



**Azure Specialists**  
HOME CARE SERVICES  
*Your Home. Our Care.*

# July 2025 Newsletter

*Supporting You with Compassion, Experience & Excellence*



## Dear Azure Family

### Welcome to our July newsletter!

As the winter season settles in, we want to keep you informed, supported, and well-cared-for. From helpful seasonal reminders to updates on government reforms and our expanding services, we're here every step of the way to ensure your care journey remains smooth and empowering.



## Winter Wellness Tips



**Free flu shots** are still available at most local GPs and pharmacies—ask your Care Advisor if you need help booking.



**Keep warm and active:** Our workers can support with meal prep, warm baths, or even short walks inside the house to stay mobile.



**Check your heating system:** We can connect you with local handymen for minor safety and heater checks—just reach out!

## Support at Home Program (S@HP) Update – Commencing 1st November 2025

We're pleased to announce that from 1st November 2025, the Support at Home Program will enter its next phase, continuing our commitment to enabling older Australians to live safely, independently, and with dignity in their own homes.

## What's Changing?



# Support At Home Program Update

## What's Changing



**Tailored Assessments:** A new assessment framework will match clients with the right supports based on personal goals and preferences—not just clinical needs.



**Simplified Access:** A centralised intake system and updated digital portal will make it easier for clients and carers to manage services, track progress, and provide feedback.

## Benefits for Clients and Carers



More flexible support arrangements



Stronger focus on reablement and wellness outcomes



Improved continuity of care through fewer service handover

## Preparing for the Transition

We are currently receiving training and resources to ensure a seamless rollout. As participants of Azure SHCS, we will be in touch with you in the coming months with personalised transition plans and support options.



## vAboutMe App – Helping You Stay Connected to Your Care

We're excited to share some new features on the vAboutMe app designed to make your care easier and more convenient. We'd love to hear what you think!

**More About This** 

## Thank You for Choosing Azure

As always, we are honoured to support you and your loved ones. Stay warm, stay well, and don't hesitate to reach out—we're just a phone call or email away.

# vAboutMe App



**Get gentle reminders** on your phone about your upcoming visits—so you always know when your support worker will be coming.



**See your schedule** anytime, right on the app's home screen.



**Learn more about your regular support workers**, like the languages they speak and their background, so you feel comfortable and confident.



If you need to make any changes, you can **request shifts or services** whenever it suits you, right from the app.



Have something to say? Send us your feedback or suggestions easily through the app.

We're still making improvements and would love to hear if these features help you.

Please let us know—your thoughts matter to us and help us provide the best care possible.



## We Value Your Feedback

At Azure SHCS, your feedback helps us grow and improve. Whether it's a compliment, suggestion, or concern, we want to hear from you.

We're committed to:



**Listening and responding to all feedback fairly and respectfully**



**Ensuring your privacy and rights are protected**



**Making it easy for you to raise any issues—big or small**

How to share your feedback or make a complaint:



**Speak to your Care Partner/Manager or call us at 03 8612 1616**



**Send us an e-mail: [hello@azureshcs.com.au](mailto:hello@azureshcs.com.au)**



**Submit online: [www.azureshcs.com.au](http://www.azureshcs.com.au)**

**Or write to us—you're welcome to have a support person speak on your behalf**

**Your voice matters—and we're here to listen.** We'll acknowledge your feedback within 2 working days and aim to resolve most matters within 10 days.

Not satisfied with the outcome? You can also contact the Aged Care Quality and Safety Commission on 1800 951 822 or visit [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au).