



## OPERATIONS MANAGER REPORT

I wanted to take a moment to recognize and celebrate the incredible diversity within our workforce here at Finley Regional Care. We are truly fortunate to have such a vibrant, multi-cultural team, and I am constantly inspired by the personal sacrifices many of you have made to call Finley your new home.

Recently, on June 11, we had the pleasure of celebrating Philippine Independence Day. Our Filipino staff members treated residents and fellow workers to a taste of their customs, culture, and cuisine. It was a delightful experience, and I know everyone thoroughly enjoyed it.

Looking ahead, on July 12, we will have the opportunity to join our Kiribati family as they celebrate their Independence Day. They are excited to share their rich traditions with us through cultural dances, songs, music, and traditional food. I am very much looking forward to their performances and the chance to learn more about their heritage.

I feel incredibly grateful to be part of such a diverse and inclusive community. Thank you all for bringing your unique backgrounds and experiences to Finley Regional Care.

---

**Kylie Titlow**  
Operations Manager



## FROM THE QUALITY, COMPLIANCE, LEARNING & DEVELOPMENT DEPARTMENT

Dear Residents, Families, and Community Members.

We hope this message finds you well. As part of our ongoing commitment to keeping you informed, we'd like to share an important update regarding the Australian Government's aged care reforms.

The introduction of the **new Aged Care Act** and the **Support at Home program**, originally scheduled for 1 July 2025, has now been **postponed to 1 November 2025**.

This decision reflects a thoughtful and considered approach by the government, ensuring that the transition to a new model of care is as smooth and supportive as possible for everyone involved—especially older Australians and their families.

### Why the Delay?

The extension allows more time to:

- Finalise the legislation and operational details.
- Train aged care staff and upgrade systems.
- Ensure older Australians and their families are well-informed and supported.

This pause is not a setback, but rather a valuable opportunity to get things right.

### What's Changing?

The **Support at Home** program will eventually replace the current Home Care Packages and Commonwealth Home Support Programme. It aims to simplify services

and provide more tailored, flexible support under three main categories:

- **Clinical Care** (fully government-funded),
- **Independent Living**, and
- **Everyday Living** (with fair contributions where applicable).

The **new Aged Care Act** will also introduce a legally enforceable **Statement of Rights**, placing older people at the heart of care decisions and ensuring services are safe, respectful, and culturally appropriate.

### Our Commitment to You

At Finley Regional Care, we welcome this additional time to:

- Strengthen our systems and processes,
- Provide comprehensive training to our team, and
- Engage with you—our residents, clients, and families—so you feel confident and supported every step of the way.

We will continue to provide updates as more information becomes available and are always here to answer your questions.

Thank you for your trust and partnership as we work together to deliver the highest quality of care.

---

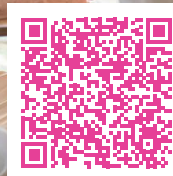
**Arjun Arjun**  
Quality Officer

## DO YOU NEED A COMMONWEALTH SENIORS HEALTH CARD?

Sometimes known as an aged care card, or concession card, a Commonwealth Seniors Health Card can be used to access concessions, discounts and cheaper health care for older Australians who have reached Age Pension age. However, you are not eligible for one if you actually receive an Age Pension or DVA Pension.

Please note: The CSHC is different to a Health Care Card or a Low-Income Health Care Card – two other concessions cards issued by Services Australia. Find out everything you need to know here:

[READ MORE](#)





# LEISURE AND LIFESTYLE

Hello, in wintery June, to all our residents, families and friends.

Can you believe that half the year has already gone? I now believe in that saying, *"the older you get the faster time goes"*.

This month has been quite exciting with all the different activities that have happened - all our usual activities, plus special activities.

One of those activities was beautifully planned by our Philippine staff members, the Catering team, and the Leisure and Lifestyle team, who presented a wonderful authentic Philippine lunch to our residents. After this, staff members Bing and Angela, with help from their friends, told us some very interesting facts about the Philippines and performed some beautiful songs to entertain everyone. The day was a real treat for all who attended.

Our wonderful volunteers, of whom there are many, were invited to a special lunch to say a huge 'thank you' for their hard work and the effort they bring with them every time they come to FRC. You are very much appreciated.

We also hosted the BIGGEST MORNING TEA to help raise funds for cancer; in the next newsletter I will share with you all how much we raised. Again, our catering team was a big part of this day, so thank you to Lisa and the guys.

Peter's history videos are drawing in quite the crowd when he shows them every month. Everyone is enjoying the monthly birthday celebration at the end of each month for all those who had a birthday, and this is a happy and social time for all.

An update: I am very happy to say the FRC Bus has now had its air-conditioning fixed. It took some sorting out, but Lisa Clark from our admin team, got it all rolling. I am very pleased to let everyone know that more outings in the bus are in the works. Thanks, Lisa!

With that, until next month, take care all and may laughter find you easily.

