



COMPLETE CARE REPORT

Support at Home Sector Report

Across the Community Aged Care sector, the rollout of the Support at Home program has been met with several challenges impacting its effectiveness. These include delays in accessing approved services, confusion around the new assessment process, and concerns regarding affordability under the co-contribution model. Further criticism has centred on reliance on algorithm-based assessments and limited clarity during the transition phase.

Beyond the initial rollout, additional challenges have emerged, particularly relating to system capacity and access. Demand has significantly outstripped supply, with more than 130,000 people reportedly waiting for packages and many experiencing delays of eight to eleven months or longer. This has resulted in a growing backlog and, in some cases, deterioration in the health of older Australians while awaiting services.

These pressures are linked to insufficient funding and limited package availability, with industry groups warning that the number of packages released is insufficient to meet demand. Financial sustainability remains a concern for some providers due to capped

care management fees, particularly when supporting high-needs clients, raising fears that services may be reduced or providers may exit the market.

For clients, the introduction of co-contributions and new pricing structures has impacted affordability, with reports indicating that some older Australians are struggling to afford basic support services. Complexity and transparency issues persist, with ongoing confusion among clients and families regarding pricing, billing, and the management of funding and unspent funds for grandfathered clients.

Finley Regional Care remain committed to ensuring our clients have all the relevant information relating to their Packages.

Together we will help you navigate the changes, if you have any questions or concerns, please don't not hesitate to contact us at Finley Regional Care, we will endeavour to find a solution to your enquires.

Helen Lewis
Complete Care Coordinator



FROM THE QUALITY AND SAFETY DEPARTMENT

Strengthened Aged Care Quality Standards

What is Standard 2?

Ongoing Assessment and Planning with Consumers focuses on ensuring care remains current, appropriate, and centred on the individual as their needs change.

Good care doesn't stop at admission. Consumers must be regularly assessed, involved in planning their care, and supported through timely updates when their health, wellbeing, or preferences change.

This standard emphasises:

- Regular assessment and review of care needs
- Care planning with consumers and, where appropriate, their representatives

- Early identification and management of risks
- Clear documentation and communication of care decisions

Ongoing assessment is essential for maintaining safety, independence, and quality of life. Every staff member plays a role by observing changes, reporting concerns, and supporting reviews.

Key message:

Standard 2 reminds us that quality care is responsive, person centred, and continuously updated.

Arjun Arjun
Quality Officer



LEISURE AND LIFESTYLE

Another fun filled month in activities at FRC! We started the month off with an Easter Celebration Afternoon Tea where we had a spontaneous Easter Bonnet Creating competition. The residents separated into teams and had 15 minutes to create their Easter Bonnet. Ken Taylor won the comp with his amazing strut down the FRC Catwalk! He had us all in fits of giggles! Very well-done Ken!

We had two students from Xavier College join the activities team and shared a lot of chats and laughs with our residents! We were very grateful for their assistance and kindness during their visit.

Activities team bought the beach to H1 with some sensory play! We had some sand, shells and water which brought back some happy memories and were great conversation starters.

An impromptu silent disco in H1 was one of the highlights this month! We were singing and grooving together and had a lot of laughs. We will be bringing more silent discos to FRC in the future after a great response.

Meg
Leisure and Lifestyle Team



ALUMUNA NEWS

In Marcus Pearce's 8 Pillars for an Exceptional Life, nutrition isn't about perfection or restriction—it's about building the fuel plan that supports the life you want to live. What (and when) we eat has a direct impact on our energy, sleep quality, stress response, concentration, and recovery. The aim of this pillar is simple: make the healthy choice the easy choice, most of the time.

What this pillar looks like in real life

Anchor your day with protein and colour: include a quality protein source plus at least one fruit/veg at breakfast and lunch to stabilise energy and reduce afternoon cravings.

