

FROM THE CEO'S DESK

Dear Team,

As we move through July, I am pleased to share some exciting updates and achievements from the past month.

Firstly, I want to extend my heartfelt thanks for your understanding and patience during the renovations of our 16 new bathrooms. This project, which removes the need for any shared bathrooms, has been made possible with funding from the Department of Health. The funding has also allowed us to acquire new beds for the safety and comfort of our residents, security door locks, and much-needed equipment. We expect the construction works to be completed in August, with some of the new equipment arriving in the coming months.

In addition, we have applied for a grant from the Department of Health to build six new rooms. These rooms will offer more space and the ability to connect rooms for couples if required. Over the next five years, Australia is expected to need 50% more rooms available for care. However, with the current lack of funding and uncertainty in the industry, there are not many new beds becoming available. The new Aged Care Act has been delayed to November this year, along with the Strengthened Standards and Support at Home program. This delay is creating uncertainty for the community considering care at FRC. We are

doing our best to understand and assist in easing this uncertainty. If you are concerned about finding a care service, please reach out to our team, who are more than happy to assist.

At FRC, we continually strive to improve and seek opportunities to help the community by providing needed services in Finley and beyond. We are always thankful for any support we receive. I would like to thank the community group for their recent donation and the Finley Men's Shed for their continued support with donations and for including our residents in their program.

Transport for medical appointments continues to be a challenge for people in our community. If you are willing to volunteer to drive or are in a position to donate funds to assist with the associated costs, please contact Helen, our Complete Care Coordinator.

We are currently completing our two new units for staff accommodation, which is crucial for recruiting and retaining key staff at FRC. We are very proud of the care and services we provide, and I would like to take this opportunity to thank the team and community for all your support.

Ben Levesque
CEO



CLINICAL COORDINATOR REPORT

July Wellness update

Dear Residents, Families, and Friends,

We are delighted to welcome a new Registered Nurse to our facility—Jena Thomas. Jena brings a wealth of experience and expertise to our team, and we are confident that her compassionate care and clinical knowledge will greatly enhance the wellbeing of our residents. Please join us in giving her a warm welcome to Finley Regional Care!

As winter settles across Finley, our Clinical Care Team at Finley Regional Care is focused on supporting the health and wellbeing of every resident. Wellness is more than just avoiding illness—it's about feeling strong, connected, and cared for in every aspect of life.

Here are some of the ways we're promoting wellness this July:

1. Gentle Movement for Strength and Balance

Daily movement helps maintain strength, flexibility, and balance. Our team encourages light activities like chair exercises, guided walks, and stretching sessions tailored to each resident's ability. These small efforts make a big difference in preventing falls and boosting mood.

2. Winter Hydration

It's easy to forget to drink water in cooler weather, but hydration remains essential. We're offering warm drinks like herbal teas and soups, and reminding residents to sip water regularly throughout the day to support energy, digestion, and overall health.

3. Nutritious, Comforting Meals

Our kitchen team works closely with clinical staff to ensure meals are both nourishing and enjoyable. Seasonal vegetables, lean proteins, and warm, hearty dishes help residents stay energised and well-nourished during the colder months.

4. Supporting Mental Wellness

Cognitive health is a key part of overall wellness. This month, we're offering brain games, memory activities, and creative outlets like art and music therapy. These activities help keep minds sharp and spirits high.

5. Encouraging Social Connection

Social interaction is vital for emotional wellbeing. Whether it's a group activity, a chat over morning tea, or

a visit from loved ones, we're creating opportunities for residents to feel connected and valued every day.

6. Prioritising Rest and Relaxation

Good rest is essential for healing and energy. We've created calming spaces for quiet time, and our team encourages restful routines that support better sleep and relaxation.

At Finley Regional Care, our Clinical Care Team is here to ensure every resident feels safe, supported, and empowered to live well—no matter the season.

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

Amy Lankester

Clinical Care Coordinator

Trees

Look for a tree for your contentment.

*Grows to the sky,
And the clouds beyond,
To see the earth below,
And feel the wind.
Sprinkle through blunt twigs,
Grey bark, blossoms.*

*A tree supports our lives,
A tree is a symbol of
Calm and strength.
Straight and sturdy,
Gentle and mild.
Making a song for creatures;
Of all kinds.*

*For you, for me, for us, for all.
For your contentment.
Look for a tree.*

RESIDENT POEM

Have a read of this lovely poem written recently by one of our residents, **Robert Atcheson**.

