



AT YOUR SERVICE
HOME CARE
HOME CARE DONE RIGHT



SUPPORT AT HOME PROGRAM DELAYED

WHAT'S INSIDE

- USING YOUR HCP FOR CREATIVE ACTIVITIES
- NEW RESOURCE FOR CARERS
- MANAGING UNSPENT FUNDS
- CREATING A DEMENTIA FRIENDLY HOME



Loqee smart keybox - safe key storage for trusted visitors

If you've ever locked yourself out of your home, or hidden a key under a pot plant (just in case!), you're not alone. And while hiding keys in various places outside is more common than it should be, it's not exactly the safest solution. Especially when family members or support workers need reliable access to your home.

Whether you're living with mobility issues, or simply want peace of mind, having a safe and secure way to share access to your home (without juggling multiple spare keys) can make things a whole lot easier.

This is where the Loqee Smart Keybox can help.

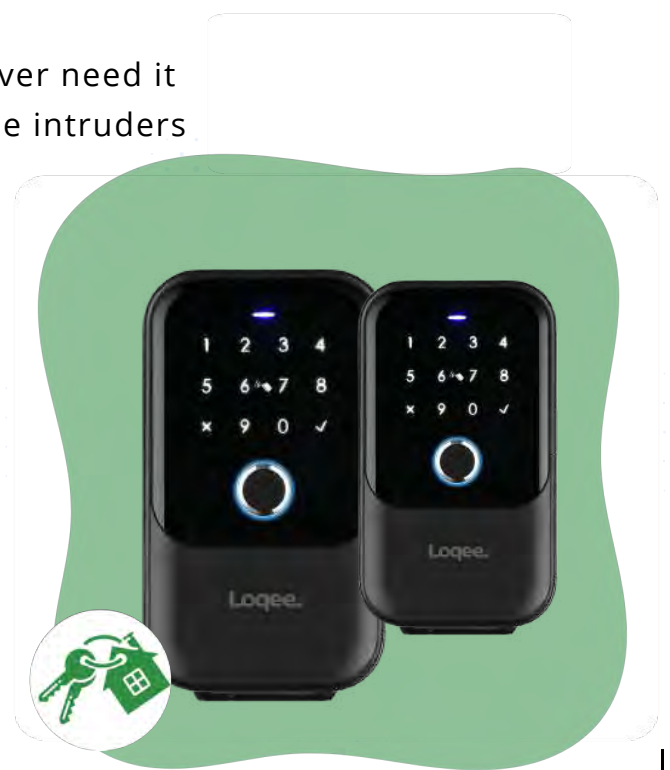
Designed to be either mounted onto a wall, or simply attached to a secure object, modern keyboxes like Loqee offer a safe way to store and provide access to physical keys, without the need for traditional key exchanges.

Here's a quick overview of some of the benefits:

- Allows you to generate unique PIN codes and send them as text messages to your trusted supporter network
- Can also be accessed using your fingerprint, making it perfect for those of us who struggle with remembering where we wrote down that PIN code
- Comes with two manual swipe cards, completely eliminating the need to remember codes
- Includes a physical key backup, in case you ever need it
- Tough and tamper resistant to deter would-be intruders
- Ample storage space for multiple keys

If you'd prefer a keybox that allows for manual PIN setup without the need for a smartphone, please get in touch so we can assist you with finding some alternative options.

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



New Aged Care Act delayed until November 2025

On 4 June 2025, the Australian Government announced a delay in the commencement of the new Aged Care Act, pushing the start date from 1 July to 1 November 2025.

This decision has sparked mixed reactions within the aged care sector, particularly given how close we were to the original start date. For several months, the home care sector has raised concerns to the Department that providers were not adequately prepared to begin on 1 July as many necessary government & legal systems, information, education and training related to the changes were still incomplete or unavailable.

