



Newsletter
April 2026

AT YOUR SERVICETM
HOME CARE
HOME CARE DONE RIGHT



INTRODUCING CHATTY CAFES!



WHAT'S INSIDE

- AN EASY NEW WAY TO STAY HYDRATED
- SAH SUPPLEMENTS
- CAN MY FUNDING PAY FOR MEALS & FOOD?
- DEMENTIA CAMPAIGN TO SUPPORT CARERS

Brighten your day with local chatty cafes

Have you ever thought you'd like to pop out for a cuppa at a cafe but you don't want to go on your own and you don't have anyone to go with? We've all been there, and let's face it, it's much more fun when you have company!

If you haven't heard of Chatty Cafes, it's an organisation whose mission is to bring communities together by providing an easy way for locals to connect with each other and simply 'have a chat'.

The charity encourages hospitality venues across Australia such as cafes, restaurants, pubs, community centres and libraries to provide a shared chatty table where people can sit if they're happy to talk to other customers.

Depending on the venue, some of these 'have a chat' tables are available all year round, while others have set days for the program. And some even have volunteers who act as facilitators to break the ice (if needed) and make sure everyone feels comfortable.

Here's a quick overview of what to expect:

<https://www.youtube.com/watch?v=r8sGwcAy7r8>

With one-third of older Australians living alone, 'having a chat' can make all the difference to someone who may be feeling isolated or lonely. And even if you're not feeling lonely, research shows these small daily connections can have a significant, positive impact on your health.

So if connecting with other locals to have a chat sounds like something you'd enjoy, you can find your nearest participating venue via this link:

chattycafeaustralia.org.au/find-a-chatty-table

And if you don't already see one in your area, do check back soon as new venues are joining the program every single week. Or you could even talk to your favourite local cafe to get one started!



Support at Home Supplements

Did you know that Support at Home quarterly budgets can sometimes be supplemented with extra payments for people who have additional care or support needs? There is specific eligibility criteria that must be met and in most cases, an assessment is also required.

There are five Primary Supplements:

1. Oxygen Supplement - for people who need oxygen:

This supplement is for participants with a specified medical need for the continual administration of oxygen and to help pay for specialised products and equipment.

Your provider must apply to Services Australia for this supplement on your behalf, and this supplement will automatically move with you if you change providers.

2. Enteral Feeding Supplement - for people with special feeding needs:

This supplement is for participants with a specified medical need for enteral feeding to help pay for specialised products and equipment.

Your registered provider must apply to Services Australia for this supplement on your behalf, and this supplement will automatically move with you if you change providers.

3. Remote Supplement:

Participants living in very rural and remote areas may be eligible for an additional supplement to support their access to Assistive Technology and Home Modifications (AT-HM).

The amount of the supplement is 50% of the assigned AT-HM funding tier and will be applied automatically by Services Australia if they meet the criteria based on the residential location of the participant.

4. Veterans Supplement - for Veterans with mental health conditions:

This supplement provides additional funding for veterans with a mental health condition accepted by the Department of Veterans Affairs (DVA) as related to their service.

DVA determines a person's eligibility and advises Services Australia on your behalf. This supplement will automatically move with you if you change providers. Eligible participants will have the Veterans Supplement added to their quarterly budget.

Additionally, providers will receive three hours per quarter of additional care management funding for eligible participants as part of the Care Management Additional Supplement.

5. Dementia and Cognition Supplement - for care for someone living with dementia:

This supplement was previously available under the home care packages program to provide additional funding in recognition of the extra costs of caring for people with cognitive impairment associated with dementia and other eligible cognitive conditions.

This separate Dementia and Cognition Supplement has been discontinued as a standalone payment, however, participants receiving this supplement as of 31 October 2025 will have the supplement amount transferred and added automatically to their new Support at Home quarterly budget.

However, if the participant is reassessed and subsequently accepts a new Support at Home classification, their Dementia and Cognition Supplement will cease.

