October
2025

Newsletter

AT YOUR SERVICE™
HOME CARE
HOME CARE DONE RIGHT

REMINISCENCE THERAPY MADE EASY

WHAT'S INSIDE

- SUPPORT AT HOME PURCHASES EXPLAINED
- COMMUNITY FOR FAMILIES IMPACTED BY DEMENTIA
- PRODUCT SPOTLIGHT ON CIRCULATION BOOSTERS
- WHAT'S ON FOR CARERS

Vistaprint Memory Maker for reminiscence therapy

If you haven't heard of Vistaprint Memory Maker, it's a new partnership with Dementia Australia to increase awareness and understanding about the impact of dementia, while supporting reminiscence therapy.

From significant life events, to our favourite songs, most of us have experienced the joy of sharing some of our favourite memories with friends and family. And while reflecting on treasured events from the past can brighten our day, reminiscence therapy can also have a positive impact on the lives of people living with dementia as a way to spark conversations and encourage meaningful social interactions.

Inspired by these widely known benefits, Vistaprint has created a delightful range of photo products to make it easier to bring memories to life.

Their thoughtfully curated collection includes things like:

- Unique, personalised mugs
- Wall calendars to highlight key dates
- Photobooks to encourage storytelling
- A range of cushions to provide comfort and reassurance
- Notebooks and notepads to share important reminders

If reminiscence therapy sounds like something that could benefit you or someone you know, visit the website below:

https://www.vistaprint.com.au/dementia-australia

To help support the 421,000 people in Australia living with dementia, as well as the 1.6 million people who are involved in their care, 5% of the proceeds from the sale of Memory Maker products are being donated to Dementia Australia to assist them in continuing their important work of supporting people impacted by dementia.

New Statement of Rights for aged care

There are many changes occurring in the aged care sector, all of which are focused on putting the rights of older people first. The Aged Care Act 2024 introduces a Statement of Rights that applies to older people accessing aged care services funded by the Australian Government.

The Statement of Rights will replace the current Charter of Aged Care Rights on 1 November 2025, and it gives you the right to:

- Make your own decisions about your own life
- Have your decisions not just accepted, but respected
- Get information and support to help you make decisions
- Communicate your wishes, needs and preferences
- Feel safe and respected
- Have your culture and identity respected
- Stay connected with your community.

These rights are not just words on a page; they are fundamental to how all providers and staff should approach care and service delivery. Participants have the right to fair access to assessments and supports tailored to their individual needs, allowing them to exercise independence and control over their services and who provides them.

Older people deserve safe, quality care that respects their choices, including the ability to take risks in a supportive, safeguarded environment.

They should be informed about their rights, including how to give feedback, raise issues and access advocacy, while being supported to maintain community connections, and providers must respect participants' privacy and communicate information clearly.

You can read more about the Statement of Rights here, or call us and we can send a full copy to you.

https://www.agedcarequality.gov.au/older-australians/reform-changes-older-people/statement-rights

Aged Care Statement of Rights

Are you interested in our Consumer Advisory Body?

Did you know that every home care packages provider operates a Consumer Advisory Body to give consumers an opportunity to contribute to improving the services that they are receiving?

These advisory bodies provide valuable advice and feedback on issues relating to the quality of care and services being provided, and help strengthen communication between providers and their consumers. Each Consumer Advisory Body meeting is expected to have an agenda with topics of interest and relevance for consumers and representatives to contribute their ideas.

We are committed to building a culture within our organisation that is person-centred, consumer-driven, and respectful of the varied experiences and life histories of our consumers. So when it comes to our own Consumer Advisory Body, we provide a structured platform for issues to be raised and shared with others in an environment that welcomes opinions, ideas and suggestions for improvement.

Individual complaints or issues still need to be handled through our usual complaints and feedback processes. This is to ensure we use our time together as a group in the most productive and effective ways to improve the quality of our care and services for all of our consumers collectively.

Whilst we have a formal process for inviting consumers to join, we welcome your expressions of interest at any time throughout the year. We can then keep you informed about the next intake of members to our Advisory Body.

So, what are you waiting for? Get in touch today and we can give you some information about how this important advisory body operates within our organisation.

Online community for families impacted by dementia

Dementia Doulas Australia is a not-for-profit initiative that's been created to support families through their entire dementia journey.

While existing support systems are often available for specific moments in time, feedback from families was clear - they needed someone who could walk alongside them from pre-diagnosis, all the way through to bereavement.

With assistance from The Wicking Trust, Dementia Doulas has launched their first, free online membership program that includes an online community of support, where families can connect with others in a similar situation.

The program has been designed to honour the caring role, keep families connected with a Dementia Doula, and ease the load a little.

