

OPERATIONS MANAGER REPORT

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 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 and pre-packaged chicken sandwiches
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	Unpasteurised dairy products e.g. raw milk, cheese or yoghurt made from raw milk

For full details, please refer to the pamphlet 'Listeria and food - advice for people at risk' on the FSANZ website: www.foodstandards.gov.au/publications/Pages/listeriabrochuretext.aspx

Foods made with raw egg such as homemade egg mayonnaise, hollandaise sauce, uncooked cakes and desserts and egg-nog can also be dangerous for the elderly.

YOU SHOULD NOT PROVIDE THESE FOODS TO AN ELDERLY RESIDENT

The elderly person may have special dietary requirements or restrictions of which you are unaware. Please check with staff before providing food to an elderly resident.

Season's Greetings and best wishes for a happy, healthy and prosperous New Year!

Kylie Duncan
Operations Manager



COMPLETE CARE REPORT

With some areas experience mobile phone network issues, I thought it would be appropriate to provide an alternative emergency number if you are unable to get through to 000. There is an international emergency call 112.

000 is the primary number for police, fire and ambulance.

112- can be dialled from ANY mobile phone, it redirects to triple zero

Christmas/New Year period

We wish to advise that there will be no services available on Christmas Day however Complete Care essential services will continue on all other public holidays if required.

Essential services means any personal care, medication or clinical related services, all other Domestic, Gardening or social support services will not be provided on PUBLIC HOLIDAYS but where possible we will try to reschedule at least one over the two-week holiday period if requested.

Services will continue as normal on all other days from 29th December till 2nd January.

The Complete care office will operate under limited capacity from the 24th December till the 5th January 2026. Finley Regional Care Reception will be manned outside public holidays – please leave a message for the Complete Care staff and we will endeavour to action requests or return phone calls when we return to normal.

We would like to take this opportunity to wish everyone a safe and happy Christmas. Please stay safe and cherish the time spent with loved ones.

See you all in the New Year.

Helen Lewis
Complete care Coordinator



FROM THE QUALITY DEPARTMENT

Standing for Transparency: Whistleblower Protection in Aged Care

At Finally Regional Care, we believe that trust and accountability are the foundation of quality aged care. Our commitment to residents, families, and staff goes beyond providing exceptional care—it includes creating an environment where speaking up is encouraged and protected.

Why whistleblowing matters

Whistleblowers play a vital role in safeguarding the rights and well-being of older Australians. By reporting concerns such as neglect, abuse, or misconduct, they help maintain the highest standards of care and ensure that every resident is treated with dignity and respect.

Our Policy: We accept and support whistleblowers

We want our community to know:

- **We welcome reports of wrongdoing.** Your voice helps us improve and protect those who matter most.
- **You are protected by law.** Under the Aged Care Act and whistleblower legislation, your identity can remain confidential, and retaliation is strictly prohibited.
- **We act on every concern.** Reports are investigated promptly and fairly to ensure transparency and accountability.

How to Report

- **Internal Reporting:** Speak to your manager or compliance officer.
- **External Channels:** Contact the Aged Care Quality and Safety Commission.
- **Anonymous Options:** We provide secure, confidential reporting platforms through QR code and suggestion and feedback boxes.

Season's Greetings from Finley Regional Care

As we approach the festive season, we want to take a moment to thank our residents, families, and dedicated staff for their trust and support throughout the year.

Merry Christmas and Happy New Year!

May this season bring joy, peace, and togetherness to you and your loved ones. We look forward to continuing our journey of care and compassion in 2026.

Arjun Arjun
Quality Officer



ALUMUNA NEWS

Welcome to Alumuna, Colleen and Wayne

We would like to officially welcome Colleen and Wayne to Unit 22. Welcome to our Alumuna Community, we hope you enjoy living in the Village and we look forward to catching up with you in the New Year.

Living an Exceptional Life

Ben and I attended a Retirement Living Summit in Sydney last month and the theme of the Summit was "Wellbeing Done Well".

