



Newsletter

Issue 11

AT YOUR SERVICE
HOME CARE
HOME CARE DONE RIGHT



EASY HEART FRIENDLY RECIPES



WHAT'S INSIDE

- PRODUCT SPOTLIGHT
- CONSUMER DIRECTED CARE
- ACCESSIBLE BEACHES
- FREE DEMENTIA RESOURCES
- HEART FOUNDATION RECIPES ON A BUDGET

Heart Foundation free family friendly recipes on a budget

According to the Heart Foundation's ['What Australia Eats' report](#), one in three people said they think it's expensive to eat healthy food. To make it easier to create heart healthy dinners on a budget, they've released a free downloadable recipe book, showing you how to create 13 delicious meals for less than \$5.50 per serve. If you'd like some help to cook healthy meals, please contact us and we can update your care plan to include meal preparation assistance.



Recipes on a budget

The book includes:

- Tips on how to incorporate Heart Healthy Eating Patterns into your daily diet
- 13 delicious, easy to follow recipes
- Plus great tips on how to keep your pantry healthy on a budget

[Download Recipes on a budget >](#)

5 ingredient recipes

Prefer meals that are quick and easy to make? Then this recipe book is your go-to.

It includes 7 easy to follow recipes that align with the Heart Foundation's Heart Healthy Eating Patterns, using only 5 key ingredients with minimal steps with maximum flavour!

[Download 5 ingredient recipes >](#)



Joy For All Companion Pets

With Australia having one of the highest levels of pet ownership in the world, we're certainly no stranger to the comfort and joy animals bring to our lives.

While pets can play a role in keeping people socially engaged, they aren't a practical choice for everyone, especially when health or mobility issues are preventing someone from caring for a real pet.

This is where Joy For All companion pets may play a role.

Although they aren't intended to replace real-life pets, research shows social support robo-pets can have similar positive effects to traditional pet therapy. And can also provide a source of comfort and stimulation for a person with dementia who may feel anxious or bored.

Designed with extensive input from older adults, the Joy For All companion cats and dogs are made with soft fur that feels real and sensors that respond to motion, touch, and sound, allowing them to react and interact.

For example, the cat purrs, meows, and moves in reaction to touch. And the dog barks when spoken to, wags his tail, nuzzles, turns his head toward sound, and beats his little heart when petted.

<https://dementiashop.com.au/collections/joyforall>

Although robo-pets can be a wonderful source of companionship for some older adults, keep in mind it may depend on the person's background, culture and previous interactions with animals.

For more information on who is likely to benefit and how to introduce a simulated pet to a person with dementia, please download the help sheet below:

<https://www.dementia.com.au/resource-hub/the-use-of-simulated-pets-in-dementia-care>



The right to express your culture and faith in aged care

Have you ever given feedback to us about how your culture and faith can be recognised and respected? If so, what was it like for you?

A short film, created by the [Centre for Cultural Diversity in Ageing](#), aims to raise the awareness of older people from culturally diverse backgrounds about their right to give feedback to aged care services, as well as informing them of the importance of their culture and faith being respected.

Co-designed with consumers, the film involves older actors from culturally diverse backgrounds living in Australia, who prompt the audience with a series of questions about what their cultural and spiritual needs are when accessing a range of different services.

For example, asking if your social support group can provide the kind of food you can eat. Or asking for a carer to be available to attend cultural activities in your language.

The *"You can ask for what you need from Aged Care Services"* film is available in 16 languages to give CALD communities access to the support they need.

Click the link below to watch the short film:

<https://www.youtube.com/playlist?list=PLh7zaZPf9dk714nSFCvUvukoF4pn0PYor>

You have the right to feel respected and heard, so when you speak to us we encourage you to let us know what your individual needs and wishes are.

The Aged Care Quality and Safety Commission also has brochures available in 25 different languages to provide you with information about your rights and responsibilities, as well as advocacy services that can support you.

You can access the brochures by [clicking here](#).
Or please let us know if you'd like a printed version.



Code of Conduct for Aged Care

As part of their commitment to continuously improving the experience and outcomes for older people receiving subsidised aged care services, the Commonwealth Government has developed a special Code of Conduct.

This applies to all of our staff, volunteers and external contractors who are involved in your care, and states that people who provide care, supports and services in the aged care sector must:

- a) Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- b) Act in a way that treats people with dignity and respect, and values their diversity
- c) Act with respect for the privacy of people
- d) Provide care, supports and services in a safe and competent manner, with care and skill
- e) Act with integrity, honesty and transparency
- f) Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services
- g) Provide care, supports and services free from:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse
 - (ii) sexual misconduct
- h) Take all reasonable steps to prevent and respond to:
 - (i) all forms of violence, discrimination, exploitation, neglect and abuse
 - (ii) sexual misconduct.

You can read more about the Code of Conduct by asking us for a copy of the Consumer Guidance booklet, or by visiting this link:

<https://www.agedcarequality.gov.au/resources/code-conduct-aged-care-consumer-quick-reference-guide>



Code of Conduct for Aged Care

Cont'd

What does the Code of Conduct mean for you?

