

COMMUNITY MANAGEMENT TO SUPPORT THE SENIORS OF BELL AND DALBY DISTRICTS

Update & News from our Founder & President, Lesley Bryce:

What a whirlwind few months it's been and it's so nice to be home now for a good while. Next job is a road trip through the New England, taking the project to a raft of little towns down that way. It's always one of our favourite trips, so we'll look forward to that one.

One thing which appears to be happening lately – one of the many things which seem to crop up with the endless 'procedural changes' relating to implementation of the new Aged Care rules – is a very close scrutiny of the budgets as your invoices go into Trilogy. We're not sure what is going on, but it's being quite painful for our staff to deal with.

There appears to be undue scrutiny going to ensuring that your care budget is reflected in your invoices. This has resulted in some quite bizarre events – which we are still trying to sort out – where an invoice has been rejected because the care budget showed \$70 per fortnight for gardening, but the bill came to \$70.16. This is technically outside the budget, but quite ridiculous in its implementation. Other things have been rejected, even though we have had an annual budget figure for an item (such as taxi fares) and even though the funds had not been used for many months, then used for a largish amount (not more than the combined monthly amount for several months) – we have no idea why, but we are working on it.

So, if there are things you would like to add into your budget, or increase in your budget, please make an appointment to come and see the girls – we need to reflect this in an amended care plan and budget with Trilogy, rather than just assuming it will be okay. Many of you have large, accumulated credit funds, but we're not sure why the 'over budget' items are not being taken from there.

Invoices are also being rejected for 'incorrect language' so it's important for workers to be very clear about what services they are providing. If you or your worker are unsure, please talk to us before the invoice goes in. It's so much easier to get the invoice right the first-time round, than having to deal with the rejection THEN rectification, which leads to late payments for the worker.

I know it all sounds like so much penny pinching and weasel words, but our service provider is very conservative – which is usually for the good – and sometimes it takes them a while to actually be clear on the changes which they are implementing.

Other than all that – we soldier on making the most for you of your Home Care Package funds. The above makes it even more important that we can always have open lines of communication with our consumers.

Lesley x



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: 46631333

Email: info@bellcares.com.au

www.bellcares.com.au



Lesley Bryce
President
& Founder



Danielle Bryce
Office Manager
& Care Coordinator



Bettina Gallagher
Care Coordinator



Rebecca Pope
Accounts &
Administration

In this Edition:

- Bell Cares Update & News
- Trilogy Care & Mable Updates
- How We're Tracking
- Client Reminders
- Bell Care's Date Claimers
- Service Recognition for Former Bell Resident
- HCP Rate Increase
- Community Info and Events
- Winter Warmer Recipe
- Word Search Puzzle

How we're tracking

100

People in our Care Project

80

People using their Home
Care Packages and
receiving in home services

36

Local people employed
through the project

Find us on 

Bell Cares Client Reminders:

- If you need an Allied Health Service that you would like to use your Home Care Package for such as Podiatry, Physiotherapy, Myotherapy or other service you will need a letter of recommendation from your GP prior to commencing the service.
- For clients needing additional support services, such as Personal Care, Social Support and Outings, Transport, Domestic Services, Yard Maintenance or other services, please ensure that you contact the Bell Cares office to coordinate these services for you, please do not organise these services directly with support workers.

TRILOGY CARE UPDATE

Trilogy Care is making some important changes to the way we protect your personal and Home Care Package information - **we will now be conducting identity verification when you call us.**

In order to discuss anything related to your personal or Home Care Package information, you will need to pass a 2 step verification process. Those involved in your care will need to pass a 3 step verification process.

Trilogy Care will ask you for your **full name and date of birth**, and if your authorised representative is calling on your behalf, they will need to also provide your full name and date of birth, along with their own full name, as we have it on file. If you successfully provide these, the call can continue. If a caller is unable to pass the identity verification process, the call must end as Trilogy will be unable to discuss anything further with the caller.

This change of process is being implemented to ensure that, with the pending change to the Aged Care Quality Standards and amendment of the Aged Care Act, Trilogy maintains its compliance.

We understand that this change may take some getting used to, so we are more than happy to answer any questions you may have, or take on any feedback regarding the new process. Please speak to your Care Partner, or lodge this feedback via the [Trilogy Care website](#), if you wish for these issues to be addressed formally. If you would like to read more about Trilogy Care's Privacy and Confidentiality Policy, this can be found on our website as well.

Thank you for your understanding.

Kind regards,
Trilogy Care.



MABLE UPDATE



As of 26 July 2024, Mable platform fees will apply to agreed per kilometre travel rates. In the past, Mable has chosen not to apply platform fees to travel rates charged by support workers as part of their agreed rate with clients.

From 26 July 2024, the customer platform fee (7.95%) will be added on to the agreed travel rate. The support worker platform fee (10%) will be deducted from the agreed travel rate. This change will be automatically implemented on any invoices related to support hours submitted on or after 26 July 2024.

Thanks for being part of the Mable community - The Mable Team.

SERVICE RECOGNITION FOR FORMER BELL RESIDENT



It was a joy this week to visit Stan and Helen Kellett, who now reside at the Dr EAF MacDonald care facility at Oakey Hospital. Stan was presented with an otherwise new medal for him by the Oakey RSL. He is the oldest veteran residing in the region and Oakey RSL has really taken him under their wing. The Australian Government produced a memorial medal to mark the 75th Anniversary of the end of WWII. Every serving veteran should have received one, but Stan missed out and so Oakey was keen to rectify.

Stan's service was spent in Darwin, working on the spotlights which guided the fighter planes safely in and out. They also spotted a few Japanese fighters trying to come in, which were duly dispatched back.



