



Newsletter

Issue 18 | 2025

AT YOUR SERVICE
HOME CARE
HOME CARE DONE RIGHT



SAY HELLO TO PODCASTS!



WHAT'S INSIDE

- PROTECTING YOUR FINANCIAL ASSETS
- CAN I EMPLOY FAMILY MEMBERS?
- PREVENTING DEMENTIA ONLINE MINI COURSE
- PRODUCT SPOTLIGHT

7 entertaining and educational podcasts for seniors!



If you're not familiar with podcasts, they're basically a digital audio program which, unlike live programs like radio, allow you the convenience of tuning into a specific episode - at a time that suits you.

With millions of podcasts to choose from, we've picked the Top 7 that are specifically focused on healthy ageing, inspiring stories and seniors news.

The Baby Boomers' Guide to Life in the 21st Century

This award winning health and lifestyle podcast is for older Australian's who want to get the most out of life. It covers everything from maximising the age pension, to human rights, to esteemed professors unravelling the mysteries of our brain, as well as celebrating our country's most remarkable seniors.

<https://babyboomersguide.com.au/>

The Aged Care Enrichment podcast

With a fantastic range of industry experts, these passionate thought leaders share their unique points of view on how aged care is changing and examine ways to improve the quality of life for seniors. Topics include: How feeling bad about your age affects your health, how memory works and its link with emotions, and why women's bodies age differently to men.

<https://silvradventures.com.au/podcast/>

Life's Booming podcast

Hosted by ABC's quick-witted James Valentine, this multi award winning podcast showcases the lives of over 50s dreams, fears, desires and adventures. From overcoming extreme challenges, to living without regrets, they cover it all!

<https://www.seniors.com.au/lifes-booming-podcast>



Be Connected podcast

This podcast is designed to build your confidence in navigating our ever increasing online world, so you can be more engaged with family, friends and community. Topics range from answering common questions on how to use the internet more securely e.g. What online scammers don't want you to know, to educational and fun, such as, how do I search my family history online?

<https://beconnected.esafety.gov.au/podcast/>

COTA SA - Voices on Ageing podcast

If you're feeling stuck or disconnected, this 6 episode mini-series introduces you to the personal stories of older Australians on how they've overcome challenges, empowered themselves to reconnect with life and community, and what helped them to succeed along the way. Topics include: Staying connected at home, finding purpose and reconnecting after loss, and more.

<https://cotasa.org.au/programs-and-services/voices-on-ageing-podcast>

The Dementia podcast

This podcast includes interviews with a range of health practitioners, researchers and dementia care specialists, as well as people living with dementia and their family and friends. Hosted by Associate Professor Colm Cunningham from the Dementia Centre, topics include the latest research from both local and international experts.

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

Get Connected by National Seniors Australia

If you've ever wanted a quick weekly digest of seniors news from around Australia, this one may be for you. Each week this podcast reads out loud a snapshot of topical articles from the National Seniors Newsletter on a range of topics covering health, finance, technology, lifestyle, and more.

<https://podcasters.spotify.com/pod/show/nationalseniorsaustralia>



Employing family or friends

Every now and then, a consumer might ask their provider whether they can use their home care package funds to pay a family member or close friend to provide paid services for them. The current Home Care Packages Operational Manual for Consumers covers this in detail to ensure information is available and a consistent approach is used when answering this question.

In summary, the Manual states that payment to families and friends for care services is excluded unless **all of the following requirements** can be met:

- There is a 'thin market' where no suitable workforce is available at all, and
- The person is especially qualified to perform the job, and
- The person does not live with the consumer, and
- The provider has a robust probity plan in place.

A 'thin market' means the consumer is living in very rural and remote Australia **and** is from an Aboriginal & Torres Strait Islander or Culturally and Linguistically Diverse (CALD) background.

Providers also need to document their response to a request by considering:

- The inclusions and exclusions framework,
- The process to meet their obligations for monitoring and compliance of contractors and sub-contractors,
- Any potential risks to the consumer and how this impacts their ability to effectively manage those risks,
- Their policies regarding where they stand on this matter.

The Manual states that payment to families and friends for care services are typically a program exclusion, and they direct family and friends to instead access the Carer's Payment to support them financially in their caring role.

