

# THE NAP GAZZETTE



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## IN THIS ISSUE

Dawn's Desk

NAP Recipe of the Month

Rewind –

- Birthdays & Farewells

Physio Fun for All

Lifestyle Comment

NAP App Info

Upcoming Activities

- April/May

Rewind – St Patrick's Day

Happy Birthday Felix

Eden Bann Cuties

Clinical Update -Flu Season

Word Search and Funnies

Food Logging

NAP Info

Notice Board

NAP Feedback

Activity Update

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

[www.newaucklandplace.com.au](http://www.newaucklandplace.com.au)



## MARCH/APRIL 2025



ANZAC stands for Australian and New Zealand Army Corps.

The 25th of April was officially named Anzac Day in 1916. On the 25th of April 1915, Australian and New Zealand soldiers

formed part of the allied expedition that set out to capture the Gallipoli peninsula. These became known as Anzacs. The Anzacs landed on Gallipoli and met fierce resistance from the Ottoman Turkish defenders. Their plan to knock Türkiye out of the war quickly became a stalemate and the campaign dragged on for eight months.

At the end of 1915, the allied forces were evacuated. Both sides suffered heavy casualties and endured great hardships. Over 8,000 Australian soldiers were killed.

The meaning of Anzac Day today includes the remembrance of all Australians killed in military operations. Commemorative services are held at war memorials at dawn – the time of the original landing in Gallipoli. Later in the day, current and former servicemen and women meet to take part in marches.

During World War One, friends and families sent food to the fighting men. Due to the time delays in getting food items to the front lines, they had to send food that would remain edible for long periods of time and retained high nutritional value. The Anzac biscuit met this need.

The biscuit was first known as the Soldiers' Biscuit. The current name, Anzac Biscuit, has as much to do with Australia's desire to recognise the Anzac tradition and the Anzac biscuit as part of the staple diet at Gallipoli.

The Anzac biscuit is one of the few commodities that are legally marketed in Australia using the word 'Anzac', which is protected by Federal Legislation.



Welcome to all new residents, families and staff.

Sometimes I think the support and or friendship residents provide each other is undervalued. Social interaction, or the building of friendships is a vital part of adding value to an individual's wellbeing. For some NAP residents they may not have had the opportunity to form friendships prior to arriving at NAP due to the location they lived in or due to life's commitments. Once residing at NAP, they have the time and the environment to get to know others and develop friendships.

Being social improves one's mental health. It can significantly reduce the risk of depression and anxiety by providing mental stimulation, encouraging positive emotions and alleviating feelings of isolation. It also fosters a sense of belonging and purpose, which is crucial for emotional wellbeing.

Older adults who maintain strong relationships often feel more secure, valued, and supported. Positive emotional experiences can lead to better sleep, reduced stress, reduce the feeling of loneliness and lower blood pressure.

Social connections are an essential part of a fulfilling life, especially in aged care. Families may have busy lives or live away, which prevents them from being available to support or visit as often as they like. So, enjoying the company of friends who are a part of the NAP community can add some wonderful moments in your day.

## *How can you become more social or met new friends?*

Check the calendars to see what may be of interest to you, ask the staff to assist you find out what is happening at the facility and help you to attend the activities.

If group activities aren't for you there are other ways you can meet new people, some suggestions are:

- ✚ Checking in to see if other people are ok.
- ✚ Attending the dining room for meals, including morning and afternoon tea.
- ✚ Joining one of the NAP's focus groups – Food Focus, Consumer Advisory or Quality Care Advisory Committee.
- ✚ Stopping and chatting as you walk past someone.
- ✚ Inviting them to join you for a cuppa.

I have seen some very special friendships formed between residents who were complete strangers when they arrived and became incredibly good friends. Families have welcomed other residents into their family group, providing them with the love and wellbeing that they extend to their family group.

I would like to thank our residents who greet new residents, assist them to settle into our community and demonstrate that NAP is a welcoming and social community not just a place to grow old in.

Till next time.

Dawn



# COME AND JOIN US!

**GROUP EXERCISE CLASSES ARE NOW  
BEING CONDUCTED BY  
PHYSIO – ABY**

## Morning Group

**Wednesdays**

**9.30am**

**Boyne Balcony Area, 1<sup>st</sup> Level**

## Afternoon Group

**Thursdays**

**2.30pm**

**Curtis Loungeroom, 2<sup>nd</sup> Level**

## All Welcome



# NAP Recipe- HOT CROSSED BUN BREAD & BUTTER PUDDING



*This hot cross bun bread and butter pudding is easy to make and so delicious! A great way to use up hot cross buns if they've been open for a day or two.*

## INGREDIENTS

6 traditional hot cross buns  
60 g unsalted butter  
6 egg yolks  
1/4 cup caster sugar  
1 tsp vanilla extract  
2 cups milk  
300 ml cream  
1/2 cup icing sugar sifted \*to serve



## METHOD

Slice each bun into 3 pieces and spread each with the butter. Lay into an 8-cup ovenproof dish, overlapping the slices.

