



AT YOUR SERVICE
HOME CARE
HOME CARE DONE RIGHT



INSIGHTS FOR A MEANINGFUL LIFE



GREATER GOOD

MAGAZINE



WHAT'S INSIDE

- PRODUCT SPOTLIGHT
- GETTING HELP WITH LAUNDRY
- CAN MY FUNDING PAY FOR GARDEN & LAWN CARE?
- TIPS FOR CHOOSING A MOBILITY AID

Insights for a more meaningful life - based on science

If you haven't heard of Berkley's *Greater Good Magazine*, you're in for a treat! Published by the University of California's Greater Good Science Center, this online magazine offers a treasure trove of resources on the science of living a happier, more meaningful life.

In a world that's often filled with negative news, we could all use a little boost sometimes. And this uplifting website is like a little guidebook for how to live a more fulfilling life, while building a kinder and more connected society.

In addition to its award-winning online magazine, the center also features:



A bi-weekly podcast hosted by founding director and psychologist Dacher Keltner, Ph.D., that features real life stories and dives deep into the science of what makes us happy, whilst sharing valuable discoveries.

<https://greatergood.berkeley.edu/podcasts>



Videos on finding awe, things that make us happier than money, training your brain to be kinder, understanding neuroplasticity and plenty more.

greatergood.berkeley.edu/video



A variety of quizzes on topics such as altruism, gratitude, forgiveness, intellectual humility and purpose in life - which are designed to help you gain insight into your personality and general wellbeing.

greatergood.berkeley.edu/quizzes

With research suggesting up to 40% of our happiness is determined not by our genes but by our daily activities, this is where your care partners can help.

Care partners are experts at connecting you with a variety of meaningful activities and helping you to stay connected and engaged with your community.

Please get in touch with us to have a chat about exploring meaningful activities.



Tips for choosing a wheelie walker

With so many mobility aids on the market, choosing the right one can be a daunting task, and whilst there's no one-size-fits-all, it's important to seek professional advice to choose the best fit for your specific needs and lifestyle.

One of the most popular options designed to provide support and stability are wheelie walkers, which are also often called 4-wheel walkers or rollators.

A wheelie walker is a walker with wheels that can be pushed along rather than lifted (as is the case with standard walking frames). They typically come with a built-in seat and hand brakes and are best for people who have relatively good balance.

While wheelie walkers offer benefits to increase your safety and independence, it's important to consider where and how the mobility aid will be used.

Here are some tips to consider when choosing a walker:

- Will it be mostly used indoors on smooth surfaces, or outdoors on uneven terrain? Or perhaps a combination of both.
- Is it needed for longer outings such as shopping and running errands?
- If it's mostly for outdoor use, is the terrain even or sloped?
- Will you benefit from seating or storage options?

Both occupational therapists (OTs) and physiotherapists can provide assessments and advice on the most appropriate equipment for your specific needs, as well as providing education on walking safely, using the brakes and adjusting the handle height. They can also provide programs to build or maintain your physical strength.

Please let us know if you would like to explore whether a wheelie walker can help with your mobility in and around your home and community.



Assistive Technology Spotlight: Wheelie walkers

If you're finding physical limitations are preventing you from being as mobile as you would like and you've noticed you need an increase in support while getting around, a wheelie walker may be able to help.

Designed to maximise your mobility and independence, a wheelie walker can assist with balance and increase confidence.

The range of features includes:

- Easy to fold and store
- Lightweight aluminium frames
- Waterproof removable nylon bags
- Ideal for both indoor and outdoor use
- Ergonomic and adjustable handle bars
- Seats provide a convenient place to rest
- Large front wheels to minimise wheel wobble and increase grip



Wheelie walkers are great for people with endurance, balance and gait issues, and are commonly recommended by OTs and physios as a way to reduce the risk of having a fall.

Following an assessment, you can explore the huge range of walking aids to suit your lifestyle and mobility needs.



For more information call 1300 008 267 or visit the website below:

<https://ilsau.com.au/walking-aids/>

Can my funding pay for lawn and garden care?

Garden care and lawn mowing are two of the most common services provided to people receiving Support at Home funding in Australia and we are frequently asked to define what can and cannot be funded. The Department states that the funding should only be used to maintain a home and garden in a condition of functional safety and to provide an adequate level of security.