Information about the Carer Payment is available here:

<https://www.servicesaustralia.gov.au/carers-payment>

Feel free to talk to us for information about the Home Care Packages Consumer Manual or visit this link:

[Consumer Manual >](#)



Preventing Dementia: Free online course

Did you know, exciting global research suggests up to 30% of dementia may be preventable by attending to potentially modifiable risk factors?

The University of Tasmania's Wicking Dementia Research and Education Centre are inviting you to join their **free** online short course: Preventing Dementia.

During the Preventing Dementia mini-course, you'll hear from expert neuroscientists, clinicians and epidemiologists as they examine the latest evidence and outline ways you may be able to reduce your risk of developing dementia.

Whether you're interested in brain health and/or dementia risk reduction, the course is suitable for everyone.

With lots of engaging video content and discussions with experts, this award-winning course has been designed to be appealing to people with diverse interests and levels of education.

Plus, you'll get to learn from home at your own pace, without requiring exams or assignments!

If you'd like to join the growing global community of participants in learning ways to reduce the risk of dementia, the course is held twice per year and you can sign up to be notified when enrolments are open via the link below:

www.utas.edu.au/wicking/preventing-dementia

It's never too early or too late to start reducing your dementia risk.



Swallowing problems and Dysphagia

Did you know that humans swallow at least 900 times a day? We often take swallowing for granted, but for many older people and people with chronic health conditions, living with swallowing problems places them at risk of choking and other serious illness.

As your home care provider, we need to ask questions, and be observant to any changes, to capture information about any care needs that relate to your eating and drinking. This may occur in a variety of ways, including:

- **Assessment:** identifying key areas of concern, e.g. new medical diagnoses, weight changes, food texture & diet changes, and following-up incident reports from support workers or others involved in your care.
- **Identifying risk factors:** e.g. medical conditions such as Stroke, various neurological conditions, dementia, dental problems, weight loss, history of coughing or gagging whilst eating or drinking, etc.
- **Setting goals:** developing a care plan of services, handy assistive equipment, and other supports to safely maintain your independence, manage your swallowing issues, maintain adequate nutrition and reduce the risk of choking.
- **Referral:** ensuring relevant specialists are involved, e.g. GP, Speech Pathologist, Dietitian, Dentist, Physio, Occupational Therapist, nurse, and so forth.
- **Directing funds:** ensuring your home care funds are prioritised and spent where they are most needed to maintain your health and wellbeing associated with eating and drinking safely.
- **Monitoring, review & responding to changes:** responding to any issues and changes, and adjusting your care plan and services, if and when required.

Please let us know if you have any concerns about eating, drinking or swallowing and we will refer you for an assessment.

<https://www.safeswallowing.com.au/>

Product spotlight:

Care Food Co.

With around 1 million Australians having difficulty with swallowing, preparing modified food that is both tasty and nutritious for people with dysphagia can be challenging.

When brothers David and John McAuley and Saxon Joye experienced this firsthand, they created Care Food Co. to help people with swallowing difficulties enjoy food again with their convenient home delivery service.

With food being one of the great pleasures in life, their aim was to create a range of great tasting food, as close to nature intended as possible. For example, their carrot is literally 100% carrot, with nothing else added.

Other benefits include:

- Arrives with at least a 10-day shelf life
- Delivered fresh and chilled and can be frozen
- Mix-and-match the foods you like to create a different meal every day
- No additives, fortifiers or thickeners of any kind in the pureed food range
- Food is cold pressed, ensuring nutrition is locked-in without compromising taste or appearance

They are currently delivering throughout NSW, VIC, QLD, WA, SA, TAS and ACT. If you live outside the areas listed, please contact them for assistance.

<https://www.carefoodco.com.au/>

For residents in NT, Ezy Foods is an alternative provider of pureed food.

<https://ezyfoods.com.au/>

We can help arrange for a professional assessment and recommendation for this great service if you need a modified diet. Please note, preparation and delivery of meals can be included in your home care package, but not the raw food component.



Ageing with blindness or low vision

Did you know that about two-thirds of people who are blind or have low vision are over 65? These days, there are significant advances in technology, aids & equipment, funding, services and strategies to help reduce the impact that blindness or low vision can have on day-to-day life and enjoyment.

