

WINTER

BUNDALEER LODGE

NEWSLETTER

WINTER EDITION

JUNE – AUGUST 2025

BUNDALEER LODGE NURSING HOME

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Residents served more than just a simple meal at Bundaleer Lodge

LOCAL IPSWICH NEWS PUBLISHED MAY 22, 2025



— QUALITY FOOD: Ryan Bonds is on a mission to elevate the standard of meals served.

BUNDALEER Lodge is proud to announce its selection for the nationally acclaimed Maggie Beer Foundation Trainer Mentor Program – a transformative initiative aimed at enhancing food quality and mealtime experiences in aged care.

The program was launched last week and began officially on Tuesday, setting a foundation to what promises to be an initiative that delivers dividends for Bundaleer Lodge well into the future.

Chosen from more than 120 applicants, Bundaleer Lodge will work closely over the next 12 months with professional chef/trainer/mentor Ryan Bonds to elevate the standard of meals served to residents, with a strong focus on flavour, nutrition and wellbeing.

"This is about creating sustainable change," said Bonds.

"It's not just about improvement during the program, but empowering kitchen staff to continue implementing positive changes well beyond the end of the program."

The program includes five days of in-home, hands-on training, monthly follow-ups, access to an online professional community, and tailored coursework – all designed to equip aged care kitchen teams with the skills and confidence to create delicious, nourishing meals every day.

Participants also receive a detailed report based on food satisfaction surveys completed by residents, families, and staff – ensuring that resident feedback plays a central role.

Importantly, the initiative also supports aged care providers in meeting the new dedicated food and nutrition Aged Care Quality Standard, which becomes mandatory in 2025.

Bundaleer Lodge has already taken steps to enhance its menu based on resident feedback.

A recent trial of a chicken carbonara ravioli dish earned glowing praise from residents and has since been added to the regular menu, alongside a beef meatball ravioli.

"This program aligns perfectly with our commitment to continuous improvement and person-centred care," said a Bundaleer Lodge spokesperson.

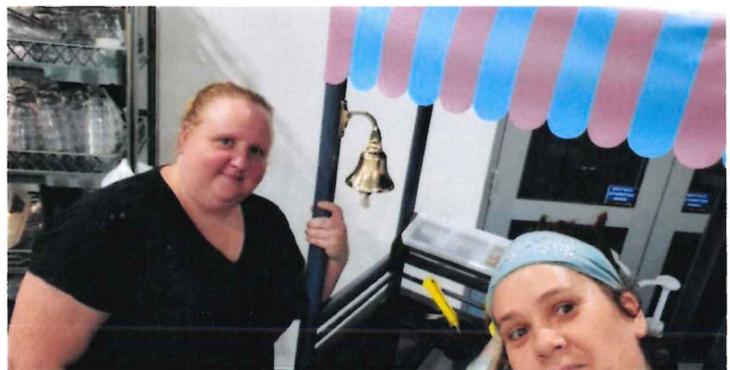
"We're excited to begin this journey and look forward to the joy it will bring to both our residents and staff."

Bundaleer Lodge is setting a new standard in aged care dining – one delicious bite at a time.

KITCHEN UPDATE

In May, we had our Maggie Beer Chef Mentor, Ryan, join us for five days. During this time, he worked very closely with the cooks to enable them to enhance their skills to create delicious, nutritious meals that bring joy and goodness to every bite. Ryan also had many discussions with residents. He even hosted a food forum event where residents and staff enjoyed tasting several new sweet and savoury morning tea options. We even had the local newspaper join us for this event. See the newspaper article attached on the previous page.

Ryan, along with our two cooks, Christina and Emily also had the privilege of christening our new ice-cream cart by doing an ice-cream run on the Ipswich Show Holiday. All residents thoroughly enjoyed seeing the new cart rolling down the hallways playing your typical ice-cream truck music. This is now kept in the DT room and DT staff will use this for their monthly ice-cream runs.



Ryan has provided us with a lot of feedback and some recommendations for improvement. Here are some of the things we have already implemented:

- Serve a platter of fresh high protein sandwiches with lunch, dinner and supper. If you decide that you do not want either of the hot options you will be offered some of these yummy sandwiches.
- We have developed an A4 menu page for each day of the menu that includes large text and pictures of some meals. These are displayed on the notice boards in each dining area and changed over daily by Admin staff. If you wish to know what is on the menu for the day please have a look at these notice boards.
- The cooks are making a fresh home-made soup daily and serve fresh. This is sent to the units in jugs on the hot side of the meal trolley and the nursing staff will pour out into bowls. If you love the soup and wish to have more, please ask the nursing staff.

- We have started making morning tea items as close to service as possible (i.e. the afternoon before or on the morning of) instead of several days in advance. You should start to see fresher cakes and even some freshly baked warm treats.

We are also in the process of having our annual Menu and Mealtime Assessment completed by an external Accredited Practicing Dietician. Last week you may have seen a lady walking around the facility doing inspections of the dining room at lunchtime and chatting to residents. She also spent time in the kitchen discussing their processes, weighing components of meals, looking at recipes and texture modified meals to ensure that we are providing the correct size and texture meals to everyone.