Whisk egg yolks, sugar and vanilla together until pale. whisk in milk and cream. Pour over buns and set aside for 15 mins to absorb. Preheat oven to 180C.

Place dish into a roasting pan and pour in enough boiling water to come half way up side of dish. Transfer to oven and bake for 35 minutes or until set and golden. Dust with a little sifted icing sugar and serve.

### **Do you have a great recipe to share?**

Catering is 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. A prize for most popular entry will be awarded in the New Year.

**All Entries to be submitted to  
Catering**





## Rewind – February/March Celebrations



Our lovely Judith was bestowed the honour of cutting our resident's birthday cake in February & Bev had the task in March. We hope all our February & March 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.

We also said farewell to EN Maggie this month. Maggie has been a part of the NAP family for many years and we wish her well on her retirement. Maggie will now have more quality time to spend with her farm babies. All the best Maggie!



### Quality of Life and Care Experience Survey

The Residents' Experience Survey is an opportunity to share your views on the care you receive at New Auckland Place and the experiences of living in aged care. Your responses provide important insights into the quality of services provided.

The survey is managed by an independent third-party survey team on behalf of the Australian Government. NAP Management would like to thank all who took the time to participate in the survey.

**Congratulations to Shirley R (Boyne S). You are the lucky recipient of a \$20 Eden Delights Café Voucher.**



## Did you know.....

- Keeping active helps you stay physically and mentally strong.
- Aim for about 30 minutes of moderate-intensity physical activity on most days, but any amount of activity is beneficial — even just a few minutes.
- Strength and weight-bearing activities can increase bone density, helping to prevent osteoporosis.

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

## Seated Exercise Activity for Seniors

**Chair March**



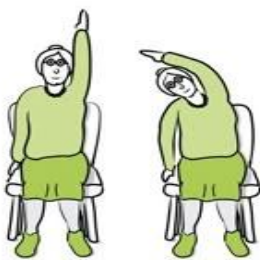
**Arm Swings**



**Chest Stretch**



**Arm Reaches**



**Body Twist**



**Leg Stretch**



**Knee Taps**



**Leg Extend**



**Leg Circles**





Welcome to our March/April edition of the NAP Gazette.

There have been lots of fun activities over the past two months and many more in store for everybody to look forward to.

A special Happy Birthday goes out this month to our resident cat – Felix. On 18th March Felix turned 18 and we celebrated with a special birthday cake for morning tea while Felix enjoyed some very fishy smelling treats.

Check out some of the events we have celebrated in the Rewind Pages.

Our special NAP couples celebrated Valentine's Day by attending our Valentine's luncheon in the Eden Room, we all enjoyed the freshly made pancakes for Shrove Tuesday. There were lots of smiles and hugs when the farm animals from Eden Bann Cuties visited. It was also great to see so many residents wearing their green clothes and dressing up for St Patrick's Day too. I am pleased to announce that the Anglican Church are resuming visits to NAP. Rev David Browne and his wife Zoe will be conducting regular church services on the 3rd Tuesday of each month at 2pm. All welcome.

We love to see all our residents enjoying themselves and your feedback about activities is very important to us. We are continually looking for new and exciting activities and outings to add to our monthly calendar. If you have a favourite hobby or something new you would like to try, please speak to our Lifestyle staff. Alternatively, you could attend our monthly Resident's & Relatives meeting held on the 1<sup>st</sup> Wednesday of every month at 1.30pm in the Eden Room and make your suggestions.

Thank you to everyone that has made donations to our Easter Raffle. Tickets are now on sale for \$1 each from the Café or Lifestyle staff and will be drawn at our special Easter Morning Tea Thursday 17<sup>th</sup> April. All residents are invited to the Easter celebrations with music by Pat & Dave and a chance to win a Lucky Spot prize. We will also be judging our Best Easter Hat and Best Decorated Mobility Aid on the day so get creative and join in the fun. We will also be holding our ANZAC Commemorative Service on Thursday 24<sup>th</sup> April in the Eden Room. If you would like to take part in the ceremony – reciting a poem, prayer, singing the National Anthem or laying a wreath please see our Lifestyle team.

