

AT HOME

WITH
HELPING
HAND

AUTUMN / WINTER 2025

Love and laughter on Newton Street

Making the right connections

PEOPLE | PASTIMES | PUZZLES



Helping Hand

Editor's note



The Autumn issue of *At Home* is all about connections.

From the bond that Newton has forged with his neighbours in Whyalla, to a family bringing beautiful music to Carinya; this issue celebrates the many ways we come together and find purpose, belonging and each other.

It's people like Jenny, who enjoys the friendships she makes at the Social Connections group, or Jan, who shares her journey to find her family connections and reclaim her story.

Of course, there are those personal connections that flourish every day. Justice, who volunteers with our Wellbeing and Lifestyles team; Sumi, who works in finance; Ben who helps people to nurture their precious gardens and many more.

That's the wonderful thing about connections – once you start looking, you'll see them everywhere.

Sonia

Sonia De Nicola

Philanthropy and Communications Specialist

*Everyone has a story to tell and we'd love to hear yours.
Please email home@helpinghand.org.au*

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Never work with animals – unless it's Newton from Whyalla

A huge thank you to Bruce, Rae, and Newton for appearing on the cover, and staff members Migelle and Elaine, for coordinating this heartwarming photoshoot with local photographer Angela Frost. Newton has a special talent for making friends wherever he goes – and he's certainly won plenty of hearts along Newton Street!

(And no, he wasn't named after the street – just a sweet coincidence in this much-loved dog's life.)



Welcome

Helping Hand provides services across many lands traditionally owned by the Kurna, Narungga, Peramangk, Ngadjuri, Nukunu and Barngarla people.

Helping Hand acknowledges the traditional owners of the land on which we work and provide services. We pay respect to their culture and heritage, and to Elders past, present and emerging.



*Chris Stewart (right) with some of the Consumer Advisory Body members.
L-R standing: Paula, Angela, Betty, Pegg and Bob. L-R sitting: Val, Kim and Chris.*

As we move further into the year, I want to reflect on what lies ahead, what we've recently achieved, and the stories that inspire us daily. At Helping Hand, our work is guided by the values of compassion, excellence, community, and respect – values we put into action through person-centred care that respects everyone's unique needs, preferences, and cultural background.

These values are especially important as we embark on a defining chapter in Helping Hand's future, starting with two major developments: the Westering precinct in North Adelaide and the upgrade of Copperhouse Court and Yeltana in Whyalla, made possible by a \$19 million investment from the Australian Government.

These projects will shape how we deliver services across other locations and reflect our commitment to establishing integrated, co-located services that help people age well, and age in place.

While there is much to look forward to, I also want to recognise the economic difficulties in Whyalla that have been making headlines recently.

This resilient, close-knit community has always met adversity with courage and compassion and our commitment to Whyalla remains strong.

Over the past year, we've been refining our Strategic Plan for 2025–2030. The plan sets a clear direction for the next phase of our journey: enhancing care quality,

supporting our workforce, and building services that meet the evolving needs of older people. Grounded in our values and shaped by the voices of those we serve, the plan was presented to the Helping Hand Board for final endorsement in April. I look forward to sharing an update in the next issue of *At Home* magazine.

In February, we welcomed the new Consumer Advisory Body. I really enjoyed meeting its new members, welcoming back familiar faces and hearing about their connections to Helping Hand. Their motivations for getting involved were varied and meaningful: addressing cultural misunderstandings between staff and residents, advocating for more dementia-specific training, and highlighting the impact of poor communication on care. Some also spoke about tackling social isolation, while others simply wanted to raise concerns and improve things for everyone.

In this issue of *At Home*, you'll also find a four-page feature on the upcoming New Aged Care Act, Strengthened Standards and Support at Home.

I encourage you to read, ask questions, and stay informed. These changes will shape the future of aged care in Australia, and it's important that we understand what's ahead.

Earlier this year, the Client Care Board Committee – which oversees quality, safety, and the experience of care across residential and home care services – reported that we continue to perform extremely well. One result I'm pleased to share is the percentage of residents in our care homes who rated their quality of life as "good" or "excellent." We achieved a 70% rating, compared to the national average of 58%. This is a powerful reflection of the dedicated work our multi-disciplinary teams do every day – from frontline care workers to hospitality staff, nurses,

managers and volunteers.

On pages 18 and 19, Jan shares her journey as a Forgotten Australian. Helping Hand has been a leader in supporting and raising awareness and continues to advocate for the needs of Forgotten Australians,

especially as they get older. I'm proud to share that Helping

Hand was a runner-up in the Innovation Transforming Aged Care (ITAC) Awards for our *Real Care the Second Time Around* project. Through this work, almost 3,300 aged care staff have

received training in trauma-aware and healing informed care, helping us better support some of the most vulnerable people in our community.

In closing, late last year, we received a generous bequest from the estate of the late Mr Arthur Horner, who lived at Lealholme in Port Pirie in 2022. This unexpected and deeply appreciated gift will be dedicated to creating a café – something the residents, families, and staff are eagerly anticipating and will enjoy for years to come.

I hope you've enjoyed this snapshot of the many activities we're involved in, and the values that guide us in this important work.

Our 70% rating is a powerful reflection of the dedicated work our multi-disciplinary teams do every day – from frontline care workers to hospitality staff, nurses, managers and volunteers.

This resilient, close-knit community has always met adversity with courage and compassion and our commitment to Whyalla remains strong.

Newton's way: love, loyalty, and laughter

Newton doing the rounds at Yeltana

When Newton bounded into Bruce and Rae's world, they had no idea just how much joy he would bring – not only to their own lives, but to their local community. While Newton can't tell his own story, Bruce has shared it with us on his behalf.

Rae and I were delighted to welcome Newton, a big black Labrador, from Guide Dogs SA in late 2014. He had completed 15 months of training but was being released before graduation because he was "very smart and very friendly, but a bit too stubborn". Rae jokingly said that at least Newton and I had one thing in common!

Our first community activity was to visit some of the wonderful residents at Yeltana.

One situation that really stood out was the lovely rapport built up between Newton and a dear lady over several months. She became very ill and was unable to speak for a number of days. On one visit, a carer carefully invited us into her room, and Newton gently snuggled up to her. She took one look at Newton and clearly said, "Would he like a drink of water?" Not long afterwards, she passed away peacefully. This was a very moving experience.

For a number of years, Newton and I were involved with *Story Dogs*, visiting primary schools

Rae and I were delighted to welcome Newton, a big black Labrador, from Guide Dogs SA.

in Whyalla to help children with their reading. Newton was brilliant at building up an affinity with

children who were anxious about reading, and this really boosted their confidence.



Newton and Bernie

During this period, Rae and I often travelled to Lobethal to stay with my brother and visit

Rae often felt that Newton could sense when things weren't quite right.

my mother, who was in residential care. Towards the end of 2019, the Cudlee Creek bushfires hit. Later, Newton and I went to Lenswood Primary School to support the children who had been affected. As a *Story Dog* team, we paid many visits to the school. Newton had such a profound and positive impact on some of the students that we were presented with a volunteering award from the Minister of Education.

