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Welcome to the winter edition



Allyson Warrington, CEO

We hope you are keeping warm and well, and enjoying time with the people who matter most to you.

We have some updates to share this edition.

We have launched a new campaign to highlight the support available to you, with a focus on home modifications. Helping you stay safe and independent at home is at the heart of what we do. You can read more about the Assistive Technology and Home Modifications Scheme later in this newsletter.

There has also been an important update from the Federal Government. From October, you will not need to pay a co-contribution for support with showering, dressing and continence care. These services will move into the clinical care category under Support at Home and will continue to be covered by your package. We believe this is a fair change that will make a real difference for many people.

We also welcome the delay to price capping under Support at Home. We regularly review our pricing to make sure it is fair and reflects the true cost of delivering quality services.

Behind the scenes, our team continues to stay connected with what is happening across aged care. We recently attended the ITAC 2026 Conference and presented at Ageing Australia State Conferences in Victoria and Tasmania. These opportunities help us learn, share experiences, and improve the way we support you.

Thank you to everyone who completed our annual client satisfaction survey. We are pleased to have received our highest response rate yet, along with valuable feedback. We will share the results with you in the next edition of Connect.

Thank you for your continued trust in CBS. If there is anything we can do to support you, please reach out to your coordinator or contact us anytime.

Stay warm and take care.



CEO Allyson Warrington, Executive Manager Service Delivery Craig Triffitt and Executive Manager Corporate Services Erin Wise presented at the Ageing Australia TAS State Conference. They shared their firsthand experience of navigating a cyber breach and ransom demand, including how the issue was identified, the steps taken to resolve it, and the considerations that guided each decision. They also spoke about the impact on our team and the key lessons learned, insights that are valuable for any organisation working in this space.

Collaborative quality: A better review experience for you

Based on feedback from both clients and staff, we have been taking a close look at how we conduct our supervisory visits, and we are making a positive change.



From later this year, your coordinator will aim to schedule your annual review visit at a time when your regular worker is also with you. This means we can get a much clearer picture of how your services are working in practice, identify any opportunities to improve, and better support and guide our workers in the care they provide to you.

It also means your worker, who knows you well, has a real opportunity to contribute to your care plan and raise anything they think could make your support even better.

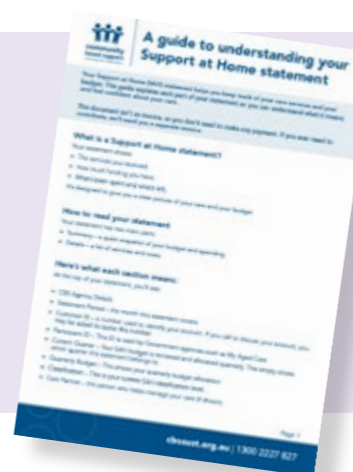
You will be contacted ahead of your scheduled review with more details. As always, if you have any questions in the meantime, please speak with your coordinator.

We take your medications seriously

Keeping on top of medications can be hard. Timing, dosage, whether to take them with food or on an empty stomach...there is a lot to manage, and it matters.

That is why our team receives regular training to make sure they are equipped to support you with your medications correctly and confidently.

If anything changes with your medications, please let your coordinator know as soon as you can. Your support worker can pass this on for you if that is easier.



A guide to understanding your Support at Home Statements

We have developed a simple to follow guide that explains each part of your statement. If you are experiencing any difficulty understanding your Support at Home statements, please reach out to your coordinator and request a copy.

Your questions answered: Spring Cleaning and Garden Maintenance.

We hear from lots of you about our Spring Cleaning and Garden Maintenance programs, so here are answers to some of the questions we get most often.

Spring Cleaning: what to know

Despite the name, Spring Cleaning can be booked any time of year, so don't wait for the season to roll around.

Your allocation is 3 hours per service. If two workers are scheduled, that works out to 1.5 hours each.

- CHSP clients can request this service up to twice a year.
- Support at Home clients can book as often as your budget allows.

Before your service

A couple of things to keep in mind before your team arrives: our workers are unable to move fridges or heavy furniture (we want to keep them safe and well for your next visit), and if you'd like your windows cleaned, please remove your flyscreens beforehand as this isn't something our team is able to do.



Garden Maintenance: what to know

Our garden maintenance team will have your outdoor space looking great, with a couple of things worth knowing ahead of time.

Tree felling isn't something we're able to offer, as it requires specialist equipment and training.

Green waste removal isn't included in your standard service, so please be aware that additional fees apply if you need this arranged.



Could your home be doing more to keep you safe? Your Support at Home funding says yes.

Home is where your independence lives. And your new aged care program has dedicated funding to help keep it that way.

