



RIGHT ON TRACK

Index

| | |
|-------------------------------|-------|
| From the President's Desk | 2-5 |
| From the CEO's Desk | 6-8 |
| From the EDO's Desk | 9 |
| From CCC's Desk | 10 |
| From the L&L Desk | 11 |
| Residents & Clients Birthdays | 12-14 |
| Activities Photos | 15-21 |
| Staff Happenings | 22 |
| Notice Board | 23-24 |
| Games | 25-26 |
| Contact Details | 27 |

*BOARD, MANAGEMENT
AND STAFF
WISH ALL OUR RESIDENTS,
CLIENTS, PATIENTS
AND THEIR FAMILIES
AND FRIENDS,
A VERY HAPPY, HEALTHY,
SAFE & WETTER 2020*



From the President's Desk

It is with great satisfaction I present to you my 8th President's Report on behalf of Finley Regional Care's Board of Management for the year 2018 - 2019.

The Previous 12 months:

This past year has once again been a very busy and productive one with many achievements and more in the pipeline.

Currently there are approximately 100 staff on the payroll including Full-Time, Part-Time and Casual Staff across the four areas – Residential Aged Care, Complete Care, Medical Centre and now Alumuna.

On behalf of the Board of Management, I would like to especially thank Ben Levesque, Chief Executive Officer, who once again ably lead his team through a busy, challenging and ever-changing aged care environment. Thank you also to the Management Team - Tanya Coulter (Operations Manager) who resigned back in April after her wonderful contribution in a very busy role, and Jo Davis (Director of Clinical Services) and all Senior Staff, Drs' Alam, Mohan and Priyantha, RN's, Care Staff, Complete Care Staff, Leisure & Lifestyle Staff, Medical Centre Staff, Admin Staff and Hotel Services Staff for their ongoing commitment and dedication.

Special thank you as always to our wonderful and hardworking Auxiliary, ably led by Marj Maxwell, who help raise amazing amounts of money via street stalls, weekend garden trip, raffles etc. This money helps with the purchase of extra comforts and equipment which then improves the quality of life for our Residents. Thank you also to our wonderful Volunteers who continue to give their time so freely to our Residents, which adds a sparkle to their day, and the Staff which in turn helps out greatly with their workload.

Residential Care

The occupancy of our 75-bed home has run at 93% and we have been able to provide many families with a wonderful home for their loved ones to come into, either on a permanent basis or on a short time basis for respite when carers may be feeling overwhelmed or a person needs recuperation following an illness or surgery before going home.

On 1 July 2019, the Quality Standards came into effect. They apply to all Australian Government subsidised aged care services. These new Standards clearly define what 'good aged care' care should look like and make it easier to check that people receive this good care. There are now eight standards, and each one is about an aspect of care that contributes to the safety, health and wellbeing of a Resident in aged care.

A lot of time and resources went into preparing for these New Standards including education for all Staff, providing relevant information to Residents and Clients and their representative/s plus updates to all Policies and Procedures.

Currently the Aged Care Royal Commission is underway into aged care quality and safety in both residential and in-home aged care, so we await the outcome of this inquiry which will no doubt bring forward some updates and changes to the way aged care is provided, but here at Finley Regional Care we will continue to provide the very best of care as always.

Thank you to the Residential Home Team for your ongoing commitment to excellence in care and support to our Residents.

Complete Care (Home Care)

Shirley Ogilvie resigned from her role as Complete Care Co-ordinator in March after she retired following 25 years' service to our organisation, firstly as a Registered Nurse and then into the Home Care Co-ordinator's role. We particularly thank Shirley for her commitment and dedication to Finley Regional Care and wish her good health and happiness in her retirement.

Kylie Titlow commenced in the Co-ordinator's role and has been extremely busy learning about home care packages with My Aged Care plus the numbers of residents wanting these services has gradually increased to 28.

Shirley, and now Kylie, and the Complete Care Team do a wonderful job helping provide the support to our Clients to keep them in their own home as long as possible with the many services they provide, including professional team of staff, Registered Nurse, medication management assistance, personal support and pampering, transport to appointments, purpose built vehicle with disabled access, assistance with meal preparation, home care duties such as washing, cleaning, changing bed linen, home maintenance, minor home modification and in-house gardening service.

Thank you to the Complete Care Team for providing excellence in care and support to our clients.

Finley Medical Centre

Finley Medical Centre continues to grow in patient numbers and is a highly respected practice in the area, with patients coming from far and wide to seek medical help, advice and services.