When Rae had to spend a lot of time in hospital for a pacemaker operation, lung problems, and a serious stroke, Newton was a wonderful support and really helped with her recovery.

In fact, Rae often felt that Newton could sense when things weren't

quite right and he would do his best to connect with her, helping her to feel better.

In 2022, we had a marvellous meeting with Migelle who looked after the retirement village in Whyalla. Our big question was whether Newton could move in as well. Migelle pointed out that as the management of the village was going to transition to Helping Hand the following month, it would be possible. And so, our new address became Newton Street! It was meant to be.

When we moved in, the three of us received a very warm welcome from our neighbour, Bernie.

He really helped us in a number of practical ways, explained many things about the village, and pointed out interesting places for Newton to visit and explore.

Newton and Bernie built up a wonderful friendship, and it was a delight to observe their mutual admiration and warm affection for each other.

Bernie always insisted on providing Newton with a significant "entrée" in the late afternoon when we visited.

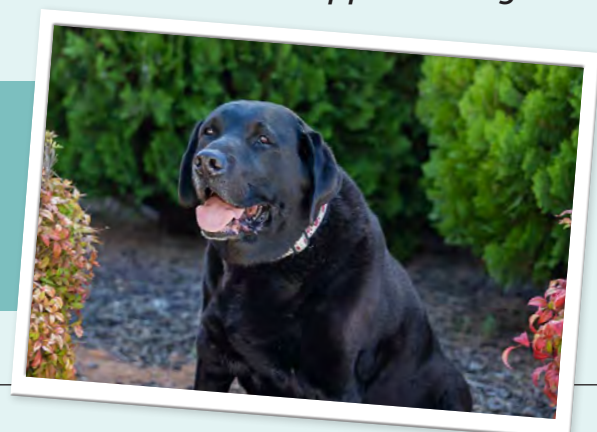
There is no doubt that Newton loves his food – and the more, the better! Newton also receives generous treats and affection from other neighbours in the village, as well as residents from Yeltana Residential Care Home next door.

Very sadly, Bernie passed away late last year, and he is missed by all of us, especially Newton, who keeps looking for him.

These days, Newton is in semi-retirement and I'd like to conclude this story with a Haiku...

***Newton's Lore
Brown eyes mesmerise,
Tail wags magnanimity.
Happiness engulfs.***

If you have a story to tell about your experiences in retirement living please email home@helpinghand.org.au





Mary Seymour with Helping Hand founder, Rev Arthur Strange

The singular Mary Seymour

Throughout our history, many remarkable people have shaped our organisation. Their contributions – whether financial, practical, or visionary – have helped build the organisation we are today.

In this series, *Legacy of compassion*, we celebrate these extraordinary philanthropists, beginning with Mary Seymour, who along with her brother Thomas, were generous benefactors in the early years. This is the only photograph of Mary Seymour in our archives. She is the lady standing near Rev Arthur Strange at the opening of the Mary Seymour Girls' Hostel on Tynte Street, North Adelaide, in 1960. The building was named in recognition of her 'practical and generous' encouragement. Ironically, it turns out Mary Seymour quite literally did not like to stand on ceremony.

In 1968, the Board sought to formally acknowledge Mary's longstanding financial support of Helping Hand. She and her brother Thomas, who passed away in 1961, had generously contributed to various Helping Hand projects. It was agreed that a foundation stone would be placed in her honour for a new hospital to be constructed on the site of the Seymour Wing, built in 1955. However, the self-effacing Mary made it known that she was "not one who wished to be involved in such ceremonies" and a proxy was arranged for the ceremony.

Thomas and Mary Seymour were born into a family with pastoral interests in the southeast of the State.

Mary and her brother Thomas generously contributed to various Helping Hand projects.

Neither of them ever married or had children.

They are remembered for their

generosity and for the quiet, unassuming way they supported Helping Hand.

In her later years, Mary lived at North Adelaide Residential Care Home.

With the development of the Westering Precinct, Helping Hand will ensure that the Seymour legacy endures through the naming of retirement residences in North Adelaide.



L-R: Joan and Mel

The right connections

You already have some home care help in place – that’s a great start. But what happens when your needs change and you require more support?

Helping Hand recently launched its Aged Care Connector service, offering personalised guidance to people looking to understand what services are available to them and how to access them. When it comes to navigating additional home care needs, it can feel overwhelming, but

with Helping Hand’s Aged Care Connector Mel Bassham’s expert guidance, you won’t be on your own.

Mel emphasises that open communication is key to obtaining that extra support, particularly if there has been a significant life change, event or medical episode.

“There are a few options clients have – they call My Aged Care direct and let them know of their change in circumstance; or they can contact their coordinator and have a chat to them for the best approach moving forwards,” she says.

“As a client, they already have had an assessment and may

“

“Mum’s health changed suddenly and she was diagnosed with a life limiting illness. Everything changed quickly and we didn’t know what to do, she had been so independent.

We called Helping Hand and they sent us an angel, Mel, who helped us to access home care and who worked with palliative services to advocate for care and support that we needed to give mum. Her wish was to be home for as long as possible.” **Lia and Mark**

already have the correct service codes. Helping Hand could potentially check their My Aged Care account to see if the codes are there. If they have a more complex case, or need that little bit more support, we can contact My Aged Care together.

"It's a process that should be reviewed each year, or when a change in circumstance

arises that requires additional support. We are here to help anyone feeling isolated and not able to navigate the aged care system on their own."

Mel says she is constantly faced with people thinking they are not entitled to support, which is simply not true.

Helping Hand staff want to ensure you live confidently and independently at home.

"The level of support you receive isn't about whether you're 'fine' or not, it's about how accurately you portray your needs during the assessment. If you downplay your challenges, you won't be allocated the support you

truly require, it's how you've answered the questions during the assessment," she says.

"Make sure you give the assessor a realistic

picture of your day-to-day life and share your 'worst day' so that they get a clear understanding of your support needs. It's also a good idea to have a support person with you during your assessment, whether it's a family member or someone like myself."

All Helping Hand staff are experienced, qualified and friendly, and build beautiful friendships with clients; after all, they want to ensure you live confidently and independently at home.

"We often hear from people once they have reached out for help that they wish they had done it sooner. A lot of people feel like accessing services will lead to a loss of independence, whereas in reality, having some help, or increased support, enables them to maintain their independence."

To contact the Aged Care Connector service call **1300 444 663** or email [**connect@helpinghand.org.au**](mailto:connect@helpinghand.org.au)

Age Old Problems, the podcast

Have you listened to Helping Hand's new podcast series *Age Old Problems: New Aged Care* yet?

Tune in to authentic and relatable conversations about aged care services and how to access them – direct from those in the know.



Scan the QR code to go to the latest episodes.



Building trust, changing lives

When managing a team of community nurses, real-life experience in the role provides a unique perspective and a deep understanding of the challenges that can arise. As a Clinical Manager and former Home Care Nurse, Jess draws on this firsthand knowledge, relying on her staff as her eyes and ears.

In this article, Jess shares an experience with a client named Trenton that demonstrates what person-centred care looks like, and how a team of Allied Health professionals transformed a life by building trust and going the extra mile. Trenton was happy for Jess to share his story and photograph.

