



February 2026
Newsletter

AT YOUR SERVICETM

HOME CARE

HOME CARE DONE RIGHT



PRESERVING IMPORTANT MEMORIES



WHAT'S INSIDE

- CAN MY BUDGET PAY FOR TRANSPORT COSTS?
- SUBSIDISED HEARING AIDS
- DANCE FOR PARKINSON'S
- FREE EVENTS FOR CARERS
- ENDING AGEISM

Shoebox scans: Preserving your most important memories

If you're like most of us, you have a lifetime of memories safely tucked away in boxes waiting to be sorted 'some day'. And while some photos remain in the 'some day' queue, others might be neatly laid out in a photo album.

But what you might not have known, is that precious photos left in old photo albums can deteriorate over time.

Whether it's the acid based envelopes they're stored in, the sticky material used in many old photo albums, UV light or even air pollutants, all of these can be bad news for your photos.

This is where shoebox scanning services can help.

If you've never heard of shoebox scans, they are a fabulous way to turn those boxes of unsorted photos into memories for generations to come - before they deteriorate or become damaged.

You simply take (or mail) your photos to one of the shoebox scanning services and their high-speed auto scanners will digitise your photos and transfer the copies to either a USB or CD.

And if you have delicate, torn or damaged older photos, all is not lost. These photos can be manually scanned and digitised too, but they won't be suitable for the lower cost, high speed services.

If you do have photos that are aged or blemished, many stores can also restore photos *close* to their former glory with their photo retouching service.

To find a shoebox service, simply get in touch with one of the larger camera or photography stores near you. Or let us know and we'd be happy to help.



Can my quarterly budget pay for: Transport costs?

From time to time you may need some assistance to travel to and from appointments or other activities. The rules around whether your quarterly budget can be used to pay for transport can be complex, so here's a brief guide to explain under what circumstances transport costs may be covered.

Support at Home will only fund transport and personal assistance to help you to shop, visit health practitioners or attend social activities. The transport service must always be approved and aligned to your assessed care needs, be written into your care plan, and included in your quarterly budget.

Transport Type	Relevant Notes	In Scope?
Support Worker vehicle	Must be an approved service type in your Care Plan	Yes
Privately owned vehicle costs (i.e. registration, repairs, insurance, fuel)		No
Taxi	First, check eligibility for State-based taxi card schemes	Yes
Public Transport (bus, train, ferry fares)		No
Uber or other rideshare		Yes
Hospital / patient transport scheme	You may be able to access these programs	No
Volunteer driver programs (e.g. Red Cross)	You may be able to access these programs	No
Community Transport - CHSP	You may be able to access these user-pays programs depending on your funding level and care requirements	Generally No

- Transport is categorised as an Independence Support and attracts co-contributions from non-grandfathered participants.
- Fuel cards may be considered for participants living in very rural and remote areas where provider transport or taxis or State-funded hospital transport programs are not available.
- Rideshare services, such as Uber Health, are allowable using Support at Home funding. Talk to us about this option if you wish to know more.

Please get in touch with us for a chat about your transport needs.

Patient Assisted Travel Scheme subsidies

Living in rural, regional or remote areas of Australia can make it difficult and expensive if you need to travel long distances for essential medical support.

That's why it's good to know that each State and Territory have a Patient Assisted Travel Scheme (PATs) to subsidise the cost of travel and accommodation for eligible people.

Subsidies may be available to help with expenses such as accommodation, kilometres travelled and transport fares (bus, train or plane), though the subsidy rates and allowable options differ considerably from State to State.

A table outlining the different State and Territory subsidies and rules is available via this link:

<https://www.ruralhealth.org.au/wp-content/uploads/2024/09/PATS-Fact-Sheet-and-Guide-2025.pdf>

A list of options for the different types of patient transport services you can receive help with for each state and territory can be found here:

<https://www.carergateway.gov.au/transport-travel>

Most schemes also make provision for an escort to support the patient during their trip as long as the treating GP or specialist deems it to be necessary, so be sure to discuss this with your doctor before you make plans to travel.

