



Aged Care Employee Day

Thanks for caring

THURSDAY
7 AUGUST 2025



ageingaustralia.asn.au/aged-care-employee-day



Ageing
Australia

OPERATIONS MANAGER REPORT

On Thursday 7th August, we celebrated Aged Care Employee Day with a Staff Breakfast between 6.30am and 9.00am in the Activities Room.

Aged Care Employee Day is a national day of recognition and celebration for the dedicated workers in the Australian aged care sector. It takes place annually on 7th August. This day acknowledges the hard work, compassion, and commitment of aged care employees in supporting older Australians. It is a day to express gratitude for the crucial role aged care workers play in the lives of elderly individuals. It honours all aged care employees, including nurses,

care workers, allied health professionals, hospitality staff, drivers, cleaners and more. All staff received a special Certificate of Appreciation in recognition of the care and support they provide.

A huge thank you to Lisa Healy for coming in on her day off to cook bacon and eggs for us. Thank you also to Lisa's apprentice on the BBQ, John Kitson from the maintenance team. Together they braved the icy cold morning to man the BBQ.

Charles Sturt University donated a beautiful hamper as a Lucky Door Prize for one of our Aged Care Employees. Congratulations to Takeiti Sila, who was the lucky winner of the hamper this year.

Kylie Titlow
Operations Manager

COMPLETE CARE REPORT

Complete Care Respite Services – Supporting you and your loved ones

At Complete Care, we understand the importance of taking time for yourself while ensuring your loved one is safe, supported, and engaged. That's why we offer flexible in-home respite services tailored to your needs. Whether you're heading to an appointment, running errands, or simply need a well-deserved break, our compassionate team is here to help.

In-Home Respite Care

If your loved one requires support while you're away, we can arrange for a qualified staff member to provide care in the comfort of your own home—whether it's for a few hours or a full day.

On-Site Respite at Our Facility

We also offer half-day or full-day respite at our welcoming facility. Your loved one can enjoy a variety of activities, including:

- Movie sessions
- Gentle exercise classes
- Men's group gatherings
- Pampering sessions
- Coffee, chats, and reconnecting with old friends

A dedicated staff member can accompany them throughout the day to ensure they feel comfortable and included. Nutritious meals are provided, and all activities are designed to promote wellbeing and social connection.

Interested? Let's Talk.

If this sounds like something that could benefit you and your family, please don't hesitate to contact our friendly team. We'll walk you through the options and discuss costs based on your specific needs.

A special visitor

We were delighted to have a little visitor come to work with her Granny on Monday, she entertained the Admin Team with her antics and chatter, come back again soon Samsara Hayes, we enjoyed having you.



Support at Home Program and new Aged Care Act – we're ready to go!

It's full steam ahead as we prepare for the rollout of the Support at Home Program and the New Aged Care Act, set to take effect on 1st November. Our dedicated staff are working hard behind the scenes to ensure a smooth and seamless transition for all our clients.

Care Plan Reviews

To support this change, our Complete Care Coordinator will be reviewing your care plan in consultation with you. This ensures your services continue to meet your needs under the new program format.

Cost & Contributions

There may be some cost adjustments and additional client contributions to consider. Rest assured, we're committed to working closely with you to make these changes as smooth and manageable as possible.

Stay Informed & Connected

We'll keep you updated as new details become available. If you have any questions or concerns, please don't hesitate to contact our office, book an appointment, and come in for a chat. We're here to support you every step of the way.

Amy Lankester
Clinical Care Coordinator



FROM THE QUALITY, COMPLIANCE, LEARNING AND DEVELOPMENT DEPARTMENT

Quality team maintains 4-star rating in latest department review

In a strong show of consistency and commitment to excellence, the organisation has once again secured a 4-star overall rating from the Department of Ageing and Disability for the April–June 2025 quarter.

This quarterly assessment reaffirms the organisation's continued focus on high-quality care, safety, and compliance. The 4-star rating, which matches the previous quarter's result, highlights several key achievements:

- **Resident satisfaction** remained high, with positive feedback from recent surveys.
- **Clinical care standards** improved, particularly in medication management and documentation.
- **Incident reporting and resolution** were timely and well-managed.
- **Staff training** in person-centred care continued across all sites.
- **Regulatory compliance** was met in full during internal and external audits.

Director's Statement

"This result is a reflection of the incredible work our staff do every day. Maintaining a 4-star rating is no small feat—it shows our commitment to quality and continuous improvement. Thank you to everyone involved."