This statement is somewhat open to interpretation so we are expected to refer to the Support at Home Services List and follow an objective decision-making process to keep track of how we manage each request.

Garden services inclusions – this list is not exhaustive:

- Lawn mowing and light weeding around the house (not acreage)
- Essential light pruning to safely maintain access areas (pathways around the house)
- Essential yard clearance for safety and access only

Garden services exclusions – this list is not exhaustive:

- Garden supplies - soil, plants, weed spray, mulch, tip fees, etc
- Maintaining an entire garden, extensive tree/garden pruning or removal
- Extensive paving or decking, building works, landscaping, earthworks, etc
- Services performed by a tradesperson or other licensed professional
- Services that are not age-related or due to functional decline

The Department require us to make sure that all planned gardening services actually do take place, so we may ask you and/or the gardener to comply with our requests for confirmation that they did the job for you.

Consumers often develop friendly relationships with their gardening contractors and they're usually happy to do extra paid tasks for you if you ask. So, just a quick reminder that any additional requests must first come through us, so we can give approval to the contractor and make sure this service fits into your care plan and budget.



Do you need some help getting your laundry done?

Managing household tasks might seem like a never-ending cycle, but for many of our participants living with severe and permanent incontinence, managing their personal laundry can become overwhelming.

Depending on your personal circumstances, your Support at Home funding can assist you in a range of different ways. This may include having a support worker to help with doing the laundry in your home, a professional laundry service to pick up and return personal laundry, or arranging for dry cleaning of your clothing and bedding that cannot be machine-washed.

We will help to arrange a continence assessment so we can consider any professional recommendations as part of your individual care plan.

Outsourcing to a laundry service is dependent on the severity of a person's incontinence and how their age-related conditions affect their ability to do their own washing. It may also depend on the physical capability of other household members to assist, so we will take all these considerations into account to help you use your funding appropriately.

Some external laundry services will supply hospital-grade bed linen as part of their pricing, whereas other services are happy to launder your own linen and bedding. We can work out which service and which linen type is best for your needs as part of our discussion with you.

Your funding cannot be used to purchase bedding or bed linen unless it is hospital-grade linen or linen that is specially required for an electrical adjustable bed or hospital style bed.

Most of our participants can manage their regular laundry unassisted or with the help of a family member or support worker, but if you need more targeted support, please get in touch for a chat about your personal situation.



Lifetime caps for payments under Support at Home

Under Support at Home, some participants are required to make out-of-pocket contributions toward the cost of their care. The government will still subsidise some of their care costs according to the service category to which the service belongs, but the remainder is expected to be paid by the participant.

This applies to:

- Transitioned home care packages (HCP) participants who were previously required to pay an income-tested care fee
- Participants who were assessed as eligible for a home care package or Support at Home classification funding level after 12 September 2025

The topic of fees in Support at Home can be confusing, and sometimes participants question whether they should accept Support at Home funding if they know they will have to contribute out of their own pocket. It may be reassuring to know that the government places a lifetime cap on the amount a participant can ever be asked to pay, and once you reach the lifetime cap, you will not have to pay any fees ever again, even if you move into a residential aged care home.

Transitioned HCP participants who were already in the system as at 12 September 2024, have their HCP lifetime cap amount protected. However, anyone entering home care after 12 September 2024 must keep paying their contributions until they reach the new Support at Home lifetime cap amount.

Services Australia will notify you, and us as your provider, once you have reached the lifetime cap. It's important to know that if your income or personal circumstances change, your contribution rate can also change.

If you'd like to learn more about lifetime caps please get in touch with us or you can contact Services Australia on 1800 227 475 or visit the link below:

<https://www.health.gov.au/resources/publications/schedule-of-fees-and-charges-for-residential-care>



Specialised nutritional food supplements

As we age, our bodies may require different types and different amounts of vitamins and minerals for good health and to maintain a healthy nutritional balance. Whilst most essential nutrients can be sourced through good food and lifestyle choices, some of our participants are particularly compromised in their nutritional food intake due to age-related medical conditions such as diabetes, dysphasia, or due to cognitive impairment.

