

My life, my way!



Welcome!

Dear valued Clients, Families and Team Members.

Welcome to the Winter edition of our AccessCare newsletter!

This edition includes hints and tips on preparing for Winter, with some practical ideas for keeping warm, safe and connected as the cold sets in.

In this edition, you will find a number of interesting articles including the impacts of social isolation and an interview with one of our incredible volunteers, Lisa Scanlan. With World Elder Abuse Awareness Day on June 15, there is also an important article on understanding elder abuse. This article includes a breakdown on the different forms of abuse and where to go if you need help.

Following the recent announcement that AccessCare will be expanding into Frankston City from 1 July 2026, we want to assure you that there will be no impact to current AccessCare clients. We have been working through a detailed process to minimise impact to new clients and ensure the transition is as smooth as possible. If you have any questions or concerns with anything shared in this newsletter, please contact AccessCare.

We hope you enjoy reading our Winter edition and find the articles and tips useful.

Camille Hoyle

Camille Hoyle
Manager – AccessCare

The Heart Behind the Journey: *Volunteer Lisa Scanlan*

If you have stepped onto our Community Bus before, you have likely been greeted by a friendly face ready to lend a hand or share a laugh. While these volunteers provide a vital service, have you ever wondered what drives them to give their time?

We recently spoke with Lisa Scanlan, who is a volunteer on the Community Bus, to learn more about her motivations and the surprising rewards she's found along the way.

After a successful career, Lisa retired in 2024. Once the initial excitement of retirement settled, she realised she wanted something to give her more structure and purpose. Years earlier, Lisa had supported her mother in an aged care facility, an experience which inspired her to support older people in the future. While visiting a Kingston library one day, she picked up a copy of the newsletter, read about the volunteer program, and decided to apply.

Lisa's vibrant and bubbly personality makes her a perfect fit for the Community Bus program. Each week, she travels with a group of AccessCare clients to enjoy activities such as lunch outings, ten-pin bowling or trips to the market. While she values the individual connections she makes, some of her favourite moments come from the friendly banter during bowling trips.

Lisa loves being part of the Community Bus volunteer team. Passengers are genuinely happy to be there and deeply appreciative of the service, making her feel she is making a positive difference. She also takes pride in giving back to the community.

One unexpected benefit she has gained has been the sense of teamwork. Lisa feels the true



stars of the service are the bus drivers who have developed strong connections with each passenger. The drivers create a welcoming and supportive environment for those on board. Watching the joy they bring to each outing has been a highlight for Lisa.

Many Community Bus passengers no longer drive, which can lead to isolation or reduced independence as they need to rely on others for transport. The service helps restore that independence by allowing them to choose outings and enjoy a positive, social environment.

For anyone considering volunteering, Lisa doesn't hesitate to recommend it. She describes the AccessCare staff as genuinely supportive and encouraging. Lisa finds her role incredibly fulfilling and was surprised to discover she missed it during the weeks she couldn't attend.

"It feels great knowing something you enjoy doing is also helping to make someone happy."

For more information about volunteering visit <https://www.kingston.vic.gov.au/community/get-involved/volunteer>

Protecting Your Rights:

Understanding Elder Abuse

World Elder Abuse Awareness Day (June 15) serves as a vital reminder that every older person deserves to live with safety and respect. Approximately one in six older Australian's experience some form of mistreatment annually.

Elder abuse is defined as any act within a relationship of trust, such as with family, friends, or carers, that results in harm. Elder abuse can take many forms and is not limited to just physical violence. Understanding the different types of elder abuse can help you or your loved ones stay protected.

Common Forms of Abuse include:

- **Financial:** The most prevalent form, involving the theft of money, pressure to change a Will or the misuse of Power of Attorney.
- **Psychological:** Including insults, threats or forced isolation from loved ones.
- **Neglect:** The failure to provide essentials like food, clothing, or medical care.
- **Physical or Chemical:** Intentional bodily harm or the inappropriate use of medication.

If you or someone you know is experiencing mistreatment, you are not alone. Confidential help is available:

- **Seniors Rights Victoria (1300 368 821):** provide information and support at www.seniorsrights.org.au.
- **1800 ELDERHelp (1800 353 374):** A free national line connecting you to local support services.
- **Aged Care Quality and Safety Commission (1800 951 822):** For concerns regarding aged care facilities or home care packages.
- **Emergency Services:** Call 000 if there is immediate danger.

It is common to feel hesitant about speaking up, especially if the person causing harm is a loved one. Taking the step to speak with a GP, friend, or advocate is a sign of strength. Reaching out ensures your voice is heard and your rights are upheld.

AccessCare

Expansion

From July 1, 2026, AccessCare will officially begin servicing clients within the Frankston City Council area.

