

# *My life, my way!*



Dear valued Clients, Families and Team Members.

## **Welcome to the Autumn edition of our AccessCare newsletter!**

As the weather begins to cool, this edition brings together practical tips and helpful reminders to support you through the season ahead. From simple ways to stay safe and comfortable at home to advice on preparing for cooler days, we hope you'll find something useful inside.

We're also delighted to share some exciting news about the future of AccessCare. We are growing, and this next step strengthens our long-term commitment to providing trusted, high-quality aged care services for our community. I am incredibly proud of the care and support we provide, and I'm confident this growth will allow us to continue supporting you in the long term.

In this issue, you'll also find important information about scam awareness, with a particular focus on impersonation scams. Sadly, these scams are becoming more common, so we've included clear guidance on how to recognise warning signs and protect yourself and your loved ones.

We are committed to providing high-quality in-home support services and to ensuring you always feel valued, respected, and cared for. If you would like assistance with any of the seasonal tips we've shared, please contact AccessCare.

We hope you enjoy reading our Autumn edition.

*Camille Hoyle*

**Camille Hoyle**  
Manager - AccessCare



# AccessCare is expanding our *Aged Care Services*

**AccessCare is growing and will soon provide high-quality care for seniors in Frankston.**

Despite many local Councils no longer providing in-home aged, Kingston Council - which operates your AccessCare services - is committed to our service.

From July 1 Access Care will extend our service area into Frankston, as Frankston Council will no longer offer selected Commonwealth Home Support Program services.

We want to assure all existing AccessCare clients that there will be no changes to your existing services, or support workers. Your care arrangements, scheduled services and contact points will remain the same. Our focus is to ensure continuity, reliability and the same friendly faces you know and trust.

**By expanding, we aim to:**

- ✓ strengthen AccessCare's long-term sustainability
- ✓ ensure Frankston City seniors are given high-quality care from a trusted local government provider
- ✓ grow our pool of caring, skilled carers
- ✓ invest in service improvements and operate more efficiently.

We are working with Frankston City Council to plan this transition carefully. This is an opportunity for AccessCare to grow and become more sustainable and assures our commitment to high-quality and personalised aged care for the long term.

If you have any questions at all, please contact AccessCare on **1300 819 200** or email [info@accesscare.org.au](mailto:info@accesscare.org.au)



## 100 years *of memories*

In September 2026 Kingston Council will again host the annual "One Hundred Years of Memories" Luncheon to celebrate Kingston residents who have reached the milestone of 100 years of age.

Centenarians and two of their guests will be invited to one of Kingston's golf clubs where they will enjoy a two-course lunch, musical performance and presentations of gifts and certificates by Kingston's Mayor.

If you or someone you know will celebrate their 100th birthday by the end of December 2026 or is older than 100, please call **1300 653 356** or email [info@kingston.vic.gov.au](mailto:info@kingston.vic.gov.au) for more information.

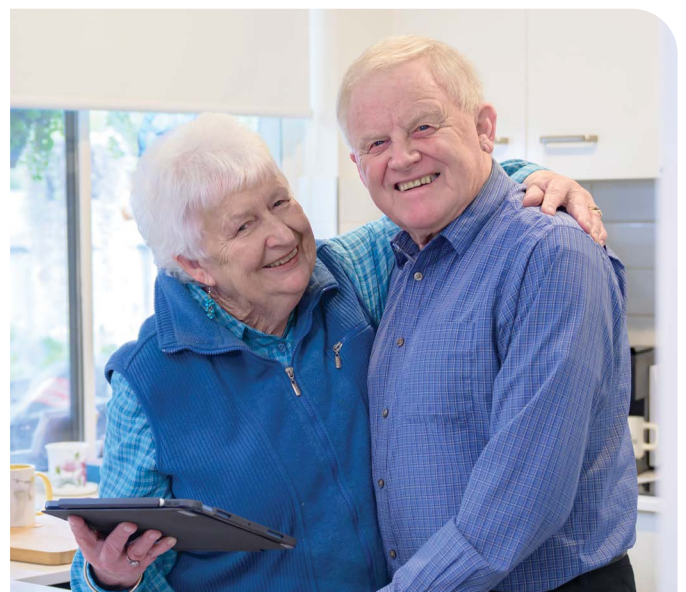
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## Support at Home *statement delay*

**The Support at Home program has now been in effect since 1 November, 2025 and we want to thank you for your support during this period of change.**

During this process change, we are experiencing unexpected software issues which means that statements cannot be sent out on time. We sincerely apologise for any inconvenience this may have caused. Up to date financial information can be obtained from your care partner. We are currently working to find an alternative solution and hope to have the statements out to you soon.

As always, our team is here to guide you, answer questions, and ensure you continue to feel supported, respected, and confident in your care at home.



If you are still unsure about the changes and what they mean for you, please contact our team. We are here to help you with any questions and to support you with the care you need.

For more information, visit [accesscare.org.au](http://accesscare.org.au) or call **1300 819 200**.

# Speaking up safely:

## Whistleblower protections in aged care



In aged care, everyone has a right to feel safe, respected, and well cared for. Sometimes this means speaking up when something isn't right. The Aged Care Act 2024 makes this safer by giving strong protections to people who raise concerns.

