

# **BUNDALEER LODGE NEWSLETTER**

**SPRING EDITION**

**SEPTEMBER - NOVEMBER 2025**



**BUNDALEER LODGE NURSING HOME**

**114 HOLDSWORTH ROAD**

**NORTH IPSWICH 4305**

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## KITCHEN UPDATE

Over the past few months, the kitchen staff have been cooking up a storm and testing out some fabulous new food and drink recipes. Whilst you may not have noticed new items on the menu, they have been working on ways to add more flavour, protein and nutrition to our current meals as well as how to better present our current meals.

Some of the improvements we have made so far are:

- Homemade stocks are used as a base for soups and wet dishes instead of packet mixes.
- Homemade soups are cooked and served fresh daily. Early on, we had some issues with the soup not being hot enough but we have trained the kitchen staff in the new procedures and also purchased insulated jugs for distributing to the units and this is working well. These soups are also now being served in warm china bowls which is also helping to enhance the flavours.
- Platters of yummy high protein sandwiches on the lunch, dinner and supper trolleys for those who aren't feeling up to eating a whole meal or just need that extra mouthful to fill them up. Feedback has been mixed with some residents loving them and others commenting that they are too big and hard to handle.
- Potato bake is now made using sliced potato which holds its shape rather than diced potato that just ran all over the plate.
- Fortifying foods for resident nutrition
- Introduction of different vegetables and presentation:
  - Honey roasted carrots
  - Roasted baby chat potatoes
  - Roasted sweet potato with skin on



- Introduction of new recipes:
  - Crispy skin chicken thigh
  - Fortified sandwich fillings
  - Marinated roast meats
- Slow cooked onions and confit garlic are used in many dishes to enhance flavour.
- Changed method of cooking casseroles. The meats are now sautéed, not boiled, in the brat pan to build layers of flavour and then finished in the oven. This helps to lock in the flavours and ensure the meat stays tender.
- Using butter instead of margarine in all cooking and on sandwiches.
- Changed apple pie recipe due to resident feedback.

- Order and use fresh herbs in cooking and as garnishes.
- Making sauces and gravies from scratch instead using packet mixes.
- Daily menus are on display in all dining rooms, including pictures.
- Introduction of different drinks:
  - Banana oat or blueberry smoothies
  - Ginger lemon tea
  - Summertime berries and mint
  - Citrus infused water
  - Raspberry lemonade
- We have also engaged two companies and their software packages:
  - Simple Food – this program is vastly for the food safety paperwork that is all done behind the scenes however, it also has a menu ordering component that will allow residents to place their meal orders electronically, with the assistance of staff.
  - SmithKit – this program will enable us to create better menu's in the coming months and provide us with the required recipes. We will do this in consultation with residents, the cooks and management staff.

In July, our Maggie Beer Chef Mentor, Ryan, spent the day on-site again working with the cooks and helping to create some delicious new treats for happy hour. Many residents attended the happy hour in Acacia courtyard and all thoroughly enjoyed sampling the pork belly bites with miso caramel, chicken skewers and mint yoghurt and pumpkin and mozzarella arancini balls with a herb mayo. Of course, these were washed down with a drink or two and followed by an ice-cream with various toppings.



Since Ryan's first visit, the cooks have tried cooking some of the meats using different cooking methods however, they came across a few obstacles which Ryan helped them with. One of the dishes they worked on is braised steak. You may have noticed that it is now more like an actual piece of steak with a small amount of gravy rather than a stew. We held a staff tasting of the braised steak and it was delicious!! Some comments were "it just melted in your mouth" and "the sauce has so much flavour".



We have also had our annual Menu and Mealtime Assessment completed by an external Accredited Practising Dietician in which we received some very positive feedback:

- Good variety of mains/desserts in the menu and alternative options for vegetarian/vegan diets etc.
- Excellent ability to keep meals a satisfactory temperature when served. This is often one of the biggest challenges in the aged care industry.
- Good positioning and set up of the majority of residents eating in their rooms.

There were also some recommendations made that we are currently working on:

- Create and implement seasonal menus for summer and winter.
- Review the appearance of plating texture modified meals to increase the appeal at all mealtimes.
- Offering additional options with mid meals (with focus on additional dairy-based options) that residents can request at the point of serve rather than needing to specifically request individually.

When we are creating our new summer and winter menus we would love to add some of your favourite meals to the menu. So, we are asking all residents if you have a favourite recipe that you used to cook at home or a recipe that you found in a magazine that you would like to try, please give this to DT staff or Vesna at Reception to pass onto Aimee or Sharyn. We will then use these recipes to create a "Resident Choice Cookbook".

We hope that you are enjoying these changes however, we would also love to hear some feedback so we know if we are heading in the right direction or if there is something else, we can improve on. If at any time you have any suggestions or feedback about the menu, please feel free to contact your Therapy Staff or Admin and let them know. Feedback is always welcome.



## *We are part of the Maggie Beer Foundation Trainer Mentor Program!*

This means our chefs and staff are learning new ways to  
make your meals:



Taste Delicious



Look Great



Enjoyable for Everyone

### *How You Can Get Involved...*

**Share Your Thoughts** – Tell us what you enjoy eating & your ideas to make meals better.

**Join Us** – You and your family can be part of special mealtime activities or tastings.

**Ask Questions** – If you want to know more about the program, feel free to ask our team.



Dear Residents, Families and Friends,

Our diversional therapy team has been buzzing around the facility getting up to all sorts as usual but bringing smiles, laughter and memories more importantly and of course as we move through these times together, we wish to share some of these moments with you.

With an aim of providing more activities in more units across the facility your bound to have run into one of our team members and your loved ones getting up to some fun.

Our putting green has had volumes of attention in the cooler days as it's the perfect spot to sit and have a cuppa in the sun, read the newspaper or chat with friends. We also manage to squeeze in some putt-putt of course 😊

Our intergenerational program is just a beautiful sight to see with the young and elderly spending time together, building relationships and memories. We want to thank Guardian Childcare & Education Brassall for making the effort to bring the children to us for all to enjoy, we truly appreciate it.

With many expressed interests in cooking, we have been holding many more cooking demos or "make your own morning tea/afternoon tea" taking suggestions and providing the experience for a delicious outcome.

Music and movement have become popular lately combining exercise and fun! With many growing confident enough to even get up and dance in a concert, why not!

We also cannot wait to have our new Elvis Presley impersonator surprise our residents with a great time in august.

We love your ideas! Come and chat with us about your ideas, whether its something you want to see more of, start up a new hobby or an activity for a group, our door is always open and we are always happy to chat.



Thank you for letting us be a part of this journey,  
Warm Regards,  
Easter, Rhiannon, Van & Kim

## **September 2025**

Klaus Hagrndorf	3 <sup>rd</sup> Sept
Zoran Grubetic	19 <sup>th</sup> Sept
Desmond Anderson	21 <sup>st</sup> Sept
Gunnar Jensen	29 <sup>th</sup> Sept
Laurence Laffin	30 <sup>th</sup> Sept

