



AT YOUR SERVICETM
HOME CARE
HOME CARE DONE RIGHT



CONNECTING TO YOUR COMMUNITY



WHAT'S INSIDE

- NEIGHBOURHOOD HOUSES & COMMUNITY CENTRES
- MULTI-LINGUAL RESOURCES
- MUSIC PLAYLISTS FOR DEMENTIA CARE
- MAINTAINING AIDS & EQUIPMENT

Music playlists for people living with dementia 🎵

It's well known that music can have a positive impact on people living with dementia. In fact, a person's ability to process and engage with music remains intact even in the late stages of dementia.

Knowing the powerful impact music can have on the behavioural and psychological symptoms of dementia, experts from the UK-based care navigation service Lottie, set out to uncover the songs that would offer the most benefit.

After analysing six decades worth of songs, they came up with two ultimate Spotify playlists:

- The ultimate upbeat Spotify Playlist for people living with dementia
- The ultimate calming Spotify Playlist for people living with dementia

For the upbeat playlist, songs were ranked on factors such as danceability, positivity, lyrics, tempo and loudness, to encourage dancing, light exercise, and energy to improve mood and cognition. Taking first place for the highest score in this category is Johnny Horton's 1959 single - [The Battle Of New Orleans](#).

Upbeat playlist:

<https://open.spotify.com/playlist/6ZNRgiDgvBFMTRP7izHjLg>

On the flip side, the calming playlist is filled with songs aimed at relaxation and stress reduction. With the song achieving the highest score belonging to Dinah Shore for her 1948 hit - [Buttons and Bows](#).

Calming playlist:

<https://open.spotify.com/playlist/3wtEsSNGnO1gYy8OoNHljg>

*You'll need a free Spotify account to listen to the playlists. And if you need help setting up a personalised playlist on Spotify, follow this link:

<https://www.playlistforlife.org.uk/make-a-spotify-playlist/>



Neighbourhood houses: Connecting to your community

If you've ever wanted to get involved in community events and activities in your local area, Neighbourhood Houses may be for you.

These Community Houses and Centres (NCHCs) have become the perfect place for people to make new friends, spend time with other locals, and feel a deeper sense of belonging by contributing to their community.

And with over 1000 locations across the country, they create happier, safer and more connected communities.

By welcoming people from all backgrounds and walks of life and giving people a place to go and a community to belong to, they have a significant impact on reducing social isolation.

Not to mention they can also be a great place to find out about other local services and activities, you otherwise might not have known about!

A peek inside a local neighbourhood house and you might find programs like:

- Arts and crafts activities
- Adult learning classes
- Musical groups
- Yoga classes
- Walking groups
- Healthy cooking classes
- Support groups for seniors



If you'd like to get involved in one of these amazing communities, visit the link below to find your closest House or Centre:

<https://www.anhca.org/findahousecentre>

And please let us know if you'd like assistance to attend. We can update your care plan and allocate some package funds to support these important social activities.

Reducing the stigma of dementia in Australia's multicultural communities

Australia is an increasingly culturally diverse and ageing society, with one in three older Australians being from a Culturally And Linguistically Diverse (CALD) background.

With an ageing CALD community, there's an increased need to access health and aged care services for conditions such as dementia. And research suggests CALD communities may have limited awareness of the disease, which in turn can lead to delayed diagnosis, poorer health, and reduced quality of life.

Unfortunately, a lot of the materials available to CALD communities are merely translated from English, if at all, rather than having been produced with and for specific CALD communities. This 'one-size-fits-all' approach to raising dementia awareness may not resonate well with people from diverse communities and therefore impacts their ability to reach out for help.

Researchers from the National Ageing Research Institute are addressing this gap through an innovative, community-based project - Moving Pictures: Raising dementia awareness in culturally and linguistically diverse communities using film and media.

As part of this project, the team have developed a multi-cultural short film - **Dementia: A democratic disease.**

This raw (and at times confronting) film aims to explain and normalise dementia across different communities, to address potentially negative stereotypes associated with the disease.

The short film can be accessed via the link below:

<https://www.movingpictures.org.au/understanding-dementia/dementia-a-democratic-disease>



Preparing for an Annual Review

As part of our commitment to providing a great home care service, we ask our care managers to conduct regular reviews of our consumer's care plan. This is expected to take place every 6 to 12 months, depending on your level of care needs and any adverse events that might occur, such as hospitalisation, increase in your package level, changes in your living situation, and so forth.

As a person receiving a Home Care Package, you'll understand that changes to your care needs and personal circumstances can have an impact on the types and frequency of supports you need to continue living independently in your own home. Identifying these changes in your Annual Review means you can adjust your services and supports in a timely way.