AccessCare will deliver key Commonwealth Home Support Programme (CHSP) services, including personal care, domestic assistance and home maintenance. For the first time Frankston clients will have access to the Support at Home program through council, which provides additional support as care needs grow.

A dedicated team at AccessCare have been working hard to ensure a smooth transition for new clients. Part of this transition is the

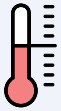


recruitment of staff to support the new clients and a detailed rostering process to ensure services can be delivered from July 1.

AccessCare is committed to supporting Frankston City clients for the longer term and we would like to warmly welcome them to AccessCare. Our existing clients should have their services continued as normal throughout this period.

Preparing for Winter

Health and Personal Safety



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



Do some **light exercises** even when indoors, like stretching or walking on the spot to maintain mobility.



Eat a **healthy diet** and **stay hydrated**.



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

Home Safety and Maintenance



Ensure your heating system has been serviced and is working correctly.



Avoid potential fire hazards:

- Ensure laundry and clothing are kept away from heaters.
- Turn off electric blankets / throws when leaving home or going to bed to avoid overheating.



Consider a personal alarm/ fall detector pendant, especially if you live alone.



Check for trip hazards inside your home and along external pathways.

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

Remember in an emergency call 000

Staying Connected: Why It Matters

As we grow older, life can sometimes become quieter. Retirement, the loss of loved ones, or health challenges can make it harder to stay socially connected. For many seniors across Australia, this can lead to social isolation, a feeling of being cut off from others that can affect both mental and physical wellbeing.

Social isolation is more than just loneliness. Research shows it can increase the risk of depression, anxiety, and even heart disease. The good news is that small steps can make a big difference. Staying connected doesn't always mean large social gatherings. It can be as simple as a regular phone call, a walk with a neighbour, or joining a local community group.

Many communities offer programs specifically for seniors, including social clubs, hobby groups, and volunteer opportunities. If you're feeling isolated,



reaching out, even in a small way, is a powerful first step. Staying connected helps maintain not just friendships, but also a sense of purpose and belonging.

Whether it's joining a local Men's Shed, a bowls club, or attending community morning teas, maintaining these threads of connection is essential for a long and vibrant life.

Celebration of *Florence Marjorie Gibbs and Ted Gibbs*

With the passing of Florence Marjorie Gibbs and Ted Gibbs, we would like to acknowledge their remarkable lives and contributions to the community.



Florence Marjorie Gibbs

After transitioning from nursing to a role in mathematical statistics at the CSIRO in 1963, Florence defied a terminal three-year medical prognosis by living another four decades. She pivoted her career toward psychology at age 60, dedicating her practice to supporting survivors of domestic violence and those bereaved by suicide before retiring at 85. Beyond her professional life, she spent 30 years volunteering with organizations like the Citizens Advice Bureau and founded the Kingston for Human Rights Committee in 2000, a legacy of service that earned her the 2009 Citizen of the Year award and a 2012 nomination for Australian of the Year.



Ted Gibbs

A tireless community advocate since the 1930s, Ted Gibbs was named the 2022 Citizen of the Year in recognition of his leadership and volunteering roles across the City of Kingston. As a co-founder of the Mentone Women's Refuge and a key figure in the Kingston for Human Rights Committee and Interfaith Network, Ted's impact spanned social justice, youth development with the Scouts, and local education. His decades of service further extended to the Salvation Army, where he served as district chairman for over 20 years, alongside significant contributions to the Masonic Lodge and the Anglican Church communities of St. Augustine's and St. David's.

Did you know aged care funding can assist *social support* and community engagement?

Social connectedness and staying active in the community are important to health and wellbeing. Supports to help you stay socially connected are also available within your Commonwealth Home Support Program (CHSP) and Support at Home packages. Supports can include:

- **Companionship:** A support worker can visit you at home for a chat and a cup of tea.
- **Accompanied Activities:** You can be accompanied to the shops or other activities.

- **Group Trips:** Organised group trips to keep you socially connected.
- **Transport:** Various options to help you stay connected socially and also practical support such as to medical appointments.

To access these services, you will need to be registered and assessed by My Aged Care. For more information visit www.myagedcare.gov.au or call **1800 200 422**. If AccessCare is already your service provider and you wish to discuss the social support available, contact **1300 819 200**.

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

Bookings required

Services Australia sessions provide impartial and comprehensive information on important topics for planning your future.

