

## OPERATIONS MANAGER REPORT

### CSU/Finley Regional Care collaboration project

Finley Regional Care have partnered with Charles Sturt University in expanding the Rural Health Multidisciplinary Training (RHMT) Program to establish new multi-disciplinary health training demonstration sites in aged care services in regional areas.

The overall RHMT goal is to improve the recruitment and retention of medical, nursing, dental and allied health professionals in rural and remote Australia.

Finley Regional Care have partnered with CSU to continue delivering its student education program for the benefit of CSU students, and to support our staff in continuing their professional development, improving training demonstrations, gaining access to training opportunities, and maintaining staff and student wellbeing.

CSU together with Three Rivers Department of Rural Health have provided funding and equipment to set up our new modern training room, which is located at the end of House #1, via a funding grant.

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**Kylie Duncan**  
*Operations Manager*



## COMPLETE CARE REPORT

### Couples with different Support at Home funding classifications

Couples with different care needs receive separate assessments, classifications, and funding under the Support at Home Program, allowing each individual to receive tailored care and services. This may require some careful planning and management if one person in the couple is grandfathered from the old Home Care Packages program and the other person is not.

In this situation, the newer participant may be required to make out-of-pocket contributions, but their grandfathered participant partner does not. It may be prudent that shared services such as domestic assistance, and home and garden maintenance, are allocated to the package held by the grandfathered participant in the couple, as these are the services that would otherwise attract the highest co-contributions from newer Support at Home participants.

Similarly, one person may have access to previously accumulated unspent HCP funds, and the newer participant may not. Using unspent HCP funds does not attract a contribution for any participant, so this is another option that can be explored before accessing services and supports that require a co-payment.

There will be some obvious limitations to where this type of pooling of services can apply, so care partners will work closely with the couple to plan the most suitable and acceptable arrangements, taking each person's individual needs, approvals and access to funding into account.

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**Helen Lewis**  
*Complete care Coordinator*



## FROM THE QUALITY AND SAFETY DEPARTMENT

The Quality and Safety Department would like to take this opportunity to thank each of you for your ongoing commitment to providing safe, high-quality care across our medical centres, aged care facilities, and home care services.

### Your voice matters – continuous improvement

We are always looking for ways to improve, and your ideas and feedback are vital to helping us do that. Whether it's a small suggestion or a big idea, your input helps us strengthen the services we provide to our community.

Please take a moment to **scan the QR code below** and share:

- Continuous improvement ideas
- Feedback on our services
- Suggestions to enhance safety, quality, or client experience



Your valuable contributions help shape the future of Finley Regional Care.

### Celebrating our quality achievement

We are proud to announce that we have received our latest quarterly quality reporting results, achieving a 4 Star rating in Quality Indicators. This is a fantastic achievement and reflects the hard work, dedication, and teamwork of all our staff.

Thank you for everything you do each day to support quality and safety. Together, we continue to build a stronger, safer, and better care environment for our clients and community.

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**Arjun Arjun**  
*Quality Officer*



## LEISURE AND LIFESTYLE

We kicked off February with a fabulous concert put on by Jackie Lee and her right-hand man, Doug. The residents really enjoyed singing along and was a great start to the month ahead.

Morning exercises with Monica the physio are always a hit, and the numbers of participants keep growing and growing!

We had a very active morning when we had the Finley Olympic Games! A big well done to all who competed and especially those who returned with a gold medal!

We had some beautiful home-grown tomatoes donated to the facility and Chef Lisa created a beautiful relish (with help from our residents), which can be found in all the house dining rooms at mealtime. The crafters created gorgeous handmade labels to put on our relish jars, and they look and taste fantastic!

We wrapped up the month with another fabulous concert put on by Keith Haidle and a birthday party for all those who were born in the month of February!

Now let's bring on some cooler weather!

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**Meg**  
*Leisure and Lifestyle Team*

# ALUMUNA NEWS

## Encouraging movement: The key to an exceptional life in our village

Continuing on our deep dive into wellbeing at any age we look at our second pillar – Movement. Drawing inspiration from longevity expert and author Marcus Pearce, whose book *Your Exceptional Life* outlines eight pillars for a fulfilling life, we're shining a spotlight on the importance of staying active – no matter where you are on your journey.

### Move for an exceptional life

At Alumuna, we believe every resident deserves to live life to the fullest. Marcus Pearce, in his book *Your Exceptional Life*, highlights “movement” as one of the essential pillars for a long, happy, and healthy life. Movement isn't just about exercise – it's about staying engaged, independent, and joyful at every age.

### Why movement matters

Pearce's research shows that people who age exceptionally well make movement a regular, enjoyable part of their daily routine. Whether it's a gentle walk, stretching, gardening, or dancing, every bit of movement helps improve strength, balance, and mood. Staying active also supports mental wellbeing and helps residents feel more connected to their community.