- **Hydrate on purpose:** start with a glass of water early, then use a simple cue (e.g., every time you refill your coffee/tea, you refill your water too).
- **Plan one decision in advance:** choose your "default" snack (e.g., yoghurt, nuts, fruit) so busy days don't become vending-machine days.
- **Build your plate, don't ban foods:** aim for half vegetables/salad, a quarter protein, a quarter quality carbs (or extra veg), plus healthy fats as needed.
- **Eat for the next 3–4 hours:** notice whether a meal leaves you energised and clear-headed—or sluggish and snacky—and adjust next time.

Nutrition Myth: "Carbs are bad and should be avoided."

Reality: Carbohydrates are your body's preferred fuel for the brain and for higher-intensity activity.

The goal isn't to fear carbs—it's to choose the right type and portion. Prioritise high-fibre options (fruit, oats, brown rice, wholegrain bread, legumes, starchy veg like potato/sweet potato) and pair them with protein and healthy fats to stay fuller for longer and keep energy more stable.

This week's small win challenge

1. Pick one meal you repeat most weeks (often lunch).
2. Upgrade it by adding two colours (two different vegetables or fruit).
3. Add a protein anchor (eggs, tuna, chicken, beans/lentils, tofu, Greek yoghurt).

4. Make it easy: prep the add-ons once (wash/chop, portion, or buy ready-to-go) so the better choice is the fastest choice.

If you want to keep it simple, track just one thing for seven days: **Did I include protein + colour at two meals today?** That's it. Tiny, consistent actions compound—and this pillar is about building habits you can sustain when life gets busy.

A great nutrient-dense, easy option for older people (especially if appetite is smaller or chewing is harder) is a high-protein banana smoothie (soft texture, quick to make, good energy + protein).

RECIPE OF THE MONTH

High-Protein Banana Smoothie (1 Serve)

INGREDIENTS

- 1 small banana
- 1/2 cup full-cream milk
- 1 tbsp full-cream milk powder
- 1 scoop ice cream (about 2 tbsp)
- 2 drops vanilla essence (optional)

METHOD

1. Add everything to a blender (or use a stick blender in a tall cup).
2. Blend until smooth.
3. Serve chilled.

Why it is high in nutrition

- Soft and easy to swallow (often easier than solid meals when appetite is low)
- Protein + energy in a small volume
- Quick prep (2–3 minutes)

Optional adjustments (common needs)

- **Thicker:** use less milk or add extra banana/yoghurt
- **Extra protein:** add 2–3 tbsp Greek yoghurt
- **No blender:** mash banana very well and whisk hard (texture won't be as smooth)



ALUMUNA NEWS (CONT.)

Maintenance Fee increase

Due to the pension indexation as of March 20 there will be an increase in the maintenance fee as of April billing. The new fees are as follows:

Scoullar St Houses – increase from \$577.53 to \$588.38 Per month.

Hamilton St Units – Increase from \$288.76 to \$294.19 Per month.

Raising a maintenance request

There are several ways in which you can submit a maintenance request for Alumuna:

- Use a maintenance form that you have been provided in your Welcome Pack. These are a simple way to lodge your request by filling out the form and lodging it at FRC administration. Additional copies of the form can be requested through administration.
- Phone call to FRC administration or to Zoe on 03 5883 9600.
- By using the below QR code with your smartphone. This code will take you to the maintenance request page and you can fill in the details and press submit. This request will come straight to Zoe and can then be delegated to the correct person.



Please use one of these methods for submitting a maintenance request as we need to keep a track of all works occurring at the village.

It is not the responsibility of the maintenance team members to submit a request so if you do mention the issue to the team, please make sure you also submit a request through one of the above methods.

The 2026 Preventative Maintenance Program will commence soon and letters with dates and times will be sent out shortly. If the allocated date and time does not suit you, please contact Zoe asap so your timeslot can be changed to a more suitable time.

2025 – 2026 Satisfaction Survey

You should have received your copy of the latest Satisfaction Survey and thank you to all who have submitted their completed copy. If you have not received a copy or have not submitted yours yet, please do so and return it in the provided stamped envelope.

We use the information as a way to continually improve our service to you and I look forward to collating the information to present to you all in the coming months.

See you next month.

