



Newsletter

April 2025

Melbourne – Issue 12

AT YOUR SERVICE
HOME CARE
HOME CARE DONE RIGHT



WISDOM FROM 100 YEAR OLDS



WHAT'S INSIDE

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SILVER RAINBOW RESOURCES
OLDER PERSONS ADVOCACY
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CARE PACKAGES

100 Year Olds describe their favourite meal and reveal their secrets to longevity

In this heartwarming compilation, the team from [The 100 Project](https://www.the100project.com/) have been busy asking Australia's centenarians how they've lived such long and healthy lives. With a good mix of humour thrown in, their answers might surprise you!

What's your favourite meal?

From "I eat anything" to "I eat everything", their answers are as diverse as they are funny! While the Aussie roast certainly gets an honourable mention, so does gin and tonic and the occasional brandy.

<https://www.the100project.com/snippet/100-year-olds-describe-their-favourite-meal/>



What's your secret to a long life?

With advice such as "getting up at 6am and working, walking and no bludging!" to crediting a strict dad for "not letting us eat rubbish when we were young." These wise 100 year olds are so quick witted and direct!

<https://www.the100project.com/snippet/100-year-olds-reveal-their-secrets-to-longevity/>



Top-up services for the Home Care Packages program

Sometimes, our consumers need to access additional government programs to help to meet their assessed care needs. The circumstances where this may occur are detailed in the Home Care Packages Operational Manual, but here is a quick run-down of the main services that eligible consumers may receive at the same time as their home care package services:

- Community Visitors Scheme
- Continence Aids Payment Scheme
- Dept of Veterans Affairs (DVA) Programs
- Residential Respite Care
- Dementia Behaviour Management Advisory Services
- Palliative Care
- National Dementia Support Program



Commonwealth Home Support Program (CHSP) services

Generally speaking, once a person has commenced a Home Care Package, they are expected to cease using CHSP services. However, sometimes people need to access CHSP services to top-up their home care package funds for a limited period of time. Depending on your package level and other circumstances, this may include:

- Allied Health and Therapy Services
- Nursing Services
- Planned Respite Services
- Minor Home Modifications
- Social Support Groups
- Other CHSP services, as deemed essential

There are strict criteria and a formal process that needs to be followed to access these additional service types. Our team can help to advise and support you to apply for any of the above services, if you need them.

Older Persons Advocacy Network toolkit

The Older Persons Advocacy Network (OPAN) have launched a new self advocacy toolkit to empower older people to speak up for themselves, and ask for the services and support they need.

Designed to put you in the drivers seat, it's full of valuable resources to give you the information and skills you need, to make informed decisions and speak up for better aged care.

The toolkit can easily be translated into 13 different languages by using the toggle on the top right hand side of the website, and covers things like:

- Solving common problems in aged care
- Understanding your rights as an older person
- A step by step guide to raising concerns with your provider
- Creating a blueprint for the care you want
- Learning to speak up and how OPAN can help with self-advocacy
- How to receive culturally safe and inclusive aged care
- Support with decision making

It also includes a range of handy checklists you can download and print.

For example, the Leaving Hospital Checklist has questions that you can ask the hospital social worker, your service provider or My Aged Care, that will help you to make an informed decision when leaving hospital.

<https://opan.org.au/toolkits/aged-care-options-when-leaving-hospital>

Please let us know if we can assist with accessing the online toolkit, or downloading and printing any resources.

<https://opan.org.au/toolkit>

SELF-ADVOCACY TOOLKIT



Product Spotlight: IMAK compression gloves for arthritis

With arthritis being the leading cause of chronic pain in Australia, affecting over 3.6 million people, it can significantly impact daily activities.

Although compression gloves aren't designed to treat arthritis, they can assist with managing some of the symptoms.

If you're living with arthritis, neuropathy or poor circulation in your hands, these gloves may help to ease pain and discomfort.

Developed by an orthopaedic surgeon, their unique design provides mild compression for warmth and increased blood circulation to help promote healing and allow more freedom to complete daily tasks.

