

Juniper Home Care

Newsletter | April 2025

Road to recovery

A stay in hospital to treat a staph infection took an incredibly serious turn for Ballajura resident Gail Shorten, but support from Juniper has helped keep the focus on her goal of walking independently again.

Losing her footing while in hospital, Gail fell and suffered a tetraplegic injury to her spinal cord that resulted in paralysis of both arms and legs.

“It was pretty scary, those days – they said I probably wouldn’t walk again,” Gail said.

Gail (70) underwent spinal surgery and after more than a month of recuperation, she took part in a university trial that upped the traditional one hour of physiotherapy to three hours per day, six days a week.

After five months in hospital, Gail returned to her home of 40 years and called on the support of Juniper Home Care.

Gail took part in Juniper’s Transition Care Program which provides short term care for up to 12 weeks for those who need additional support after staying in hospital. In addition to physiotherapy and occupational therapy services delivered via the TCP, Gail also received personal care and domestic assistance from Juniper during her ongoing road to recovery.

“Juniper has been absolutely spot on – the fact that they have these various services is one of the benefits of staying with them,” Gail said.

“I would highly recommend Juniper, the quality of the service and the people. All the different nationalities, I’ve loved learning about their stories, which also takes the focus off me.”



The retired primary school teacher continues to receive daily personal care, fortnightly domestic care support and twice weekly physiotherapy sessions from Juniper as part of her Home Care Package.

From not being able to move any of her limbs less than a year ago, to returning home amongst her “beautiful neighbours” and enjoying a favourite pastime of entertaining her six grandchildren, Gail has made remarkable progress.

“It’s slowly, slowly, I’m starting to do a little bit of gardening, it will take a long time to get back to where I was, but I don’t say never. My next goal is walking around the house without the walker and getting stronger each month – we’ll get there.”

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Juniper

Hello from Leanne



I hope you are enjoying some cooler weather this month after a hot March. It's been a busy year to date and will certainly get busier as we welcome changes from the Australian Government with the introduction of the new Aged Care Act on 1 July 2025.

Under the Act, Support at Home will replace the Home Care Package (HCP) program, with the Commonwealth Home Support Programme (CHSP) transitioning later, but not before 1 July 2027.

While this is a significant change for the sector, our commitment remains the same and we will support you every step of the way.

Your services will continue, and the people you know, and trust will still be there to support you. Your Customer Care Lead will be available to answer any questions and provide guidance throughout this transition.

If you are a CHSP customer, these changes will currently not affect you. If you are an existing Home Care Package customer, there is nothing you need to do right now. You will be automatically transitioned to Support at Home on 1 July with no loss of benefits. The Australian Government has ensured a 'no worse off' principle, so your current entitlements, including fees and unspent funds, will be rolled over for your future use when you transition to Support at Home.

In preparation for Support at Home, service providers will conduct a pricing review to meet government benchmarking requirements.

We appreciate your patience and trust as we navigate these changes together. Our focus is, and always will be, ensuring your needs are met with the highest standard of care.

Leanne Plowright
Operations Manager
Home and Community Care

Support at Home for CHSP customers

The Commonwealth Home Support Programme (CHSP) will transition to Support at Home program no earlier than 1 July 2027.

If you are a CHSP customer, your services will remain the same until at least 1 July 2027.

- When CHSP transitions to Support at Home, it will move to an individualised funding model.
- Some CHSP services may introduce co-contributions, meaning you may need to contribute toward the cost of care based on financial assessments.
- If your care needs increase before 2027, you can be reassessed to determine eligibility for Support at Home earlier.



Preparing for Support at Home

The Australian aged care system is undergoing significant reforms to enhance the quality of care and support for older Australians. From 1 July 2025, two major changes will take effect: the introduction of the Support at Home program and the strengthened Aged Care Quality Standards. These changes aim to improve the safety, independence, and well-being of older Australians while ensuring service providers deliver high-quality care.

What is Support at Home?

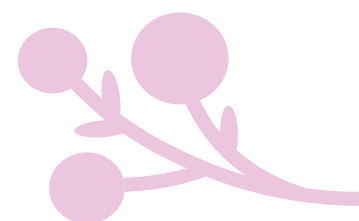
Replaces the Home Care Package (HCP) and Short-Term Restorative Care (STRC) programs, with the Commonwealth Home Support Programme (CHSP) transitioning no earlier than 1 July 2027.

Support at Home's primary focus is helping older Australians maintain or regain their independence, allowing them to live comfortably at home for longer.

As a current customer, here's what you need to know:

The Australian Government has a "no worse off" principle, ensuring your transition to Support at Home will not result in any loss of benefits.

