



Summer 2023

THE REGIONAL BUZZ



The Official Newsletter of Huon Regional Care



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Huon Regional Care's
Resident Newsletter





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Acting CEO Update



Welcome to the Regional Buzz. As we move into 2023, it would be prudent to reflect on a year that saw positive changes occurring across Huon Regional Care and the aged care sector.

The Tasman facility is getting a face-lift with the minor capital works program, under the watchful eye of Leeanne and her team. This will provide a fresh look to the home.

Dover has recently undergone a three year accreditation process with the Aged Care Quality and Safety Commission and I am delighted to report that all criteria of the Aged Care Quality Standards were met. I would like to offer my heartfelt congratulations to Jillian and her team at Dover for an outstanding result. Thanks too goes to Danni West, our Executive Manager Clinical Services and Ursula Simmons, our Quality and Compliance Coordinator who provided the much needed support to the team during this process. While we are on the subject of Dover, I would like to thank our residents of Dover and their families for your patience regarding the proposed renovations at Dover. It has been a long process and I am keen to see this project progress. Please be assured that residents and families of Dover will be closely consulted on the plans and progress for this project.

The team at Franklin have seen some changes in staffing and we have been extremely fortunate to have the guiding hand of Jillian Jones to implement new models of care to ensure we can provide the best in quality safe care to all our residents.

Please come along to our Resident and Family Meetings to stay up to date with changes, improvements and plans for ensuring you live the best life that you can.

Some months ago, our Board of Directors asked what seemed to be a simple question with what has turned out to be a simple answer. They asked the management team to define 'What quality means to Huon Regional Care'. That got us all thinking and talking about what that really does mean and how can we be sure that we are delivering safe quality care every day.

After much discussion, thought and brainstorming I happened to attend an Aged Care forum where a consumer of Home Care services was part of the panel discussion and she articulated in a few lines what quality means to her and I believe she hit the nail on the proverbial head. As a team, we discussed this and came up with the essence of what quality means to Huon Regional Care.

“Quality of care and life is a feeling of safety, well-being, independence and maintaining connection with community. Trained and skilled staff understand, listen, notice changes, and ensure dignity through choice and respect.”

I would truly love to think that we get it right each and every time. Sometimes we don't and that provides us with an opportunity to strive

to get it right next time. If we have enriched your life through the pursuit of quality of care and life, we have achieved our aim. Please be sure to tell us when we don't get it right as we will do all we can to ensure that we do.

Our Home Care Team continue to work hard in the community providing all sorts of services from personal care, domestic support, shopping, gardening services and outings to name a few. We believe we can do more to support our community and are looking to trial a pilot program at the Franklin facility providing activities for community members, Home Care clients and residents alike with interactive, meaningful activities to keep you connected with community and provide a safe and welcoming place to meet with friends both old and new.

Over the next few months, we will make contact with you to garner interest in the participation of a Consumer Advisory Body. It is important that your voice is heard and we are keen to hear how we can do better. I look forward to your contributions.

We have over the past twelve months welcomed new home care clients and new residents across our facilities and we are delighted that you have placed your trust in Huon Regional Care. We have, during this time, lost some of our friends and family and we hope that we were able to provide some comfort during what is always a difficult and sad time.

Thank you once again for entrusting your care, or that of your loved one as we continue to strive to provide safe, quality care.

Fiona Reid
Acting Chief Executive Officer



IN MEMORIAM

We have recently said goodbye to the following residents who passed away. Our thoughts are with their families and friends during this time.

Vale

Lynette "Lyn" Dudgeon
Brian Pritchard
Leonard "Jim" Clark
Patrick Stanley
Maria Petra
Gwen Armstrong
Dudley Glass
Josephine "Dawn" Woolley
Betty Wylie
Frank Spaulding

I'd like the memory of me to be a
happy one.

I'd like to leave an afterglow of smiles
when life is done.

I'd like to leave an echo whispering
softly down the ways,

Of happy times and laughing times
and bright and sunny days.

Afterglow - Helen Lowrie Marshall



Facility Manager Update

Dover

Dover facility passed their re-accreditation completed at the end of 2022 with flying colours! The accreditation process seeks to assess the quality and care of services delivered by approved providers against the Aged Care Quality Standards. This is great news and a testament to the fantastic staff we have at Dover.

We are currently looking at making some changes to the Dover facility to enhance the environment - suggestions are always welcome. My door is always open; I am at Dover on Wednesdays or if you leave a feedback form it will come to me.

We are looking at opening the Urgent Care Centre in March 2023.

We had a COVID-19 outbreak late last year. I know this was a difficult time for everyone. We are very fortunate that those with COVID-19 all recovered. Much credit goes to the excellent staff at Dover for keeping everyone safe and healthy.

We have a new Clinical Care Manager Susanne Becker. Susanne is responsible for day-to-day care of our clients three days a week - Mondays, Wednesdays and Fridays, from 9 am until 3pm.