Trenton required a daily visit from nurses for medication assistance.

He had lived in a shared-house arrangement for many years, and over time, it became clear that his living situation was increasingly unsafe – not only for him but also for the staff delivering services. At one point, nursing staff arranged to administer his medication at a nearby pharmacy rather than in his home, signalling that the situation was unsustainable for everyone involved.

“He was a vulnerable person, and we had to look at how best we could continue providing care in a way that also worked for him. He was very clear that he didn’t want to change nurses. That’s about trust – he trusted us – and we were able to give him that continuity of care,” says Jess.

Thankfully, Senior Social Worker Agata found him alternative shared accommodation,

Residential Care



Lee and Sharon (pictured right)

which was important for Trenton, as he didn't want to live alone. Workforce Team Leader Matt and Jess helped Trenton pack up his belongings, and Social Workers Matthew

He trusted us – and we were able to give him that continuity of care.

and Agata assisted with moving him into his new home.

"Helping clients move house

isn't really in our job description. This was a unique situation. Ultimately, Trenton trusted us, and we needed to find a way to continue providing the services he needed and to keep him safe," says Jess.

Once settled into his new home, the difference in Trenton's outlook was immediate. Prior to the move, staff would have described him as someone who didn't readily smile or engage in conversation.

"About a week after he moved out, I called him to see how things were, and we chatted for 14 minutes – which had never happened before. His nurses tell me that when they visit, he greets them with a smile, and he is reconnecting with other people in his life as well.



L-R: Jess, Trenton and Agata

"It fills my heart, to know I've made someone happier. It's hard to describe, but it makes me feel whole, knowing that what we do can help someone feel safe and improve their quality of life."

As winter approaches, the prospect of curling up with a warm blanket brings a sense of comfort and a cosy feeling that warms the heart.

This sentiment inspired Sharon Neighbour from the North Adelaide Lifestyles Team, to crochet blankets for residents – and it's something she has been doing for nearly a decade.

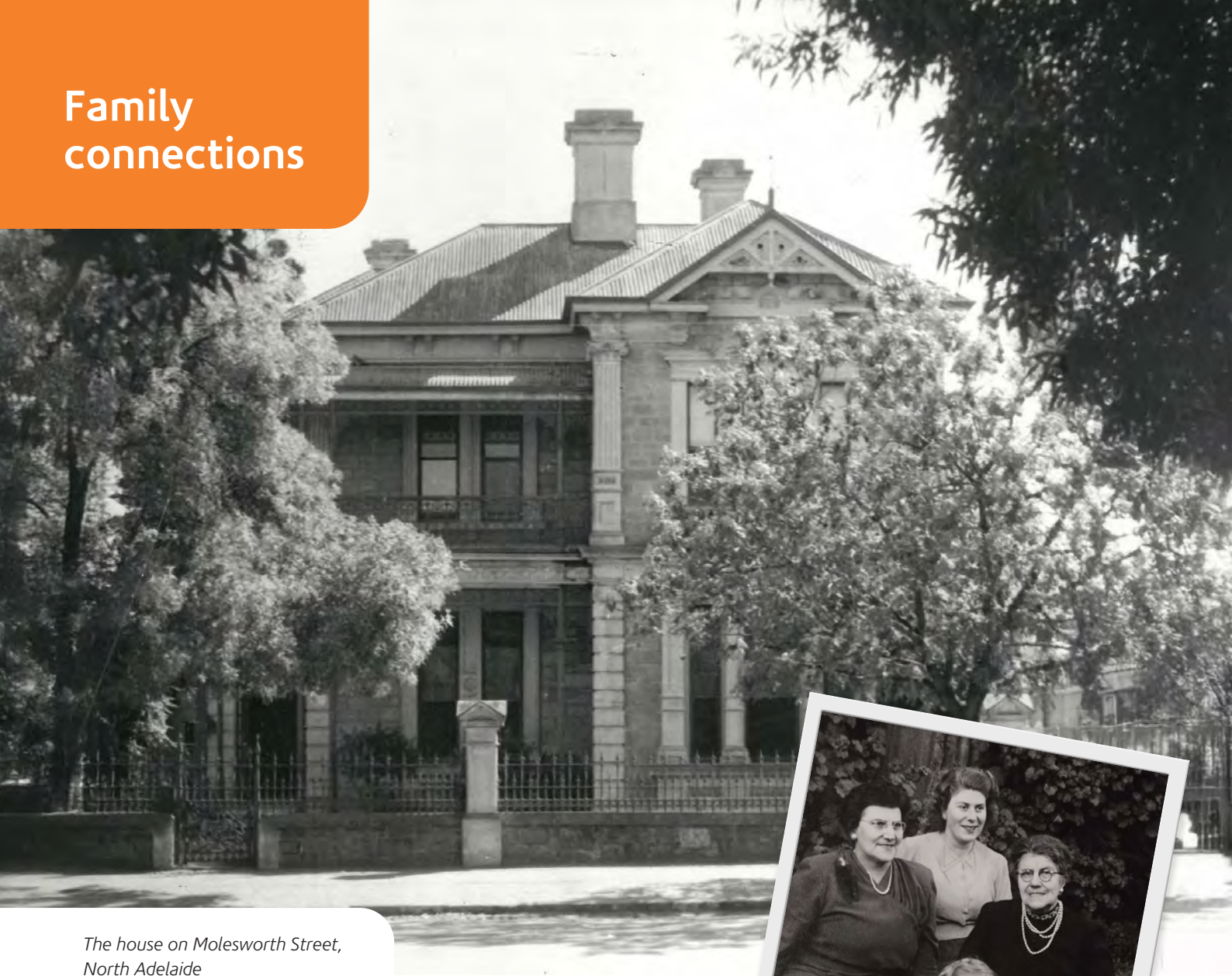
A hospital blanket doesn't keep you as warm as a handmade blanket.

Sharon first learned to crochet from her grandmother, but it wasn't until years later, when she was looking for a way to keep her hands busy (while kicking a smoking habit), that she picked up the hook again. It's impossible to count how many blankets she has lovingly made and given away over the

years, but one thing is certain – each one has been given with love and received with gratitude.

As Sharon puts it, "A hospital blanket doesn't keep you as warm as a handmade blanket – especially one made with love."

And we couldn't agree more.



*The house on Molesworth Street,
North Adelaide*

As time goes by



*Jenny's mother (centre) and baby brother
John in the garden at Molesworth Street*

Jenny's connection to Helping Hand goes back to before she was even born! In the late 1940s, her parents – Coralie and Lance – and her older brother, John, lived in the grand two-storey mansion on Molesworth Street, North Adelaide, which now serves as Helping Hand's administrative offices.

At the time, the house was divided into separate dwellings, and Jenny's family lived upstairs. "When John turned three, Mum was pregnant with me, and the family moved to nearby Prospect in 1950," Jenny recalls.

As a little girl, she accompanied her mum to visit her Great Aunty 'Gert,' who lived in Helping Hand's residential care home on Buxton Street, North Adelaide.

As a little girl, she accompanied her mum to visit her Great Aunty 'Gert'.