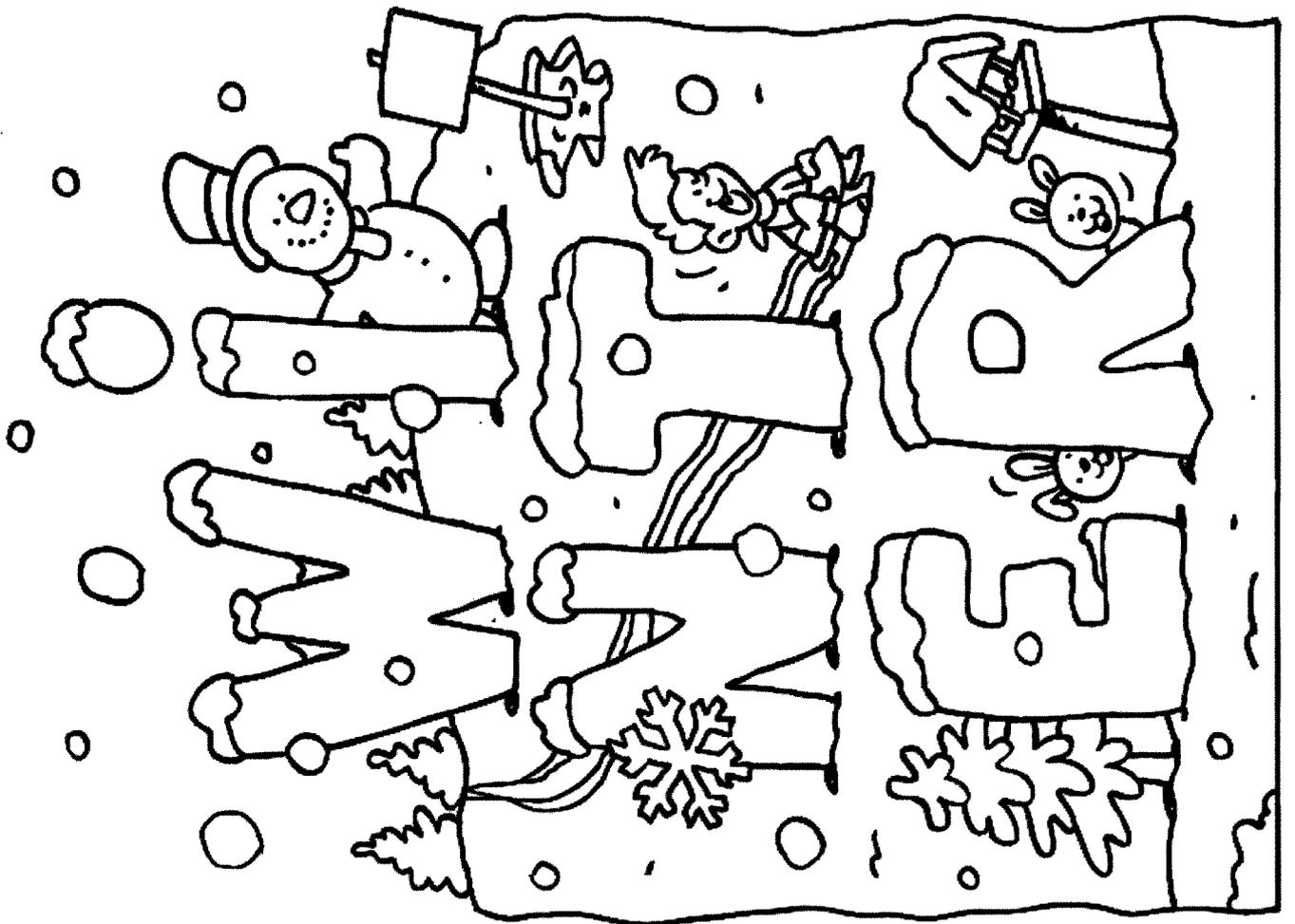
Once we get the report from this assessment we will be implementing further changes. One thing that we are already starting work on is a seasonal menu. This will two separate winter and summer menus. At this stage, we aren't sure what these are going to look like but we would love to add some of your 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.

As always, if you have a permanent change or dislike, please also inform your RN or Therapy staff and they can do a kitchen notification form for this, that way you do not have to remember to write it on your menu each week. If you would like some assistance in filling out the menu, please ask your Therapy staff to help.

Families are also welcome to order meals from the kitchen. For \$5.00 you will receive the main meal and dessert as listed on the menu. All visitor meals must be ordered at least two days prior to ensure that the kitchen cook enough. Money is to be paid in cash at Reception. If you have set days that you would like meals, we can also make it a standing order so you do not have to notify the kitchen every time.

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.



Winter word search

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

cross country skiing
gingerbread man
dog sled race
video games
Snowtubing
sledding
friends
skiing
snow

Cross Country Skiing
snowball fight
Snowboarding
Ice Fishing
Christmas
skating
winter
gifts

gingerbread house
winter camping
gingerbread
Snowshoeing
snow fort
snowman
hockey
rest

RESIDENT MEETING UPDATES

Resident meetings are held bi-monthly in the activities room or Acacia courtyard followed by a special morning/afternoon tea. If residents are unwell or do not wish to attend the meeting but they would like something to be discussed they can tell the DT staff beforehand and they can discuss on their behalf. All residents and families are welcome to request a copy of the minutes from the DT staff at any time.

We have also provided a brief outline on some of the main topics that have been discussed since November.

February:

- One resident has a broken roller blind. A replacement has been ordered and is currently being custom-made.
- One resident commented that she has some lost clothing. Advised the resident to ask the RN to complete the lost property form on iCare and hand to the laundry.
- Maintenance are gradually replacing the broken hand sanitizer dispensers on the walls and refilling them. There will still be small bottles of sanitizer in the hallways until all dispensers are replaced.
- A couple residents commented that the gravy seemed watery on some meals however, could not provide specific days.

April:

- Residents sampled the new high protein smoothie that the kitchen are making. All residents thoroughly enjoyed the smoothie and some even had seconds. Advised residents that this is available on the morning and afternoon tea trolley every day if they wish to have some, please ask the nurses.

Upcoming meetings: Please see the monthly activities calendar

BIRTHDAY'S

June

June Sadler	1 st June
Beverley Coutts	2 nd June
Pearl Steinhardt	5 th June
Arthur Brown	5 th June
Alma Jordan	6 th June
Bryan Johnson	7 th June
William Rissman	10 th June
Peter McMurtrie	12 th June
Elaine Ingram	12 th June
Adelina Dutton	19 th June
Dorothy Coultas	24 th June
Charles Zammit	24 th June

July

Sateki Mafi	1 st July
Leonard Moore	1 st July
Kenneth Payne	2 nd July
Loretta Griffin	2 nd July
Herbert Langtree	4 th July
Dorothy Parchert	7 th July
Desmond Wegener	11 th July
Nerida Lord	16 th July
Lynne Leschinski	19 th July
Arthur Jacobson	21 st July
Roy Miller	21 st July

Keran Holmes	23 rd July
David Schloss	23 rd July
Bruce Hunter	26 th July
Michael Gray	26 th July
Heather Grice	27 th July
Lynette Stewart	28 th July
Gary Edwards	29 th July

August

Yvonne Wood	2 nd Aug
Lyndall Moore	5 th Aug
Maureen Mackenzie	8 th Aug
Robin Waterford	8 th Aug
Pamela Stone	10 th Aug
Nancy Macaronis	12 th Aug
Maree Steinhardt	14 th Aug
Doreen Dabelstein	15 th Aug
Francis Molloy	17 th Aug
Robyn Rush	17 th Aug
Malcolm Deas	21 st Aug
Dennis Elliott	21 st Aug
Lucille Laredo	23 rd Aug
Barbara Cameron	28 th Aug

The Diversional Therapy Department wish all of these residents
a very Happy Birthday!