FROM THE QUALITY, COMPLIANCE, LEARNING AND DEVELOPMENT DEPARTMENT

Your ideas matter – let's grow together through continuous improvement

At the heart of every great organisation is a culture of listening, learning, and growing.

That's why we're inviting you—our dedicated staff, cherished residents, and their families—to be part of our continuous improvement journey through the continuous improvement idea submission.

Share Your Thoughts Easily with Our New QR Codes

We've placed QR codes near our suggestion boxes and below in the page to make sharing ideas easier than ever. Just scan the code with your phone and let us know what you think. Whether it's a small suggestion or a big idea, your voice can help shape a better future for everyone.

Prefer Pen and Paper? We've Got You Covered

Printed feedback forms are available at the Quality Office for anyone who prefers to write things down. We welcome input from staff, residents, and their loved ones— everyone's perspective is valuable.

You Can Stay Anonymous

If you'd rather not share your name, that's perfectly okay. What matters most is your insight and your willingness to help us improve.

Why Your Feedback Matters

Every suggestion is a step toward creating a more supportive, efficient, and compassionate environment. Your feedback helps us understand what's working, what could be better, and how we can continue to grow together.

Let's keep building a place where everyone feels heard, respected, and empowered to make a difference.

Thank you for being part of our journey. We're excited to hear from you!

Arjun Arjun
Quality Officer

**Scan the QR
code to submit
your feedback
now:**



TRIVIA OF THE MONTH

The active volcano on Australia's Heard Island near Perth is named after which famous international landmark?

A: Big Ben

D: Golden Gate

G: The Great Pyramid

B: The Eiffel Tower

E: Colosseum

H: The Great Sphinx

C: Stonehenge

F: The Acropolis

I: Alcatraz

Answer to last month's trivia question: What percentage of Aussies call the coast their home sweet home?

The answer is **F: A whopping 87%**



LEISURE AND LIFESTYLE

Hello to all our residents, families and friends,

It's July and you know I'm thinking about 'how time flies', or something along those lines, as I do at every newsletter article time. Enjoying my job does help with that also.

As always, it's been a busy time, keeping everyone busy and out of trouble, hopefully 😊.

We had a lovely bus outing (the bus heating was amazing) to the Big Strawberry for morning tea, which was enjoyed by all. The scones were steaming, though the coffee was a little cool, but no one seemed to worry though, and still enjoyed the day. Looking at all the old photos of the school that was built there was a highlight also. Peter H's Finley history videos were a huge hit as always. Debbie, our matriarch of match picks, organised a footy tippers afternoon, where drinks and nibbles were had and of course we watched some highlights of AFL. It was a lovely social event – thanks, Deb.

The FRC Kiribati staff donned traditional clothing and performed some wonderful traditional dances for the residents, that everyone enjoyed. Thank you so much to them.

We had entertainment from Ray McCartney and all the normal activities we run throughout the days, including games, quizzes, art and craft, hairdressers, birthday month party, pampering, cinema, book club, exercises, bingo, men's shed, men's group, a resident meeting and many more.

I said in the last newsletter that I'd let you know how much was raised for cancer from "the Biggest Morning Tea" we held recently; and the final amount was \$182.25. I'm so proud of everyone who helped with this. The money has been sent off and hopefully will make life a little bit easier for those who need it. Thank you so very much to all involved.

Some exciting things are happening in August, so keep an eye on those weekly activity calendars for more fun to come.

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

Kristine Bettridge
Leisure and Lifestyle Team Leader

ALUMUNA NEWS

Resident Satisfaction Survey Results.