---

**Kristine Bettridge**

*Leisure and Lifestyle Team Leader*



## I DON'T THINK I CAN AFFORD AGED CARE – WHAT NOW?

Getting older can be worrying for various reasons – including your home, your health, your family and your finances. And for many people, financial worries are the biggest source of stress and anxiety.

If money is a stressor for you, you're probably concerned about your future, especially if you see a move into aged care on the horizon. Life in an aged care facility comes with certain non-negotiable costs, but what happens if you need care but simply can't afford to pay the associated costs? Read on to find out what happens when you can't afford aged care.

[READ MORE](#)





## We return this month with the 'Spotlight on a Resident' with Phil Couchman

### Phil Couchman the 3rd

Phil decided to move into Alumuna in August 2024 feeling that it was important to "move before he had to move". He has been delighted with the welcome he has received as well as the help and cooperation he is experiencing from management and staff.

Phil was born in Marrickville in Sydney in 1941 so is turning 21 for the fourth time in 2025. He lived in Sydney until 1958 when he moved, with his father, to Adelaide after his father divorced his mother. He remained in Adelaide for 20 years marrying for the first time and subsequently having 2 boys, Phil the 4th and Adam. Phil, Helen and the boys moved to Sydney in 1978 due to a job promotion with AMP General Insurance.

Phil moved into a role with AMP which meant that he was involved with many brokers and reinsurance companies from overseas resulting in him attending management courses in New York 1985 and Cologne 1989 as well as multiple overseas trips negotiating multimillion dollar contracts. (You can add many personal overseas trips to the list.)

Divorce followed a few years later followed by another marriage to Maria in 1986 which produced 3 girls, Michaela, Brigitta and Anneliese all of whom now live in or close to Newcastle. Phil is extremely proud of his 5 children and 6 grandchildren. The 2 sons have 5 children in their teens and 20's and one of his daughters has a 4yo girl.

After a second divorce in 2002 Phil married Marilyn who came to Finley with him in 2012 after his retirement. They purchased a house at the southern end of Denison Street and shortly after it was discovered that Marilyn had Alzheimer's Disease. Phil cared for her until 2017 when she went into permanent care subsequently dying from breast cancer in 2019.

Phil's passion is singing, having sung for 25 years with high standard Salvation Army choirs followed by 12 years singing with the Sydney Philharmonia Choir and Sydney Symphony Orchestra then 17 years with the Willoughby Symphony Choir and Orchestra. Since coming to Finley he has sung in 3 local nursing homes as well as regularly attending churches in Finley and Jerilderie.

### Some highlights include:

- Singing in the Mormon Tabernacle in Salt Lake City in 1985 during a tour to the USA and New Zealand.
- Singing in about 150 concerts in the Sydney Opera House and at least double that number if you include rehearsals.
- Singing for Lady Di and Prince (now King) Charles in the Bicentenary celebrations at the Sydney Opera House in 1988.

When not visiting his children and grandchildren in Newcastle, Adelaide and Brisbane, Phil now busies himself with the volunteer role of Treasurer of the Berrigan Shire Dementia Alliance. He is grateful for the opportunity of serving with the many talented people on that committee which has cemented Phil's admiration for the many wonderful volunteers Phil has met during the 13 years he has lived in the Berrigan Shire.

### Maintenance Update

You should have received your notification regarding the preventative maintenance for this year. If there are any issues with the dates, then we can easily reschedule.

Power usage - just a reminder that electrical heating puts a huge strain on the solar electricity supply, and we ask that residents use their gas heating as much as possible.

### Social Club Update

The Alumuna Social Club are organising a lunch at the Tuppall Hotel on 6th July at 12.00 noon. Please contact Gwen James for more information.

### Satisfaction Survey Results

I will have the results of the Satisfaction Survey for you next month. Thank you to all residents who have returned their survey. There is still time if you can get those back to me ASAP.

See you next month.

---

**Zoe Stringer**  
Alumuna Community Manager



## Recipe of the Month

For something different this month, I thought I would add some Winter Warmer drinks for you. One is alcoholic and one is not. Let me know how you like them

### Alcoholic Winter Warmer Drink: Spiced Mulled Wine

#### Ingredients:

- 1 bottle red wine (Shiraz or Merlot)
- 1 orange, sliced
- 2 cinnamon sticks
- 3 cloves
- 2-star anise
- 1–2 tbsp honey or brown sugar (to taste)
- Optional: a dash of brandy

#### Instructions:

1. Combine all ingredients in a saucepan.
2. Heat gently (do not boil) for 20 minutes, letting the spices infuse.
3. Strain and serve warm in mugs.

### Non-Alcoholic Winter Warmer Drink: Hot Spiced Apple Cider

#### Ingredients:

- 1L apple juice
- 1 orange, sliced
- 1 cinnamon stick
- 3 cloves
- 1 star anise
- 1 tsp grated fresh ginger
- Optional: a splash of lemon juice or a pinch of nutmeg

#### Instructions:

1. Combine all ingredients in a pot and simmer for 15–20 minutes.
2. Strain and serve warm in mugs.

## TRIVIA OF THE MONTH

What percentage of Aussies call the coast their home sweet home?