The Aged Care Act serves as a foundation for several other key reforms, so any delay to the Act will also delay the rollout of these related programs and reforms. All of the following initiatives that will impact home care packages consumers will now be delayed until 1 November 2025:

- The new Support at Home program (which will replace the Home Care Packages program)
- Strengthened Aged Care Quality Standards
- A new Statement of Rights for Older People
- New Registered Supporter legislation & supported decision-making framework
- New all-inclusive pricing for hourly rates for services
- Current fees & contributions (will remain the same as they are now)

This extension provides us with additional time to communicate these changes with consumers and will allow you time to consider any questions you may have regarding how these changes will affect you and the services you receive.

Please get in touch if you would like further details about the implications of the delay on the care and services you receive.



**New Aged
Care Act
Delayed**

Delayed commencement to the Support at Home program

Most people will have heard that the new Support at Home program has been deferred to 1 November 2025. This delay will give the government, providers and consumers more time to understand and prepare for the changes.

Importantly, for existing home care package (HCP) consumers, the delay will not affect you. You will continue to receive care and services as outlined in your Home Care Agreement, budget, and care plan, including the ongoing accumulation and rollover of any unspent HCP funds.

We will continue to charge the same package management and care management fees against your monthly budget. Additionally, we will continue to work with you to use your package flexibly to meet your assessed care needs.

The delay in the Support at Home program provides a valuable opportunity for you to prepare for some of the upcoming changes.

Here are a few steps you can take:

- Ask us for help with understanding what it means if you are a Grandfathered **or** Hybrid participant in the new Support at Home program.
- Call My Aged Care on 1800 200 422 to check who is currently listed as your Representative, and familiarise yourself with the proposed new Registered Supporter roles and responsibilities.
- If your income exceeds the full Age Pension, contact Services Australia to ensure they have accurate and up-to-date financial information for you.
- Schedule a time to talk to us if your care needs or circumstances have changed, so we can review and update your care plan, arrange additional support or refer you for a home care package upgrade.

We are committed to using this delay in a way that benefits all our consumers, so please don't hesitate to reach out if you have any questions or need assistance to prepare yourself for the coming changes.



**Support at
home
Program
Delayed**

Are you on the home care package waiting list?

In November 2024, the government announced it would release an additional 83,000 home care packages to address the unacceptably high waiting list. At that time, approximately 76,000 people were on the waiting list, many of whom were receiving lower-level Home Care Packages (HCP) while they awaited upgrades.

The 83,000 packages are in addition to the 24,000 packages that were expected to be released over the past year to help manage the waiting list.

Unfortunately, the Government confirmed the delay in the commencement of the Aged Care Act means the release of these 83,000 new home care packages will also not occur until the Aged Care Act is implemented on 1 November 2025.

If your care needs have increased and you are awaiting a new assessment by the Single Assessment Service (SAS), the period from assessment to assignment of a higher-level package is likely to extend, except for people in the most urgent situations. The delay may also impact those already waiting for an upgrade to their existing packages.

If you are currently waiting for an assessment or re-assignment of a higher level package, we will continue to work with you to ensure that your unmet care needs are prioritised with the funding you currently have. We can also help you explore alternative programs and informal support options to address your care needs and goals.

Please let us know if you have any questions about how the delayed release of more packages may affect you, particularly if you are experiencing a decline in your health and/or feel that your care needs are increasing.

We can arrange for a care plan review with our team to help address your changing needs, including referring you for a comprehensive review from the Single Assessment Service (SAS).



Creating a dementia-friendly home

Over many years in our home, we build memories, routines and familiarity, so when something happens, such as a dementia diagnosis, we may need to review the suitability of our home as to whether it will continue to meet our changing needs in the future.

Dementia Australia has created an interactive video to show how to make your home safer and more accessible for people living with dementia. Created by experts including occupational therapists and interior designers who understand the experience of people living with dementia and their carers, the video takes you through a typical home, room-by-room.

The viewer can click on a room, such as a living room or bedroom, to reveal tips and ideas on reducing clutter, minimising visual or auditory over-stimulation, and reducing trip hazards.