Years later, Jenny followed a professional path of care becoming an Enrolled Nurse. As fate would have it, she worked at North Adelaide Residential Care Home in the 1990s.

As fate would have it, she worked at North Adelaide Residential Care Home in the 1990s.

She spent several years at Rotary House as an Enrolled Nurse and remembers that the home was in the process of introducing individual records for each resident.

Her role involved speaking with residents to learn and record their history and specific care needs. She has fond memories of her time working with Helping Hand.

Incredibly, Jenny's son, Jason, followed in her footsteps, becoming an Enrolled Nurse and working for Helping Hand, first at Lealholme in Port Pirie and then North Adelaide.

While Jenny's nursing career was cut short due to severe arthritis in her hands, her connection with Helping Hand didn't end there. She became a volunteer driver, helping clients to attend Helping Hand community groups held at Harrison Court in North Adelaide.

Just getting out and making those social connections is so important. I've met people from all walks of life.

There she experienced a life-changing connection – meeting Peter, who became her partner in life.

He attended the community groups, and she says they bonded over a shared art project and his cheeky sense of humour. They were married in 2014 and celebrated their reception at Harrison Court, which was arranged by Home Care staff.



Jenny, and her husband, Peter

Today, Jenny and Peter both attend Social Connections groups. She enjoys the Golden Years Group at Wynn Vale and Peter takes part in the Hills Boys gatherings at Holden Hill.

"Just getting out and making those social connections is so important. I've met people from all walks of life. There are so many groups available – find something that interests you. I highly recommend them and have made many new friendships," says Jenny.

Whether you grew up in a city or in the country, in Australia or overseas, we'd love to hear your recollections for 'As time goes by', please email home@helpinghand.org.au



Justice in action

While working at her local supermarket, Justice discovered how much she enjoyed those moments when older customers paused at the checkout to share the simple pleasures of their day.

"They were my favourite customers – just wanting to have a chat – but I only had a short time with them," she says.

"Sometimes, support workers would come in with their clients, and I thought that seemed like a dream job."

Those fleeting connections sparked her interest in volunteering with Helping Hand's Social Connections team. At 28, she is the youngest volunteer in the program.

Having studied community services and commercial cookery, Justice was exploring career options and looking for ways to apply her skills.

Her close bond with her grandmother made volunteering at Helping Hand a personal and meaningful choice.

"Volunteering is something I've always wanted to do, and I knew having it on my résumé would be a plus, so I reached out to Helping Hand," she says.

Each week, she dedicates six hours to supporting full-time staff facilitate social group activities, making teas and

At 28, she is the youngest volunteer in the program.

coffees, greeting clients, and helping create a welcoming and inclusive environment. Though initially shy about having her photo taken for this story, her warmth and ability to connect with people shone through.

One of the more memorable sessions Justice has been involved in was an interactive 'armchair travel' experience, where clients embarked on a virtual tour of Egypt. They sampled Egyptian cuisine and each received a personalised stamped passport.

"I wore a flight attendant hat – it was so much fun! The clients loved it, and it even sparked conversations about their own travel experiences. It was really special," she says.

"Personally, I enjoy hearing the client's stories. They share what they've been through, some of life's challenges and how they've spent their time. It makes me reflect on my own life and what I have."

Social Connections groups are run by friendly staff and volunteers and are a wonderful way to meet new people and learn new things.

For more information scan the QR Code or call the Client Contact Centre on 1300 444 663.



An ANZAC story



Mabel and her son, John

Mabel is a Kaurna elder and the matriarch of a family with a compelling connection to the ANZAC story. Her grandfather fought at Gallipoli and her father, who was named Anzac, served in World War Two. Mabel lives at Mawson Lakes Residential Care Home and her son John, has shared their family's generational connection to the ANZAC legacy.

At the onset of the First World War, Mabel's grandfather, Arthur Thomas Walker, wanted to enlist in the Australian Imperial Forces. However, two obstacles stood in his way: first, he was Aboriginal, and second, he was a married man. Through people he knew, he was eventually able to enlist – on the condition that he kept his identity secret. Before his departure for Gallipoli, his wife, Mabel, gave birth to a son on 25 April 1915, whom they named Anzac.

Arthur Thomas Walker fought on the shores of Gallipoli before being transferred to Egypt, and later, the Western Front.

He never returned home to South Australia and was declared missing in action on 16 August 1916. John recalls that Arthur was described as a hero and a great fighter.

When asked why Arthur chose to enlist – at a time when he did not even have the right to vote – John shares the answer that has been passed down through generations: "For love of country and for mateship".

"Yes, he had issues enlisting, but when he got there and they all had the green uniform, they were brothers," says John.

Before his departure for Gallipoli, his wife, Mabel, gave birth to a son on April 25, whom they named Anzac.

Back home, Mabel and Arthur's son became one of the Stolen Generation, losing both his family and his name, Anzac. In adulthood, he went on to serve in the Second World War. His service, along with his father's sacrifice, is memorialised at the Aboriginal and Torres

Strait Islander War Memorial at Torrens Parade Ground.

From then on, the name Anzac has remained in Mabel's family. "Naming is

so important," says John.

"One of my sons is called Anzac, and my daughter is named after my mother."

New Aged Care Act and Strengthened Standards

With the introduction of the new Aged Care Act and the Strengthened Aged Care Quality Standards on 1 July 2025, the rights of older people will be enshrined in legislation. We believe the new Act is a great outcome for older people, the broader community and the future of aged care. The changes reflect our commitment to delivering high-quality person-centred care and supporting older people to live their best lives.

We are committed to supporting residents, clients and their families as they navigate this period of transition – which includes the introduction of the new Support at Home program.

Chris Stewart
Chief Executive Officer

Introduction

The new Aged Care Act and the Strengthened Standards will come into effect on 1 July 2025. These industry-wide changes have been developed by the government to put the rights and needs of older people at the centre of the aged care system, better supporting individuals, their families and carers.

As an approved aged care provider, Helping Hand has been busy preparing for these changes for some time. We have always followed the principles of person-centred care. Getting to know you as an individual, understanding your story, knowing what matters to you and your family. Our values of respect, community, excellence and compassion underpin everything we do.

Statement of Rights

One of the key features of the new *Aged Care Act* is the introduction of a Statement of Rights. This is about your rights as a person within the aged care sector and what you should expect from Helping Hand and the aged care system.

In essence, the Statement of Rights ensures you are at the centre of your aged care needs, you are treated with dignity and respect and have the right to:

- ✓ make your own decisions about your own life
- ✓ have your decisions not just accepted, but respected
- ✓ get information and support to help you make decisions
- ✓ feel safe and respected
- ✓ communicate your wishes, needs and preferences
- ✓ have your culture and identity respected
- ✓ stay connected with your community.



Helping Hand

Strengthened Aged Care Quality Standards

The Strengthened Aged Care Quality Standards define what high-quality care should look like, ensuring you feel safe, well cared for, and respected in any setting. These seven standards are measurable, detailed, and reflect the expected quality of aged care.