THE RESIDENT ADVISORY BODY

Thank you to the residents who participated in the Resident Advisory Body Meetings held at each facility in April. The key points of discussion were around do you feel safe and supported living here.

It was lovely to hear that largely residents at both facilities expressed they felt safe and supported. Through this discussion, Residents said they liked the introduction of the large name badges staff are now wearing but staff don't always introduce themselves which would also be helpful when there is new or unfamiliar staff. We have provided this feedback to the staff.

Some maintenance areas were also identified which has been reported to our maintenance team and a suggestion for bathmats was brought forward. We have since purchased some new bathmats, and I hope you are all enjoying this improvement. Please continue to report any maintenance issues or suggestions for improvements to your RN on duty.

It was also discussed that we are current working with the Maggie Beer Foundation on reviewing and improving our menu, recipes and the skill of our staff. Residents seemed excited by this opportunity and some of you may also have been part of the tasting event that occurred recently. We will continue to keep you updated as this progresses.

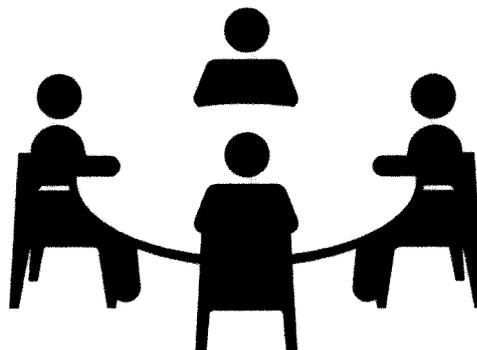
A summary of the meeting and any feedback gained from residents goes into a report for the Quality Care Advisory Body who can then identify further quality improvements from this feedback. Thank you once again for those who participated, we find this feedback very useful and use it for future planning.

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

- Bundaleer Lodge – 8th July @10.30am in the Therapy Room
- Algester Lodge – 9th July @ 10.30am in the Opal Therapy Room

Morning Tea will be provided and remember your friends or family are also welcome to attend.

Please confirm your attendance by seeing our friendly Therapy staff or contacting them on 07 3711 4711 (Algester) or 07 3201 8772 (Bundaleer).



THE GATEWAY SCHOOLS PROGRAM

We were thrilled to welcome 20 enthusiastic high school students to our facility as part of the Gateway Schools Program—a fantastic initiative that connects students with real-world industry experiences and career pathways.

The morning began with a guided tour of our facility, followed by engaging talks from staff across various roles. Each team member shared insights into their career journey in aged care and what a typical day looks like in their role. Thank you to all the staff who participated, it was lovely hearing their passion for their roles and how much they care for their residents. We would also like to thank one of our residents, Lorraine who also spoke with the students, offering a heartfelt perspective on the qualities that make someone well-suited to a career in aged care.

The highlight of the day came when students had the opportunity to interact with more residents – an experience that was deeply meaningful for both the students and our residents.

Feedback from the students and their teachers was overwhelmingly positive. Many expressed an increased interest in pursuing a career in aged care, with several eager to sign up for work experience. We were also joined by two teachers from another school who came to observe the program – and we're excited to share that they've now booked a visit for their students in August!



THE NEW AGED CARE ACT & THE STRENGTHENED AGED CARE QUALITY STANDARDS

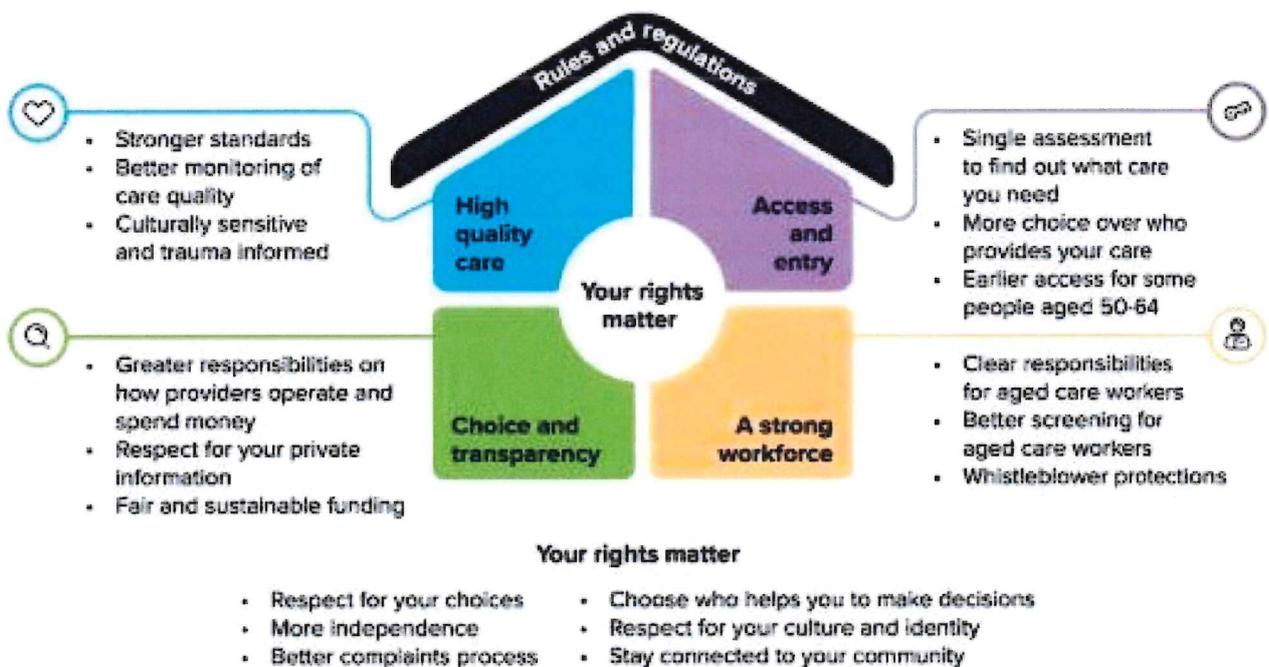
In 2021, a Royal Commission into Aged Care was finalised and released its recommendations on ways to improve the aged care system. The two main changes include a new Aged Care Act and with this the Aged Care Quality Standards are to be strengthened.

