

Newsletter

HOME CARE HQ



STAY CONNECTED DURING THE FESTIVE SEASON



WHAT'S INSIDE

- NEIGHBOURHOOD HOUSES & COMMUNITY CENTRES
- MUSIC PLAYLIST FOR DEMENTIA CARE
- THE NEW AGED CARE ACT
- SCAMS AND CYBER CRIME – STAY ALERT!
- TACKLING ANTIBIOTICS RESISTANCE

Embrace the Festive Season:

Stay connected & stay safe online

Dear Clients,

As we enter the festive season, I would like to wish you and your loved ones a joyful and restful holiday period. This time of the year is a wonderful opportunity to connect with friends, family, and community - whether in person, by phone, or online.

Visiting a local neighbourhood house is a great way to meet new people, join activities, and stay socially connected. Our team is here to support you with social support options if needed.

We also want to keep you informed about important updates in aged care. The new Aged Care Act has commenced in November, with a stronger focus on rights, dignity, choice, and safety for older Australians. We will continue to provide information and support as these changes are introduced.

During Seniors Festival in October, Council hosted a Cyber Safety Forum, where many people enjoyed learning practical tips to stay safe online. As more of us connect digitally over the holidays, please take a moment to read the cyber safety article included in this newsletter. It offers useful reminders about protecting your personal information and avoiding scams.

Our trained community support workers are also available to provide basic digital support if you would like help with devices, apps, or staying safe online. Please call us on 8470 8828 if you would like to book a session.

Wishing you a safe, connected, and happy festive season.



Jeanne Poustie

Manager, Supported and Connected Living



Music playlists for people living with dementia 🎵

It is 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 will 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 ever wanted to get involved in community events and activities in your local area, Neighbourhood Houses may be for you.

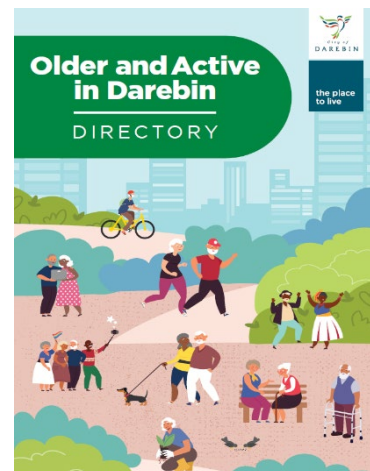
[These Community Houses and Centres](#) (NCHCs) have become the perfect place for people to make new friends, spend time with other locals, and feel a deeper sense of belonging by contributing to their community.

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 craft activities
- Adult learning classes including digital
- Special interest groups
- Walking and other activities
- Gardening
- Social support groups
- Music and singing
- Community meals
- Food relief



Pick up Council's [Older and Active Directory](#) at your local customer service center and find out what is on offer for you in Darebin.

You can also call us on **8470 8828** to ask for a copy to be sent to you.

Please note that Darebin's Neighbourhood Houses are closed during the school holidays.

Keeping Your Valuables Safe at Home

A friendly reminder for your peace of mind

We all have things that are special or important to us — jewellery, cash, important papers, bank cards, or sentimental keepsakes. It's a good idea to keep these items stored safely so you always know where they are. Here are some simple tips:

- Keep valuable or sentimental items **in a locked drawer, box, or small safe**.
- Try to **store only what you need daily** in easy reach — everything else can be put away securely.
- If you have people coming into your home, it's safest to **lock your valuables away beforehand**.
- **Avoid leaving cash or jewellery out in plain sight**, even for a short time.

Keeping your things safe means **less worry and more peace of mind** — so you can focus on the things you enjoy most at home.

Tackling Antibiotic Resistance

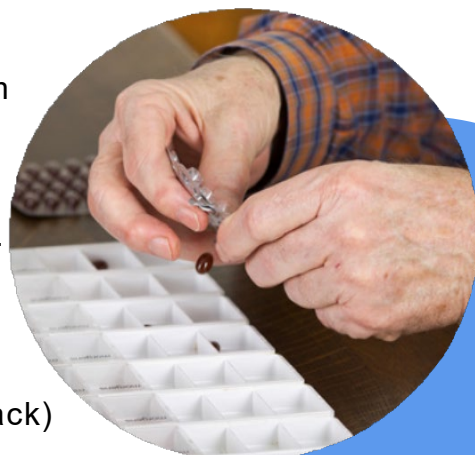
There is a lot to know and learn about infections and antibiotics, but most of us only need to remember a few key things. In short, because antibiotics have been overused and sometimes used the wrong way, they don't work as well as they used to.

- Antibiotics only work against bacteria — not viruses like colds or the flu.
- Using them when not needed can cause antibiotic resistance, making real infections harder to treat.
- Sore throats, earaches, coughs, or green phlegm don't always need antibiotics — check with your GP first.
- Antibiotic resistance affects everyone and is a growing global problem.

