

My life, my way!



**Dear valued Clients, Families,
and Team Members.**

**As we step into the cooler months, I'm
delighted to welcome you to the latest edition
of the AccessCare Winter 2025 newsletter.**

This issue is full of stories and updates that highlight the incredible people behind our services, our dedicated staff, valued clients, and wonderful volunteers.

Inside, you'll find a client story that shows just how important staying connected can be, and the role our Community Bus plays in supporting independence and wellbeing. Whether it's attending a social lunch or joining in a group activity, these outings bring joy and a true sense of community.

We're also excited to share more about Kingston's Home Library Service. Whether you prefer a much-loved classic or a new release movie, an audio or paperback

book or CD, it is a fantastic way to keep the mind active and the spirit lifted.

Many of these services wouldn't be possible without our incredible volunteers. Their dedication and kindness help create the caring, vibrant environment that makes AccessCare so special. Be sure to check out how we celebrated them during National Volunteer Week.

In this edition, you'll also hear from our Finance Team, who share why their work matters and how passionate they are about supporting our clients behind the scenes.

Thank you for being a part of the AccessCare community. Stay warm, take care of yourself, and—most importantly—happy reading!

Camille Hoyle

Camille Hoyle
Manager – AccessCare



City of
KINGSTON



Riding in Good Company

Just recently, Ruth and Lilian hopped aboard to view the progress of the new Mordialloc pool development - Mordi Aquatic Centre.

Ruth and Lilian share laughter, lunch, and new adventures on the Community Bus.

For Ruth and Lilian, a day out on Kingston's Community Bus is more than just a ride—it's a chance to connect, explore, and share a few laughs along the way.

"The bus helps get me out and about," says Ruth. "But the best part is the friendships I've made."



Both women are regular faces on community outings, often seen chatting away as the bus winds its way to local markets, morning teas, or one of their favourites—the Morning Melody performances.

"They have different artists performing," Ruth explains, "and they put on morning tea and lunch. It's a real treat!"

Lilian, always up for an adventure, says she rarely misses an outing.

"If there's an excursion on, I'm on it," she laughs. "The staff are so good—they ring me up and tell me what's coming up, and I always say yes! I really enjoy getting out to the markets and lunch spots."

In fact, she's out and about so often, her family can't help but tease her about it. "My family always say, I'm never home," Lilian laughs.

Recently, Ruth and Lilian boarded the bus to take a sneak peek at the new Mordi Aquatic Centre, currently under construction. The soon-to-open facility is already sparking excitement, especially for the hydrotherapy pool. In the meantime the Community Bus takes them to hydro sessions at PARC in Frankston while they await the new pool closer to home.

"Oh yes, it'll be great!" Lilian says. Ruth nods with a grin, adding, "Yes, hopefully I'm still here to enjoy it!"

Hydrotherapy is known for its many benefits—soothing sore joints, improving circulation, and helping with mobility. For older residents, it's not just therapy—it's a chance to keep moving, stay social, and have fun while doing it.

But for Ruth and Lilian, the real value of the Community Bus goes beyond the destinations. It's about staying connected. Sharing stories. And finding joy in the little things—like good company and a shared love of morning melodies.

+ Benefits of Hydrotherapy

- Relieve muscle soreness and joint pain, by increasing circulation and relaxing the muscles
- Reduce inflammation throughout the body, making it an effective treatment for conditions like arthritis, tendinitis, bursitis, gout, and carpal tunnel syndrome
- Enhance circulation by increasing blood flow
- Reduces the frequency and severity of muscle spasms
- Increases flexibility and range of motion in joints
- Increases strength and tolerance to exercise
- Provides relaxation and relief from stress



Community Bus Outings

- **Hydro pool - Danny Frawley Centre** – Moorabbin on Mondays & Tuesdays
- **Hydro pool - PARC** – Frankston on Tuesdays
- **Seniors' clubs** - weekly to Chelsea Ladies Legacy, Aspendale Seniors, Bentleigh Italians, Hellenic Seniors, Greek women, Lemnian Seniors
- **Shopping centres** fortnightly at Southland, Parkmore, Karingal and the Chelsea shops
- **Morning Melodies**
- **Chelsea Library** fortnightly on Wednesdays
- **Kingston Moviehouse** weekly on Mondays

Every six months we send our new social engagement calendar filled with actives like:

- Social lunches
- Morning Melodies
- Ten pin bowling
- Adventures to wildlife parks
- Day trips to museum and galleries and historic homesteads

Want to get on the bus?

To find out more about the Community Bus service or get a copy of the social calendar, please call us on 1300 819 200.

volunteer update

We proudly supported National Volunteer Week (May 19-25) to celebrate our dedicated, hardworking and wonderful volunteers.

