

Newsletter

APRIL 2026





Visit Life Care at the Ageing, Wellness & Diversity Expo



17th April 2026



10 am - 1pm



The Lights Community & Sports Centre
244-270 East Parkway, Lightsview SA 5085



Multicultural
Aged Care



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A Message From the CXO

Dear readers,

I hope you all had a restful and enjoyable Easter break and are taking the time to get outdoors and enjoy the spectacular autumn colors as the landscape transforms.

With these moderate days and cooler nights now firmly established, it is also a timely moment to prioritise your well-being by considering your winter vaccinations; as the colder weather approaches, ensuring you have that extra layer of protection is the best way to stay healthy through the coming cold and flu season.

Thank you to everyone who has already shared their thoughts through our **Client Experience Survey**, which was sent to you earlier this month via email or post. If you haven't had a chance yet, I strongly encourage you to complete this short, anonymous survey, as your feedback is vital in helping us shape our services to better support your positive ageing through connection and participation.

As part of our broader commitment to your experience—and based on feedback from last year's participants—we are reshaping how we listen to you. Life Care is moving from a single central **Consumer Advisory Body** to several local CAB's across our various communities. Providing clients and their supporters an opportunity to provide direct feedback on how services are delivered in your community. Stay tuned: invitations to attend a local feedback session will be shared soon.

To stay connected and informed, I remind those receiving in-home services that **The Lookout Way app** is available for easy visit tracking, while our **On the Go** bus outings continue to offer wonderful opportunities for community connection.

Finally, our new **Client Referral Program** is now live, so if you know a friend or family member who could benefit from our support, we would love for you to share the Life Care experience with them.

Kind regards,

Damian Turner
Chief Experience Officer

life
care



Stay Steady: Supporting Your Independence this April

April is **Falls Awareness Month** in Australia, a time to enhance awareness about falls and how we can reduce the risk of them happening. Falls are one of the most common causes of injury in older adults. In fact, around 1 in 4 people aged over 65 in Australia experience a fall each year and that is the leading cause of injury resulting in hospital admissions in this age group.

While falls can sometimes seem like “just bad luck”, many of the risk factors are predictable and preventable. With the right support and strategies, we can improve balance, confidence and safety in everyday life.

Why Do Falls Happen?



Falls usually happen due to a combination of factors, rather than just one cause.

Strength and balance changes: As we age, muscles naturally become weaker and reaction times can slow down. This can make it harder to regain balance if we trip or slip.

Joint stiffness or mobility issues: Conditions such as arthritis or reduced flexibility can affect how we walk and move.

Changes in vision, sensation or coordination: These changes may affect how well the body detects and respond to movement.

Environmental hazards: Poor lighting, loose rugs, cluttered walkways, or slippery surfaces can increase the risk of tripping.

Lifestyle factors: Low levels of physical activity, unsuitable footwear, nutritional concerns or certain medications may also increase the chance of falling.

Often several of these factors occur together, which is why a holistic approach to fall prevention is important.

How the Allied Health Team Can Help

Falls prevention is supported by a team of allied health professionals working together to help you stay active, confident and independent. What we can help include:

Stay Steady: Supporting Your Independence this April

Falls risk assessments: We assess balance, strength, walking ability and daily activities to identify factors that may increase your risk of falling.

Physiotherapy treatment: Physiotherapists can help address pain, joint stiffness, mobility limitations and balance issues that may contribute to falls. Treatment may include hands-on therapy, movement retraining, and targeted exercises to improve stability and confidence with walking and daily activities.

Exercise and rehabilitation programs: Physiotherapists and exercise physiologists can guide you through tailored exercises to improve strength, balance and coordination.

Home safety advice: Occupational therapists can provide practical recommendations to make everyday activities safer and reduce fall hazards at home.

Foot care and footwear advice: Podiatrists can help ensure your feet and footwear provide the support needed for safe walking.

Hydrotherapy and supervised exercise programs: Water-based exercise and supervised classes can be a safe and enjoyable way to build strength and balance.