Support at Home funds are not permitted to be used for long-distance travel and accommodation expenses, so we encourage you to talk to your doctor if you need to travel long distances for medical treatment to arrange an application on your behalf.



Asthma and Ageing

It might be surprising to know that, according to Asthma Australia, up to 1 in 7 people over the age of 65 are living with asthma and that it can develop for the first time, at any age.

They want all older people to be aware that feeling breathless is not necessarily a normal part of ageing, and ask that you take a moment to consider these possible screening questions below.

Do you ever:

- Get breathless, wheezy or hear a whistle sound when you breathe?
- Wake up coughing or wheezing?
- Feel tight in the chest?
- Struggle to keep up with your normal activity levels? Or have stopped some or all of your usual activities?

If you answered yes to any of these questions, it's very important to see your doctor, even if you've never been diagnosed with asthma in the past. Tell your doctor which symptoms you have, how often you have them, if they stop you doing the things you enjoy, and what makes the symptoms go away.

Your GP can ensure you get the right diagnosis and treatment for your particular needs and develop a written Asthma Action Plan.

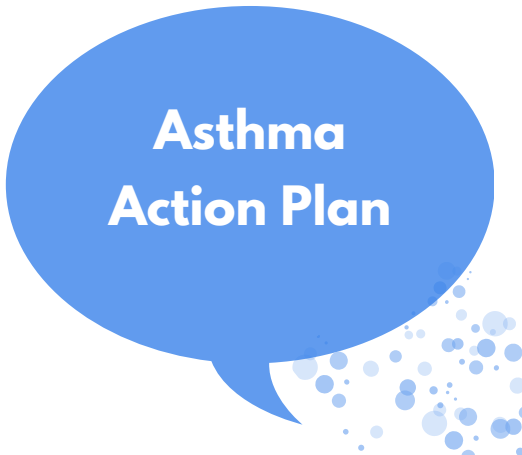
We ask that you provide us with a copy of your Asthma Action Plan so we can ensure asthma is listed in your assessment of care, and we'll share it with your care workers and others involved in your day-to-day services. We will also partner with you and support you to achieve good control of your symptoms and live well with asthma.

For more information, visit the Asthma Australia website:

www.asthma.org.au

Let us know if you need assistance to download this resource for older people living with asthma:

[Asthma and Seniors Resource Download >](#)



**Asthma
Action Plan**

Sensory stimulation products for people living with dementia

While sensory stimulation plays an important part in our ability to make sense of the world around us, for people living with advanced dementia the impact on the brain's ability to process the 5 senses (sight, smell, taste, hearing and touch) can lead to confusion and anxiety.

This is where creating the right sensory experience through the use of different textured objects such as fidget blankets and activity aprons, can help reduce agitation and improve the wellbeing of people with dementia.

While hand muffs and blankets provide warmth and reassurance, the addition of different tactile objects such as zips, buttons and ribbons have been designed to keep restless hands busy and can also help to maintain hand-eye coordination.

From soft and comforting, to tactile and brain stimulating, here are just some of the sensory products available:

- Fidget blankets
- Sensory aprons
- Fidget cushions
- Hand muffs
- Fiddle bags
- Twiddle pets

An important part of assessment and care planning relates to ways that quarterly budgets can be used to achieve the greatest impact for each participant. If you think products such as these might help stimulate and/or settle your loved one, please get in touch with your care partner to explore your options.

Ph: 0490 344 606

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



Are you eligible for a free hearing aid?

Did you know there's a direct link between hearing health and brain health?

Not only does hearing loss impact a person's quality of life, according to the [Australian Dementia Network](#), it's one of the largest modifiable risk factors for dementia. In fact, a study of over 100,000 people published in 2021 found that hearing aid use was associated with a 13% reduction in the risk of dementia.

So if you're one of the 1 in 6 people in Australia living with hearing loss, it's important to know you may be eligible for a fully subsidised hearing device through the Australian Government Hearing Services Program.