The Reception and Café area is looking very nice after the recent upgrade and carpet installations. We have decided to remove the Gladstone Animal Rescue Group's collection basket from the Café area for the time being. If you have any donations of food or bedding, this can be left in the bright yellow bins around the shopping centres in Gladstone, BITS and Calliope or at 24 Busteed St West Gladstone.

We would like to welcome our newest Lifestyle staff member – Renee Edosomwan. Renee has had lots of experience in aged care and support and will be a great addition to our team. Be sure to stop and say hello to Renee if you see her around the facility.

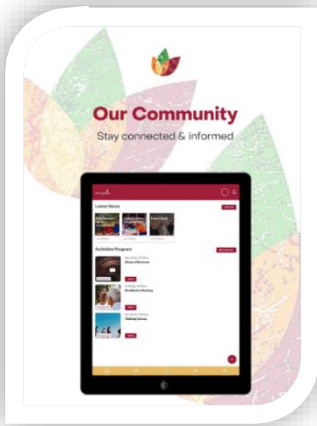
We hope everyone has a happy and safe Easter and the Easter Bunny leaves you lots of treats!

Karen and the Lifestyle Team





## Introducing: The New Auckland Place App



New Auckland Place is providing a new way for residents, families and visitors to stay up to date with events and daily life at New Auckland Place. We are introducing the New Auckland Place App which can be downloaded for free from either the Google Play or 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](mailto:admin@newaucklandplace.com.au) and use NAP App request in your email subject line.

**Name** *(Your first and last name in one field)*

**Name of NAP resident** *(and your relationship to them (e.g.: family member / friend)*







**Phone Number**

**Email Address**

**Birthday** *(dd/mm/yyyy)*



Next Steps:

1 	A welcome email / SMS will be sent to you asking you to : <b>Join JVS</b> This will contain your initial password and a link to download the App.
2 	Download the App from either: Google Play  or the Apple App Store  Look for the icon with the New Auckland Place emblem 
3 	Enter your email / mobile number and initial password to sign in. Set your new password, accept the terms and conditions and upload your profile picture (optional)

You are now connected to the NAP Community....welcome

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)*

\_\_\_\_\_

**Name of NAP resident**

*( & your relationship to them (eg: family member / friend)*

\_\_\_\_\_

**Phone Number**

\_\_\_\_\_

**Email Address**

\_\_\_\_\_

**Birthday**

*(dd/mm/yyyy)*

\_\_\_\_\_

## 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)*

\_\_\_\_\_

**Name of NAP resident**

*( & your relationship to them (e.g.: family member / friend)*

\_\_\_\_\_

**Phone Number**

\_\_\_\_\_

**Email Address**

\_\_\_\_\_

**Birthday**

*(dd/mm/yyyy)*

## Upcoming Activities April/May

- Friday 4/04 Happy Hour with Pat & Dave
- Tuesday 8/04 Morning Melodies Resident Outing
- Thursday 10/04 Morning Tea with the Patons
- 14-17<sup>th</sup> Easter Week
  - Mon 14/04 Easter Bingo
  - Tuesday 15/04 Morning Tea with Cathy Brown
  - Wednesday 16/04 Easter Hoy
  - Thursday 17/04 Special Easter Morning Tea, raffles and fun with Pat & Dave
  - Thursday 17/04 from 1.30pm – Easter Happy Hour
- Tuesday 22/04 Morning Tea with Cathy Brown
- Thursday 24/04 Special ANZAC Commemorative Service
- Thursday 24/04 from 1.30pm Happy Hour and Two Up
- Tuesday 29/04 Birthday Morning Tea with Cathy Brown
- Friday 2/05 Happy Hour with Pat & Dave
- Thursday 8/05 Morning Tea with The Patons
- Friday 9/05 Special Event – Mother's Day High Tea
- Thursday 15/05 Morning Tea with Pat & Dave
- Friday 16/05 Morning Tea with the Roulettes
- Friday 23/05 Birthday Morning Tea with Laurel