It was a very informative day and one of the speakers, Marcus Pearce, discussed his recipe for having an Exceptional Life - he described it as being the "blueprint to help you make the rest of your life the best of your life".

His recipe looks at the eight following areas:

- Career
- Movement
- Social
- Nutrition
- Family
- Growth
- Wealth
- Spirit

Throughout next year I will be delving into each of these areas for our newsletter discussing how Marcus' recipe for an Exceptional Life can help us all make the rest of our life, the best of our life.

We have copies of his book so if anyone would like to read it, please let me know.

Zoe Stringer
Alumuna Community Manager



Recipe of the month

Banana Bread

Brought to you by Jane Lynas-Jones

INGREDIENTS

- 120g sultanas
- 120g cottage cheese
- 3 very ripe small bananas - mashed
- Grated rind from one orange
- 1 tsp vanilla essence
- 2 eggs
- 240 g wholemeal flour
- 1 tsp bicarbonate of soda
- 45 g chopped walnuts
- 240 g wholemeal flour

METHOD

1. Pre heat oven to 180° C. Coat an 11 cm x 22 cm loaf tin with cooking spray
2. Process sultanas, cottage cheese, bananas, orange rind and vanilla essence in a food processor until smooth. Transfer to a mixing bowl.
3. Stir in eggs one at a time. Sift flour and bicarbonate of soda together and fold into other ingredients. Stir in walnuts.
4. Spoon into prepared tin, smooth surface and bake for 35 to 45 minutes or until a skewer inserted into the bread comes out clean. Remove to a rack to cool. When cool cut into 12 slices to serve.



FROM THE FINLEY REGIONAL CARE AUXILIARY

The Finley Regional Care Auxiliary would like to say a big thank you to everyone who supported Finley Regional Care throughout the year, and especially to those who came along and supported our Christmas Street Stall on Friday, 5th December 2025.

Despite the very hot weather, we had a fantastic turnout, which we really appreciated. On the day, we raised around \$1,700, which is a wonderful result.

We ran two raffles:

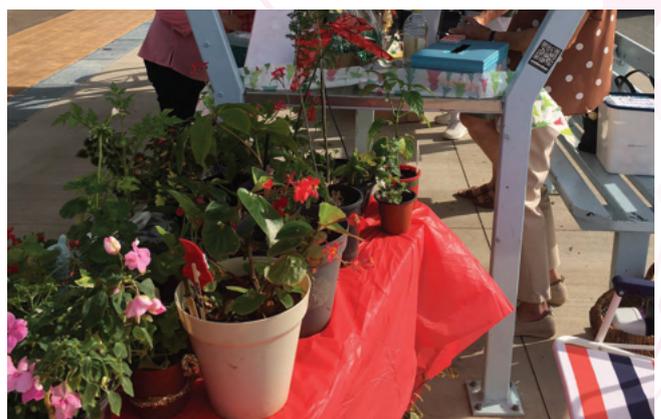
- The Major Raffle, drawn on 15 December 2025
- The Christmas Raffle Hamper, drawn on the day and won by Pat Wilson

The Auxiliary will now be having a short break and will be back again on the third Monday in February at 2:00pm at Finley Regional Care.

If you'd like to get involved with this lovely group, please feel free to contact:

- Sue Hand (President) – 0419 831 554
- Bernadette Agosta (Secretary) – 0417 897 462
- Maria McCaw (Treasurer) – 0429 839 438

Thanks again for your continued support.





LEISURE AND LIFESTYLE

Ho, Ho, Ho all!

The activities team want to wish everybody a very merry Christmas!

We have been so busy this month with all our celebrations and decorations! The crafters were creating Christmas ornaments which really completed our beautiful tree that was decorated by residents. The resident singing group was full of Christmas cheer and laughs as we were singing White Christmas while sitting outside enjoying our Aussie sunshine!