These types of conditions can significantly impact their ability to receive adequate nourishment, so they need additional higher-potency formulas, food replacements or supplements to provide them with basic dietary nourishment.

Certain specialised food supplements may be funded by your quarterly budget, providing a dietitian or AHPRA-registered health practitioner recommends and supervises your intake of specifically formulated and specialised supplementary foods.

Examples of specialised foods or supplements may include Resource Plus, Ensure Plus, Nepro LP, Nutren Diabetes, Glucerna Triplecare, Resource ThickenUp, Sustagen Hospital, Fortisip and Souvenaid. Even if you are prescribed vitamins and supplements for health reasons, only vitamins and supplements categorised as specialised foods under Food Standards Code 2.9.3 and 2.9.5 are able to be funded by your quarterly budget.

We regularly keep an eye on the Department's communications regarding 'prescribed nutrition' as it can be complex to work out what meets the criteria for inclusion.

If you would like to know more about funding for nutritional formulas and supplements, you can call us and we will provide this information for you.

**SPECIALISED
FOOD SUPPLEMENTS**



Options for Respite Care

According to the Australian Institute of Health & Welfare, one in every six Australians is aged 65 years and over. That's around 4.2 million people or 16.8% of the population and many of these older people receive care and support from others, such as family members, spouses/partners or friends.

As rewarding as care-giving can be, there may be times when carers need to take a break from their caring role. There are several respite options available to carers, some of which can be funded under Support at Home and others that may be eligible for funding from specific Carer Support programs.

Here are some respite care examples and information on whether your funding can assist with the costs:

Flexible Respite:

Paid support workers spend time with participants living in their own homes to provide respite for their primary caregivers. This allows caregivers to take a break, attend appointments, and participate in events. In addition to providing respite, support workers engage the participant in enjoyable activities. The goal is to ensure that the participant has a positive experience while their caregiver gets the rest or assistance they need. People receiving Veterans Home Care funding may be eligible for additional hours of in-home respite care.

Can my funding be used? YES, providing you have the necessary service approvals in place.

Community and Centre-based Respite:

The participant attends a respite centre for the day, where trained staff provide support and activities to engage participants in an enjoyable social environment. Day Respite centres may also offer specialised support for people living with dementia ensuring that they receive the necessary care and attention to enhance their wellbeing.

Can my funding be used? It depends on your service approvals, the type of Centre and their funding arrangements. Your funding can sometimes pay the full cost or sometimes participants may need to make a small personal contribution to attend.

Options for Respite Care

Cottage Overnight Respite:

Cottage respite provides overnight care delivered by trained workers in a cottage-style facility or community setting. Cottage respite facilities can often be responsive to requests from carers for short-term or non-ongoing respite.

Can my funding be used? No. This respite type can only be delivered under Commonwealth Home Support Program (CHSP). Your eligibility to access this service will be worked out on an individual basis.

Residential Respite:

Residential respite care is a temporary stay in a residential care home, where the older person receives the same care, support and access to activities as the permanent residents. Residential respite care can have a positive effect on carers and consumers, enabling a different day-to-day experience for both. Residential respite is available for up to 63 days of subsidised care a year for eligible people.

Can my funding be used? No. If you are accessing subsidised residential respite care, you cannot use your Support at Home funds to pay the participant portion of the fees. Carers may be eligible for some funding in their own right, to assist with payment toward the cost of residential respite care.

We are committed to supporting the important role of carers and recommend that carer support activities are built into a participant's care plan if necessary. There are many different ways that carers can take a break, whilst still ensuring the social and other needs of the participant are taken into account.

We will discuss respite needs with you and your carer as part of our ongoing assessment and review process, but please feel free to reach out anytime if you would like more information about formal and informal carer support and respite care options.



**Respite Care
Options**

Free online events for carers!