### 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)

Lolly Trolley each Thursday

Happy Hour: 1.30pm each Friday

Residents & Relatives Meeting: 1.30pm 1<sup>st</sup> Wed of each month

## 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 café 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.***

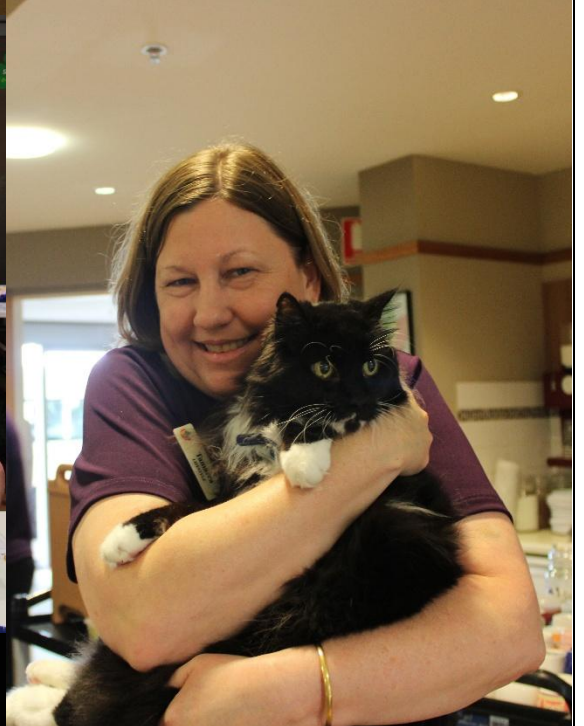


## Lifestyle

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 – Saint Patricks Day/ Happy Birthday Felix





# Rewind – Eden Ban Cuties





# DON'T TAKE THE RISK THIS SEASON

GET THE FLU VACCINE.



The **INFLUENZA** vaccine is recommended for people aged 6 months and over and provided **FREE** to those most at risk from influenza and its complications.

## Nursing Care

Take confidence in knowing that New Auckland Place has Registered Nurses onsite every hour of every day!



the spread of  
**GERMS**

1 WASH your HANDS



2 COVER your COUGH



3 STAY HOME if you're sick



If you're concerned, visit your GP or call 13HEALTH (13 43 25 84).



# Word Search- Easter-Time



J	K	P	C	H	Y	F	L	K	W	Z	W	E	K	L
E	Z	Y	C	C	Y	B	O	N	N	E	T	H	M	A
L	K	A	U	F	L	O	W	E	R	S	E	U	N	M
L	B	B	L	X	D	D	I	D	L	X	G	N	U	B
Y	U	W	A	T	A	A	C	H	T	L	G	T	C	P
B	N	K	F	S	U	S	F	C	H	I	C	K	E	A
E	N	Q	U	I	K	N	J	F	W	Z	S	R	Z	S
A	Y	Z	K	J	V	E	R	H	O	U	P	F	E	T
N	M	F	Y	M	P	E	T	V	F	D	R	L	Q	E
S	Y	B	C	E	L	E	B	R	A	T	I	O	N	L
B	D	U	Q	A	P	E	E	P	S	K	N	L	Y	G
L	T	S	M	K	Q	I	T	X	D	O	G	G	J	X
F	O	C	G	H	X	P	A	R	L	A	O	Z	W	M
Z	P	T	I	C	O	Y	D	I	M	E	T	V	G	P
A	U	T	U	L	I	P	G	K	U	P	B	M	W	R



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## JUST FOR LAUGHS!!

What kind of jewellery does the Easter Bunny Wear?- *14 Carrot Gold!*

What is the Easter Bunnies favourite type of music? *Hip Hop!*

How does the Easter Bunny keep his fur in place? *With Hare spray!*

How did the Easter Bunny get his job? *He had the most eggs-perience!*

Why shouldn't you tell an Easter egg a joke? *It might crack up!*





# You're invited

## Move, Connect, Grow

**Are you 50+ and looking for an exercise program that suits all fitness levels?**

Join our FREE 8-week physiotherapy-led exercise program designed to enhance your balance, stability, and strength. Whether you're new to exercise or looking to maintain your fitness, this program is tailored to meet your needs.

Improve your physical health and connect with other community members while enjoying light refreshments. Plus, hear from local service providers in the region.

Limited spots available! Don't miss out-sign up today!

**Date:** Commencing Friday 2 May to Friday 27 June, Wednesdays and Fridays (2 sessions per week for 8 weeks).

**Time:** 11am

**Venue:** Philip Street Communities and Families Precinct  
1 Pengelly Street, Gladstone

**RSVP:** Monday, 21 April by phoning 4976 6300





# 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 at 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.

## Food Safety Register

Boyne North Rooms



**PLEASE OBSERVE  
THE FACILITY  
FOOD SAFETY POLICY.**

Dear Resident / Relative / Carer,

Food Safety Legislation requires you to inform us of any food you bring into this facility for a resident by completing an entry into our Food Safety Register. Please discuss with Catering Staff if unsure of New Auckland Place's requirement in providing a Food Safe Environment.

