

Newsletter

January 2025

Issue 9



AT YOUR SERVICE  
HOME CARE  
HOME CARE DONE RIGHT



## THE BENEFITS OF VOLUNTEERING



## WHAT'S INSIDE

- NEW DEMENTIA SUPPORT PROGRAM
- PRODUCT SPOTLIGHT
- UNDERSTANDING MONTHLY STATEMENTS
- CAN MY PACKAGE PAY FOR TECHNOLOGY PRODUCTS?

# Can my home care package pay for technology products?

Technology advances are moving faster than most of us can keep up with, which can seem daunting and overwhelming for many older people. However, technology can also bring many amazing things to our lives, so keeping an open mind about it can have some advantages and positive outcomes.

Rather than focusing on highlighting different products and their benefits, this short article focuses on how you can potentially use your home care package to learn HOW to use technology products in a meaningful way for you.

The process of deciding whether your package can or cannot pay for certain technology products is something we can work through with you to make sure it matches up with your assessed care needs and is documented in your care plan. But there is often something missing in this process... and that is, adding some technology coaching to ensure you learn how to use the product for the reasons that it was purchased in the first place!

To help support technology purchases in the future, we may suggest that you undertake a couple of tech sessions with one of the fantastic companies that support older people to learn how to use technology and tech products.

Once you have had a bit of coaching from a tech helper, you can independently continue to use your new product with more confidence and skill. This will also help to demonstrate that purchasing the product directly links to your care needs.

If you already have a tech product and you're not too sure how to use it for the intended purposes, please contact us so we can get some tech coaching in place for you!

You can also visit the link below to access free online learning:

<https://beconnected.esafety.gov.au/>



# The benefits of volunteering

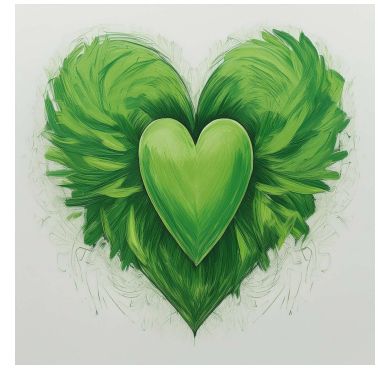
With an estimated 6 million of us volunteering around the country each year, it seems we know a thing or two about the benefits it provides. And it turns out both men and women volunteer at similar rates.

While volunteering has a range of benefits for the people, and/or animals or community you're helping, it also has benefits for our own wellbeing.

As well as enabling you to feel that you're a part of something greater than yourself, it can also help you make new friends, learn new skills and provide a sense of purpose.

**Plus, volunteering has also been shown to:**

- Improve quality of life and self esteem
- Improve the ability to carry out activities of daily living
- [Increase life expectancy](#)
- And improve mental health



And what's more, studies that have looked at the mental health benefits by type of volunteering, haven't found any significant differences across sectors or roles. So it really doesn't make any difference how you spend your time helping others.

If volunteering sounds like something you'd like to consider getting involved in, a good place to start is by having a chat with family or your care manager about the type of causes that are important to you.

Once you've identified the type of causes that are personally meaningful for you, you can start searching for opportunities via these two websites:

<https://govolunteer.com.au/>

<https://www.ethicaljobs.com.au/volunteer-unpaid-jobs>

There are also plenty of opportunities that enable you to volunteer from home.



# 6 meaningful ways you can volunteer from home

Whether you have limited mobility or a lack of transportation, there are many wonderful opportunities for volunteering from home. Although we don't endorse any specific organisation, our care managers will be happy to chat to you about finding opportunities that are meaningful for you.

## 1. Red Cross Trauma Teddies

Hand-knitted Trauma Teddies provide comfort to children fleeing bushfires, a warm welcome to refugee children, company in a speeding ambulance, and a happy face in a lonely time.

You can either join one of their many groups, or simply fill out their [form](#) and they'll put you in touch with a local coordinator so you can make teddies from home.

<https://www.redcross.org.au/act/knitting-for-charity-trauma-teddies/>

## 2. Translators Without Borders

Translators without Borders is a community that brings together bilingual volunteers from all over the globe who offer their time, language skills and voices to help people get vital information and be heard, whatever language they speak. Through translation, subtitling and the power of their speech, volunteers provide a wide range of information for humanitarian causes.

<https://translatorswithoutborders.org/twb-language-volunteer-role/>

## 3. Wrap With Love

With millions of people in the world suffering extreme cold, their mission is to distribute wraps to aid agencies and charities for those needing warmth.

When wraps are finished, you can either organise delivery through a local Spotlight store, or post them directly to their Sydney warehouse.