The many services provided by this modern first-class medical centre include access to caring family doctors and qualified registered nurses, access to associated health care services, access to Finley Hospital where doctors share on-call duties, access to specialists such as general surgeons, psychologists, counsellors, podiatrists, dieticians, geriatricians, tele-health services via Skype and other allied healthcare workers plus a Pathology service.

Currently our three doctors, Alam, Mohan and Priyantha are very caring, community minded and highly professional, and in the near future we are looking to employ a very similar female doctor.

Thank you to the Medical Centre Team for providing ongoing excellence in health care.

Alumuna

Alumuna, our '55's and over living community', which commenced back in December 2017, continues to grow and develop with the original six homes built as Stage One. We held a very successful Open Day on 31st May with Sussan Ley, MP, in attendance to help cut the ribbon with a number of other invited guests. The Community attended and enjoyed wandering around the newly finished homes and surrounds. There were with many favourable comments received and lots of interest shown since this day.

Stage Two is now well underway after Finley Regional Care was successful in obtaining a Federal grant back in July 2018 for \$1.2million via BBRF (Building Better Regions Fund). In making this announcement local MP Sussan Ley said finance from the Building Better Regions Fund (Infrastructure Projects stream) will help construct six one-bedroom apartments plus another four homes. As advised last year we are extremely grateful to the Federal Government for these funds as this is a really important development, allowing Finley Regional Care to provide low-cost, affordable housing to seniors from our local area. The units provide residents with independent living in maintenance-free, safe accommodation in a caring community, meaning our older citizens can be cared for in their own home as long as they wish to be there.

Alumuna has certainly transformed from a bare paddock into a wonderful looking community under the direction of our CEO, Ben Levesque and contributions from the Board of Management, working alongside the many professional businesses.

Future Direction:

Quality Review of Complete Care

Kylie Titlow, Complete Care Co-ordinator, has commenced preparation for a Quality Review of our Complete Care service.

This accreditation is scheduled for 2020 between January - June and Kylie is doing a great job working through the self-assessment and all that is required.

Purchase of Community Health Building

Board has commenced the process of looking to purchase the Community Health Building from NSW Health.

This will allow Finley Regional Care to relocate the Finley Medical Centre from its current location at the Finley Hospital to this building and in turn the Community Centre will relocate to the Finley Hospital.

The building would be renovated into a purpose-built medical centre with adequate car parking to be provided.

We are looking forward to creating a Finley Health Precinct together with the support of Berrigan Shire and Murrumbidgee Health which will have improved access for all abilities.

Off Grid & Backup Power

Alumuna has been setup to be self-sufficient for power and hence off the power grid due to the use of solar and battery backup. There is the ability to grow this system as more houses and apartments are built at Alumuna.

In the future we are looking to include our Residential Home into this system so it will also go off the power grid.

In closing

I would like to thank my fellow Board Members for their ongoing commitment and support throughout the year. Many hours are given freely to attend meetings, training etc apart from the monthly Board Meetings and as always, I am grateful for their knowledge and expertise with the many projects' past, in the pipeline and in the future.

I look forward to another successful and fulfilling year ahead and although we are in the midst of changes with the New Standards implemented 1st July, and under the Royal Commission into Aged Care which will bring about many more changes, I am confident Finley Regional Care will always continue to provide the best of care to the community of Finley and beyond.

Eric Dean
President

Current Board of Management for 2019 / 2020

| | |
|-------------------------------|------------------------|
| <i>President:</i> | Eric Dean |
| <i>Vice President:</i> | Rand Wilson |
| <i>Treasurer:</i> | Greg McNamara |
| <i>Director:</i> | Sally Bickerton |
| <i>Director:</i> | Andrew Harding |
| <i>Director:</i> | Alison Luelf |
| <i>Director:</i> | Jenny McLeod |



Thanks to a Department of Veterans' Affairs Saluting Their Service (STS) – Community Commemorative Grant for 2019-2020, which we were successful in receiving, we were able to have a new flagpole installed at Administration.

Upon request Hon Sussan Ley presented us with an Australian Flag which we proudly fly.

**Hon Sussan Ley with Ben Levesque (CEO),
Eric Dean (President), Rita and Eileen**

From the Chief Executive Officer's Desk

On behalf of the Finley Regional Care I am pleased to present my annual Chief Executive Officer's report. It has certainly been a very busy, and once again, successful year and I am happy to be able to provide you with an overview of achievements and improvements during the past year and thank the people who have helped make it happen.

