THE NAP GAZZETTE



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Our newsletters are now available online via the New **Auckland Place Website:**

www.newaucklandplace.com.au

JULY AUGUST 2025





Celebrating and honouring those who care

Aged Care Employee Day, held annually on 7 August, is a national day of recognition that celebrates the thousands of dedicated workers, supporting millions of older Australians in aged care, retirement living and seniors housing.

Aged Care Employee Day is a chance to say "thank you" to the people who make a difference every day in aged care.

From leaders to those providing hands-on compassionate care or working behind the scenes –cleaners, chefs, cooks, servery, maintenance workers, laundry, lifestyle, physiotherapy, clinical/nursing and administration – this day is all about saying #ThanksforCaring.

Aged Care Employee Day shines a spotlight on the people who work tirelessly to ensure the dignity, comfort and wellbeing of older people in Australia and we invite residents, staff, visitors and relatives to join us in celebrating Aged Care Employee Day 2025 by nominating a staff member who you think deserves special recognition. Forms are available at reception, the sign-in desks on each floor and from Lifestyle team members. It's a powerful way share your appreciation and gratitude and to spotlight a deserving member of our NAP team.

The staff member with the most nominations will be presented with an award at a special morning tea for residents on Thursday 7th August.

Dawn's Desk



Hello to everyone.

Welcome to all new residents, families and staff. Hope you are all settling in well.

Hope everyone is keeping warm during the cold snaps we have been experiencing. Personally, not being a fan of cooler weather, I am counting down the weeks until the weather gets warmer.

The 7th August, 2025 is aged care employee day in Australia.

This National Day of Recognition is dedicated to celebrating the contributions of aged care workers across Australia. It's a day to acknowledge the dedication and compassion of those who work in aged care.

Lifestyle have been seeking nominations for the aged care employee for NAP 2025. I haven't entered a nomination as I would find nominating just one staff member incredibly difficult. NAP's care and services are delivered by an amazing team of people. Each departments dedication to provide quality care and services to our residents and their families is appreciated not only by resident and their families but also other staff members. I am grateful that I have an opportunity to work with a wonderful team who displays kindness and compassion to members of our community. Thank you and I hope you enjoy your day.

It's great to see a couple of new contributors to the Gazette in this edition. I hope you enjoy the articles by the food and dining service and maintenance team as much as I did. Perhaps we may even see an article from the Administration or Clinical team in future gazette editions.

In this edition we say farewell to our Editor and Lifestyle Team Leader -Karen. I have had the pleasure of working with Karen for ten years. Initially as an assistant in nursing, then physio assistant and currently as Diversional Therapist. In recent years I have enjoyed the fun of seeing Monty's lovely personality and smiling face at New Auckland Place. He fitted into the NAP family quite well, even Felix gave him the tick of approval. Both Karen and Monty have brought smiles to many residents and staff faces and they will be sadly missed. Thank you, Karen, for your dedication and commitment to NAP and your personal support. On Behalf of residents, staff and families would like to wish Karen, Monty and their family all the best with the next chapter and hope that they might call in for a visit if they are ever in the area.

With Karens departure, I am excited to announce that Di Young will be taking on the Diversional Therapist role. Being a qualified DT herself, Di has been assisting Karen with the running of the lifestyle program for many years. I am sure all the residents and staff are excited for you stepping into your new role.

Till next time. Dawn



The Hon Sam Rae MP

Minister for Aged Care and Seniors

AN OPEN LETTER FROM THE MINISTER FOR AGED CARE AND SENIORS

I am honoured to be your new federal Minister for Aged Care and Seniors.

I have spent my first three weeks as your Minister listening to older people, your families and carers, aged care providers, workers and others in the sector who have generously shared their views and feedback with me. I am privileged to be taking on an immensely important job.

The Australian Government is working to deliver once-in-a-generation reforms to build a high-quality, respectful and sustainable aged care system.

In order to deliver on the intent of these reforms and following careful consideration, the government has decided to briefly defer the start of the new Aged Care Act from 1 July 2025 to 1 November 2025. The new Act is changing aged care laws to put the rights of older people first. It includes a Statement of Rights and a Statement of Principles to guide how providers and workers must behave and make decisions.