## **October 2025**

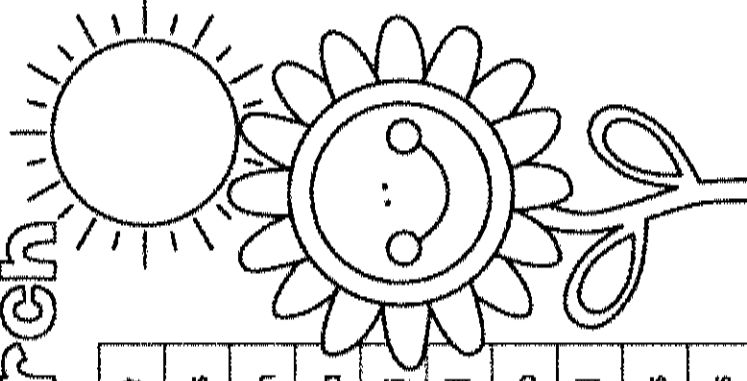
Lynette Burley	7 <sup>th</sup> Oct	Janette Jones	8th Oct
Edward Ovens	14 <sup>th</sup> Oct	Breffni Heit	16th Oct
Carol McInnes	17 <sup>th</sup> Oct	Pamela Hohenhaus	18th Oct
Stephen Wade	19 <sup>th</sup> Oct	Ruby Rands	20th Oct
Mary Van'Twout	20 <sup>th</sup> Oct	Jeanette Brotherton	21st Oct
Suzanna Loderus	22 <sup>nd</sup> Oct	Graham Bell	27th Oct
Daniel Coyne	29 <sup>th</sup> Oct	Desmond Carrodus	30th Oct
James Mackenzie	30 <sup>th</sup> Oct	Kevin Voigt	31st Oct

## **November 2025**

Gordon Tosh	6th Nov
Jack Smith	6th Nov
Margaret Greatrex	7th Nov
Maria Schweitzer	9th Nov



# SPRING word search

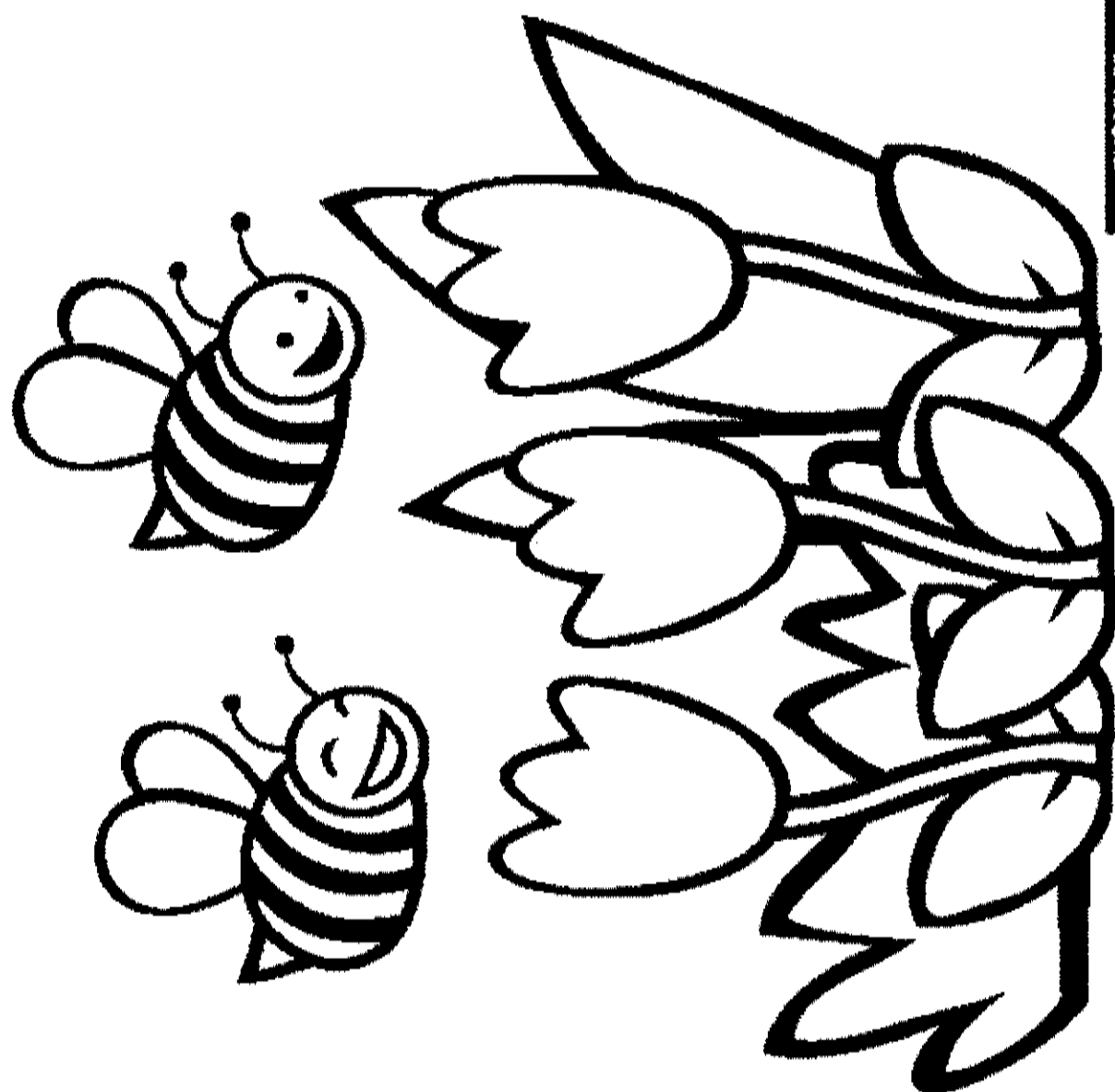


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spring   sprout   tulip   bee   buds   rainbow   sunny   warm   rain  
 robin   nest   lamb   chick   egg   blossom   snail   puddle   seed





# RESIDENTS MEETING UPDATE

Bi Monthly resident meetings are held in the afternoons in the Acacia Courtyard or in the Dt room depending on current weather conditions.

Please keep an eye on your Monthly Calendar. We host an afternoon tea so all welcome to attend Please let your DT Staff know you wish to attend.

If any resident is not able to attend or becomes unwell, please advise your DT Staff on what you may like to discuss. All resident and families are welcome to attend.

July 2025:

- There is not enough feeder lids supplied. Maintenance have been asked for more supply. Supply taken to unit for resident's and staff to use.
- One resident request to have no gravy on meat at lunch time wants tomato or BBQ sauce. This will have to be completed in a kitchen notification form by nursing staff. Resident and DT staff informed.
- Some stained & chipped China cups being used. DAN staff to remove and returned stained cups for washing at the kitchen and remove chipped cups. Maintenance officer to supply more cups to replace damages ones.
- Some not getting butter or jams. Residents were reminded to please ask staff. It was suggested at the meeting that all the residents ask the staff about butters, jams, honey etc. Staff have been alerted, note left in unit communication book to offer/supply residents these items.

August 2025:

- Not enough knives forks and spoons. (I asked if any residents have in their rooms or wheely walkers to place out to be returned to the kitchen to be washed and used for all residents). Maintenance will take more to the Kitchen for washing prior to use.
- Some staff not filling up the bowls of soup. Suggested that maybe residents go to the dining room for meals or ask for more from the staff.
- Updated information regarding the new Aged Care standards commencing on 1st Nov 25. Flyer handed out to each resident and read out attached information sheet. Flyer and info sheet given to all residents and info sheet read out to all residents in attendance.
- Coffee shop is it possible to have more opening days?
- Ryan from Maggie Beer visited again and we had another food taste testing day 29/06/25. Residents agreed the food on trial on the day was very nice including the rice balls and the use of the Ice Cream cart.



## **The Resident Advisory Body**

Thank you to the residents who participated in the Resident Advisory Body Meetings held at each facility in July. The key points of discussion were around the upcoming Monthly Care Statements which is being introduced in line with the new Aged Care Act. The new Aged Care Act will commence on the 1<sup>st</sup> November 2025 but the Government is yet to determine the commencement date for the Monthly Care Statements. (More information will be shared when we are advised of the commencement date).

An overview of the purpose of this statement and what will be included in them was provided to the residents during the meeting, and I have included a summary on the next page for you all.

The feedback from the residents in attendance of these meetings is that they liked the idea of these and are interested in receiving all of the suggested areas of information.