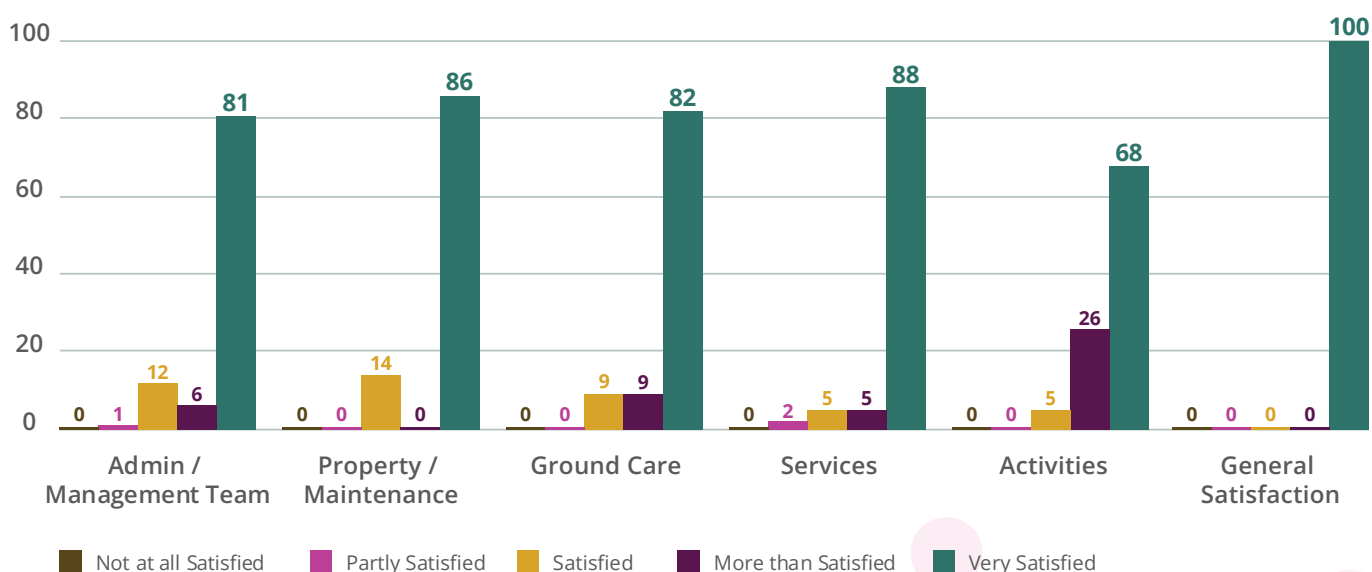
Thank you to all residents who took part in our annual Satisfaction Survey. The results have been collated, and you should have received the report in your mail.

Thank you, Lesley, 😊

We are very proud of the 100% General Satisfaction result and of the service we provide at Alumuna. We welcome all feedback as we use this to ensure we are continually improving.

Please remember that feedback can be forwarded at any time through an Alumuna Feedback Form. If you require additional copies of this or maintenance forms please contact the office on 5883 9600.

Survey Results In % 19 Surveys submitted out of a possible 34



Maintenance update

With winter well and truly here the team are making the most of the time completing the Preventive Maintenance for the village. This is a great opportunity for residents to let us know any issues they are having in their homes that you feel may not require a maintenance request.

Electricity Usage

I would like to thank Alumuna residents for the response to the Electricity Usage notification. We have seen a welcome decrease in electricity usage which in turn has reduced impact on our solar and generator systems.

Thank you also to our Hamilton Street residents for their understanding regarding the recent issues to their power supply. We are confident this issue has now been successfully resolved. Please do notify one of the team if there are any further interruptions.



Immunity-Boosting Winter Veggie Soup

A warm hug in a bowl — rich in vitamins, fibre, and goodness!

Why it's great:

This soup is loaded with garlic, ginger, turmeric, and colourful vegetables — all known to support a strong immune system. Easy to digest, easy to make, and delicious to enjoy.

Ingredients (serves 4-6):

- 2 tablespoons olive oil
- 1 brown onion, chopped
- 3 garlic cloves, minced
- 1 tablespoon grated fresh ginger
- 1 teaspoon ground turmeric (or fresh if available)
- 2 carrots, chopped
- 2 celery sticks, chopped
- 1 small sweet potato, peeled and diced
- 1 zucchini, diced
- 1 cup shredded cabbage or spinach
- 1 litre (4 cups) vegetable or chicken stock
- Juice of ½ lemon
- Salt & pepper to taste
- Optional: ½ cup cooked quinoa or lentils for extra protein

Instructions:

1. Heat oil in a large pot. Sauté onion, garlic, and ginger until softened.
2. Stir in turmeric, carrot, celery, sweet potato, and zucchini. Cook for 5 mins, stirring often.
3. Pour in the stock. Bring to a boil, then reduce to a simmer for 20-25 minutes.
4. Add cabbage or spinach in the last 5 minutes.
5. Stir in lemon juice, season with salt and pepper.
6. (Optional) Add cooked quinoa or lentils for a heartier version.
7. Serve warm with wholegrain toast or crusty bread.