AGED PENSION / YOUR CHOICES

Tuesday 14 July

1pm – 2pm
15 Chelsea Rd. Chelsea

Thursday 23 July

10.30am – 11.30am
8 Chesterville Road, Cheltenham

Wednesday 2 September

10am – 11am
160 Thames Promenade,
Chelsea Heights

ACCOMMODATION OPTIONS / DOWNSIZING YOUR HOME

Wednesday 12 August

1.30pm – 2.30pm
15A Warren Rd, Mordialloc

Wednesday 9 September

10am – 11am
160 Thames Promenade,
Chelsea Heights

AGED CARE INFORMATION SESSIONS

Monday 3 August

31B Marcus Road, Dingley Village

Thursday 17 September

2pm – 3pm
15A Warren Rd, Mordialloc

To book one of these sessions email community@kingston.vic.gov.au or phone **1300 653 356**.

Community Sessions

SAVVY SENIORS

Drop in for technical support with your iPhone, tablet or computer.

Every second Wednesday

1.30 – 2.30 pm
Mordialloc Neighbourhood House
457 Main Street Mordialloc

Visit www.mordihouse.com.au for more information



Library Sessions

Bookings required

SERVICES AUSTRALIA SUPPORT AND PAYMENTS FOR OLDER ADULTS

Friday 26 June

2pm - 3pm

Clarinda Library

58 Viney St, Clarinda

For more information or to book contact the relevant library directly or library.kingston.vic.gov.au/whats-on



Information Session Support at Home

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

Sessions are FREE.

Tuesday July 14

1.30pm - 2.30pm

Tuesday September 8

1.30pm - 2.30pm

AccessCare Mentone

34 Brindisi Street, Mentone

Bookings are required and can be made at info@accesscare.org.au or 1300 819 200.



Transport Information

For those with limited access to public transport due to health. Includes the multipurpose taxi program (half price taxi card), community bus and more.

Thursday 24 September

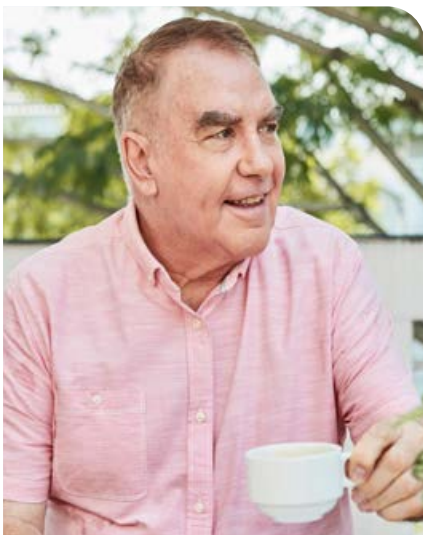
1pm - 2.30pm

Aspendale Senior

Citizens Centre

151A Station St, Aspendale

For bookings email community@kingston.vic.gov.au or phone **1300 653 356**.



Chelsea Activity Hub

3-5 Showers Ave, Chelsea

The sessions below are independently run and held at Chelsea Activity Hub. No bookings required.

For further information call **03 9581 3045**.

FRIENDLY FELLAS

4th Tuesday of month

10.00am - 11.30am

Cost: \$5.00 per session

Connect with men in your community over a cuppa, light lunch and games.

POSTURE FIT

Every Tuesday

1.30pm - 2.30pm

Cost: \$5.00 per session

Floor-based class with some mat work. Exercises to improve strength and body alignment.

Keeping your Mind *Healthy*



We all know that keeping our bodies moving is important, but looking after our brains is just as vital for a long and happy life. According to **Dementia Australia**, exercising your mind helps grow new brain cells and strengthens the

connections between them. Simple activities like playing cards, solving puzzles, or enjoying music can help keep your mind sharp and may even reduce the risk of cognitive decline.

Within Kingston there are a variety of clubs and programs which offer brain stimulating activities. The Kingston University of the Third Age (KU3A) offers over 80 activities designed for local seniors. Their activities offer the chance to exercise your brain and make social connections. Their Cards and Boardgames group is a great way to get involved.

- **When:** Tuesdays, 10:00am – 3:00pm (Stay for an hour or the whole day!)
- **Where:** 29 Venice St, Mentone
- **What's Provided:** Tea, coffee, and biscuits (BYO lunch)
- **Games:** Bolivia, Canasta, Rummy Tiles, and more.

For more information visit u3akingston.org.au or call **03 9580 8328**. If you need help getting there, contact AccessCare on **1300 819 200** to see if you are eligible for the Community Bus.

Have your *support needs* changed?

If your circumstances change, we encourage you to get in touch with us. This might include changes to your health, mobility, support network, living arrangements, or if you're finding it harder to manage day to day tasks.

Advising us early means we can review your supports and make sure they continue to

meet your needs. Our team can talk through options, adjust services, or arrange a review/reassessment if required. Even small changes can make a difference, so please contact us on **1300 819 200**.

We're here to help ensure you continue to receive the support you need to live independently.

Do you have feedback, questions or ideas for us?

✉ info@accesscare.org.au

☎ 1300 819 200

📘 facebook.com/accesscaremelbourne



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.