May 26th - Understanding aged care complaints

Join OPAN's panel of experts as they discuss the aged care complaints process. Topics include what's changed under the new Act, the role of mediation, and the expanded powers of the new Complaints Commissioner and what they mean for older people and their families. [Learn more >](#)

May 27th - Living well with Parkinson's disease

This event provides an overview of Parkinson's disease, including how symptoms may develop over time and affect daily life. It also highlights services and support networks available to assist you in your caring role. [Learn more >](#)

June 1st - 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 >](#)

June 3rd - Carer Conversations: Frontotemporal dementia

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 changes that may be occurring as a result of this diagnosis. [Learn more >](#)

June 4th - Carer Gateway services and supports

An overview of the tailored supports and services available to carers, including counselling, planned and emergency respite, access to carer directed packages and opportunities to connect with others in a similar role. [Learn more >](#)

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

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

Word Search: Tasmania's unique birds

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

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

- Forty spotted **pardalote** •Yellow-throated **honeyeater** •Tasmanian Native **hen**
- Green** rosella •**Dusky** robin •Tasmanian **thornbill** •**Black**-headed honeyeater
- Scrubtit** •**Yellow** wattlebird •Tasmanian **scrubwren** •**Strong**-billed honeyeater
- Black **currawong**

Explore the topic: <https://nre.tas.gov.au/wildlife-management/fauna-of-tasmania/birds/endemic-birds>





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
FREE SAMPLE



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



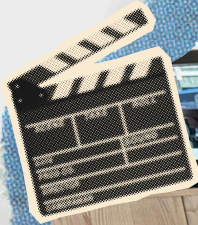
@ayshomecare

The background of the entire image is a vibrant magenta. It is decorated with various sizes of stylized flowers in shades of pink and orange, each with a black center and green leaves. A large, white, irregularly shaped frame with a dotted border of small pink and orange circles surrounds the central text.

HAPPY Mother's Day

"Wishing all the amazing
mothers out there a very
Happy Mother's Day!"

Movie Day!





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

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.

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



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!



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

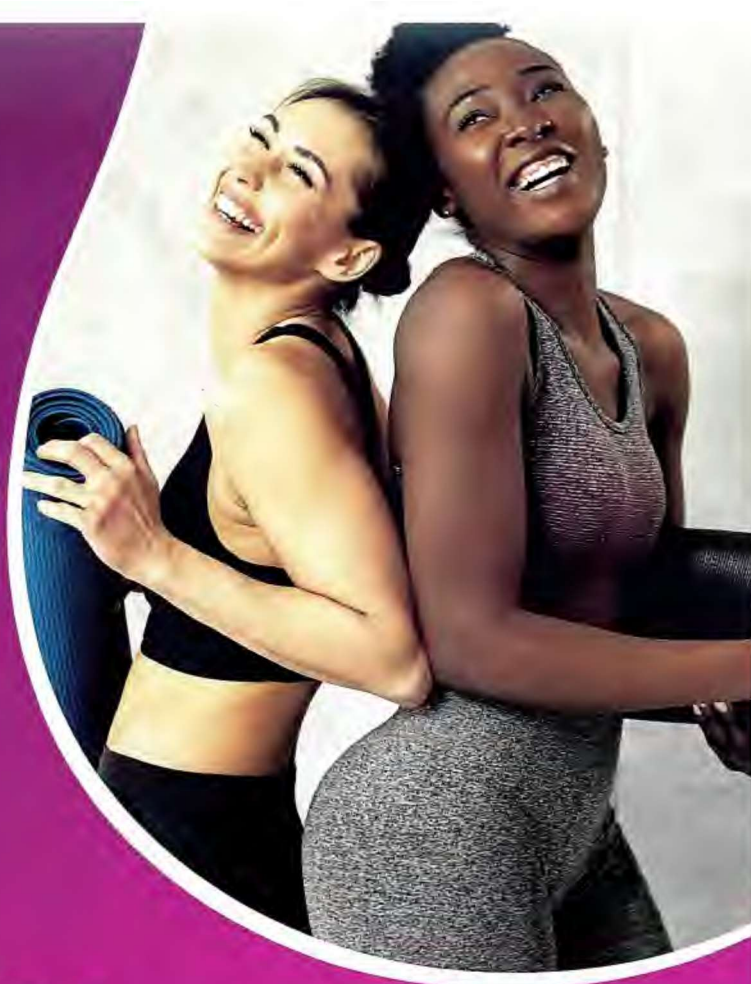
Covering Care Manager (When Primary Is Away):
careteam@@ayshomecare.com.au

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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