The free 12-month membership includes:

- A safe space to feel understood: Through professional guidance with grief, guilt, or the need to just talk things through with someone who understands
- Monthly guest speakers: From Australia's leading experts in areas such as nutrition, wellbeing, physical and emotional health and end-of-life planning
- Information sessions: Practical guidance on topics like navigating care systems, managing changes, and staying connected
- Online forums: Bringing together a like-minded community where everyday experiences can be shared

Plus, you'll also receive priority access to future state-based events. With future funding, existing community members will be the first to gain access to in-person workshops, programs, and gatherings.

Visit the link below to learn more and register:

https://www.dementiadoulas.org.au/programs

Revitive Circulation Booster

While we often don't think about our circulation unless there's a problem, it plays a vital role in helping us stay active and well. But for over 4 million Australians who are living with a circulatory disease, the symptoms can have a profound effect on a person's quality of life.

Especially given the associated pain and discomfort can be more pronounced for those of us who sit for long periods of time, or don't get around as easily as we used to. This is where a circulation booster device that has been clinically proven to increase circulation during use may be able to assist.

Developed by physical therapists, tested by vascular surgeons and endorsed by the Australian Physiotherapy Association, Revitive Circulation Booster stimulates calf muscles to get oxygen-rich blood flowing.

Designed to increase circulation in the legs and feet, daily use of Revitive may:

- Reduce swelling, cramps and leg aches and pains
- Reduce swollen, painful knees due to osteoarthritis
- Reduce pain and discomfort due to diabetic peripheral neuropathy
- Increase walking distance before experiencing pain associated with medical conditions such as peripheral arterial disease

While the devices primarily focus on boosting circulation in the lower legs and feet area, some models also include specialist knee programs.

https://www.revitive.com/au

Please talk to us about whether HCP package funds can be used for this device.

*Revitive should only be used following a consultation with a doctor, as it is not safe for use with certain medical conditions, e.g. a pacemaker.

In-scope and Out-of-scope purchases from November 2025

As we approach the transition to the Support at Home program, many of you may have questions about potential changes to the types of care and services that can be purchased with your quarterly budgets.

Starting November 1, the terminology regarding what can be funded using a participant's quarterly budget will change from "Inclusions and Exclusions" to "In Scope and Out of Scope."

Under the Home Care Packages (HCP) program, most care and service types fall into automatically approved service categories with no restrictions on the range of services a consumer can use, as long as they meet an age-related care need and are included in their care plan and budget. If a person's needs change, their package can usually adjust to meet those needs.

With the Support at Home program, most of the same care and services will still be included; however, a key difference is that all care and service types must fit within one of three designated service categories: Clinical Support, Independence, and Everyday Living.

It's important to note that if there is something that will be permitted under the Support at Home program but is currently excluded under the Home Care Packages program, we cannot support its purchase until after November 1, 2025.

Conversely, if an item is allowed under the Home Care Packages program but not under Support at Home, we will not be able to continue funding that purchase after November 1, 2025.

All existing HCP consumers will be automatically approved for all three service categories at the time of transition, and we will work with you on any anticipated changes resulting from these departmental updates.

Support at Home Inclusions & Exclusions Explained

Medications: It's Your Choice

We are committed to providing safe, person-centred care and supporting your right to make choices about your treatment. Many consumers use prescribed medications, and we encourage you to refer to resources like the Older Persons Advocacy Network (OPAN) booklet below to stay informed and empowered.

When building your assessment and care plan, we will ask about your medical and health issues. You have the right to be actively involved in making decisions about the treatments and medications you use, in collaboration with your doctor. Everyone contributing to your care, including your GP, nurse, carer, family, friends, or representatives, must respect your rights, values, and preferences.

It is important that you receive clear information about your medication: how it works, possible side effects, and how it may impact your quality of life. While medications can help you live more comfortably, safely, and longer, they may not always work as intended and can sometimes cause unwanted side effects or changes in behaviour.

You may have access to alternative treatment options that might be more effective than medication. It is your right to feel free to ask questions and explore these options to determine what is best for you. Remember, you are always at the centre of your care journey, and your choices should shape your treatment plan.

If you, or others involved in your care, feel that medication may be having an adverse effect on you, we encourage you to speak up by using this information, and we can assist you to get in touch with an advocate if you need it.

Please contact us if you would like a copy of the OPAN Booklet, or you can download one here:

https://opan.org.au/information/medication-its-your-choice/

Health Spotlight: Skin Cancer

Before SunSmart campaigns began to change the relationship we have with the harsh Australian sun, many of today's older people were exposed to strong ultraviolet (UV) radiation, often for many decades without realising the dangers.