**Thank you for  
your co-operation.**







## Birthdays Feb/March

### February

Olive E – Boyne S  
Diane W – Boyne N  
Erna H – Awoonga  
Valerie B – Awoonga  
Judith P – Curtis  
Maureen M – Curtis  
Mary M – Curtis

### March

Alma H – Boyne N  
David V – Awoonga  
Beverly E - Boyne N  
Jill S – Awoonga  
Shirley R – Boyne S  
Robert P – Boyne N  
William S – Boyne S  
Nadia S – Boyne N  
Elsie B – Boyne S  
Marion D - Awoonga

## New Residents Feb/March



Johann H – Awoonga  
Leah H - Curtis  
Alan M – Curtis  
Dorothy Y – Lady Musgrave  
Bernice R – Curtis  
Ian R – Curtis  
Alma H – Boyne  
Arthur T – Curtis  
Stella N – Lady Musgrave  
Marion(Kay) A – Lady Musgrave  
David H - 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.

Australian Electoral Commission

The 2025  
**Federal Election**

**NOTICE OF VOTING**

## **Federal Election 2025**



**A MOBILE POLLING BOOTH WILL BE VISITING  
NEW AUCKLAND PLACE**

**WEDNESDAY 23<sup>RD</sup> APRIL 2025**

**EDEN ROOM 9.00am – 11.45am**

**ROOMS VISITS 1.00pm - 2.30pm**

**AEC ADVISE POLLING BOOTH IS FOR RESIDENTS ONLY  
PLEASE SEE LIFESTYLE FOR FURTHER INFORMATION**



**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, poems, photos or short stories you would like to share?** We are always looking for new content for our newsletter and would love the opportunity to publish your contributions. Items can be posted anonymously if requested. Please speak to Lifestyle staff or email your contributions to [karen@newaucklandplace.com.au](mailto:karen@newaucklandplace.com.au)

# New Auckland Place Noticeboard



## Café Deal of the Month



**March/April**  
**Easter Punch or**  
**Chocolate Egg Frappe**  
**\$6 each**



### Café Opening Times

Monday to Friday 8.30 am - 2.45 pm  
Saturday, and Sunday 8.30am - 1.30 pm

## In Memoriam – Feb/March 2025

Sadly, we say goodbye to our much loved residents:

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.

Walter (Wally) B – Curtis      Beryl P – Boyne  
Lesley (Les) G – LM      Harry (Hal) D – LM  
Margaret F - Curtis      Jeannie S - Curtis  
Edna (Joyce) B – Curtis      Valerie M – Curtis  
Robert (Bob) C - Awoonga

## Employees of the Month February & March

February : 1 nomination received – Congratulations Cheryl P (Lifestyle).  
March Resident Nominations - Nicole J & Mishiel D  
Congratulations: Nicole J  
March Staff to Staff Nominations – Mishiel D x2 (AIN), Sangeetha x1(AIN) - Congratulations – Mishiel D  
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.

## Café Winner of the Month

Congratulations to our lucky café voucher  
**February Winner – Gordon L (BS)**  
**March Winner – Marion D (AW)**

## 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.

## Hairdresser Price List

### Ladies

Trim & Blow Dry from \$28  
Full Cut & Blow Dry from \$33  
Style Cut from \$38

### Men

Clipper cut from \$12.00  
Full Men's Cut \$18.00  
Beard Trims extra

***Tuesday and Wednesday Mornings  
by appointment.***

## 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 **All Visitors** to our facility **MUST SIGN IN AND OUT at reception, sign the declaration and have a wellbeing check performed.** This is for your safety, and it is mandatory with no exceptions.

Please note **All Residents** 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.

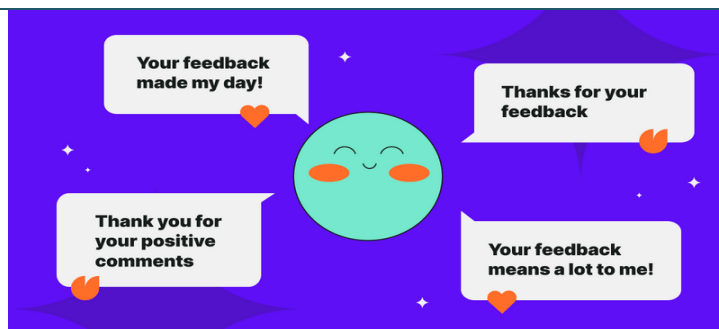
## Clothing

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 | • Skirts / trousers / dresses / shorts / tracksuits x 7 |
| • Singlets x 7    | • Tops x 7  |
| • Petticoats x 4  | • Jumpers x 4   |
| • Nightwear x 7   | • 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](mailto: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](mailto: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.

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 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 not able 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.



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## 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.