<https://www.wrapwithlove.org/knitting-groups/>



#### 4. Australian Museum Digital Volunteers

If you're looking to build your online skills, the DigiVol (digital volunteer) wildlife spotter project may be for you. The program allows you to become a citizen scientist and assist researchers by looking for animals in wilderness photos taken by automated cameras around Australia. Plus, you'll be helping to save threatened species and preserve Australia's iconic wildlife!

<https://volunteer.ala.org.au/wildlife-spotter>

You'll also be able to chat with other DigiVols and be rewarded for hitting new goals in their lively community of DigiVol staff and citizen scientists.

<https://australian.museum/get-involved/citizen-science/>

#### 5. Capes 4 Kids

Capes 4 Kids is the first program of its kind in Australia, gifting superpowered capes to our little superheroes. Their carefully crafted capes are gifted to children in hospital so they can wear them whilst they undergo treatments or procedures.

The superpowers contained within the capes enable our little heroes to feel they have a protective barrier of 'superpowers' to help them fight their illness with courage and love.

<https://capes4kidsaustralia.com.au/capes/>

#### 6. Animal Rescue Cooperative Craft Guild

The Craft Guild is the world's largest group of animal rescue crafters who work together to make custom supportive products for animals in need. Regular requests are things like: knitted lamb and dog jumpers, joey pouches and possum cubbies and blankets. They post their most needed items via their lively Facebook group.

<https://www.facebook.com/groups/2414894225229792/>

Patterns and tutorials can be found [here](#) and once you've completed your craft items, you simply get in touch with their team and they'll let you know where to send them.

<https://arcsupport.org.au/donateproduct/>



# Planning ahead in case you ever need to isolate at home

Even though life has returned to normal, COVID-19 and Influenza infections continue to spread throughout our communities. Like most other home care providers, we sometimes experience shortages of staff and support workers due to illnesses including COVID-19 and the flu. We're doing our best to manage this, and we appreciate your patience and understanding.

There are also increased risks for our clients receiving care at home, though there may be some small things you can do to help us act swiftly if you or someone living with you become sick with COVID or the flu.

Essential care, such as nursing and personal care, will continue if a suitably trained workforce is available. However, non-essential care may not be advisable if you are unwell or particularly infectious.

## How can we work together to prepare?

1. **Plan ahead:** Think about each of the services that you regularly receive, e.g., personal care, nursing, shopping, home care, medication support, meal preparation, and so forth. For each service, let's write down which of them you can do without whilst you're unwell and which you cannot do without.
2. **Share your plan** with others involved in your care.
3. **Contact us:** Ensure you and your family/carers advise us as soon as possible if you contract COVID-19 or the flu so we can put your plan into immediate action.

Additionally, we can help you to get a few supplies of masks and Rapid Antigen Tests to keep at home, just in case you need them.

We are here to help, and to support you to stay safe and well at home, so don't hesitate to reach out if you have any concerns or questions :)



**Planning  
Strategies**

# Product spotlight: Modibodi for blokes

With an estimated 1.34 million males in Australia being effected by incontinence, it can have a profound impact on your quality of life, causing some men to miss out on everyday social activities as a result.

Not to mention the added stress of most male public toilet facilities not having a way to dispose of incontinence products when you're out and about.

If dribbles or heavier leaks have been stopping you from doing activities you enjoy, Modibodi's underwear might help to restore your confidence.

Their range of men's undies covers you for sweat, accidental dribbles, as well as moderate to heavy leaks.

And their newest Ultra Men's Trunk design, holding up to 250ml of liquid (with an optional reusable insert in place) is their most absorbent style so far.

Designed to manage incontinence discreetly, comfortably and without leaks or odour, this style looks and feels like everyday underwear but with a built-in leak-proof lining, which completely replaces disposable incontinence pads or underwear.

Each pair comes with an optional reusable booster pad which can be added for extra absorbency and ultimate peace of mind.

Whether you're prone to dribble, heavier leaks, or mishaps just happen, these comfy underpants might be a solution for you.

<https://www.modibodi.com/collections/men>

Please contact us to find out about government funded programs which can help to pay for products and services to manage incontinence.



# Making Spending Decisions in Home Care

Home Care Packages are designed to be a flexible funding source to meet the individual needs of the person receiving care. Because everyone's needs are different, there's no 'one-size-fits-all' approach to making spending decisions.

The Department of Health & Aged Care have some questions for providers and consumers to work through to determine if the requested service, support or purchase:

- Is directly linked to your care needs and goals;
- Is necessary to support your safety and independence;
- Fits in your available package budget; and
- Would be considered acceptable use of Government funds.

If you have any ideas about what supports and services you think would improve your health, independence and wellbeing, these are some of the questions we can work through with you:

1. Is the support or service listed as an excluded item?
2. Does it align with the intent of the Home Care Packages program?
3. In what way does it align with your assessed care needs?
4. In what way does it help to meet your care goals?
5. Do you need a professional recommendation?
6. Will it compromise your access to other essential care and supports?
7. Are there any other ways to meet this need?
8. Does it directly benefit you or will others benefit from it?