Gwen James

Spotlight on a Resident

This month, we're delighted to shine the spotlight on one of Alumuna's most community-minded residents — the ever-inspiring Gwen James.

Born in Mildura in 1943, Gwen is the eldest of four children in a hard-working farming family. Her early years were spent surrounded by sheep, crops, and the simple joys of rural life. In her words, *"we survived on what we had, and we were better for it."* Gwen has fond memories of her childhood near Rushworth, Victoria, where she attended Wanalta, a tiny one-room schoolhouse. Her favourite subjects were Maths and English, and she recalls the fun of growing up with *"the boys."*

In 1958, Gwen moved to Finley, attending St Joseph's for one year before heading to Melbourne to start work. Her first job was as a telephonist at the telephone exchange, and although she admits she was a bit *"naïve,"* Gwen quickly settled in — first living with an aunt, and later at a beautiful old boarding house in Hawthorn, operated by nuns.

In 1962, Gwen returned home to Finley to work at the local telephone exchange, where she stayed for six years before marrying Wally James and starting a family. Gwen has four daughters, who now live in Finley, Tocumwal, Melbourne, and Pakenham. She is proud grandmother to 11 grandchildren (aged 4 to 36) and 11 great-grandchildren (aged 2 to 15) — a truly cherished family legacy!

One of Gwen's most treasured memories is managing Footers Mansion B&B in Dunolly, where she hosted locals and travellers with home-cooked breakfasts and Devonshire teas — *"everything except mowing the lawns,"* she laughs.

Gwen's dedication to her community is nothing short of remarkable. She was nominated for Citizen of the Year in 2020 and has volunteered for countless organisations, including:

- Finley Netball Club (first life member)
- St Joseph's School Auxiliary
- Little Athletics (15 years as secretary)
- Community second-hand shop (still volunteering after 20 years!)
- St Vincent de Paul (welfare support and op shop)
- CWA (former member)
- Probus (current secretary)



Gwen says that volunteering gives her a sense of purpose:

"I like to give back to the community I love. I hope to set an example for others, so volunteering continues as the generations change."

When she's not lending a hand, Gwen can be found at the netball courts, cheering on her daughters and grandkids.

Gwen moved to Alumuna seeking a more affordable, low-maintenance lifestyle — and found a warm, welcoming community. She enjoys the independence Alumuna offers and proudly serves as President of the Alumuna Social Committee, organising monthly lunches and get-togethers for fellow residents.

We are incredibly lucky to have Gwen as part of the Alumuna family — a woman of energy, integrity, and compassion, who continues to give her time and heart to others.

Zoe Stringer
Alumuna Community Manager

Arjun Arjun

Spotlight on a staff member

Every so often we'll have an in-depth chat with one of our staff members, so you can get to know them a little better. This month we get to know FRC Quality Officer, Arjun Arjun.

How long have you worked at Finley?

One month.

What is your role at Finley Regional Care, and what does it involve?

I'm a Quality Officer.

What's your favourite quote or saying?

"I wish my death finds me alive."

What three traits define you?

Smart, honest, can do anything.

If you could do another job for just one day, what would it be?

I'd be a sage.

What is your hidden talent?

I'm a good speaker.



What is your personal philosophy?

Live and avoid what doesn't matter.

What would you like to be famous for?

Being an exceptional leader of the country.

Arjun shares more secrets in his interview – click here to discover the rest:

[READ MORE](#)



"USE IT OR LOSE IT" TO REDUCE YOUR RISK OF FALLS

Falling over is always a worry, but it's particularly risky the older you get. And the older you get, the more chance you have of falling ... or do you?

Falls in older people can be caused by a combination of age-related cognitive and physical changes, coupled with pre-existing health conditions that make a fall more likely. But are falls inevitable as we age, or is there something we can do to reduce our fall risk?

Turns out there is, and falls and fractures are NOT inevitable for seniors. The old adage, "use it or lose it" has never been more applicable than in the case of falling. Here are six things you can't afford to lose as you get older – and how keeping them can significantly reduce your risk of a fall :

[READ MORE](#)



LIFE ADVICE FROM A RESIDENT

*"If you want something,
don't be afraid to ask."*

Ray Koschel



QUOTE OF THE MONTH

*"To care for those who once
cared for us is one of the
highest honours."*

Tia Walker



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

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E: info@finleyregionalcare.com.au

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

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.