To assist this process to be as comprehensive and person-centred as possible, it helps if you have taken some time to think about your needs, your care plan goals, and whether you'd like to make some changes to your care and services. We look forward to continuing to work proactively with you to meet your care needs at home.

To help you think ahead about your care arrangements, below are some examples of topics we may discuss at your Annual Review. Thinking about how each of these issues impacts on your daily life will help us to guide the conversation where it is most needed for you.

Social support and staying connected with others	Equipment and aids, including technology support
Mobility concerns or falls	Domestic and home care
Allied Health, i.e. podiatry, physiotherapy, occupational therapy, etc	Food and eating, including issues with swallowing, dietary needs, choking, etc
Continence	Transport and getting out and about
Medication management	Palliative care and end-of-life planning
Carer support and information	Safety and security at home
Medical and health concerns	Personal care support
Changes in vision or hearing	Pain management
Planning ahead & Advance Care Directives	Nursing care needs, i.e. skin integrity, wound care

Vision Australia library service

If you're one of the estimated 575,000 people in Australia who are blind or vision impaired (including more than 70 per cent over the age of 65), Vision Australia's library service can open up a world of entertainment.

As a member of the Vision Australia Library you can access a huge range of entertaining materials including:

- Thousands of newspapers, magazines and braille music pieces
- Fiction and non-fiction books in a number of languages including: Dutch, French, German, Hindi, Polish, Russian, Spanish and more
- Regular podcasts covering general interest topics, as well as Vision Australia updates
- Access to online databases with current information and research, reference materials and manuals

And if you'd like to read a book they don't already have in your preferred format, they can make that happen too.

Plus, members can borrow printed braille books from the library and have them posted to you free of charge via Australia Post.

One of the other additional benefits, is the ability to request up to 360 print pages of personal information per year, to be converted into the format of your choice. This can include legal documents, manuals for home appliances, recipes, knitting patterns and even old letters!

For more information on the library service, please get in touch via:

Ph: 1300 654 656

<https://www.visionaustralia.org/services/library>

Although membership is free and available to people who have Australian residence and a print disability, the application form will ask for details of a referrer who can certify you are a person with a print disability. Please let us know if we can assist in any way.



Product Spotlight: Dawn Clocks

In today's fast-paced world, we've all experienced how easy it is to lose track of time. While this can be frustrating, we usually have a rough idea of the time of day and a quick glance at a clock quickly has us back on track.

For people with dementia however, they often lose the ability to be able to tell if it's day or night. Resulting in anxiety, confusion and disrupted sleep/wake patterns.

As the disease progresses, they may also lose the ability to understand what the hands on a traditional clock mean, which can disrupt their daily routine and ability to maintain independence.

This is where a digital 'day clock' with an option to simply show the day of the week, and what part of the day it is may help.

These clocks are clear and easy to read and come with 3 different display options:

- Calendar & Moment Display: Day/Moment/Time/Date
- Moment Display: "Now it's Saturday Morning"
- Calendar Display: Day/Time/Date

Other features include:

- Medication reminders
- Lifestyle/daily routine reminders
- 8 language options
- Automatically dims from 7pm to 7am

<https://www.dawn-clocks.com/>

info@dawn-clocks.com

Ph: 1300 958 905.

We can update your care plan and budget to support the purchase of helpful assistive technology to meet your care needs.



Tackling Antibiotic Resistance

There's a lot to know and learn about infections and antibiotics, but most of us really only need to know a few key things. In a nutshell, due to overuse and sometimes incorrect use, antibiotics no longer work as well against the bacteria they once killed effectively. Here's a few facts:

- Antibiotics only work against bacteria. They don't work against viruses like the common cold or flu
- Using antibiotics when it's not needed can lead to antibiotic resistance, meaning actual bacterial infections will be harder to treat in the future
- Sore throat, earache, coughs, and even green phlegm may not always require antibiotics. Sometimes, your immune system can fight off the infection itself - best to check with your GP
- It's not just ourselves who are impacted by antibiotic resistance. It's a global issue and it continues to be a growing problem in our community

According to NPS MedicineWise, there are five things you can do to reduce antibiotic resistance:

1. Don't ask for antibiotics for colds and the flu, as they have no effect on viruses
2. Understand that antibiotics will not help you recover faster from a viral infection
3. Only take antibiotics in the way they have been prescribed
4. Understand that it is possible to pass on antibiotic resistant bacteria to others
5. Make a greater effort to prevent the spread of germs by practising good hygiene

If you are unwell, we always recommend you seek medical advice. Remember to take your Webster Pak (or other dose administration aid) with you, so any new pills can be added to your daily medication pack by your pharmacist. Let others know if you are prescribed antibiotics and if you need assistance to take the full course.