We strive to ensure that our staff already conduct themselves in the most professional and exemplary way, however, we welcome the Code of Conduct as a way of reminding all of us about our responsibilities, and your rights. This means, in practice, that you should be treated well and feel safe, always.

We will act in a way that is respectful, kind and consistent with the behaviours set out in the Code of Conduct. For example, when you are provided with care, you can expect to:

- Be informed, listened to, and able to make decisions
- Be respected and valued for who you are
- Be able to express yourself freely
- Be given information in a way you can understand
- Have your privacy maintained
- Be spoken to with kindness and respect
- Have your care provided by people who are careful and thoughtful
- Have your care provided by people who are honest and trustworthy
- Have your care provided by people who are properly trained and competent at their job
- Have the chance to give feedback or make a complaint about your care, without any fear of retribution or negative impacts on your care
- Be safe and free from all forms of harm.

If you ever feel that this Code of Conduct is not being met by us, or our contracted service providers, please get in touch so we can find a way to resolve the issue with you.



Dementia guide audio book

Are you living with dementia or caring for someone who is?

Dementia Australia's popular go-to resource for anyone impacted by dementia, The Dementia Guide, is now available as a free audio book.

Developed in consultation with people living with dementia, their families and carers, this new audio format is perfect for someone caring for a person living with dementia who may want to learn on the go, as well as for someone living with dementia or cognitive impairment who may prefer to listen to information.

As well as the audio version, it's also available to download as a digital file or you can also order a free printed paperback copy.



If you are living with dementia, the guide will help you understand more about dementia and the treatments, supports and services available, information about living well with dementia and making plans for the future.

If you are a family member or friend of a person living with dementia, the guide describes ways you can support a person with dementia to live well and what support and information is available for carers.

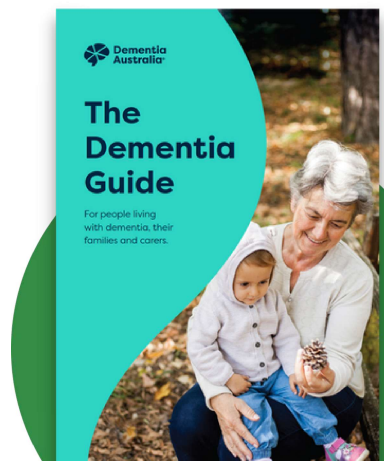
To listen to the guide or download your digital copy, visit the link below:

<https://www.dementia.org.au/get-support/dementia-guide>

We're happy to assist if you'd prefer a free printed version:

<https://www.dementia.org.au/get-support/dementia-guide/order-dementia-guide>

The National Dementia Helpline also provides information and advice 24 hours a day, seven days a week: 1800 100 500



Have you heard about accessible beaches?

With more than 85 per cent of Australians living within 50 kilometres of the beach, it's no wonder we're renowned for our beach culture.

And although the sand and water isn't for everyone, just visiting the beach (in any season) has benefits. In fact, [one study](#) showed that time spent gazing at blue spaces beats green spaces when it comes to **mental health and stress levels!**

While many of us take a visit to the beach for granted, for many people with disabilities and mobility issues, it's completely inaccessible.

This is where the Accessible Beaches directory can help. Using a star-rating system, beaches are rated on their accessibility.

For example, a 5-star beach such as St Kilda beach in Melbourne includes:

- Free MobiChair beach wheelchair bookings available 7 days a week throughout the Summer patrol season,
- Mobi-Mat beach access mat which runs all the way to the hard sand,
- Great cafes and bench seating in the area to enjoy lunch,
- Wide footpaths that are flat and easy to wheel along,
- Accessible toilets close to the Life Saving club,
- Several wheelchair car parks on the main road.

So, if barriers such as inaccessible pathways and lack of specialised mobility equipment have been holding you back from visiting the beach, check out the directory for your nearest mobility-friendly location. Let us know if you'd like to explore how your home care funds might assist you to make this happen.

<https://accessiblebeaches.com/>

info@accessiblebeaches.com

Ph: 1300 721 328



What is Consumer Directed Care?

Consumer Directed Care (CDC) is a way of delivering care that gives you choice and flexibility.

We operate under a CDC framework that is designed to give you:

- choices about the types of assistance you want and who will deliver the services and when,
- control over decisions that relate to your life and your care,
- information and knowledge so you can make more informed decisions.

Through your Home Care Package, you have flexibility and choice in the delivery of your care and services. This means you have more choice and control over what, when and where services are delivered.

The Home Care Package Consumer Manual defines CDC and provides guidance so you can be sure that:

- We work with you to ensure you get more say in the care and services you receive, within the spending framework for approved purchases,
- You get more say in how the care is delivered and who delivers it to you,
- Together, we have conversations about your care needs and goals,
- We work with you to develop your individual care plan based on your goals,
- You know how your package is funded and how your home care package budget is spent through your monthly statements and other information we share with you,
- We will work with you to ensure that your package continues to meet your needs by monitoring you and reviewing your care plan.

