

Newsletter

June 2026



AT YOUR SERVICE
HOME CARE
HOME CARE DONE RIGHT



IN-HOME TECHNOLOGY LESSONS



WHAT'S INSIDE

- PRODUCT SPOTLIGHT
- DEMENTIA RESOURCES
- CLAIMING REIMBURSEMENTS UNDER SUPPORT AT HOME
- FREE EVENTS FOR CARERS
- REDUCING THE IMPACT OF PAIN

Introducing Youngster.co

personalised technology lessons

With technology playing an increasingly integral part in our daily lives, keeping up can sometimes feel overwhelming. And although older adults are the most likely to be excluded online, research shows that 63% of us don't feel confident in our ability to stay up-to-date with technology.

But one company is making it easier than ever to build confidence and feel supported while navigating the online world.

Youngster.co is an Australian social enterprise whose mission is to bridge the generational gap by offering social connection and personalised one-on-one tech help to older adults in their home, while providing meaningful life skills for young people.

Whether you're looking to use the internet for the very first time, or perhaps you want to increase your skills using a smartphone or a tablet, a youngster can help with:

- Sending text messages, taking photos and installing apps
- Social media, online shopping, paying bills and internet banking
- Using Google Earth to visit places you used to live or brand new places
- Learning how to stay connected with friends and relatives via video chat
- And of course, general tech problems. You name it, they can help!

There are over 2000 tech-savvy youngsters spread across Australia throughout NSW, VIC, QLD, WA, SA and ACT, but if you don't see your city listed, they'd be happy to recruit new youngsters in your area.

With the necessary approvals in your care plan, you can use your ongoing Support at Home quarterly budget for private digital education training and assistance (such as Youngster.co) to improve your digital literacy.

Visit the link below to find out more:

<https://youngster.co/>



Claiming reimbursements under Support at Home

One area of Support at Home spending that can create some confusion, relates to participants paying 'upfront' for a service or item and then requesting a reimbursement from their quarterly budget funds. To help explain this, here is the latest advice from the Department of Health, Disability & Ageing.

When can reimbursement be considered?

1. The service or item must be on the Support at Home service list or Assistive Technology & Home Modifications (AT-HM) list
2. The service or item must be aligned to their assessed care needs, and:
 - a. for legacy HCP participants - the reimbursement must be for a service detailed in their Care Plan and covered by their unspent funds or available quarterly budget
 - b. for all other Support at Home participants: the reimbursement must be for a service the participant is approved to receive, as outlined in the participant's Notice of Decision and My Aged Care Support Plan
3. The service provider must be registered to deliver the service for which the participant is seeking reimbursement
4. The registered provider must have engaged the worker to deliver the service and completed all relevant worker screening
5. The participant must have sufficient funding to cover the expense at the time the provider claims the amount from Services Australia

Whilst the Department states that providers can refuse to reimburse participants for services that fall outside of the above requirements, we strive to avoid situations like this by always working in partnership with you and ensuring we first have the necessary approvals and agreements in place with you.



What we need from you to make this work:

- You must partner with us to reach an agreement for reimbursement before the purchase occurs
- You will need to provide evidence of the item that was purchased and/or that the service was received by you
- The receipt or Tax Invoice must be in the name of the participant and clearly state the services or items supplied and the price that was agreed
- You will need to submit the reimbursement request as soon as possible after you have paid for it

There are some circumstances where providers are not permitted to reimburse a participant for the service or item they have purchased. It is important to familiarise yourself with these circumstances to avoid any situations where you spend your personal dollars and cannot claim the money back.

Reimbursements cannot be made if the purchase does not meet the above criteria, and/or, where the reimbursement:

- Has not been agreed to between us, and the arrangements have not been documented
- Puts the participant's budget into deficit
- Is excluded under the Support at Home service list or AT-HM list
- Is presented to us outside the quarter in which the purchase was initially made
- Is 'historical', i.e. it occurred before the participant entered into a Support at Home Service Agreement with us. A participant cannot seek reimbursement from their new provider if they switch providers
- Is not aligned with the participant's care plan or Notice of Decision

If you are required to pay a participant contribution for Independence and Everyday Living services, there are several options for how reimbursements can potentially occur, so please reach out if you would like more information about our preferred reimbursement arrangements.

We are happy to work with you to ensure that any process of reimbursement is smooth and efficient, so please get in touch so we can establish how this will best work for you, whilst adhering to our policies and staying within the guidelines set out by the government.

Snoring and sleep apnoea

Most people will be aware of the impact of snoring on getting a good night's sleep. Whether you are the snorer, the snorer's bed partner or someone living in the same household, snoring can affect people in a range of ways.