The Finley RS club hosted a beautiful Complementary Christmas Lunch, with Jade singing gorgeous carols and even a visit from Santa! All the residents who came down to the RS Club thoroughly enjoyed themselves and it really put us all in the Christmas spirit! A huge thank you to the Finley RS club for hosting such a lovely afternoon.

We had Dan come and sing Christmas carols for the residents and he had rave reviews! Then some of the children from St Josephs Primary school came and put on another Christmas concert which was so beautiful and brought a lot of smiles to our residents' faces.

Our residents, family and friends Christmas lunch was the highlight of the month! Our amazing kitchen team created a beautiful Christmas feast. We had many residents and their loved ones attend and it was full of chatter and laughs. A huge thank you to all who attended and many thanks to all who helped – especially our beautiful volunteers, Wendy and Helen. A massive thank you to all.

Meg Caspar
Leisure & Lifestyle Officer



CHRISTMAS!

Last week was the Melbourne Cup and footy finals, hey!

A little before that Easter and Anzac Day. Money, Time and blow, flies. - so, philosophers say.

What to buy as presents? the per annum Christmas challenge,

What to give to those that have everything?

"Penicillin" the sharp wits mutter.

"Toys," say the kids.

A bike or a watch parents consider,

"A new phone, like AuntyJoan, and tickets to a rock concert" Teenagers bid.

Would Jesus get a discount from the city Christmas traders? or decor paper wrappings; fairy lighting makers.

"I'm Dreaming of a White Christmas," sings Bing.

"What's he on. that's Climate Change," an apt remark, says the surfer while looking for a shark.

"Sport" says the octogenarian Grandpa, "Cricket and that sailing event".

T.V. gets obsessed with 'spear and sandal' spectacular,

"After we attended church, gave thanks, and thought, Will Christmas last forever? or was it all for nought?"

The story is worth telling, to think of others more, It doesn't hurt, that's for sure."

Rob Atcheson

FRC Finley, 16th November 2025



BIG CHANGES AHEAD IN AGED CARE: WHAT YOU NEED TO KNOW

If you or someone you care for uses aged care services (whether at home or in a residential facility), you've probably heard about "aged care reform". What this really means is a major overhaul of how aged care services are structured, funded and regulated in Australia. These changes are designed to improve quality, choice and transparency – but they also bring new rules, new terminology and new payment arrangements.

Here's a breakdown of the key changes, what triggers them, and how they might affect you or your loved one. <https://www.finleyregionalcare.com.au/big-changes-ahead-in-aged-care-what-you-need-to-know/>



THE FESTIVE SEASON CAN BE DIFFICULT FOR OLDER ADULTS: HERE'S HOW YOU CAN MAKE IT EASIER

The festive season is often portrayed as a time of joy, laughter, and togetherness. For many, it's a chance to gather with family, indulge in delicious food, and celebrate traditions that bring warmth and comfort. But for older adults, especially those experiencing health or mobility challenges, the holidays can be a period of stress, sadness, and even physical

discomfort. Understanding why this season can be difficult – and how families, friends, and care providers can help – can make a real difference in ensuring older adults feel valued, included, and comfortable during the holiday season. <https://www.finleyregionalcare.com.au/the-festive-season-can-be-difficult-for-older-adults-heres-how-to-make-it-easier/>

TRIVIA OF THE MONTH

The largest cattle station in the world, Anna Creek Ranch (located in South Australia), is larger than which country?

- | | | |
|------------------|------------|-------------|
| A: Israel | D: Vietnam | G: Cambodia |
| B: Great Britain | E: Poland | H: Uruguay |
| C: Holland | F: Italy | |

Answer to last month's trivia question:

Of the world's 25 most venomous snakes, how many is Australia home to?