These were both due to commence on 1st July 2025, however, they have just been pushed back to 1st November 2025. We are busy in process of preparing for these changes. To help you understand these changes, we have included a two facts sheets for your information; the below picture provides an overview of the New Aged Care Act and the following pages outlines the new Strengthened Aged Care Standards.

More information will be discussed in the upcoming Residents Meeting and the Resident Advisory Body meeting. If you would like to attend or you would like more comprehensive information about either of these changes, please see your friendly Therapy staff.

The new Aged Care Act puts you at the centre of your aged care

It will make aged care safer, fairer and more respectful. This visual outlines the main parts of the new Act and how they work together.



Strengthened Aged Care Quality Standards

Expectations for older people



Standard 1

I am valued and have choice over the life I lead

Standard 2

I have confidence in my service provider

Standard 3

My care is based around who I am and what's important to me

Standard 4

I feel safe and supported where I live

Standard 7

I contribute to the community I live in

Standard 6

I enjoy tasty and nutritious food every day

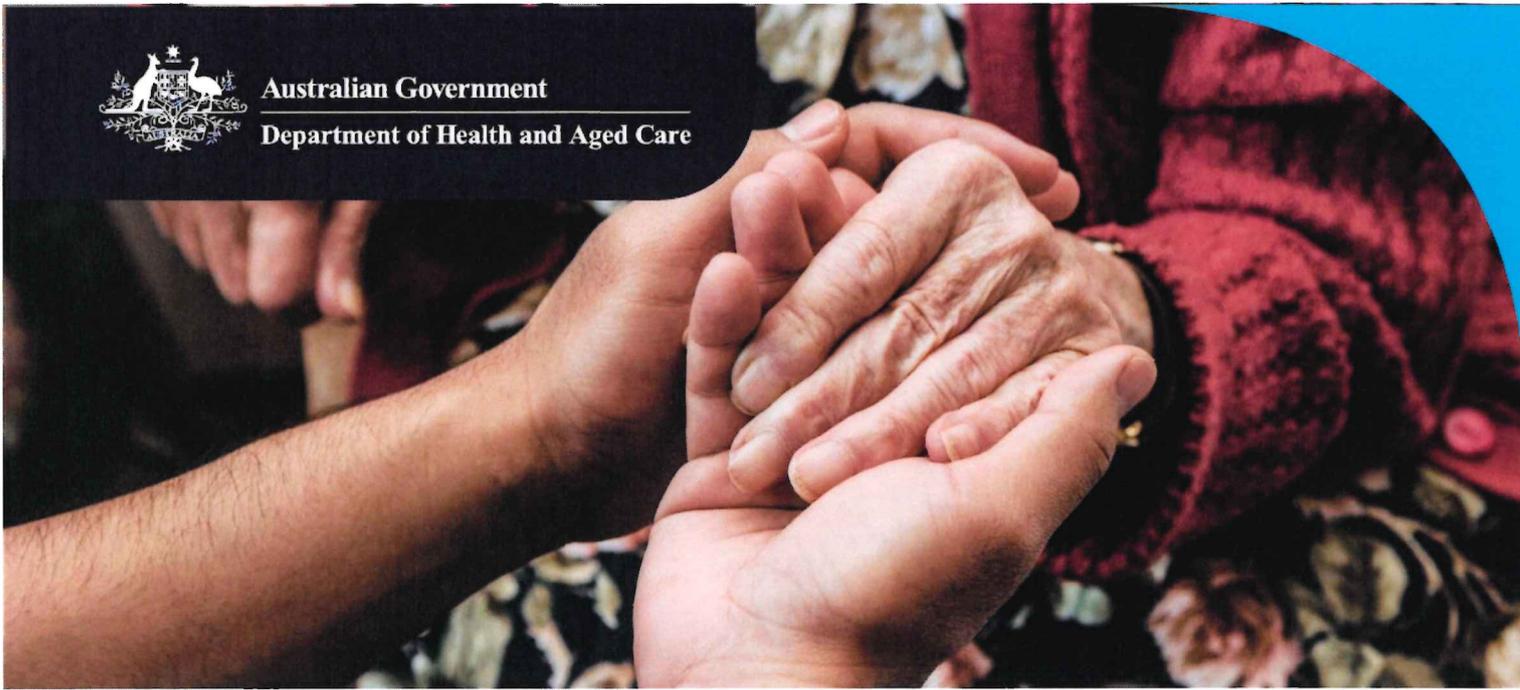
Standard 5

I get the right clinical care for me



Find out more

agedcarequality.gov.au/older-people



About the *Aged Care Act 2024*

The new Aged Care Act will start from 1 July 2025. It will be the main law that sets out how the aged care system operates. This fact sheet gives a summary of each chapter of the Act and explains what the Australian Government is doing to support the changes now and in the future.

Background to the new Act

The [Royal Commission into Aged Care Quality and Safety](#) (Royal Commission) released its final report in March 2021. It set out ways to improve the aged care system. The Royal Commission's number one recommendation for the Australian Government was to develop a new rights-based Aged Care Act.

We asked everyone for their feedback on changes to aged care law and introduced the Aged Care Bill 2024 in September 2024. It was passed by the Australian Parliament (the Parliament) in November 2024 and was approved as a new law on 2 December 2024. The new Aged Care Act will start from 1 July 2025.

The Parliament also passed the Aged Care (Consequential and Transitional Provisions) Bill 2024 in November 2024. This piece of law supports the change over to the new Aged Care Act.

Overview of the new Act

The new Act responds to 58 recommendations from the Royal Commission. It also makes laws about:

- a Statement of Rights for older people
- who can access aged care services

- funding of aged care services delivered under the new Act, including what the government will pay and what an older person can be asked to pay
- the Support at Home program
- strengthened Aged Care Quality Standards – these outline what quality and safe aged care services look like
- stronger powers for the regulator, the Aged Care Quality and Safety Commission.

