

Newsletter

Issue 14 | 2025



AT YOUR SERVICE

HOME CARE

HOME CARE DONE RIGHT



HEARING TESTS FROM HOME



WHAT'S INSIDE

- HOME CARE FEE RELIEF
- NEW REGISTERED SUPPORTER ROLE FOR OLDER PEOPLE
- HEARTWARMING DEMENTIA DOCUMENTARY

Everybody's Oma: One family's heartwarming dementia journey

When 'Oma's' son Jason (an experienced filmmaker who is obsessed with making home videos of his family) realised he was losing his mum to dementia, he decided to do something.

Faced with the harsh reality of lockdowns during COVID, he knew his mum was missing out on one of her favourite things to do = grocery shopping. So knowing how important it is to keep up a routine, he decided to recreate the shopping experience at home by [setting up a mini supermarket](#).

It was only when they posted a video of their family setting up the makeshift supermarket on Facebook, that the story went viral. Featuring on Good Morning America, as well as multiple European news outlets, they accidentally turned Oma into an international celebrity. Suddenly, 100 million people were watching the goings on in their house, and they discovered 'Oma' loved the camera!

Both heartwarming and heart wrenching, this is an unforgettable story of a family who comes together whilst beautifully falling apart.

Originally featuring only at film festivals around Australia, this multi-award winning documentary is now available to watch from the comfort of your own home on both Stan and DocPlay (with the latter offering a free trial):

<https://www.everybodysoma.com/screenings>

And if you're a current or former carer of a loved one with dementia, the team have now launched "The Guilty Carer" podcast. Raw and messy, each episode features unfiltered stories of what it's really like to navigate one of the hardest gifts of love.

<https://theguiltycarer.buzzsprout.com/>

Listeners are also invited to join their new Facebook group, created for carers to discuss the podcast:

<https://www.facebook.com/groups/1286030179276946/>



New 'Registered Supporter' role

Every person has the right to make decisions about their life, including the support and services they receive from aged care. A significant change being introduced by the new Aged Care Act is that every older person is presumed to have the ability to make decisions regarding their own care.

Some older people may want or need support in making these decisions. Supported decision-making involves providing assistance to older people so they can make and communicate their own decisions while maintaining control over their lives.

When the new Aged Care Act comes into effect on 1 November 2025, older people can choose who will support them in making decisions, should they wish or require assistance. These supporters can be 'Registered Supporters'.

Not every older person will seek or need support from someone else, and many may feel adequately supported by their caregivers and other significant people in their lives, without requiring those individuals to become registered supporters.

To help you decide in advance whether you would like to register a person (or persons) to be recognised in helping you make decisions, we have outlined the role of a registered supporter.

Registered supporters can help an older person make and communicate their own decisions regarding aged care. Whilst some registered supporters may also hold guardianship, enduring power of attorney, or similar roles, becoming a registered supporter will not provide a person with decision-making authority over the older person. The important distinction is that the role of a registered supporter is to assist the older person in making their own decisions.

Having a registered supporter will not prevent an older person from performing tasks themselves. The older person can continue to request, receive, and communicate information and make their own decisions.



Currently, older people can have people registered with My Aged Care to support or act on their behalf. These relationships are known as regular representatives and authorised representatives. These arrangements will remain unchanged until the new Aged Care Act commences.

However, to prepare for the new registered supporter role, older people and their representatives may wish to review their existing relationships within My Aged Care.

- Most representative relationships in My Aged Care will undergo changes to align with the new Aged Care Act. Regular and authorised representatives active in My Aged Care as of October 31, 2025, will be referred to as 'registered supporters' starting November 1, 2025.
- If an older person has a regular or authorised representative active in My Aged Care on October 31, they will automatically become a registered supporter under the new Aged Care Act. This transition ensures that older people seeking or receiving aged care services will continue to have decision-making support.
- Regular representatives, authorised representatives, and older people with regular representatives can opt out of becoming or having a registered supporter until October 31 (or at any time in the future) by contacting My Aged Care on 1800 200 422.

As your approved provider, we respect your right to be actively involved in decisions relating to your care, so we will have steps in place to make sure you are consulted and listened to.

It will be important for us to know who your supporters are and what role they play, to make sure your rights are respected, and that any decisions involve you and them in accordance with the responsibilities and obligations of registered supporters under the future Aged Care Act.

Part of our information collection process will involve us asking about any registered supporters so we all know how best to support you to continue to make decisions about your care.

We will provide you with more details and information about these important changes over the coming months.

Sound Scouts: A simplified at-home hearing test app



Did you know that unmanaged hearing loss not only makes conversations harder but can also affect your balance and spatial awareness?

While around 70% of people over the age of 70 experience some level of hearing loss, many older Australians may not realise their hearing is declining. You might catch yourself turning the TV up, asking people to repeat themselves, or struggle to hear in noisy places. If any of this sounds familiar, it could be time for a hearing check.

And this is where the award-winning Sound Scouts app can help.

Sound Scouts is a simple, low-cost, clinically proven hearing check app that you can download onto a mobile phone or tablet and use from the comfort of your own home. A quiet place and a set of decent quality headphones or earbuds is all that's needed, and the test only takes around 10 minutes to complete.