### How you can get moving

- Try something new: Join a walking group, chair yoga, or gardening club.
- Make it social: Invite a friend or join a group activity – moving together is more fun!
- Celebrate your progress: Every step counts, and every achievement is worth celebrating.
- Enjoy our spaces: Our activity areas and gardens are here for you – make the most of them!

As Marcus Pearce says, “It's time to make the rest of your life the best of your life.” Movement is a gift we can give ourselves every day, no matter our age or ability. Let's support each other in making movement a joyful, regular part of life at Alumuna – because every step, stretch, and dance brings us closer to an exceptional life.

## Reminder regarding the upgrade to the Billing System

Just a reminder that we are updating our billing system for the next billing cycle. You will notice a difference in the formatting of the invoice, however that should be the only difference you will notice. If there are any issues, please let us know. With billing, we do prefer to use a Direct Debit process. If any residents not using Direct Debit for their accounts would like to change over, please let me know and I will forward you the form.

### Update regarding our maintenance team

Our new Maintenance Manager, Mathew, will be commencing on 24th February, as Dave has reduced his workdays to Tuesdays, Wednesdays and Thursdays. Dave is available for Alumuna residents after hours and weekends for emergencies only.

I would like to take this opportunity to give our maintenance team a big shout out for their hard work keeping our lawns and gardens in amazing shape following the extreme weather conditions.

### Online Maintenance Form

Below is a QR code link for any maintenance requests for Alumuna. This will take you to our online platform, Centrim Life, where we can access the request remotely. You can still use the paper-based forms and bring them to reception at Finley Regional Care.



### Online Feedback Form

I have created an online QR code for any feedback you would like to provide. You can either use this method or the paper-based feedback forms you would have received. If you would like any additional feedback or maintenance forms, please let us know.



If you are using the QR code, please name Alumuna in the Business Unit box.

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**Zoe Stringer**  
Alumuna Community Manager



## RECIPE OF THE MONTH

### Porcupine Meatballs in Tomato Soup

(One of my favourite childhood meals)

#### INGREDIENTS

- 500g beef mince
- 1 small onion, grated
- 2 tbsp chopped parsley, plus extra to serve
- ½ cup (100g) raw white long grain rice
- 1 tbsp Worcestershire sauce
- 1 tsp garlic salt
- 2 eggs
- 2 x cans Condensed Tomato Soup
- 600ml water
- Broccolini to serve

#### METHOD

1. Combine mince, onion, parsley, rice, Worcestershire sauce, garlic salt and eggs in a large bowl. Mix well with clean hands. Roll heaped tablespoons of mixture into meatballs. Transfer to a plate.
2. Combine condensed tomato soup and water in a large deep pan. Stir until combined. Bring to a boil over medium-high heat.
3. Add meatballs to boiling soup. Reduce heat to medium-low. Cover and cook for 20-25 minutes or until rice is tender and meatballs cook through. Sprinkle with parsley and serve with steamed broccolini.

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**Zoe Stringer**  
*Alumuna Community Manager*



## GOOD NEWS FEATURE

Our annual Christmas raffle, drawn at the end of last year, was won by our Hotel Services Team Leader, Deb Findlay (congratulations, Deb!).

The prize was a \$1,000 painting voucher from Sav Pfeiffer at Outback Painting & Decorating.

He did an amazing job with the painting work (as you can see from the photos), so a big shout out and thank you to Sav, who also does a lot of amazing work for Finley Regional Care, and is always so professional and helpful.



## PLANNING AHEAD: FAMILY COMMUNICATION TIPS FOR A SMOOTH YEAR IN AGED CARE

For families with loved ones in aged care, the start of the year is a great opportunity to plan ahead for the year, set expectations, and ensure smooth communication with the care team. At Finley Regional Care, we know that clear communication is the cornerstone of peace of mind — for families, residents, and staff alike.

Here's a practical guide for families on how to stay informed, involved, and connected throughout the year:



## STAYING CONNECTED: WHY SOCIAL BONDS MATTER IN AGED CARE

While many of us may have made ambitious resolutions this year, one goal that we tend to easily overlook is staying socially connected – especially for older Australians. At Finley Regional Care, we know that friendships, conversation, and laughter are just as important as exercise, nutrition, and health check-ups. In fact, studies show that strong social connections can improve mental health, reduce the risk of dementia, and even boost longevity.

Let's explore why social interaction matters and how residents, families, and carers can nurture meaningful connections in 2026.

## TRIVIA OF THE MONTH

How many World Heritage Listed Sites does Australia have? (And how many can you name?)

A: 21

D: 34

G: 78

B: 28

E: 42

H: 82

C: 31

F: 58

**Answer to last month's trivia question:**

Which place in Australia gets more snow than the Swiss Alps?

The answer is **a) The Australian Alps in NSW, including major ski resort towns like Thredbo, Perisher and Mount Hotham.**



## IMPORTANT INFORMATION:

# EXTREME WEATHER AND SERVICE ADJUSTMENTS

While there is no legal maximum working temperature, Finley Regional Care has a duty of care to ensure a safe environment for all Care Staff, Maintenance Staff or transport volunteers.