You are eligible for the scheme if you're an Australian citizen or permanent resident or live on Norfolk Island, are aged 21 years or older, and are:

- A pensioner concession card holder
- A Department of Veterans' Affairs (DVA) Gold Card holder or their spouse
- A DVA White Card holder (hearing specific conditions) or their spouse

If you've been having difficulty hearing, your first step is to get in touch with Hearing Services Australia who will provide you with information on how to receive your free hearing assessment:

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

Ph: 1800 500 726 or National Relay Service: 1800 555 727

If you're not eligible for the subsidised hearing device scheme and you're struggling with the costs of a hearing device, the hearing aid banks on the page below may be able to assist you:

<https://www.health.gov.au/topics/ear-health-and-hearing/support-services>

HEARING
SUPPORT OPTIONS



Guiding your conversations

Feedback from participants and families indicates they'd like to be more prepared for conversations with their Care Partner. Many participants want to use the time spent with their care partner to discuss certain important issues, but the conversation is often guided by the care partner and the chance to cover some topics may be missed.

It's important to know that **you can set the agenda** for what the two of you talk about, so we've created this handy list to help prompt some ideas for what you might like to talk about during the next home visit or phone call.

This can help you make the most of your time spent with your care partner, to ensure that each phone call or home visit is purposeful, productive and enables you to have choice and control over the direction your conversations take.

So, what's on your mind?

- Family or cultural matters
- My health and wellbeing
- My plans for the future
- My moods and feelings
- My safety, fears or security issues
- My current or future living arrangements
- General issues or concerns
- My support workers
- My home and environment
- My aids and equipment
- My care plan
- My care goals
- My budget & how my funds are spent



You can use this list and make some notes for yourself so you always have key issues top of mind. You might like to keep the notes in a handy place so you can refer to it next time you're talking to your care partner. 😊

Dance for Parkinson's! 🎵

Most of us have felt a connection to music, movement or dance at some stage in our lives, and the benefits of these artistic endeavours can continue regardless of our age, physical health or cognitive wellbeing.

A wonderful program called Dance for Parkinson's integrates a range of movements from modern, ballet, tap, folk and social dancing to address the key impacts of Parkinson's Disease such as balance, flexibility, coordination, gait, social isolation and depression.

You don't have to have any previous experience in dance, just a willingness to be engaged in an enjoyable social environment that is purposely designed for people living with Parkinson's Disease. And the best news is that caregivers, family members and friends are more than welcome to join in, making it a truly unique and bonding experience.

To ensure the program is based on the best practices in research and knowledge, Dance for Parkinson's have developed partnerships and connections across the arts, health and medical sectors, as well as with key research institutions, Parkinson's organisations and philanthropic organisations. So if you are interested in getting involved, ensure you speak to a qualified medical professional who can advise whether this type of program is right for you.

There are face-to-face classes held in various locations all over Australia, but if there aren't any available in your area, you might like to check out the pre-recorded and guided video classes - but make sure you speak to your doctor before you start.

Please get in touch with your Care Partner so we can include this type of activity in your care plan, and direct your quarterly budget into supporting your participation if possible.

Information about the program and classes is available by calling (07) 3040 1930, or you can visit their website to learn more.

<https://www.danceforparkinsonsaustralia.org>



Ageism: Every age matters

“Ageism – particularly against older adults – is so deeply ingrained in our societal norms and values that it can be difficult to recognise within ourselves and our surroundings”. These are the words from the Australian Human Rights Commission to describe the prevalence of ageism in our society.

The Human Rights Commission have undertaken this research to get a greater understanding of how negative perceptions of ageing and older adults may be shifted. More specifically, the Commission set out to create and evaluate the effectiveness of a brief, one-off educational workshop in reducing ageist attitudes among workers in aged care and community settings.

Their report called: **Changing Perspectives: Testing an Ageism Intervention** shows how a targeted training workshop had a measurable, positive and ongoing impact on the aged care workers who took part.

