

Newsletter

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A Message From the CEO

Dear readers,

Welcome to our latest newsletter! This is a dynamic time of positive change at Life Care, and I am glad to share these important updates with you to help guide you through what is ahead.

To our new Unley and Port Adelaide Enfield CHSP clients: a very warm welcome. As we take over these services from your local councils, we are delighted to have you join our community. We know that change can bring uncertainty, and if you are still navigating this move, we deeply appreciate your patience. Our team is processing a large volume of information and working with the Department to ensure your transition is smooth, safe, and supportive every step of the way.

Maintaining active, meaningful connections is essential to healthy living. While many of you already enjoy our fortnightly bus trips and Payneham clinic group classes, we are actively expanding our social services program to give you even more opportunities to stay engaged. We look forward to sharing new options with you soon.

Keep an ear out for us on FIVEaa! We are launching a radio campaign to help more people learn about our community. If you have a friend or loved one who might benefit from extra support, it is a great time to introduce them to what we do.

To ensure our services truly meet your needs, we want to hear directly from you. We will soon host our very first Community CABs, and we warmly invite you to participate and share your valuable feedback.

We also want to help you prepare for an important sector-wide update. From 1 October, Personal Care services, such as showering, dressing, and non-clinical continence management, are being reclassified as clinical support. Importantly, this shift means there will no longer be any out-of-pocket expenses for these specific services. Because of these changes, we highly encourage you to speak with your Case Manager about your updated budgets to ensure everything remains perfectly aligned with your needs.

Whether you have been with Life Care for years or are just joining us today, it is our privilege to walk alongside you.

Warm regards,

Grace Scaffidi
Chief Executive Officer

life
care



Keeping Everyone Safe: Use of Portable Safety Switches



At Life Care, the safety of our clients and employees is a priority.

As part of our commitment to providing a safe environment, our employees may use a portable Residual Current Device (RCD), also known as a safety switch, when operating portable electrical appliances in clients' homes.

A portable RCD is a small device that plugs into a power outlet before an appliance is connected. It is designed to quickly disconnect the power supply if an electrical fault is detected, helping to reduce the risk of electric shock.

Our employees are required to use portable RCDs when operating non-fixed electrical equipment and in situations where there may be an increased risk of electrical hazards. This includes:

- Using portable electrical appliances such as vacuum cleaners and steam mops.
- Using an extension lead.
- Using electrical equipment outdoors.
- Using electrical equipment in wet areas or where water may be present.

This requirement forms part of Life Care's electrical safety procedures and applies regardless of the age or condition of a home, power outlet or appliance. We ask clients to support our employees in using these devices as directed. While using a portable RCD may add a small step before work commences, it is an important safety measure that helps protect both clients and employees from electrical hazards.

If an employee identifies any concerns with electrical equipment, power outlets or the condition of an appliance, they may discuss these with you and, where necessary, seek guidance from their manager before continuing work. Thank you for supporting Life Care's commitment to maintaining a safe environment for everyone.

Community Advisory Body Pilot

Back in our April newsletter our Chief Experience Officer, Damian Turner, shared information about our initiative to move our Community Advisory Body into our communities. We are excited to let you know that we will be piloting new Community CABs from July to December 2026 and, in the new year, we will be expanding Community CABs to each of the Life Care Communities.

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



We have selected two communities for our pilot, our Inner South and East communities. Shortly we will be sending invites to clients and supporters from the two pilot communities to join our Community Consumer Advisory Body Meetings, Community CAB for short!

As part of the pilot, we'll be sharing a range of information about Life Care, our performance, feedback and incidents as well as listening to your feedback, helping us improve our services. Through your views, you will be directly contributing to shaping our services and improving your experience.

We look forward to the pilot in our Inner south and East communities and then expanding this invitation to all our supporters and clients in the new year.

Your Voice Shapes Our Care

We believe the true measure of our service is your experience.

Read the latest heartfelt client feedback and discover what you have to say about our dedicated in-home support team.



”

Harsh did a **fantastic** job of my domestic service. He was thorough and I didn't need to tell him what to do. Harsh was confident and knew exactly what he was doing. I would be very happy to have Harsh provide this service again.

• **Lorna, Life Care Client**

”

I **love** how well Life Care **communicate** and I want to change all my services to Life Care!

• **Judy, Life Care Client**

”

I must say that **Pratik** was very efficient and thorough with his cleaning, and he has a lovely personality. I was very **happy** with the service he provided.