Remedial massage therapy: Massage can help relieve muscle tension, improve circulation and reduce discomfort, which may make it easier to move and stay active.



- ✓ Stay active - Regular exercise helps maintain strength and balance.
- ✓ Check your home - Ensure walkways are clear, lighting is good and rugs are secure.
- ✓ Wear supportive footwear - Shoes with good grip and support can improve stability.
- ✓ Regular health checks - Vision, nutrition, medications and balance changes are important to review.
- ✓ Ask for help early - If you notice changes in balance or have had a fall, speak with a health professional.

Take the First Step

Staying active and addressing balance or mobility concerns early can significantly reduce the risk of falls. If you would like to learn more about your balance, or if you have experienced a fall recently, our team is here to help.

Speak with our team to find out how we can support you in staying steady, active and independent.

Listening to Your Voice: Enhancing Client Experience

How your feedback shapes the way we care



At Life Care, we believe that creating genuine connections and putting your needs first are at the heart of quality care. Our mission is to support you in living your fullest life, and that means making sure your voice is always heard.

We're committed to continually improving our services, and a big part of that is understanding your experiences—what's working well and where we can do better. When we talk about 'client experience', we're referring to every touchpoint you and your supporters have with us, from the very first enquiry to everyday interactions, financial discussions, ongoing communication, and your valuable feedback.

To help us better understand your needs, we've launched our first-ever **Client Experience Survey**. This short 19-question survey is your chance to share honest feedback so we can keep delivering care that's reliable, compassionate, and truly centred on you.

We encourage you to take a few moments to complete the survey and let us know how we can continue to improve. Your perspective matters, and together we can make Life Care even better for everyone.

You should have received either an email or a letter, depending on your communication preferences, with further information on how you can participate. The survey opened on **23rd March** and will remain open until **27th April**. Participation in the survey is anonymous and voluntary.



For almost 5 years, Rosemary has been visiting our Life Care clinic after receiving her MS diagnosis. Working one-on-one with our Exercise Physiologist Tom, she's been building strength, improving mobility, and most importantly — her confidence.

"It is the small things like being able to walk to the bathroom unassisted and the confidence to go out in my wheelchair. Coming to Life Care has been specific to my independence and being able to manage independently at home."

— Rosemary W, Life Care Client

Your Voice Matters: Changes to Consumer Advisory Bodies

At Life Care, we value your feedback and believe the best services are shaped with the people who use them. New requirements under the Aged Care Act mean we are strengthening how we listen to clients and act on what we hear.

What is a Consumer Advisory Body?

A Consumer Advisory Body (CAB) is a group of clients and supporters who share feedback, ideas, and experiences to help improve services. Their input helps guide decisions across Life Care.

What's changing?

In the past, Life Care had one central Consumer Advisory Body. While this worked well, clients on our Consumer Advisory Body told us it was hard for a small group to represent everyone.

Under the new Aged Care Act, we are making changes so more people can take part, and so feedback is clearly heard and acted on.

**Your voice is important to us.
Thank you for helping shape the
future of Life Care.**

Community-based Consumer Advisory Bodies

Following feedback, we will now trial community-based Consumer Advisory Body meetings throughout the year. This means:

- More opportunities for clients to get involved
- Feedback that reflects local experiences
- Flexible ways to share feedback, including in person or in writing

You don't need to make a long-term commitment—each CAB will focus on listening and sharing ideas which relate to a community.

Your Voice Matters: Changes to Consumer Advisory Bodies

How your feedback will be used

Feedback from Community CABs will:

- Be shared with Life Care's leadership and Board
- Help improve services and client experience
- Feed into our continuous improvement work

We will also share with you what we heard and what we did, so you can see the impact of your feedback.

Transparency and accountability

Life Care will clearly communicate how feedback is considered and the outcomes that result. This helps build trust and ensures your voice makes a real difference.

What happens next?

- Information about joining a CAB will be shared during the year
- Community CAB's will begin as a pilot this year
- Updates and outcomes will be shared in our newsletters



Well-being Beyond the Physical: Spiritual Support with Life Care



Meet Life Care's Community Chaplains - Wendy, Phil, Nigel, Rebekah and Sam.