Communication Cards available in 68 Languages

Australia is an incredibly diverse country that welcomes people from all corners of the world, however, sometimes it can be challenging for people to communicate their needs and preferences due to language differences. When consumers and their support workers speak a different language, it can cause frustration and stress for all involved.

Thanks to the free Communication Cards from the Centre for Cultural Diversity & Ageing, communication of basic words and activities is easier than ever. Available in 68 different languages, they depict a wide range of daily activities and situations and can be used to prompt discussion, assist with directions, clarify a consumer's needs, etc.

The Communication Cards cover themes such as:

- Food / Drink / Meals
- Personal Care
- Feelings / Pain
- Religion / Spirituality
- Sleep
- Mobility Aids
- Medical / Health Specialists
- TV / Recreation



The cards can be used by consumers and family members to help the person communicate simple words and phrases to staff assisting them in the home. We encourage you to use these cards as often as possible, and would be happy to assist you to access a set for yourself.

Alternatively, you can download the cards in your preferred language by using this link to the website:

<https://www.culturaldiversity.com.au/resources/multilingual-resources/communication-cards>

Maintaining aids and equipment in your home

Many of our home care clients use various types of assistive aids and equipment to help them maintain or improve their mobility, safety and independence around the home.

Some of the common items include:

- Grab rails and handrails in bathrooms, bedroom, and doorways
- External access ramps
- Hoists for lifting & transfers (usually in the bedroom & bathroom)
- 4-wheel walkers (sometimes called wheelie walkers)
- Mobility scooters (sometimes called gophers)
- Electric lift recliner chairs
- Electric lift beds and pressure care mattresses

Regular servicing will help to prolong the life of equipment, however, assistive aids and equipment products are constantly being updated in terms of technology, durability, usability, design and price. Sometimes it might be more economical to replace old equipment with newer and safer versions.

Home care package funds are commonly used to pay for (or contribute to) the cost of helpful equipment that is designed to meet our client's specific care needs. Often, we need to get a professional recommendation before we can commit to purchasing the items from your package, and we also need to ensure that your assessment of care, budget and care plan align with the purchase.

We can all work together to ensure the process is as efficient and timely as possible by planning ahead for your changing needs, being observant to the functionality and condition of your existing equipment and taking action if there are any changes in your daily care needs or mobility.



Free online events for carers!



August 14th - Support at Home program update

Join the Department of Health, Disability and Ageing, for a short update on the transition for existing Home Care Package recipients to Support at Home. The presentation will be followed by an extended opportunity for older people and families to ask questions. [Learn more >](#)

August 21st - Navigating the role of caring for ageing parents

Transitioning from the role of a child, to that of a carer, can come with complex emotional and relational shifts, including feelings of guilt, grief and stress. This session will provide practical strategies and a supportive space to explore these challenges. [Learn more >](#)

August 22nd - Scams awareness with Google and COTA Australia

As part of an initiative to address the harm caused by scams and build digital confidence amongst older Australians, Google, together with the support of COTA, are inviting you to a free training to help you reduce your risk and stay safe online. [Learn more >](#)

August 25th - Creating a dementia friendly home

This event provides information about dementia and the likely impact of the symptoms on a person's perception of, and ability to successfully navigate their home environment. [Learn more >](#)

September 2nd - Heartspace meditation and mindfulness for busy carers

Throughout this gentle series, carers will be guided through a nurturing meditation designed to quieten self-judgement, build resilience and cultivate kindness towards yourself. [Learn more >](#)

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

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

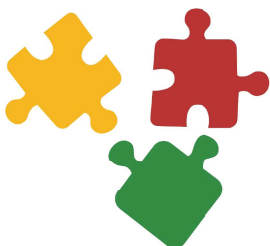
Word Search:

Iconic Australian foods

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

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

•**Vegemite** •**Lamingtons** •**Tim Tams** •**Chiko Roll** •**fairy bread** •**ANZAC biscuits**
•**meat pies** •**pavlova** •**kangaroo meat** •**barramundi** •**Twisties** •**witchetty grub**
•**Moreton bay bug** •**Milo**



Ref: https://en.wikipedia.org/wiki/Australian_cuisine

Christmas In July

A heartfelt thank you to everyone who joined us for our Christmas in July gathering—it was a joy to share laughter, festive treats, and warm moments together. Your presence made the day truly special, and we're so grateful for the wonderful energy you brought. Here's to community, connection, and a little mid-year magic.