There are two Additional Supplements:

1. Care Management Additional Supplement:

This supplement acknowledges the special and complex needs of many older people as they age. Participants eligible for this supplement will be identified by Services Australia based on their aged care assessment.

This supplement provides an additional 3 hours per quarter of care management funding and will be added to a provider's pooled care management fund in respect of:

- Veterans who are approved for the Veteran's Supplement for aged care
- Older Aboriginal and Torres Strait Islander people
- People who are homeless or at risk of homelessness
- People referred from the Care Finder program
- People who are care leavers (i.e., a person who has spent time in institutional or out-of-home care, including Forgotten Australians and former child migrants).

If a person meets more than one of the above eligibility criteria, the supplement will only be applied once.

2. Fee Reduction Supplement – for people experiencing financial hardship:

This supplement is available to Support at Home participants experiencing financial hardship who cannot pay their Support at Home contributions due to their financial circumstances. If approved, the government will pay some or all of the participant's portion of their contributions.

The Fee Reduction Supplement will move with you if you change providers.

Moving forward, if your care needs or other circumstances change, you may become eligible for a Supplement. We will work with you to review your care needs on a regular basis and ensure you are receiving all the Primary and/or Additional Supplements available to you.

For more information about the daily rates of subsidies and supplements for the Support at Home program, visit the link below:

<https://www.health.gov.au/resources/publications/schedule-of-subsidies-and-supplements-for-support-at-home>



What happens if we don't drink enough water? 💧💧

While we all know drinking water is important for our health and wellbeing, what many of us forget, is that we lose around 2.5 litres of fluid a day just through our daily activities like sweating, urinating and breathing. Yet most of us don't drink enough water to make up for the amount we lose each day.

You may have heard that water makes up around 65% of adults bodies, but what you may not have known is just what happens in our bodies when we don't drink enough water.

Severe dehydration can lead to:

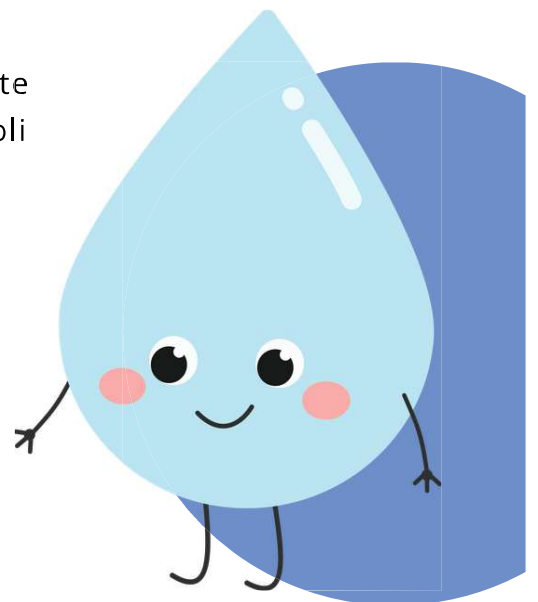
- Increased joint pain
- Increased heart rate
- Heat related illnesses like heat stroke
- Fatigue, dizziness and lightheadedness
- Headaches, delirium, confusion and disorientation

In fact, not only can dehydration effect cognitive function, studies have shown it literally causes our brain to shrink!

On the flip side, maintaining balanced hydration levels keeps your joints cushioned and lubricated (a good tip for anyone with arthritis), regulates body temperature, carries important nutrients throughout our bodies and keeps everything moving.

And while water is one of the healthiest ways to hydrate your body, fruits and vegetables like cucumber, broccoli and strawberries are over 90% water and also provide valuable nutrients.

It's also important to remember that by the time you feel thirsty, your body is already dehydrated, so it can be helpful to set reminders.



Droplet – The smart mug that tackles dehydration in seniors

While you may already know the recommended daily intake of fluids for optimal wellbeing is around two litres for women and 2.6 litres for men (depending on age), keeping track of how much you consume throughout the day is no easy task. And with appetite and thirst diminishing as we get older, this means that even when your body is in need of fluids, you might not be aware of it.

