

COMMUNITY MANAGEMENT TO SUPPORT THE SENIORS OF BELL AND DALBY DISTRICTS



ONGOING CHANGES TO SUPPORT AT HOME

As you know, our landscape changed totally on 1 Nov 2025 - and the changes continue to come. Some are small and easy to navigate, others are huge and demand serious attention.

Assistive Technology & Home Modifications

- Falls monitors,
- Ramps & rails,
- Beds & chairs
- Bathroom modifications

Unless you have accumulated funds from the old system, all these items fall under the AT-HM scheme, which is a separate funding stream to Support at Home and needs to be applied for.

Monthly Statements

These are a work in progress. Yes, they are always changing at present. The major change is to be that even though budgets are now to be done quarterly, your statements will come out monthly - and yes, they are always late.

Hardship

- Aged Care: Complete the Aged Care Claim for financial hardship assistance form (SA462) for financial hardship assistance.

This form is available via the local Centrelink office or you can contact Trilogy directly and they can send you a form.

If you do apply for financial hardship assistance, we must be told about this so we can advise Trilogy. Trilogy will put a hold on your contributions until the application has been processed and a decision has been finalised.

Client/Worker Interaction

- Do not give your worker direct instruction about support services. The budgets are strict and if you ask for extra time, beyond your budget, the whole invoice will be rejected.
PLEASE SPEAK TO YOUR CARE COORDINATOR FIRST
- Do not share secrets or gossip with your worker. It is inappropriate on both parts. Workers are required by law to lodge an incident report to us should they deem an issue unsafe. We hear about way too much stuff on the 'jungle grapevine'.

Rules of the Bus

We reserve the right to charge for bus trips which are confirmed, then cancelled. If we can fill your seat, you won't be charged. If we can't fill your seat, then you will be charged.

We Recognise The Challenges of
Country Living and are
Committed to Helping Local
Seniors Get Better Value Care.

Contact Us:

35 Dennis Street, Bell Qld 4408

Phone: 4663 1333

Email: info@bellcares.com.au

www.bellcares.com.au



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BELL CARES DATE CLAIMERS



Thurs 12th Feb 2026
Bus Trip - Movies @ Chinchilla
'Wuthering Heights'
Bookings now open
Times to be advised

We enjoyed a great trip to Chinchilla on 15 Feb to see Song. Sung. Blue. The movie was at 12.30 so a brunch at Chinchilla RSL was the order of the day. Fortunately, we had time on our hands as we had a bit of a wait. Good time for chatting and catching up! The Chinchilla Cinema is a wonderful venue - very easy to access, comfy seats and plenty of room to navigate between the rows. Well done Chinchilla.

Roasted Herbed Root Veggies

Root vegetables — They're high in fibre and antioxidants, and some have been proven to stabilize blood sugar as a successful part of a diabetic diet. They're also a tasty replacement for classic roasted potatoes — and just as easy to make

Ingredients

- ½ red onion, cut into wedges
- 1 large sweet potato, peeled
- 2 large carrots, peeled
- 1 large beet, scrubbed and trimmed
- Several new potatoes, skin on, cut in halves or quarters
- ¼ cup olive oil
- 4 teaspoons mixed dried herbs, like rosemary, oregano, and parsley

Instructions

1. Preheat oven to 400 F and grease a large baking sheet.
2. Cut root vegetables into even-sized pieces, about an inch each.
3. Toss root vegetables with olive oil, herbs, salt, and pepper. Spread in an evenly spaced layer on the prepared pan.
4. Bake for 30-40 minutes, stirring and flipping vegetables a couple of times or until soft.