- **Continuity of care** – Your existing provider can continue supporting you, and your services will not be disrupted.
- **Fee protections** – If you pay an income-tested care fee and were approved for a Home Care Package before 12 September 2024, you will pay the same amount or less under grandfathered fee arrangements.
- **Assistive Technology and Home Modifications** – Support at Home will offer upfront access to assistive technology and home modifications through a separately funded, nationally consistent scheme. A defined list of eligible items will be used to guide what can be funded. If you have unspent funds that you transferred from your Home Care Package, these must be used before receiving new Assistive Technology and Home Modification funds.
- **No reassessment required** – Your funding level will remain equivalent to your current Home Care Package. If your care needs change after Support at Home is introduced, you will need to have another assessment.



Want to know more?



New Aged Care Act
Australian Government Department
of Health and Aged Care
health.gov.au/our-work/aged-care-act



About the Support at Home program
Australian Government Department
of Health and Aged Care
health.gov.au/our-work/support-at-home/about



Strengthened Aged Care Quality Standards from 1 July 2025

Alongside Support at Home, new Aged Care Quality Standards will take effect to enhance service delivery and safeguard the rights of older Australians. The updated standards focus on:

1. **Consumer Dignity and Choice** – Empowering individuals to make decisions about their care.
2. **Assessment and Planning** – Ensuring personalised and comprehensive care plans.
3. **Personal and Clinical Care** – Delivering safe and high-quality services.
4. **Services for Daily Living** – Supporting independence and well-being.
5. **Safe Environments** – Ensuring aged care facilities are clean, comfortable, and secure.
6. **Feedback and Complaints** – Providing accessible ways to raise concerns.
7. **Skilled Workforce** – Maintaining a well-trained and competent care workforce.

One stop shop



We have started the launch of a new customer relationship management system to enhance your care experience. This system allows our staff to access your most up-to-date information during home visits or phone calls, so you won't have to repeat your story. All updates, notes, and goals will be stored in one secure location for seamless coordination by your care team.

Additionally, your statements will be more user-friendly, providing a clear breakdown of the services you received and their categories.

The rollout began in April and will continue into June. Starting from the Wheatbelt, with expansion to the Goldfields, Great Southern, Metro North, Metro South, and Kimberley regions to follow.



Calls are now recorded, but it is voluntary

You may have noticed a new announcement when calling us—calls are now recorded for training and quality purposes to help us continually improve our service. However, you have the option to opt out of call recording if you prefer.

ID check when calling

Additionally, we have introduced a 3-point ID check for customers and their representatives. This is an important step to protect your privacy and security. When you call, we will ask for your name, date of birth, and address to verify your identity. Please note that we can only discuss your account with you or your appointed representative.

Hello



The pursuit of happiness

What makes you happy? That's the question we asked older Western Australians as part of Juniper's commissioned study by CoreData WA ... and the answers revealed some interesting insights into what brings joy and fulfillment as we age.

For older Western Australians, happiness is rooted in relationships, staying active, and giving back to others.

Perhaps not surprisingly, family is the number one priority when it comes to happiness. A whopping 71% say spending time with their family is essential to their well-being.

After that, socialising with friends (59%), staying active with exercise (57%), and engaging in hobbies or activities that bring meaning (56%) are also top of the list. Caring for family members (50%) is also a source of happiness for many.

While not as high on the list, other factors like volunteering (30%), religious or spiritual faith (23%), travel (22%), and outings within the local community (21%) still play a role in people's happiness.



“Interestingly, women tend to be happier with their friendships and sense of community, while men are more satisfied with their personal safety and sense of purpose.”

When asked about their happiness in specific areas of life, the results were mixed. More than half (56%) say they're extremely happy with their mental health, but only 24% feel the same about their physical health. On a positive note, 54% are happy with their standard of living, and 53% feel good about their personal safety.

Interestingly, women tend to be happier with their friendships and sense of community, while men are more satisfied with their personal safety and sense of purpose.

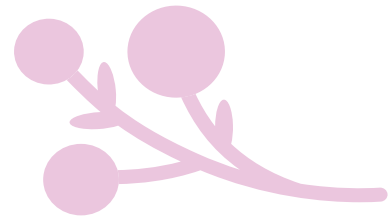
Maintaining good health, independence, and strong relationships are all crucial to happiness, but declining health, pain, and mobility issues are significant barriers.

As people age though, things change. While most people in their 70s still see their family regularly, that drops for those in their 80s. Additionally, nearly three in five people in their 80s are not exercising as much as they'd like.

Despite these challenges, many older Western Australians are still finding joy in their lives, scoring 67.9 out of 100 on Juniper's 2024 Happiness Index.

Ageing is not without its challenges. But it's clear that strong relationships, good health and a sense of purpose all play a huge part in ensuring happiness later in life.





Peter steps up with Juniper TCP

Stepping into Juniper's Transition Care Program (TCP) at Juniper Annesley has provided a pathway for Peter Dunlop to get back to his normal life.

A retired clinical psychologist, the 81-year-old sustained a broken right ankle after being struck by a car on a walk home late last year.

After a three-week stay at Royal Perth Hospital to realign his ankle, which involved surgery, pinning, and a plaster cast, Peter was discharged with a non-weight-bearing restriction and required to wear a moon boot.

