April Mini Chinwag

WHAT'S IN THIS MONTH'S ISSUE:

- NDIS updates to plan changes and management.
- MAC "supporters" role from 1/7/25



THE EASTER BUNNY IS COMING SOON...

Written by Emma Zaia

Welcome to our April newsletter!

Fun fact: Did you know that April marks the start of the whale watching season in Australia? It's the perfect time to catch a glimpse of majestic humpbacks as they migrate north!

Thanks for being part of our community—let's make this month another great one!

Happy reading!

Help more people find Biala.
Scan or click to leave a review.

Biala
Let us add to your happiness
AGED & DISABILITY SUPPORTS

We invite you to call us on (02) 4943 9741

Visit us at 17 James Street, Charlestown

Or email us at reception@biala.com.au

What we did in March



NDIS

- Gym program starts
- Plane spotting
- Cardiff Cabaret
- Fishing
- Bowling
- BBQ's in the park
- Pamper night
- St Patrick's Day
- Cinema trip
- Harmony Day celebration
- Photo day

AGED CARE

- Baking day
- Special guest entertainer
- Newcastle Art gallery
- Belmont hotel
- Chair dancing
- Dixon park beach
- Op shopping
- P&O virtual cruise
- Upcycle crafts
- DIY bird feeders
- Gwandalan Bowlo



BIALA HAS NDIS SPOTS AVAILABLE RIGHT NOW. SHARE THIS NEWSLETTER WITH A FRIEND & IF THEY JOIN US WE'LL GIVE YOU 1 DAY OF SUPPORTS FOR FREE!

What's on in May



NDIS

- Saturday Bowling
- Tuesday night disco
- Cafe 360
- Games
- Park outings
- Healthy lunches
- Arts
- Crafting
- Social connections
- Scenic drives
- Much more to come!

AGED CARE

- Pyjama party
- Jill Myers entertainment
- Scattegories
- Magician visit
- Buddle party
- Op Shopping
- Physio program
- Hamilton Bowlo
- Chair Qigong
- Trivia
- Biggest Morning Tea



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News and Updates



NDIS

- The Australian Government has introduced new rules for plan management and plan changes. These came into effect on 4 March 2025. The rules relate to unreasonable risk in plan management, and plan variations and reassessments.
- Participants can still ask for updates to their plan at any time.

AGED CARE

- The Aged Care Gateway now lets people opt out of being a representative via their online account before 1st July 2025.
- After 1 July, representatives will become "Supporters," and leaving the role will follow a new process.
- For details, see the My Aged Care – Assessor Portal User Guide or call 1800 836 799.



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Spotlight on...



POLICY REVIEW

Our policy in the spotlight this month is our Advocacy and Support Policy.

"Clients have a right to use an advocate of their choice to negotiate on their behalf. This may be a family member, friend or advocacy service."

If you'd like an advocate, call us on 4943 9741 and we can help.

TRUSTED NETWORK

This month the spotlight's on The Power Bill Doctor.

This is not financial advice from Biala. Emma and Jalisa sat down with Bruce in late March and he helped them find a way to reduce Jalisa's power bill by $400 a year.

Call Bruce on 0411 755 888 to have a chat and find out more information.



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April Mini Chinwag

Help more people find Biala.
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Here's 3 fun Biala facts for you:

1. We provide free lunch on every support.
2. The average NDIS provider staff turnover is 17-25%. Biala's staff turnover last year was only about 6%. So you know you're getting the same staff for the long term.
3. Our longest running client has been with us for about 20 years.

Call us on 4943 9741 if you know someone looking for a provider that truly adds to your happiness.



MY AGED CARE IS CHANGING

Here's what you need to know between now and July 1st when the new Aged Care Act comes into effect.

THE NEW AGED CARE STATEMENT OF RIGHTS

Is a part of Australia's aged care reforms. It clearly sets out what people receiving aged care can expect, focusing on dignity, respect, safety, inclusion, and choice.