### What does “whistleblowing” mean?

A whistleblower is a person who reports concerns about wrongdoing, unsafe practices, or breaches of laws or standards within an aged care service. This could include issues that put the health, safety, dignity, or rights of older people at risk.

Importantly, the law now clearly protects people who speak up in good faith.

### Who can speak up?

You do not need to work in aged care to raise a concern. People who can speak up include:

- People receiving care
- Family members, friends, or advocates
- Staff, volunteers, or contractors
- Former workers or service providers

Anyone connected to an aged care service can raise concerns if they are worried.

### What can you report?

You can report things such as:

- Care that is unsafe or inadequate
- Staff not treating people with dignity or respect
- Breaking aged care rules or standards
- Risks to a person's health, safety, or rights
- Misuse of money or poor management

If something worries you, it is worth reporting.

### How are people protected?

You can report things such as:

- Keeping their identity private where possible
- Making it illegal to punish, threaten, or treat them unfairly
- Protecting them from legal trouble if they report honestly
- Requiring aged care providers to have clear ways to report concerns

You can raise concerns with AccessCare manager on 1300 819 200 or contact the Aged Care Quality and Safety Commission (ACQSC). To contact the ACQSC directly please refer to [agedcarequality.gov.au](https://agedcarequality.gov.au) or call **1800 951 822**.

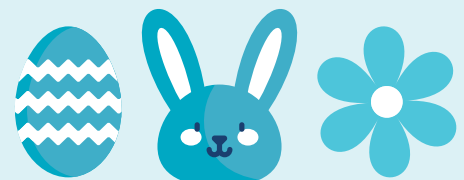
### Why this is important

If you have concerns, speaking up can improve care for everyone. You have the right to raise your concerns without fear of judgement or reprisal. The law is there to support you.

## Public Holidays

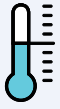
📅 **Easter** - April 3 (Good Friday) and April 6 (Easter Monday)

📅 **ANZAC Day** - April 25



# Preparing for the cooler weather *this Autumn*

## Health and Personal Safety



**Dress in layers** which can be added or removed depending on the temperature.



Ensure your **vaccinations** are up to date, including the annual flu vaccine.



Wear sturdy **non-slip footwear** to avoid slipping, particularly in wet weather.



Ensure **emergency contacts** are written down and easily accessible.



**Stay connected.** Reach out to family, friends or community groups to avoid isolation as the weather cools.

## Home Safety and Maintenance

You can report things such as:



Service heaters or split air-conditioning systems to ensure they are clean and working effectively.



Remove hazards. Secure rugs with anti-slip backing, remove unnecessary clutter from high traffic walkways and clear leaves and branches from outdoor paths.



Ensure areas are well lit and that you have a torch with fresh batteries accessible in case of power outage.



Test smoke alarms and replace batteries.

Stay safe, healthy and connected this Autumn.

If you need assistance with the above, contact AccessCare on **1300 819 200** to discuss your eligibility.

**Remember in a medical emergency you should call 000**

## Scam awareness: Impersonation scams



An impersonation scam is when a scammer pretends to be a trusted person or organisation, such as your bank, a government agency, or a service provider, to trick you into giving them personal information or money. These scams rely on trust and can be very convincing, which is why they are so effective.

## How to recognise the warning signs

Be alert to these common red flags:

- **Unsolicited contact:** Unexpected contact from someone claiming to be from a trusted business.
- **Urgency:** Pressure to act quickly to avoid losing money or facing serious consequences.
- **Confidential Information:** requests for passwords, PINs or card numbers.
- **Links:** Requests to click on links to provide personal information.
- **Unusual requests:** Being asked to transfer money, download software, or do something that feels out of the ordinary.

If something doesn't feel right, hang up and contact the relevant bank, agency, service provider directly using a trusted number. Staying informed is one of the best ways to protect yourself.

# What's On...

## Events and Workshops

Staying connected is vital for wellbeing at every stage of life. Come along to a local workshop to meet people, share stories and learn new skills.



## Services Australia

Services Australia deliver government payments and services and provide trusted advice on a range of topics, from creating MyGov accounts to identifying frauds and scams and much more.

### FRAUDS AND SCAMS

**Thursday 23 April**  
10:30am – 11am  
Parkdale Library

### ACCOMMODATION OPTIONS / DOWNSIZING YOUR HOME

**Monday 20 April**  
11.30am – 12.30pm  
*Cheltenham Hall*  
*1218 Nepean Hwy, Cheltenham*

**Wednesday 29 April**  
1pm – 2pm  
Cheltenham Community Centre  
*8 Chesterville Road, Cheltenham*

### AGED CARE INFORMATION SESSIONS

**Wednesday 6 May**  
2pm – 3pm  
Aspendale Gardens Community Service  
*103-105 Kearney Dr, Aspendale Gardens*

**Tuesday 19 May**  
2pm – 3pm  
Mordialloc Neighbourhood House  
*457 Main Street, Mordialloc*

### YOUR PENSION, YOUR CHOICES

**Monday 15 June**  
11.30am – 12.30pm  
Patterson Lakes Community Centre  
*54-70 Thompson Road, Patterson Lakes*

If you are unable to attend the sessions, you will find more information at [servicesaustralia.gov.au/ageing](https://servicesaustralia.gov.au/ageing)

To book one of these sessions email [community@kingston.vic.gov.au](mailto:community@kingston.vic.gov.au) or phone **1300 653 356**.



