

Newsletter

OCTOBER 2026





Table of Contents

Welcome Message

National Carers Week

Spiritual Care Week

Spring Safety

Cabcharges

Brain Fit Game

Client Voice Survey

Our Whistleblower Program

A Message From the CEO

Dear readers,

Welcome to spring! As the weather turns warmer, a change in season naturally brings new opportunities including some important updates to our Support at Home services.

Upcoming Funding Changes for Personal Care

We 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. This shift means there will *no* longer be any out-of-pocket expenses for these specific services! We know funding and care changes can feel overwhelming, so please reach out to your Case Manager if you would like help understanding how this update works for your personal care plan.

Pricing Adjustments

In response to government updates regarding award rates and rising travel costs, we are making necessary adjustments to our service pricing. Fairly compensating our dedicated team for their hard work and travel is a top priority, and these updates reflect our responsibility to support our staff while continuing to deliver reliable care.

A very warm welcome to all our new Commonwealth Home Support Programme (CHSP) clients joining us from the City of Port Adelaide Enfield (PAE) and the City of Unley! We are thrilled to have you with us. We truly appreciate your patience and understanding as our team works diligently to get everyone onboarded and sorted. Your experience and satisfaction mean everything to us. As always, we welcome your thoughts, questions, and suggestions.

Please feel free to share your feedback by visiting our [Feedback Form](#) on our website.

Thank you for your continued trust and partnership as we grow and adapt together this spring.

Warm regards,

Grace Scaffidi
Chief Executive Officer

life
care



Celebrating National Carers Week & Spiritual Care Week



Every October, two powerful observances coincide to highlight the heartbeat of compassionate care: **National Carers Week and Spiritual Care Week.**

Together, they offer us an opportunity to celebrate, honour, and reflect on the invaluable individuals who provide physical, emotional, and spiritual support across our communities.

Celebrating Our Carers: National Carers Week 11th - 17th October

National Carers Week recognises unpaid family carers, community supporters, and professional healthcare workers who dedicate their daily lives to looking after loved ones, friends, and neighbours facing illness, disability, or ageing.

Carers are often the quiet foundation of our communities. From managing daily medical tasks and coordinating appointments to providing steady companionship, their contributions are immense:

- **Unconditional Dedication:** Providing continuous support, often balancing personal responsibilities alongside caregiving commitments.
- **Fostering Independence:** Empowering individuals to live dignified, comfortable lives in their homes and communities.
- **Strengthening Healthcare:** Acting as crucial links between patients and multidisciplinary medical teams.

"Kintsugi Heart"
Healing Through Presence and Grace



Spiritual Care Week
2026

Nurturing the Mind, Spirit, and Soul: Spiritual Care Week 18th - 24th October

Following Carers Week, **Spiritual Care Week** spotlights pastoral care providers, chaplains, spiritual leaders, and healthcare personnel who tend to the deeper emotional and spiritual dimensions of human well-being.

Spiritual care isn't limited to a single belief system or religion. Rather, it centres on **meaning, connection, and hope:**

- **Active Listening:** Providing a safe, non-judgmental space for patients and families to express grief, anxiety, or hope.
- **Holistic Healing:** Recognising that physical health is deeply tied to psychological and spiritual peace.
- **Caring for the Caregiver:** Extending vital spiritual and emotional support to professional and family caregivers who face burnout or carers stress.

Welcome Spring: Tips for Staying Safe, Active and Well

As the chill of winter clears away, spring brings warmer sunshine, blooming gardens, and longer daylight hours. It is a wonderful time to step outside, enjoy your home and garden, and reconnect with nature.

To help you embrace the new season safely and confidently, here is a practical guide to managing spring weather changes while supporting your overall health and well-being.



After spent months indoors during winter, it is natural to feel excited about getting active again, but jumpstarting new routines too quickly can strain your joints and muscles. Ease back into physical activity by starting with short 10- to 15-minute walks on flat surfaces and taking a moment to do gentle stretches before heading out.

While blooming gardens are wonderful to enjoy, high pollen counts and windy days can trigger hay fever and respiratory discomfort. To proactively manage allergies, check that your medications or nasal sprays are up to date and readily accessible. Keep your windows closed on breezy days to prevent indoor allergens from circulating and consider changing your clothes after working in the garden so you don't track pollen inside.