Through regular home visits our Community Chaplains provide well-being support for Life Care clients living within the community.

What is well-being?

At Life Care we look at the needs of the whole person: physical, emotional, psychological, social, and spiritual. While physical and social needs are often easy to identify, spiritual needs are equally vital to a person's overall health.

What is spirituality?

Spirituality is how we engage with the world and find meaning in our lives. For some people, that's through an expression of faith and may include participating in religious practices or going to church. Some may find purpose through craft, artwork, baking, or creating meaningful gifts for loved ones, and others through connection from company of family or like-minded peers.

Ultimately, spirituality answers the question: What makes your heart sing? Whether it is tending to a garden, walking among gum trees, or sharing a meal with friends, these moments of joy are central to a person's identity.

Well-being Beyond the Physical: Spiritual Support with Life Care

Support through life's transitions

The Community Chaplaincy team serves as supportive companions on life's journey. While they find great joy in celebrating what makes a client's heart sing, they are also there to offer steady companionship when the path becomes difficult.

As we age, experiences of grief, loss, and anxiety are common. The Chaplains are available to support clients through various challenges, including:

- The loss of loved ones or pets
- Declining physical health or memory
- The emotional stress of downsizing or transitioning to residential care

Community groups and connection

In addition to home visits, Life Care offers the **Life Matters** group in Reynella. This weekly gathering provides a safe space to share life experiences, listen, and learn from others.

- **When:** Thursday afternoons (afternoon tea provided)
- **Cost:** \$50.00 / \$8.50 contribution for CHSP clients

If you have **Support at Home (SAH)** funding, social groups are part of the **Independence category**. You pay the Independence co-contribution fee; your SAH funding pays the rest.

The chaplaincy team is currently looking to establish additional groups in other areas. If you are interested in attending a group but Reynella is not convenient, please contact **Nigel Uppill** to discuss potential new locations.

How to access support

To request a referral for a visit from a Community Chaplain, please contact your **Life Care Case Manager on 1300 555 220**.

Individual chaplaincy visits are **complimentary** for Life Care clients. However, additional services such as transport and group attendance may involve fees or co-contributions.





Arrange the words in alphabetical order



- | | |
|------------------|-----------|
| 1. staple | 1. _____ |
| 2. pastel | 2. _____ |
| 3. pleats | 3. _____ |
| 4. petals | 4. _____ |
| 5. tablet | 5. _____ |
| 6. planet | 6. _____ |
| 7. panels | 7. _____ |
| 8. plates | 8. _____ |
| 9. palets | 9. _____ |
| 10. tepal | 10. _____ |
| 11. leapt | 11. _____ |
| 12. petal | 12. _____ |
| 13. plate | 13. _____ |
| 14. pleat | 14. _____ |
| 15. least | 15. _____ |
| 16. steal | 16. _____ |
| 17. slate | 17. _____ |
| 18. stale | 18. _____ |
| 19. teals | 19. _____ |

Piece by Piece: A Celebration of Connection at Reynella

At **Life Care**, we believe that well-being is built on three pillars: staying active, keeping the mind sharp, and—most importantly—connecting with others. Our Tuesday Morning **Well-being Group** at Reynella recently proved that when we work together, no challenge is too big (or too many pieces!).

Every Tuesday, this vibrant group gathers for a 2.5-hour session that balances physical movement with cognitive play. They kick things off with 30 minutes of tailored fitness to get the heart rate up, followed by a well-earned morning tea and 90 minutes of brain-boosting activities.

The 504-Piece Milestone

For the past 15 weeks, the group has had a massive goal in their sights: a complex 504-piece jigsaw puzzle.

Spread across nearly four months of collaborative sessions, every member of the group contributed their keen eyes and steady hands. Puzzling is a fantastic way to boost cognitive engagement, but at our Well-being Group, it became about much more than just finding the right fit, it became a symbol of the group's supportive and positive environment.

The Final Fit

There was a shared sense of triumph recently when the very last piece was clicked into place! To celebrate this joint achievement, the group gathered for a victory photo to document their hard work.