FEBRUARY 2026

Thursday, 5th February
10:00am

Social Morning Tea
at Pips 'n' Cherries
15 Ensor Street, Bell



Thursday, 19th February
10:00am

Social Morning Tea
at Bell Bunya Community
Centre
71 Wallace Street, Bell

MARCH 2026

Thursday, 5th March
10:00am

Social Morning Tea
at Pips'N'Cherries
15 Ensor Street, Bell



Thursday, 19th March
10:00am

Social Morning Tea
Russell Tavern
1 Cunningham Street,
Dalby

APRIL 2026

Thursday, 2nd April
10:00am

Social Morning Tea
at Pips'N'Cherries
15 Ensor Street, Bell



MAY 2026

Wednesday, 6th May

Jimbour House tour and
Devonshire Tea.
Bookings being taken now.
See page 3 for details

Jimbour HOUSE

TOUR & DEVONSHIRE TEA



Wednesday, 6th May, 2026

Jimbour House, 86 Jimbour Station Road, Jimbour Qld
10:00AM

\$125 per person

Price includes: Bus Transport (limited seating, book early),
Jimbour House & Garden tour & Devonshire Tea.

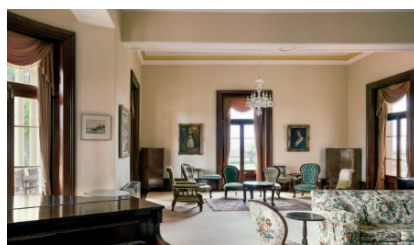
**BUS Pick-Up Sites in both Bell & Dalby - Time and Location details will be
provided when bookings are finalised**

RSVP & Bookings By: 28th April

Contact the Bell Cares Office: 4663 1333 or accounts@bellcares.com.au

P.N. Should you wish to cancel your booking after the RSVP date and we are unable to fill your
seat, full payment will be required.

Join us and embark on a journey through history learning the stories, the secrets and
the twists and turns of Jimbour Station's past on a guided residence tour. Then relax,
taking in the tranquil gardens whilst enjoying a delicious Devonshire Tea..



Level upgrade priority guidelines

JANUARY 2026

These timeframes help set realistic expectations with clients when submitting level upgrade requests through My Aged Care

To apply for an Upgrade - make an appointment to speak to your Care Coordinator here at Bell Cares. They will guide you through the process. You will not be eligible to apply if you are a 'grandfathered' client who still has funds in accumulated credits.

1

URGENT PRIORITY
Within One Month

2

HIGH PRIORITY
1.5 - 2.5 months

3

MEDIUM PRIORITY
8 TO 9 months

4

STANDARD PRIORITY
10-11 months

Assistive Technology & Home Modifications Approval

AT/HM funding, once submitted to Trilogy Care, is taking on average 10 weeks for approval, with some applications taking up to 17 weeks.

Trilogy Care continues to follow up with MyAgedCare regularly to ensure these applications are actioned as quickly as possible.

10

AVERAGE WEEKS

Standard processing
time for AT/HM
approval

17

MAXIMUM WEEKS

Standard processing
time for AT/HM
approval

COMMUNITY MANAGEMENT TO SUPPORT THE SENIORS OF BELL AND DALBY DISTRICTS

The way forward ...

Bell Cares Inc. is navigating a period of rapid growth, particularly in Dalby, where we are eager to begin hosting social events to foster community engagement. This expansion comes with its own set of challenges, as we now manage a client base exceeding 100 consumers, the bulk of whom are Dalby clients. Our organization faces several hurdles, including staffing and workforce issues, adjusting worker rates, catering to an aging client demographic and managing escalating office costs.

Despite these challenges, Bell Cares remains committed to delivering exceptional care while also controlling costs influenced by the logistical demands of providing support services in rural areas. A crucial part of our strategy to alleviate these pressures involves ongoing innovative partnering with Trilogy Care. This collaboration aims to streamline operations without compromising the high quality of service we are proud to be known for.

In response to these changes, Bell Cares will transition to an appointment-only office model. This shift is designed to enhance workflow efficiency and bolster security measures. However, clients can still reach the team via phone and email to arrange appointments. As always, we are grateful to our clients for their continued support during this transition and we will keep you informed about future developments. At some stage in the near future, you will receive a letter from Trilogy Care, setting out the logistics of some of those changes. We hope to have a bit of fore-warning of this, but that doesn't always happen. Please bear with us.

