



# Key Messages and Handy Tips for implementing a Wellness and Reablement approach in practice

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## 1.0 Introduction

COTA Queensland, in partnership with Sector Support and Development colleagues in Victoria, delivered a four-part webinar series designed to strengthen sector capability in implementing a Healthy Ageing approach within Aged Care during May/June 2026.

Principles of wellness, reablement and maintaining function are embedded within the Aged Care Strengthened Standards and inform all stages of the aged care experience.

This series was tailored to Commonwealth Home Support Programme (CHSP) providers and included both general information as well as targeted sessions focused on intake, care planning, and group social support.

The webinars fostered shared learning and practical insights for working with older people and supporting inclusive and person-centred quality care.

*Following are some of the key messages you may like to share and discuss with your teams.*

## 2.0 Working With, not doing for: Key Messages and Handy Tips from our Wellness and Reablement webinar series

### Overview

- Research has shown that people lose the ability to complete activities of daily living in a particular order. **Using the LifeCurve™ Tool can help older people see how they are ageing and then help providers to support them** with approaches, activities, services and products that can help them either maintain or regain their current abilities.
- **Reablement offers opportunities across all service types** and can be different for every older person depending on their situation - **step back and ask what else might help**. For example, building confidence by practicing everyday activities, learning a new skill, finding new ways to do things, making small changes to the home, or contributing to how a group or activity is run.
- **Many older people and their families are unfamiliar with wellness and reablement and its benefits**. The language you use will help to set expectations and encourage participation.
- **Dignity of Risk is about working with older people in a way that** ensures the **older person understands the risks** associated with their **choices** and can make informed

decisions that consider the **safety** of themselves and others. While meeting your duty of care obligations. **Consider what process do you have in place to support this approach?**

- Reflecting on our own ageism can give us new insights into how we see ourselves, how we think about older people, and how this can influence our work with older people. **Ageism isn't harmless** – it can affect older people's confidence, health, independence and quality of life. **Ask yourself how your assumptions influence how you assess need, offer support, and make decisions with older people.**

### *Webinar 2: Social Support Groups*

- **In group settings, focus on each individual's abilities, interests, and potential** and provide a range of well-considered activities designed to maintain or improve function or social goals. **Variety matters**, it keeps people motivated and allows different strengths to shine.
- **Understanding your group and providing opportunities** to include members in decision making or to lead or contribute to activities builds confidence. **Providing choices** enhances people's willingness to participate.

### *Webinar 3: Intake*

- **Intake plays a critical role in setting the foundation** for a wellness and reablement approach. It is the **first step in empowering older people** to maintain their independence, maximise quality of life, and achieve outcomes that are meaningful to them. The **information gathered at Intake influences assessment, care planning, and service delivery** and helps shape the services and supports that follow.
- This initial contact with a client is a key opportunity to outline your organisation's **approach**, prepare your client for **what to expect**, increase their understanding of the **benefits**, and encourage their **continued participation**.
- It's important to **listen to what matters most** to your client, what they want to achieve, and what's stopping them. Understanding **what they want to do for themselves, or with support can** help identify opportunities for maintaining or improving independence.

### *Webinar 4: Direct Care*

- **Every interaction with a client is an opportunity to work towards the** goals identified in their Support Plan and to focus on what matters most to them. **Direct Care staff are critical when it comes to successfully implementing** wellness and reablement.
- **Daily tasks are often where people get the exercise and strength that helps them retain independence** – but this can be lost where multiple services provide care but with limited coordination between them.
- Providers can consider how to value and support different service types to incorporate wellness and reablement as part of their role and to equip their workers to facilitate coordination across services.



## *Webinar 1: Introduction to Wellness & Reablement*

- Within the New Aged Care Act 2024, a **funded aged care service is defined as high quality care if it** is delivered in a way that puts the individual first, upholds their rights under the Statement of Rights, and **uses reablement approaches** to support improved wellbeing, independence, autonomy, and physical and cognitive capacity where the individual chooses to.
- While there isn't a standalone "Wellness and Reablement" standard, the **principles of wellness, reablement and maintaining function are embedded within the Aged Care Strengthened Standards**. In particular, Standards 1, 3 and 5.
- Using a **wellness approach can inform the way providers work with all clients** to help them take charge and achieve their goals – it is associated with concepts like “doing with, not for”, focusing on “what the client can do, not what they can't”, and having “more good days”.
- A reablement approach offers time-limited interventions which focus on client goals and maximising independence and autonomy - **remember to set clear expectations at the outset**, build on what the client can do and ensure regular follow up and acknowledge improvements.
- Wellness and reablement **reject the notion that ageing is an irreversible and inevitable decline**.
- Thoughtful use of **language can help reinforce positive views of ageing** that accommodate the need to adapt behaviours or environments and retain, or regain skills, confidence, or capacity.

### **Useful resources**

- Live Up website has a range of resources available which encourage and support people to remain active and independent <https://www.liveup.org.au/>
- "Am I Ageist"? Quiz <https://www.everyagecounts.org.au/quiz>
- Exploring Diversity and Wellness: A Toolkit for Reflective Conversations: <https://csdgrampians.org.au/exploring-diversity-and-wellness/>
- Department of Health resources to support reablement activities: [Wellness and reablement resources | Australian Government Department of Health, Disability and Ageing](#)

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