There are so many people who make up the team at Finley Regional Care that I need to thank and congratulate on a job well done. Special thank you to the Board of Management for their ongoing support in allowing me to head up the team and present and progress new ideas. I also thank them for their ongoing commitment and continuing support to Finley Regional Care's vision for the future in providing excellence in care services to the Finley Community.

Secondly, I thank my senior management team Tanya Coulter, Operations Manager, and Jo Davis, Director of Clinical Services, Dr's Alam, Mohan & Priyantha, all the management team, leadership group, care staff, complete care staff, administration staff, hotel services staff, leisure & lifestyle staff and medical centre staff. of you help contribute to the amazing team we have here, and I am very appreciative and proud to work alongside such a team.

I have welcomed a number of new staff to our organisation throughout the year, as well as thanked all those staff who have left Finley Regional Care for their dedication and commitment.

Special thank you also to our band of enthusiastic volunteers who help make our Staff workload easier and Residents lives more enriched, and to our amazing hard-working Auxiliary under the leadership and direction of Marj Maxwell. These ladies work tirelessly to raise much needed funds to help provide extra comforts for our Residents, plus is always available to provide helping hands on our special days such as Open Days. Their assistance is very much appreciated.

The Previous 12 months:

Staff

2018 / 2019 has seen the resignation and / or retirement of several employees including a couple of long termers: Shirley Ogilvie (RN and Home Care Co-ordinator) after 20 years, and Helen Whittaker (CSE), after 14 years. Thank you to Shirley and Helen for your long-term dedication and commitment to Finley Regional Care and we wish you good health and much happiness. You may have seen Helen back here from time to time either helping us out when short staffed or as a much-valued volunteer, which we greatly appreciate.

Tanya Coulter, Operations Manager, also resigned after a busy two years in the role. I thank Tanya and all the other staff who have left us during the past year and extend our appreciation to them for their dedication and support to their role.

We have now welcomed Nathan Willoughby to this role and look forward to working with Nathan who brings years of experience in the Aged Care Industry.

Residential Care

We continue to challenge our standards to be able to provide quality care over and above the required standard as well as we are always looking at new and improved equipment to help provide our Residents and Staff with the best possible home to live or work in.

Complete Care

Our Complete Care Team continue to provide high quality care and companionship to our Clients in the Berrigan Shire, which in turn helps keep them in their own home longer.

Medical Centre

Our three Doctors – Alam, Mohan and Priyantha and their team continue to provide medical care and wonderful health services to so many people in Finley and beyond, which is second to none as evident in the increasing patient numbers.

Alumuna

The 2nd stage of Alumuna is well underway with ten 2- or 3-bedroom homes and six 1-bedroom apartments due for completion in the New Year.

Currently we have 4 houses occupied with a house under construction now sold. There continues to be a great deal of interest around Alumuna which is very positive as we continue to grow this area.

Improvements

We have implemented a number of significant improvements we have achieved during the past year. These improvements all help to provide the best care possible for our Residents and working conditions for our Staff:

- Physiotherapist Services 5 days a week
- Specialised Painting in H1
- Solar Lights on Hamilton Street
- Height Adjustable Chairs at Medical Centre and in Residential dining rooms
- Many and varied aids for comfort for our residents including specialised wheelchairs, seating, bedding and personal equipment

Changes in Aged Care Industry & Royal Commission

Royal Commission is ongoing and as an Aged Care home we are looking forward to the outcomes and a new look Aged Care industry.

New Standards

We have transitioned to the New Standards from 1st July which ensure we continue to provide quality care.

Finley Dementia Alliance

I am excited to be part of a newly formed Finley Dementia Alliance group which is a group of people in the Finley Community who are working towards enabling Finley to become a 'dementia friendly community'

The group will help provide knowledge and inclusion within Finley for people living with dementia and ensure that these people feel inclusive and enabled to live freely in the Finley Community. The group will also aid these people and their carers to express ideas and suggestions to make living in the community more acceptable.

Meetings have begun whereby an Action Plan has been started under the direction of Dementia Australia, plus education and information sessions have also begun and will continue, working through community groups and then businesses.

Monthly Community Cafés have commenced which is especially for people living with dementia, their partners or family carers. The Café provides an opportunity to come together and meet with others in a relaxed atmosphere. It's a time to share conversation, information and ideas over a cuppa and enjoy morning tea.