This extra time will allow participants to better understand the changes, so you can prepare and make informed decisions. Importantly, you will continue to receive the safe, quality care you deserve. I am committed to building on the work we have done so far to improve aged care in Australia. The Royal Commission into Aged Care Quality and Safety's number one recommendation was to deliver a new Act that puts you at the centre of your aged care, and this is what we are doing.

We are further committed to delivering the new Act and its benefits to you as soon as possible. However, a pause is needed to allow for a smoother implementation of the new Act and with the Support at Home program.

You deserve these improvements; it is as important to me to get them right as it is to you. Thank you for your patience and continuing to work with us on these changes.

Yours sincerely

Sam Rae 4 June 2025

Food & Dining Services



Welcome to the first Food and Dinning services article.

What is Food and Dinning services I hear you ask? Well, previously we were referred to as the catering department. It's the same wonderful team just a different name.

For our first article we thought we could give you a little overview of what has been happening in the Food and Dining Service (FDS) area so far this year.

We have been busy catering for different events such as Easter, Mother's Day, theme days and special happy hours. In addition, we have been collaborating with the members of the Food Focus Group to write a new menu which will have more variety and be based on the season of the year. The menu will be a 12-week seasonal menu (Summer, Autumn, Winter, and Spring). The seasonal change will offer a menu that is reflective of the time of year, while still allowing us to have great events like Valentines Couples Lunch and our Mother's Day High Tea.

When the menu has been finalised by the FDS team and Management, it is then presented to the members of the Food Focus Group for their input. Once the menu receives its final tick at the facility, it is submitted to a qualified dietitian and speech pathologist for their review and feedback. The menu and the recipes are reviewed to ensure the menu meets the daily nutritional requirements for each resident regardless of which diet suits them. Once the dietician and speech pathologist approve the menu, the new menu will be introduced. During the life of the menu the Food Focus Group meet to discuss the meals and service that are currently being delivered.

With the introduction of the new Strengthened Aged Care Standards on the 01/11/2025, a new standard will be introduced. Standard 6 - Food and Nutrition. Currently the food service offered to residents sits under Standard 4 alongside Lifestyle, Cleaning, Laundry, and Maintenance. To emphasise the importance of ensuring residents have access to nutritionally balanced food and a pleasurable dining experience, the new standard will be solely dedicated to food and nutrition. We believe this is great step forward as we have always known how important nutritious food and a great dining experience is to our overall wellbeing.

Extract from The Aged Care Quality and Safety Commission

"Strengthened Quality Standard 6 is about working with older people to find out what they like to eat and drink. Serving a choice of meals and drinks can make a huge difference to people receiving care's quality of life."

If you would like more information on new Standard 6, please check with Christine or Jo, or hop on to the Aged Care Quality and Safety Commission web page. They have lots of great fact sheets available.

We would love any feedback on our first newsletter article and hope you look forward to our regular articles in future newsletters.

Until then- Bon Appetit!

Christine, Jo and the FDS team

Golden Syrup Dumplings

1 batch scone dough:

300g (2 cups) self-raising flour, sifted

55g (1/4 cup) caster sugar

125ml (1/2 cup) thick cream

125ml (1/2 cup) lemonade

40ml (2 tbsp) milk

Place the flour, sugar and 1/2 teaspoon salt in a large bowl. Add the cream and lemonade and mix to form a soft dough. Turn out onto a lightly floured workbench and knead lightly until combined. Roll into small balls



Syrup:

1 cup water

3/4 cup golden syrup

1 tablespoon butter

1 tablespoon brown sugar

Boil water in a saucepan and add syrup, butter and sugar.

Drop balls into mix and cover tightly with a lid. Simmer for 20 – 30 minutes.

Serve warm with your choice of custard, cream or ice-cream. ENJOY!

Do you have a great recipe to share?

Food and Dining Services are reviewing their current menu and would like your input. The recipe must be able to be easily adapted to large quantities and can be anything sweet or savoury, main meals, desserts, etc.