- |        |        |        |
|--------|--------|--------|
| A: 64% | D: 79% | G: 90% |
| B: 70% | E: 84% | H: 91% |
| C: 77% | F: 87% |        |

When was the last Tasmania tiger seen alive in Australia?

The answer is **C: 1936** (The last confirmed sighting with photographic evidence of a live Tasmanian tiger was in Hobart Zoo. The animal died of exposure there in September 1936.)



## WE'RE LOOKING FOR COMMUNITY TRANSPORT VOLUNTEER DRIVERS – JOIN OUR TEAM!

Are you looking for a meaningful way to give back to the community? Do you enjoy driving and connecting with others? Our aged care facility is currently seeking Volunteer Drivers to join our Community Transport Program – and we'd love to hear from you!

### What's Involved?

As a volunteer driver, you'll be helping our residents and Home Care Clients maintain their independence by transporting them to essential appointments, social outings, and community events. You'll be playing a vital role in enhancing their quality of life – all while enjoying some great conversations along the way!

### What We Offer:

- A flexible schedule to suit your availability
- Full training and orientation provided
- reimbursements for your time offered.
- FRC vehicles provided
- The chance to make a real difference in someone's day

### What You Need:

- A current driver's licence and a safe driving record
- A reliable vehicle (or willingness to drive a facility vehicle, if available)
- A kind and patient attitude
- Willingness to undergo a police check and relevant clearances

Whether you're retired, semi-retired, or simply looking for a meaningful way to spend a few hours a week – this could be the perfect opportunity for you.

### Ready to Get Involved?

#### Contact Finley Regional Care

**A:** 26 Dawe Avenue, Finley NSW 2713

**P:** 03 5883 9600

**F:** 03 5883 1123

**E:** [info@finleyregionalcare.com.au](mailto:info@finleyregionalcare.com.au)

## ORIGIN - NATURAL GAS PRICE INCREASE

Like groceries, insurance or petrol, energy prices can fluctuate for various reasons. Origin have recently reviewed their natural gas prices and the following will come into effect as of 1 July 2025.

As we move into the cooler months, we understand the need to stay warm and comfortable. However, some homes have already reached their monthly cap for solar-generated electricity. Exceeding this cap may result in additional electricity charges on your account.

### To help avoid this and to maintain a stable power supply for everyone, we kindly ask you to:

- Use electric heaters conservatively.
- Avoid running multiple high-energy appliances at once.
- Consider wearing layered clothing or using wheat packs and blankets where possible.

We appreciate your understanding and cooperation in ensuring that Alumuna remains a comfortable and energy-efficient community for all.

Charge Description	Current Charges	New Charges as of 1 July 2025	Increase
Usage first 27.4100MJ per day	5.0050 cents per MJ	5.0930 cents per MJ	0.0880 cent
Remaining usage	3.9930 cents per MJ	4.1690 cents per MJ	0.1760 cent
Daily Supply	77.5830 cents per day	78.3200 cents per day	0.7370 cent



## LIFE ADVICE FROM A STAFF MEMBER

*"Do right. Do your best. Treat others  
as you would want them to treat you."*

**Isabella Westwood**  
Front Reception



## QUOTE OF THE MONTH

*"My belief is that it's a privilege to get  
older – not everybody gets to get older."*

**Cameron Diaz**



## COMMUNITY NOTICE BOARD

### Interested in volunteering?

Every thought of volunteering? Have a special skill or talent that you would like to share? Finley Regional Care is always on the lookout for enthusiastic volunteers to enhance and assist with the program of activities. There are many options for our volunteers, including craft, reading, activities and taking residents for walks. If you can spare an hour or so a week to come and help out, please contact our Leisure & Lifestyle team. Our residents are always happy to see a friendly face, and our volunteers will all tell you that their lives are richer for the time they spend here!



#### Finley Regional Care

**A:** 26 Dawe Avenue, Finley NSW 2713

**P:** 03 5883 9600

**F:** 03 5883 1123

**E:** [info@finleyregionalcare.com.au](mailto:info@finleyregionalcare.com.au)

[www.finleyregionalcare.com.au](http://www.finleyregionalcare.com.au)

### Sign up for email notifications

Would you like to receive email notifications of upcoming activities, relevant messages and newsletters? Sign up by sending your email address to

✉ [reception@finleyregionalcare.com.au](mailto:reception@finleyregionalcare.com.au)

### Comments & suggestions

Finley Regional Care welcomes comments and suggestions about any aspect of our service; including direct care, catering, cleaning and gardens. You can access the form used for this purpose in various places throughout our facility or contact Administration on ☎ **03 5883 9600** during business hours.

### Lost and found

All valuables found in the facility are kept safe until collected by their owner. If you (or your family member) are missing any items, please call reception with a description of the item and hopefully we can help you find it.