



Newsletter

May 2025

AT YOUR SERVICE
HOME CARE
HOME CARE DONE RIGHT



UPCOMING CHANGES TO HOME CARE



WHAT'S INSIDE

- VIDEOPHONE FOR SENIORS
- CAN MY PACKAGE PAY FOR PURSUING MY HOBBIES?
- IMPORTANT CHANGES TO PRICING FOR HOME CARE
- CHANGES TO CARE MANAGEMENT ACTIVITIES

CareWindow videophone

While nearly 90% of Australians now own a smartphone, the more features they come with, the trickier they can be to use. As well as being difficult for people living with cognitive challenges, they are also difficult for anyone who has limited dexterity or low vision.

With this in mind, the founders of **CareWindow** created a communication device that required no physical interaction, enabling them to stay connected with their father, who had lost the ability to use a phone.

Co-designed with carers, nurses and OTs, this iPad sized accessible video calling device makes staying connected to family and friends easier than ever.

Here are just some of the features:

- Zero touch automatic answering
- The ability to initiate video calls with just one touch, without the need for tricky sequences
- Remotely updated so you'll always have the latest features
- "Do not disturb" mode and customisable options for the time of day incoming calls are allowed
- Fall proof, spill proof and knock proof, eliminating the fear of accidental breakage
- Screen can also be used as a photo gallery or a large font-size day clock
- Available in English, Mandarin, Spanish and Hindi, with Greek, Italian and Polish coming soon.

Backed by top-notch cybersecurity features such as the camera privacy swivel and the family and friends app, means you can say goodbye to those pesky scam calls for good!

If you have difficulty using or communicating with others using a standard mobile phone, please speak to us about **CareWindow**.

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



Key name changes coming to home care

Many changes are coming our way with the commencement of the Support at Home program on 1 July 2025. Some of the simple but meaningful changes relate to the changes in terminology. Here are some key name changes you should be aware of:

From: Home Care Packages Program —→ To: Support at Home Program

From 1 July 2025 all home care packages consumers will be automatically transferred to the newly created Support at Home Program. The new program name change reinforces the ongoing preferences of older people to age in their homes with appropriate and timely support. We will continue to be your approved provider and manage the package financials on your behalf.

From: Care Manager —→ To: Care Partner

This represents a significant shift in the relationship between the provider and the person receiving care. Whilst Care Management will remain a core component of the program, your relationship with us will be more collaborative. We will partner with you so you are more involved in making decisions about your care, giving you more autonomy and a sense of independence and control.

From: Consumer —→ To: Participant

Older people have given feedback to the government that they want strengthened rights and to be more involved in decisions relating to their care at home. Some consumers want to rely less on their Care Partner by taking on some aspects of organising their care and services but everyone will continue to have the safeguards of having a Care Partner to assist them when they need it.

Please let us know if you have any thoughts on how you would like to be more involved in your care. 😊



Do you have electronic copies of your important documents?

With the idea of predictable '*disaster seasons*' becoming almost non-existent, many of us aren't prepared for the legal problems that can occur after a disaster strikes.

We take it for granted that our many forms of identification needed to prove who we are, where we live and what we own/owned are always available. Unfortunately unless you've made digital copies, this is often the first barrier people face, at a time when extra stress is the last thing you need.

And with over 70% of Australians now living in areas impacted by natural disasters such as storms, floods or bushfires, it's important that all of us are prepared for the potential legal complexities that can occur after an emergency.

Not to mention that with around 20,000 house fires each year, natural disasters aren't the only reason people lose access to important documents.

Understanding that a key part of recovery after a disaster is connecting to services and support, is exactly why Get ePrepared was created.

Developed by Justice Connect, (in partnership with Telstra) and co-designed with Australians who have been impacted by disaster, Get ePrepared is a free online tool to help you create electronic copies of essential documents, in case you ever need them.

Designed for people of all digital abilities (with at least half their users being 65+), it provides step by step guidance on figuring out which documents you should make electronic copies of, where to store the documents, and the pros and cons of the main storage options. Simply visit the link below to get started.

