

Newsletter

HOME CARE HQ



UPCOMING CHANGES TO HOME CARE



WHAT'S INSIDE

- VIDEOPHONE FOR SENIORS
- MUSIC PLAYLISTS FOR DEMENTIA CARE
- IMPORTANT CHANGES TO PRICING FOR HOME CARE
- CHANGES TO CARE MANAGEMENT ACTIVITIES

CareWindow videophone

While nearly 90% of Australians now own a smartphone, the more features they come with, the trickier they can be to use. As well as being difficult for people living with cognitive challenges, they are also difficult for anyone who has limited dexterity or low vision.

With this in mind, the founders of **CareWindow** created a communication device that required no physical interaction, enabling them to stay connected with their father, who had lost the ability to use a phone.

Co-designed with carers, nurses and OTs, this iPad sized accessible video calling device makes staying connected to family and friends easier than ever.

Here are just some of the features:

- Zero touch automatic answering
- The ability to initiate video calls with just one touch, without the need for tricky sequences
- Remotely updated so you'll always have the latest features
- "Do not disturb" mode and customisable options for the time of day incoming calls are allowed
- Fall proof, spill proof and knock proof, eliminating the fear of accidental breakage
- Screen can also be used as a photo gallery or a large font-size day clock
- Available in English, Mandarin, Spanish and Hindi, with Greek, Italian and Polish coming soon.

Backed by top-notch cybersecurity features such as the camera privacy swivel and the family and friends app, means you can say goodbye to those pesky scam calls for good!

If you have difficulty using or communicating with others using a standard mobile phone, please speak to us about **CareWindow**.

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



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.

Key name changes coming to home care

Many changes are coming our way with the commencement of the Support at Home program on 1 July 2025. Some of the simple but meaningful changes relate to the changes in terminology. Here are some key name changes you should be aware of:

From: Home Care Packages Program —→ To: Support at Home Program

From 1 July 2025 all home care packages consumers will be automatically transferred to the newly created Support at Home Program. The new program name change reinforces the ongoing preferences of older people to age in their homes with appropriate and timely support. We will continue to be your approved provider and manage the package financials on your behalf.

From: Care Manager —→ To: Care Partner

This represents a significant shift in the relationship between the provider and the person receiving care. Whilst Care Management will remain a core component of the program, your relationship with us will be more collaborative. We will partner with you so you are more involved in making decisions about your care, giving you more autonomy and a sense of independence and control.

From: Consumer —→ To: Participant

Older people have given feedback to the government that they want strengthened rights and to be more involved in decisions relating to their care at home. Some consumers want to rely less on their Care Partner by taking on some aspects of organising their care and services but everyone will continue to have the safeguards of having a Care Partner to assist them when they need it.

Please let us know if you have any thoughts on how you would like to be more involved in your care. 😊



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>

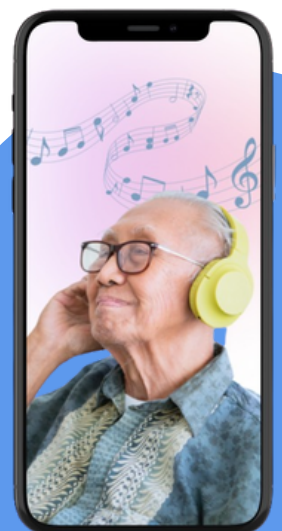
On the flip side, the calming playlist is filled with songs aimed at relaxation and stress reduction. With the song achieving the highest score belonging to Dinah Shore for her 1948 hit - [Buttons and Bows](#).

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/>



Important changes to pricing for home care

Fees, charges, prices and costs are commonly discussed in the context of delivering and receiving home care. It can be confusing to know what they mean on a personal level for consumers, so this article aims to explain some of the pricing changes that are going to occur from 1 July 2025.

Every year, home care providers will increase the fees they charge to a person's home care package, and this is often accompanied by an increase in the hourly rate charged by providers for care and services. The increase varies from one provider to another because providers can set their own prices independently of the government.

The reasons our service prices increase may include:

1. Government increases the home care subsidy rates
2. Award wage rises for the aged care workforce
3. Increases based on the Consumer Price Index (CPI) or other factors outlined in our Home Care Agreement
4. Business and staffing costs that exceed CPI indexation
5. Starting 1 July 2025, a new government requirement that mandates all home care providers include administrative costs in their hourly service rates.

Additional ways the government policies and aged care reforms influence provider pricing include the introduction of changes to allowable home care fees from 1 July 2025.

The new Support at Home program changes the fees that providers can charge against a person's home care funding:

- Care Management fees will be set at 10% of your quarterly budget
- Package Management fees will be removed as a separate charge



As a result, all participants (consumers) will have 90% of their funding available to spend on care and services. Package management costs will be incorporated into each hourly rate for services, meaning that each hourly rate or product cost will encompass not only the service itself but also a share that covers the provider's administrative costs, travel expenses, back-office expenses, scheduling, compliance activities and more.

Things to know:

- Increases in hourly rates for services often coincide with an increase in your home care package daily subsidies. So, any increase in our service prices is typically matched by an increase in your overall package value.
- Until 30 June 2026, home care providers will continue to set their own prices for services including nursing, personal care, domestic assistance, light gardening, and many more. From 1 July 2026, the government will set the prices instead.
- The new government rule to remove package management fees as a separate charge means changes in revenue options for providers. Consequently, hourly rate increases will be the only way for providers to cover their operating costs.