Standard 1 *The person*

This is the foundation for all aged care standards. It recognises that every older person is unique and deserves care that respects their individual needs, preferences, and cultural background. This standard ensures that you receive person-centred care and are treated with dignity and respect.



Standard 2 *The organisation*

Sets out the expectations providers are required to meet, to deliver quality care. This includes the need to have clear plans, listen to feedback from residents, families and staff, and use this information to continuously improve services.



Standard 3 *Care and service*

Describes the way providers must deliver funded aged care services for all the types of services they deliver. It ensures that services are tailored to what matters to you, supporting your independence and preferences. This standard makes sure your care is flexible and adapts to help you live your best life.



Standard 4 *The environment*

Ensures that the environment in which you are provided aged care services is safe, clean, and comfortable. This standard protects everyone; residents, visitors, and staff, by maintaining spaces that feel welcoming and homely while meeting all safety requirements.



Support at Home

Australia's ageing population has changing expectations, with more people wanting to stay in their own homes for longer. The new Support at Home program has been designed to enable this and represents the most significant update to home care in almost 30 years.

From 1 July 2025, the existing Home Care Packages (HCP) model will be replaced by a program called Support at Home. The Commonwealth Home Support Programme (CHSP) will transition to Support at Home, no earlier than 1 July 2027.

Here is an overview of what to expect under these standards. While there may be some changes before they come into effect on 1 July 2025, the core intent and purpose of the Strengthened Quality Standards will not change. We'll keep you updated as these regulatory changes roll out.

If you have any questions, please email newagedcareandqualityqueries@helpinghand.org.au



Standard 5 *Clinical care*

Outlines the responsibilities of aged care providers in providing safe, high-quality health care by qualified health professionals and skilled aged care workers. This includes ensuring clinical care is delivered in partnership with you and your supporters, respecting your choices and adapting to your changing care needs.



Standard 6 *Food and nutrition*

Is about the importance of enjoying food, which is nutritional and meets your preferences. This standard ensures meals are tasty and varied, served in comfortable settings, and that you have freedom of choice over what and how much you eat whilst also supporting your health and wellbeing.



Standard 7 *The residential community*

Ensures that you feel safe and at home in the residential community. It supports you in maintaining important relationships and participating in activities that bring you joy and meaning. This standard gives you confidence in the continuity of your care and the security of your accommodation.

Support at Home will aim to:

- better support older people to remain independent at home through an increase in places, with an additional 300,000 people supported by 2034-35
- increase focus on early interventions through the introduction of a "wellness and reablement" model of care to help people to stay active and independent
- ensure higher levels of care for those with complex needs who require more help to remain at home – this includes more packages (levels 1 to 8) and more funding for the top tier package.

It will also add three new streams of funding including:

- a Restorative Care Pathway to regain or maintain independence
- an End-of-Life Pathway to support older people who have 3 months or less to live and wish to remain at home
- the Assistive Technology and Home Modifications (AT-HM) Scheme for older people with an assessed need for equipment, products and/or home modifications.

How will the New Support at Home program affect current package holders?

If you are on a Home Care Package or have been approved for a package before 30 June 2025, your budget will remain at your current level. If you had unspent funds as of 30 June 2025 you will retain these funds for use under Support at Home.

Under the Support at Home program you won't be able to accumulate further unspent funds. Package budgets will be managed on a quarterly basis and you will only be able to roll over \$1,000 or 10% (whichever is greater) from one quarter to the next.

After 1 July 2025, should you need additional services you will be reassessed within the new Support and Home program.

What about new clients?

Under the new system, people will still be able to access the same home care services that are available now, including nursing, gardening, cleaning, transport, personal care and allied health.

For people entering the Support at Home program after 1 July 2025 the government has introduced client contributions for some services, including services to maintain your independence and everyday living (clinical services will be free).

For people who, on 12 September 2024, were either receiving a Home Care Package (HCP), or on the National Priority System, or assessed as eligible for a package, a no-worse-off principle applies. These people will make the same contributions, or lower, than they would have had under HCP program arrangements, even if they are re-assessed into a higher Support at Home classification at a later date.

We understand that these changes may cause some concern, and you may have questions. We will be sharing more information as soon as it becomes available over the coming months to help people understand the changes.



Next steps

The new Aged Care Act, Strengthened Standards and new Support at Home Program all represent unprecedented change for the aged care sector. Our priority is to work with you, our valued residents, clients and families, to ensure a smooth transition.

We will be sharing regular updates as we know more so we can work through this together.

In the meantime, if you have any questions, please email us at supportathome@helpinghand.org.au



To find out more scan the QR Code.



Helping Hand

Your garden is our garden

A well-maintained garden nurtures a deep connection to nature – a space where gardeners can express their creativity and follow the rhythms and routines of the changing seasons.

At Helping Hand, we understand this connection, and our Property and Maintenance team is dedicated to helping Home Care and Retirement Living clients enjoy their gardens safely and beautifully.

Howard Marsh, Property and Maintenance Manager, joined Helping Hand 12 months ago and knows just how important gardens are to maintaining health and well-being.

"Many of us love spending time in our gardens or simply looking at them – it's an escape, a haven," he says. "That doesn't change as we get older. Our responsibility to Home Care clients is to ensure they can move around safely in their gardens and continue to enjoy these spaces. From our perspective, safety and maintenance are our priorities.

"Everyone has their own vision for their garden, and we try to help them achieve it. Retirement Living gardens are a little different, as we create and maintain shared spaces. Overall, in a retirement living setting, people expect well-maintained, welcoming gardens. Our role is to design and care for gardens that enhance the village experience for everyone."

More than gardening

For Ben Miller, Gardener and Home Maintenance Team Leader, (pictured below) caring for gardens is about more than pruning and planting – it's about building relationships.

"I've been with Helping Hand for seven years, and I really enjoy getting to know my regular clients," he says. "There's more to this job than showing up, completing a task, and moving on to the next one. There's also a duty of care. You get to know people, their stories, their families. It's personal."

Ben recalls an early encounter that left a lasting impression.

"In my first few months at Helping Hand, a client asked if I was a qualified horticulturalist. When I said I wasn't, she replied, 'Well, you're not going to be much good to me, are you?' It wasn't the most encouraging start," Ben laughs.

"But three months later, she came up to me and said, 'Remember that comment I made? Well, you're the best gardener I've ever had!' That was really nice to hear."



Ben Miller

Whether you have established a new garden, transformed an old one, or nurtured a treasured indoor house plant, gardening in all its forms brings a sense of fulfillment and achievement. If you have a gardening themed story you'd like to share, please email home@helpinghand.org.au



Putting the pieces together

For Jan, putting the pieces of her childhood together has been an emotional journey – and one that has led to greater understanding and healing.

Jan identifies as a Forgotten Australian – one of 500,000 children who were placed into institutional and out-of-home care in the last century.

She first became aware of the term Forgotten Australians when she had counselling in her 50s. “I remember feeling shocked at the sheer number of people who fell into that category,” says Jan, “At the same time, it felt good to be included in that group, because I could put a name to what had happened to me.