Made from soft, breathable and washable cotton, the gloves have also earned the Ease of Use Commendation from the US Arthritis Foundation for their design.

If you're considering purchasing the IMAK gloves, it's important to ensure you get the right size, as compression that's too tight can be dangerous and compression that's too loose will offer little relief. You'll find a handy size guide on the website:

<https://www.arthritissupports.com.au/products/arthritis-gloves/>

Arthritis Australia also has helpful information on understanding and managing arthritis, which is available in 14 different languages:

<https://arthritisaustralia.com.au/get-support/resources/information-sheets/>

Please get in touch with your care manager to discuss whether your home care package funds can assist with purchasing IMAK gloves to meet your needs associated with arthritic pain.



Silver Rainbow: LGBTIQ+ and 'Ageing Fabulously'

Historically, LGBTIQ+ people have a shared experience of discrimination and prejudice, and older LGBTIQ+ people have often experienced violence, isolation and stigma throughout their lives. The 'Silver Rainbow' program aims to improve the understanding of aged care workers about the experiences of LGBTIQ+ people as they age and enter the Australian aged care system.

LGBTIQ+ Health Australia is the national peak health organisation for organisations and individuals that provide health-related programs, services and research focused on lesbian, gay, bisexual, transgender, intersex, queer and other sexuality, gender, and bodily diverse (LGBTIQ+) people.

Australia has shown leadership to the world regarding inclusive practices and was the first country to have a National LGBTI Ageing & Aged Care Strategy! Silver Rainbow launched the 'Ageing Fabulously' podcast series as part of their work to improve the way the aged care system meets the health and well-being needs of LGBTIQ+ older people.

The LGBTIQ+ Health Australia website has information about Silver Rainbow and includes resources for older LGBTIQ+ people, communities and aged care workers, such as:

- LGBTI and Dementia (factsheet)
- 'Ageing Fabulously' Podcast
- Transition to residential care for LGBTIQ+ Elders
- Managing Data and Privacy
- Improving LGBTIQ+ Health Literacy
- Policy Reforms in Inclusive LGBTIQ+ Aged Care

We are committed to being an inclusive provider of aged care services and we welcome your input and feedback about how we can continue to improve our ways of working with you, and all diverse older Australians.

https://www.lgbtiqhealth.org.au/silver_rainbow



Finding My Way: Sharing tips on supporting people living with dementia

The National Ageing Research Institute (NARI) have launched a new video resource, aimed at sharing the experiences of family carers for people living with dementia, highlighting both the challenging and rewarding aspects of caring.

Finding My Way, features ten family carers aged between 50 and 80 years old, who generously and courageously share their stories and experiences of caring for someone with dementia.

While becoming a carer may feel like a natural part of being in a relationship for some people, for others it may feel the opposite. From well-meaning friends offering unsolicited advice because they don't understand your unique situation, to advocating for the person you're caring for during the assessment process, the tips these carers share are both raw and insightful.

The video highlights just how varied the carer journey can be, as well as the strength, resilience, and compassion of the people who give their time to support someone living with dementia.

"Many individuals assume the role of carer unexpectedly, when a loved one's condition worsens. And whilst there is no instruction manual for being a carer, this video is able to offer words of advice and encouragement for those who are taking on this role." ~ A/Professor Kirsten Moore.

Click the link below to watch the video:

<https://www.nari.net.au/finding-my-way>

If the video raises any concerns for you, support is available via:

Dementia Australia - 1800 100 500
Carer Gateway - 1800 422 737



Osteoporosis and Bone Health

Did you know there are 206 bones in the human body, ranging from our huge leg bones to tiny ear bones? Good bone health is a key factor in ageing well for both women and men, but, over 1 million Australians are living with osteoporosis, contributing to the 173,000 broken bones in people with poor bone health every year!

As a provider of home care, we need to capture important information about your bone health and other risk factors as part of our ongoing assessment process. This may occur in a variety of ways, including:

Assessment: identifying key areas of concern, e.g. medical diagnoses, diet, exercise, calcium and Vitamin D intake, falls history, bone fracture history, and physical activity.

