAY 2ND AUGUST 2025

9:00AM LHS ROCKTOOLS COWBOY SMOKO

10:00AM APRA PROFESSIONAL RODEO

12:00PM NOVELTY HOUR

6:30PM GRAND ENTRY - OFFICIAL OPENING

7:30PM KEN COLEMAN CHUTE OUT CALCUTTA

9:30PM CHRIS BAX BAND TIL LATE

EQUESTRIAN CENTRE

EQUESTRIAN CENTRE

EQUESTRIAN CENTRE

EQUESTRIAN CENTRE

EQUESTRIAN CENTRE

EQUESTRIAN CENTRE

SUNDAY 3RD AUGUST 2025

10:00AM DESTINY DOWNS ATRA JACKPOT

EQUESTRIAN CENTRE

MONDAY 4TH AUGUST 2025

10:00AM CHAMPIONS CHALLENGE

EQUESTRIAN CENTRE

Free online events for carers!



August 5th - National Gallery Australia - Art for carers online

Held monthly, this is a social and creative online program for carers around Australia, to learn about and discuss artworks from the National Gallery collection. [Learn more >](#)

August 6th - Supporting people with dementia to stay at home longer

"It takes a village" is an online series designed to empower and upskill carers to support a person living with dementia to remain at home for as long as possible. With a strong focus on wellbeing and self-care, carers will be equipped to navigate some of the complexities and challenges of supporting the person they are caring for. [Learn more >](#)

August 20th - Dementia Australia - Understanding changes in behavior

This session provides an introduction to dementia and changes to the brain, effects on behaviour and the impacts of changed behaviour. It will introduce problem solving models, including tips and strategies to minimise and respond to changed behaviour. [Learn more >](#)

August 21st - Activities to engage someone living with dementia

This practical session assists carers looking after someone at home to plan meaningful and engaging activities. It promotes independence and wellbeing by focusing on what the person with dementia can still do. [Learn more >](#)

****Need help getting online? The Good Things Foundation can help:**

<https://goodthingsaustralia.org/learn/>

Word Search: helpful products for people living with dementia

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

Find the 12 hidden words by searching for only the words in bold

- Memory** clock •**robo** pets •**Silver** memories radio •**adaptive** clothing
- Aqua** paints •**sensory** stimulation products •**medical** ID •big **button** phone
- sensor **lights** •**reminiscence** products •Falls prevention **insoles** •GPS **pendant**

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