We want to be sure that Support Workers and others involved in your care know how best to assist you, so it's important that we hear about your needs and preferences during our assessment phase.

There are many ways that Support Workers can assist you, such as:

- Identify themselves by name and not assume you recognise their voice
- Speak naturally and clearly – without yelling or being patronising
- Avoid situations where there is competing noise or poor lighting
- Ask first if you need help, rather than assuming that you do
- Offer their arm for you to hold, and walk slightly ahead of you at a comfortable pace
- Guide you to your chair, sofa or bed, so you can safely and independently seat yourself

Usually, our clients with vision impairment are already very aware of how to keep safe around their local community, and in their home and garden, and we will work with you to ensure you feel safe and secure wherever you are.

Please let us know if you have any concerns about your vision and we can help you to access the right services and supports. Talk to us about how your package can be used to take advantage of the aids, equipment and technologies designed specifically for people living with low vision and blindness.



The legacy of institutional care

For many of us growing up in happy or stable family homes, it is easy to forget that not everyone had those positive experiences in their early years.

Between the 1920s and 1980s, more than 500,000 children were placed in institutions and out-of-home care around Australia. Many were taken from their families, often without permission, and life was generally hard for them. They are known as Forgotten Australians, Former Child Migrants, and Stolen Generations.

‘Care Leavers’ are part of today’s ageing population, yet the scars of their early experiences do not diminish and many Care Leavers experience significant anxiety about accessing aged care services. Many who spent time in institutions or out-of-home care as children were deprived of love and a sense of belonging.

Many people from these groups find traumatic childhood memories and fears returning when they think about their aged care needs. Whilst we intend to offer exceptional service to all our consumers, for any of our consumers who identify as a Care Leaver, we wish to respect and honour your experience by making sure we:

- Collect only relevant information and avoid assumptions about your history
- Are transparent, sensitive and trustworthy, if you reveal your story to us
- Respect your independence, create a safe & private space, and involve you in all decisions
- Offer you choices, encourage social engagement, and reduce red tape wherever possible
- Link you to support, mentoring and counselling with specialised services in your State or Territory

Two additional resources for support and advocacy include:

Find & Connect service

Ph: 1800 161 109

<https://www.findandconnect.gov.au/contact/>

CLAN (Care Leavers Australasia Network)

Ph: 1800 008 774

<https://clan.org.au/>



Care
Leavers

Protecting your financial assets

We support the autonomy of our consumers and acknowledge their right to make decisions concerning their financial affairs. When an older person receives government subsidised services, there is an increased expectation that risks and vulnerabilities are identified and monitored, which can sometimes lead to a tricky balance for providers between being overly involved versus not being involved enough.

Older people have the right to make financial decisions that suit them, however, problems may arise if you become vulnerable due to frailty, poor health, dependency for care, loneliness and isolation, lack of expertise in handling finances, increasing confusion, recent loss of a partner, and so forth.

Some of the best ways for you to keep your money and assets safe include:

- Understanding your finances better by having conversations about it with trusted friends, family, finance experts, seniors groups, financial helplines,
- Ensuring your enduring power of attorney document contains provisions that fully protect you,
- Insisting on 'accessible' information, such as translated documents, using an interpreter if required, large print letters, or whatever is needed so that you understand all arrangements and documents that need to be signed,
- Speaking with Centrelink to understand how your pension or aged care services may be affected before any financial decisions are made,
- Visiting your bank to discuss how to keep your money safe, especially with internet banking, PIN numbers, joint accounts and third-party authorities.

If you ever feel pressured, confused or uneasy about making financial decisions, or if you're unsure about your rights, please don't hesitate to reach out to us for a confidential discussion. We will support your wishes and assist you any way we can, including accessing advocacy and other helpful supports in your State or Territory.



Free online events for carers!



September 23rd - What does high quality care look like in practice?

Join OPAN's panel of experts, as they explore the strengths and limitations of the Statement of Rights and strengthened Aged Care Quality Standards, and what high quality care looks like in practice. [Learn more >](#)

September 24th - What's available through Carer Gateway?