According to the Sleep Health Foundation, about 40% of men and 30% of women experience at least mild snoring some of the time.

Sometimes, people who snore can also be affected by Obstructive Sleep Apnoea whereby a partial or complete obstruction of the throat (pharynx) can reduce or stop breathing, from 10 seconds up to a minute or more!

Alarmingly, [one US study](#) found that 56% of people aged 65 and older have a high risk of developing obstructive sleep apnoea, which means that many of our older clients may be experiencing some of the warning signs, including:

- Feeling tired and unrested when you wake up in the morning
- Headaches and/or a dry mouth when you first wake up
- Excessive daytime fatigue and grogginess
- Napping or falling asleep during the day
- Inability to focus and/or memory issues
- Snoring (often at high volume)
- Irritability, anxiety, and depression

The good news is that some simple lifestyle changes may help to reduce some of the symptoms, so it's important to talk to your GP about what might work for you.

For some people, using a device such as a CPAP machine might be the best option. We talk about this CPAP device on the next page, including information on where to get financial assistance to purchase one if you meet the eligibility criteria.



Can my funding pay for a CPAP machine?

Many people who are diagnosed with Sleep Apnoea can benefit from using a CPAP machine to help them sleep more soundly and safely. CPAP is Continuous Positive Airway Pressure, whereby air is delivered via a small mask and tube worn during sleep and attached to a quiet machine.

The risk of developing sleep apnoea or obstructive sleep apnoea increases with age, and may also impact, or be impacted by, other medical or health conditions such as high blood pressure, Type 2 diabetes, chronic lung disease, thyroid disorders, and congestive heart failure.

The Support at Home Assistive Technology List does not explicitly reference CPAP machines, however, the Department has advised that CPAP machines and accessories cannot be claimed using Support at Home funds or previously accumulated unspent HCP funds. They stated that this may change in the future when Support at Home is reviewed, but at this time, it is an exclusion.

We must instead explore your eligibility for your State Government aids and equipment program, though there are varied approaches to how these programs work.

So if you are experiencing sleep disturbance or sleep-related concerns, please speak to your GP and also let us know how it's impacting you. If a CPAP is recommended, we can help you to find out more about the Aids & Equipment program that applies to the State in which you live.

Alternatively, you can find information at the relevant website links below:

[VIC](#) [NSW](#) [SA](#) [TAS](#) [WA](#) [NT](#) [QLD](#) [ACT](#)

**CPAP
MACHINES**



Assistive Technology Spotlight: Flex-A-Tee adaptive t-shirts

If you haven't heard of Flex-A-Tee®, it's a t-shirt style top that's been designed in consultation with carers and medical professionals to make dressing easier for anyone who may find it difficult to raise or bend their arms.

When you have mobility issues, actions such as raising your arms can make wearing off-the-shelf clothing a bit of a challenge.

Not only are these tops great for anyone with mobility issues but they can also make a difference for people living with:

- Parkinson's Disease or Multiple Sclerosis
- Dementia and cognitive challenges
- Frozen shoulders or shoulder injuries
- Upper body range of movement restrictions
- Post-surgery, when there's a need to change clothing without dislodging a cannula
- Sensory issues or anyone who doesn't enjoy having clothing pulled over their head

Comfortable and loose-fitting, these 100% cotton tops have been designed to be completely reversible, which means they can't be put on the wrong way around!

To make dressing as easy as possible, you simply undo as many of the 'hidden' press studs as you need to make the neckline larger, which allows you to pull the top up over your hips or shoulders, removing the need to lift your arms.

If adaptive clothing sounds like something you could benefit from, speak to your care partner about how it can be directly linked to your identified care needs to improve your ability to independently maintain activities of daily living.

<https://www.flexatee.com/>



A gateway to digital dementia resources in languages other than English

For the first time, culturally and linguistically diverse communities now have easy access to a one-stop, online information hub filled with essential information for dementia and dementia care in over 70 languages.

