

I'm very excited about our new name and fresh design. You'll also notice that our care workers are now wearing new shirts—and they look fantastic! It's hard to believe Christmas and New Year are just around the corner. Where has 2025 gone?!

On 1 November, the new Support at Home Program was implemented. We understand that this transition has been a stressful time for many, and we truly appreciate your patience and understanding as we work through these changes together. Please remember to continue reaching out to your Care Partner (formerly known as your Case Manager) or the Ageing Well team for any support or questions you may have. Finally, I'd like to wish all our participants and their families a joyful Christmas and a safe, happy New Year. May this season bring you peace, joy, and plenty of special moments with loved ones.

*Warm regards, Lauren
Hester Coordinator*

Reminder Food-A-Roma will be closed from the 24th of December to the 5th of January 2026. Last Deliveries will be on the 23rd of December. If you need to order food for the Christmas break pre-packed frozen meals are available from Food-A-Roma. These are required to be put straight into freezer so you will need to be home on the 23rd of December to collect and put away.



Our Care Partners will be taking some time off from

Madeleine: From 5th January Returning 12th January

Julie: From 25th December Returning 12th January

Kylie: From 15th January Returning 5th February

Belinda: From 19th January Returning 27th January.

CHRISTMAS CLOSURE

Colac Otway Shire Offices will be closed From Wednesday 24th DECEMBER from 3pm to Monday 5th January.

Personal Care and Medication Checks are available during this time.

(Shopping Assistance available upon request)

There will be no Homecare assistance during this time.

Free Travel

- Weekend Free Travel: From January 1, 2026, Seniors myki holders get free travel on all Victorian trains, trams, and buses, anywhere in the state on weekends.
- Weekday Travel: Seniors myki offers discounted fares during off-peak times on weekdays.
- How to Use: Carry your Seniors Card and Seniors myki, and touch on/off as usual.



Power Saving Bonus

- 100 Power Saving Bonus: A \$100 payment available to households with a Health Care Card, Pensioner Concession Card, Veterans' Affairs Pensioner Concession Card or Veterans' Affairs Gold Card, and a recent electricity bill.
- Energy Assistance Program: A free phone service helping Victorians having trouble paying their energy bills. The program covers energy debt, getting the best offer, saving energy, and negotiating with energy companies.
- Eligible concession card holders in Victoria can apply for the \$100 Power Saving Bonus through the Victorian Energy Compare website (compare.energy.vic.gov.au).

With the weather warming up, here are some important points to prepare yourself for a Heatwave.

KEEP HEAT OUT OF YOUR HOME	Open windows at night to let hot air out. Close windows early morning. Close curtains and blinds
KEEP COOL	Stay Hydrated. Drink small amounts of fluid often. (Cool, rather than cold water)
STAY OUT OF THE SUN	If you must go outside wear long-sleeve shirt, hat and sunscreen. Avoid 11am – 3pm
EMERGENCY WARNINGS	Listen to ABC radio, 3CS or MIXX-FM



Monitor Fire conditions and official warnings by going to cfa.vic.gov.au, emergency.vic.gov.au or call the Vic Emergency Hotline on 1800 226 226

Ways To Provide Feedback

- Writing to the Colac Otway shire
- Visiting our Rae Street Office Customer service counter
- Telephone us on 52329420