Please submit your recipe to Food & Dining Services



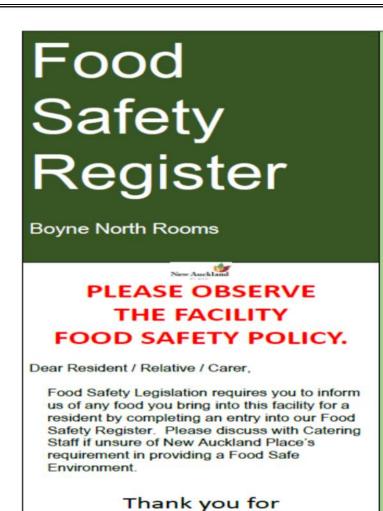
Reminder – Food Logging



All food brought into the facility for residents, supplied by relatives / friends / carers **must be** recorded in the food logs on the table located in the lift foyer on each floor or at each relevant servery. For example, if a resident is residing on Curtis's floor, then the food supplied must be recorded in a Curtis Food Log. Please ask Catering staff for assistance.

New Auckland Place has a Food Safety Program in place which sets out specific food handling controls related to the receipt, storage, processing, display, packaging, transportation, disposal and recall of food. The logging of food brought into the facility from others is an important requirement of this Food Safety Program.

Food conjures up all sorts of memories – be it good or bad, things that we loved or things we were made to eat as a child and is great to share with your loved ones during their time are NAP. For the safety of all our residents, we ask that you please bring in food that is **ready to eat** or food that **only requires re-heating**. Unfortunately, due to resident and staff allergies and dietary restrictions we are unable to clean and or cook seafood for your loved one. We encourage you to continue to bring in these little trips down memory lane in a container that is labelled with the resident's name and written up in the Food Log which are located on each floor and at reception.



your co-operation.



Rewind – June/July Celebrations







Our lovely June Birthday resident, Nel cut our resident's birthday cake in June with Denise and Letty – our July babies, bestowed the honour in July. We hope all our June & July birthday residents had wonderful days. A big thankyou to our friends at Clinton Bakery for donating the decorated birthday sponge cake each month. Call Clinton Bakery on 4978 4477 or visit them at 6 Ballantine St, Clinton for all your Bakery needs.





Residents' Experience & Quality of Life Surveys

Thankyou to all who took the time to complete the recent surveys and share your views on the care you receive at New Auckland Place. Feedback received through both the Residents' Experience and Quality of Life Surveys is used to understand the quality of services from the resident's perspective. Each returned survey goes into the draw for a \$20 café voucher.



Congratulations to our lucky Winners:

Consumer Experience Survey - Noelene R (Curtis)

Quality of Life Survey Jim N (Boyne N)

Physio Fun for All



Did you know that Stretching:

- Increases Flexibility and Range of Motion- Stretching helps muscles lengthen and become more flexible, allowing joints to move through a greater range of motion.
- Reduces Muscle Tension and Pain Stretching can alleviate muscle tension, which can contribute to pain and stiffness. Regular stretching can help reduce back pain and other musculoskeletal discomfort.
- Improves Posture By addressing muscle imbalances, stretching can help improve posture and alignment, potentially reducing strain on the body.
- Injury Prevention- Stretching, especially when combined with a warm-up, can prepare muscles for physical activity, making them less susceptible to injury.
- Mood and Stress Relief- Stretching can trigger the release of endorphins, which have moodboosting and stress-reducing effects.
- Improves Blood Flow Stretching can increase blood flow to muscles, promoting faster recovery and reducing soreness.

Remember when trying these excercises not to strain yourself. If you find an excercise painful, stop that exercise immediately. Always rehydrate after physical activity.





Hi to everyone from the maintenance team.

We are excited to be writing our very first article for The NAP Gazette and look forward to providing you with regular articles about what is happening around the facility regarding maintenance and general services.

The NAP maintenance team is a versatile crew who look after many things. Some examples are:

- Maintaining the facilities gardens-mowing, pruning, cleaning, planting
- Painting- Small paint jobs throughout the facility
- Minor repairs to equipment or the facility building.
- Cleaning of carpets and other facility fixtures.
- Co-ordination of contractors Which includes rubbish removal through to Plumbers, electricians, Technicians, (IT), nurse call and many more.
- Assist with room cleans and moving furniture



During the last few months, we have been making the outside area safer and more interesting for our residents who love to wander through the garden or even attend to some gardening themselves.

The above ground garden beds have been relocated to outside the maintenance office, which is safer as the ground is stable, and the garden beds are easy to access. A hose reel is also located close by to keep the plants hydrated. This area is obviously more appealing, as we suddenly have a lamb that has taken up residency near the garden beds.

For those residents that like to stay indoors and enjoy the view out of the windows colourful Geckos have found home on the fencing on the southern side of the building. (Thank you to the residents and Chelsea who gave life to the geckos with their brilliant restoration of the Geckos).