Identifying risk factors: e.g. diabetes, coeliac disease, breast or prostate cancer treatments, liver or kidney disease, and rheumatoid arthritis.

Setting goals: a care plan of services, equipment, activities and other items to meet your needs in relation to managing your bone health and reducing risk factors.

Referral: ensuring relevant specialists are involved, e.g. GP, Rheumatologist, Bone Density Clinic, physiotherapist or exercise physiologist, and so forth.

Directing funds: ensuring your home care funds are prioritised and spent where they are most needed to reduce your risk of falls and meet your bone health needs.

Monitoring, review & responding to changes: responding to any issues and changes, and adjusting your care plan and services, if and when required.

Your GP, nurses, other specialists, and Bone Health Australia can provide information, resources, tips and recommendations to help manage or prevent osteoporosis.

<https://healthybonesaustralia.org.au/>

Ph: 1800 242 141



How we meet your Personal Care and Clinical Care Needs

The delivery of home care services has changed over recent years, and there is much more focus on the clinical care and personal care needs of consumers receiving home care packages. **Standard 3 of the Aged Care Quality Standards** requires us to have a robust approach to guide our clinical assessment, monitoring, and reporting frameworks.

In brief, this means we will:

- Include you, and those involved in your care, in every step of the assessment and care planning process
- Refer to your initial comprehensive assessment completed by ACAT when you were first assessed for a home care package
- Conduct our own assessments, including asking questions about your clinical care needs using Validated Assessment Tools, where appropriate
- Refer you for specialised Clinical Assessments if we are unable to do them ourselves
- Support you to build your knowledge and understanding of your clinical care needs and how best to meet those needs
- Identify and respond to risks relating to your clinical care needs
- Create clear pathways for feedback, reporting, escalating and responding to clinical risks and issues
- Ensure workers (including external contractors) have the necessary skills, training and support to provide best-practice clinical and personal care
- Prioritise your home care funds to meet your clinical care needs and goals
- Be accountable to you, our management and governing body, and the Aged Care Quality & Safety Commission

We are committed to providing the best possible care to all our consumers. And you can help us to deliver good clinical care by keeping us informed if your care needs change, participating in necessary assessments, and thinking ahead about how to minimise potential risks in your home environment.



The Aged Care Charter of Rights

You may recall seeing the [Aged Care Charter of Rights](#) when you first commenced as a client with us. It's important that every person receiving Government-subsidised aged care services understands their rights, as it underpins everything we do and everything you can expect from us.

As someone who receives aged care and services, you have the right to:

- 1.safe and high-quality care and services
- 2.be treated with dignity and respect
- 3.have your identity, culture and diversity valued and supported
- 4.live without abuse and neglect
- 5.be informed about your care and services in a way you understand
- 6.access all information about yourself, including information about your rights, care and services
- 7.have control over, and make choices about your care, and personal and social life, including where the choices involve personal risk
- 8.have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions
- 9.your independence
- 10.be listened to and understood
- 11.have a person of your choice, including an aged care advocate, support you or speak on your behalf
- 12.complain free from reprisal, and to have your complaints dealt with fairly and promptly
- 13.personal privacy and to have your personal information protected
- 14.exercise your rights without it adversely affecting the way you are treated

If you ever feel that your Aged Care Rights are not being upheld, please let us know and we will work with you to resolve any concerns.

You can also download the booklet in 18 languages:

<https://www.agedcarequality.gov.au/resources/charter-aged-care-rights-a5-booklet>



**The Charter of
Aged Care Rights**

Free online events for carers!



April 23rd - Voting when living with dementia

With a dementia diagnosis impacting a person's ability to understand information and make decisions, this online session is designed to support people living with dementia and carers to know what to do when it comes to voting. Especially in the lead up to the Federal Election in May. [Learn more >](#)

April 28th - How to navigate My Aged Care

My Aged Care includes a wide range of services that are available to support older people to stay at home longer, including respite. However, many carers find the aged care system to be confusing and difficult to navigate. Join us to find out what's available. [Learn more >](#)

April 30th - What will the upcoming changes to aged care mean for carers?