I will be there on Wednesdays and Sundays and other times during week if needed. I am always available on my mobile phone and always happy to meet with families as needed. Please contact our Receptionist Libby at Franklin to arrange a meeting.

Jillian Jones

Facility Manager, Dover and Franklin

Christmas at Dover



Marg and Santa.



Santa gives a present to Frankie.



Santa and Nel.



Tilley with Santa.



Pat with Santa.



Santa and Judy.



Christmas lunch at Dover with Judy and Pat sharing a Christmas cracker.



Rita and Santa.



Ted enjoying a lovely Christmas dinner with his guests.



Nel visiting Elaine at Franklin.

Out and about... Dover



Judy watching the Remembrance Day service at Dover.



Pat and Garnet at the RSL - drinking mocktails!



Frankie, Marg, Judy and Garnet celebrate volunteer Wendy's birthday at Dover RSL.



Merle watching the Remembrance day service at Dover.



Nel, Rita and Frankie out for ice-cream on a warm summers day.

Facility Manager Update Franklin

Thank you all for your patience and understanding as we worked through a COVID-19 outbreak over Christmas. I know many of you missed out on seeing family and friends at this important time of year, which would have been very difficult. However, during this time, we had no hospitalisations due to COVID-19 and were able to isolate the outbreak to the South and Hartz areas. This ensured it was short-lived, and we were able to re-open all locked down areas early January – a good outcome in the end. We have made some changes to how we manage COVID-19 in future that are more resident-friendly.

Gardens are currently being worked on to bring them back to their best – if you have any suggestions or ideas please let me know or leave a feedback form for staff.

The smoking area for staff and residents is now located in the gazebo. This has recently been made more wind resistant. We have also ordered a heater for the gazebo for chillier days.

We are hoping to re-open the Café soon, we are just awaiting some alterations.

Our Clinical Care Manager Elizabeth (Liz) Hammer has resigned, and we are looking to fill her role soon. We are employing more Registered Nurses, Enrolled Nurses and Extended Care Assistants to add to the team. They should be on the floor by end of February. This will ensure all roles are covered and we are able to give more personalised care to you.

Please know that my door is always open. I work at Franklin on Saturdays to meet up with families. Please ask Libby our friendly Receptionist to book an appointment.

Changes to the laundry are meaning that not as many clothes are going missing. Any new clothes or unlabelled clothes should be given to staff to be labelled.

Jillian Jones

Facility Manager, Dover and Franklin



Lifestyle & Leisure update Franklin

We've all had some tough times the last few months with many days spent in COVID-19 isolation and/or lockdown, but we have hung in there, worked together and pulled through. We've also had many great times with our activities! Some of our favourite activities include Bingo, knitting group, golf, and exercise group.

In addition to these activities, we've had some great events over the past few months.

Christmas Shopping at Northgate in Glenorchy

This trip occurs every December and always attracts a crowd. Residents enjoyed lunch in the food court before heading into the shops at Northgate to purchase some goodies for Christmas. This full day activity was enjoyed by all that attended. For anyone interested in attending a trip to Northgate before Christmas, please see L&L.

Christmas Carols Evening

What a wonderful evening! Claire and friends volunteered their time to come and sing carols with us. We sang multiple carols for 2 hours before enjoying cakes, sandwiches, slices and more for supper. 23 residents attended this singalong, unfortunately our South residents were in isolation. The carols night will occur this coming December and we hope everyone can attend.

Skittles Competition

Throughout the year the L&L team have been keeping a tally on the Saturday Skittles scores. In December, we held a skittles presentation, and our top scorers received an award. Congratulations to Grahame Dudgeon and Eileen Friday!

And in addition to our regular activities, we have some great events planned for the next few months:

Cocktail evening and entertainment

The L&L team are looking at holding a cocktail-themed evening where residents, friends and family are invited to attend. This evening will involve musical entertainment, Jillian's special punch recipe and nibbles. We hope that everyone will put on their favourite cocktail attire!



Eating with Friends

Eating with Friends is back on the 22nd of February. This activity has been postponed for quite a while due to COVID-19, but we are starting this social gathering up again. Eating with Friends brings people together for a nutritious meal, to meet new people and make new friends.

Dover/Franklin lunch

We have locked in a date to enjoy a lunch with the Dover residents at the Dover RSL at the end of the month. Please see L&L if you are interested in coming out for the day, please note we have limited seating on the bus, so get in quick!

Visit to Zoo Doo

The L&L team are in the works planning a trip to Zoo Doo early March. Zoo Doo is a small zoo outside of Richmond, featuring a variety of birds & mammals & interactive experiences such as animal feeding. Please express your interest if you'd like to attend. This trip will be a full day trip and involve a lot of walking.