Furthermore, Bell Cares acknowledges the importance of maintaining strong community ties. We have long been dedicated to creating a vibrant social platform that includes beloved activities such as morning teas, annual events, bus trips, newsletters and our FaceBook page. We recognise the challenge of engaging with older Australians who may not be as digitally connected as they would like, emphasizing their commitment to accommodating communication preferences, including hard copy mail and landline phone calls.

The decision to move towards an appointment-only system stems from a combination of factors, including the need to maintain uninterrupted workflow and address security and confidentiality concerns. The office doors will be locked during workdays, with staff available by phone and email to arrange appointments. This change aims to ensure a focused work environment while addressing the practical issues of having staff members work alone in an isolated office.

As Bell Cares moves into its sixth year of community care, we remain devoted to supporting both our clients and workers, encouraging trust and collaboration as we continue to evolve. The partnership with Trilogy Care, though still in its early stages, represents a promising step forward, and clients are assured that updates will be provided as the collaboration progresses. You will definitely hear more about the Trilogy Care Foundation.

"WRINKLES
WILL ONLY
GO WHERE
THE SMILES
HAVE BEEN."

— JIMMY BUFFETT

YOUR HOME - YOUR WAY - YOUR CHOICE

How we're tracking

104

People receiving Co-ordination & in-home support

45

Local people employed through the project

AUTUMN'S HERE



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

PIE
HARVEST
LEAVES
SCARECROW

CROW
HAYRIDE
MAPLE
CHESTNUT

THANKSGIVING
HALLOWEEN
TURKEY
CORN MAZE



KADI LILLIS THE RURAL MYOTHERAPIST

WHERE TO FIND US!

DALBY:
TUESDAY & FRIDAY
Dalby Health Foods Store
123 Cunningham St
Dalby, 4405

BELL:
MONDAY & THURSDAY
Bell Bunya Community Centre
71 Maxwell St
Bell, 4408

WWW.THERURALMYO.COM.AU

WEEKLY MAHJONG

EVERY THURSDAY & FRIDAY
1:00pm – 3:00pm
BELL RSL

Come along and enjoy a relaxing afternoon of Mahjong — all skill levels welcome!

Kindly supported by
Western Downs Regional Council

For more information, contact Leny Gaffney on 0467 231 346

Find us on

To keep up-to-date on upcoming events, follow us on Facebook or email us at accounts@bellcares.com.au to be added to our email list.

BHW Men's Breakfast

Sat 7th February 2026
7:30 – 10:00am
Bell RSL Hall

- How to navigate the turmoil of relationship separation, the pitfalls of domestic violence, family law and property settlement.
- Guest speakers:
- Solicitor Raymond Everest of Carvosso & Winship Solicitors.
- Senior Constable Ian Skinner of the Vulnerable Persons Unit Queensland Police Service.



Supported by:



Join our Care Community of Independent Support Workers in Dalby!

Due to growing demand, we're looking for compassionate individuals in Dalby to provide in-home support as independent support workers. You'll be helping older members of our community live independently, with dignity and comfort – right in their own homes.

Whether you have experience in care or simply a heart for helping others, this is a rewarding opportunity to make a real difference.

Flexible hours | Local work | Meaningful impact

Support Needed in the following Areas:



Social Support & Accompanied Transport



Certified Personal Carers & Nurses



Domestic Support including Meal Prep

Interested? >

accounts@bellcares.com.au 4663 1333

REACH OUT TODAY TO LEARN HOW YOU CAN GET STARTED.