In general business discussion, a few food items were raised which management is looking into, and residents at Bundaleer Lodge said that they are not always receiving bathmats which was requested in the previous meeting. We have now received the order for the bathmats which was on back order so took some time to be received. If you would like a bathmat for your bathroom, please request this from the Assistant Nursing Staff.

A summary of the meeting and any feedback gained from residents goes into a report for the Quality Care Advisory Body who can then identify further quality improvements from this feedback. Thank you once again for those who participated, we find this feedback very useful and use it for future planning.

Should you wish to attend the next meeting, it will be held:

- Bundaleer Lodge – 6<sup>th</sup> Oct @10.30am in the Therapy Room
- Algester Lodge – 8<sup>th</sup> Oct @ 10.30am in the Opal Therapy Room

*Families are also welcome. Morning Tea is provided.*





## Statement of Rights

A Statement of Rights is being introduced in line with the new Aged Care Act which commences on the 1<sup>st</sup> November 2025. The Statement of Rights will replace the current Charter of Aged Care Rights but is additional to the Code of Conduct which is already in place. Both are part of the new aged care framework, but they address different aspects - the Statement of Rights outlines the rights of individuals receiving aged care services, while the Code of Conduct outlines expectations for aged care workers and providers. Below is the full Statement of Rights from section 23 of the new Act.

### Statement of Rights in full from the new Act:

#### *Independence, autonomy, empowerment and freedom of choice*

- (1) An individual has a right to:
  - (a) exercise choice and make decisions that affect the individual's life, including in relation to the following:
    - (i) the funded aged care services the individual has been approved to access;
    - (ii) how, when and by whom those services are delivered to the individual;
    - (iii) the individual's financial affairs and personal possessions; and
  - (b) be supported (if necessary) to make those decisions, and have those decisions respected; and
  - (c) take personal risks, including in pursuit of the individual's quality of life, social participation and intimate and sexual relationships.

#### *Equitable access*

- (2) An individual has a right to equitable access to:
  - (a) have the individual's need for funded aged care services assessed, or reassessed, in a manner which is:
    - (i) culturally safe, culturally appropriate, trauma-aware and healing-informed; and
    - (ii) accessible and suitable for individuals living with dementia or other cognitive impairment; and
  - (b) palliative care and end-of-life care when required.

#### *Quality and safe funded aged care services*

- (3) An individual has a right to:
  - (a) be treated with dignity and respect; and
  - (b) safe, fair, equitable and non-discriminatory treatment; and
  - (c) have the individual's identity, culture, spirituality and diversity valued and supported; and
  - (d) funded aged care services being delivered to the individual:
    - (i) in a way that is culturally safe, culturally appropriate, trauma-aware and healing-informed; and
    - (ii) in an accessible manner; and
    - (iii) by aged care workers of registered providers who have appropriate qualifications, skills and experience.

- (4) An individual has a right to:
- (a) be free from all forms of violence, degrading or inhumane treatment, exploitation, neglect, coercion, abuse or sexual misconduct; and
  - (b) have quality and safe funded aged care services delivered consistently with the requirements imposed on registered providers under this Act.

Note: Division 1 of Part 4 of Chapter 3 deals with conditions on registered providers, including requirements in relation to the use of restrictive practices and management of incidents.

*Respect for privacy and information*

- (5) An individual has a right to have the individual's:
- (a) personal privacy respected; and
  - (b) personal information protected.
- (6) An individual has a right to seek, and be provided with, records and information about the individual's rights under this section and the funded aged care services the individual accesses, including the costs of those services.

*Person-centred communication and ability to raise issues without reprisal*

- (7) An individual has a right to:
- (a) be informed, in a way the individual understands, about the funded aged care services the individual accesses; and
  - (b) express opinions about the funded aged care services the individual accesses and be heard.
- (8) An individual has a right to communicate in the individual's preferred language or method of communication, with access to interpreters and communication aids as required.
- (9) An individual has a right to:
- (a) open communication and support from registered providers when issues arise in the delivery of funded aged care services; and
  - (b) make complaints using an accessible mechanism, without fear of reprisal, about the delivery of funded aged care services to the individual; and
  - (c) have the individual's complaints dealt with fairly and promptly.

*Advocates, significant persons and social connections*

- (10) An individual has a right to be supported by an advocate or other person of the individual's choice, including when exercising or seeking to understand the individual's rights in this section, voicing the individual's opinions, making decisions that affect the individual's life and making complaints or giving feedback.
- (11) An individual has a right to have the role of persons who are significant to the individual, including carers, visitors and volunteers, be acknowledged and respected.
- (12) An individual has a right to opportunities, and assistance, to stay connected (if the individual so chooses) with:

- (a) significant persons in the individual's life and pets, including through safe visitation by family members, friends, volunteers or other visitors where the individual lives and visits to family members or friends; and
  - (b) the individual's community, including by participating in public life and leisure, cultural, spiritual and lifestyle activities; and
  - (c) if the individual is an Aboriginal or Torres Strait Islander person—community, Country and Island Home.
- (13) An individual has a right to access, at any time the individual chooses, a person designated by the individual, or a person designated by an appropriate authority.

**Making sure your rights are upheld:**

It is our responsibility to ensure that your rights are upheld and that we follow this statement of rights. If you feel that we have not upheld your rights or have any questions about the new Statement of Rights, please ask to speak to the Residential Services Manager.

You can also seek information or raise a concern to the Aged Care Quality and Safety Commission – see <https://www.agedcarequality.gov.au/> for more information, or you need support to make a complaint or find information, call the Older Persons Advocacy Network (OPAN) on 1800 700 600.



## Monthly Care Statements

Monthly Care Statements are being introduced in line with the Aged Care Act. The new Aged Care Act commences on the 1<sup>st</sup> November 2025 however the Government is yet to determine the date that these monthly care statement will commence.

The Monthly Care Statement is a document prepared by residential aged care service to provide residents with an overview of their health and care over the past month. Further details about this process will be shared once it comes into effect. In the meantime, please refer to this information summary provided by the Department of Health, Disability and Aging below.

### About your Monthly Care Statement

#### What is a Monthly Care Statement?

It's an easy-to-read record of your health status and the care you received in the past month. The staff at your residential aged care home (us) prepare it for you. You can share it with your family and representatives.

This statement covers the past month including:

- your wellbeing activities
- changes to your nutrition and weight
- changes to your medication
- your medical and other appointments.

If relevant to the past month, this statement may also cover:

- medical diagnoses
- wound management
- mobility and falls.

As with all sensitive information about your care, your Monthly Care Statement is protected by privacy protocols. The same rules will apply under the New Aged Care Act. If you'd like to know more, email the Department of Health and Aged Care at

[MonthlyCareStatements@health.gov.au](mailto:MonthlyCareStatements@health.gov.au).

#### Why am I receiving a Monthly Care Statement?

The Australian Government introduced Monthly Care Statements in response to concerns about a lack of communication in residential aged care. We hope it helps you start conversations with us about your care.

#### How can I receive my Monthly Care Statement?

You can receive your statement in several ways:

- verbally from a staff member
- printed on paper
- emailed to you.

Other options might be available too. Speak to a member of staff about what they can do. If you need someone to translate your Monthly Care Statement, ask your provider to contact Translating and Interpreting Services National.

**Can I opt out of receiving a Monthly Care Statement?** You can choose whether you would like to receive a Monthly Care Statement. You can opt out and opt back in at any time. Just let a member of staff know.

*If you have any questions or feedback about the upcoming monthly care statements, please ask to speak to the Residential Services Manager.*

## Letter From Management

### *Aged Care Employee Day*

Bundaleer Lodge had a visit from River 949 on 7<sup>th</sup> August, helping us celebrate Aged Care Employee Day. The residents played some games and River 949 gave away chips, sweets and other promotional prizes. Fun was had by all. Aged Care Employee Day acknowledges the vital role they play in providing care and support to older Australians.