SUPPORTER ARRANGEMENTS

When we assessed you, and every year we reassess you, we will ask if you have a informal decision maker, or formal one. Let us know if this changes.



SINGLE ASSESSMENT SYSTEM

This aims to enhance the accessibility, efficiency, and personalisation of aged care services by providing one point of contact for all assessments and reassessments.

COMPLAINTS

To make a complaint to Biala you can call us on 4943 9741, or speak to one of our Managers. To make a complaint to the Commission, please call 1800 951 822

NEW PROVIDER OBLIGATIONS

To be ready for new privacy obligations we invested in Flowlogic, which protects your information securely, by requiring a staff email, and personalised password.

For personalised advice, information and to request a reassessment, call My aged Care on 1800 200 422

Learn more about the Act by going to www.health.gov.au/our-work/aged-care-act

MY AGED CARE IS CHANGING

Here's what you need to know between now and July 1st when the new Aged Care Act comes into effect.

INCIDENT MANAGEMENT

If something goes wrong at Biala, our staff are trained to report it in Flowlogic, where the managers will follow up and action it within a timely manner.



CHANGES TO QUALITY IMPROVEMENT

Quality improvement is no longer optional or internal—it's now rights-based, visible, and expected to involve the people it impacts most: older Australians.



IF SOMETHING CHANGES

Speak to your current provider to review your care plan. They will review your care plan and see if there's something more they can do to support you.

REASSESSMENT

Even if you weren't found to be eligible in the past, your needs may have changed since your last assessment. You can ask for a reassessment at any time.
Call My Aged Care on 1800 200 422.

NEW PROVIDER OBLIGATIONS

Our new obligations also ensure you have the right to know what you're paying, agree to it first, and speak up if it doesn't seem right—with full transparency and no pressure.

For personalised advice, information and to request a reassessment, call My aged Care on 1800 200 422

Learn more about the Act by going to www.health.gov.au/our-work/aged-care-act

Biala
INSPIRED AGED LIVING
SOCIAL SUPPORT GROUP

May 2025



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
CHSP Fees are $20 per day Billed Monthly on Account			1 **Friendship, Activities and Physio** Biala Lunch **Speers Point Morning Tea** Hamilton Bowls Lunch	2 Pipe Cleaner Critters Centre Lunch
5 **Pajamas Day** **Special Guest Jill Myers** Centre Lunch	6 **Scattergories** Centre Lunch **Blackbutt Reserve Morning Tea** Hamilton Bowlo Lunch	7 **Physio Program** **Magician** Centre Lunch	8 **Friendship, Activities and Physio** Biala Lunch **Caves Beach Morning Tea** Gwandalan Bowling lunch	9 BALL GAMES Centre Lunch
12 Laughing yoga Pamper day Centre Lunch	13 **Speers Point Morning Tea** **Creative Arts** Centre Lunch **Rathmines Park Morning Tea** Teralba Bowls Lunch	14 **Physio Program** **Armchair Travel to Vienna** Centre Lunch	15 **Friendship, Activities and Physio** Biala Lunch **Rathmines** Picnic lunch	16 Trivia Centre Lunch
19 Redhead Morning Tea Salvo's Charlestown Op Shop Centre Lunch	20 **Wheels on the Bus Road trip Singalong** Centre Lunch **Speers Point Park Morning Tea** Wangi Wangi RSL – Thai Lunch	21 **Physio Program** **Picasso Painting** Centre Lunch	22 **Friendship, Activities and Physio** Biala Lunch Doyalson RSL Lunch	23 **Belmont Baths Morning Tea** Client activity choice Centre Lunch
26 **Paint a Pot** Centre Lunch	27 **Bubble Party** Centre Lunch **Belmont Baths** Halekulani Bowlo Lunch	28 **Physio Program** **National Burger Day** Burger Lunch	29 **Friendship, Activities and Physio** Biala Lunch **Dixon Park Morning Tea** **Stockton Bowls Lunch**	30 **Biala Chair Qigong** Centre Lunch