Developed by the National Ageing Research Institute (NARI) and co-designed with Culturally and Linguistically Diverse consumers, carers and service providers, the **GENIE** (Global dEmeNtla rESources) website contains more than 400 in-language educational resources such as:

- Dementia peak bodies in various countries that offer resources in a specific language
- University or health organisations that have developed evidence-based resources in languages other than English
- Links to Australian-based dementia resources that provide information and services in languages other than English

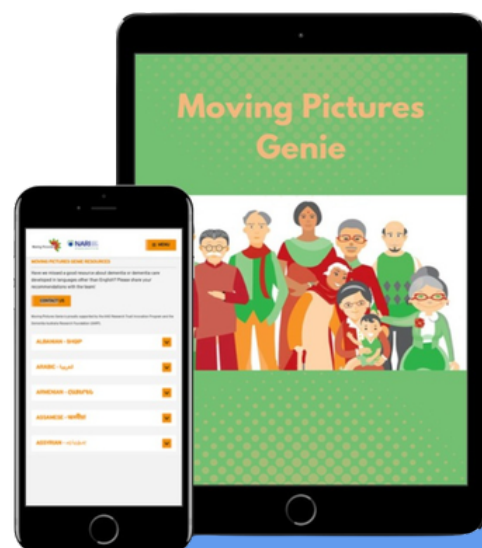
Genie is one of the first resources of its kind to collate digital dementia resources specifically developed in languages other than English from Australia and around the world, which consumers and carers would otherwise have to search the internet for.

With many of these resources being hard to find, having everything all in one place makes the information much more accessible to the people who need it most.

The website will be continually updated with new materials in more languages, to ensure the information being shared is current and accurate.

Visit the link below to view the resources:

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



Receiving palliative care in your own home

There is rarely an ideal time to start a conversation about palliative care, but when a person has a life-limiting illness, introducing palliative care can improve that person's quality of life and help them to live well, for as long as possible.

A life-limiting illness is one likely to cause death in the foreseeable future and can include cancer, neurological disease, dementia, and advanced kidney, heart, liver, and lung disease. Sometimes a person may reach the end stages of their life whilst receiving a Support at Home funding package and they often wish to remain at home by adding a range of palliative care services to their care plan.

Whilst it can be a scary or unpleasant topic for many people to think about, it may be reassuring to know that palliative care is all about enhancing quality of life and is not intended to hasten or postpone death. Many people may find comfort in receiving guidance, care and support that is focused on their physical, emotional, social, and spiritual needs.

Our assessments and ongoing reviews are designed to keep abreast of any changes in your health and well-being, and we can refer you to relevant palliative care services and End-of-Life programs should the need arise.

Our care partners often work closely with palliative care teams to tailor support that celebrates and respects cultural or religious traditions and beliefs, and we will ensure your needs are known to support workers and others involved in your care if that is your wish.

The Department of Health, Disability & Ageing has a very comprehensive list of services, initiatives and programs available for anyone receiving or caring for a person requiring palliative care. You can visit this website or contact us for assistance.

<https://www.health.gov.au/topics/palliative-care/palliative-care-initiatives-and-programs>



Reducing the impact of pain

At one time or another everyone has experienced pain, but everyone's pain is different. For many older people, living with chronic or episodic pain can have a significant impact on their quality of life, and people living with dementia may find it difficult to articulate or communicate when they are in pain.

To support our participants who are living with pain, we capture important information about medical and health conditions and other risk factors as part of our ongoing assessment and review process. This may include:

Assessment: identifying key areas of concern, e.g. medical diagnoses, prescribed medications, well-being measures, and specialist pain assessments.

Identifying risk factors: e.g. behaviour change, reactions to drugs and medication, sleep (too much/not enough), dementia, reduced participation in everyday activities, depression, weight change, and risk of falls.

Setting goals: working with you to develop a care plan of services, equipment, activities and other items to meet your needs in relation to managing your condition, and reducing physical and environmental risk factors.

Referral: ensuring you have necessary service approvals and that relevant specialists are involved, e.g. GP, pain specialist, rehabilitation or exercise physiologist, physiotherapist, nursing service, dementia care specialist, massage therapist, palliative care, and so forth.

Directing funds: ensuring your Support at Home funds are prioritised and spent where they are most needed to reduce risks and meet your physical, environmental, and psychological care needs,

Monitoring, reviewing & responding to changes: We will work closely with you and others involved in your care, such as family & supporters, medical & allied health professionals, and support workers to ensure your funding is used to safely and effectively meet your needs and improve your overall comfort and well-being.

Visit the Pain Australia website or ask us about their resources, articles and helpful tools for people living with pain.

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



Free online events for carers!