## Lilypilly

The Lilypilly Unit residents have moved into the renovated rooms in Banksia and Lilypilly renovated parts. The Lilypilly old Nurse Station has been moved to the new Nurse Station and lounge area part of Lilypilly that has already been renovated. We have finished the renovation in Lilypilly and the residents from Nandina area 2 have moved in to this secure area. Nandina area 2 is now undergoing renovations.



## Parking

To alleviate parking issues for visitors, we move the facial recognition machine for staff sign in and one iPad to Acacia staffroom. All staff must now sign on and off in



Acacia staffroom (as we used to before COVID). There should be no need for staff to park outside Reception.

If you do need to park at Reception, please be mindful **not** to park on the right-hand side of the road (near the bush) or around the cul-de-sac at the end of the street as this is a no standing zone. Parking in these spots may result in a parking fine if seen by the Council. It also makes it difficult for the neighbours to get in and out of their driveways so please also be considerate of them. You can however, park on the lefthand side of the road (outside the houses) as long as you do not park across any driveway.

Staff may park in the carpark underneath Acacia, Banksia and Nandina or the carpark on the righthand side of the exit driveway. Staff are not to park on Holdsworth Road or outside Ambulance Bay 2. These parks are for visitors. If you see that a student (or another staff member) has parked in one of these areas please inform them where the staff parking is. If you wish to park near the park or bus stop, please be mindful that you must park parallel to the road – do not nose into the park as this is also illegal and you may receive a fine from the Council.

## **Office Moves**

The Physiotherapists will stay in the current Office Acacia Unit near our Doctors Clinic Office along with the Treatment Nurse. This same area has Acacia Nurse Station, Acacia Treatment Room, Hairdressing Salon and the Chapel. One of the Clinical Nurses will move to the new office in Waratah Unit. Iris our Clinical Nurse has moved to an Office in Banksia. The Pharmacist has moved into an Office in Waratah.

## **Insurance for Personal Items**

Residents may wish to consider taking your own insurance for your personal items. Items such as your own hearing aids, prescription glasses and other personal items can be covered by insurance. These items are not covered by the facility insurance.

## Visitor Sign-out

Visitors no longer have to come through the front reception when leaving after visiting. They can sign out on the iPad mounted on the wall near Ambulance Bay 2.



## Jasmine Exit door

A new green button is on the wall near the Jasmine exit doors to the reception area. If departing after hours you will no longer have to find a staff member to let you out.



## Peacocks Visit Bundaleer Lodge

Beautiful peacocks sometime visit Bundaleer Lodge. They are wild and come and go as they please. See if you can spot them, there is one male and 3 females.



The peacocks seem to have had babies. We usually see one male and three females. It looks like two of the girls have had little ones.



## ***Sharing Spaces Programme***

Residents from Bundaleer Lodge Nursing Home and Guardian Childcare and Education from Brassall is starting to participate in an intergenerational learning programme. This partnership programme with Guardian Childcare and Education and Bundaleer Lodge Nursing Home involved the children traveling to Bundaleer Lodge to enjoy a morning of activities and fun with the children. The children are coming to join in with activity stations. Some of the residents are setting up small activities and the residents are running these activities with the children. The Diversional Therapy staff will be there to assist. Bundaleer lodge residents interact with the children from the school through story time or craft activities. This programme will run fortnightly from 10-11am. Resident who would like to participate please speak to the therapy staff.





## ***Two Bees Café***



The Two Bees Café is open at Bundaleer Lodge Nursing Home. The opening hours are 9am to 1pm, Tuesday to Friday. A sample menu on offer includes:

Sandwiches

Wraps

Toasties

Variety of hot meals

Crescents

Muffins

Variety of Cakes  
Variety of Slices

Scones with jam and cream

Milk shakes  
Thick shakes  
Specialty Teas and Specialty Coffee  
Chips and Chocolates



Arnie Libis dropped into the Two Bees Café for a visit.

***Pianola*** is working in therapy. We have many lovely pianola rolls with wonderful music to play.



## ***Visiting***

When not in outbreak, visiting hours are as follows;

- 9am – 1.00pm Sunday
- 9am – 3.30pm Monday
- 9am – 3.30pm Tuesday
- 9am – 3.30pm Wednesday
- 9am – 3.30pm Thursday
- 9am – 3.30pm Friday

If there is a special event or extenuating circumstances and you need to visit outside of these visiting times, please contact the facility prior to coming for instructions. A reminder to not clutter the bedrooms as this is a trip hazard to the residents. If you are visiting and borrow a chair from the dining area, please make sure you return the chair to the dining room. Residents use these chairs in the dining rooms at meal times. If you fail to return the chair the residents have nothing to sit on. If you are elderly and you have asked the nurse to bring you a chair, make sure you use the buzzer to get the nurse to take the chair back when you have finished with it. If you would like a chair left in the room permanently then please let Vesna from reception know and we will organize a permanent visitor chair for the resident's room.

As always, if you experience any symptoms (i.e. headache, cough, muscle aches, sore throat, vomiting, loss of taste or upset stomach) please do not come to work. You must call the facility and do a RAT test. Thank you for adapting to the changes over the three years. You should be proud of yourself for the great work you all do for the safety of the residents. We know it has been difficult at times, but you always have been positive and willing to take on the changes. We would also like to thank all residents and family members for their patience and compliance with following rules set by the Public Health Unit and the Commonwealth Department of Health.

COVID19 is still circulating in the community so see your doctor about a booster. Ask your health professional about the Shingles vaccination and if this would be an advantage to you. This pandemic has been a long road for so many of us and we have worked hard to keep our staff and residents safe. Getting boosted and vaccinated is the best way to keep our freedoms and to be able to continue to visit our loved ones.

## ***Looking for Work in Aged Care***

*Are you, or someone you know looking to work in the Aged Care industry?*

We are always looking for people who have a passion for aged care or the hospitality industry. We regularly recruit for Registered Nurses, Assistant Nurses, and Kitchen staff and are always happy to receive applications for any of these positions.

We also offer volunteering roles which can be used as a stepping stone into future employment opportunities.

If you are interested, please ask reception for an application.



# ***Facebook and Instagram for Bundaleer Lodge***

Bundaleer Lodge has a Facebook account and Instagram account. You can keep up with what the residents have been doing on our Facebook account.

Facebook <https://www.facebook.com/Bundaleer-Lodge-Nursing-Home-169519596581097/>

Instagram  
<https://www.instagram.com/bundaleerlodge/>

We also have a Bundaleer Lodge Nursing Home website.  
<https://bundaleerlodge.com/>

## ***Round Square Program***

The Round Square project partnership formed between Bundaleer Lodge and Ipswich Grammar School is important to our residents. Since the visits to Bundaleer Lodge have been postponed due to Covid-19, the boys in year 9 at IGS have sent some written letters to residents instead of the in-person visits. By doing this the IGS boys and residents can still be connect. We are investigating starting this programme up again.

## ***Charter of Aged Care Rights***

**Providers required to provide and explain signed Charter to new and existing consumers.** The Federal Government has announced new laws to compel all aged care providers to sign and conform to a single Charter of Aged Care Rights.

## ***Resident Responsibilities and Charter of Aged Care Rights***

***Each resident of a residential care service has the duty:***

- to respect the rights and needs of other people within the residential care service, and to respect the needs of the residential care service community as a whole
- to respect the rights of staff and the proprietor to work in an environment free from harassment
- to care for his or her own health and well-being, as far as he or she is capable

- to inform his or her medical practitioner, as far as he or she is able, about his or her relevant medical history and current state of health.
- Each resident has the obligation to respect the thoughts and actions of other residents and not deprive them of their rights
- To assist the facility in maintaining accurate records and information through prompt notification
- Informing the facility of changes to contact next of kin details.