In fact, [a study from the University of California](#), found that up to 40% of elderly people may be chronically under-hydrated.

This is where the Droplet hydration reminder system can help...

Droplet is a dementia-friendly hydration system, designed to help people who need extra support to drink more, by reminding them to stay hydrated.

Developed in partnership with over 100 healthcare professionals, including speech therapists and infection control nurses, it can significantly reduce the risk of dehydration and related infections and illnesses. During trials, Droplet increased the average daily fluid intake by 60%, encouraging people to drink over 500ml more fluid each day.

You simply attach the electronic smart base to the lightweight mug or tumbler to monitor your frequency of drinking, and the base illuminates to give you a visual reminder when it's time to take a drink. And if you forget, it gives you a nudge by playing a friendly, personalised voice reminder to stay hydrated!

See how it works here:

www.youtube.com/watch?v=9sK9i8tDU00

Droplet is available in Australia via this link:

<https://shop.aidacare.com.au/products/droplet-intelligent-hydration-kit>



Campaign to support carers: Dementia Can Affect Us All

If you're caring for someone living with dementia, it's important to know that support is available if you need it, no matter what time of day or night.

To increase awareness about the help that's available, [Dementia Support Australia](#) (DSA) has released a hard-hitting and deliberately confronting campaign, to let carers know help is there when situations change, and to reach out before you reach your limit.

The "Dementia can affect us all" campaign has a special focus on the growing number of people living with dementia being cared for in their own homes, and the challenges for carers faced with different behavioural and psychological changes.

Watch the video here: https://www.youtube.com/watch?v=2mDGtZ_EROg_

For carers faced with accelerating behavioural and psychological changes, this can be the trigger point for feeling that they are not coping, says HammondCare General Manager of Growth & Innovation - Marie Alford.

With up to 90 per cent of people living with dementia experiencing these often distressing symptoms at some point in their journey with the illness, Ms Alford says proactive engagement with DSA can reduce the risk of premature entry into hospital or residential aged care.

Referred to as BPSDs, the changes that many people living with dementia experience can include: aggression, delusions, disinhibitions, agitation, depression, vocalisations, and night-time behavioural disturbances. With a frequent trigger for these behaviours often being undiagnosed pain.

Dementia Support Australia is here to help you, and they can be contacted 24/7 on: 1800 699 799.



The benefits of Meals on Wheels

For 70 years, Meals on Wheels has been a constant community-based support service across Australia delivering healthy nutritious meals to hundreds of thousands of people every week! Whilst there are lots of alternative meal delivery options these days, Meals on Wheels (MoW) is unique in many ways:

- Meals are delivered by dedicated community volunteers
- Volunteers receive training to monitor and observe any changes or issues for every customer, and report any concerns to their team leader
- Meals are delivered hot, chilled or frozen, depending on your location, preference, and your particular MoW service provider
- You can choose an entree, main meal and dessert, including multicultural cuisines and catering for special dietary requirements

The Meals on Wheels service network prides itself on being more than just a delivery service. Data from a recent MoW Social Report showed how their personalised, volunteer-based service can help reduce social isolation, improve health outcomes, reduce weight loss, and increase the well-being of vulnerable people living in their homes.

Many participants receive Meals on Wheels as part of their quarterly budget, especially if they live alone or are having difficulty planning and preparing a nourishing meal for themselves every day.

Our ongoing assessment process will help to identify whether this type of service would be right for you. We can update your care plan to include Meals on Wheels, or if required, we'll refer you for a formal Support Plan Review.

You will need to pay a contribution toward the cost of the meal and your funding can contribute toward the preparation and delivery costs.

You can find a local provider in your area by using the postcode search on the National Meals on Wheels website:

<https://mealsonwheels.org.au/get-support/find-your-local-service/>



Can my funding pay for: meals or food items?

Participants sometimes ask whether their Support at Home funds can be used to pay for meals or food items, so here is some guidance from the Department of Health, Disability & Ageing about this topic.