Thoughtful suggestions are also provided to enhance the overall living experience, including environmental design, furniture selection and placement, and ways to encourage relaxation and meaningful engagement.

Additionally, there are lists of simple and inexpensive improvements you can make to your home, which may be able to be funded by your home care package.

You can view the video by visiting the Dementia Australia website, or let us know if you need assistance to access these helpful and practical resources.

<https://www.dementia.org.au/living-dementia/home-life/dementia-friendly-home>



Using your package to explore your creative side

Many of us can relate to how a specific piece of music or visual art can transport us back to a particular time or place, allowing us to relive those memories. As we age, we have more memories to draw upon, so finding a way to tap into these moments can have a powerful effect on a person's emotional well-being.

The home care packages program supports older people to access various therapeutic programs, including music therapy and art therapy as long as there is a professional recommendation to address an ageing-related care need.

Under the guidance of a registered Music Therapist, music and singing can significantly benefit older adults by enhancing mental health and well-being, reducing anxiety and stress, regulating moods, improving balance, encouraging movement, and even managing pain.

Art therapy is another wonderful way to promote and enhance creative expression and people don't need to have art skills or be 'good at art' to participate. Trained art therapists use art materials to help people express their thoughts, feelings, or experiences, often without the need for words.

Registered music and art therapy programs may be covered under a home care package, however expenses for individual music lessons, instruments, apps or subscriptions, some art classes, and all art supplies are excluded.

If you have a creative side that you would like to explore, we can help you to find programs in your area. Who knows what talent and joy you might unlock!

Additionally, we can arrange for a support worker or volunteer to spend quality social time at home with you, which may include activities like reminiscing and reflecting on different times from your past.



Rolling over your unspent funds

Every person who receives a home care package (HCP) is allocated a daily subsidy for every day that they occupy their package. Each month, we provide you with a financial statement so you can keep track of what was spent on your care and services, and to see what is left over.

If the amount of your government subsidy exceeds the amount that is spent in the month, this becomes known as **Unspent Funds**. In the home care package program, any unspent HCP amount carries over and accumulates from month to month, for as long as you continue to receive a package. It can be reassuring to know that if something happens, there are some funds available straight away to support your care.

Unspent HCP funds accumulate for different reasons. Sometimes a person's needs or circumstances have changed so they may not require as much funding to provide all the care they need. Sometimes a person might choose not to accept some services even if they are recommended, or, sometimes a consumer might be saving for a particular item or a 'rainy day'.

From 1 November 2025, with the commencement of the new Support at Home program, there will be new limits to saving unspent quarterly budget amounts, and unspent funds will not accumulate in the same way.

The good news is that you will be able to carry forward all your unspent HCP funds to the new program. You will also have the flexibility to draw on these unspent funds in addition to your new quarterly budget.

We are conscious that some consumers might be apprehensive about the changes to unspent funds and may try to save extra unspent funds before the Support at Home program commences.

However, it is important to ensure your 'saving' is not at the expense of you receiving the care and services you need right now.

We will support you to make an informed choice to direct your package spending where it is needed most.



Spotlight on Thyroid Health

The Thyroid gland in your neck helps control many of your body's most important functions, yet it is not something many of us know very much about. The Australian Thyroid Foundation wants all of us to be more aware of the signs of thyroid problems and ways to maintain our thyroid health as we age.

The most common disorder affecting the thyroid is hypothyroidism. This condition occurs when the thyroid gland fails to produce enough thyroid hormone, leading to a range of health issues. The thyroid hormones play a crucial role in regulating various metabolic functions in the body, including heart rate, blood pressure, body temperature, and weight.

In older adults, symptoms of hypothyroidism can be subtle and non-specific, which can complicate the diagnosis. Common symptoms include memory loss, decreased cognitive function, fatigue, sensitivity to cold, muscle pain, headaches, constipation, shorter attention span than usual, low mood, depression, or lack of motivation.

Hypothyroidism may develop over many years and can often be confused with normal ageing processes, so it's important not to overlook any signs if they occur.