According to the Australian Cancer Council, at least two in three Australians will be diagnosed with skin cancer during their lifetime. Older adults are particularly vulnerable because skin damage from UV exposure builds up slowly over many years, often going unnoticed until cancer develops.

Fortunately, most skin cancers are successfully treated, especially if you find them early, so awareness and frequent self-checks are important steps in the timely identification of any changes.

Skin cancers may first appear as a spot, lump or scaly area on the skin, or a mole that changes colour, size or shape over several weeks or months. These changes can appear anywhere on the body, particularly areas frequently exposed to the sun. Some skin cancers may bleed, become inflamed and can be tender to the touch.

If you notice any changes, even if you've had that spot checked in the past, it is important to see a doctor who is experienced at early detection. Your doctor can help you distinguish between a harmless spot such as a mole, and a sunspot or irregular mole that could develop later into skin cancer.

Please reach out to us if you would like to use your package funds for transport to visit your GP, skin clinic or specialist to have your next skin check.

You can also download the "Everything You Need To Know About Skin Cancer" booklet below:

https://www.cancer.org.au/cancer-information/types-of-cancer/skin-cancer

Health Spotlight

Have you noticed any changes in your health and wellbeing?

The STOP AND WATCH tool, developed by the Florida Atlantic University, is often used by Support Workers to reflect on changes they might observe in the older people they're working with. Support Workers note any observations that align with the letters S-T-O-P A-N-D W-A-T-C-H and advise their supervisor. This triggers an escalation to the older person's Care Partner to follow up with the consumer directly.

But it's equally important for older people (and others involved in their care) to be observant to changes in themselves and be proactive in taking appropriate action when something is not quite right. You can use the same STOP AND WATCH method for yourself! Here's how it works:

OBSERVATIONS	
S	Seems different to usual
T	Talks or communicates less
0	Overall needs more help
P	Pain - new or worsening; Participates less in activities
A	Ate less
N	No bowel movement in 3 days; or diarrhoea
D	Drank less
W	Weight change
A	Agitated or more nervous/anxious than usual
T	Tired, weak, confused, drowsy
C	Change in skin colour or condition (including bruising)
H	Help with walking, transferring or toileting more than usual

1. Regularly, pause and think about whether you notice any changes or deterioration in health for yourself, or the person you care for
2. Consider each letter in 'STOP AND WATCH' as a sign of potential risk or deterioration, such as changes in talking, eating, drinking, bowel movements, mobility, or mood
3. Write down what you observe and consider what action to take. Check if others have noticed the same thing!
4. Talk to your family/supporters, Care Partner, nurse or GP and work together to the identify the cause and make a plan of action.

Free online events for carers!

October 14th - The new Aged Care Reforms explained

With the new Aged Care Act introducing significant changes to how aged care is delivered, COTA and OPAN are holding important information sessions to help people understand the changes, and how they may affect someone you care for. Simply select 'online' when registering to attend from home. Learn more >

October 20th - Understanding Supported Decision Making

Supported Decision Making empowers people to make their own choices, while respecting their rights and voice. This session will help you to build skills to support the person you are caring for to make decisions, while supporting their autonomy. Learn more >

October 22nd - Supporting people with dementia to stay at home longer

"It takes a village" is an online series designed to empower and upskill 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 >

November 4th - The importance of planning ahead for the future

Planning for the future can be challenging for carers, many of whom avoid thinking about future needs for themselves and the person they care for, until they are facing a crisis. This session provides an overview of the legal, medical and financial considerations in planning for the future, as well as a free handbook with helpful tools and resources. Learn more >

November 26th - Communication and dementia

This event provides information on dementia, the way we communicate and how changes in communication can occur as a result of dementia. Learn more >

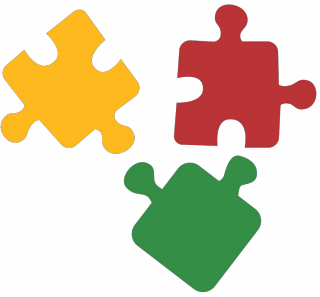
**Need help getting online? The Good Things Foundation can help: https://goodthingsaustralia.org/learn/

Word Search: the benefits of intergenerational programs

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

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

•**Bridging** generations •**meaningful** connections •**digital** mentors •**inclusive** •**reducing** loneliness •**social** activities •**children** •educational **exchanges** •**playgroups** •**supportive** communities •**fun** •intergenerational **programs**



Find a program: https://aiip.net.au/

Depend®

5-IN-1
LEAK & ODOUR PROTECTION

NEW

DESCRIPTION	ABSORBENCY
DEPEND® Shields	90ml
DEPEND® Guards Level 2	535ml
DEPEND® Guards Level 3	650ml

SCAN HERE FOR YOUR FREE SAMPLE

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Depend®

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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Father's Day Lunch

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SOCIAL EVENTS CALENDAR

Spring Carnival Lunch

Enjoy great food, good company, and a touch of racing flair—no crowds, just fun!