SOCIAL EVENTS CALENDAR



Fathers Day Lunch

Celebrate the special men in our lives with a delicious meal, uplifting entertainment, and great company.

SEPT
5



IT Group

Learn everyday tech in a friendly, no-pressure space—phones, emails, online safety and more. Everyone's welcome!

SEPT
23



Support At Home Information Session

Free event - Afternoon tea provided

OCT
17 & 24

More event details to be released
closer to the event date

RSVP TO 1300 952 860



YOU ARE INVITED TO FATHER'S DAY LUNCH

 You're Invited: Father's Day
Lunch at At Your Service Home
Care!

Let's raise a toast to the dads, grandads, father
figures, and all the wonderful men who've made a
difference in our lives.

Join us for a relaxed and heartwarming Father's
Day Lunch filled with good food, great company,
and a few special surprises to celebrate the day.

Whether you're a father, grandfather, or simply
someone who's played a fatherly role, we'd love to
celebrate you.



SEPT | Friday | 2025
5

11:00 am - 2:00pm

More details once RSVP

RSVP : to the At Your Service Home
Care office at 1300 953 860





YOU ARE INVITED TO FATHER'S DAY LUNCH

SEPT | Friday | 2025
5

11:00 am - 2:00pm

Tickets:

\$65- AYS Members | \$70- Non-Members
(can be taken out of your funding)

All are welcome – bring a friend or come
along
and connect with others in a relaxed, friendly
setting. A portion of the proceeds will
support the Cancer Council's Daffodil Day
appeal.

Join us as we celebrate the fathers and
father figures in our lives—with heartfelt
stories, warm smiles, and a delicious lunch
shared in good company.

RSVP : to the At Your Service Home
Care office at 1300 953 860



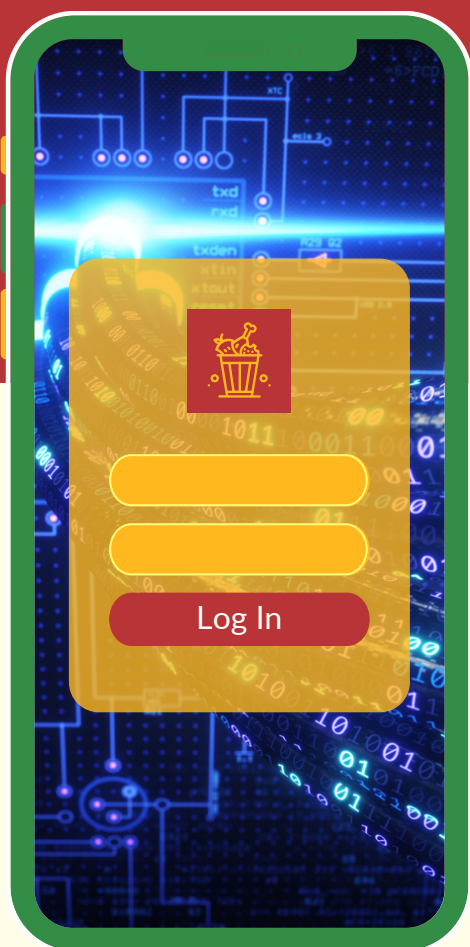


AT YOUR SERVICETM
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Tickets are \$15 a session including a light afternoon tea

JOIN OUR IT GROUP

DISCOVER, CONNECT, AND LEARN—
TOGETHER!



DETAILS

Date: 23/09/2025

Time: 3:00pm

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

Come and be part of our Seniors IT Group, where you can explore the world of information technology in a welcoming and supportive environment. Connect with others, share experiences, and learn new skills together!

If interested RSVP to
our contact below:



1300 952 860



ays@cumberlandmanor.com.au



Newsletter Update: Staying Connected in New Ways

Dear valued clients,

We're so grateful for the joy and connection our monthly newsletters have brought to many of you. They've been a wonderful way to share stories, updates, and upcoming events—and we're committed to keeping that spirit alive.

Starting next month, we will no longer be sending newsletters by mail. Instead, you'll be able to receive them:

- At our social events
- Our website (access password: aysnewsletter25)
- During home visits
- By email

If you'd like to receive the newsletter via email, please let us know your preferred email address and we'll make sure you're included.

We understand that change can be challenging, and we're here to support you. If you have any concerns or need help accessing the newsletter in a new way, please speak with your care coordinator.

Thank you for being such a valued part of our community.

Warm regards,

The At Your Service Home Care Team