### ***Charter of Aged Care Rights:***

#### ***I have the right to:***

- Receive safe and high-quality care and services
- Be treated with dignity and respect
- Have my identity, culture and diversity valued and supported
- Live without abuse and neglect
- Be informed about my care in a way I understand
- Access all information about myself, including information about my rights, care and services
- Have control over and make choices about my care, and personal and social life, including where the choices involve personal risk
- Have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
- My independence
- Be listened to and understood
- Have a person of my choice, including an aged care advocate, support me or speak on my behalf
- Complain free from reprisal, and to have my complaints dealt with fairly and promptly
- Personal privacy and to have personal information protected
- Exercise my rights without it adversely affecting the way I am treated

### ***The NDIS Code of Conduct:***

#### **The Code of Conduct requires workers and providers who deliver NDIS supports to:**

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

## *The Code of Conduct for Aged Care:*



Australian Government  
Aged Care Quality and Safety Commission

# Code of Conduct for Aged Care

Quick guide for consumers

The Code of Conduct for Aged Care describes how **providers and the people providing your care must behave and treat you**. It includes the 8 elements below.



**Respect your rights** to express yourself and make your own decisions about how you want to live



**Act with integrity**, honesty and transparency



**Treat you with dignity and respect** and value your diversity



**Take action promptly** about matters that may impact on the safety and quality of your care



**Respect your privacy**



**Provide safe care** free from all forms of violence and abuse



**Provide high quality care** in a safe and competent manner



**Prevent and respond** to all forms of violence and abuse

If you or someone you know has a concern or complaint with your service, contact:

**Older Person Advocacy  
Network (OPAN)**  
**Phone** 1800 700 600

**Aged Care Quality and Safety Commission**  
**Phone** 1800 951 822 **Web** [agedcarequality.gov.au](https://agedcarequality.gov.au)  
**Write** Aged Care Quality and Safety Commission  
GPO Box 9819, in your capital city





# *Bundaleer Building Site History*

Some may remember the old kitchen and laundry were demolished and the site was cleared and the builders started construction work.



View of Bundaleer Lodge showing the cleared site from the old Kitchen and Laundry and new construction



Well, we now have some rooms developing in that area.



New Waratah Lounge



New Waratah Family Conference Room



New Waratah



Waratah Courtyard



New Waratah Lounge August 2019



New Waratah Family Conference Room





New Hallway



Waratah Lounge



View from driveway

The New area of Waratah opened in January 2023 with current residents moving from Banksia to allow for renovations to commence in the Banksia Hallway.



Renovation work has in the garden area near Lillypilly and Nandina. Some plants will soon be added to soften the area. When complete I am sure Therapy will arrange some mini golf activities.



### Driveway Renovations at Bundaleer Lodge

Renovation work has been taking place in the driveway area near Lillypilly. The gardens will be worked on in the coming weeks, which we all look forward to seeing the results.



Lillypilly has had new curtains hung in the rooms and Nandina will be the next area to have new curtains. There are 8 bedrooms currently being renovated in Lillypilly. Renovation will also include a new nurse station and treatment room in the area.



Renovation Progress Lillypilly

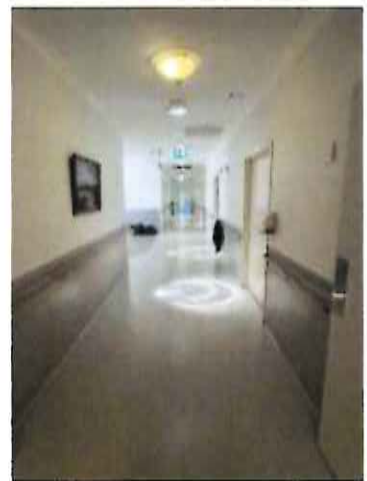


## Renovation Progress Lillypilly

The 8 rooms in Lillypilly, new Nurse Station and Lounge rooms are complete.  
The 13 rooms, dining room and lounge in Lillypilly Unit have been renovated.







The work is now progressing in Nandina area 2.

## ***Independent Living Units***

Bundaleer Lodge Nursing Home at North Ipswich now offers ILUs (Independent Living Units) onsite. Our ILUs are architect designed modern retirement living. Built to offer low maintenance living with high quality finishes. There are 9 independent living units which offer one or two bedrooms. Some offer a small terrace with garden views. These are fully self-contained units with a dedicated car parking space. The units consist of an open plan dining lounge kitchen, laundry and one or two bedrooms with a disabled accessible bathroom. The units have the following facilities: air-conditioning, fans, fridge, oven, stove, washing machine, clothes dryer, call bell point and fire alarm and sprinkler system. Residents can continue their independent lifestyle while offering nurse call bell points within the unit in the case of an emergency only. These units are available for a weekly rent which includes the furniture, electricity and water charges. The units can be rented unfurnished. Residents from our ILUs have access to the Bundaleer Meet & Eat Café near reception, the onsite hairdressing salon and meals can be supplied at a nominal fee. Please contact 07 3201 8772 for a tour and further information.



ILU Kitchen      ILU Bedroom



ILU Dining Room



ILU Lounge Room



If residents or residents' families wish to hold a function for a resident in the facility please book with the Diversional Therapy staff. This will ensure a suitable location for the size of the function is not double booked. Speak to the Therapy staff about what locations are deemed suitable. As other residents use the lounge areas, these are not suitable locations for family events. There are other areas within the facility which will not impact other residents while holding your function. When you hold the function, you must clean up after your event.

Resident are reminded to review the menu and let staff know of any changes you would like in your meal choices.

When family visit ensure that young children are monitored so as not to cause excessive noise and disruption of other residents.



Jasmine Wing has a large covered outdoor area where we have installed an outdoor pool table. We have installed a cabinet to house the pool balls and other equipment. Therapy will set up the table each weekday for use and pack away the equipment at the end of the day. On a weekend, please ask the Jasmine RN for access to the equipment.





With changes in seasons, we can get colder or warmer weather so we take this opportunity to remind resident and family to remember to dress appropriately for the weather. Check the recommended clothing list to see what clothing you may need.



Any clothes that need to be labelled must be dropped to the administration office Monday to Friday between 8.30am and 5pm. If this cannot be done, please call Tina (07) 3201 8772 to arrange an alternate drop off location and time. For new admissions please ensure all clothes are marked with a permanent marker prior to labelling, this is to ensure that clothing is not lost. Any new clothing items to be placed in a bag with the residents' name and handed to staff in the administration office.

### **Laundry Information**

It is important when new clothes or shoes are purchased, it is labelled with the resident's name before using. This will ensure lost clothing items are minimized. Laundry Staff and Nursing Staff will automatically remove clothing which is worn, needs repair, is stained, or no longer fits. Relatives will be informed via phone that there is clothing in the office to be collected. IF clothing is not collected within 2 weeks it will be placed in a charity Bin.

It is the responsibility of the relatives / guardians to ensure that there is an adequate supply of suitable clothing. All items are to be clearly marked using name tags sewn onto clothes or heat press machine labels. It is not permitted to use a marking pen to mark resident's clothes on a permanent basis. After numerous washes the name fades off and then the clothes are unnamed and become lost. **CLOTHING MUST HAVE SEWN LABELS or HEAT PRESS LABELS.**

Management can order cloth labels at a reasonable price if requested. The labels take approximately 1 week to arrive once ordered. Administration can arrange for the labels to be machine heat pressed onto the resident's clothes. Administration staff are to organize the label application the clothing must be handed to the administration staff. There is a small cost and this covers labelling of all items of clothing and any additional items during the resident's stay until all the labels have been used. Please consult the administration staff, the Residential Services Manager or management if you would like to order labels, and/or have labels heat pressed onto the resident's clothing. Ensure that shoes, slippers are clearly marked as well as hats or beanies. If supplying a bedspread or knee rug have a cloth label sewn on to identify the item.



