

How to support someone with blindness or low vision

Over two-thirds of people who are blind or have low vision are over 65.

At VMCH, we want to make sure that the people who care for you know how best to assist you. That's why it's important to share your needs and preferences with us, so we can provide you and your loved ones with the right support.

Let others know how they can support you:

- **Introduce themselves by name** – don't assume you recognise their voice
- **Speak naturally and clearly** – avoid yelling or sounding patronising
- **Reduce distractions** – avoid competing noise or poor lighting



- **Ask before helping** – never assume assistance is needed
- **Offer their arm for guidance** – walk slightly ahead at a comfortable pace
- **Guide you to seating** – so you can safely and independently sit down.

If you, or someone you know has concerns about their vision, we can help you access the right services and supports.

Safe swallowing – why it matters

Did you know humans swallow at least 900 times a day? It's something we often take for granted, but for many older people or those with chronic health conditions, swallowing difficulties can increase the risk of choking and other serious health issues.

VMCH's dietitian services are here to help you stay safe and well. These services can support you with tailored nutrition and texture-modified meals designed for people with swallowing challenges.

We work closely with you to identify and manage any eating or drinking concerns. This includes:

- **Assessment** – checking for changes such as new medical diagnoses, weight fluctuations or diet adjustments, and following up on any incidents reported by your care team



- **Identifying risk factors** – conditions like stroke, neurological disorders, dementia, dental issues, weight loss or coughing/gagging while eating or drinking
- **Setting goals** – creating a care plan with services, assistive equipment and supports to maintain independence, manage swallowing issues and reduce choking risk
- **Referral** – connecting you with specialists like speech pathologists, dentists, physiotherapists or occupational therapists depending on your needs
- **Monitoring and review** – regularly checking for changes and updating your care plan as needed.

Reach out to your care partner if you would like to learn how we can support you.

Have your say

Help us ensure your VMCH experience is the best it can be. Share your insights by scanning the QR code or by visiting us at vmch.com.au/feedback.

Follow us on Facebook and please share a positive review—we'd love to hear from you! facebook.com/VMCHVic/reviews



Home Care Connection

Newsletter

December 2025

VMCH



Merry Christmas from VMCH

As we enter the holiday season, I'd like to wish you and your loved ones a safe and joyful Christmas.

This time of year offers a chance to pause and appreciate the moments that matter most. Whether you spend the season with family, friends or in the comfort of your home, may it bring you joy and love.

On behalf of everyone at VMCH, we wish you a Merry Christmas, and a healthy, happy New Year and we look forward to supporting you in 2026.

Warm regards,

Jo Adamopoulos

General Manager – Home Aged and Health Care



My Aged Care has a new look!

The start of November marked not only the new Aged Care Act, but also a newly designed My Aged Care website. With older people and their families at the centre of the redesign, the website includes new and enhanced features to help provide personalised guidance.

Some of the updated features include:

- **New Wayfinder** – answer a few questions on the homepage to find information specific to you
- **Redesigned “Find a Provider” tool** – improved search and compare features for easier provider selection
- **Enhanced Fee Estimators** – updated tools to help you understand costs
- **Improved Help Explorer** – learn about different care types and access pathways to more detailed information



youtube.com/watch?v=dpUFqp5QCJY

- **My Guide to Aged Care** – a personalised experience with a checklist and dashboard so you can pick up where you left off with information relevant to you. Scan the QR Code to learn how to use this tool.

You can explore the new site at myagedcare.gov.au.



Anne's story

Anne has found that her hoarding disorder is an ongoing condition, but she continues to make progress with the right support. Her first decluttering session was challenging, leaving her apprehensive and uncomfortable afterwards.

With ongoing communication and reassurance from her case manager, Anne was able to keep moving forward and found following decluttering much more beneficial.

“It’s good to have people helping you who know what hoarding disorder really is. I feel so much more relaxed now about facing it.”

– Anne

Anne's experience is just one example of how VMCH's hoarding and squalor service helps people stay safely at home and remain connected to their community. This short-term program provides respectful, personalised assistance for those who need it most.

If you or someone you know could benefit from this service, you can learn more at agedcare.vmch.com.au/hoarding-squalor.



Help us spread joy this Christmas



Christmas is a time for kindness and connection, and right now, you can make a real difference. Our 2025 Christmas Hamper Appeal is wrapping up, and we need your help to bring festive cheer to people who might otherwise go without.

We will fill each hamper with treats like chocolates, shortbread and puddings, plus handmade decorations created by aged care residents, disability clients and volunteers through our Arts in Action program. These personal touches remind recipients that they are valued and remembered.

Sue, aged 74, has been a VMCH affordable homes resident for several years, and is looking forward to receiving a hamper to brighten her festive season.

“Receiving my first hamper was a big surprise, a lovely surprise!” says the retired cleaner and personal care assistant.

With no plans yet to celebrate Christmas Day, Sue said the hamper is something she's looking forward to. “I'm grateful for anything, just the thought is so nice.”

This year, we have delivered an incredible 900 hampers (our biggest drive yet!) to individuals and families who are socially isolated or financially disadvantaged, particularly those living in our affordable homes. If you are able, please consider donating to our appeal today.

Your generosity ensures that the people we support feel the warmth of community this Christmas.

To donate, visit vmch.com.au/donate or call 1300 698 624.

We want to hear from you



Keeping you updated about aged care news is at the heart of the Home Care Connections newsletter, but we want to make sure we're sharing what matters most to you.

Share with us the topics you enjoy reading about. Would you like more on aged care reforms or early diagnosis tips? Maybe stories from people who've walked in your shoes?

We'd love to hear more about what matters to you, your feedback helps us share updates that support your health, wellbeing and independence. Email us at brand@vmch.com.au to let us know what you'd like to see in future editions or nominate someone who's story should be heard.