While it's recommended to ask a family member, friend or carer to assist with the initial setup, the test itself is very easy. You simply tap or swipe the fun, interactive screen when you hear a sound!

If a hearing issue is detected, you'll receive a report to share with your GP, as well as suggestions on what to do next, which may include visiting an audiologist.

The test is currently available in English, Mandarin and Spanish and can be downloaded from the website below:

<https://www.soundscouts.com/au/>

Early detection means you can take action, and you may also be eligible for assistance through the Hearing Services Program:

<https://www.health.gov.au/our-work/hearing-services-program/accessing>



Home Care Fee Relief - Financial Hardship Assistance

For many years, the government has published a contribution rate for all home care package (HCP) consumers known as the Basic Daily Fee. However, only a very small number of full Age Pensioners pay this fee.

The decision on whether a person pays a Basic Daily Fee is made between the consumer and their provider, with no involvement from the government, and a person's home care package funding is not affected by whether or not they choose to pay this fee.

However, different rules apply to people with an income exceeding the full Age Pension who are deemed by Services Australia as able to pay an Income-Tested Care Fee. This fee is not negotiable, and a person's home care package funding is reduced on a dollar-for-dollar basis based on how much they need to pay.

Now, or in the future, if you find yourself unable to afford your home care fees due to circumstances beyond your control, the government offers a scheme to assist individuals experiencing financial hardship.

Each case is assessed on an individual basis, and if you are eligible, the Australian Government will pay some or all of your fees to help you get the care you need. To be eligible for financial hardship assistance, you must meet certain criteria. You will **not** be eligible if you:

- have not completed an aged care means assessment (a calculation of your cost of care)
- have assets valued at more than \$44,811.00 (excluding unrealisable assets)
- have gifted more than \$10,000 in the previous 12 months, or more than \$30,000 in the previous 5 years.

Services Australia manages all financial hardship applications and can be contacted on 1800 227 475.

Or visit My Aged Care for more information:

<https://www.myagedcare.gov.au/financial-hardship-assistance>



Can my package pay for a stair lift?

Most people prefer to age in their own homes, but this can be challenging if they cannot move around safely. It can be particularly difficult if your home has internal or external stairs to navigate.

Stairlifts are a popular solution for individuals who struggle to use stairs safely. They can be an excellent investment to help a person maintain their independence and potentially reduce their reliance on others. Most people would prefer to remain living in a familiar environment within their local community, and we know this is often very important for a person's overall well-being.

Did you know that there are custom stairlifts designed for various stair types and different physical abilities? These include models for both indoor and outdoor use as well as seated and standing options. For many older adults, the thought of moving house because they can no longer manage stairs can be daunting, not to mention the high costs associated with relocating.

If you have stairs and are finding it difficult to access certain areas of your home safely, we can arrange for an occupational therapist to assess your situation and help identify solutions to any access barriers. Initially, they may suggest alternatives, such as relocating a bedroom to the ground floor or using a different entrance, but we know this is not always possible or practical.

If your difficulty with stairs is related to an age-related condition, installing a stairlift may be one of the recommended solutions. We will work with you to explore whether your package funds can contribute to this solution, helping to reduce risks and increase your independence at home.



Health Spotlight: Influenza

Most of us can remember at least once in our lives when we have experienced the flu! Remembering how dreadful it was often gives us the motivation to try to protect ourselves from going through it again.

However, despite knowing the risks, the Royal Australian College of General Practitioners has reported a steady decline in the number of people aged over 65 getting the flu vaccination each year, leading to an increase in presentations to doctors and hospitals for older people with flu-like symptoms.

They are warning that 2025 is likely to have the highest number of flu cases on record! Older people living with heart disease, kidney disease, diabetes, or a chronic lung condition such as asthma, are at higher risk of complications associated with the flu.

The flu is very contagious and spreads through droplets from your nose and throat, especially by coughing or sneezing. Symptoms may include fever and chills, cough, sore throat, sneezing and stuffy or runny nose, tiredness, headache, muscle aches and joint pains.

Most people will get better without medical treatment and by getting plenty of rest, staying well hydrated and keeping warm.

According to the Australian Government's Health Direct website, the most effective way to prevent influenza is to receive a flu vaccination annually and it is available for free for people aged over 65.

If you need assistance, you can use your home care package to help you get to and from medical appointments, either with a support worker to escort you, a volunteer driver or we can supply you with a CabCharge voucher to use at your convenience.

You can also find your nearest flu vaccine provider via the link below:

<https://www.healthdirect.gov.au/australian-health-services/all-services/influenza-flu-vaccine/1633181000168107>



**Health spotlight:
Influenza**

OPAN Presenting Issues Report

Each year, the Older Persons Advocacy Network (OPAN) collects data and publishes a report based on its interactions with older people across Australia.

In the 2023-2024 period, OPAN's State and Territory organisations reported receiving 44,000 requests for advocacy and information support from older individuals, their families, and other representatives. This marks a 20% increase from the previous year, with two-thirds of the advocacy requests initiated by older people themselves.