Ben Levesque, CEO

Staff Engagement Encouraged

As the organisation sets its sights on a 5-star rating, staff are encouraged to contribute ideas and feedback. The Quality Team welcomes suggestions on how to further enhance care delivery, resident experience, and operational practices.

Submissions can be made through your site's Quality representative or directly via the QR code.

Scan the QR
code to submit
your feedback
now:



Arjun Arjun
Quality Officer

LEISURE AND LIFESTYLE

Hello to all our residents, families and friends.

It's August – the last month of winter – and spring will soon be here.

As always, this month has been busy and an interesting one, with many activities and plenty of fun. We celebrated winter with a Winter Wonderland Afternoon Tea and threw snowballs. We did target shooting with nerf guns which was a big hit with all who had a go. We wondered why no men came to shoot, it was a ladies comp; then a lovely gentleman came along and never missed a target! So the challenge is on and it was decided to have ladies versus gentlemen's teams, and I shall let you know the outcome.

We also held our regular birthday month celebration and our Debbie talked about cotton, and what happens with it after it is harvested, which was interesting. We celebrated National Pyjama Day which caused a lot of smiles and laughter. India Independence Day was also celebrated with a beautiful lunch from our great catering team, and the residents thoroughly enjoyed the food. We shared some drinks and nibbles at the footy tipper's afternoon get together, and Peter showed some more wonderful Finley history videos that so many of our residents look forward to.

We had entertainment from Keith Haidle (which is always a delight), The Splinters (a 12-piece band which was a big hit with the residents) and Steve Bell (who always gets those toes tapping), and we still managed to do all our regular activities.



I'd like to mention and say a big thank you to our facility shop volunteers, Lesley and Dawn, who always come every Monday and Wednesday. They do so much more than just open the shop; there is always a group of residents in the shop having coffee and a chat and these two ladies do so much good here at FRC, as do all our beautiful volunteers. Thank you all so very much, you are very much appreciated and needed. On this note I'd like to mention our facility hairdressers, Julie and Jo, who do a wonderful job at making all the residents look stunning. Thanks, girls!

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

Kristine Bettridge
Leisure and Lifestyle Team Leader

TRIVIA OF THE MONTH

What is the Aussie icon, Hector the Convector?

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|---|---|
| A: Tasmania's strong circular ocean current, appearing in spring, that can be dangerous for unwary swimmers | E: The strong warm breeze that Perth is known for in summer |
| B: An inland dust devil tornado that appears during summer in outback Queensland | F: The strong temperature difference created at the convergence of the Indian and Pacific Oceans |
| C: The world's most reliable thunderstorm that forms over the northern tip of Australia | G: An unusual weather pattern found only in Australia where heatwave conditions drive strong ocean currents |
| D: A hot current of air blowing from the west across inland Australia | H: Regular tectonic plate movement beneath the Simpson Desert caused by molten rock |

Answer to last month's trivia question: The active volcano on Australia's Heard Island near Perth is named after which famous international landmark?

The answer is **A: Big Ben**



DON'T STOP EXERCISING JUST BECAUSE IT'S WINTER!

Winter is upon us, and the chill in the air, foggy mornings, frosty temperatures and numb fingers and toes can make it just that little bit tougher to get out and exercise – especially as we get older. Many older people already struggle to stay active throughout the year, but winter tends to make it even more challenging. The impact of cold weather on older bodies, coupled with the physiological changes associated with ageing, make exercising in the cold more difficult than it is for younger people, and potentially riskier. For many older people, winter feels like a good time to hibernate – to spend those shorter days tucked up inside in the warmth with a good book to read, or a movie or TV show to watch.

However, just because you're getting older doesn't mean you should go into hibernation during the winter months. Instead, winter is the time to stay moving and active more so than ever, as doing so can significantly improve your quality of life during the winter months. Find out how to make winter exercise safer and more enjoyable here:

[READ MORE](#)

THE AGED CARE JOURNEY – HOW YOU MIGHT PROGRESS

When you think about aged care, you probably think about what has been traditionally known as aged care 'homes', where older people live in supported accommodation. While this type of care is certainly a big part of the aged care paradigm, there are other options available for older people needing help and support with their lives.

There are three main types of care and support for older people in Australia, and many people will usually progress through all three at same point on their journey towards old age. Discover what your aged care journey might look like here:

[READ MORE](#)

LIFE ADVICE FROM A STAFF MEMBER

"I appreciate those closest to me."

Albert Zito



QUOTE OF THE MONTH

*"The youth walk faster, but the
elderly know the road."*

Anonymous



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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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.