Senior Matters

EDITION #24

SEP - OCT 2025

COMMUNITY MANAGEMENT TO SUPPORT THE SENIORS OF BELL AND DALBY DISTRICTS

A *heartfelt thank you* to everyone who attended our 'Winter Warmer Luncheon' at the Dalby Leagues Club last month! It was wonderful to share the day with over 50 guests, including our clients, their friends and families, support workers, suppliers, and community health representatives.

A special thanks to the amazing staff at the club for serving a delicious lunch with seamless efficiency, your efforts did not go unnoticed!

We were incredibly grateful to receive a generous donation from Dalby & District Friendly Society Dispensary, which covered the cost of lunch for all our clients. Your support means the world to us, and we are so honoured to collaborate with local businesses that value and recommend Bell Cares to seniors in our community. At Bell Cares, we're more than just a care coordination service we're a 'community'. We treat our clients as we would our own loved ones, and this personal, compassionate approach is what truly sets us apart.

We're proud of the community we've built and look forward to continuing to provide support to seniors for many years to come. Here's to many more events!









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

Contact Us: 35 Dennis Street, Bell Old 4408 Phone: 4663 1333 Email: info@bellcares.com.au www.bellcares.com.au



Lesley Bryce President & Founder



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Care Coordinator

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How we're tracking

People in our Care **Project**



People using their Home Care Packages and receiving in home services



Local people employed through the project





Find us on 📢



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









Client & Carer Profile Jenny & Wendy

Jenny joined Bell Cares in March 2024. Legally blind, Jenny faces daily challenges, with the support of her husband Alan, her family, & our dedicated care team, Jenny continues to live safely & happily in the comfort of her own home.



Your Way

Wendy, one of Jenny's trusted carers, has been with Bell Cares for two years.

Known for her kindness & consistency, Wendy supports Jenny with daily tasks & creates meaningful moments during each visit, whether it's sharing stories, teaching Jenny how to weave, or helping her craft a beautiful knee rug.

Your Care



Support at Home Information Session with Trilogy Care

Join us for a relaxed morning tea at the Bell Bunya Community Centre on **Thursday, 16th October**, where we will welcome David Melloy, General Manager – Communities at Trilogy Care. David will be joining us via video link to talk about the upcoming changes to aged care through the Support at Home program starting 1st November.

This is a great chance to:

 \checkmark Learn what the new program means for you or your loved ones

✓ Ask questions in a friendly setting

✓ Get prepared before the changes roll out

Zucchini Slice

Ingredients

5 eggs

salt and pepper (large pinch of each)

1/4 teaspoon of ground nutmeg (optional)

1 cup self raising flour (150g or 5oz)

- 1 large zucchini grated
- 1 large carrot grated
- 1 large brown onion, diced
- 200g rindless bacon, diced
- 1 cup of grated cheddar cheese
- ¼ cup of vegetable oil

Instructions

Preheat oven to 170 °C and grease and line a 20 x 30 cm (8 x 12 in) lamington pan. Add the eggs, nutmeg, and salt and pepper to a large bowl and whisk with a fork to combine

Add the flour and then beat again until the mixture is smooth.

Add in the zucchini, carrot, onion, bacon, cheese, and oil and mix well.

Transfer the mixture to the baking pan and smooth the top.

Bake for 30 minutes or until golden brown on top and cooked through. *Enjoy!*

BELL CARES DATE CLAIMERS

SEPTEMBER 2025

Thursday, 4th Sept - 10am Social Morning Tea Pips 'n' Cherries Ensor Street, Bell



Thursday, 18th Sept - 10am Social Morning Tea

Bell Bunya Community Centre Ensor Street, Bell

OCTOBER 2025

Thursday, 2nd Oct - 10am Social Morning Tea at Pips'N'Cherries 15 Ensor Street, Bell



Bell Bunya Community
Centre

w Trilogy Care via Video Link

Ensor Street, Bell

NOVEMBER 2025

Thursday, 6th Nov - 10am

Social Morning Tea

at Pips'N'Cherries

15 Ensor Street, Bell



Christmas Luncheon

Thursday, 20th NovemberDetails to follow





Support at Home Update

As we move closer to the 1st November 2025 commencement date for the transition from the Home Care Package (HCP) to the Support at Home (SaH) program, Trilogy is committed to keeping you informed with the latest updates as they become available.

Our team is actively engaging with Trilogy Cares webinars, to ensure we stay well-informed and prepared for the changes ahead.

We understand that change can raise questions, and we are here to guide you through this transition with clarity and care. It will be important to attend as many Bell Cares morning teas from now until the 1st November commencement date. This will give you the opportunity to ask questions or seek assistance with the required documentation.

Our **Grandfathered** clients: From early September, you will receive a new Trilogy Care Client Agreement (previously known as your Home Care Agreement) as part of the transition to the Support at Home program. Trilogy will send this to you via email, if you'd prefer to receive it via post, you will need to indicate your interest via the agreement preference link in the email. (see image below)

What to Expect

- The agreement will be sent to you via email or post from Trilogy Care.
- If you do not have an email address or do not receive the email, please contact our office so we can follow up with Trilogy Care on your behalf.

What You Need to Do

- Review and complete your new Client Agreement promptly (within 14 days) to avoid any interruption to your services.
- If you need help understanding or completing the agreement, our team is here to assist you don't hesitate to get in touch.