While there are many webinars and resources available on the changes to aged care coming into effect from 1 July 2025, it can be helpful to understand how the changes may impact carers of older people. [Learn more >](#)

May 6th - National Gallery Australia - Art for carers online

Held monthly, this is a social and creative online program for carers around Australia, to learn about and discuss artworks from the National Gallery collection. [Learn more >](#)

May 7th - Supporting people with dementia to stay at home longer

"It takes a village" is an online series designed to empower and upskill carers to support a person living with dementia to remain at home for as long as possible. With a strong focus on wellbeing and self-care, carers will be equipped to navigate some of the complexities and challenges of supporting the person they are caring for. [Learn more >](#)

****Need help getting online? The Good Things Foundation can help:**

<https://goodthingsaustralia.org/learn/>

Word Search: Helpful free and low cost services

P	I	U	R	Z	C	S	Q	Z	Y	M	L	B	S
M	E	N	T	O	R	I	N	G	Z	J	E	V	Q
M	L	N	N	O	W	S	U	C	S	G	R	Y	N
G	G	B	I	K	R	E	B	A	T	E	S	W	Z
R	J	N	Y	V	I	S	I	T	O	R	S	H	H
I	E	B	W	D	F	G	N	M	C	X	V	E	E
S	N	A	K	I	P	M	A	N	U	E	Z	E	L
D	G	C	O	N	C	E	S	S	I	O	N	L	P
P	R	E	S	C	R	I	P	T	I	O	N	S	L
F	D	P	J	I	H	H	E	A	R	I	N	G	I
Q	Q	S	X	P	C	O	M	P	A	N	I	O	N
N	C	A	M	Q	D	D	S	T	D	Q	I	J	E
S	T	H	L	H	D	E	G	N	D	Q	G	E	Y
E	C	H	D	G	F	L	I	B	R	A	R	Y	K

Find the 12 hidden words by searching for only the words in bold

- **Taxi** card • home **library** services • **concession** card • Meals on **Wheels**
- free **hearing** aids • **Seniors** card • technology **mentoring** • **Companion** card
- Community **Visitors** Scheme • National Dementia **Helpline**
- energy concessions and **rebates** • electronic **prescriptions**

Introducing: **LINK Outings** program

At Your Service Home Care

We're excited to announce our partnership with LINK, a premier provider of exceptional group outings and experiences.

With a wide variety of outdoor excursions to cultural tours with upcoming excursions listed on the next page.

If you're interested in any of the excursions listed below please reach out to LINK today to book in!



1300 546 528



LCT.ORG.AU



outings@lct.org.au



AT YOUR SERVICE
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Upcoming excursions

Thursday, 1 May

8.30am to 4.30pm

From Factory to Fork: Discover Shepparton SPC and Enjoy Lunch!

Get ready for an exciting adventure to Shepparton! Dive into the SPC Factory Outlet for amazing deals with discounts from 20% to 70%! After a shopping spree, we'll fuel up with a delicious lunch at a nearby restaurant.

\$150

Walking Intensity: Medium

Lunch Included

Non CHSP



Monday, 5 May

8.30am to 4.30pm

Connect with Nature: Visit Jirrahlinga Dingo & Wildlife Centre

Get ready for an exhilarating day at Jirrahlinga, home to Australian native animals. With daily encounters, get up close with cuddly koalas, playful dingo pups & reptiles. After the excitement, we'll enjoy lunch at a nearby restaurant!

\$165

Walking Intensity: Medium

Lunch Included

Non CHSP



Wednesday, 7 May

8.30am to 4.30pm

Discover the Sea's Secrets: Queenscliffe Maritime Museum

Embark on a fun trip to the Bellarine Peninsula & explore the Queenscliffe Maritime Museum! Discover the fascinating maritime history of Queenscliff. After our adventure, we'll enjoy a delicious lunch nearby.

CHSP

\$165

Walking Intensity: Medium

Lunch Included

Non CHSP



Thursday, 19 June

8.30am to 4.30pm

Drive Through History at the Museum of Vehicle Evolution!