• **Lynn, Life Care Client**

”

I want to express my gratitude to **Wendy** who provided well-being support during a period I was feeling overwhelmed and upset. Wendy was so **supportive** and understanding and made me feel so much better by the end of her visit.

• **Alba, Life Care Client**

”

I was very impressed with **Hope**. She was **excellent**, all smiles and worked hard the whole time she was there. She even did a few extra jobs which my wife and I appreciated.

• **Anthony, Life Care Client**

”

Alia did **remarkably** well when she visited me for social support. She is very good at what she does.

• **Helen, Life Care Client**



Love is in the Air!

They say love finds you when you least expect it, and that couldn't be truer for two of our wonderful clients, Margaret (Meg) and John, who recently tied the knot!

Meg and John's story began five years ago when they found themselves living right next door to each other. What started as casual chats sitting outside their units gradually blossomed into a deep friendship built on mutual care, companionship, and support.

As time went on, that friendship grew into something even more special. The romance reached a beautiful milestone when, standing right out the front of their units one day, John spontaneously popped the question.

John has since moved into Meg's unit, though Meg jokingly shared that prior to the wedding, they were "living in sin!" Reflecting on their journey, Meg smiled, saying, "Who knew you could still find love and companionship at our age?"

Following a short engagement, Meg and John were married in April this year, at John's daughter's home in Netherby. Surrounded by about 20 of their closest family members and friends, the day was everything they hoped it would be. Meg described the celebration as beautifully relaxed, casual, and fun—complete with perfect weather to mark the occasion.

Please join all of us at Life Care in sending our warmest congratulations to Meg and John. We wish you both a lifetime of continued happiness, laughter, and companionship together!



Sharing the Care: Community Connections Referral program

Do you know a friend, family member, or neighbour who could benefit from a little extra support at home?

Since launching our **Life Care Community Connections** program in February, we have loved seeing our community grow through your kind recommendations. There is no greater compliment than when you share your positive experience with others—and we want to continue saying "thank you" for your trust.

How it Works

It's simple! If you refer someone you know to Life Care, and they successfully join us as a **Support at Home** client, we will send you a \$200 Pre-paid Visa Card to enjoy.

The Reward

- **For You:** A \$200 Pre-paid Visa Card as a token of our appreciation.
- **For Them:** Access to the dedicated, high-quality care and community you already know and love.

3 Easy Steps to Your Reward!

- Share your Life Care experience with a friend or neighbour who is looking for support.
- Have them contact us on 1300 555 220 to discuss our Support at Home services.
- To qualify for the reward, the person you refer must provide your name at their initial enquiry.

Once their onboarding is finalised and they begin their journey with us, we'll get your \$200 card straight out to you!

Why Refer?

Many people in our community aren't sure where to start when it comes to aged care. By sharing your story, you aren't just helping Life Care, you're helping a friend navigate their options so they can stay independent and safe in their own home, just like you.



Celebrating Our Life Care Team on Aged Care Employee Day

On 7 August, communities across Australia come together to observe Aged Care Employee Day, a special moment dedicated to honouring the extraordinary people who bring warmth, care, and peace of mind directly into your homes every single day.

In-home care is about so much more than supporting daily routines. It is built on small, meaningful moments: welcoming a familiar, friendly face through your front door, sharing a warm chat over a cup of tea, or feeling supported to stay active, independent, and connected to your local community. It takes genuine empathy, respect, and skill to provide care that honours your home, your choices, and your way of life.

At Life Care, we are deeply grateful for our remarkable team. From our home support workers, clinical staff, allied health professionals, to office staff working behind the scenes, everyone plays a vital role in helping you live comfortably and independently at home.

To our incredible team members: thank you. Thank you for your dedication, your gentle kindness, and the respect you bring into every home you visit. The trust you build with our clients and their families is the heart of everything we do.



#ThanksForCaring

If a member of our team has brought comfort, help, or brightened your day, we encourage you to take a moment to pass along a thank you. Whether it is a quick word of appreciation during their next visit, a short note, or a kind message to your Case Manager, your thoughtful words mean the world to our staff.

Together, let's make sure our team feels just how deeply valued and appreciated they truly are.

BRAIN FIT GAME

List 7 things you think of when you hear the word

Chocolate

Water

Snow

Black

Jungle

China



↘ lifecare.org.au

p 1300 555 220