“I had these default settings from childhood, that carried through to adulthood. For instance, if you had asked me to describe myself, I would have said I was an easy going, laid back person. Yet as soon as my routine changed, or an appointment was cancelled, I felt this loss of control and of being abandoned. I would become anxious and irritated, because I had to readjust my thinking.

When Jan was five and a half years old, she found stability and nurturing with a foster family.

“Counselling helped me connect my responses as an adult to my childhood - when I had no control and when things would happen out of the blue. By the time I was five, I had already had 17 foster placements. At any given moment, I could be put in a car and sent to the next place. Now, I can cope better with change. I may still have that initial gut reaction, but I can take a breath, calm down and tell myself I’m not being abandoned.

"Arrangements can sometimes change and it's not necessarily because of me or who I am, they just want to do something at a different time."

When Jan was five and a half years old, she found stability

and nurturing with a foster family, who are still very much part of her life and where she experienced having a mother for the first time.

Yet the yearning to know where she came from remained.

At 18, she wanted to find her biological mother. The first time she tried to access her records, she was turned away. She tried again a few years later, only to learn her biological mother had passed away in those intervening years. She says she buried her anger and got on with her life.

Everyone deserves to know, who they are, where they came from and what happened to them.

Once her four children were grown up and left home, her thoughts went back to her childhood. This led her to seek counselling.

In discovering her own story, she also found the courage to advocate and represent the voices of the Forgotten Australians. She is the South Australian Representative for the Alliance of Forgotten Australians and has also lent her voice and experience to Helping Hand for its ground-breaking work in this field.

"I feel I now have most of the pieces of the puzzle, and that's probably just been within the last 12 months. For years I had a lot of anger towards my mother for "abandoning" me, but

I have learned how hard her life had been. There weren't a lot of options for women back then. Now it's more a sadness for me.

"I've continued to find my records from various places, so my knowledge and understanding continues to grow. Everyone deserves to know who they are, where they came from and what happened to them – good or bad. My jigsaw puzzle is finally complete."



Jan at aged 6

Who are the Forgotten Australians?

Forgotten Australians represent the 500,000 children placed into institutional and out-of-home care in Australia in the last century.

7K

Former child migrants

50K

Indigenous children from the Stolen Generations

440K+

Non-indigenous children

Many of these children experienced significant physical and emotional trauma and now, as an older group, are experiencing barriers to accessing aged care as a result. We respect that not everyone will identify with the terminology 'Forgotten Australians'.

Scan the QR Code for more information on how Helping Hand is supporting aged care organisations to better meet the needs of Forgotten Australians.



From the Executive Manager, Home Care & Housing

As many of you already know, starting from 1 July 2025, the Australian Government will introduce a new program called Support at Home, to replace the current Home Care Package system.

While the current system has helped us to deliver services to thousands of people, it could also be challenging for clients to access and navigate. Support at Home aims to simplify things – making it more adaptable and responsive to individual needs and easier to understand.

We've been preparing for these changes for some time – refining services and internal processes and streamlining how clients can connect with us. One example is the introduction of a new Aged Care Connector service, which you can read about on pages 8 and 9.

Keeping you informed throughout this time of transition is a priority. We've recently mailed-out a detailed update to every Home Care

client, and there is a four page feature lift-out in this issue. Please take time to read it, share it with family or friends, and reach out if you have questions or concerns.

I would like to reassure you that from 1 July, your current services, will continue as usual. Your evolving care needs will still be reviewed and assessed through My Aged Care, and you will continue to have choice and control.

If you are currently on a Home Care Package – or are approved for one before 30 June 2025 – you will move to Support at Home automatically. You do not need to reapply, fill out any forms and your current services will continue without interruption.

One important change under Support at Home is that unspent funds will no longer accumulate. While it can seem wise to save funds for a rainy day, when it comes to your health and wellbeing, early prevention is the better option.



James Bardsley

For example, using unspent funds to see an Exercise Physiologist might help improve your balance and prevent falls, and possibly avoid a hospital stay. So please don't hesitate to ask if you need more help at home or if your circumstances have changed.

If you receive services through the Commonwealth Home Support Programme (CHSP), nothing changes yet. CHSP will transition to Support at Home no earlier than 1 July 2027.

Thank you for choosing Helping Hand as your partner and provider. The Home Care team is committed to delivering person-centred care that is respectful, inclusive and responsive for everyone.

Making beautiful music together

Music and volunteering are at the heart of the Denton family. Jenny and Ian, along with their daughter Debbie, have found purpose and connection through volunteering at Carinya Residential Care Home in Clare.

Their journey began in 1988 when Jenny, a talented pianist and lifelong entertainer, started leading singalong sessions.

"I started learning music at the age of eight, and at 16, I bought a piano accordion. I've done lots of singing and playing piano around the area," she recalls.

"At the time, Carinya was managed by the Country Women's Association. A staff member knew I played the piano and invited me to lead some regular singalongs. When Helping Hand took over, I happily continued."

At first, Jenny was joined by friends, but when they could no longer participate, Ian – who also loves music – stepped in.

"We get pleasure from giving pleasure to others. The residents are so grateful and so happy for these sessions; it gives them a lift.

"They're quick to line up when the sessions are on – they really look forward to it," says Ian.

"Music does something to your soul. It brings out emotion and brings people together," Jenny adds.

In 2019, their daughter Debbie followed in her parents' musical footsteps. She introduces the songs while Jenny plays a selection of melodies, from wartime tunes to classic movie themes, and Ian encourages everyone to sing along. When the music stops, there's always time for a cup of tea, a biscuit, and a chat.

We get pleasure from giving pleasure to others.

"Volunteering was simply a part of life for Mum and Dad; they would always help anyone. So, for me growing up, it was natural to volunteer and lend a hand," Debbie adds.

"I really enjoy being part of it, especially building relationships with the residents and having fun with them. Music brings back a lot of memories, usually good ones. They'll remember singing a particular song at school, or they'll recall their mum singing a certain song to them. Music brings out all the emotions."

In 2024, Jenny and Ian's son, Rob, volunteered his time and talents to film the Carinya choir. Passionate about preserving life stories, he was inspired by the virtual choirs that emerged during the pandemic.

"I'm giving something to someone, it means a great deal to be able to do that," Rob says. Debbie says it's important to recognise all volunteers and encourages other people to volunteer if they have time. "It's all about using the skills you have to help other people."



L-R: Ian and Jenny with their daughter Debbie

Leading with compassion



The finance world is often seen as cold and impersonal, filled with spreadsheets and number crunching – but then you meet Sumi, Helping Hand's Management Accountant. Her work tells a different story, one where outstanding service and compassion come together to make a real difference to people's lives.

Arriving in Australia from Malaysia in 2005, Sumi initially pursued a Master's degree in marketing and research, before shifting her focus to finance and completing a Masters of Business Administration (MBA).

Sumi first started at Helping Hand in June 2011 as an accounts payable officer and she has never looked back.

"My plan was to stay for one year, then move on, but Helping Hand offered such good opportunities to grow and I loved working in aged care," she says.

Over the past 14 years, Sumi has held various positions within the Finance team. She has supported countless clients, guiding them through the complexities of Centrelink and supporting them to navigate the aged care system by preparing them with questions, even sitting in during assessment interviews.