Do you love cars? Get ready for an exciting visit to the Museum of Vehicle Evolution in Shepparton! This world-class transport museum showcases an incredible collection of cars, motorbikes & more. After, we will have lunch at a nearby restaurant!

\$165

Walking Intensity: Medium

Lunch Included

Non CHSP



Wednesday, 25 June

8.30am to 4.30pm

Uncover History at Eureka Centre Ballarat

The Eureka Centre is located at the site of the 1854 rebellion. Home to the iconic Eureka Flag, it explores the gold rush's impact on Australia's democracy. Reflect on history amidst plaques and monuments, followed by lunch at a nearby restaurant!

\$165

Walking Intensity: Medium

Lunch Included

Non CHSP



Join Our Client Advisory Group



Next meeting: 3/06/2025

Lead the Change: Become Part of Our Advisory Group

Our Client Advisory Group is a team of staff, care recipients, and family members working together to shape our initiatives. Share your insights, participate in discussions, and assist with event planning.

To get involved, contact your case manager or call our head office at 1300 952 860.

You're Invited to Join our Client advisory group!

Influence Future Products & Services - Have a direct voice in shaping the tools, features, or services you use every day.

VIP Access to Insider Information - Stay ahead of trends, new features, and strategic direction. This can give you a competitive edge in planning and adapting early.

Build Direct Relationships with Leadership - Engage directly with decision-makers and product teams, creating a meaningful connection beyond the standard support channels.

Networking with Peers - Share ideas, strategies, and experiences with like-minded members and peers across the care service. **Exclusive Perks** - Enjoy early access to events and group occasions



Learn to Email at the Senior IT Group Meeting



First session:
29/04/2025

Join us for a hands-on session designed for seniors, where we'll walk you through the basics of creating and sending an email. This event aims to help you become more comfortable with technology and stay connected with family, friends, and the world around you!

This session is \$15 including morning tea.
limited tickets available



Learn to Video Chat at the Senior IT Group Meeting

Join us for a hands-on session designed for seniors, where we'll walk you through the basics of how to video chat. This event aims to help you become more comfortable with technology and stay connected with family, friends, and the world around you!

This session is \$15 including morning tea. limited **Second Session:**
tickets available **27/05/2025**





Happy Easter

Wishing you a happy easter to you
and your loved ones

AT YOUR SERVICE HOME CARE
HOME CARE DONE RIGHT

INTEGRITY | QUALITY | RESPECT | COMPASSION | LEADERSHIP
TEAMWORK | EMBRACEMENT OF CULTURAL DIVERSITY

WE OFFER:

- No daily care fees
- Low care & package management fees
- No exit fees
- Compassionate, qualified and experienced staff
- Support accessing My Aged Care and other home care packages

REGISTERED NURSING



Blessed



From At Your Service Home Care Team



Looking for a friendly voice?

Join Golden Pen pals

Are you a senior looking to make new connections and brighten your day with a friendly conversation? Our Phone Penpal Program is here to help you stay connected with others and share stories, laughter, and support – all through the comfort of a phone call.

Whether you're looking for a new friend to chat with or want to share experiences with someone who understands, becoming a phone penpal can be a wonderful way to enrich your life.

How It Works:

Simply sign up, and we'll match you with a friendly phone penpal.
Connect once a week (or as often as you'd like) for fun, meaningful conversations.
Share stories, talk about hobbies, or simply chat about your day.

Why Join?

Combat loneliness and build new friendship
Enjoy regular conversations that fit your schedule.

Engage in a fun, safe, and supportive
community of fellow seniors.

Interested?

Call At Your Service Home Care office at 1300
952 860 or email
ays@cumberlandmanor.com.au to sign up and
learn more about how you can become a
phone penpal today!





AT YOUR SERVICE™
HOME CARE
HOME CARE DONE RIGHT



HAPPY WITH
OUR SERVICES?

We appreciate your feedback!

[CLICK HERE TO LEAVE A GOOGLE REVIEW](#)

Leave us a Google Review and receive a FREE Gift Bag as
a thank-you from our team! 🎁

Your support helps us grow—and we love showing our
appreciation.

★ Just show your review to a staff member to claim
your gift!