The new Act aims to make Australia's aged care system stronger. It will affect everyone who is part of the aged care system. It will:

- change how aged care providers deliver services to older people in their homes, community settings and residential care homes
- introduce laws to make sure aged care is safe, and people are treated with respect and have quality of life
- replace the aged care laws we have now.

The new Act covers aged care services that the government funds. This includes programs that aged care laws did not cover in the past. For example, the National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) program and the Commonwealth Home Support Programme (CHSP).

The new Act also has a new regulatory model to manage aged care. This model aims to support registered providers to deliver high quality aged care and be more accountable.

Chapter 1 – Introduction

Chapter 1 explains the ideas and terms used in the new Act. This makes sure everyone uses the terms in the same way, and that roles and duties are clear.

Chapter 1 includes:

- the objects of the new Act – this describes the purpose of the law
- the Statement of Rights – this outlines the rights older people have in the aged care system
- the Statement of Principles – this guides how workers and organisations must behave and make decisions under the new law.

It also explains the role of supporters to help older people make decisions.

Chapter 2 – Entry to the aged care system

Chapter 2 covers who can access funded aged care services.

It includes what age people must be to access aged care. This will help meet the government's goal to have no younger people living in aged care homes.

The Chapter covers how people get approved to access aged care services. A single assessment pathway brings together the different assessment services into one system.

Chapter 2 also includes the process for:

- how we assess needs and decide funding for residential care using the Australian National Aged Care Classification (AN-ACC)
- how we assess needs and decide on services a person can access, and funding for the Support at Home program
- who gets priority access for funded aged care services
- how people get a place to access aged care services.

Chapter 3 – Registered providers, workers and digital platform operators

Providers must register with the Aged Care Quality and Safety Commission (Commission) before they can deliver aged care services. Chapter 3 explains how the Commission will assess applications to register. The Commission will also approve residential care homes as part of this process.

Chapter 3 outlines the rules and obligations for:

- registered providers, even if they subcontract some services
- workers
- responsible persons – people in leadership roles within aged care providers.

The Commission will be able to take regulatory action if a provider does not meet the conditions of registration. This may include serious civil penalties.

Chapter 3 also outlines new duties for registered providers and responsible persons. There are also new duties for digital platform providers that make aged care websites, apps or systems to support the delivery of aged care services.

Chapter 4 – Fees, payments and subsidies

Chapter 4 explains how funding for aged care services will work. This includes what the government will pay and what registered providers can ask older people to pay.

Chapter 4 sets out:

- when government funding will be based on subsidies or grants
- when funding is paid through specialist aged care programs, such as the CHSP or NATSIFAC program.

Chapter 4 notes the subsidy parts that are based on a person's needs and the parts that are based on a provider's fixed costs.

It also sets out what people may need to pay for funded aged care services and how providers must manage those payments.

The Chapter outlines how means testing works for residential care and Support at Home. Means testing does not apply to specialist aged care programs.

Chapter 4 has rules about how registered providers can:

- sign accommodation agreements with older people
- charge for accommodation
- manage refundable accommodation deposits.

Chapter 5 – Governance of the aged care system

Chapter 5 explains who will manage the aged care system and how. This is called governance.

A range of roles will manage the aged care system:

- the Secretary of the Department of Health and Aged Care, called the System Governor – manages how the aged care system runs, including making access to services fair
- the Inspector-General of Aged Care – monitors the aged care system and reports to the Parliament
- the Aged Care Quality and Safety Commissioner (Commissioner) – manages provider registration and regulates aged care quality, safety and financial matters. They also make sure aged care providers work in an open and ethical way
- the Complaints Commissioner – handles complaints made to the Commission
- the Aged Care Quality and Safety Advisory Council – oversees the work of the Commission.

Chapter 6 – Regulatory mechanisms

The Commissioner, Complaints Commissioner and System Governor will have a range of powers to carry out their roles. Chapter 6 explains how they can use these powers. It also explains when the Commissioner can allow an authorised person to enter a residential care home without a provider's consent or a warrant.

Chapter 6 provides powers for getting information and issuing notices. These powers make sure the Commissioner, Complaints Commissioner and System Governor can get the information they need to fulfill their roles.

The Chapter also allows for the use of banning orders. A banning order is a way to stop workers and providers who do the wrong thing from delivering types of aged care services.

Chapter 7 – Information management

Chapter 7 includes new rules for managing information in the aged care system. This will help protect people's privacy. It will also help make sure information on registered providers is transparent.

The Chapter includes:

- an updated framework to manage information
- a new definition of protected information
- who can collect, use and disclose protected information and when.

Chapter 7 also includes more to protect whistleblowers – people who call out issues. This is to make sure older people, their families and carers, and workers can report information without fear of being punished or treated unfairly.

People can make a report if they know or think someone has not followed the law.

Chapter 8 – Miscellaneous

Chapter 8 covers other matters that will support the aged care system. It includes:

- how and when the System Governor, Commissioner and Complaints Commissioner can have others act on their behalf
- when the System Governor and the Commissioner can approve forms, charge fees and use computer programs to make specific decisions
- that the Minister for Aged Care can make rules.

This Chapter allows people to ask for a review of certain decisions made by the Commissioner, Complaints Commissioner, System Governor and the Independent Health and Aged Care Pricing Authority.

It also explains that the System Governor will report on their work and review refundable accommodation deposits each year.

Support for the new Act and next steps

Aged Care (Consequential and Transitional Provisions) Act 2024

The *Aged Care (Consequential and Transitional Provisions) Act 2024* became law on 10 December. It is a piece of law that allows the new Aged Care Act to start and supports the transition to the new Act.

Its 4 main aims are to:

- make the new Aged Care Act the main set of laws for aged care by removing laws we have now – including the *Aged Care Act 1997*, the *Aged Care Quality and Safety Commission Act 2018* and the *Aged Care (Transitional Provisions) Act 1997*
- make sure information about aged care law refers to the *Aged Care Act 2024* instead of the old laws
- explain the way the current laws will change to the new Act from 1 July 2025
- change freedom of information laws, the *National Disability Insurance Act 2013* and the *Crimes Act 1958* to respond to Royal Commission recommendations 77 and 88.