Importantly, and similar to any purchase being made using your quarterly budget, before we can include a meal service in your care plan, there must be an identified need and required approvals in place for this service type.

We will work with you to:

- Conduct an assessment, or refer you for a formal Support Plan Review, to identify any risks and issues which impact your ability to prepare healthy meals for yourself
- Develop care plan goals that link your care needs with the provision of delivered meals, or in-home meal preparation
- Refer you for a professional assessment (in some circumstances) for recommendations relating to the suitability of some foods, your nutritional requirements, modified texture diets or other medical-related needs.

The Department says the preparation and delivery of meals can be included, but the raw food component of those meals are strictly excluded, except in the case of enteral feeding. This means that you always need to pay for the ingredients used to make the meal.

Most providers apply a 70/30 ratio to the cost of each meal, whereby 70% of the cost is paid by the quarterly budget and 30% is paid by the participant. If you are assessed as having to make contributions under Support at Home, an additional amount will be applied.

Food referred to as 'takeaway' is also an excluded item. 'Takeaway' food is generally defined as food you would buy from a restaurant or food outlet.

Please let us know if you'd like any further information or clarification about how food and meals can be included in your care plan and quarterly budget.



Free online events for carers!



April 16th - Practical relaxation strategies 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 >](#)

April 30th - Navigating caring for someone with a life-limiting illness

The aim of this session is to provide a compassionate overview of palliative care and the end-of-life journey. It includes practical guidance that many carers wish they'd known earlier, and the opportunity to ask questions. [Learn more >](#)

May 5th - Evening guided meditations for busy carers

Throughout this nurturing series, carers will be guided through a restorative meditation designed to quieten the mind and create deep stillness.

[Learn more >](#)

May 8th - Understanding the different types of dementia

This session provides an introduction to dementia including an overview of different types of dementia, diagnosis, planning ahead and how to support someone living with dementia. [Learn more >](#)

June 3rd - Supporting people with dementia to stay at home longer

"It takes a village" is an online series designed to empower 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: Helpful health websites and services

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

Find the 13 hidden words by searching for only the words in bold

- Hospital in the **Home** •**Heart** Foundation •transition **care** •**speech** pathology
- occupational **therapy** •**Hearing** Australia •Patient Assistance Transport **Scheme**
- Nurse** on Call helpline •home medicines **review** •Sleep **Health** Foundation
- podiatry** •Healthy **Bones** Australia •Restorative care **program**