For some providers this means setting thresholds such as **38 degrees C** at which outdoor work is restricted.

The BOM often defines extreme heat as three or more days of unusually high Maximum/minimum temperatures, in which case this would require specific planned and individual response to manage risks both to workers and vulnerable clients.

In these extreme circumstances Finley Regional Care reserves the right to modify and manage all community services to ensure everyone is kept safe and that all manual work is completed before the temperature heats up.

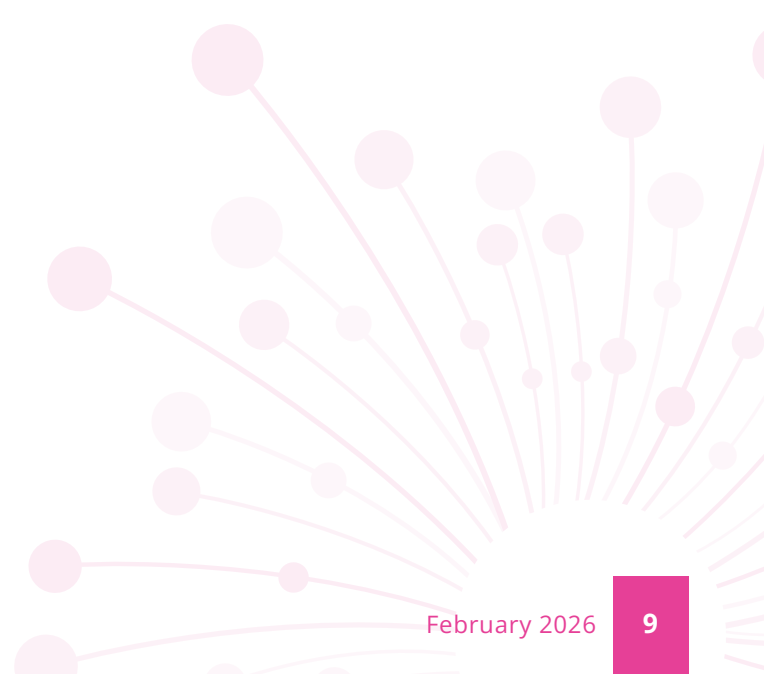
### Measures that may be considered in periods of extreme heat:

- Rescheduling work- move services to the morning where possible.
- Environment controls- turn on air conditioners before staff arrive, keep curtains and blinds drawn.
- Hydration- for staff, have cool water and hydrate regularly.
- Buddy shifts- we may send two staff to complete tasks quicker.
- Modifying tasks, prioritising tasks and holding over heavier jobs.

**Please be assured that essential services such as personal care, medication management and all clinical services will be prioritised in these extreme circumstances.**

We also ask clients to report any issues, IE: air conditioners not working or if you experience any changes to your health, **call 000** if you or your loved ones are feeling unwell in these conditions.

If you have any questions or wish to discuss these issues further, please don't hesitate to contact the office, we will be happy to work with you to address your questions.



## COMMUNITY TRANSPORT DISADVANTAGE PROGRAM

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In partnership with **Finley RSC**, we are pleased to announce that we have secured funding to assist residents in our community who have difficulty accessing medical and health-related appointments outside of our local area.

### Funding Support

This funding will provide financial assistance to those who have no access to government funding, public transport, or other means of travel to their place of treatment.

We ask participants of this service to make a client contribution if they are financially able to do so.

### Travel Arrangements

The **Medical Clinic staff** will assist by liaising with **Finley Regional Care** to make the travel arrangements.

### Special Requirements

Any special requirements for travelling will be discussed with the Coordinator. Please note:

- We have a wheelchair-access vehicle if this is required.
- We cannot always guarantee that a vehicle will be available, so please book early.
- Funding is limited. Once exhausted, other arrangements may need to be made.

### Booking Form

Please contact our office on **03 5883 9600** to complete a booking form and secure your travel arrangements.



Australian  
Human Rights  
Commission

# 1800 ELDERHelp (1800 353 374)

I am **treated** with **respect** by family and friends

I **know** how my **money** is being spent

I **choose** what happens in my **home**

**Decisions** about my life are in my **best interest**

My will reflects **my own wishes**

I **know** where my **medication** is

If you answered **'no'** to any of these statements, you may wish to **talk to someone you can trust.**

If you experience, witness, or suspect elder abuse, call the

**free and confidential**

National Elder Abuse phone line for information, support and referrals.

In an emergency, contact **000.**



A collaboration between the Australian, state and territory governments



## LIFE ADVICE FROM A STAFF MEMBER

*"Be kind to yourself on days when things don't go to plan."*

**Shayne Newton**

## QUOTE OF THE MONTH

*"Aging is an extraordinary process where you become the person you always should have been."*

**David Bowie**

## 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.