Advocacy is not only about helping older people with complaints; it also involves identifying common themes and issues that negatively affect older people's well-being and hinders their rights to live a dignified life on their own terms.

The key themes from the latest OPAN report once again highlight that the most common issues for older people when dealing with their home care providers revolve around poor communication, a lack of information, and insufficient support in making choices and decisions.

We pay close attention to reports like this to gain a broader understanding of the perspectives of older people and to implement strategies that prevent these types of issues from arising within our organisation.

We are committed to ensuring that all our staff and contractors uphold the rights of our consumers at all times and expect them to follow our policies regarding communication, responsiveness, and complaints handling.

If you have any concerns regarding how we address your issues, please reach out to us so we can work together to resolve them.

You can contact OPAN at 1800 700 600 if you are seeking information about their advocacy services.

<https://opan.org.au/presenting-issues/>



Free online events for carers!



June 17th - Online safety, identifying scams + security tips and tricks

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 >](#)



June 24th - 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 >](#)

June 27th - National Gallery Australia - Art and dementia online

This is a social and creative program for people living with dementia and their carers from across the country, that engages participants with the National Gallery's collection through discussion and art making. [Learn more >](#)

July 2nd - Frontotemporal dementia - Carer Conversations

Designed for carers who are supporting someone living with frontotemporal dementia, Carer Conversations is an opportunity to meet other carers and share your experiences in a group setting. You'll also be provided with tailored advice from health professionals and consultants on behaviour support for the changes that may be occurring as a result of this diagnosis. [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 >](#)

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

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

Word Search:

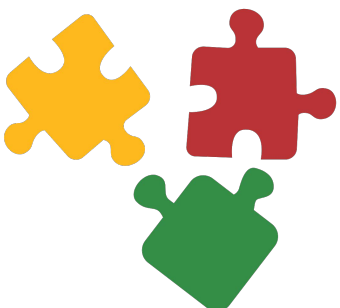
Nobel Prize international award



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

•**Nobel Prize** •**literature** •**medicine** •**physics** •modern **innovation** •**chemistry**
•**economics** •incredible **discovery** •**Laureate** •**science** •famous **invention**
•**contribution** •**achievement** •comprehensive **research**

Explore the topic: <https://www.nobelprize.org/>





THE BIGGEST MORNING
TEA



MOTHERS DAY



OUR RECENT EVENT



Mothers day



Biggest Morning tea & Lunch



Thank you to everyone who
joined our Mother's Day Biggest
Morning Tea and Lunch! Your
support and presence made it
truly special.





SOCIAL EVENTS CALENDAR



Christmas In July

Come celebrate with live music from Mario and Maxine, festive games, and a traditional Christmas lunch. Good company, great tunes, and plenty of cheer await!

JULY
25



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

More event details to be released
closer to the event date

RSVP TO 1300 952 860

YOU ARE INVITED TO OUR



Christmas in July Party

FRIDAY

25

JULY

AT 11:00AM - 2:00PM

1 THOMAS STREET, LAVERTON, VIC, 3028

TICKET IS \$60 WHICH CAN BE TAKEN OUT OF
YOUR HOME CARE PACKAGE

Come celebrate with live music from
Mario and Maxine, festive games, and a
traditional Christmas lunch. Good
company, great tunes, and plenty of cheer
await!

Let me know if you'd like to add RSVP
details or tailor it for print or email. Happy
to help polish it further! 🌲 ✨

RSVP by July 18
to Xandria or your Care manager at
1300 952 860

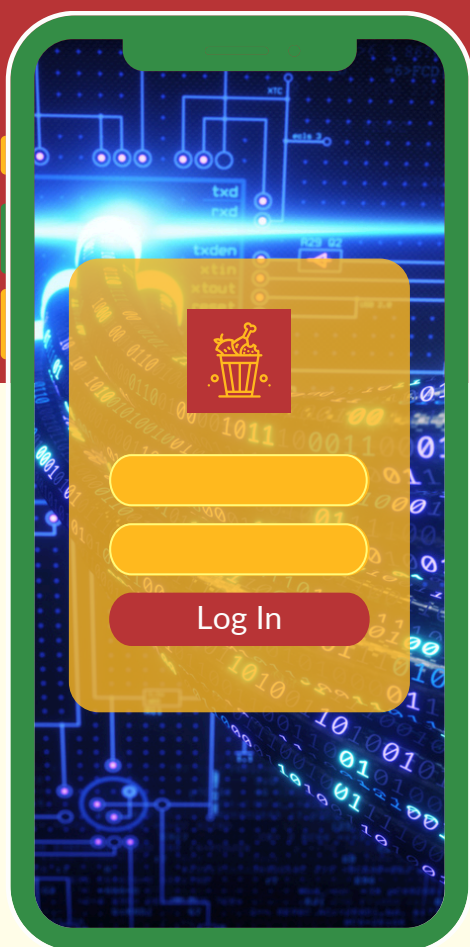


AT YOUR SERVICETM
HOME CARE
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Tickets are \$15 a session including a light afternoon tea

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

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!



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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!