According to NPS MedicineWise, you can help by:

1. Not asking for antibiotics for colds or flu.
2. Knowing antibiotics won't help you recover faster from a virus.
3. Taking antibiotics exactly as prescribed.
4. Remembering resistant bacteria can spread to others.
5. Practising good hygiene to prevent germs spreading.

If you are unwell, always seek medical advice. And remember to take your Webster Pak (or other medication pack) so your pharmacist can update it with any new medicines.



The New Aged Care Act is here!

The Federal Government's new Aged Care Act commenced in November, strengthening the rights, safety, and wellbeing of older Australians.

It introduces a stronger, person-centred approach to aged care.

What is changing?

A new Statement of Rights

A new Statement of Rights has replaced the current Charter of Rights. It outlines what you can expect when receiving care, including:

- dignity and respect
- safety and choice
- independence and inclusion
- clear decision-making
- the right to speak up

We will make sure our services and staff support these rights every day.

Updated Quality Care Standards

New Quality Standards will make sure older people are involved in planning and managing their care. Care will focus on each person's needs, culture, preferences and safety.

Supported Decision Making

Older people can now choose and register someone to help them make decisions, if they want support. This person is called a **Registered Supporter**.

They must follow the older person's wishes and act in their best interests.

For help or questions, call **My Aged Care: 1800 200 422**.

Protection for speaking up

New whistleblower protections will support older people and their supporters to raise concerns safely. This means you can report issues without fear of unfair treatment or discrimination.

Complaints and feedback

We welcome your feedback and complaints. You, your carer or registered supporter can call us on **8470 8828** and we will respond respectfully and promptly.

New independent Complaints Commissioner

A new Complaints Commissioner will help ensure complaints are handled fairly and quickly by the Aged Care Quality and Safety Commission.

Please call us on **8470 8828** if you have any questions.



SCAM? Stop. Check. Protect

If you think it is suspicious: Don't click. Don't reply. Report it.

How to stay safe online:

- Don't click on any links or attachments in text messages or emails pretending to be from myGov or Services Australia.
- Secure your personal information by only sharing information that you need to.
- Use a unique strong password or passphrase for every account.
- Turn on multifactor authentication if it's an option.
- Check the website you are using is genuine.
- Use secure Wi-Fi networks and always log off and close your browser tabs when you finish.
- Be careful what you share about yourself online.
- Do your own search for websites and phone numbers.

Secure your myGov account

Increase the security of your myGov account by using a passkey or your Digital ID as your sign in option.

These sign in options offer a higher level of protection against scammers when you turn off your password.

For more information visit

my.gov.au/sign-in

Passkey

Uses the security features on your device to sign in, including:

- fingerprint or facial recognition
- a PIN or swipe pattern
- security key.

Digital ID

Verify your identity documents to create your Digital ID. Then, enter a verification code in your Digital ID app to sign in. This is protected by the security features on your device, including:

- fingerprint
- facial recognition.

Help us stop scams



If you see a **myGov**, **Medicare** or **Centrelink** scam, email at **reportascam@servicesaustralia.gov.au**.

You can also help others by reporting scams at **scamwatch.gov.au**

Help if you have been scammed

If you've given your myGov sign in details or other personal information to someone you don't know, we can help you.



Call our **Scams and Identity Theft Helpdesk** on **1800 941 126**.
The Helpdesk is open from **Monday to Friday, 8 am to 5 pm**.



If you need help in your language, ask us for an interpreter. If you're deaf or have a speech impairment, call the **National Relay Service** on **1800 555 660**.



Free events!



November 25th - End of life: Your choices under the new Aged Care Act

Join OPAN's panel of experts online as they explore what quality palliative and end-of- life care looks like in practice, as well as how changes to the new Aged Care Act strengthen older people's rights to ensure their care aligns with their wishes and values. [Learn more >](#)

November 28th - National Gallery Australia - Art and dementia online

This is a social and creative program for people living with dementia and their carers from across the country, that engages participants with the National Gallery's collection through discussion and art making. [Learn more >](#)

Several sessions: Demystifying Aged Care

We know that the aged care system can be little confusing. Having someone to answer your questions and give you some straight-forward guidance can help you understand what your options are, and what will best suit your needs.

One of Darebin Council's aged care partners, Care Connect, is offering three information sessions, along with 1-on-1 conversations. We will talk about how the aged care system works, including the new Support at Home program, and give you an opportunity to talk to an expert about your situation.

Join us between 10-12pm on:

Wednesday 10 December at Northcote Library 32-38 Separation Street Northcote. [Book here.](#)

Tuesday 20 January at Northcote Library 32-38 Separation Street Northcote.

[Book here.](#)

Thursday 29 January at Preston Library 266 Gower Street Preston. [Book here.](#)

Any questions, or to book with Care Connect directly, please call 1800 692 464, or email community@careconnect.org.au

December 11th - What's available through Carer Gateway?

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

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