It will make sure that older people continue to get safe, quality care as we change to the new law. It also allows for approved aged care providers to become registered providers under the new system.

Getting feedback on the Rules

A set of Rules will support the new Act. The Rules explain how the new Act will be put into practice. We can review and change these details over time if we need to. For example, if any issues come up or there are changes to best practice.

Most of the Rules already exist and will become part of the new Act. But there will be some new Rules. For example, Rules that explain how funding for Support at Home will work.

We would like feedback to help us:

- improve the Rules based on what the community tells us
- make sure the Rules include feedback we got in previous consultation
- find out what providers need to prepare for the new Act.

The consultation is also a way to help everyone understand how the Rules affect older people and their care.

Find out more about consultation on the Rules at www.health.gov.au/our-work/aged-care-act/consultation.

Helping people prepare for the new Act

We will support older people, their families and carers, and the aged care sector get ready for the new Act.

We will make sure people affected by the changes understand:

- what it means for them, what is changing and what is staying the same
- what they need to do to prepare and when to make the changes
- what information and guidelines we will provide, and when and how to access them.

We created the Aged Care Transition Taskforce to help the aged care sector adjust to the new Act. The Taskforce will work with the sector to find and solve issues and give advice to the government.

People on the Taskforce are experts with a range of experience in aged care. They include people with experience in and with regulation, service delivery, education and training, data and digital, older people, First Nations people, the aged care workforce, clinical care and primary care.

The Taskforce will also oversee and guide the changes to make sure they are carried out properly.

Find out more about the Aged Care Transition Taskforce at <https://www.health.gov.au/committees-and-groups/aged-care-transition-taskforce>.

LETTER FROM MANAGEMENT

Ipswich Show and Esk Show

Bundaleer Lodge enter the Cattle competition at the Ipswich Show and the Esk Show. The Bundaleer Lodge cattle won some of the show prizes. Graham Bell, a resident of Bundaleer Lodge also enters some of his cattle in the Ipswich Show and he won prizes.

IPSWICH SHOW RESULTS FOR BUNDALEER LODGE - 2025

Judging was held on Thursday 15th May 2025 at Moreton Saleyards, Middle Road, Purga. Bundaleer Lodge entered 11 head and won 2 Firsts, 2 Seconds, 1 Third and 1 Champion Senior Pasture Fed.

Class 2018 – Single Cow – 1st place and also won the Len Wensley Memorial Shield.

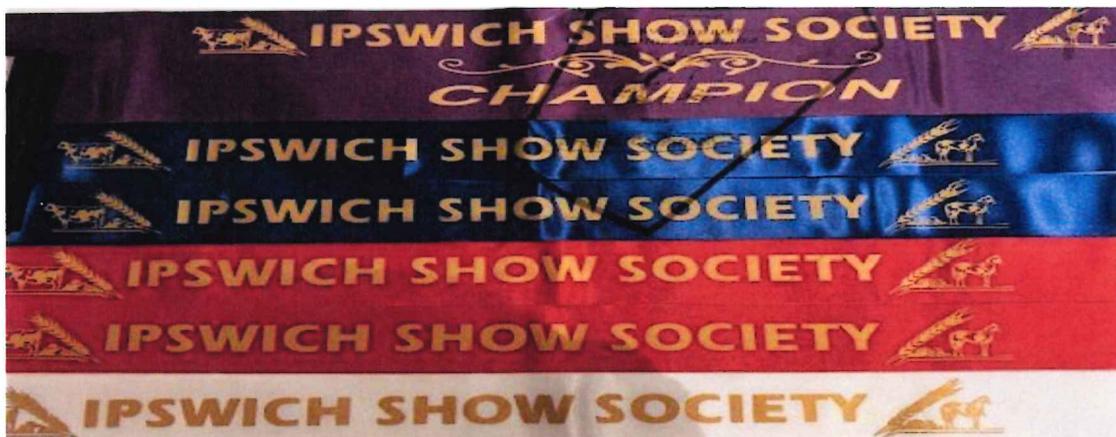
CHAMPION SENIOR PASTURE FED

Class 2020 – Pair of Steers 12 – 24 months – 1st place.

Class 2020 – Pair of Steers 12 – 24 months – 2nd place.

Class 2021 – Pair of Heifers 12 – 24 months – 2nd place.

Class 2021 – Pair of Heifers 12 – 24 months – 3rd place.





IPSWICH SHOW RESULTS FOR Graham Bell – resident of Bundaleer Lodge – 2025

Graham Bell (Resident) entered 9 head and won 3 Firsts, 1 Second, 3 Thirds and 4 Major Awards.

Junior Champion Grain Fed

Grand Champion Grain Fed Individual Exhibit

Champion Junior Pasture Fed

Champion Pasture Fed Single Exhibit



ESK SHOW RESULTS – HELD ON 23RD MAY 2025

9 head was entered and came home with 3 Firsts, 2 Seconds and Reserve Champion Vealer of the show.

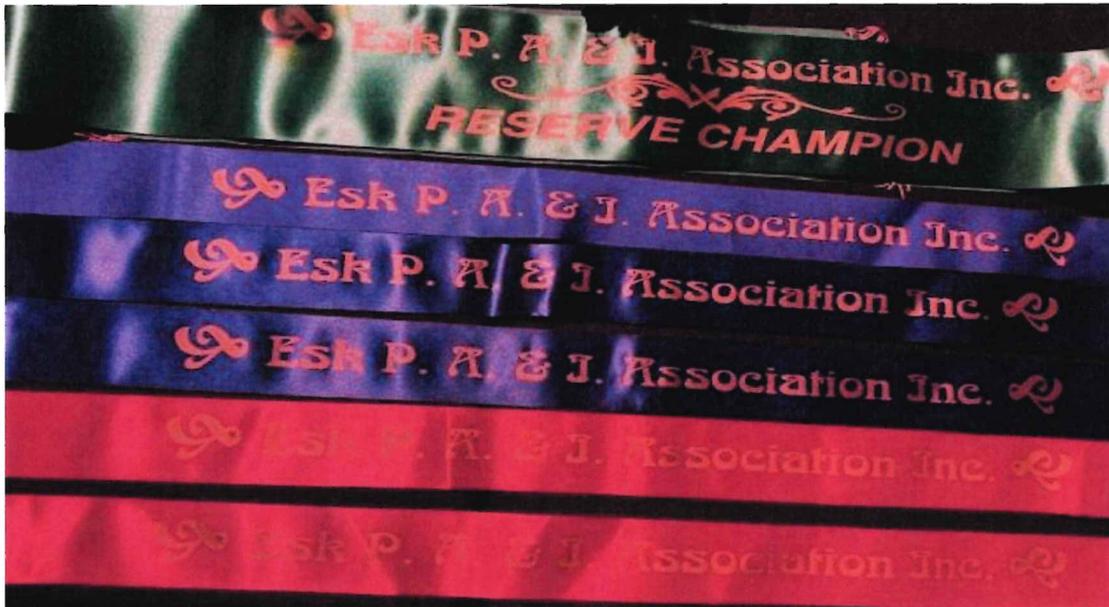
Class 3 – Vealer Heifer over 300kg and under 400kg – SECOND