I wonder which maintenance crew member took their boots off long enough for someone to claim them as pot plants. Next edition we will provide an overview on the general services team.

Until next time, Vanessa.

Lifestyle Comment



Welcome to our July/August edition of the NAP Gazette.

We hope you have been enjoying the cooler months as we now turn and head towards Spring. We have lots in store for you in August and September. Lifestyle staff are busy planning special celebrations and events for Aged Care Employee Day, India Independence Day, Daffodil Day, Father's Day and RU OK Day. Our regular entertainers are all back on board so please come and join in the fun.

To celebrate Aged Care Employee Day on the 7th August we will be running our staff nominations again this year. If you would like to nominate a staff member for an award, entry forms are available from reception, the sign in desks on each floor and from Lifestyle staff. All residents are welcome to attend the morning tea where our nominees and winners are announced.

Over the past two months along with all your favourite activities, we've had the opportunity to celebrate a few themed days including the 4th July where we baked some "American Pies" (apple), NAIDOC week with some art and traditional food, and Bastille Day. We are always looking to improve and add to the activities we offer at NAP and would love to hear from you if you have any suggestions for new activities and events we could organise.

With mixed emotions I would like to announce that the Lifestyle Team will also be holding a special morning tea on Friday 8th August to celebrate my last day at New Auckland Place as Diversional Therapist/Lifestyle Team Leader. It has been an honour and an absolute privilege to know and care for our residents, their families and the wonderful community that is New Auckland Place. Working alongside such dedicated staff and having the opportunity to care for so many remarkable individuals over the past 10 years has been one of my greatest joys in life. I will take away and always treasure the many fun times and memories we have made together. I would like to extend my gratitude to all the residents, families, management and staff who have made my time here at NAP so rewarding.

Di Young (currently Lifestyle Assistant) has been appointed as the new Diversional Therapist/Lifestyle Team Leader. Di will be supported by Kayla Harth who will take on some of the documentational responsibilities. Our wonderful Lifestyle Assistants will continue to support Di and deliver fun and meaningful daily activities

What a journey this has been. Thankyou for the memories, laughter, and the love. Signing off for the last time with love to you all.

Karen - and the Lifestyle Team



Do you have an eye for detail and/or a flair for publishing? We are seeking expressions of interest from our residents, for a Duty Editor for our bi-monthly newsletter. No prior experience required, please see Lifestyle Staff for further information.

Do you have any articles, photos, staff news, trivia, poems and amusing stories relating to residents and staff you would like to share? Contributions to our newsletter are encouraged and appreciated! Items can be posted anonymously if requested. Please speak to Lifestyle staff or email your contributions to karen@newaucklandplace.com.au

The New Auckland Place App





The New Auckland Place App can be downloaded for free from either the Google Play or the Apple App Store.

The many features of the application allow a one-stop shop for keeping our Residents their family and friends informed and updated on activities, upcoming events and activities happening at New Auckland Place.

If you wish to join the NAP Community, please provide Reception with the below information either when next visiting New Auckland Place or by emailing your information to admin@newaucklandplace.com.au and use NAP App request in your email subject line.

Once added to the NAP App you will receive a welcome email / SMS will be sent to you asking you to join JVS. This will contain your temporary password and a link to download the App. Simply download the App from either Google Play or the Apple App Store (look for the New Auckland Place Emblem), enter your email / mobile number and your temporary password to sign in. Set your new password, accept the terms and conditions and upload your profile picture (optional).

For more information, please see Administration or Lifestyle staff. An IPAD will be made available at Reception for anyone wishing to access the NAP App whilst visiting.

New Auckland Place App Request

Please complete and leave with Reception Staff to have access to the NAP App created for you.