With the bedroom and bathroom of his Shenton Park home upstairs, Peter transferred from hospital to Juniper's TCP at Juniper Annesley in Bentley with the goal of being able to get home and successfully navigate the stairs to access his bedroom and bathroom.

TCP provides short term care for up to 12 weeks for those who need additional support after staying in hospital. Juniper's TCP takes a reablement approach, supporting people like Peter to be as independent as possible and get back to, or as close as possible, to where they were before their hospital stay. Juniper's TCP is delivered by a multidisciplinary team of nurses, allied health professionals, and support staff.

"My main concern was walking up and down stairs," Peter said. "The physio said if I didn't focus on my recovery properly, I'd never get my full walking back and that convinced me."

Peter received 24/7 care along with physiotherapy sessions to build up his strength, and prescribed equipment to support his return to full mobility.

"The thing for me was the quality of the people – they were all wonderful and made you feel very cared about, I was impressed," Peter said.

"The range of different cultures working with Juniper made it doubly good – I enjoyed the interactions, that made it quite special."

After extensive practice on the gym steps, Peter successfully demonstrated his ability to navigate the spiral staircase at home. Having passed this final test, he has returned to being able to fully weight bear on his right leg and living independently in his own home.

He is also back to dancing with his wife at live jazz music sessions in North Fremantle.

"I'm getting back to living my life normally and my goal is to get back to my previous level of fitness where I was walking every day to keep everything working properly – I'm certainly on my way."

"If my wife now expects me to do too much, I'll break my other ankle and come back."



What's happening around Juniper



Short film puts older Western Australians in the spotlight

The short film “Wise: The voice of older Western Australians” produced by tsp studio in collaboration with Juniper Aged Care recently made it world premiere at the WA Made Film Festival.

In the film, six older Western Australians shared their stories before the unveiling of their portraits by renowned photographer Steve Wise.



Having fun at Have a Go Day Rockingham

Juniper made its debut appearance at Rockingham edition of Have a Go Day. Featuring dozens of stallholders, the fun and friendly event for over 55s held at the Mike Barnett Sports Complex proved a popular day out.

Staff from across Juniper met hundreds of people throughout the day, answering enquiries about Home Care, Retirement Living, Residential Aged Care, our Transition Care Program, respite and more.



Juniper celebrates 75 years of caring

Celebrating 75 years of caring for older Western Australians is a big achievement, and Juniper reached this incredible milestone late last year.

Extremely proud of the achievement, Juniper CEO Russell Bricknell said the organisation's incredible staff had shown great expertise, compassion and kindness across the years.



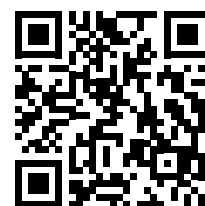
Group stitches its way to the heart

The Hugs and Stitches craft group at Juniper Chrystal Halliday Retirement Living has helped lighten the financial load for grandparent carers across the state. For the past 15 years, H&S members have supported charities by making everything from jackets for premature babies to knee rugs and scarfs.

Most recently, the group donated \$2000 to Grand Carers WA from proceeds raised from a shopping centre stall where they sold knitted wares and raffle tickets.



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Rebecca limbers up for return to physiotherapy

From Therapy Assistant to Physiotherapist, Rebecca Castledine has grown her career with Juniper through a mix of peer support, encouragement and a healthy work-life balance.

While a qualified physiotherapist in the UK, the appeal to travel and “get stuck into a job” in Perth meant she didn’t get as far as acquiring her Australian accreditation from Australian Health Practitioner Registration Agency (AHPRA).

Spurred on by her managers at Juniper and colleagues from the Community Care team, Rebecca travelled to the east coast in late 2024 for a written exam and three practical exams at the Australian Physiotherapy Council’s Simulation Lab in Melbourne.

After passing with flying colours, Rebecca has since wrapped up the necessary paperwork to achieve her AHPRA accreditation.

“I’m really happy that I did it, as it’s ignited that fire a bit more, and I now have that freedom to be able to do more for people,” Rebecca said.

Since moving to Australia, the 35-year-old had worked in the aged care sector as a physical therapist assistant in transitional care settings, which included several years part-time with Juniper.

“I was the traditional English backpacker, and said to everyone I’ll be back, but I’m still here with a partner and a baby,” Rebecca said.

Rebecca moved employers for several years, but she returned to Juniper for a Community Therapy Assistant position in 2022, complete with a young bub in her life.

“I really liked working here, and really liked the team and the environment,” Rebecca said.

“It fits better with my family commitments for day care pick-ups, as I can do my customer notes from home.”

When asked what she has enjoyed most about her Community Therapy Assistant role, and what she looked forward to in her return to physiotherapy, Rebecca said it largely came down to one thing.

“The customers – all my customers are lovely, and I love listening to their stories and getting to know their families,” Rebecca said.

“I just want to help people and love working in this environment where people want to be helped. I love getting to know them and being part of their day, and their life.”