If my parents were navigating aged care with difficulty, then I would want some good Samaritan to help them.

"If my parents were navigating aged care with difficulty, then I would want some good Samaritan to help them. That's another reason why I want to help people," she says.

"In terms of managing financials, that has been very interesting for me. Research is a big part of what I love

about it; everyday it's all about problem solving. What motivates me is the need to know the root of the problem."

Sumi's powerful combination

of problem solving with compassion is often put to the test when she is called in to support clients who are experiencing financial abuse.

"In these distressing situations you must be a detective and ask the right questions. Look at things out of the box and ask how can we solve this? You want to do your best because you're trying to solve a

problem and keep people safe from further financial abuse.

"The key is to be calm and form a relationship with the client. They may not have anyone else to help them, so you have to help them resolve these situations."

Sumi brings her compassion and professional expertise to supporting people and families at every stage of their journey with Helping Hand.

"I received a letter from a son after his mum passed away. I had managed her finances while she was with Helping Hand. He wrote to tell me that the process could not have been smoother and he had someone he trusted who could communicate with relevant government departments on his behalf. He wrote that I made a difference and relieved the family's stress," she says.

"Hearing that I've made a difference is the most rewarding feeling ever."

What is financial abuse?

Financial abuse happens when someone takes or controls your money, or property, without your permission. It can include:

- Stealing money or not returning borrowed items.
- Using your bank card without asking.
- Changing documents, signatures, or approvals without your consent.
- Pressuring you to give away money or property.
- Stopping you from accessing your own money or financial information.
- Making financial decisions for you without your permission.
- Not paying a fair share of rent or bills.
- Ignoring important payments like household bills or loans.

Tips

- ✓ *Keep your financial documents and personal information secure.*
- ✓ *Don't give out your bank account details, or credit card information over the phone or online unless you initiate the contact.*
- ✓ *Be cautious about signing any documents you don't fully understand.*
- ✓ *Don't feel pressured to make financial decisions quickly.*
- ✓ *Take your time to consider any financial proposals carefully.*
- ✓ *If someone is pressuring you, seek advice from a trusted source.*



Sumi and Robert

*If you or someone you know is worried about financial abuse, call the SA Elder Abuse Prevention Phone Line for confidential advice: **1800 372 310***

On-site pharmacy

Residents in the North Adelaide Residential Care Home now have access to an on-site pharmacist, four days a week.

“It’s great to have a pharmacist on-site so that residents and their families have easy access to advice and can discuss their medication.

“It also means medications can be reviewed and supplied quickly, which is a positive benefit for residents,” said Hariz Sulaiman, Clinical Nurse in North Adelaide.



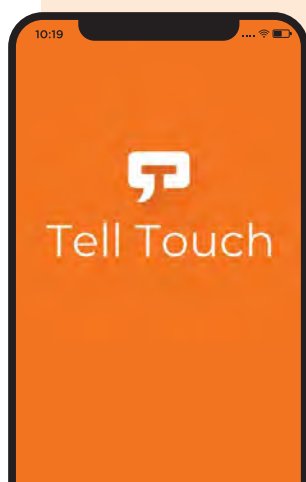
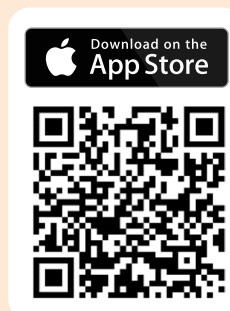
L – R Helping Hand Clinical Nurse Hariz Sulaiman, Clinical Pharmacist Chloe Destro, Choice Aged Care CEO Michael Bonner, Helping Hand Registered Nurse, Susmita Kunwar and Helping Hand Executive Manager Residential Services Melinda Richardson.

Stay in touch with Tell Touch

Your feedback helps us understand what we’re doing well and where we can improve, so we can better support your needs.

Tell Touch makes it easy to share your feedback. It’s available in more than 80 languages and includes an audio feature, so you can record your feedback in the language you’re most comfortable with.

You’ll find a Tell Touch kiosk in every Helping Hand home. You can also download the app to your phone, or visit helpinghand-homecare.telltouch.com.au to give feedback online.



There to Care



Our very own star!

Rob Golding, Lifestyle Coordinator at Whyalla Copper House Court, (pictured above) has received an Australia Day Community Service Award for his outstanding contributions to the local community.

With 19 years dedicated to enhancing residents' wellbeing, Rob is also actively involved with D'Faces of Youth Arts, the Whyalla Christmas Carols, and cancer support fundraising through the Whyalla Tappers. Remarkably, this is the second time he has received this prestigious award.

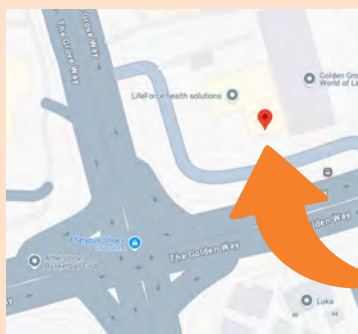
"I am truly honoured to be recognised alongside so many other deserving individuals and organisations that contribute selflessly to our community, often without recognition."

Congratulations, Rob, on this well-deserved recognition!

Allied Health

Golden Grove Wellbeing Centre

NOW OPEN!



The new Golden Grove Wellbeing Centre is open Mondays to Fridays, offering a welcoming space for health and wellbeing.

The centre provides a variety of group exercise classes, one-on-one Allied Health consultations.

Exercise groups include:

- ✓ Age Well Fitness
- ✓ Strength and Balance
- ✓ Tai Chi
- ✓ Chair Yoga



Phone
1300 444 663

Located at 1000 The Golden Way, Golden Grove, 5125

(The Clock Tower Building, corner of The Grove Way and The Golden Way)



Mike and Margaret, Clare

Margaret & Mike's Pinwheels

Ingredients

- 1 sheet puff pastry
- 3–4 generous smears of spicy sauce (or tomato relish)
- ½ jar (about 110g) beetroot relish
- 2 rashers bacon, fat and rind trimmed, diced
- Grated tasty cheese (any type)
- 1 egg, beaten (for sealing)

Method

1. Preheat oven to 180°C (fan-forced). Line a baking tray with baking paper.
2. Lay the puff pastry flat. Spread the spicy sauce (or relish) evenly over the surface.
3. Spoon over the beetroot relish, then sprinkle with bacon and grated cheese.
4. Brush one edge of the pastry with beaten egg to help seal the roll.
5. Roll up the pastry tightly from the opposite edge, forming a log.
6. Using a sharp knife, slice into 2cm rounds.
7. Carefully place each pinwheel onto the prepared tray, cut side up.
8. Bake for 15–20 minutes, or until golden brown and crispy.
9. When removing from the oven, gently tuck in any loose ends of pastry.
10. Transfer to a plate using a spatula and serve hot.