The answer is **e): 21, giving Australia the highest concentration of snakes with the most potent venom.**

'Tis the *season* to be *asking* **RUOK?**[®]

The holiday season can be a difficult time for some people. You can make a difference at this time of year by checking in and having a meaningful conversation with the people in your world who:

- Are grieving
- Are missing friends or family
- Have had a tough year
- Are struggling financially
- Are affected by natural disasters
- Are working over the holidays
- Have challenging family relationships
- Are spending the holidays alone
- Feel excluded at this time
- Are feeling overwhelmed by world events

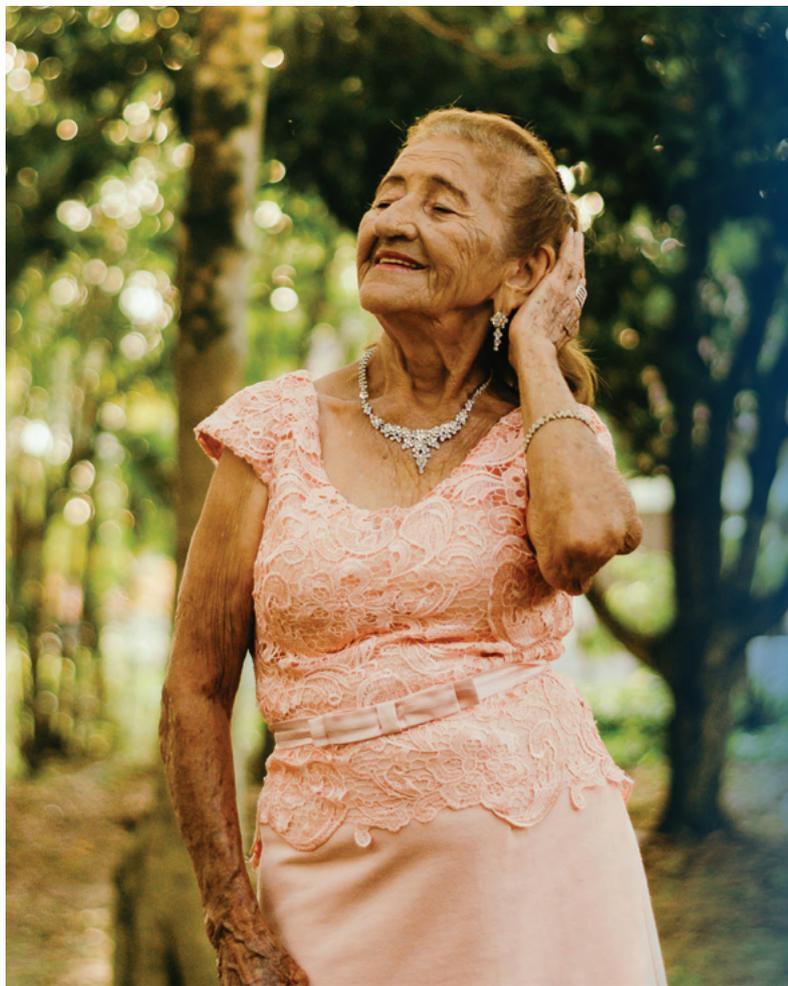


Here's some tips to help you connect and support your colleagues, friends and family:



- Think about who in your world might be finding this time difficult and ask them, 'are you OK?' or 'how are you doing?'
- Meet up for a chat over a cup or tea or coffee.
- If someone is grieving, ask them how they'd like to honour the memory of their loved one.
- Extend an invitation to someone who will be alone during the holiday period.
- Organise a picnic or activity to bring people together.
- Have a virtual catch up with someone you can't see in person or send a text message to let someone know you're thinking of them.
- Suggest a 'walk and talk' with someone you know who finds the holidays tough.
- Drop off a meal to someone to show them you care.
- Remind your friends that telephone support service Lifeline (13 11 14) are operating 24/7 over the holidays if they need extra support.

For more conversation tips visit ruok.org.au



LIFE ADVICE FROM A STAFF MEMBER

*"Wrinkles will only go where
the smiles have been."*

Kylie Duncan

QUOTE OF THE MONTH

*"Fill your life with experiences,
not things. Have stories to tell,
not stuff to show."*

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

A: 26 Dawe Avenue, Finley NSW 2713

P: 03 5883 9600

F: 03 5883 1123

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.