<https://justiceconnect.org.au/help/get-eprepared/>

If you're ever affected by a disaster, you may also be eligible for free legal help from Justice Connect's network of over 10,000+ pro bono lawyers:

<https://justiceconnect.org.au/disasters/>



Important changes to pricing for home care

Fees, charges, prices and costs are commonly discussed in the context of delivering and receiving home care. It can be confusing to know what they mean on a personal level for consumers, so this article aims to explain some of the pricing changes that are going to occur from 1 July 2025.

Every year, home care providers will increase the fees they charge to a person's home care package, and this is often accompanied by an increase in the hourly rate charged by providers for care and services. The increase varies from one provider to another because providers can set their own prices independently of the government.

The reasons our service prices increase may include:

1. Government increases the home care subsidy rates
2. Award wage rises for the aged care workforce
3. Increases based on the Consumer Price Index (CPI) or other factors outlined in our Home Care Agreement
4. Business and staffing costs that exceed CPI indexation
5. Starting 1 July 2025, a new government requirement that mandates all home care providers include administrative costs in their hourly service rates.

Additional ways the government policies and aged care reforms influence provider pricing include the introduction of changes to allowable home care fees from 1 July 2025.

The new Support at Home program changes the fees that providers can charge against a person's home care funding:

- Care Management fees will be set at 10% of your quarterly budget
- Package Management fees will be removed as a separate charge



As a result, all participants (consumers) will have 90% of their funding available to spend on care and services. Package management costs will be incorporated into each hourly rate for services, meaning that each hourly rate or product cost will encompass not only the service itself but also a share that covers the provider's administrative costs, travel expenses, back-office expenses, scheduling, compliance activities and more.

Things to know:

- Increases in hourly rates for services often coincide with an increase in your home care package daily subsidies. So, any increase in our service prices is typically matched by an increase in your overall package value.
- Until 30 June 2026, home care providers will continue to set their own prices for services including nursing, personal care, domestic assistance, light gardening, and many more. From 1 July 2026, the government will set the prices instead.
- The new government rule to remove package management fees as a separate charge means changes in revenue options for providers. Consequently, hourly rate increases will be the only way for providers to cover their operating costs.

Consumer Agreement on Price Changes:

Home care package providers are accustomed to the government requirement of notifying consumers about price increases and obtaining their agreement before the price changes take effect. It's important to note that these price changes are not out-of-pocket fee increases for consumers, and it is our hope that you will agree to the proposed price changes.

We will inform you of any proposed price increases in accordance with government regulations. This includes providing details about the reason for the price increase, offering sufficient notice (at least 28 days), seeking your consent to modify the pricing agreement, and presenting ways to minimise any impact of the price rises on your care and services.

You can also download the fact sheet below:

<https://www.health.gov.au/resources/publications/consumer-protections-for-support-at-home-prices-fact-sheet-for-participants?language=en>



Care Management activities

Most approved providers are busy working out how their Care Partner arrangements will be delivered under the new Support at Home program. Most of the activities of Care Management are the same or similar to the home care packages program (see table below), however, there may be some adjustments to how they are delivered and by whom, to account for the new pooled 10% Care Management quarterly budget arrangements.

From 1 July 2025, all Support at Home participants will automatically contribute 10% of their quarterly budget to their provider's pooled Care Management Fund, held by Services Australia. Care Partners deliver care management activities in order to claim the funds from Services Australia.

Providers will claim Care Management activities that were delivered either directly with you, or on your behalf, by our team, however specific activities will not be itemised on your Support at Home monthly statement.

Care planning	<ul style="list-style-type: none">• Identifying and assessing participant needs, goals, risks, advance care plans, and ongoing supports• Developing and reviewing care plans, and reviewing agreements
Service planning and management	<ul style="list-style-type: none">• Communication and coordination with workers and others involved in the delivery of services and participant care• Supporting cultural preferences and needs• Budget management and/or oversight
Monitoring, review and evaluation	<ul style="list-style-type: none">• Engaging in ongoing care discussions and case conferencing• Monitoring and responding to changing needs and emerging risks• Evaluating goals, service quality and outcomes
Support and education	<ul style="list-style-type: none">• Supporting participants to make informed decisions and respecting their right to take risks• Supporting and integrating wellness and reablement approaches• Providing independent advice, information and resources• Health promotion, information and education• System navigation and linking to additional supports• Enabling participant views & complaints to be heard and escalated

We will provide you with more information about our future Care Partner and Care Management approaches, so you know what to expect from us once we commence the Support at Home program.