OCT
17

Christmas Lunch

Join us for festive cheer, delicious food, and joyful company—celebrate the season in style!

DEC
18

More event details to be released closer to the event date

RSVP TO 1300 952 860

Public Holidays 2025

Melbourne

NOV 4	MELBOURNE CUP
DEC 25	CHRISTMAS DAY
DEC 26	BOXING DAY

ays@cumberlandmanor.com.au | 1300 952 860

Looking for a friendly voice?

join Golden Pen pals

Are you a senior looking to make new connections and brighten your day with a friendly conversation? Our Phone Penpal Program is here to help you stay connected with others and share stories, laughter, and support – all through the comfort of a phone call.

Whether you're looking for a new friend to chat with or want to share experiences with someone who understands, becoming a phone penpal can be a wonderful way to enrich your life.

How It Works:

Simply sign up, and we'll match you with a friendly phone penpal.
Connect once a week (or as often as you'd like) for fun, meaningful conversations.
Share stories, talk about hobbies, or simply chat about your day.

Why Join?

Combat loneliness and build new friendship
Enjoy regular conversations that fit your schedule.

Engage in a fun, safe, and supportive community of fellow seniors.

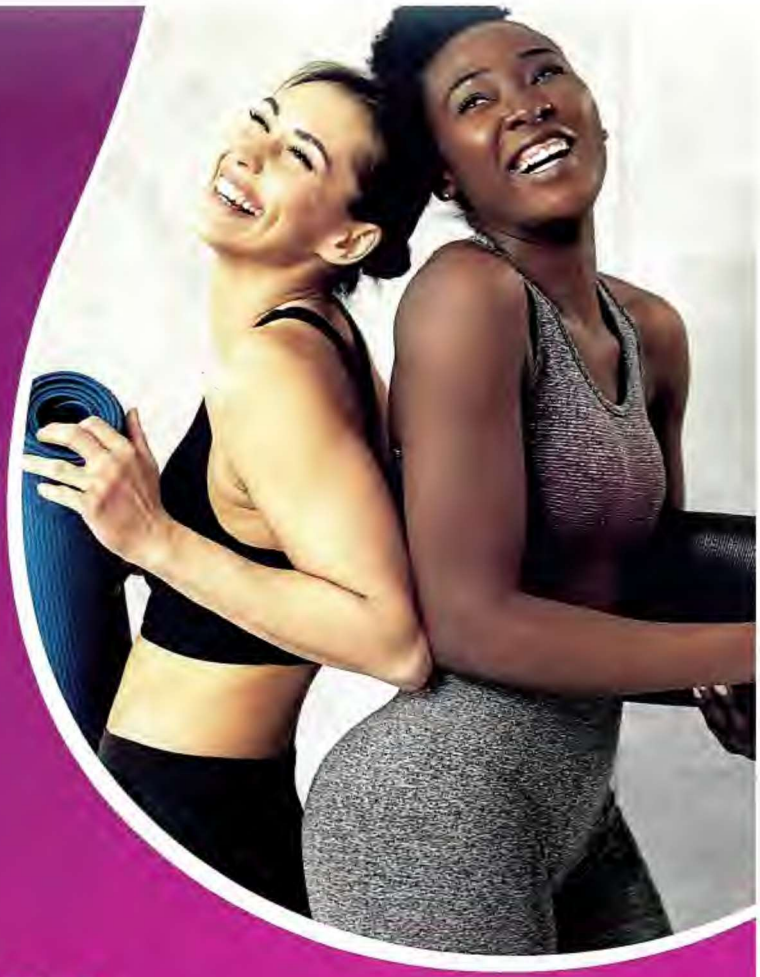
Interested?

Call At Your Service Home Care office at 1300 952 860 or email ays@cumberlandmanor.com.au to sign up and learn more about how you can become a phone penpal today!

NEW

POISE®

LiveFree™



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TRY OUR NEW ULTRATHIN PADS

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- 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™
Super Pad 12 no wings
Absorbency: **150ml***
Length: **280mm**

POISE® LiveFree™
Regular Pad 14 with wings
Absorbency: **110ml***
Length: **240mm**

POISE® LiveFree™
Super Pad 12 with wings
Absorbency: **150ml***
Length: **280mm**

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⭐ Just show your review to a staff member to claim your gift!