In closing

I duly note that it takes a great team effort during a busy year to have a very productive and successful one. As I have previously noted wonderful and successful things come from a lot of hard work by our Board, Auxiliary, Volunteers and hardworking and committed Staff, which altogether is the team that makes Finley Regional Care the great place it is. The ongoing care and dedication from the team as a whole is enormous and is definitely what Finley Regional Care is about.

Ben Levesque

Chief Executive Officer



60 Scoullar Street
Finley

Alumuna
FREE TO ROAM
Display Homes open every Wednesday 10am - 2pm.

The 2nd stage of Alumuna is well underway with ten 2 or 3-bedroom homes and six 1-bedroom apartments due for completion in the New Year



New six 1-bedroom apartments almost completed – now ready for landscaping



Banksia

Banksia Grand

Our Two New Homes Banksia and Banksia Grand are ready to move into when you are

Other times by appointment
Phone Zoe Casper 0409 726 984

From the Executive Director of Operations' Desk

G'Day!

Thank you everyone for the very warm welcome to Finley Regional Care (FRC). The last 2 months have been busy getting to know FRC and the many residents, clients, patients, family, friends, auxiliary, volunteers, staff and board members. At last count I think I have met over 150 new faces out of the more than 300 that make up this extended family.

It was this warmth and generosity that made me consider joining the team, and I am glad I did. There is some amazing work going on under Ben and the Board of Managements leadership, making Finley Regional Care a leader in the provision of Aged, Community and Medical Care in this region.

As for me, I thought I would share some of my background. At the moment I live on the outskirts of Wangaratta (yes I'm a Mexican – South of the border) with my wife of 22 years, Sheree and our 4 teenage children.

I am a registered nurse with over 20 years' experience in management and leadership positions in both acute hospitals and Aged Care settings. I always thought I would work in orthopaedic units, but found the parts of the job that I enjoyed – meeting and getting to know people, just wasn't achievable in modern, production line healthcare. This is why I love working in Aged Care.

I have most recently worked at Benalla Health, 40 minutes' drive from Wangaratta, so travelling from home to Finley isn't an issue. It helps to blow out the cobwebs before work, catch up on the news, listen to some music and wind down before getting home.

2020 is off to a flying start with many projects and reviews under way. Keep up to date through the regular meetings and this newsletter over the coming months. If you have any questions about the day to day running of the business, our quality systems, education, accreditation etc please let me know. I am more than happy to help and if I don't know I will find someone who does.

I'm looking forward to being a part of this team and helping to make FRC even better.

Cheers

Nathan Willoughby
Executive Director of Operations



From the Complete Care Co-ordinator's Desk

It has been a very big year in Complete Care in 2019, with many changes taking place. Our case load has doubled since the beginning of the year, and it is great to meet and work with new families in the area.

2019 saw Finley Regional Care say good-bye to Shirley Ogilvie after 25 years of dedicated service, and myself (Kylie Titlow) take over where Shirley left off.

The Complete Care team are doing an amazing job in the community, and are always receiving heartfelt appreciation and gratitude for the care and support they are providing. We welcomed some new faces to the team this year, including myself.

A big thank you goes out to my amazing team of support workers. I am in awe of your dedication to your job and to your clients, and the way you all go 'above and beyond', making a difference in every client's day.

Thank you to the FRC executive team and the board for having faith in me and supporting me through this transitional year as the Complete Care Coordinator. I have learned a lot, have been inspired by my wonderful and caring support team and look forward to leading them into 2020 and beyond.



Kylie, Anne, Val, Gail, Ofelia, Rick, Ronnie and Di hope you and your loved ones enjoyed a very happy and safe Christmas. We look forward to caring for you all in 2020.



Kylie Titlow, Complete Care Co-ordinator & Ben Levesque, CEO, with FRC's new Complete Care Vehicle.

Keep an eye out for our new bright blue car, and if you or a loved one require home care services to stay living at home longer, please contact Kylie on 03 5883 9621 during BH's or via email

homecare@finleyregionalcare.com.au

From the Leisure & Lifestyle Team Leader's Desk

Welcome to our Leisure & Lifestyle news which gives you the many activities we have provided for our Residents and Clients to come along to and enjoy.