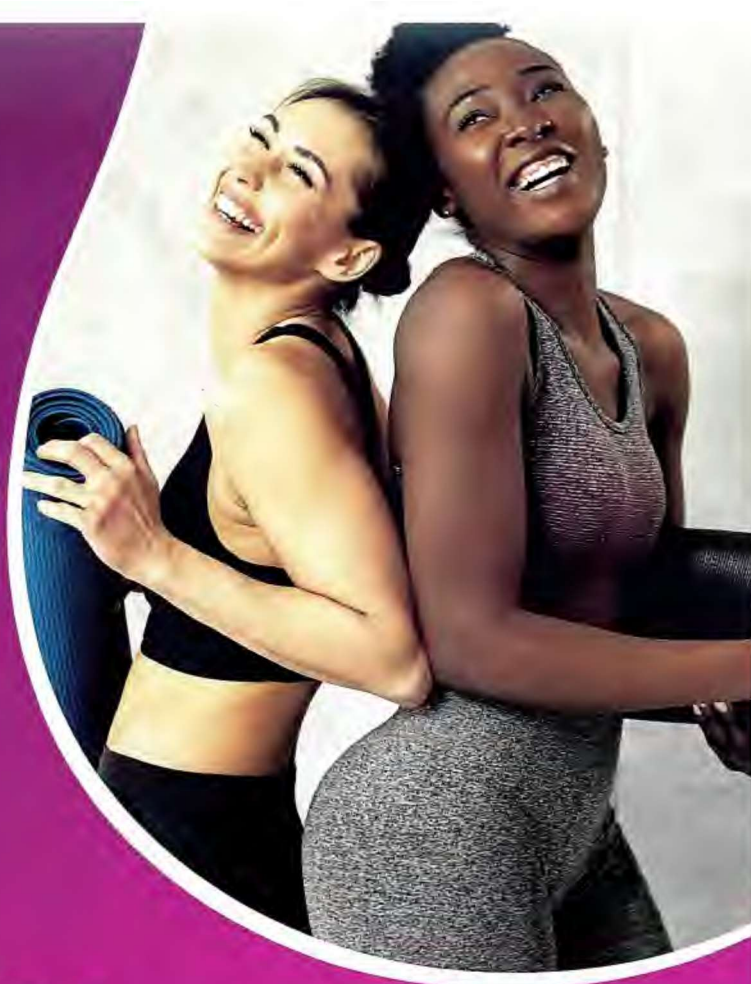


NEW



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**



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FOR YOUR
FREE SAMPLE





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



YOU'RE INVITED TO

BIGGEST MORNING TEA

FOR

Mothers Day

11AM | 07.05.2026

SLICES CAROLINE SPRINGS
2 LAKE STREET, CAROLINE SPRINGS

RSVP: TO CARE PARTNER OR 1300 952 860





BIGGEST MORNING TEA *Mothers Day*

Celebrate Mother's Day with us at a special Biggest Morning Tea, a relaxed and meaningful way to come together, enjoy beautiful food, and support a cause close to many hearts.

Tickets are \$115 per person, with \$20 from every ticket donated directly to the Cancer Council, helping to fund vital cancer research, prevention programs, and support services for those impacted by cancer.

Join us to honour the incredible mothers and caregivers in our lives, connect over great food, and make a difference one cup of tea at a time.



AGENDA

MELBOURNE

MAY | 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

Check out the events this month:

1

international Workers' Day

7

EVENT: Mothers Day High Tea & Biggest Morning Tea

10

Mother's Day



ayshomecare.com.au



@atyourservicehc

AGENDA

MELBOURNE

JUNE | 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					

Check out the events this month:

7

World Environment Day

11

Client Social Event | TBA

20

National Aboriginal and Torres Strait Islander Children's Day

21

International Yoga Day



www.ayshomecare.com.au



@ayshomecare



STAYING CONNECTED

Friendly message from the team

At AYS Home Care, we are always looking for ways to improve communication and make staying in touch easier for you and your loved ones.

Your Care Partner is your main point of contact, and their usual working days are listed in the attached Contact List. If your Care Partner is away due to leave or illness, we kindly ask that you CC **careteam@ayshomecare.com.au** on any correspondence.

This helps our wider care team stay across your messages and ensures you continue to receive timely support.

Thank you for working with us to keep communication clear and care consistent.

CONTACTS



Head Office

1300 952 860 | 0416 215 088

hello@ayshomecare.com.au

Outside of Business Hours: 0490 810 978

Care Partners

Remy Estepa: 0490 810 978 | remy.vejano@cumberlandmanor.com.au

Hang Lai: 0422 463 687 | hang@cumberlandmanor.com.au

Michelle Netto: 0405 958 639 | michelle@cumberlandmanor.com.au

Monaliza Mungcal (Mondays-Wednesdays): 0416 916 602 |
monaliza@cumberlandmanor.com.au

Vilma (Monday-Wednesdays, Fridays): 0410 067 876
vilma@cumberlandmanor.com.au

Other Helpful Contacts

Accounts: accounts@ayshomecare.com.au

Shifts: shifts@ayshomecare.com.au

Compliance feedback, and quality assurance: quality@ayshomecare.com.au

Events, news and marketing: community@ayshomecare.com.au

Covering Care Manager (When Primary Is Away):
careteam@@ayshomecare.com.au

The invitation card features a white oval center with a thin gold border. This oval is set against a background of a repeating gold-colored leaf pattern. Large, stylized gold flowers are positioned at the top, bottom, and right edges of the oval. The text is centered within the oval in a gold serif font.

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



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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FOR YOUR
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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!