All new articles of clothing purchased after admission must be labelled. Ensure relatives are aware of this especially when clothes are given as gifts.

**NO WOOLEN CLOTHING TO BE SUPPLIED.**

- (1) It is recommended no woollen jumpers or woollen jackets be brought as clothing, due to the laundry washing and drying at very high temperatures, which causes the items to shrink.
- (2) The turnaround time for clothing to be returned from the laundry is approximately 4 days, it is important to ensure the resident has a sufficient number of clothes to cover this period.
- (3) Whilst all care is taken with washing and drying of residents clothing, the Management will take no responsibilities for the loss or damage of clothing.

Lost property will be displayed by the DT staff in the Therapy area for collection. If you notice any clothing is missing, please fill in the lost clothing form which can be obtained from staff, they can print a form from iCareHealth. This lost clothing form will be given to the laundry staff so they can try to locate your lost item for you.

**Bundaleer Lodge no longer take clothing donations due to government auditors seeing this as a privacy issue. When a resident moves from the facility their items must be collected within 24 hours or the items will be taken to charity and a fee of \$100 will be charged to the final account.**

Can those family members or residents who get a residents' Medicare card sent to them, make sure you bring the new Medicare card into administration. If your card is still sent to your old address, please advise Medicare of your change of address so the new card can be brought into administration. We cannot organize bulk billing if we do not have this information. Could residents or family members check the expiry date for the Medicare card. If family members or residents wish to keep their own card then please make a photocopy and hand this copy to the reception. If the card is about to expire, please apply for a new one. Then make a copy for the facility if you do not wish us to hold the card for the resident. If you would like the facility to hold the card for the resident please hand the card to the reception.

Bundaleer Lodge has a web site which can be accessed from a computer with internet access at <http://www.bundaleerlodge.com>. We are striving to improve our website by adding more information and links to other sites which may hold valuable information for you. We have a picture gallery which will be updated when new features are installed.





Due to gastrointestinal outbreak and flu illness in the community we wish to remind relatives to not visit residents if they are ill or within the 48 hours after they show the last symptoms. This helps protect the residents from flu, colds and gastrointestinal illnesses. We also remind relatives to wash their hands at our facility before visiting the residents and to wash their hands after visiting the residents. This also helps stop the spread of communicable illness in the community. **Remember that washing hands saves lives.**



If family are cancelling escorts arranged for appointments without the sufficient notice period (72 hours) or if the resident refuses to go to the appointment on the day and the escort arrives for the notice period of 72 hours **MUST** be adhered to for appointment then the resident will be charged for the service. cancellations and the notification given to Vesna in the administration office during office hours.

### **Smoke Free Policy operational Bundaleer Lodge**

From the 1<sup>st</sup> January 2015, it is against the law to smoke at all public and private health care facilities, and for five meters beyond their boundaries. Penalties may apply if you disobey this law. Bundaleer Lodge Nursing Home is committed to provide employees and residents with a healthy environment which encourages high staff morale and productivity and protects the health of all employees and residents. Bundaleer Lodge is a smoke free work place. This policy will help promote the health and safety of all employees and residents. Please speak to the Residential Services Manager (RSM) if you would like some information on ways to quit smoking. Smoking in the park or the bus shelter near Bundaleer Lodge can result in a fine from the Ipswich City Council.

The Department of Health wants us to inform relatives about call bells, particularly what they are used for. There are different types of calls on our system. There are call bells next to the bed, call bells in the bathroom, call bells in hallways and call bells in common areas. The hallways and common areas are for EMERGENCY situations



and IMMEDIATE response. The bedroom and ensuite call bell is for general calls for assistance. The EMERGENCY call bell overrides all other calls to give an IMMEDIATE response. The bedroom/ensuite call bells are logged at the time of the call and are responded to in order. Hence if there is a high volume of calls then the wait time may be longer than at a time when there is a low volume of calls. If someone is in a room with no call bell, staff can use their DECT phones to dial 333, this will call ALL phones throughout the Facility phone system and someone will answer.

People of all ages are at increased risk of falling while in care due to the unfamiliar surroundings, unsteady balance, poor eyesight, wearing of unsafe footwear, medical conditions and some medications and can result in a serious injury and or loss of confidence. The following can assist in falls prevention.

- Become familiar with the surrounding
- Have a falls risk assessment completed
- Be consulted about the plan to reduce your falls risk, if required. This may include a review by a pharmacist or physiotherapist for further information and support.
- Preventative measures include avoidance of long dressing gowns and nightwear.
- Footwear should fit securely; have a flat or low heel and a non-slip grip.
- Residents may be fitted with anti-embolism stockings and these can increase the risk of slipping or falling when walking. It is therefore important to wear slippers or other footwear if you are using these stockings.

The Facility supports students across multiple disciplines (nursing, medical and allied health) through partnership with tertiary education institutions and other registered training Organizations. All medical interns and other students are supervised while at the Facility. The Facility continues to have a strong commitment to teaching the healthcare professionals of the future.

The Broadband for Seniors is now set up in the Internet Kiosk in Frangipani. This Internet Kiosk is a Government Funded initiative taken up with the help of the facility staff and Bundaleer Lodge. Check the Therapy schedule to find when the next Internet/Computer tutorial will be held or ask your Diversional Therapists. Those residents who have their own computer and use the internet, it is advisable to keep your internet security software up to date to help protect your information on the computer.

Unwanted fire alarm activation. If a resident or resident representative causes a fire alarm to be activated causing a false alarm call out by the Fire Brigade, then the resident will be charged for the call out fee. False alarm activation can be caused by burning toast in resident toasters, burning food in resident microwaves, smoking in rooms, aerosol sprays and fine powders dispersed in the air around the detector or other wilful activation methods. The cost of a call out is approximately \$1800.



We would like to remind visitors to the secure unit to not let anyone out, no matter how convincing or young they look. Refer them to the staff on duty should they want to exit the area.



We have had some issues with telemarketers confusing residents who have their own phones. We recommend residents or their family members have residents' personal phones added to the DO NOT CALL REGISTER so telemarketing calls will not be put through to their phone. Call your phone service provider to organize this.

**The basic resident fee increased on the 20<sup>th</sup> September 2025. The rate is set by Department of Health. This rate changes twice a year on the 20<sup>th</sup> March and 20<sup>th</sup> September.**

Please remember to give reception your email details for easier communications if you have not already done so, you can drop this into reception.

Susan Dreyer, Lynette Dresselhaus

## ***Translating and Interpreting Service (TIS)***

Thousands of non-English speaking Australians face a communication gap every day. Across Australia, the Translating and Interpreting Service (TIS National) helps bridge that gap. TIS National has more than 50 years' experience in the interpreting industry and access to more than 3000 contracted interpreters speaking more than 160 languages across Australia. Whenever English speakers and non-English speakers need to communicate, TIS National can provide an interpreter to help 24 hours a day, every day of the year.

### **How can I access an interpreter?**

Call the TIS National Contact Centre on **131 450** at any time, day or night, to access an immediate phone interpreter.

The TIS National Contact Centre can connect you with an interpreter in more than 160 languages over the phone, every day of the year. TIS National's immediate phone interpreting service can be accessed directly by both English speakers and non-English speakers, just say the language you need.

Phone interpreting services can also be booked in advance, which ensures an interpreter will be available in the language you need and to cater for any special requirements.

TIS National can also arrange for an interpreter to attend a specific location anywhere in Australia (subject to interpreter availability), known as on-site interpreting.