Zoe Stringer
Alumuna Community Manager



YOUR STORY, YOUR CHOICE: WHAT ADVANCE CARE PLANNING REALLY IS (AND WHAT IT ISN'T)

For many of us, the idea of “planning ahead” can feel confronting, especially when it comes to health and future care. But advance care planning isn’t about expecting the worst. It’s about making sure **your values, your voice, and your preferences** are understood, even if there’s a time when you can’t explain them yourself.

That’s why **National Advance Care Planning Week** is such an important reminder. This year’s theme (“Your story, your choice”) encourages people to pause, reflect on what matters most, and have a conversation that can bring real clarity and peace of mind.

If you’ve been thinking, “I’m getting older... I should probably do something about this,” you’re not alone.

Visit the **Finley Regional Care** website for a practical guide to what advance care planning really is (and what it isn’t), plus some simple steps to help you begin.



I'M GETTING OLDER BUT I DON'T WANT TO LEAVE MY HOME – WHAT ARE MY OPTIONS?

If you're starting to notice everyday tasks taking a little more effort – cooking, cleaning, driving, showering, keeping up with the garden – it's completely normal to feel a mix of emotions.

For many people, home isn't just a house. It's independence, comfort, memories, and community.

The good news is: you don't have to jump straight from "managing fine" to "moving into care." There are several supportive steps in between, and many people combine a few options over time as needs change.

Visit the [Finley Regional Care](#) website for more useful tips and information.

TRIVIA OF THE MONTH



Which former Australian Prime Minister managed a rock n' roll band in his youth?
(Bonus points if you can name the band).

- | | | |
|-------------------|-------------------|-----------------|
| a) Robert Menzies | d) Gough Whitlam | g) Paul Keating |
| b) Edmund Barton | e) Malcolm Fraser | h) Tony Abbott |
| c) John Curtin | f) Bob Hawke | |

Answer to last month's trivia question:

If travelling by road, which two Australian capital cities are furthest apart? The answer is **d) Brisbane and Perth**

A CUPPA AND A CHAT



Murray Hut

Need some company? Join us!
Murray Hut CWA Members in
attendance at each session.

All welcome



Every Thursday
ongoing from 16th
April, 10.30am
Finley RS Club,
Tocumwal Street



Coffee or Tea
Slice of Cake or
Biscuit
Gold Coin
Donation



GENEROUSLY SUPPORTED BY

Award Winning
FINLEY BAKERY



For enquiries contact Finley RS Club – 03 5883 1366



LIFE ADVICE FROM A STAFF MEMBER

*"Always buy a good pair of shoes
and a good mattress – if you're not
in one, you're in the other."*

Isabella Westwood

QUOTE OF THE MONTH

*"You can't help getting older,
but you don't have to get old."*

Frances Lear

COMMUNITY NOTICE BOARD

Interested in volunteering?

Every thought of volunteering? Have a special skill or talent that you would like to share? Finley Regional Care is always on the lookout for enthusiastic volunteers to enhance and assist with the program of activities. There are many options for our volunteers, including craft, reading, activities and taking residents for walks. If you can spare an hour or so a week to come and help out, please contact our Leisure & Lifestyle team. Our residents are always happy to see a friendly face, and our volunteers will all tell you that their lives are richer for the time they spend here!



Finley Regional Care

A: 26 Dawe Avenue, Finley NSW 2713

P: 03 5883 9600

F: 03 5883 1123

E: info@finleyregionalcare.com.au

www.finleyregionalcare.com.au

Sign up for email notifications

Would you like to receive email notifications of upcoming activities, relevant messages and newsletters? Sign up by sending your email address to

reception@finleyregionalcare.com.au

Comments & suggestions

Finley Regional Care welcomes comments and suggestions about any aspect of our service; including direct care, catering, cleaning and gardens. You can access the form used for this purpose in various places throughout our facility or contact Administration on ☎ **03 5883 9600** during business hours.

Lost and found

All valuables found in the facility are kept safe until collected by their owner. If you (or your family member) are missing any items, please call reception with a description of the item and hopefully we can help you find it.