Short doses of safe morning sunshine offer a natural boost for your mood and provide essential Vitamin D for strong bones. To stay sun-safe, aim for early morning light when temperatures are milder, and always apply broad-spectrum sunscreen, wear a hat, and put on sunglasses, even when it's overcast. As the weather warms up, remember to keep a bottle of water handy during walks or gardening to stay well-hydrated throughout the day.

A Gentle Reminder

Taking small, proactive steps allows you to enjoy all the beauty spring has to offer while keeping your health, balance, and safety a top priority. If you ever feel unsure about starting a new exercise routine or managing new allergy symptoms, don't hesitate to reach out to your Case Manager.

Staying Independent & Connected: Cabcharge to Keep you Moving

Staying active and connected to your local community is a cornerstone of living independently at home. Whether it's getting to a routine medical appointment, attending a weekly social group, or picking up groceries, reliable transport ensures you never have to miss out on what matters most.

Through your **Support at Home** funding, accessing flexible and secure taxi travel is easier than ever. We partner with **Cabcharge**, to give you a stress-free, cashless way to travel across your community.

How Cabcharge Works for You

Cabcharge provides tailored travel options designed specifically for older South Australians to ensure your journeys are smooth, dignified, and simple.

Key Benefits of Using Cabcharge:

No Cash or Upfront Out-of-Pocket Expenses: You do not need to carry cash or hand over personal bank cards. Your fare is charged directly through your managed Support at Home transport budget.

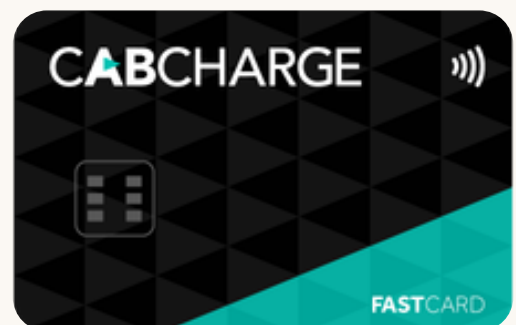
Safety First: Every vehicle operating within the Cabcharge network is equipped with security monitoring (including CCTV) to support your peace of mind and safety

Choose the Payment Option That Suits You Best

Depending on your comfort level with technology and your daily needs, we offer different Cabcharge payment solutions through your care plan:

The Cabcharge FASTCARD

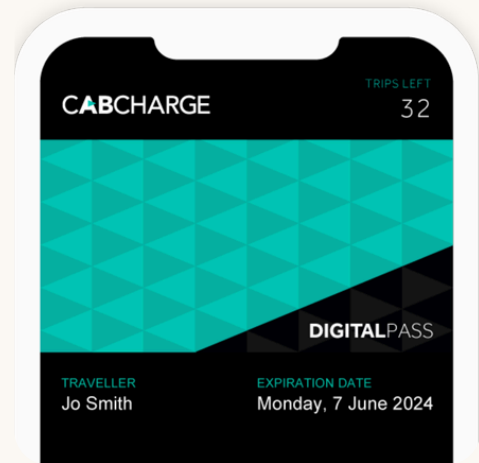
- A physical, reusable card personalised for you.
- Keep it in your wallet or purse. At the end of your trip, simply tap the card on the taxi's payment terminal, just like a contactless bank card.
- Great for people who prefer a familiar physical card without needing a mobile phone or app.



Staying Independent & Connected: Cabcharge to Keep you Moving

Digital FASTCARD & Digital Pass

- A digital pass delivered straight to your smartphone via SMS or email.
- Save the pass into your smartphone's digital wallet (Apple Wallet or Google Pay). When your trip ends, tap your phone on the in-taxi terminal to complete the payment.
- Perfect for Tech-savvy clients or occasional trips arranged on short notice.



Single-Use eTickets

- A paper or single-use pass issued for specific, individual journeys.
- Hand the pass to your driver at the end of the trip.
- Ideal for One-off hospital visits or occasional outings.



How We Manage Your Travel Budget

One of the greatest benefits of Cabcharge for Support at Home clients is the effortless administration:

- **Automated Digital Receipts:** You don't need to keep paper receipts or worry about losing paperwork. Itemised receipts are sent directly to our administrative system automatically.
- **Monthly Spending Limits:** We work with you or your family to set spending rules or travel caps aligned with your funding package. This prevents any surprise bills and ensures your transport funds last throughout your care plan period. *Only applicable with Digital FastCards.*
- **Full Transparency:** Every ride record includes pickup and drop-off times, route details, and total fares. This accurate tracking ensures your government funding is spent safely and compliantly.