Our Activities held throughout the year

Usual Activities - Happy Hour Session; Bacon & Eggs for all Houses; Craft with Volunteer - Julie, Skittle; Bowls, Gentle Exercises, Singalong, Hair Care; Men's Shed; Church; Bible Group; Catholic Church Services; Drag Racing; Bingo Sessions; Bingo with Red Hatters, Quizzes with Volunteer - Fay; Men's Group; Music with Andy, Keith & Volunteer Danny; Foot Spas; Movie Afternoons; Intergenerational Program with Finley Pre School (Kite Program), Finley Public School and Finley High School, Shopping Trips, Show n Tells,

Our Residents also enjoyed – Entertainment from James Moore, Joyce & Vanessa, Ray McCartney, Open Garden Day, Mini Olympics, Retreat Dancers, Dancing with the Stars, Scare Crow Making, Entry & Win in Finley Show, Remembrance Day Service, Finley RS Club Christmas Luncheon, Melbourne Cup Day, Blumes Fashion, Big Cuppa for Cancer and more ...

Wendy Sutton & Kristin Thow

Leisure & Lifestyle Team Leaders

Helen, Keith & Judy Haidle & Jackie with Wendy 'photo bombing'



Kristin & Wendy on St Pat's Day



Kristin dressed as the gorgeous Dame Edna for Dancing with the Stars



Wendy, Keith & Kristin on Cup Day

RESIDENTS & CLIENTS BIRTHDAYS

**We have celebrated the following
Residents & Clients Birthdays in May to December**

May

**Ken A (RIP), Ann H, Finley D (RIP), Bev S, Wilma W,
Frank C, Faye E, John W, Pat B, Mary Mc, Gil S (80) &
Nellie C**

June

William T (70), Keith B, Carmel S & Delwyn C

July

**Joan A, Wyn H (80), Rene G, Phillip S, John D, June Q
& Ken T**

August

Graham O & Beryl V

September

**Shirley Y, Maureen W, Don C, Valda S, Colleen D, Eric
W & Noel A**

October

**Henry M, Audrey N (90), Robert C, Marie Q, Stephen B
& Erna J**

November

**Eileen O (100), Stella J (100), Francis K, Beryl R,
Louisa G, John B, Betty B, Ivan B, Edna T & Rita L
(105)**

December

**Pat L, Elsie F, Irene Z (80), Gordon T, Sidney G, Peg P,
Helen T (90), Pearl J, Helen S, Jean C & Peter C (RIP)**

RESIDENTS & CLIENTS BIRTHDAYS

January

Kathy M, Keith B, Margaret P, Barbara B, Cynthia O, Peggy B, Irene S, Ernie S (80) & James M



Linda



Frank



Keith



Mavis



Pat with daughter Yvonne & Pat's Sister



June



Mary celebrating with Leanne



Beryl celebrating with Leanne



Ken



Don with daughter Raelene



Shirley



Henry with his Family

BIRTHDAY CELEBRATION PHOTOS



Rita celebrated her 105th Birthday in November and is pictured here with her daughter Fran.

Rita enjoyed a family party plus morning tea with the Residents and Friends from the Community



Eileen celebrated her 100th Birthday in November and is pictured here with her beautiful Daughters.

Eileen enjoyed a wonderful Birthday Party with Family & Friends plus Morning Tea with the Residents.



Stella celebrated her 100th Birthday in November and is pictured here with her Family.

Stella enjoyed a wonderful Birthday Party with her Family plus Morning Tea with the Residents.

ACTIVITIES PHOTOS



Kite Program with Pre School Kids



Retreat Dancers



Entertainers – Joyce & Judy



Our Entertainers – Keith, Andy & Danny



Our Entertainer – Kristin with Shirley & Rita



Games Afternoon



Leanne with the Ladies for Show n Tell



Our Entertainer – Kristin all dolled up as Co-Compare heels n all !!

ACTIVITIES PHOTOS

Primary Kids at Slot Car Racing



Kite Program with Pre School Kids



Remembrance Day



Bingo with the Red Hatters



'Scare Crows' in production



Complete winning 'scare crows'



2019 Open Garden Day with Residents & Visitors



ACTIVITIES PHOTOS



October Blumes Fashion Fundraiser



Teddy Bears 'show n tell'



2019 Cup Day Afternoon Tea and Race



Helen a big winner with 2nd in Best Hat, win in a Sweep & Lucky Door Prize of Lollies

2019 Staff Christmas Party Group Photo



Winners are Grinners !! Nathan presented prizes to the winning areas for Christmas Decorations - Brittany representing House 1; Wendy, Kristin & Keith representing Activities; & Kylie representing Complete Care – Congratulations !!! and job well done for all staff who helped decorate their area