An overview of the supports available to carers including; counselling, in person peer support, planned and emergency respite and access to carer directed packages. [Learn more >](#)

Sept/Oct - (various dates) - The new Aged Care Reforms explained

With the new Aged Care Act introducing significant changes to how aged care is delivered, it's likely they may affect someone you care for. To help people understand what's changing, COTA and OPAN are holding important information sessions, with the opportunity to ask questions and share your views. Simply select 'online' when registering if you can't make it in-person. [Learn more >](#)

October 7th - National Gallery Australia - Art for carers online

Held monthly, this is a social and creative online program for carers around Australia, to learn about and discuss artworks from the National Gallery collection. [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/>



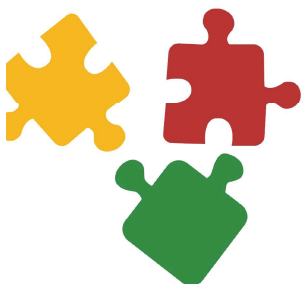
Word Search:

Common Australian slang

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

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

•Mozzie •ankle biter •servo •togs •dog's breakfast •booze bus •mate's rates
•chuck a sickie •bathers •bludger •tradie •spit the dummy •yarn •battler



Explore the topic: <https://www.australiaday.com.au/fun-activities/browse-the-aussie-slang-dictionary/>



5-IN-1 LEAK & ODOUR PROTECTION

NEW



DESCRIPTION

DEPEND® Shields

DEPEND® Guards Level 2

DEPEND® Guards Level 3

ABSORBENCY

90ml

535ml

650ml

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FREE SAMPLE





Public Holidays 2025

Melbourne

OCT

6

KING'S BIRTHDAY

DEC

25

CHRISTMAS DAY

DEC

26

BOXING DAY



Father's Day
Lunch



SUPPORT AT HOME PROGRAM INFORMATION SESSIONS

RSVP TO 1300 952 860

Information session about the upcoming transition from Home Care package to Support at Home Program from 1st July

SEPT
17

Time: 2:30pm

Address:

Deer Park – 39 Mogul Court Deer Park, VIC 3023

SEPT
24

Time: 2:30pm

Address:

Deer Park – 39 Mogul Court Deer Park, VIC 3023



Please Join Us for

Spring Racing Carnival Lunch

Friday

17

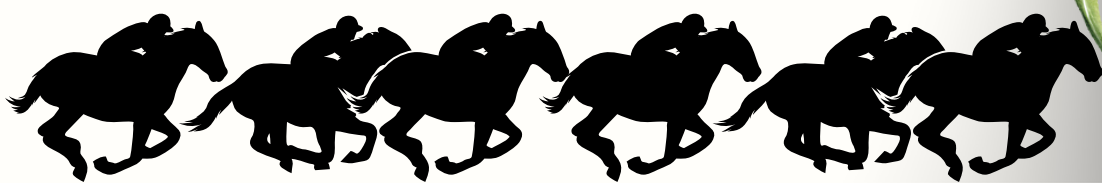
October

11:00am - 2:00pm

Slices Caroline Springs
2 Lake Street, Caroline
Springs

RSVP by 10th of October
Xandria or CM
1300 952 860

We look forward to seeing you
there!





Spring Racing Carnival Lunch

Friday

17
October

11:00am - 2:00pm

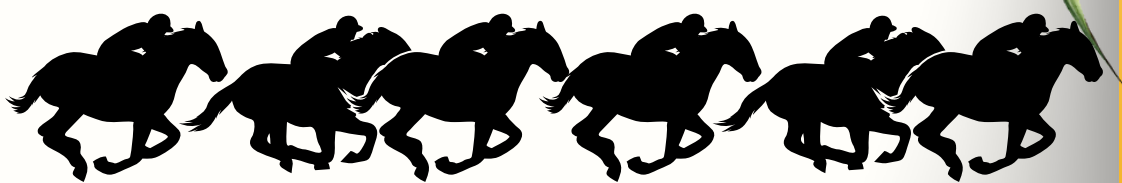
Put on your finest fascinator or favourite hat and join us for an afternoon of fun, flavour, and flair!

Enjoy a delicious lunch, lively conversation, and a touch of racing-themed sparkle as we celebrate the season in style. Whether you're a racing enthusiast or simply love a good social outing, this event promises great company and joyful moments.