Under Support at Home, the Assistive Technology and Home Modifications (AT-HM) Scheme provides separate funding, on top of your regular care budget, for the equipment and home changes that help you live safely and independently for longer. That means ramps, grab rails, non-slip surfaces, sensor lighting, step-free entries and more, without touching your everyday care services.

If you moved across from a Home Care Package, there is no cap on the unspent funds you carried over, and those funds can be directed toward assistive technology and home modifications. For many of our clients, that is a meaningful amount already sitting ready to use.

At CBS, home modifications and maintenance are central to what we do for you. Your CBS team will assess your home, identify the changes that matter most, and manage the work from start to finish. We also help you and your family understand your funding entitlements and how to access them, without the usual confusion.

A safer home means more than peace of mind. It means staying in the place you love, doing the things that matter, with the people who matter most.

More than care. We make your home safer.

Call us and talk to your CBS coordinator today.





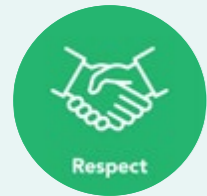
CBS values awards

Congratulations to our latest CBS Values Award winners! These dedicated team members have been recognised for their commitment to our values, going above and beyond to support both clients and colleagues.



Harry Booth & Verina Wihongi-Tarawa

Harry and Verina were singled out by the oncology social work team at the RHH who wanted to say how much they appreciate our service provision and communication for their patients in accessing STSS. They described Harry and Verina's work as consistently the best service that they deal with.



Prasun Shrestha

Support worker Prasun brought his guitar to client Geoffrey's home and asked if he could play a song for him. When Prasun asked what he'd like to hear, Geoff told him to choose. Prasun then played 500 Miles From Home, which unexpectedly turned out to be Geoffrey's late wife's favourite song. Leanne, Geoffrey's daughter said it was one of the most beautiful moments they've experienced.



Amber Lovell and Bianca Perkins (Buddy)

Amber's buddy Bianca said she was a pleasure to work with, noting that she engaged confidently with clients, was willing to get involved and give things a go, and fit in naturally with the team. They added that they believe she will be a wonderful worker and a real asset to CBS.



Bianca Perkins

Sue wanted CBS to know that Bianca is amazing. They get along well and she is not pushy. Sue lost her wallet during a social support visit and said she went into panic mode but Bianca was calm and supported her to make contact with the bank etc. She is also very helpful in helping Sue declutter.

Growing a career in care: Iolanda's story

For CBS support worker Iolanda, working in care has always been about helping people live with dignity, independence and confidence.

With her Certificate III in Individual Support now completed, she is building on her experience and continuing to grow her career while supporting clients in the community.

Before joining CBS, Iolanda had already spent time working as a support worker prior to qualifications becoming mandatory. That early experience confirmed that aged care was where she wanted to be. "I thoroughly enjoyed working with the elderly and saw this as a lifelong career," she said.

She joined CBS as a Domestic Assistant, which gave her space to strengthen her skills. She always knew she wanted to continue learning at CBS. "During my interview at CBS I stated I wanted the opportunity to keep growing and learning and to not stay stagnant," she said.

After settling into the role, Iolanda decided it was time to take the next step and approached CBS to begin her Certificate III in Individual Support. Balancing study with work allowed her to connect theory with real-world practice and develop a stronger understanding of the role.

One of the key learnings from her training was the importance of connection within the workplace. "Even though our job mainly consists of working independently, there is such a team environment



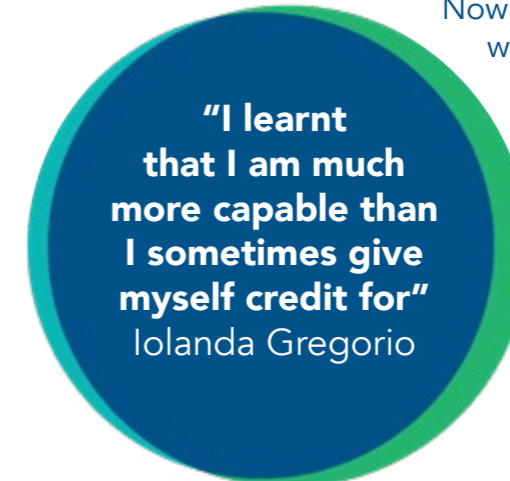
amongst people who understand each other," she said.

Support from colleagues and workplace buddies helped her stay confident while studying and working. She describes the experience as one that reinforced both her skills and her approach to care.

Now a qualified support worker, Iolanda is focused on spending more time directly supporting clients and helping them feel empowered in their daily lives. "I hope my new role will make people feel like they are being empowered in a caring and positive way," she said.