Brain Fit: Spring Word Scramble

1. FEBYTRTUL

2. SMMOROUH

3. TSEN

4. RIBHEDOUS

5. ALBLMEUR

6. NARI TOBOS

7. GFOR

8. SDIYA

9. MTOWENREAL

10. CNIIPC

11. FLIDDAFO

12. SCCURO

13. THA

14. USN SVROI

15. SBOLSMO

16. DPDSLUE

17. BWORAIN

18. NSEIHSUN

19. BNIRO

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.

11.

12.

13.

14.

15.

16.

17.

18.

19.

Your Voice: Shaping our Future

Earlier this year, Life Care sent out approximately **1200** invitations to participate in our Client Voice Survey. From those 1200 invitations, **455** clients took the time to complete our Client Voice Survey, giving us valuable feedback about their experiences with Life Care. We are pleased to share that the results were overwhelmingly positive, with 85% of respondents saying they trust Life Care



Clients told us they feel respected, involved in decisions about their care, and that our services support their individual needs and goals. **In fact, 90%** of respondents said their services align with what matters most to them, while **79%** rated the quality of our services **highly**. These results reflect the dedication and compassion of our team and reinforce that the care we provide is making a positive difference in people's lives.

While the survey confirmed many strengths, it also highlighted **opportunities** for improvement. Clients told us they would like more consistent communication, faster responses to questions, greater continuity of support workers, and more regular conversations about their goals and progress. Feedback also showed that family members and supporters would like greater confidence that they are informed when things change. The clear message was that **clients value our care**, but want a service experience that is more connected, responsive and consistent.

In response, we have developed a number of practical improvements. We are working to strengthen workforce continuity, so clients see familiar support workers more often and experience fewer changes in who provides their care. We are also redesigning aspects of our case management approach to provide clearer points of contact and more proactive follow-up. At the same time, we are introducing clearer communication standards and monitoring response times to help ensure clients and their supporters receive timely information and updates when services change.

Most importantly, these changes are designed to improve the day-to-day experience of every client. We want clients to spend less time chasing information, have greater confidence about who to contact when they need assistance, see more familiar faces delivering their services, and have more meaningful conversations about their goals and wellbeing. Thank you to everyone who shared their feedback. Your voice helps us understand what matters most and guides the improvements we make. We are committed to listening, learning and continuing to build an even better Life Care experience for all.

Speak Up Safely: Our Whistleblower Program

At Life Care, we are committed to providing safe, high-quality services and acting with honesty and integrity in everything we do. One of the ways we support this commitment is through our Whistleblower Program. The program is available not only to staff and volunteers, but also to clients, family members, carers, representatives, contractors and other stakeholders. It provides a safe way to report serious wrongdoing or concerns that may not be appropriate to raise through our normal feedback or complaints processes.

A whistleblower report is generally used when someone becomes aware of serious misconduct, fraud, corruption, illegal activity, significant breaches of the law, or other serious wrongdoing. It is different from making a complaint about a service experience or reporting a routine concern. Life Care also has other ways to provide feedback, lodge complaints and report incidents, and these remain important options for most day-to-day issues.

We understand that speaking up can sometimes feel difficult. That is why our Whistleblower Program includes protections for people who make a report. Where possible, reports can be made anonymously, and Life Care is committed to maintaining confidentiality and protecting whistleblowers from retaliation, harassment or victimisation. Our goal is to create a culture where people feel safe to raise concerns and confident that those concerns will be taken seriously.

If you would like to access the Whistleblower Program, you can view our Whistleblower policy on our website, www.lifecare.org.au, or speak with a member of our Customer Care team, who can guide you to the appropriate reporting channel. Reports can be submitted through several methods, including online, by telephone, email or mail. We encourage anyone who has concerns about serious wrongdoing to speak up. By doing so, you help us maintain the high standards of care, safety and accountability that our clients expect and deserve.

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: Spring Word Scramble

Answers

- 
1. **Butterfly**
 2. **Mushroom**
 3. **Nest**
 4. **Birdhouse**
 5. **Umbrella**
 6. **Rain Boots**
 7. **Frog**
 8. **Daisy**
 9. **Watermelon**
 10. **Picnic**
 11. **Daffodil**
 12. **Crocus**
 13. **Hat**
 14. **Sun Visor**
 15. **Blossom**
 16. **Puddles**
 17. **Rainbow**
 18. **Sunshine**
 19. **Robin**



↘ lifecare.org.au

p 1300 555 220