## **Food Information**

This is a reminder for all family members to be aware of the procedures for bringing food from home or from outside of the facility. Any food brought in should be served to the resident at the correct temperature. This is if the food is to be served cold then it must be below 5 degrees or if the food is to be served hot then it must be over 60 degrees. Food served between these temperatures is classed as dangerous and can cause food poisoning. If food is to be stored in the fridge in the kitchenettes, then it must be labelled with the supplied stickers with name and date. Any food kept in a resident's own fridge in bedroom will only need a use by date. This is requirement of the Australian Food Standards Code. Do not share the food you bring in with other residents. It is prohibited to provide other residents with food you have brought into the facility. When you bring food into an aged care facility for a relative or friend it is you and not the staff who take responsibility for its safety.



Residents wishing to keep extra food in their rooms are welcome to do so, but it must be kept in air-tight containers and the container must be labelled with expiry date of the food or the date the item was cooked. Perishable foods must be kept in the refrigerator in marked containers with name of resident and the date the item was cooked or purchased. If the food is not dated it will be thrown out. This is a food safety, health requirement. A brochure regarding this regulation can be obtained from administration should you require more information.

**Food must be labelled. The label will be attached to the fridge. The information required is:**

**name of resident**  
**food received from**  
**food description**  
**date received**  
**discard by**

## **Do you cook and bring food to an elderly relative or friend in an aged care facility?**

This fact sheet has been kindly sponsored by Compass Group (Australia) as a service to aged care facilities.

It's really nice to show you care by cooking special favourite meals for the resident of an aged care facility - perhaps culturally specific food or a family favourite which is not normally available in that facility. But if you do, you really wouldn't want to make them sick, so there are some things you need to know. Our immune systems get weaker as we get older. Also, our stomachs produce less acid which makes it easier for harmful germs to get through the digestive system and invade our bodies. If elderly people do get food poisoning, they are also likely to suffer more severe consequences. These can range from mild dehydration to neuromuscular dysfunction or even death. Older people also take longer than most of us to recover from food poisoning. There are some foods that pose a higher risk than others, particularly of passing on a *Listeria* infection which is dangerous for the elderly.

### **What are the higher risk foods?**

Cold meats Cooked or uncooked, packaged or unpackaged e.g. roast beef, ham etc.  
Cold cooked chicken Purchased whole, portions, sliced or diced Pate Refrigerated pate, liverwurst or meat spreads Salads Pre-prepared or pre-packaged fruit, vegetables or salads e.g. from salad bars, retail outlets etc. Chilled seafood Raw or smoked ready-to-eat e.g. oysters, sashimi or sushi, smoked salmon or trout, sandwich fillings, pre-cooked peeled prawns such as in prawn cocktails and salads Cheese Pre-packaged and delicatessen soft, semi soft and surface ripened cheeses e.g. brie, camembert, ricotta, feta and blue Ice cream Soft serve Other dairy products Unpasteurised dairy products e.g. raw goats milk, cheese or yoghurt made from raw milk For full details please refer to the pamphlet 'Listeria and food' on the FSANZ website, [http://www.foodstandards.gov.au/\\_srcfiles/Listeria.pdf](http://www.foodstandards.gov.au/_srcfiles/Listeria.pdf)  
Foods made with raw egg such as home-made egg mayonnaise, hollandaise sauce, uncooked cakes and desserts and eggnog can also be dangerous for the elderly. The elderly person may also have special dietary requirements or restrictions of which you are unaware. Please check with the staff before providing food to an elderly resident.

### **What precautions should I take when preparing foods?**

There are no special rules for cooking for elderly people – you just need to be even fussier than normal. If you plan to take chilled or frozen food you have cooked yourself, make sure that the food is cooled quickly in your refrigerator: never at room temperature. Always wash your hands well under running water using soap and dry thoroughly before handling food. You can get information on preparing food safely from the fact sheet 'Protecting Tiny Tummys and Sensitive Systems' and other fact sheets on the Food Safety Information Council website, [www.foodsafety.asn.au](http://www.foodsafety.asn.au).

## **How can I transport food safely for an elderly person?**

You will need to transport your food to the aged care facility so take care that it is protected from contamination during transport and, if it is chilled food, it is kept cool or if you are taking it hot, you keep it hot during the journey. Food should be kept at 5 degrees Celsius or cooler or, for hot food, at 60 degrees Celsius or hotter. Between 5 and 60 degrees is known as the temperature danger zone because harmful bacteria multiply to dangerous levels in food when it is kept between these temperatures. Put cold food into a cooler with ice packs when travelling to visit your relative or friend. Don't pack food if it has just been cooked and is still warm. Coolers cannot cool food they can only keep cold food cool. Always cover pre-prepared foods securely and pre-chill them, for example, keep in the refrigerator overnight. Other perishable foods and drinks, such as deli products, cooked chicken and dairy products must also be cold when put in the cooler. Hot food is difficult to keep hot and is best avoided if you are travelling long distances. It is best to chill the food overnight and reheat it at the residence. If you must take hot food on a longer journey, an insulated jug, preheated with boiling water before being filled with the steaming hot food, can be used. If you are unsure whether the jug will keep the food above 60 degrees Celsius, try filling it with water at 90 degrees Celsius, seal and test the water temperature after the length of time you expect your journey to take. If it is still above 60 degrees then you can use the jug. You will need a food thermometer to do this test. If any perishable food you bring is not eaten immediately, make sure it is refrigerated before you leave.

## **Reheating food**

Different aged care facilities will have different rules about reheating food provided by friends or relatives. In some, staff will reheat the food, in others, staff are not permitted to do so. In some facilities, the elderly person can reheat the food themselves, in others the person providing the food must do the reheating. Check with the staff to find out the rules in that facility. Make sure that staff know that you have brought in food and ask them how to go about re-heating it. Food needs to be reheated to a minimum of 75 degrees Celsius or 70 degrees Celsius for two minutes to kill any bacteria or viruses that might be present in the food.

## **Reheating food in a microwave oven**

If you are reheating food in a microwave, you need to be especially careful that the food is heated evenly. Food heated in a microwave oven does not heat uniformly and unwanted germs may survive in portions of poorly heated food. Manufacturers recommend standing times to help alleviate the problem of uneven heating. Many microwaveable meal packs carry the instruction to stir the food part way through the cooking process. Items such as lasagne that can't be stirred should be allowed standing time to allow the whole product to reach a uniform temperature. How evenly the food will heat will also depend on the thickness of portions and on the composition and moisture content of the food. Frozen food needs to be completely thawed before



reheating. If you are reheating a commercially prepared food, read and follow all the manufacturers' microwaving instructions.

### **Storage of the food you bring in**

If any perishable food you have provided is not eaten immediately, tell the staff and ask them about storing the food in a refrigerator. Some elderly people like to keep extra food in their rooms in drawers or bedside tables for eating later. While this is okay for shelf-stable foods like cakes, biscuits and chocolates, this can be very risky with perishable food such as cold meats, custard or cream filled cakes and cooked vegetables and meat dishes. Leaving perishable food in the temperature danger zone for too long before eating can result in food borne illness. Food which can cause food poisoning may not look or taste spoiled. Sometimes elderly people can also forget how long the food has been there. If you bring commercially prepared food, make sure the elderly person is aware of any 'best before' or 'use by' date on the food. **Make sure you tell the staff if the elderly person has some perishable food in their room.**

### ***Remember:***

If you are cooking for an elderly person, please check the fact sheet 'Protecting Tiny Tummys and Sensitive Systems' under 'publications' on the Food Safety Information Council's website [www.foodsafety.asn.au](http://www.foodsafety.asn.au) for more information on preparing food safely.