With Connecting Communities the 2025 theme, it was a great time to reflect on the many and varied roles our volunteers play.

AccessCare currently has around 100 volunteers who provide valuable support to the community via:

- Delivering nutritious meals
- Providing transport to essential medical appointments
- Increasing social connections via our Social Links, one to one service
- Accompanying bus drivers on Social Engagement outings
- Supporting older residents to create connections with children through the Together in Time program run weekly at the Parkdale Family & Children's Centre.

Our volunteers are incredibly committed and always strive to provide a quality, friendly and professional support to the community.

Most of our volunteers are also Kingston residents, and all bring a lovely community focused approach in everything they do.

Interested in volunteering?

Come and have a chat with us and check out the various roles with the AccessCare, and Community Hub teams in addition to opportunities with the Home Library service, Arts Centre and other departments.

When: 1st August, 2pm to 4pm

Where: Chelsea Library – 1 Chelsea Rd, Chelsea

If you'd like to find out more about volunteering with AccessCare please call us on 1300 819 200.



HOME LIBRARY

Bringing the library to you.

If you're unable to visit your local library, but would still love the library experience, you may be eligible for Kingston's Home Library service.

This is a free service where volunteers will select items to suit your individual reading, listening or viewing tastes, and have them delivered to your door.

Whether you live in a private home, retirement village or accommodation facilities, the library will come to you.

Your customised delivery will include your preferences from:

- Books, including regular print, large print and audiobooks
- DVDs and Blu-rays
- Magazines
- Music CDs

KINGSTON
LIBRARIES



To find out more, simply call the team on 1300 819 200

Staff Spotlight



Behind the Numbers: Our finance team share how they support our clients with heart

At AccessCare, it's not just our frontline workers who make a difference in the lives of older adults—our Finance Team also plays a vital role, often behind the scenes, helping clients understand their accounts and feel confident about their care.

Clarity, Care and a Chat

For the Finance Team, there's great satisfaction in demystifying invoices for clients and their families. "We know that accounts can be confusing at times," one team member says. "So we make it a point to take the time, explain clearly, and offer reassurance."

Their approach is simple but powerful—patience, kindness, and open communication. It's not just about numbers; it's about relationships. "It's lovely getting to know our clients," they add. "Many are so appreciative and have a great sense of humour. It's always a pleasure to share a chat and a laugh."

Learning From the People We Serve

The Finance Team finds constant inspiration in the wisdom of the older adults they support.

"Our clients have lived such full lives, with incredible working and life experiences. What I've learned from them is to appreciate every day and focus on what you can do now, because you never know what tomorrow will bring."

Through their stories and steady perspective, clients remind the team of the value of patience, resilience, and the importance of listening.

Making a Difference—One Call at a Time

Sometimes, even a short phone call can make a big difference. One team member recalls speaking with a client who was feeling anxious about a large balance owing on their account. Once the team explained that the payment could be made in instalments, everything changed. "You could hear the relief in their voice," they said. "They felt reassured and more in control—and that's what we're here for."

More Than Just Numbers

While their role might be behind the scenes, the Finance Team knows their work supports something much bigger—the ability for clients to stay living independently at home, with the services and support they need to thrive.

"We take pride in what we do," they say. "It's rewarding to know that we're part of a team that's helping people live better, longer lives."

Whether it's clarifying an invoice, offering reassurance, or simply lending a kind ear, our Finance Team is always ready to help—with professionalism, compassion, and a genuine desire to make things easier.



Service Spotlight



Meals Delivery

Over 150 fresh meals are delivered to our clients every day!

These meals are not only nutritious and convenient, but they also provide a friendly wellness check-in by our staff and volunteers who deliver the meals with a happy "hello, how are you today?".

You choose the days and how often you would like the meal delivered - with a wide selection of main meals, salads, sandwiches, soups and sweets (all priced individually).

Our friendly meals team would love to talk through meal options with you. Call us on 1300 819 200.



Home Maintenance

update



Our maintenance team have had a busy start to the year installing new ramps, railings and steps to help our community stay safe around the home.

Other helpful home maintenance services we can provide:

- ✓ Minor general home repairs
- ✓ Replacing tap washers (excluding mixer taps)
- ✓ Installation of hand held showers
- ✓ Fan and air conditioner filter cleaning
- ✓ Repairing window locks, winders and fly wire screens
- ✓ Removing trip or slip hazards

Did you know?



We can also help with things like installing battery smoke detectors?

It's a great idea to have them checked or installed at the start of winter, when heaters and other appliances are used more.

Do you have feedback, questions or ideas for us?

✉ info@accesscare.org.au

☎ 1300 819 200

📘 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.