Participants reported positive changes since their participation in the workshops, including:

- Avoiding making assumptions about people based on age
- Changing the language they use – e.g., not using *elderspeak*, not making unnecessary references to someone’s age
- Being more collaborative in their interactions with older clients.
- Respecting clients’ autonomy and independence
- Seeing and treating each older person as an individual, focusing on people’s capabilities, rather than their limitations

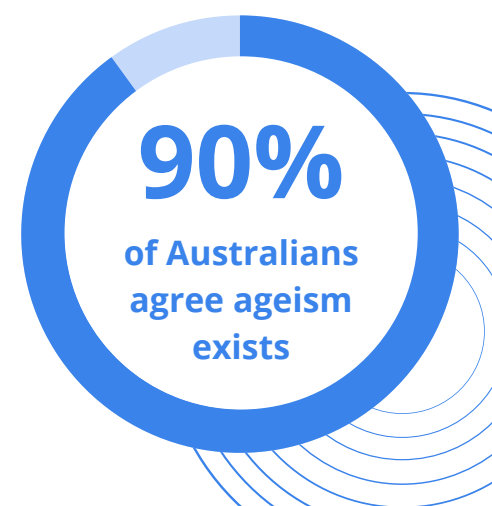
We hope to hear more from the Australian Human Rights Commission about this training workshop and how it might be rolled out as part of a sector wide transformation to reduce ageism and improve our aged care sector for all involved.

You can read the full report here:

<https://humanrights.gov.au/changingperspectives>

If you’d like to support the campaign to end ageism, visit:

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



Free online events for carers!



February 24th - The impact of dementia on driving safely

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

March 1st - Evening guided meditation series for busy carers

Throughout this gentle series, carers will be guided through a nurturing meditation designed to quieten the mind and create peace, presence and deep stillness. [Learn more >](#)

March 12th - How to care for someone living with dementia

This 4 week program provides a comprehensive overview of how to care for someone living with dementia. Strategies include: communicating effectively, understanding changes in behaviour, creating meaningful activities, and making your home dementia-friendly. [Learn more >](#)

March 19th - Practical relaxation techniques for carers

If you've been feeling overwhelmed and could benefit from some well deserved 'me time', this interactive workshop will provide you with practical relaxation techniques to help you manage stress and restore balance. [Learn more >](#)

March 25th - What's available through Carer Gateway?

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

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

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

Word Search: brain games for keeping minds active

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

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

•**Scrabble** •**quizzes** •**sudoku** •**crossword** •**jigsaw** puzzles •**chess** •**word** search
•**trivia** •**Solitaire** •**draughts** •**board games** •**riddles**





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.

©/TM Trademarks of Kimberly-Clark Worldwide, Inc. or its affiliates, or used with permission. © KCWW.

SCAN HERE
FOR YOUR
FREE SAMPLE



The invitation card features a dark teal background with a decorative border of light blue and white flowers, green leaves, and yellow berries. Two blue Easter eggs with white patterns are positioned on the left and right sides. A large, light blue oval frame contains the text.

Please join us for an

Easter Luncheon

24 March 2026

11 PM - 2 PM

Slices Caroline Springs
2 Lake Street, Caroline
Springs

RSVP 1300 952 860



Easter Luncheon

Delicious 3 course Lunch

Live Entertainment

Fun activities and prizes

Take home Gifts

*Beautiful afternoon
shared with friends*

*\$115 per
Ticket*

AGENDA

FEBRUARY | 26

MON	TUE	WED	THU	FRI	SAT	SUN
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	

Special Dates and events this month:

Black History Month

10

11:00am - 2:00pm Valentines Day Lunch | Chinese New Year

13

Mardi Gras

14

Valentines Day

17

National Random Acts of Kindness Day

20

National Love Your Pet Day

27

National Strawberry Day



ayshomecare.org



[@atyourservicehc](https://atyourservicehc.com)



39 Mogul Court, Deer Park, VIC, 3023

AGENDA

MARCH | 26

MON	TUE	WED	THU	FRI	SAT	SUN
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Special Dates and events this month:

1

World Compliment Day

13

Holi

14

Labour Day | PUBLIC HOLIDAY

17

Saint Patricks Day & World Social Work Day

21

World Poetry Day

24

Easter Luncheon Event 11:00am - 2:00pm



ayshomecare.org



[@atyourservicehc](https://www.instagram.com/atyourservicehc)



39 Mogul Court, Deer Park VIC

The invitation card features a white oval center with gold text, surrounded by a decorative border of gold leaves and flowers. The text is arranged in a clear, hierarchical layout.