## Digital Literacy: ReadyTechGo

ReadyTechGo is a friendly and skilled team dedicated to making technology accessible and enjoyable for people aged 55+. They offer monthly digital literacy workshops covering practical topics in a supportive environment.

### SMARTPHONE TIPS AND TRICKS

**Thursday April 16**

10:30am – 12pm  
Cheltenham Library

BOOKINGS  
REQUIRED

### ANDROID BASICS FOR BEGINNERS

**Thursday May 14**

10:30am – 12pm  
Chelsea Library

BOOKINGS  
REQUIRED

*Limit of 20 people per session.*

For more information or to book contact the relevant library directly or [library.kingston.vic.gov.au/whats-on](http://library.kingston.vic.gov.au/whats-on)



## Information Session: Support at Home

The City of Kingston's AccessCare team is hosting free Support at Home information sessions. You do not have to be an AccessCare client to join.

These sessions are FREE and do not require bookings.

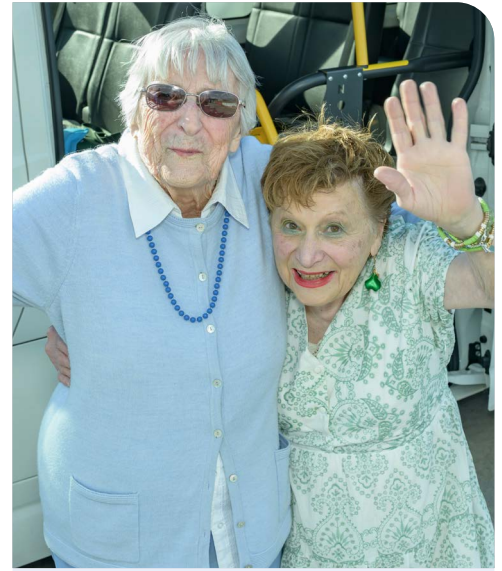
**Wednesday April 23**

From 6pm

**Wednesday May 27**

From 6pm

AccessCare Mentone  
34 Brindisi Street,  
Mentone



## Transport Information

Sessions are for those who have limited access to public transport due to health issues. Options include, the multipurpose taxi program (half price taxi card program), community bus service and much more.

**Wednesday 20 May**

10.30am – 12pm  
103-105 Kearney Dr,  
Aspendale Gardens

**Wednesday 20 May**

1.30pm – 3pm  
8 Chesterville Road,  
Cheltenham

**Thursday 21 May**

1pm – 2.30pm  
457 Main St, Mordialloc

**Thursday 28 May**

1pm – 2.30pm  
15 Chelsea Road, Chelsea

For bookings email [community@kingston.vic.gov.au](mailto:community@kingston.vic.gov.au) or phone **1300 653 356**.



## Service Spotlight

### Social *Conneciton*

#### Kingston Senior Clubs

Seniors Clubs are independent, not-for-profit organisations offering low costs activities for seniors. The clubs offer a variety of activities such as cards, boardgames, music and dancing.

The City of Kingston proudly supports over 50 senior's clubs through grants, information, training and assisting them to meet incorporated association registration requirements.

Many clubs have joined Kingston Senior Clubs Network. A full list can be found at [kingston.vic.gov.au/services/seniors/positive-ageing](http://kingston.vic.gov.au/services/seniors/positive-ageing) or call **1300 653 356** to request a printed copy.



## \$2.3M KINGSTON COST OF LIVING SUPPORT PACKAGE



**With the ongoing rise in the cost of living, we know things can be challenging for many people.**

To help ease some of this pressure, Council has included a **\$2.3 million Cost of Living Support Package** in this year's Budget, focused on supporting residents who need it most.

That's why we're offering extra support to Kingston residents experiencing serious financial hardship, including:

- ✓ Rates hardship assistance rebate
- ✓ Discount leisure centre programs and services
- ✓ Free or low-cost community programs and activities

If you're experiencing financial hardship, you're not alone — help is available.

**To find out more about the support on offer, visit [Kingston.vic.gov.au/community-support](http://Kingston.vic.gov.au/community-support).**

### Smoke Detectors



With daylight saving ending on **Sunday April 6**, it is a good time to replace your smoke alarm battery. A working smoke alarm is one of the simplest ways to protect you and your home. Use daylight savings annually as a prompt to check your alarms are functioning properly and replace batteries immediately if needed. If you need assistance, contact our AccessCare team on **1300 819 200**.

## Do you have feedback, questions or ideas for us?

✉ [info@accesscare.org.au](mailto:info@accesscare.org.au)

☎ 1300 819 200

📘 [facebook.com/accesscarem Melbourne](https://facebook.com/accesscarem Melbourne)



AccessCare proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respect to their Elders, past and present.