Consumer Agreement on Price Changes:

Home care package providers are accustomed to the government requirement of notifying consumers about price increases and obtaining their agreement before the price changes take effect. It's important to note that these price changes are not out-of-pocket fee increases for consumers, and it is our hope that you will agree to the proposed price changes.

We will inform you of any proposed price increases in accordance with government regulations. This includes providing details about the reason for the price increase, offering sufficient notice (at least 28 days), seeking your consent to modify the pricing agreement, and presenting ways to minimise any impact of the price rises on your care and services.

You can also download the fact sheet below:

<https://www.health.gov.au/resources/publications/consumer-protections-for-support-at-home-prices-fact-sheet-for-participants?language=en>



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.



Care Management activities

Most approved providers are busy working out how their Care Partner arrangements will be delivered under the new Support at Home program. Most of the activities of Care Management are the same or similar to the home care packages program (see table below), however, there may be some adjustments to how they are delivered and by whom, to account for the new pooled 10% Care Management quarterly budget arrangements.

From 1 July 2025, all Support at Home participants will automatically contribute 10% of their quarterly budget to their provider's pooled Care Management Fund, held by Services Australia. Care Partners deliver care management activities in order to claim the funds from Services Australia.

Providers will claim Care Management activities that were delivered either directly with you, or on your behalf, by our team, however specific activities will not be itemised on your Support at Home monthly statement.

Care planning	<ul style="list-style-type: none">• Identifying and assessing participant needs, goals, risks, advance care plans, and ongoing supports• Developing and reviewing care plans, and reviewing agreements
Service planning and management	<ul style="list-style-type: none">• Communication and coordination with workers and others involved in the delivery of services and participant care• Supporting cultural preferences and needs• Budget management and/or oversight
Monitoring, review and evaluation	<ul style="list-style-type: none">• Engaging in ongoing care discussions and case conferencing• Monitoring and responding to changing needs and emerging risks• Evaluating goals, service quality and outcomes
Support and education	<ul style="list-style-type: none">• Supporting participants to make informed decisions and respecting their right to take risks• Supporting and integrating wellness and reablement approaches• Providing independent advice, information and resources• Health promotion, information and education• System navigation and linking to additional supports• Enabling participant views & complaints to be heard and escalated

We will provide you with more information about our future Care Partner and Care Management approaches, so you know what to expect from us once we commence the Support at Home program.

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>



Do you have electronic copies of your important documents?

With the idea of predictable '*disaster seasons*' becoming almost non-existent, many of us aren't prepared for the legal problems that can occur after a disaster strikes.

We take it for granted that our many forms of identification needed to prove who we are, where we live and what we own/owned are always available. Unfortunately unless you've made digital copies, this is often the first barrier people face, at a time when extra stress is the last thing you need.

And with over 70% of Australians now living in areas impacted by natural disasters such as storms, floods or bushfires, it's important that all of us are prepared for the potential legal complexities that can occur after an emergency.

Not to mention that with around 20,000 house fires each year, natural disasters aren't the only reason people lose access to important documents.

Understanding that a key part of recovery after a disaster is connecting to services and support, is exactly why Get ePrepared was created.

Developed by Justice Connect, (in partnership with Telstra) and co-designed with Australians who have been impacted by disaster, Get ePrepared is a free online tool to help you create electronic copies of essential documents, in case you ever need them.

Designed for people of all digital abilities (with at least half their users being 65+), it provides step by step guidance on figuring out which documents you should make electronic copies of, where to store the documents, and the pros and cons of the main storage options. Simply visit the link below to get started.

<https://justiceconnect.org.au/help/get-eprepared/>

If you're ever affected by a disaster, you may also be eligible for free legal help from Justice Connect's network of over 10,000+ pro bono lawyers:

<https://justiceconnect.org.au/disasters/>



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>

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.



Allowable payments after unexpected HCP exit

One of the key features of the Home Care Packages (HCP) program is the flexibility it offers in using funds to meet an individual's care needs. We often partner with consumers to plan ahead and allocate HCP funds in advance for modifications, equipment, or other necessary items.

Unfortunately, there are situations where a consumer may exit their package due to death or relocation to residential care before a modification or purchase is finalised. In such cases, the Department of Health and Aged Care provides guidance to help us determine the next steps, emphasising the importance of having a written agreement in place.

✓ **Formal written agreement in place with us before you exit:**

- If you have a formal written agreement with us confirming the plan, budget, payment arrangements, suppliers, and other details, we can complete the work or purchase in accordance with the agreement within 70 days of your exit date.

✗ **No formal written agreement with us before you exit:**

- If there is no formal written agreement with you, or if you have purchased, pre-paid, committed to, or started work without our approval, we cannot use unspent package funds to reimburse you or pay suppliers or contractors to finalise the work or purchase.
- If you (or a representative on your behalf) have completed and paid for the work or purchase before exiting the HCP program, we cannot modify your care plan or accept a retrospective request for reimbursement from your representatives or estate, regardless of the balance of your unspent funds.

It's important to note that if a consumer voluntarily decides to transfer to another HCP provider before finalising the agreed process, their unspent HCP funds will be quarantined for up to 70 days, and reimbursement agreements will not transfer to the new provider. Therefore, it is advisable to finalise the agreement process with us before making a transfer.

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