ACTIVITIES PHOTOS

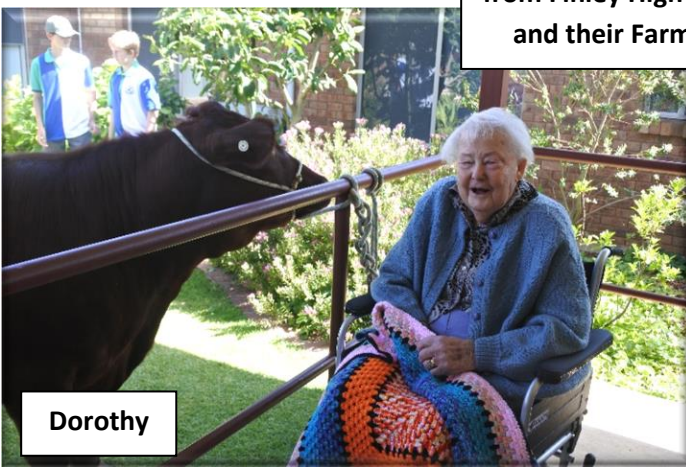


Marie

Residents enjoyed a visit from Finley High School Kids and their Farm Animals



Liz



Dorothy



Betty



Finley RS Club Seniors Christmas Luncheon with Santa



Robert (Crowie) entertaining



Volunteer Maureen & her 'dog Skip with a picture of Skip painted by Maureen Anderson

ACTIVITIES PHOTOS

Primary & Pre School Kids came and entertained with Christmas Carols



Special Christmas Luncheon for our fabulous Volunteers – thank you so much



Entertainment from Finley Piano Students



Staff Farewells:
Robyn Whitty,
Keith Haidle &
Jackie Zorzer.
Goodbye,
Best Wishes &
Thank you

Ben, Robyn & Nathan



Helen, Judy Haidle, Keith & Jackie

ACTIVITIES PHOTOS

Christmas Celebration Luncheon

Christmas Lunch for 2019 was a fantastic day full of joy, friendship and laughter. Residents and Complete Care Clients, and their families, had the opportunity to gather together for a massive celebration. In total there were over 120 people seated for our traditional Christmas fare – traditional roast with Christmas pudding. Everyone had a great time catching up with family and friends.

Many thanks to the FRC staff who helped make this a truly memorable day. Special mention to our Food Services and Lifestyle Teams who took the increased work in their stride.

Santa Clause and Mrs Clause took time out of their busy schedule to make an appearance, spreading joy with small pre-Christmas gifts for Residents, Clients and children. The Lifestyle Team did an amazing job decorating and supporting the event taking out first prize in the Christmas Decoration competition, followed closely by Cluster 1 and Complete Care.

2019 saw a change to the Christmas celebrations at Finley Regional Care. Due to feedback about the 2018 Christmas Luncheon; a decision was made to hold the luncheon on Monday 23rd December 2019.

Holding the function on a day as close as possible to Christmas day, meant that we could fully cater and support the wonderful celebration in style. Feedback on the day was very positive, with some great suggestions for a bigger and better Christmas 2020. Special mention also to the Finley Returned Services Club and Finley Golf Club for the loan of extra equipment. It was greatly appreciated.



Our Residents, Clients and Family Members enjoyed a delicious Christmas Luncheon



Santa & Mrs Clause

ACTIVITIES PHOTOS



Delicious Lunch provided by our Wonderful Kitchen Staff

Crowie, Keith & Elvie provided entertainment



Residents, Clients and their Families enjoying the Festive Spirit



Activities Room & Staff 'dressed to impress'



STAFF HAPPENINGS



Management: Nathan Willoughby (EDO)

RN: Arun Parappilly-Yohannan, Lijia Fan, Lynda Campbell & Disni Devis

Complete Care: Rhonda Parry

CSE: Rochelle Bosco, Natasha Du Toit, Jenny Maconachie, Rhonda Parry, Anita Watene, Jane Leslie, Janelle Russell, Rebekka Nelley & Kiara Keating

Kitchen: Shan.ley Khann & Kylie Plattfuss

Hotel Services: John Taylor

Admin: Jeremy Brown

**We welcome all our new Staff and
hope they enjoy their time at Finley Regional Care**



Management: Jackie Zorzer

RN: Prabhat Bhandari

EN: Carol Young

CSE: Usha Kapair, Anita Ormsby, Anewa Archibald, Wilma Silveira & Robyn Whitty

Hotel Services: Fran Baker & Wendi Pruha

Leisure & Lifestyle: Keith Haidle

**We wish these resigned staff members best wishes
for their future endeavours and thank them for their
contribution to Finley Regional Care**