Name	
(Your first and last name in one field)	
Phone Number	
Email Address	
Your Date of Birth (optional)	
(dd/mm/yyyy)	
Name of the NAP resident/s that you visit	
(and your relationship to them (eg: family member / friend)	

Upcoming Activities August/September

Friday 1st Aug-Comedy Capers from 10am

- Happy Hour with Pat & Dave from 1.30pm

Thursday 7th Aug- Aged Care Employee Day M/Tea from 10am

Friday 8th Aug – Farewell Morning Tea for Karen from 10am

Friday 15th Aug – India Independence Day Happy Hour from 1.30pm

Thursday 21st Aug – Daffodil Day with Pat & Dave from 10am

Friday 22nd Aug – Birthday Morning Tea with Laurel from 10am

Friday 5th Sept – Father's Day Special Men's Event from 10am

- Happy Hour with Pat & Dave from 1.30pm

Thursday 11th Sept – RU OK Day Pamper Morning from 10am

Thursday 18th Sept – Morning Tea with Pat & Dave from 10am

Thursday 25th Sept – Morning Tea with The Paton's from 10am

Friday 26th Sept – Birthday Morning Tea with Laurel from 10am

Regular activities include:

Bingo: 10am each Monday

Sing-Along with Cathy Brown: 10am each Tuesday

Hoy: 10am each Wednesday

Hairdressing – Tuesday and Wednesday (by appointment)

Tai Chi with Gaye – 9am each Thursday

Lolly Trolley each Thursday

Happy Hour: 1.30pm each Friday

Residents & Relatives Meeting: 1.30pm 1st Wed of each month

Catholic Church – Last Wednesday monthly 1 pm

Uniting Church – First Tuesday monthly 1pm

Anglican Church – 3rd Tuesday monthly 2pm

Eden's Delights Café

Did you know that the Eden Delights Café offers Resident Accounts and Café Vouchers?

Vouchers of any value can be purchased from the cafe or why not set up a pre-paid account* and top up as needed.

*Accounts must remain in credit

See our friendly Café staff for further information.



Lifestyle

At New Auckland Place, our lifestyle team provides a diverse range of activities to meet the emotional, health, intellectual, spiritual, community and cultural needs of residents.

Rewind – Theme Days and Activities



Clinical Team - Info Blast







As part of the NAP Gazette upgrade, the New Auckland Place Clinical Team will be contributing to the NAP Gazette in the near future. We would love to hear what topics and articles you would like to be featured. Suggestions can be emailed to Lifestyle@newaucklandplace.com.au or given to Lifestyle staff to pass on to our clinical team.



NEW AUCKLAND HOME

Loneliness lingers in the nursing home
Broken only by the wish to roam
To far off places seldom seen
In youth where they have never seen

We were strangers when we met
But somehow we all forget
A stranger is only a person not spoken to
Soon changes with "How do you do"

Not all are open minded
Some are blinded in their teaching
Only change with direct preaching
An open mind is hard to find
In this our elder group
We see many changes every day
Not one thing will stay the same
Our attitude ruled by name

Yes, we are a motley group
In name and in soul
To keep the peace, we just do as we are told

Alan Mitchell- 01/07/2025

HONOR

NURTURE

PARENT PRESENT

PROUD RESPECT SPECIAL STRONG VALUES

JOKES LOVE

PAPA

LOVE DAD

Father's



FATHER'S DAY

WORD SEARCH PUZZLE

Day **BEST** T Y N F R E T A R B C BRAVE V D 0 Ε R U R U N Y H 0 P **BREAKFAST** G I R A C L 0 P 0 I 0 N U A S CARD T T Ι L S N L J L V P C T 0 0 CARING Т F Y T R 0 V B V D 0 A T. Τ, R CELEBRATE G C I T, H E H R R E F K Y K 0 CHILDREN E E G T 0 H E V A E S E T. U N DADDY G В P \mathbf{L} A V S S V M N W P N G **FAMILY** FATHER A S Ι I S I A K F В R G B Y Τ. FRIEND T C E H C R D H F R L E R A **FUN** E A N A P A R A I H 0 S T B A **GIFT** Y R R E P R \mathbf{E} S E N T N L L C GRANDPA Т D Т P R V Т A D Y E 0 N D D HAPPY D L Y B U A K U D Η F Ρ B 0 P **HERO** В В E S T P E D G S HOLIDAY

The words appear UP, DOWN, BACKWARDS, and DIAGONALLY.
Find and circle each word.



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JUST FOR LAUGHS!!



- Why did Dad bring a ladder to the barbecue?.....Because he heard the steaks were high.
- Why did the dad get an extra pair of golf pants for Father's Day?He got a hole-in-one.
- Why didn't the rude cow eat all the food on Father's Day? .. Because he was being a beef jerky.
- How did the celebrity dad keep his cool on Father's Day?He had many fans.
- What do hermit crabs do on Father's Day?Shell-abrate their dads.
- Why don't they have Father's Day sales?Because fathers are priceless.