### **Food Safety Information Council**

The Food Safety Information Council is a non-profit group with representatives of State and Federal governments, food industry and professional associations. Membership is open to any organisation with an interest in promoting safe food handling practices for consumers. We aim to reduce the over five million cases of food poisoning in Australia each year by educating consumers to handle food safely from the time it leaves the retailer until it appears on the plate. We organise Food Safety Week each November as part of our campaign to pass on simple messages to improve consumers' knowledge of how to handle, store and cook food safely. **For more information**  
Telephone Project Co-ordinator: 0407 626 688 (mobile)  
Email: [info@foodsafety.asn.au](mailto:info@foodsafety.asn.au) Website: [www.foodsafety.asn.au](http://www.foodsafety.asn.au)

### **The process for suggestions on improvements is as follows.**

- 1) To make a suggestion or inform management of a problem an improvement log is completed.
- 2) The forms are located on iCare under Policies and Procedures. They are also located near the sign on book and the Diversional Therapy team has forms for residents to complete.
- 3) Forms are completed and returned to the Residential Services Manager (RSM) office.
- 4) The suggestion or problem are reviewed and if urgent, acted on immediately.
- 5) A bi monthly meeting is held consisting of management to discuss improvement logs. The actions are discussed and if able evaluations made.
- 6) If evaluations are effective the improvement log is closed out.
- 7)



### **Facility Mechanism for Complaints**

We would like to advise residents / relatives of the facilities mechanism for handling complaints.

- (a) We encourage residents / relatives to bring any concerns or complaints to the attention of the Nursing Manager or Administration. Relatives/Visitors **Do Not** take complaints to the RN or other nursing staff please. Follow the policy on making a complaint, if you are a relative or resident the procedure is different. A resident can make a complaint to the RN but visitors or relatives must make the complaint to the RSM (Residential Services Manager)/CM (Clinical Manager) or Administration. The visitor or relative is able to make an appointment with these staff during working hours or make the complaint in writing. If the complaint is urgent and after hours then contact the Team Leader on duty who can phone the RSM/CM. Post or drop the written complaint under the managers locked door or drop into the suggestions box at the sign in area at reception. Emails may also be sent to the following:

RSM (Residential Services Manager Bundaleer Lodge)- [rsm@bundaleerlodge.com](mailto:rsm@bundaleerlodge.com)

RSM (Residential Services Manager Algester Lodge)- [rsm@algesterlodge.com](mailto:rsm@algesterlodge.com)

Human Resources Officer- [hr.bundaleer@bigpond.com](mailto:hr.bundaleer@bigpond.com)

- (b) All complaints are investigated and processed and the person advised of the outcome.



- (c) Each resident/relative has the right to exercise their right, provided it does not infringe on the rights of other people.

The mechanism for grievance and complaints is through:

- (1) raising the issue at the resident committee meeting.
- (2) advising the RSM or Administration.
- (3) completing P256 complaints Form or Continuous Improvement Form found at front reception or in the internet kiosk in Frangipani. Ask a staff member to show you where the forms are held and how to complete the form or obtain a form from the staff member. The response to the problem will either be recorded in the Continuous Improvement Form or you may be spoken to directly, depending on the confidentiality of the complaint. The forms can be dropped into the suggestion box in the internet kiosk in Frangipani.
- (4) If after speaking to the RSM you are still not satisfied you can direct your problem/grievance/complaint to the Administrator or Director of the Nursing Home.
- (5) Residents / relatives should also be aware that they have the right to bring complaints to the Department. If the grievance/complaint cannot be solved or suitably attended to, you can make a complaint to The Department. A brochure outlining the Departments Complaints mechanism is given on admission and extra copies are located at reception.
- (6) There address is as follow:

Aged Care Quality and Safety Commission  
G.P.O Box 9819  
Brisbane Qld. 4001  
Tel: 1800 951 822

Log a complaint online at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

Every effort will be made by staff and management to solve grievances and complaints.

### **Electricity Information**

We would also like to remind relatives, residents and friends about the safe use of electricity and our testing policy. Algester Lodge and Bundaleer Lodge do not have individual tagging of equipment. Every three months we test each areas safety switches and if a faulty appliance is presents it is sourced by turning all appliances off in the area and plugging them in one at a time to find the faulty device. This method is much easier to manage than tagging 1000's of pieces of equipment and ensuring all residents have their personal items tested and tagged. We are category 3 and have portable equipment with type 1 and 2 safety switches. Hence, we test our switches every 3 months and Tridan our electrical contractor tests every 2 years as required under the regulations. Some individuals are under the impression that Energex/Origin approve of equipment being plugged in or unplugged while the power point is switched on. Energex/Origin employees have informed the facility that under no circumstances would they recommend this action. The facility was then directed to the Origin web site on safety tips when dealing with electricity. Please look at the web site <http://www.originenergy.com.au>. Origin Energy's electrical safety tips are as follows:

#### **1. Never touch anything electrical with wet hands or feet**



2. Never use any electrical appliance near water
3. Do not use portable heater in bathroom areas.
4. Never use a faulty electrical appliance, or one that has a frayed cord, cracked or broken plug, or any appliance that has given someone a tingle.
5. In the lunch room, switch off and unplug your toaster before trying to pull out any toast, muffin or crumpet that may be stuck, and ensure that bread crumbs are removed from the toaster daily to avoid build up.
6. **Check that the power is switched off before you plug in any appliance and always switch off appliances at the power point before you pull out the plug.**
7. **Remove appliances from the power point by holding the plug not pulling on the cord.**

If you notice any problems with equipment at the facility, please inform the RN and the RN will organize the item to be tagged to not be used and write the faulty item up in the maintenance book. It is every one's duty to report any unsafe equipment and power points. If maintenance is not notified of faults, it can make the repair process longer.

### **Resident Storage Information**

A reminder that when a resident leaves the Facility, their personal items will be held for 24 hours ONLY, due to lack of onsite storage. The Facility cannot offer longer storage options for residents' personal items. If the items have not been collected within 24 hours of permanent departure from the Facility, the items will be donated to a charity and a fee charges. No responsibility will be taken for the residents' personal items while awaiting pick up during the 24 hours, it is up to the resident or family members to ensure the security of these personal effects.



Residents and Relatives are reminded to ensure items are stored securely. There is a locked draw in every room, please use this for those items of importance or sentimental value. Should residents require even more security it may be advisable to purchase your own safe and move this into your room. Another alternative is to leave the items with relatives who can store them in a secure place. It is not advisable to leave precious items with residents in the secure unit. Residents in this unit may not be able to remember where they placed items of importance; they may even accidentally discard them. If you bring your own chair, wheel chair, shower chair or other furniture into the facility you must ensure the item is labelled with the residents' name, it is also useful for you to photograph any items owned by residents to ensure they can be identified if they go missing. If the items are stolen you can use these photographs for the police report and your personal insurance claim if you have taken out insurance. Relatives should also check and clean all personal knickknacks and precious items every time they visit so they can be found quickly if

they are missing. The Facility cleaners do not clean/dust personal items brought into the facility. If you notice any residents' equipment missing let the RSM and all your relatives know, in case one relative has taken home items for safe keeping and others do not know. If the item continues to be missing let the RSM know so the police can be informed as soon as possible. The nursing home takes no responsibility for lost personal property.

### **Resident Personal Items Cleaning**

It is important to remember that the electric razors do require professional cleaning and replacement of cutting blades every 6 months. This is the resident's responsibility. A resident refrigerator in the resident's room must be kept clean and all food discarded if not labelled or in date. This is the responsibility of the resident or resident's family. This fridge must be placed on a mat to protect the new flooring. The staff of the Facility will not clean these refrigerators. All other personal knickknacks brought into the facility are the responsibility of the resident or resident's family to dust and keep clean. The Facility cleaners do not clean or dust personal items brought into the facility. If you need assistance getting a cleaner for these personal items, please ask the RSM (Residential Services Manager) and a cleaner can be organized and billed to the resident.