A blood test can determine your thyroid function and fortunately, once hypothyroidism is diagnosed, most thyroid problems can be treated effectively.

The most common cause of hypothyroidism in Australia is an autoimmune condition known as Hashimoto's disease. There is a strong hereditary link, so if you are aware of any family history, it's important to be alert to symptoms.

You can find out more about thyroid function and health by contacting the Australian Thyroid Foundation on 0447 834 724

<https://www.thyroidfoundation.org.au/>



**Thyroid
Health**

Introducing the e-Diva virtual assistant for dementia carers

Caring for someone with dementia can sometimes be overwhelming and isolating, especially when caring responsibilities make it challenging to maintain social connections and reach out for support.

To address this, a new initiative known as e-DiVA has been developed by the National Ageing Research Institute (NARI) and Swinburne University of Technology to both educate and support carers to reduce the burden of care and improve their mental health and well-being.

Co-designed and tested with over 200 informal carers, care workers and clinicians, e-Diva's virtual assistant provides 24/7 personalised video guidance for managing dementia symptoms from the comfort of your own home.

Built on the World Health Organisation's evidence-based iSupport program, here are just some of the ways the platform can support carers:

- Carer-to-carer messaging functions with the ability to create group chats and connect with others in a similar situation about specific topics
- Culturally tailored content available in multiple languages (coming soon)
- Engaging online mini-courses designed to provide practical tips and how-tos to help you manage changes in behaviour
- An easy to use service locator to help you navigate all of the local resources that are available to you

With carers emphasising their need for relatable information that reflects their everyday realities and is easily accessible, e-Diva's voice activated features make it easy for people of all digital abilities to navigate.

To learn more and register for a free account, visit the link below:

<https://ediva.org/>



Free online events for carers!



July 11th - Headspace meditation and mindfulness for busy carers

Throughout this gentle series, carers will be guided through a nurturing meditation designed to quieten self-judgement and cultivate kindness towards yourself, just as you are. [Learn more >](#)

August 5th - 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 >](#)

August 6th - 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 >](#)

August 20th - Dementia Australia - Understanding changes in behavior

This session provides an introduction to dementia and changes to the brain, effects on behaviour and the impacts of changed behaviour. It will introduce problem solving models, including tips and strategies to minimise and respond to changed behaviour. [Learn more >](#)

August 21st - Activities to engage someone living with dementia

This practical session assists carers looking after someone at home to plan meaningful and engaging activities. It promotes independence and wellbeing by focusing on what the person with dementia can still do. [Learn more >](#)

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

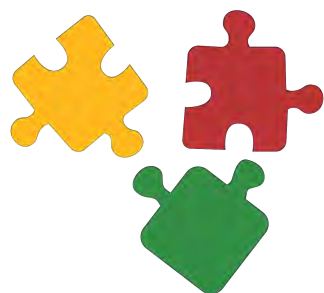
<https://goodthingsaustralia.org/learn/>

Word Search: helpful products for people living with dementia

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

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

- Memory** clock •**robo** pets •**Silver** memories radio •**adaptive** clothing
- Aqua** paints •**sensory** stimulation products •**medical** ID •big **button** phone
- sensor **lights** •**reminiscence** products •Falls prevention **insoles** •GPS **pendant**