YOU ARE INVITED TO
THE GOLDEN PEN PALS

Golden Pen Pals

Engage in a fun, safe
and supportive
community with fellow
seniors

Simply sign up, and we'll
match you with a friendly
phone penpal. Connect once a
week or as often as you
would like for fun
meaningful conversations.

Contact your Care
Partner today



Friendly Digital Support for Everyday Life

We offer gentle, one-on-one help with everyday technology so you can stay connected, informed, and independent



- Using smartphones and tablets



- Sending emails and messages



- Video calls with family



- Online shopping and banking safety



- Setting up MyGov, Medicare, or My Aged Care



- Understanding apps (photos, maps, reminders, etc.)

- Password support and safe browsing

- Connecting to Wi-Fi and managing devices

**Enquire to your
Care Manager**



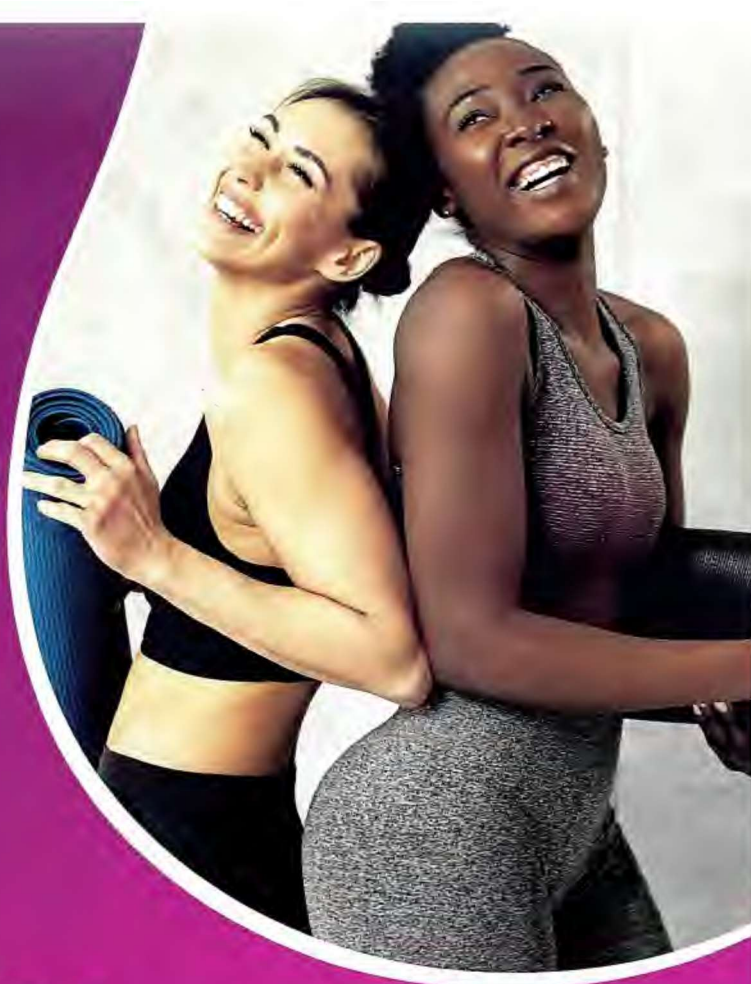
1300 952 860

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



*retention capacity. ©/TM Trademarks of Kimberly-Clark Worldwide, Inc. or its affiliates, or used with permission. © KCWW.



AT YOUR SERVICETM
HOME CARE
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!