She enjoys the ongoing learning that comes with the role and values the opportunity to continue developing her skills while making a practical difference for clients.

Looking ahead, Iolanda is interested in further developing her career within CBS, including potential future pathways into care coordination. Her experience highlights the value of structured learning and professional growth in supporting both staff development and quality client care.



"I learnt that I am much more capable than I sometimes give myself credit for"
Iolanda Gregorio

A little bit about me

Get to know some of the team at Community Based Support, whether they're providing support to you in your home or managing your care from our office.

Seleena Harrison

Seleena is a support worker in our Aged Care team and has a history of caring for others having been her mum's carer and then a disability support worker.

What's been your proudest work moment?

When a client asked for me to come back to support them.

What's great about working at CBS?

The communication is great, I love that the coordinators will ring you up for a chat and an update.

What's your go-to travel spot?

Ningaloo Reef in Western Australia, my sister got married there and it's just such a beautiful place.



Ashleigh Perera

Ashleigh works as a coordinator in our Support at Home team and has extensive experience in supporting individuals with disabilities, mental health challenges and families in crisis.

What is your favourite part about working for CBS?

I am fortunate to work with an outstanding team, the best I have encountered in my career. Their support has been exceptional.

What would you do (for a career) if you weren't doing this?

If I were not in my current role, I would likely be working in the disability industry, where I have over ten years of experience. Although the aged care sector is new to me, I am enjoying the opportunity to support vulnerable individuals in both fields.

What's your favourite quote?

"Motivation is the fuel, necessary to keep the human engine running". -Zig Ziglar



Social Hub pics



Soundy Park outing



TMAG



A visit from Johnny



Baking at New Town



South Arm RSL lunch



Kingston Hub lunch

Social hubs Program

Regular outings/activities include:

- Scenic drives
- Arts and crafts activities
- Shared lunches out and about
- BBQs and picnics
- Museums and cultural tours



Check out
the latest
program on
our website


Hub locations
New Town
Kingston

Ageing Backwards Movement Program

The Ageing Backwards Movement Program offers gentle, effective exercise to improve mobility, balance, and well-being. Designed for accessibility, it helps participants build strength, flexibility, and reduce discomfort.

Led by experienced instructors who adapt exercises to individual needs, it's ideal for those looking to regain confidence, reduce stiffness, or stay active. More than just fitness, it's a chance to connect with others in a supportive, friendly environment.

Class location and times:

Tuesday 11am | **Montrose Yacht Club**
Thursday 1pm | **New Norfolk RSL**
Friday 11am | **Montrose Yacht Club**

Call us on **1300 227 827** to find out more.



Customer service charter

This charter outlines Community Based Support's service commitment to you. It explains what you can expect when you engage and communicate with us. The charter also suggests how you can help us to provide a quality service.

What you can expect from us:

- Our phones will be open from 8:30am – 5pm Monday to Friday.
- We will answer and return calls promptly.
- Our customer service counter will always be attended.
- We will respond to your correspondence promptly.
- We will keep you informed of the progress of your enquiry.
- We will respect your privacy and confidentiality.
- We will communicate clearly and in plain language.
- Our staff are given regular training to ensure they deliver the service you need.
- Our office provides access for people using wheelchairs or with limited mobility.
- Our website provides access for people living with disability or experiencing changing needs due to ageing.
- We accept National Relay Service calls for those who are deaf, hard of hearing or have a speech impairment.
- We accept calls through the Translating and Interpretation Service.

How you can help us:

- You can give us all the information we need to help you.
- Ask us to explain anything you are not sure about.
- Keep us updated around any changing care needs or changes of circumstance you may have.
- Provide us with feedback to tell us how you think we can improve our services.
- Participate in our surveys.
- Let us know when we are getting it right.

Feedback

At Community Based Support we are committed to providing the very best service to everyone. In order for us to achieve our goal of delivering great service to you, we need you to let us know how we are getting it right as well as when we get it wrong. You can provide us with feedback through any of the methods below.

☎ Phone: 1300 227 827 or 6208 6600

✉ Email: feedback@cbsaust.org.au

✍ Write:

Community Based Support
PO Box 823 Moonah TAS 7009

🌐 Visit: www.cbsaust.org.au

Other useful contacts

Aged Care Quality and Safety Commission

P: 1800 951 822

www.agedcarequality.gov.au/making-complaint/lodge-complaint

NDIS Commission

P: 1800 035 544

www.ndiscommission.gov.au/about/complaints

Speak Out Association Tasmania

Disability Advocacy

P: 03 6108 2188

www.speakoutadvocacy.org

Advocacy Tasmania

P: 1800 005 131

www.advocacytasmania.org.au