NAP Info



Birthdays June/July



June

Kathleen F – Boyne S

Dennis S - Curtis

Ailda D – Awoonga

Gloria I – Awoonga

Roland T - Curtis

Thelma K - Curtis

Nellie O – Lady Mugrave

Alma C – Lady Musgrave

Vonnie R - Boyne N

Shirley M – Boyne S

<u>July</u>

Leila K – Boyne N

Johann H – Awoonga

Letty M – Boyne N

Mavis A – Boyne S

Charles M – Boyne S

Judith Mc - Curtis

Richard S - Boyne N

Helen J – Boyne N

Thomas B - Awoonga

Denise M – Boyne S

Jean W – Awoonga

Vera A – Awoonga

Ian R - Curtis

Leslie P - Boyne N



New Residents June/July



Robert G - Boyne N

Kathleen T – Boyne S

Les S – Boyne S

Ray D - Curtis

Joan D - Curtis

New Auckland Place Hairdressing Services

Ladies Services (includes Blow Dry)

Trim – light tidy up (approx. 6 weekly intervals) – from \$28

Full Cut – cuts for longer hair (8-12 weeks) – from \$33

Style Cut – full reshape or restyle – from \$38



Men's Services

Clipper Cut – Clippers used only – from \$12

Full Cut – for longer hair/complete restyle – from \$18

Beard and facial hair services attract additional charges.

Tuesday and Wednesday Mornings by appointment.

New Auckland Place Noticeboard



Café Deal of the Month

July/August Special

Pie & Can of Soft Drink \$6.50



Café Opening Times

Monday to Friday Saturday, and Sunday 8.30 am - 2.45 pm

8.30am - 1.30 pm

In Memoriam – June/July 2025

Sadly, we say goodbye to our much loved residents:

Herminia D - Boyne S Paul H - Lady Musgrave

John Reid - Boyne S Vera R – Curtis

Robert G – Boyne N Beverley (Bev) E – Boyne N

Richard S – Boyne S

To their family and friends - May you find strength in the love of family and in the warm embrace of friends. Caring for your loved one was a privilege.

Café Winner of the Month

Congratulations to our lucky monthly café voucher winners

June Winner: Val B (Awoonga)

July Winner: Marie G (Boyne N)

Resident & Representative Meetings

R & R meetings are on the first Wednesday of the month and are held in the Eden room at 1:30pm.

Representatives can attend the meeting but must notify the Diversional Therapist of their intent to attend prior to the meeting.

If unable to attend you can place agenda items on the agenda, by letting lifestyle know or by sending us an email.

Employees of the Month June/July

June: No resident to staff nominations received No Staff to Staff nominations received

July: Resident to Staff nominations

Sonia Simshauser

Staff to staff nominations Employee

Aleena G

To nominate an employee that deserves a mention, please fill out a nomination form at any "Sign In Desk" on any floor or ask at reception.

Lost Property

Unidentified items are displayed in the hairdressing salon Monday, Thursday, and Friday's. Please see reception for location on Tuesday and Wednesdays.

Electrical Appliances

All appliances need to be tested and tagged by a qualified electrician to confirm they are safe, if you need assistance or have any questions please check with administration or maintenance team

New Auckland Place Noticeboard



All Visitors / All Residents

A reminder that <u>All Visitors</u> to our facility <u>MUST SIGN IN AND OUT at reception, sign the</u> <u>declaration and have a wellbeing check performed.</u> This is for your safety, and it is mandatory with no exceptions.

Please note <u>All Residents</u> leaving the facility need to sign out – then sign in again upon their return, in the Visitor and Resident Log folders located on individual floors. Again, this is for safety and security reasons and is so important.

Clothing Labels

Please remember any new items that will go to the laundry, need to be labelled with resident's name. Often new clothing / blankets / etc. received as gifts are not labelled and unfortunately get lost.

To assist with eliminating the possibility of lost clothing/ items, all residents clothing should be labelled prior to / upon entry and during their stay.

Valuables

On admission, an inventory is taken of all resident's valuable belongings which includes jewellery. Whilst all care is taken to safeguard your belongings, we do not take responsibility for any loss or damage. We suggest that any items of significant or sentimental value are not kept in your rooms. The facilities insurance policy does not cover individual residents' items. It is recommended that residents or family arrange for individual personal insurance should they wish for any items to be covered by insurance.