NOTICE BOARD



RESULTS

Congratulations to all our Winners

| DRAW | PRIZE | WINNER |
|------|---|-------------------|
| 1 | Con Carr Betta Home Living - \$500 Gift Voucher | Helen Christie |
| 2 | Garden Trolley & Goodies | Carmel Shields |
| 3 | Finley Pharmacy - \$150 Gift Voucher | Jeremy Brown |
| 4 | Kennedy Holiday Resort / Villas - Accommodation Voucher | Therese MacDermid |
| 5 | Aidacare - \$200 Gift Voucher | Mary Beattie |
| 6 | Concrete Santa + Bucket of Goodies | Sue Hand |
| 7 | Boomerang Motors - \$200 Gift Voucher | Deb Findlay |
| 8 | Crawfords - \$100 Gift Voucher | Kerry McDonald |
| 9 | Slow Cooker | Mel Lunn |
| 10 | Wine, Chocolates & Knife Set | Jan Braybon |
| 11 | Langford House Accommodation Voucher | Denise McLean |
| 12 | Handmade Quilt | Sandy Emery |
| 13 | Car Care Kit + Garden Products | Joyce Agosta |
| 14 | K & A Foods - \$50 Gift Voucher | Graeme Falconer |
| 15 | Pyrochar Garden Products | Belinda Rodgers |
| 16 | 3-Tier Serving Trays | Kim Lawlor |
| 17 | Kalangadoo - \$50 Gift Voucher | Norma McMurray |
| 18 | Fruitologist - 1 x \$15 Gift Vouchers | Robyn Beasley |
| 19 | Fruitologist - 2 x \$20 Gift Vouchers | Anne Freestone |
| 20 | Ham | Jill Webster |
| 21 | Turkey Breast + Bottle of Wine | Mary Whittaker |
| 22 | Fruitologist - 1 x \$15 Gift Vouchers | Moirra Arnold |
| 23 | Fruitologist - 1 x \$15 Gift Vouchers | Glenda Congram |
| 24 | Basket of Goodies | Wendy Tucknott |
| 25 | Basket of Goodies | Lynda Jacob |

Finley Regional Care thanks everyone who supported our Annual Raffle, and in particular, a special thank you to those people and businesses who very kindly donated items to our raffle.

VOLUNTEERS

Thank you as always to our very valuable volunteers!! Our Volunteers will all tell you that their lives are richer for the time they spend here, and the Residents are always happy to see a friendly face. But of course, we always welcome new Volunteers so if you can spare an hour or so a week to come and help out please contact Wendy Sutton, or Kristin Thow, Leisure & Lifestyle Team Leaders. There are so many options for our Volunteers including craft, reading, activities, taking Residents for walks



Many Hands Make **LIGHT** Work

NOTICE BOARD

RESIDENTS MEETING

Scheduled for

TUESDAY
14th January at 6pm

in the
Activities Room
Supper Provided
ALL WELCOME

ANNUAL REPORTS 2018 / 2019

These are available from
Reception or we can post
one out to you.

Please contact Reception
on 03 5883 9600
or via email:

reception@finleyregionalcare.com.au

COMMENTS & SUGGESTIONS

Finley Regional Care
welcomes comments and
suggestions about any
aspects of our service
including direct care,
catering, cleaning and
gardens.

There is a form which
can be utilised for the
purpose and these are
available throughout
the facility or by
contacting
Administration
on 03 5883 9600 during
Business Hours