Class 4 – Vealer Steer under 300kg – FIRST

Class 5 – Vealer Steer over 300kg and under 400kg – FIRST AND SECOND

Class 6 – RESERVE CHAMPION VEALER

Class 9 – Prime Heifer bred and owned by the exhibitor – FIRST



Parking

For any visitors you are parking 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 left-hand side of the road (outside the houses) as long as you do not park across any driveway.

Lillypilly

The unrenovated 13 rooms, lounge room and nurses' station in Lillypilly Unit are currently being renovated. This work has progressed significantly over the last few months. We are now waiting on the furniture, window dressings and electrical work to be carried out. The old lounge room and nurses station will be becoming a dining room with kitchenette.



Old Nurse Station & Lounge Room Dec 2024



Old Nurse Station & Lounge Room (becoming a dining & lounge room Feb 2025)



New Office May 2025



Old Nurse Station & Lounge Room (becoming a dining & lounge room May 2025)



Hallway Dec 2024



L87 Bedroom & Bathroom Dec 2024



Hallway Feb 2025



L87 Bedroom & Bathroom Feb 2025



Hallway May 2025



Old L87, Now L10 Bedroom & Bathroom May 2025



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.

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 visit the facility.

Thank you for adapting to the changes over the past several 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 Singles vaccination and is it 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.

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 nursed 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.

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 & 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/>

Website

<https://www.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 Covid19, 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. The photos show the enjoyment these letters give the resident at Bundaleer Lodge. We are investigating starting this programme up again.

Charter of Aged Care Rights Announced

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 & 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 case 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 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:



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
Write Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city



December 2022
ACQ-COC-013

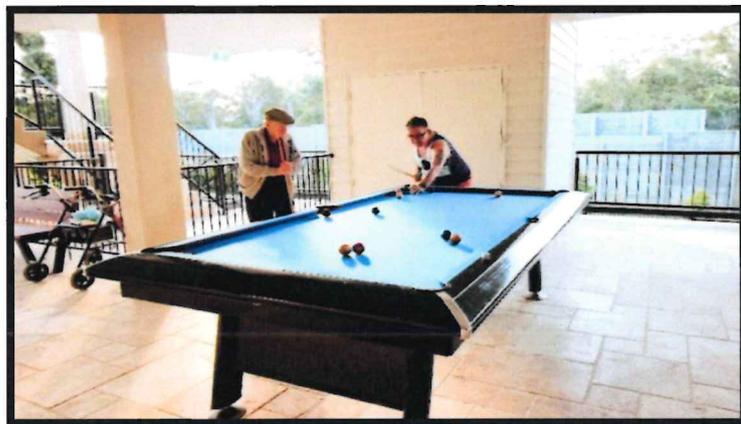
Aged care reforms

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.

Residents 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 the change 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 9am and 4pm. If this cannot be done, please call Reception on (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 residents 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 Life Line 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 MACHINE LABELS.**

Management can order cloth labels at a reasonable price if requested. The labels take approximately 1 week to arrive once ordered. The admin staff can arrange for the labels to be machine heat pressed onto the resident's clothes. If the admin 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 with administration staff, the Nursing Manager or management if you would like to order labels, and/or have labels heat pressed onto the resident's clothing.

Ensure that shoes and slippers are clearly marked as well as hats or beanies. If supplying a bedspread or knee rug have a label 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 clothing 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.

The lost property is now located at Reception. If you or your loved one is missing any clothing please have a look here and if you have any clothes that are not labelled please give to Admin so they can be labelled and returned to you. If you notice any clothing 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 takes 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 life line 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. 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 reception for our records. 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 reception.'

Bundaleer Lodge has a web site that 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 appointment then the resident will be charged for the service. The notice period of 72 hours **MUST** be adhered to for cancellations and the notification given to Reception during office hours.



Smoke Free Policy operational at Bundaleer Lodge

From the 1st 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 Kiosk 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 \$1200.

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 daily fee increased on the 20th March 2025. The rate is set by Department of Health and Aging. This rate changes twice a year on the 20th March and 20th 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.

Regards
Susan Dreyer & Lynette Dresselhaus

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 also be rented unfurnished. Residents from our ILUs have access to the Bundaleer Meet & Eat Cafe 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

BUNDALEER RENOVATION HISTORY

Driveway Renovations

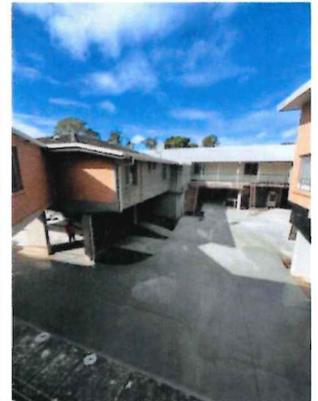
Renovation work has been taking place in the driveway area near Lillypilly. The gardens have now been added and the area is really starting to come to life. We are now just waiting for some painting to be completed.