We are pleased to work in partnership with you to design and deliver services that meet your assessed needs and personal care goals, and supporting you to live as independently as possible.



Common Referral Pathways: Continence

We are committed to supporting you to meet your health and well-being needs, so when we become aware of a change or deterioration in your health, we may discuss some options with you regarding the most appropriate actions for follow-up and referral.

A person's continence can be affected by a range of medical, health, and even social factors. There are a range of products that can help to manage and improve the impact on your everyday life, but first, it's important to understand the reason for incontinence occurring. When it comes to responding to any issues with incontinence, here are some possible referrals we might recommend for you:


- Visit your GP to rule out medical or other reasons for urinary or bowel issues;
- Referral to a Continence Nurse Advisor for specialist assessment and advice;
- Application for Continence Aids Payment Scheme (CAPS), if you're eligible;
- Referral to the Aged Care Assessment Team (ACAT) for a higher level of home care package.

Depending on the outcome of any of these referrals, we will work with you to update your assessment of care needs, and your care plan, to include any recommendations from the relevant experts.

You may find it useful to contact the Continence Foundation of Australia for information, support or advice on finding a supplier for necessary products.
<https://www.continence.org.au/> Ph: 1800 33 00 66

Alternatively, we can guide you to the suppliers we use or even set up a reimbursement arrangement if you prefer to purchase your products yourself in accordance with your assessed needs and advice from a professional.

Please don't hesitate to reach out to us if you have any concerns about continence and we will make some time to work things through with you, and those involved in your care.



Free online events for carers!



March 25th - Support at Home program update for consumers & carers

Join the Department of Health and Aged Care and Older Person's Advocacy Network as they provide an update for older people, families and carers, on the Support at Home program, including information for existing consumers transitioning to Support at Home from 1 July 2025. [Learn more >](#)

March 25th - 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 >](#)

April 1st - 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 >](#)

April 16th - Common scams and keeping your identity safe

As scams become more sophisticated, protecting your identity can be challenging. This session is designed empower you to be able to spot common scams and the red flags to look out for, as well as information on staying safe online and what to do in the event of identity theft. [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:

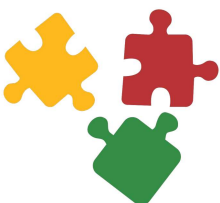
Australian Prime Ministers

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

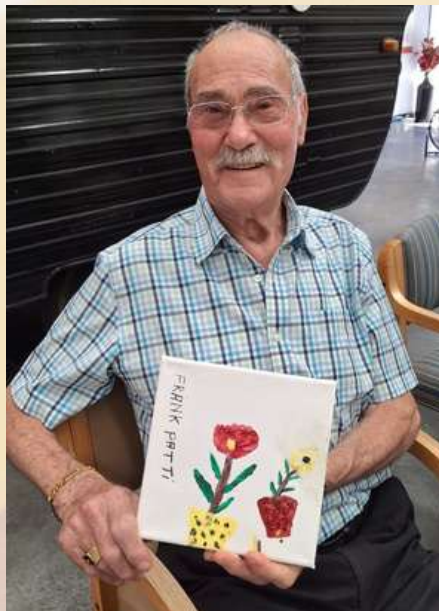
Find the 12 hidden words by searching for only the words in bold

•Harold **Holt** •Gough **Whitlam** •Malcolm **Fraser** •Robert **Hawke** •Paul **Keating**
•John **Howard** •Kevin **Rudd** •Julia **Gillard** •Tony **Abbott** •Malcolm **Turnbull**
•Scott **Morrison** •Anthony **Albanese**

Ref: <https://www.naa.gov.au/explore-collection/australias-prime-ministers>



ARS Paint & Sip





ARYS Paint & Sip



SOCIAL EVENTS CALENDAR



Easter Lunch and Crafts

Celebrate Easter with a festive lunch and fun crafts for seniors! Enjoy a delicious meal and create Easter-themed decorations.

APRIL
11



IT Group – Emailing

Join us for a simple session where seniors can learn how to create and send emails, staying connected with ease!

APRIL
29



Mothers Day High Tea

Celebrate Mother's Day with a charming High Tea! Enjoy a selection of teas, delicious treats, and quality time with loved ones.

MAY
9

More event details to be released
closer to the event date

RSVP TO 1300 952 860

Join Our Client Advisory Group



Next meeting: 1/04/2025



We invite you to join our Client Advisory Body, 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.

**First session:
29/04/2025**

Learn to Email 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 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!





Public Holidays 2025

APRIL

18

GOOD FRIDAY

OCT

6

KING'S BIRTHDAY

APRIL

21

EASTER MONDAY

DEC

24

CHRISTMAS EVE

APRIL

25

ANZAC DAY

DEC

25

CHRISTMAS DAY

MAY

5

LABOUR DAY

DEC

26

BOXING DAY