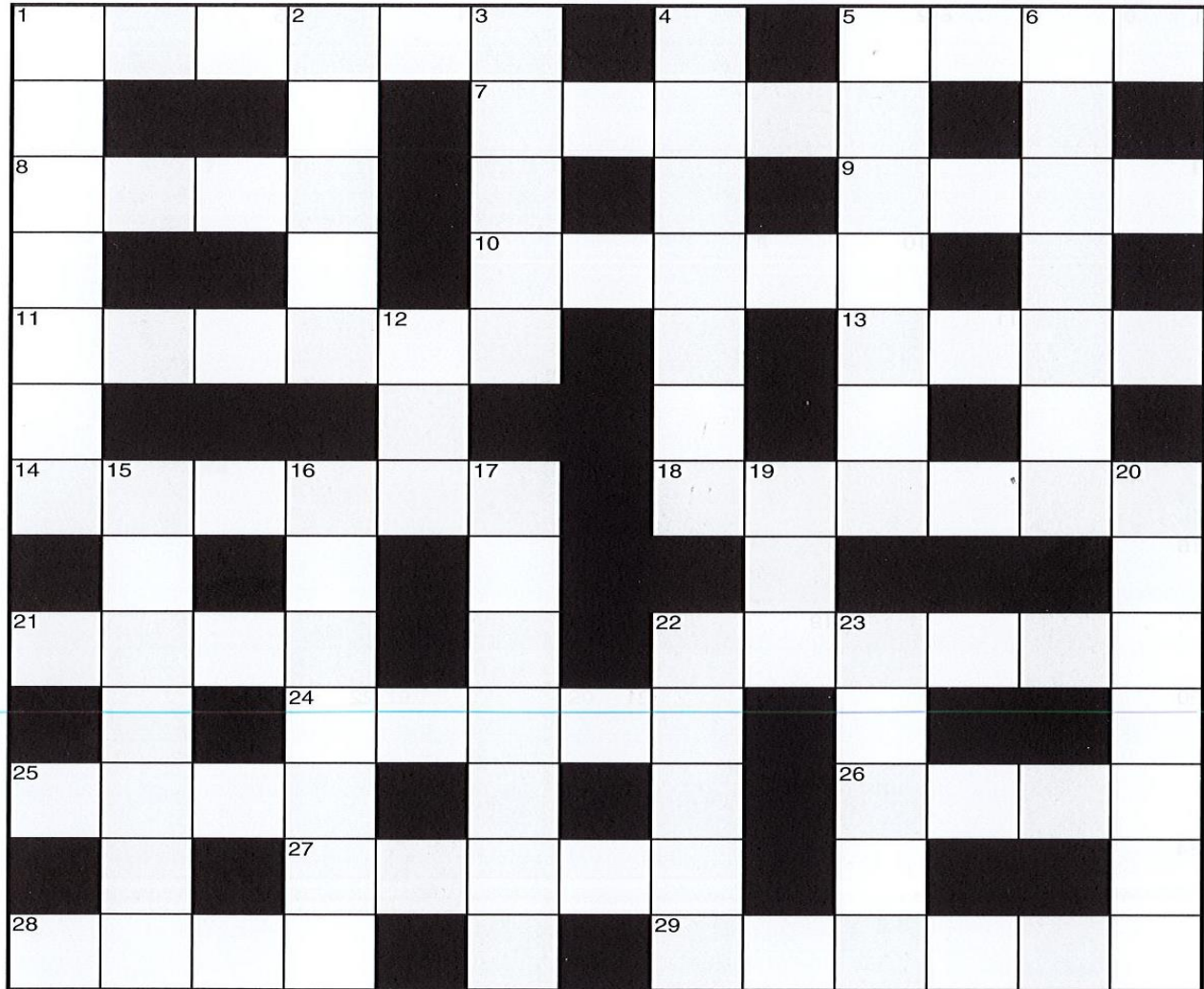
EMAILING SYSTEM

If you would like to
receive notifications of
upcoming activities,
relevant messages,
newsletters etc via our
emailing system please
send your email to:

reception@finleyregionalcare.com.a

GAMES - CROSSWORD

CROSSWORD 20



ACROSS

- 1. Tile-chip picture
- 5. Cattle parasite
- 7. Reproductive organ
- 8. Front edge of tibia
- 9. July birthstone
- 10. Tropical fruit
- 11. Sick feeling
- 13. Must-have
- 14. Gaped tiredly
- 18. State of neglect
- 21. Dull

22. Halted

- 24. Sandy coast
- 25. Object of worship
- 26. Impartial
- 27. Finished
- 28. Betting chances
- 29. Funeral service speech

DOWN

- 1. Stonework craft
- 2. Mother's sisters
- 3. Latin American line dance

4. Coped

- 5. Cruel rulers
- 6. Spider traps
- 12. Night before
- 15. Worn by friction
- 16. Takes small bites
- 17. Forceful requests
- 19. Fury
- 20. Rather old
- 22. Reprimand
- 23. Dreadful

GAMES – FIND A WORD

Puzzle 106

I'M A LITTLE CONFUSED!

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

ABASH

BAFFLE

BEMUSE

BEWILDER

CHAOS

CONFOUND

CONFUSE

FLURRY

FLUSTER

JUMBLE

MUDDLE

MYSTIFY

PERPLEX

PUZZLE

TIZZY



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