Your new client agreement is coming

The Commonwealth Government requires all providers to establish new service agreements with transitioning care recipients as part of the transition to the Support at Home program starting 1 November 2025

Trilogy Care has published a range of helpful Support at Home (SaH) resources on their website https://trilogycare.com.au/support-at-home/, including case studies that can assist you in understanding the upcoming changes and how they may affect your individual care needs. Trilogy will continue to share important updates, including timelines and details about how your current services may be impacted.

X Still Waiting for Your Government-Funded Support at Home Package?

If you've been approved for a Support at Home (SaH) funding but are still waiting for it to be assigned, now is the time to act.

With the new Support at Home program starting on 1st November 2025, many changes are coming and waiting until the last minute may cause unnecessary stress or delays.

At Bell Cares, we're here to help you:

- Get prepared early for the upcoming changes
- Understand your options and what they mean for your care
- 🗸 Start onboarding now, even while you're still on the waitlist
- Avoid the November rush by getting ahead of the transition

We know this can be a confusing time, and we're committed to helping you navigate the process with confidence and care.

Contact our team today to see how we can support you while you wait for your Support at Home funding to be assigned - 4663 1333

GOODBIE

Bridey has left us!!! We've said our goodbyes and send our heartfelt thanks to her, as she prepares to move on to a new chapter.

Even though Bridey was only with us for a short time, she made a big difference in the lives of the seniors we care for, with her compassion, warmth and commitment to her role.

We're sad to see her go but wish her and her partner, Mick, all the best as they move on to new adventures!

Dee, Lesley & Liv xxx



We are looking for a Care Coordinator to Join our Team

Permanent Part-Time | 4 days per week | 8:00am-4:00pm

Are you passionate about supporting older Australians to live safely and independently at home? Bell Cares Inc. is seeking a proactive, compassionate Care Coordinator to join our busy team in Bell.

About the Role

In this fast-paced role, you'll coordinate care services, support clients and families, and ensure high-quality service delivery. You'll need to thrive in a changing environment, especially with the new Support at Home reforms coming into effect on 1st November.

What You'll Need

Valid Driver's Licence + reliable vehicle Current Police Check Strong communication & organisation skills

Basic understanding of Aged Care Quality Standards Confidence using care systems and Microsoft Office

Key Responsibilities

Manage referrals and client assessments
Create and manage individual care plans
Coordinate staff and service schedules
Maintain accurate records and respond to client needs

What We Offer

Meaningful work supporting your local community Friendly, collaborative team and great facilities

Email your cover letter & resume in PDF format to accounts@bellcares.com.au.





September

Dawn Beil
Elaine Buchan
Peter Finch
Dick Goodsell
George Hames
Cleo Hoadley
Denise Long
Terry Luck

October

Bill Alcorn Merrilee Aldridge Margaret Edwards Ann Muller Dina Stam



The Last Word ...

These newsletters seem to roll around way too quickly, this one is nowhere near as exciting as my last one from Ladakh! Wow – was that 2 months ago, hard to believe.

We've had a very mixed bag this winter – we have unfortunately lost quite a few of our dear friends of Bell Cares – it seems to have been a parade of funerals this year and we'll be very glad when they end. Unfortunately, we work within an industry where loss is a fact of our lives, although none of us enjoy this.

On the brighter side, we have picked up a good number of new consumers over the past few weeks as well. I spoke to the Dalby Probus Club a few weeks ago and the girls did a pop-up stall at the shopping centre in Dalby – both events created good interest, including some new workers.

The Support@Home new aged care programme is rolling along, with endless changes coming our way. There is so much of it that is still quite murky and unclear, but we do our best to understand. Plenty of online seminars with Trilogy Care, to ensure we are as 'up to speed' as we can be. We are very glad that the majority of our consumers are in the 'grandfathered' category.

I spent the last 2 weeks doing my Trilogy Care Roadshow down through the Western Slopes of Central NSW.

Week 1 - Warialda - Bingara - Barraba - Manilla - Boggabri had to be cancelled because of widespread flooding.

Week 2 - Coonabarabran - Gilgandra - Wellington - Canowindra - Lightning Ridge was also cancelled because we were sick to death of the cold! Next time - Lightning Ridge!

One thing we love about travelling in rural NSW is that so many of the sporting clubs have an attached Chinese restaurant – we don't seem to do that in Queensland???

Good lord, I can't remember when I was so cold. We were, however, very grateful that we weren't travelling through the New England, with snow, sleet and horrendous low temps. It was probably not my best trip, I think mainly because when it's that cold, elderly folk simply don't like to come out! Can't say I blame them. We finished up at Canowindra, who are our newest member of the Our Town Cares family. They put on a lovely morning, with about 30 people coming out, including a handful of workers, and then a great morning tea.

Over the next few months we're going to be reaching out to some of our surrounding communities – if you can think of somewhere we should go visit, please let us know. It's becoming obvious as all of these communities grow that the capacity for 'satellite communities' is going to be a big part of our future.

Stay warm for what's left of winter, keep out of those cold winds. I'm definitely feeling my age this winter, sleeping in a lot later than I ever have! Even my old dog likes to keep her coat on most of the day at present.