June 25th - Older Women's Network - sound healing meditation

If you've been feeling stressed or overwhelmed, these online sessions combine guided meditation with calming sounds designed to support relaxation and emotional wellbeing. [Learn more >](#)

June 30th - Aged care reforms + recent clinical care changes explained

With the recent aged care reforms now in place, COTA and OPAN are hosting a webinar series looking at how these significant changes are affecting older people and their families. You'll also be able to submit a question on any aged care reform issue as part of your registration. [Learn more >](#)

July 8th - Supporting people with dementia to stay at home longer

"It takes a village" is an online series designed to help carers 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 >](#)

July 10th - Tips for communicating with someone living with dementia

This event provides information on dementia and how it affects communication. It also covers tips for communicating with the person you're supporting. [Learn more >](#)

August 20th - How to use government websites

Managing multiple government services online can be overwhelming at times. This presentation provides a step-by-step guide to setting up a MyGov account, so it's easier to manage many important services all in one place. [Learn more >](#)

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

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

Word Search: UNESCO World Heritage Sites

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

Find the 11 hidden words by searching for only the words in bold

- The **Colosseum** •Chichén **Itzá** •**Yosemite** National Park •Chauvet **Cave**
- The Great Pyramids of **Giza** •Mada'in **Salih** •Serengeti National **Park**
- Easter **Island** •The **Taj** Mahal •Historic **City** of Ayutthaya •**Machu** Picchu

Explore the sites: <https://artsandculture.google.com/story/>





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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CONTACTS



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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

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

8

King's Birthday

11

Client Social Event | TBA

20

National Aboriginal and Torres Strait Islander
Children's Day

21

International Yoga Day



www.ayshomecare.com.au



@ayshomecare

AGENDA

JULY | 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:

23

EVENT: Christmas In July



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AGENDA

AUGUST | 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:

7

Aged Care Worjers Day

18

Event: Daffodil Day



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PLEASE JOIN US FOR A



Christmas
IN JULY



THURSDAY 23RD JULY

at 11:00am- 2:00pm

2 Lake Street, Caroline Springs

RSVP to your Care Partner or Xandria
1300 952 860

PLEASE JOIN US FOR A

 Christmas

IN JULY

Join us for a festive afternoon filled with good food,
great company, and plenty of Christmas cheer!

For \$115 per person, you'll enjoy:

-  Fun Christmas games and activities
-  Live music and entertainment
-  A delicious three-course meal
-  A wonderful social gathering with fellow care recipients
-  A warm, festive atmosphere full of holiday spirit

Come together to celebrate, connect with friends,
enjoy a beautiful meal, and create special memories
this Christmas in July.

RSVP to your Care Partner or Xandria
1300 952 860



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**



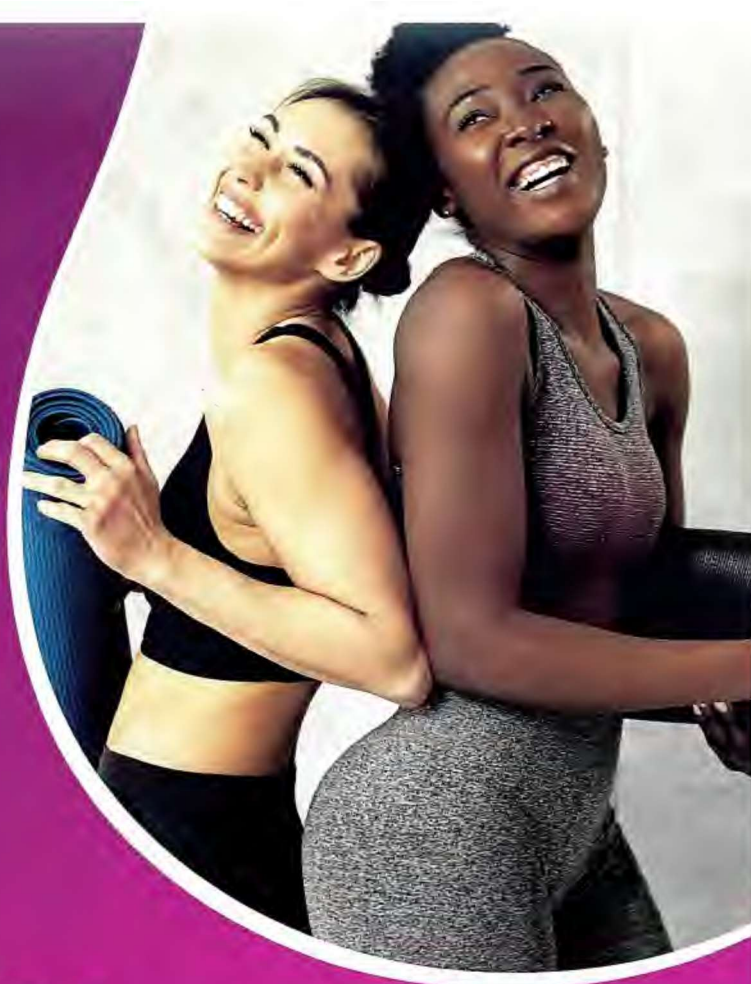
1300 952 860

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**



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FOR YOUR
FREE SAMPLE





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!