Can my package pay for: Pursuing my hobbies?

Many of our consumers have pursued hobbies throughout their lives and are keen to continue these activities as they age. We are often asked whether a person's home care package funding can be used to pay for participation in hobby-related activities, so we have investigated what expenses can and cannot be covered.

Over time, the flexibility to cover certain costs has been scrutinised by the Department of Health & Aged Care, resulting in clearer guidelines regarding hobby-related expenses.

Generally speaking, home care package funds cannot be used to pay for items that everyone, regardless of age, would typically need to cover from their general income. This includes recreational and sporting equipment, garden supplies and tools, arts and crafts supplies, educational activities, classes, memberships or events.

So, what can your package pay for in relation to social engagement activities that enhance your enjoyment and participation in life?

Firstly, any care and services must be identified through our assessment process or by professional recommendation and be included in your care plan and budget. Here are some examples of what may be covered:

- Social support from a worker to assist with activities related to your hobbies
- Organised activity programs specifically designed for older adults
- Activities or programs targeted at ageing-related health conditions
- Transport to access community-based activities

We are here to work with you to identify the most helpful and enjoyable ways to meet your social needs and preferences. Please reach out if you would like to discuss your options.



Living with Dementia: Spotlight on Apraxia

Apraxia refers to a loss in voluntary motor skills that affects the ability to perform purposeful movements or familiar tasks.

In practical terms, for people living with dementia, having Apraxia may mean they struggle with activities like walking, dressing themselves, eating, brushing their teeth, or using everyday tools or utensils, due to problems with movement planning and sequencing.

If you or the person you're caring for is experiencing Apraxia, here's what you can expect from us:

Assessment: We will ensure you have an assessment for your eligibility for the additional 10% HCP Dementia and Cognition Supplement and schedule regular reviews to monitor whether your services are meeting your changing needs.

Care Plan: We will ensure your goals are well articulated and adequate time is included for your services so you do not feel rushed or pressured. We may suggest you increase the frequency of services to help you at home.

Budget: We can allocate package funding for Assistive Technology to support your independence and safety, such as adaptive clothing, equipment and functional everyday living and lifestyle items.

Support workers: For individuals with complex needs, support workers may require additional training. Support workers should be trained to provide gentle guidance, allow extra time for tasks, break complex tasks into simple, manageable steps, and encourage independence by helping you do as much as you can for yourself.

From 1 July 2025, there are changes coming to the way home care is funded and delivered, so if this affects you, we will discuss ways to ensure your package remains relevant to meeting your care needs.



Allowable payments after unexpected HCP exit

One of the key features of the Home Care Packages (HCP) program is the flexibility it offers in using funds to meet an individual's care needs. We often partner with consumers to plan ahead and allocate HCP funds in advance for modifications, equipment, or other necessary items.

Unfortunately, there are situations where a consumer may exit their package due to death or relocation to residential care before a modification or purchase is finalised. In such cases, the Department of Health and Aged Care provides guidance to help us determine the next steps, emphasising the importance of having a written agreement in place.

✓ **Formal written agreement in place with us before you exit:**

- If you have a formal written agreement with us confirming the plan, budget, payment arrangements, suppliers, and other details, we can complete the work or purchase in accordance with the agreement within 70 days of your exit date.

✗ **No formal written agreement with us before you exit:**

- If there is no formal written agreement with you, or if you have purchased, pre-paid, committed to, or started work without our approval, we cannot use unspent package funds to reimburse you or pay suppliers or contractors to finalise the work or purchase.
- If you (or a representative on your behalf) have completed and paid for the work or purchase before exiting the HCP program, we cannot modify your care plan or accept a retrospective request for reimbursement from your representatives or estate, regardless of the balance of your unspent funds.

It's important to note that if a consumer voluntarily decides to transfer to another HCP provider before finalising the agreed process, their unspent HCP funds will be quarantined for up to 70 days, and reimbursement agreements will not transfer to the new provider. Therefore, it is advisable to finalise the agreement process with us before making a transfer.

Free online events for carers!