5-IN-1 LEAK & ODOUR PROTECTION

NEW



DESCRIPTION

DEPEND® Shields

DEPEND® Guards Level 2

DEPEND® Guards Level 3

ABSORBENCY

90ml

535ml

650ml

SCAN HERE
FOR YOUR
FREE SAMPLE





NOW WITH UP TO 12-HOUR LEAK & ODOUR PROTECTION



	DESCRIPTION	SIZE	WAIST SIZE	ABSORBENCY
Womens	DEPEND® REAL FIT® Underwear	Medium	71-102cm	920ml
	DEPEND® REAL FIT® Underwear	Large	97-162cm	920ml
	DEPEND® REAL FIT® Underwear	X-Large	122-162cm	920ml
	DEPEND® REAL FIT® Underwear Super	Medium	71-102cm	1320ml
	DEPEND® REAL FIT® Underwear Super	Large	97-162cm	1320ml
	DEPEND® REAL FIT® Underwear Super	X-Large	122-162cm	1320ml
	DEPEND® REAL FIT® Night Defence Underwear	Large	97-162cm	1350ml
Mens	DEPEND® REAL FIT® Underwear	Medium	71-102cm	1320ml
	DEPEND® REAL FIT® Underwear	Large	97-162cm	1320ml
	DEPEND® REAL FIT® Night Defence Underwear	Large	97-162cm	1350ml

NEW LOOK, EVEN BETTER PROTECTION

*Up to 12 hours.
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SCAN HERE
FOR YOUR
FREE SAMPLE

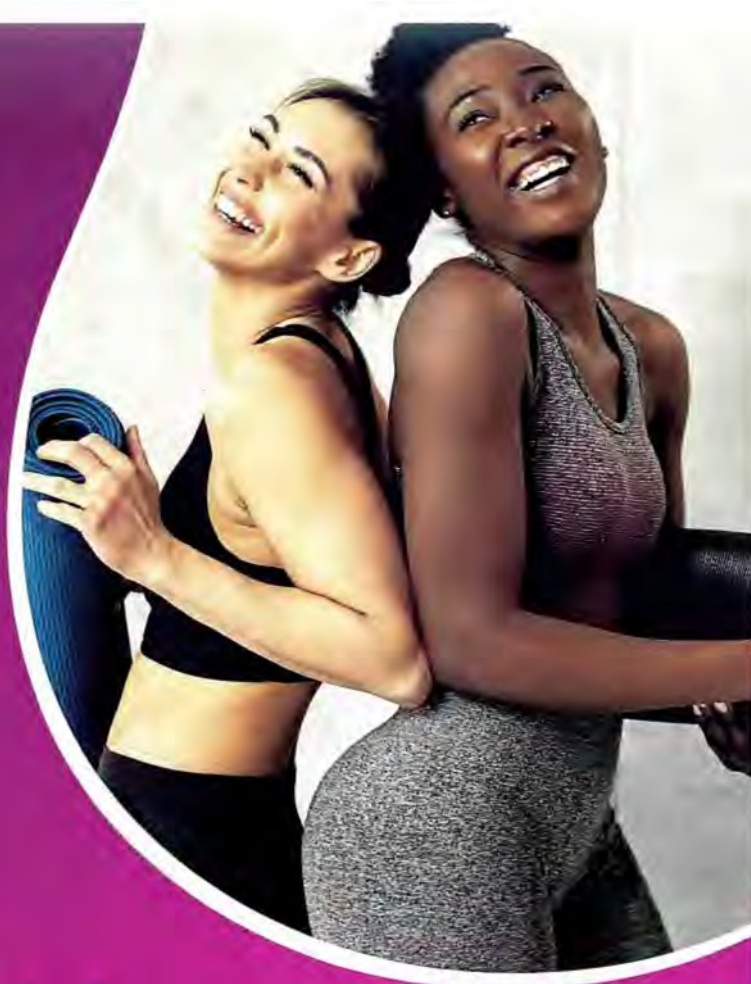


NEW



POISE®

LiveFree™



WEAK BLADDER? TRY OUR NEW ULTRATHIN PADS

5X Drier than Leading Period Pads

12 Up to **12 hour odour** protection

 Unique **INSTA ABSORB™** Zone

 **Anti-Leak** Guards

 Available in **Wings** and **No Wings**

POISE® LiveFree™
Regular Pad 14 no wings
Absorbency: **110ml***
Length: **240mm**

POISE® LiveFree™
Regular Pad 14 with wings
Absorbency: **110ml***
Length: **240mm**

POISE® LiveFree™
Super Pad 12 no wings
Absorbency: **150ml***
Length: **280mm**

POISE® LiveFree™
Super Pad 12 with wings
Absorbency: **150ml***
Length: **280mm**



SCAN HERE
FOR YOUR
FREE SAMPLE



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 friendships
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!

