

Welcome to the May issue of our Home and Community Support newsletter.

This newsletter was inspired by the Bolton Clarke Home and Community Support Consumer Advisory Body (CAB). It is designed to share helpful information about aged care and practical ideas that can support you to stay happy and well at home. We hope you enjoy reading tips, stories, and news that can make a difference in your everyday life.



Support at Home is in full swing

Australia's aged care system has moved to the new Support at Home program, bringing together previous home care packages into one system.

Like any big change, there have been challenges. Both providers and clients have needed time to understand new rules, technology changes, and how funding is organised. Concerns about costs and fees have also been raised.

From 1 July 2026 the government will introduce maximum prices (caps) for all services offered. These caps are set using advice from the Independent Health and Ageing Pricing Authority (IHACPA). Providers including Bolton Clarke will continue to set their prices, not exceeding the capped price. This will see some adjustment; however it has been the express position of Bolton Clarke to set their own caps well below the industry

average so as to not risk significant price changes. This is an area Bolton Clarke can influence given its market size and national reach.

For more information from the government, see: [Support at home pricing resources](#)

Supporting people to make their own decisions

Your right to make your own decisions is a key focus of the new Aged Care Act and the Support at Home program. This means you remain in control of your life, your care and your choices, even if decision-making becomes harder at times.

Under the new Act, everyone is presumed able to make their own decisions. When support is needed, the focus is on helping you make decisions, not taking decisions away from you. This may include extra time, clear information, trusted people to talk things through with, or communication supports.

A key change concerning supporting decision making is the introduction of registered supporter roles. Registered supporters help you understand options, communicate your wishes, and be involved in decisions about your care. They do not make decisions for you. You are not required to have a registered supporter – some people feel well supported on their own or through their carers and/or family.

This approach supports dignity, independence and confidence, recognising that with the right support, people can continue to make meaningful choices at every stage of ageing.

More information

- [Registered Supporters Frequently Asked Questions](#)
- [Supported decision-making](#) A plain-language guide on your decision-making rights and how supporters can help without taking control.
- [Your decisions, your care – know your rights and options](#) A guide from the Older Persons Advocacy Network (OPAN).

Consumer Advisory Body (CAB)

The CAB is a representative group who share insights, experiences, and ideas to ensure that client's voices are front and centre in decision making. Bolton Clarke reviews CAB perspectives and responds with feedback and actions where relevant.

Each year, an Expressions of Interest (EOI) is open to all Home and Community Support Clients, Carers and registered supporters. This process ran throughout November 2025 to January 2026 and some 70 EOIs were returned. The selection criteria focused on diversity and geographic location.

A new CAB now set in place for 2026 with representatives from all over Australia.

See the [CAB website](#) for more details.

Health and Wellbeing

Living with Dementia in the Community

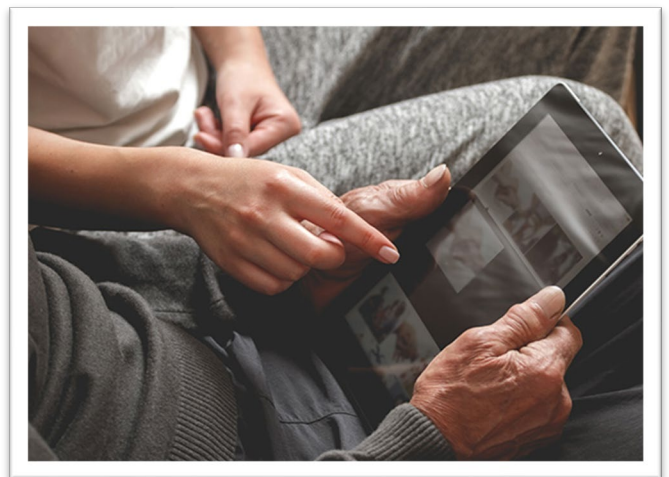
*Some changes to memory and thinking are part of ageing, but **dementia is different**. It's a condition caused by disorders that affect the brain, and there are supports available.*

Dementia is a significant health issue. According to recent data collected by the Australian Institute for Health and Welfare (AIHW), around 425,000 people are living with dementia, the majority of whom live at home in the community. These numbers will likely grow as our population ages. Increasing attention is being given to dementia rates and specific needs among priority groups, including people with younger onset dementia, those from culturally and linguistically diverse backgrounds, and First Nations Australians affected by dementia.

We know from both research and in practice that early support really helps the experience of people impacted by dementia. Accessing information early about home-based services, allied health, respite and dementia-friendly planning can help people stay

independent, remain connected, and reduce stress for families and carers. With the right supports in place, many people can live well with dementia at home for longer.

Most people living with dementia are cared for by their family members or friends who may feel unprepared for this role.



What Bolton Clarke is doing?

Within Bolton Clarke's Home and Community Support program, there is a strong focus on early identification and support for people living with dementia, their families and carers.

Home and Community workers have access to a Senior Clinical Nurse Advisor who can provide advice, up-to-date resources, and training for our team members, ensuring they feel skilled and empowered to provide high quality dementia care.

Bolton Clarke has also developed a Dementia Care Guideline, which draws on research and practical experience to ensure that dementia care is consistent, personalised, and meets your needs. Alongside this guideline, there's a structured Cognition Support Care Plan built into our care planning systems. These tools help with early identification, proactive planning, and coordinated care, making sure that support adapts as needs change over time.

Bolton Clarke Research Institute (BCRI) has been working with the Flinders Caring Futures Institute to improve support for carers of people with dementia through the Partnership in iSupport project.

See the [Partnership in iSupport | Bolton Clarke](#) for access to all the free iSupport tools and resources.

If you feel you or those you care for require assessment or more support relating to dementia, speak with your Bolton Clarke Worker, Care Partner and/or your GP.

How to Provide Feedback

Your feedback is important and we love to hear when we have done things well and where we need to **improve**. There are many ways to provide your feedback including:

- Contact Bolton Clarke through our National Service Centre (1300 22 11 22)
- Online - [Contact Us | Bolton Clarke](#)
- If you have not been able to resolve your concern with us, you can contact the Aged Care Quality and Safety Commission by calling 1800 951 822 or by clicking this link - [Contact the Commission](#)

Share your thoughts about this newsletter and ideas for future editions

Click this link to share your thoughts and comments about this and future editions of this newsletter [Client Newsletter Feedback Form](#)

If you would like to share an idea or feedback to the Consumer Advisory Body members you may email them at: CAB@boltonclarke.com.au. Just provide "Feedback to CAB Members" in the title of the email.