Stan has always been full of interesting stories of those years – they are happy memories for him. Thanks to their Bell friends who joined us for the morning tea - Bill and Dina, Neil and Wayne Maguire, Stan's sister and her husband, Bill and Joyce, up from Melbourne.



Congratulations Stan – at 102 years old you truly are a living legend.

'Off the Tap' - Bell Cares Fundraiser

Craft Beer, Wine & Burgers
Saturday, 7 September 2024

SAVE THE
DATE

Keep an eye out for more information in the coming weeks.

BELL CARES DATE CLAIMERS

JULY 2024

Thurs 4 July - 10:00am

Social Morning Tea

at Pips'N'Cherries
15 Ensor Street, Bell

Thurs 18 July - 10:00am

Morning Tea

at Bell Bunya Community Centre
71 Maxwell Street, Bell



Christmas In July

23 July 2024

12pm @ Pips'N'Cherries
\$30pp

(\$15 for Bell Cares Clients)

RSVP to Bell Cares Office
by 15 July 2024

AUGUST 2024

Thurs 1 August - 10:00am

Social Morning Tea

at Pips'N'Cherries
15 Ensor Street, Bell

Thurs 15 August - 10:00am

Morning Tea

at Bell Bunya Community Centre
71 Maxwell Street, Bell

SEPTEMBER 2024

Thurs 5 Sept - 10:00am

Social Morning Tea

at Pips'N'Cherries
15 Ensor Street, Bell

Thurs 19 Sept - 10:00am

Morning Tea

at Bell Bunya Community Centre
71 Maxwell Street, Bell

Remember, you don't need to
have a Home Care Package to
come along to our events, the
more the merrier!

COMMUNITY MANAGEMENT TO SUPPORT THE SENIORS OF BELL AND DALBY DISTRICTS

Winter Warmer Recipe



CHICKEN NOODLE SOUP

- **Pre Time: 15 mins**
- **Cook time: 45 mins**
- **Services: 4**

Ingredients:

- 2 tbsp olive oil
- 1 medium onion, finely chopped
- 1 medium carrot, diced
- 1 large stick celery, thinly sliced
- 1 medium potato, peeled and diced
- 6 cups (1.5 litres) Massel chicken style liquid stock
- 300g **chicken breast** fillets, diced
- 50g spaghetti, broken into 5cm pieces
- 2 tbsp chopped flat leaf parsley leaves
- Thick toast, to serve

Method:

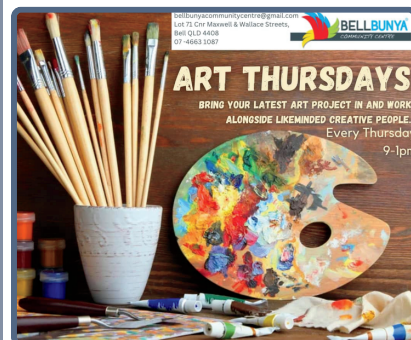
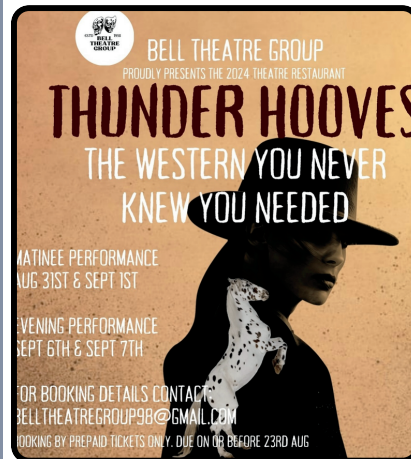
1. Heat oil in a saucepan over medium heat until hot. Add onion and cook, stirring often, for 3 minutes. Add carrot, celery and potato and cook, stirring often, for 5 minutes.
2. Add stock, cover and bring to the boil. Reduce heat, cover and simmer for 15 minutes. Add chicken and pasta, partially cover and cook for 8-10 minutes or until pasta is tender.
3. Stir through parsley. Season to taste. Ladle soup into serving bowls and serve with toast.

HOME CARE PACKAGE RATE INCREASE

The Department of Health & Aged Care has published the rate increase for Home Care Packages effective from the 1 July 2024.

HCP Level	Current	1 July 2024	Detail
Level 1	\$10,271.10 pa	\$10,588.65 pa	Increase of \$0.87 per day
Level 2	\$18,063.85 pa	\$18,622.30 pa	Increase of \$1.53 per day
Level 3	\$39,310.50 pa	\$40,529.60 pa	Increase of \$3.34 per day
Level 4	\$59,593.55 pa	\$61,440.45 pa	Increase of \$5.06 per day

COMMUNITY INFORMATION



2024

HEALTH SERVICES AVAILABLE

ALL BY APPOINTMENT ONLY

MYOTHERAPY

Monday & Thursdays
Kadi Lillis 0493 576 595
<https://www.theruralmyo.com.au>

REFLEXOLOGY & REIKI

Tuesdays
Amanda McCarthy 0447 126 666
<https://www.alphavitality.com.au>

ACUPUNCTURE

Tuesdays
John-Paul Davies (JP) 07-4663 1087
<https://newleafclinic.com.au>

PODIATRY

Fridays
Melissa Cummins 0419 968 998
mel@northsouthpodiatry.com.au

all available at the

Bell Bunya Community Centre



Word Search Puzzle

- Winter
- Cold
- Fire
- Beanie
- Frost
- Socks
- Snow
- Warm
- Hot Chocolate
- Heater
- Coat
- Scarf

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

YOUR HOME - YOUR WAY - YOUR CHOICE