Handy hints: *A generous filling makes these extra delicious – Mike approves, and so do our friends (and they're still alive – thankfully!).*

Sudoku surprise

Easy

	7	5					2	
3	6	9	2			7		
		8		3	5	1	6	9
6				1	3			
			6					5
	9	4		7		6		
4	5					3	8	7
7		6		5		4		2
		2	3	4	7		1	

Medium

5				3		4		7
3		2	6			9		
		7		4			8	
	2	6				8		1
			7	6			4	
4	7					2		
2	1					7		
		4			6	5		
				9	7		3	

Hard

			7				2	
2					6			3
	5					9	4	
	1							
		3		2			1	
9	2	8	5			7	3	
	7		9				5	
8			2		7	4		
		9			3			7

Expert

	7	8					4	
			1		8			6
								1
								9
8		5	4		7			
			9			5		
	2	4			5			
5				4		6	8	
		6		9				

If you're new to Sudoku the game is played on a 9x9 grid, which is divided into nine smaller 3x3 boxes.

Some numbers are already filled in for you, these are your clues.

Your goal is to fill in the rest of the grid following these **three simple rules**:

1. Each **row** must contain the numbers **1 to 9**, without repeating.
2. Each **column** must also contain the numbers **1 to 9**, without repeating.
3. Each **3x3 box** must contain the numbers **1 to 9**, without repeating.

Elvis Presley songs

Across

- 5. On My Mind (6)
- 6. Good Luck (5)
- 9. Are You Tonight (8)
- 12. Mystery (5)
- 13. On You (5)
- 14. Return To (6)



Down

- 2. Rock (9)
- 3. Don't Be (5)
- 4. Hotel (10)
- 7. Dog (5)
- 8. Suspicious (5)
- 10. Blue Shoes (5)
- 11. Bossa Nova (4)
- 14. All Up (5)
- 15. It's Now Or (5)

Puzzles and Brainteasers



Riddle rousers!

1. What's orange and sounds like a parrot?
2. Why are birds poor?
3. What can you break without touching it?
4. If two's company and three's a crowd, what are four and five?
5. What can be stolen, mistaken, or changed, yet never leaves you during your life?
6. No matter how little, or how much you use me, you change me every month. What am I?



Answers

Easy

1	7	5	4	6	9	8	2	3
3	6	9	2	8	1	7	5	4
2	4	8	7	3	5	1	6	9
6	2	7	5	1	3	9	4	8
8	1	3	6	9	4	2	7	5
5	9	4	8	7	2	6	3	1
4	5	1	9	2	6	3	8	7
7	3	6	1	5	8	4	9	2
9	8	2	3	4	7	5	1	6

Medium

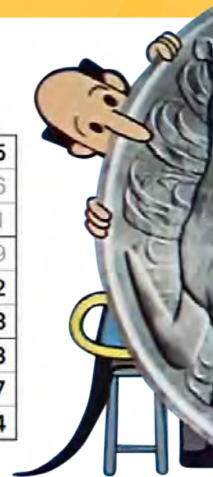
5	6	8	9	3	1	4	2	7
3	4	2	6	7	8	9	1	5
1	9	7	2	4	5	6	8	3
9	2	6	3	5	4	8	7	1
8	5	1	7	6	2	3	4	9
4	7	3	8	1	9	2	5	6
2	1	9	5	8	3	7	6	4
7	3	4	1	2	6	5	9	8
6	8	5	4	9	7	1	3	2

Hard

3	9	6	7	4	5	1	2	8
2	8	4	1	9	6	5	7	3
1	5	7	8	3	2	9	4	6
4	1	5	3	7	8	6	9	2
7	6	3	4	2	9	8	1	5
9	2	8	5	6	1	7	3	4
6	7	2	9	8	4	3	5	1
8	3	1	2	5	7	4	6	9
5	4	9	6	1	3	2	8	7

Expert

1	7	8	6	2	9	3	4	5
9	4	3	1	5	8	7	2	6
6	5	2	3	7	4	8	9	1
2	3	1	5	8	6	4	7	9
8	9	5	4	3	7	1	6	2
4	6	7	9	1	2	5	3	8
7	2	4	8	6	5	9	1	3
5	1	9	2	4	3	6	8	7
3	8	6	7	9	1	2	5	4



1960s Australia

Relive the 1960s in Australia with this nostalgic word search!

I	H	I	P	P	I	E	S	W	A	G	L	X	S
W	C	F	K	T	X	L	V	X	N	D	W	K	K
O	M	F	A	M	F	E	M	I	N	I	S	M	I
O	B	B	R	B	I	W	D	G	E	N	X	S	P
D	A	E	P	H	I	N	H	E	E	T	E	N	P
S	T	L	R	E	A	K	I	G	C	L	N	N	Y
T	Y	L	X	L	A	R	U	S	T	I	O	A	H
O	B	B	N	R	I	C	O	A	K	T	M	A	M
C	X	O	G	T	E	N	E	L	P	I	G	A	S
K	O	T	O	C	W	B	W	M	D	I	R	D	L
M	V	T	K	M	L	I	I	A	A	H	O	T	O
W	R	O	M	W	E	R	S	O	L	N	O	K	A
R	M	M	X	M	H	R	I	T	D	L	V	L	B
L	D	S	M	S	Q	V	S	S	Y	I	Y	J	T

Miniskirt
Vietnam
Harold Holt

Skippy
Beatles
Moon Landing
Groovy

Bell Bottoms
Twist
Peace Man
Feminism

Boomers
Hippies
Woodstock
Decimal

Gen X
Berlin Wall
Shrimpton



Elvis Presley songs

Across

5. Always
6. Charm
9. Lonesome
12. Train
13. Stuck
14. Sender

Down

2. Jailhouse
3. Cruel
4. Heartbreak
7. Hound
8. Minds
10. Suede
11. Baby
14. Shook
15. Never

Riddle rousers

1. A carrot.
2. Because money doesn't grow on trees.
3. A promise.
4. Nine.
5. Your identity.
6. A calendar

There to care. Here for good.

We are always inspired by the heartfelt feedback we receive about our staff.

*If you've had a great experience, we'd love to hear from you!
Please email us at home@helpinghand.org.au*

“ On arrival, Jess immediately observed my fatigued physical state and low mood. She was compassionate and supportively attended my needs, giving me a new perspective on the day ahead. ”

“ I am very happy to have weekly access to my physio. Tom has succeeded in making my life virtually pain free, after years of suffering extreme back and neck pain. ”

“ Any time I ring, or a carer comes to me, they make a positive difference to me. They are polite and we have a laugh, if it is on the phone, or they are at my place. ”

“ I came home from two weeks holiday to find my fridge freezer had broken. As luck would have it, my cleaner Fern came that day. She quickly took charge and cleaned the fridge and kitchen. She also brought in washing and made my bed. All this in two hours! She made a positive difference to my day. ”

“ Every day that my cleaner Nicole, or gardener Darren, come, it makes my day better. Nicole and Darren are caring people who do their work respectfully and enthusiastically. ”

“ The carers and especially nurses are my heroes. Their care, smiles, and medical help are what wellbeing is all about. I love them all. ”

“ My husband needed dressings changed, he couldn't get to the wound clinic. Helping Hand arranged for Raj, a nurse, to come to our house and change the dressings. I felt like a great weight had been lifted from my shoulders. The next day my cleaner Kelly came and was equally supportive. ”


Helping Hand