Cost:

\$70 – AYS Members

\$75 – Non-Members



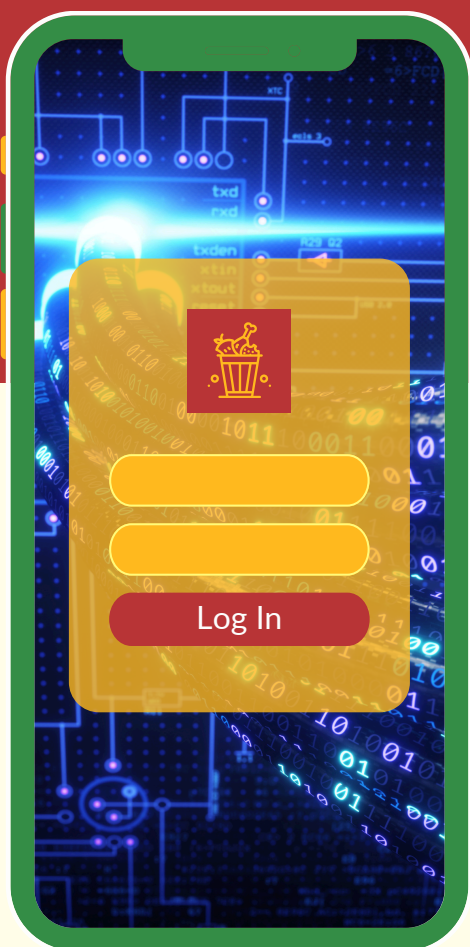


AT YOUR SERVICETM
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Tickets are \$15 a session including a light afternoon tea

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

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!



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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!

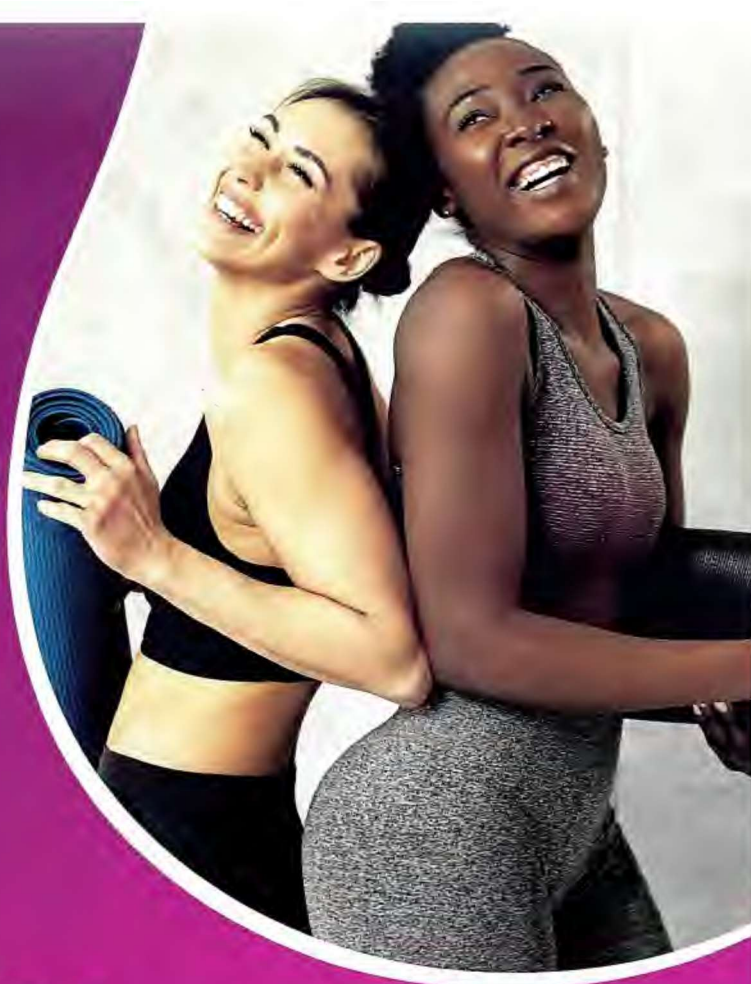


NEW



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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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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