April 2024



May 2024

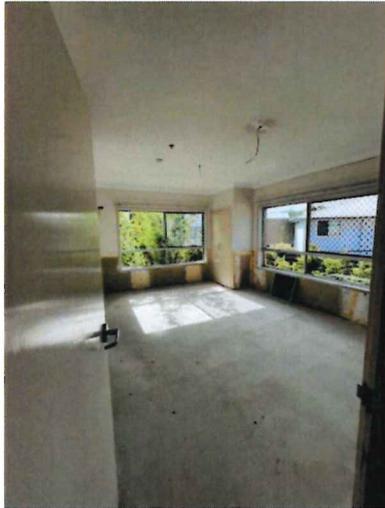


July 2024



Lilypilly Renovations

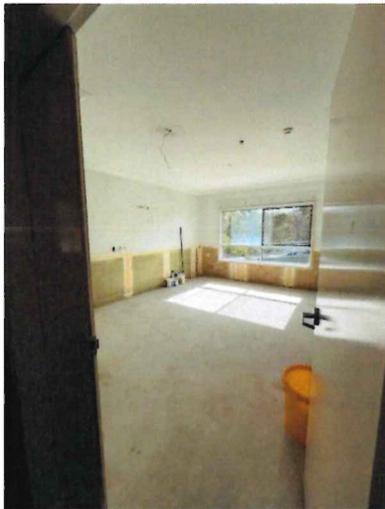
There are 8 bedrooms currently being renovated in Lilypilly. The renovation will also include a new nurses' station and treatment room in the area. We look forward to seeing the work completed. This work was completed in December 2024 and residents and staff have moved into the newly renovated area.



Bedroom 76 May 2024



Bathroom 76



Bedroom 77 May 2024

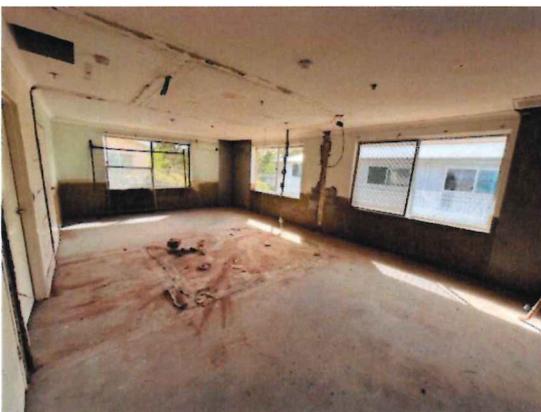


Bathroom 77



Lilypilly Lounge Room

May 2024



Bedrooms 73 & 75



Bedroom 73

July 2024



Bathroom 75



Bathroom 76

July 2024

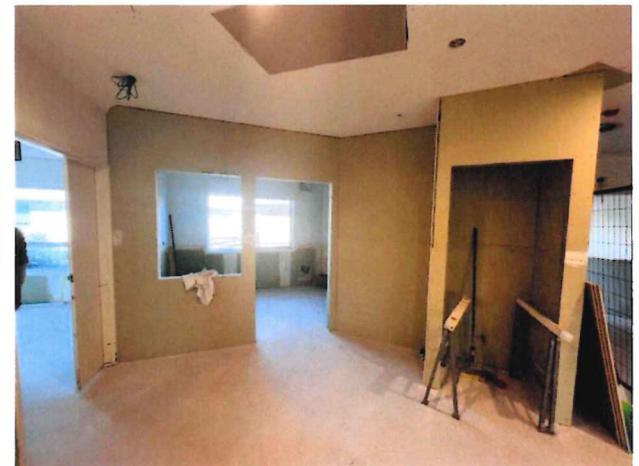


Bathroom 77



Lillypilly Lounge Room

July 2024



New Nurses Station



Old Bedroom 76
Now L05 Bedroom
November 2024



Old Bathroom 76
Now L05 Bathroom
November 2024



Old Bedroom 73
Now L01 Bedroom
November 2024



Old Bedroom 75
Now L03 Bedroom
November 2024



New Nurse Station
December 2024



New Lounge Room
December 2024

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 airtight 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?

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> 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 Tummies and Sensitive Systems' and other fact sheets on the Food Safety Information Council website, 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 Tummies and Sensitive Systems' under 'publications' on the Food Safety Information Council's website 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 Website: 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 at Reception, in the Frangipani Internet Café 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.

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/CM. 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. Alternatively, you can also put it into the letter box at the front of the facility. Emails may also be sent to the following:

RSM (Residential Services Manager Bundaleer)	rsm@bundaleerlodge.com
RSM (Residential Services Manager Algester)	rsm@algesterlodge.com
Human Resources Officer	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. 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 of Health. 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

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

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 charged. 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 wheel chair or shower chair 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. The staff of the Facility will not clean these refrigerators. All other personal furniture and 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. If you want our cleaner to clean behind resident's personal furniture then the resident or resident's family must organize the moving of the furniture and have booked a time with the RSM for our cleaners to clean behind these items. The RSM can also assist to organize movers to move the furniture and the cost billed to the resident.





The Hon Sam Rae MP
Minister for Aged Care and Seniors

AN OPEN LETTER FROM THE MINISTER FOR AGED CARE AND SENIORS

I am honoured to be your new federal Minister for Aged Care and Seniors.

I have spent my first three weeks as your Minister listening to older people, your families and carers, aged care providers, workers and others in the sector who have generously shared their views and feedback with me. I am privileged to be taking on an immensely important job.

The Australian Government is working to deliver once-in-a-generation reforms to build a high-quality, respectful and sustainable aged care system.

In order to deliver on the intent of these reforms and following careful consideration, the government has decided to briefly defer the start of the new Aged Care Act from 1 July 2025 to 1 November 2025.

The new Act is changing aged care laws to put the rights of older people first. It includes a Statement of Rights and a Statement of Principles to guide how providers and workers must behave and make decisions.

This extra time will allow participants to better understand the changes, so you can prepare and make informed decisions. Importantly, you will continue to receive the safe, quality care you deserve.

I am committed to building on the work we have done so far to improve aged care in Australia. The Royal Commission into Aged Care Quality and Safety's number one recommendation was to deliver a new Act that puts you at the centre of your aged care, and this is what we are doing.

We are further committed to delivering the new Act and its benefits to you as soon as possible. However, a pause is needed to allow for a smoother implementation of the new Act and with the Support at Home program.

You deserve these improvements; it is as important to me to get them right as it is to you. Thank you for your patience and continuing to work with us on these changes.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Sam Rae', with a long horizontal flourish extending to the right.

Sam Rae

4 June 2025