Reminder: Please advise the administration team if valuable items are brought in after the day of admission. These items will be added to your inventory list.

Clothing

Family members and carers, please check clothing which may-be worn or needed to be repaired. Provide appropriate seasonal clothing and take home what's unsuitable for that season. All clothing must be clearly marked / labelled. A minimum quantity of clothing is:

- Underpants x 10
- Singlets x 7
- Petticoats x 4
- Nightwear x 7

- Skirts / trousers / dresses / shorts / tracksuits x 7
- Tops x 7
- Jumpers x 4
- Socks x 7

NAP Feedback







Compliments, suggestions, and comments, positive or negative, are an important part of the NAP Feedback System and as such, residents and visitors feedback is welcomed. The Management Team are happy to discuss your feedback or questions directly or if preferred, you may wish to provide your compliments, suggestions, or concerns by completing a New Auckland Place Feedback Form. These are located at Reception and on the Sign-In tables in the lift foyers on each floor. Feedback Forms can also be submitted anonymously. If you do not wish to contact staff or the facility directly, you can contact other services that may be able to help you such as an Advocacy organisation or the Aged Care Quality and Safety Commission.



If you are unsure or would like some assistance in providing feedback or raising questions, **Advocates** are available who can help you work out what your rights are and what your options may be. You can speak to an Advocate by calling **1800 700 600** or visiting the Older Persons Advocacy Network (OPAN) website.

You can also contact the Aged Care Quality and Safety Commission to give feedback about the quality of care and services you have received if you do not wish to contact the facility direct. This is different to making a complaint and is helpful in the accrediting, assessing, and monitoring services against the Quality Standards. To provide

feedback, call 1800 951 822 or email ACQSC at audit.feedback@agedcarequality.gov.au.

How can I contribute to the scheduled monthly activities?

Residents and Relatives meetings are convened on the first Wednesday of the month at 1.30pm. Residents and their relatives are encouraged to participate in the discussions at these meetings, regarding feedback, information sharing, activities social outings and setting of dates on the Activities Calendar. We love to hear your suggestions or recommendations.

How to participate in the Resident and Relatives meeting?

As a resident you can advise Lifestyle Team members you wish to attend the Residents and Relatives meeting. Relatives are welcomed to attend, however please advise Lifestyle prior to attending a meeting to enable us to comply with physical distancing protocols.

You do not have to attend in person, you can advise staff that you would like to have input into these meetings, by emailing Karen@newaucklandplace.com.au, telephoning the Diversional Therapist or alternatively talking to Lifestyle Team members.

Activities Update



Please check the lifestyle calendar for your floor to see where and when activities are scheduled. The lifestyle program runs Monday to Friday and Awoonga / Lady Musgrave continues to have a program seven days a week. Please be aware that Activity Calendars may change with short notice; to reflect changes we may have to make in response to acute respiratory infections if they impact the facility.

C#VID-19

Included in our Activity Calendars are Bingo, Hoy, Quiz, Trivia, Whiteboard Games, Carpet Bowls, Putt-Putt Golf, Bobs, Ten Pin Bowling, Cooking, Arts & Crafts, Sing-a-longs, Pamper & Massage, Theme Days & Arm-Chair Travel Program.



Home Library visits, Church and Communion services have resumed, and we welcome back the GRC, Uniting, Anglican and Catholic Church representatives. Please see a lifestyle team member for more information on days and times of visits.



More resources are continually being added to the Multi Faith room and available for use by all, please contact Karen the Diversional Therapist for more information.



We also have an I-Pad set up with Facetime & Zoom for you to use to talk to your family members who are unable to come in to see you. Please speak to your lifestyle team member if you wish to find out more information. For residents who have mobile phones, a reminder to carry them with you, so you are accessible if your family ring you.



Remember to practice social distancing, maintain good cough/sneezing etiquette and perform handwashing frequently to prevent the spread of infection.

Just a Reminder!!



To ensure the safety of our residents, staff and visitors at New Auckland Place, please observe the 5km per hour speed limit within the facility grounds.



On arrival at New Auckland Place, Please remember to check in with our friendly reception staff.

Signing in and completing the COVID screen remains important. steps to keep our loved ones safe.