We encourage you to ask yourself these questions so you can be fully involved in the decision-making process as well.

You can check out the [Decision Making Tool Inclusions/Exclusions Framework](#) online or ask us to post you a copy of the questions in the mail.





# Helping people who live with dementia to stay at home longer

## **Dementia Support Australia is excited to announce their new program - Staying at Home**

Staying at Home is an Australian Government funded carer wellbeing and respite program. It provides carers with advice and practical strategies on how to support a person living with dementia to remain in their own home for as long as possible.

Designed as a 'short stay' residential program, people living with dementia are offered an introduction to respite, while you join other carers in a peer support educational program.

You and your loved one will receive practical suggestions from experienced staff, including nurses, allied health clinicians and others.

Topics include:

- Understanding and managing dementia
- Looking after yourself and planning for the future
- Managing behaviour changes associated with dementia
- Support for transition into respite care
- Meaningful engagement: how to continue enjoyable activities for longer
- Managing physical changes: mobility, continence and communication

Accommodation and meals are included and you don't need respite approval.

To find out more and register your interest, you can contact Dementia Support Australia's 24-hour help line on: 1800 699 799

Or you can find more information about the program here: <https://www.dementia.com.au/dsa-staying-at-home>



# Understanding your monthly home care package statement

Providing an accurate monthly financial statement to consumers is a requirement for all home care packages providers. All providers need to include the following information in their monthly statements:

**a. Income received during the period**

- Government subsidy
- Client contributions – Basic Daily Fee, Income Tested Care Fee, personal contributions

**b. Expenses incurred during the period** – Equipment, items and services purchased during the period

**c. Refunds and adjustments**

**d. Equipment and item rentals and purchases, and**

**e. Services received by you**

- This section lists out the services you have received during the period – it needs to be itemised to show when you received it, who delivered it, what service it was and how the cost is calculated.

**f. Other package services** including:

- Care management
- Package management

**g. Remaining package funds**

From time to time, there may be an error in the statement that shows you received something that you did not, or we haven't included some expenditure that did occur.

If you notice any irregularities, please get in touch so we can make all the necessary checks to work out what should have occurred and then make the adjustment in the next statement period.

You can see the [Department of Health & Aged Care guidance](#) on what should be included in your statement, or let us know if you'd like us to print it for you.



# Free online events for carers!



## **January 23rd - 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 >](#)

## **January 29th - The impact of dementia on driving safely**

This session provides information about the impact of dementia on driving. It offers tips for caregivers to recognise when dementia is impacting on someone's ability to drive safely, and strategies for talking about changes with the person with dementia. [Learn more >](#)

## **February 4th - 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 >](#)

## **February 10th - What's available through Carer Gateway?**

An overview of the supports available to carers including; counselling, in person peer support, planned and emergency respite and access to carer directed packages. [Learn more >](#)

## **Simply Mindful - Guided meditations and mindfulness - (on demand)**

In partnership with Carers Australia, Simply Mindful have created a series of on demand mindfulness sessions for carers. [Learn more >](#)

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

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

# Word Search:

## Iconic Australian chocolates

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

Find the 14 hidden words by searching for only the words in bold

•Cherry Ripe •Violet Crumble •Clinkers •Freckles •Caramello Koala •Jaffas  
•Coconut Rough •Freddo Frog •Bertie Beetle •Mint Pattie •Fantales •Picnic  
•Scorched Peanut Bar •Polly Waffle



Explore the topic: <https://www.goodygoodygumdrops.com.au/blogs/news/history-of-australian-lollies>





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# SOCIAL EVENTS CALENDAR



## Valentines Day Morning Tea

Whether you're a couple or wanting to celebrate this special day solo you're invited to celebrate with activities and morning tea

FEB  
**14**



## Labour Day Paint and Sip

Sip some tea/coffee with fun crafts and painting activities

MARCH  
**10**



## Easter Monday Luncheon

Celebrate this easter with a hot cross bun or two paired with morning tea or coffee

APRIL  
**21**

More event details to be released  
closer to the event date

RSVP TO 1300 952 860



# Public Holidays 2025

JAN

27

AUSTRALIA DAY

JUNE

9

KING'S BIRTHDAY

MAR

3

LABOUR DAY

SEP

26

AFL GRAND FINAL  
EVE

APRIL

18

GOOD FRIDAY

NOV

4

MELBOURNE CUP

APRIL

21

EASTER MONDAY

DEC

25

CHRISTMAS DAY

APRIL

25

ANZAC DAY

DEC

26

BOXING DAY