May 15th - 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 >](#)

May 23rd - 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 >](#)

June 3rd - Strong boundaries, strong carers

This workshop will explain why strong boundaries are important and how they protect carers, and will provide practical strategies to protect your sense of self and wellbeing. [Learn more >](#)

June 10th - 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 >](#)

June 25th - 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 >](#)

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

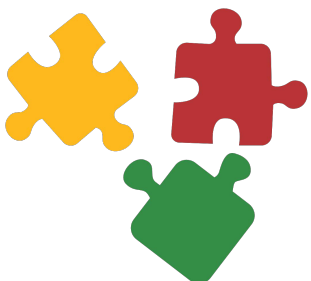
<https://goodthingsaustralia.org/learn/>

Word Search: Australian public holidays



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

• **Australia** Day • **New** Year's Day • Good **Friday** • **Adelaide** Cup **Day** • **Labour** Day
• **Easter** Monday • **Anzac** Day • **Christmas** Day • King's **Birthday** • **Melbourne** Cup
• **AFL** Grand **Final** Friday • **Boxing** Day



Ref: <https://publicholidays.com.au/>



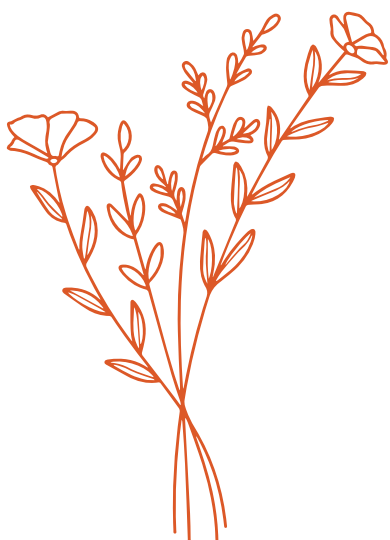
Pride Month



BINGO & AFTERNOON TEA



\$35 PER TICKET
(GROUP OF 4+ PEOPLE
DISCOUNTS AVAILIABLE)
RSVP BY 3/02/2024



JUN | 13 | 1:30PM

RVSP TO YOUR CASE MANAGER
OR XANDRIA - 1300 952 860



AT YOUR SERVICETM
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SOCIAL EVENTS CALENDAR



Pride Month Bingo & Morning Tea

Join us for a fun session of bingo with prizes, light afternoon tea included

JUNE
13



Christmas In July

Join us for a Christmas In July Lunch!

JULY
25



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



SUPPORT AT HOME PROGRAM INFORMATION SESSIONS

RSVP TO 1300 952 860

Information session about the upcoming transition from Home Care package to Support at Home Program from 1st July

JUNE
3

Time: 1:00pm

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

JUNE
5

Time: 11:30am

**Address: 49 Valepark
Cres Cranbourne**

JUNE
10

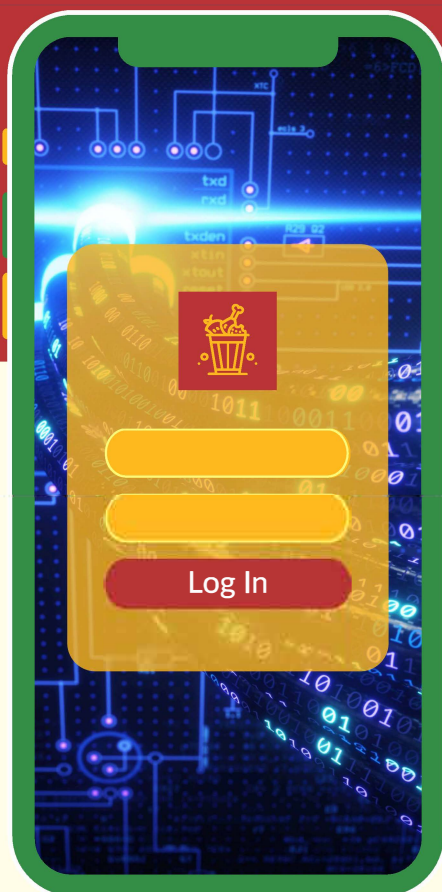
Time: 1:00pm

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

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

JOIN OUR IT GROUP

DISCOVER, CONNECT, AND LEARN—
TOGETHER!



DETAILS

Date: 24/06/2025

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