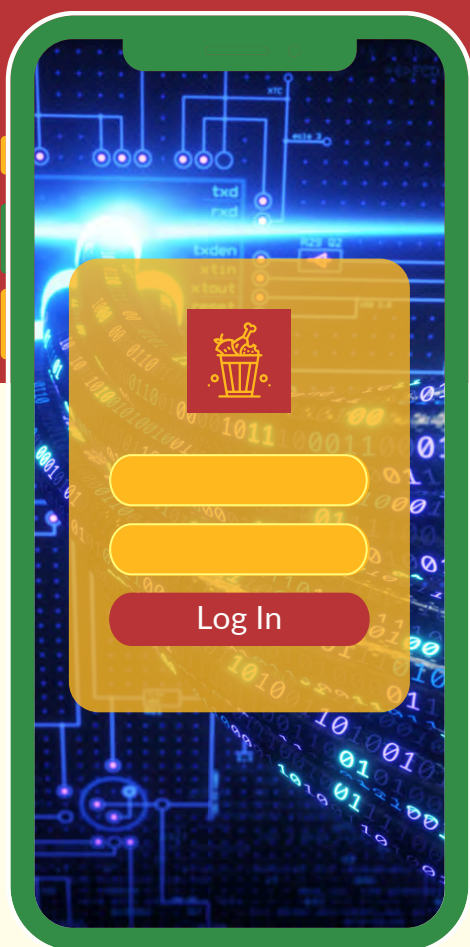


AT YOUR SERVICETM
HOME CARE
HOME CARE DONE RIGHT

Tickets are \$15 a session including a light afternoon tea

JOIN OUR IT GROUP

DISCOVER, CONNECT, AND LEARN—
TOGETHER!



DETAILS

Date: 29/07/2025

Time: 3:00pm

Address: 39 Mogul Court,
Deer Park, VIC, 3023

Come and be part of our Seniors IT Group, where you can explore the world of information technology in a welcoming and supportive environment. Connect with others, share experiences, and learn new skills together!

If interested RSVP to
our contact below:



1300 952 860



ays@cumberlandmanor.com.au



AT YOUR SERVICETM
HOME CARE
HOME CARE DONE RIGHT

SOCIAL EVENTS CALENDAR



IT Group

Learn everyday tech in a friendly, no-pressure space—phones, emails, online safety and more. Everyone's welcome!

JULY
29



Daffodil Day Morning Tea

Join us for morning tea on Daffodil day with a selection of yummy high tea foods

AUGUST
22



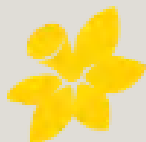
Fathers Day Lunch

Celebrate the special men in our lives with a delicious meal, uplifting entertainment, and great company.

SEPT
5

More event details to be released
closer to the event date

RSVP TO 1300 952 860



Cancer Council
Daffodil Day



You're invited to our

Daffodil Day Lunch

Aug	Wed 21	2025
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11:00 am - 2:00pm

1 Thomas Street, Laverton, VIC,
3028

RSVP : by 14/08/2025 to your Care
Manager or office at 1300 953 860



You're invited to our
Daffodil Day
Lunch



Join us for a warm and meaningful Daffodil Day Community Lunch in support of cancer awareness and hope. Enjoy a delicious meal, great company, and uplifting conversation as we come together to honour those affected by cancer and celebrate the strength of our community.

Cost:

\$55 – AYS Members | \$60 – Non-Members
(can be taken out of your funding)

All are welcome — bring a friend or come along
and connect with others in a relaxed, friendly setting. A portion of the proceeds will support the Cancer Council's Daffodil Day appeal.

Let's share stories, smiles, and support — all over a beautiful lunch.



AT YOUR SERVICETM
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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!