ANNUAL BELL art EXHIBITION 2026

OPENING GALA EVENT SATURDAY FEB 21 AT 1PM

Bell Bunya Community Centre
cnr Wallace & Maxwell Streets
Bell 4408
Awards, Food & Drinks
Tickets at door cost \$15
cash/efst available

FREE EXHIBITION RUNS MON FEB 23 – SUN 1 MARCH 9AM–3PM DAILY

Bell Memorial Public Hall
59 Wallace Street Bell
4408

07-4663 1087 | 0419 975 968
BELLBUNYACOMMUNITYCENTRE@GMAIL.COM

2026 BELL SHOW & RODEO

SAT 28TH FEB & SUN 1ST MARCH

QUACKY

BELL CARES DALBY EVENTS

Your input would be much appreciated regarding how you might like to see regular social events in Dalby.

We are working toward our first of these morning teas

RUSSELL TAVERN

Thurs 19 March 2026

WHAT DO YOU THINK? Please call us with your ideas!

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OF BELL AND DALBY DISTRICTS



February

Tony D
Sue H
Joan K
Fran K
Audrey S
Necia W
Laurie W

March

Kay G
Elaine H
Joan H
Jean J
Kay J
Joan R
Neil S
Barry W

THINGS NOBODY SAID
IN THE 1980S...



"I LOST MY PHONE"

The Last Word ...

I hope you're all being sensible and avoiding the heatwaves we've been experiencing since before Christmas. I know that in our house, we've rediscovered the "Midday Movie" with the air con running. At least in these days of streaming services, we have multiple choices of movies!

I want to address here some important issues for us - things which just need to be said, really ...

Respect for Our Workforce

Our office operates with a very small team, and as our client base has expanded, we have unfortunately seen a rise in instances of bullying and intimidation directed at our staff. This behaviour, whether it occurs in person, over the phone, or is communicated by family members, is completely unacceptable and will not be tolerated. Our project was established in 2000 with the specific aim of supporting community elders to age well and safely in their own homes, via government provided Home Care Package (now Support At Home) funds. While we understand that frustration can arise, it does not justify disrespectful treatment of our staff and workers. There are only three staff members in our office, supported by a large number of contractors, and their wellbeing is of utmost importance. To ensure a smooth workflow, we ask all clients and workers to schedule appointments for any matters related to S@H funding. Accordingly, we have made the decision to discontinue our 'open door' policy. From 2 February 2026, the front door will remain locked, and appointments will be required for face-to-face meetings. However, phone and email communication remain as usual and appointments can be made over the phone..

Bus Safety

Providing our clients with the opportunity for social outings on our bus is a significant undertaking. During these events, the safety and welfare of our elders are our highest priority. We ask for your cooperation with instructions—whether it's using a ramp, accepting assistance to board or disembark, sitting in a designated seat, or meeting at a specific location. These measures are in place for your safety and that of our accompanying staff. If we feel unable to ensure safety or if instructions are ignored, we may be forced to suspend bus trips. Our clients have varying levels of mobility, and we strive to accommodate everyone as best as possible.

Medical Emergencies at Home

It is not uncommon for clients or their families to contact us or our workers seeking assistance with medical issues. While we previously tried to help where possible, this approach places liability on us and is no longer sustainable as our client base grows. We have always advised that if you are concerned about your well-being, the best course of action is to call an ambulance. Your support worker, gardener, driver, or care coordinator is not responsible for providing emergency health care. Many clients live far from family, and isolation is a significant factor in day-to-day challenges faced by rural Australians. We simply cannot cover all needs as demand increases. It is important to distinguish between being supportive friends and taking responsibility for someone's health care. In some cases, the best we can do is recommend you call an ambulance - (if we phone on your behalf QAS can be reluctant to do this if we are not present with you) and response times may be longer for those living remotely. As we age, it is vital that our family members remain involved in decisions about ageing at home, particularly when living away from immediate support. It is no longer sufficient for elderly rural Australians to simply say, "I don't want to bother my family, I am fine, I don't need any more help."

It's a sign of the times, unfortunately, that as we grow we have to talk about things which didn't even appear on the radar back in 2020 when I started this community project.

Lesley x

YOUR HOME - YOUR WAY - YOUR CHOICE