"It's a lovely example of how our groups promote social connection and a genuine sense of achievement," says the group facilitator, **Life Care Occupational Therapist, Peter**. "The atmosphere is always welcoming, and seeing everyone beam with pride over their completed puzzle was a highlight for us all."

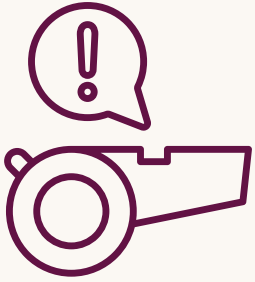
Congratulations to our **Well-being Group** puzzlers! We can't wait to see what challenge you tackle next.

Interested in joining our Tuesday sessions at Reynella or finding a group near you?

Call us on 1300 555 220 to find out more about our clinic-based and community programs.



Ensuring Quality & Safety: Our Commitment to Quality Care



We want you to feel confident speaking up whenever something doesn't seem right!

Most of the time, concerns about services, communication, or day-to-day issues can be resolved quickly through our **Feedback and Complaints** process, which is designed to be fair, confidential and easy to access. This includes talking to a staff member, contacting your Case Manager, using the client app, or submitting your [feedback via our website](#). These kinds of everyday concerns help us improve and are always welcomed.

Sometimes, however, a situation is more serious and needs a different kind of response. **Life Care's Whistleblower Program** is in place for reporting suspected wrongdoing that may have significant consequences — things like abuse, neglect, fraud, corruption, serious misconduct, or any breach of the Aged Care Act. Reports of this nature are protected under Australian whistleblower laws, and anyone connected to Life Care — clients, families, staff, volunteers or contractors — can make a disclosure.

Whistleblower disclosures are handled through a formal process that ensures objectivity, confidentiality and protection from retaliation. Disclosures can be made anonymously, and Life Care will always take steps to safeguard anyone who raises a concern in good faith. This includes protection from dismissal, discrimination, harassment or any form of detriment because a report was made.

It's important to know that not every issue is a whistleblowing matter. Things like dissatisfaction with services, misunderstandings, minor complaints or unmet personal expectations are best addressed through our usual **Feedback and Complaints** channels, where they can be resolved more directly and promptly. [Our Feedback and Complaints Policy](#) can explain this in detail for you.

But when something feels serious, unsafe, dishonest or unlawful, the Whistleblower Program is there to ensure it is investigated appropriately. Anyone wishing to make a whistleblower disclosure can contact Life Care's Whistleblower Program Manager, **Damian Turner**, at damian.turner@lifecare.org.au or on **1300 555 220**, or choose to report directly to an external regulator such as the **Aged Care Quality and Safety Commission** or ASIC. [Our Whistleblower Policy](#) can explain this in detail for you and is available on our website.

Both pathways support our commitment to safe, ethical, high-quality care. If you're ever unsure which one to use, we're always here to guide you.

Help us Shape Your Care: A Guide to Providing Feedback

At Life Care, we encourage and value all forms of feedback and are committed to continuously improving the services we provide. Your experiences, ideas, and suggestions help us better support you and ensure we are delivering the highest quality of care.

There are several ways that you can share your feedback with us.

Give us a call

Our Customer Care team is here to listen and support you. Whether you have a compliment, suggestion, question or concern, our friendly team is ready to assist. They will take the time to understand your feedback, answer any questions you may have, and make sure your voice is heard.

Speak with your Case Manager

Your Case Manager is another trusted point of contact and is available to listen to your feedback. They understand your individual needs and can work with you to address any concerns, explore solutions, and ensure that you feel supported.

Submit your feedback Online

You can also share your feedback with us through our website by completing our online feedback form. This is a simple and convenient way to provide suggestions, comments, or raise any concerns at a time that suits you.

Once your feedback is submitted, it is received by our team and handled with the same care and attention as feedback shared over the phone. If you would like to discuss your feedback further, a member of our team can contact you directly to listen and work with you to find the best way to address your concerns.





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p 1300 555 220