Leisure and Lifestyle team update

We said goodbye to L&L team member Lucy and we wish her all the best for the future. L&L Coordinator Cynthia completed her recent Emerging Leaders program and is pivoting to a team leader role as an Enrolled Nurse here at HRC. A wonderful opportunity for Cynthia but sadly a loss for L&L. We wish Cynthia all the best! We hope to welcome some new faces to the team this year, with a big shout out to our newest member, Will. Some of you may have seen Will working with us recently, we believe he will be beneficial to the L&L team in 2023 with his skills and commitment to work across both sites.

Melissa Crane

Leisure & Lifestyle, Franklin



Mel washing the Bendigo Bank Bus so it is shiny and clean for outings

Christmas at Franklin



Helen sitting with the real Christmas tree, enjoying the scent of pine and ready for the decorating to begin



Robert and Jeanette with the beautifully decorated tree in Wellington



Kevin gives the tree two thumbs up of approval!



Anne and Elaine pose with the Christmas tree in North



L&L team member Shellie puts the star on top of the tree, under the watchful eye of Robert



Eileen and Louisa are proud of their tree decorating efforts

What's been happening...at Franklin



Beryl and her silhouette cat artwork



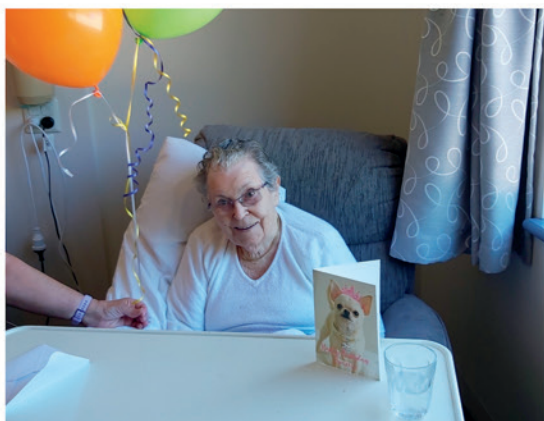
Penny with Tess and the poppy they made for Remembrance Day during arts and crafts



Nancy with happy customer Stuart, who is wearing the jumper Nancy knitted and sold at the pop-up Market




Terry and his toy shop - raising money for Cancer research at our pop-up Market



Happy birthday to Marj!



A fiercely competitive game of Balloon volleyball at Franklin



Are you 65+?
If so, you're invited to

Eating with Friends

Wednesday 22 February,
at 12pm in the
Marjorie Russell Room,
HRC Franklin

Please join us for good company, food and
conversation.

A two-course meal and live musical
entertainment is included.

\$15 per person

Please RSVP 6264 7100
or email

Shellie at sallen@huonregionalcare.org.au
by Friday 17 February

Volunteers needed

Huon Regional Care Franklin is seeking Volunteers to enhance our Leisure and Lifestyle program.

You will have the opportunity to interact with our residents, allowing you to learn about their diverse experiences and life stories.

Do you have a friendly smile, listening ears and a caring nature? If so, we would love to have you on board!



Volunteers are needed for the following:

- Individual visits and walks with our residents
- Men's group activities
- Gardening
- Bingo
- Knitting, arts and crafts
- Musical entertainment
- Pet therapy
- Beauty services

For more information, phone 6264 7100 or email FranklinLifestyle&Leisure@huonregionalcare.org.au



Kitchen update Franklin and Dover

New staff

Welcome to Brett Clifford! Brett is a qualified chef who has come to help out in both Dover and Franklin, as well as the soon to re-open Franklin Cafe. Brett comes to us with experience cooking in local eateries and brings new fresh ideas to our team. Also a warm welcome to Danielle Zimmermann who will be helping out our Dover team with lunch and dinner service.



Menu and food

Jillian and the Kitchen team have been working on the summer menu making small changes to improve the taste and

look of our food as well as the reintroduction of our fresh fruit bowls at both dining rooms. A new service routine is being implemented to help teamwork within our kitchens and to provide a quicker service to you.

Cafe

The long-awaited return of the cafe is just around the corner and any suggestions are welcome. Initially opening on weekends to start, then on a more permanent basis. We hope to see everyone take full advantage of the fresh coffee and yummy food on offer.

Paul Murphy

Kitchen and Catering

Solution

Mini Crossword back page

T	I	M	E	S	I	G	N	A	T	U	R	E		
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		O	D			G				O	I	M		
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C				L		I		N		O		G		
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Christmas at Tasman

Much fun was had by all at the Christmas Party at Tasman with a surprise visit from Santa! Gary and Sally played and sang in an act for the party which everyone loved and Snoop dog was there all dressed up and loving the attention!



Gary and Sally put on a show



Jeff enjoying the festivities



Snoop dog loving all the attention, enjoying cuddles from Kath



A special visit by Santa



Betty opening a Christmas present



Snoop dog enjoying the show



Robin getting into the Christmas spirit

What's been happening ...at Tasman



Sally celebrates her birthday in style



Shirley concentrating hard on her painting



Gary in the festive spirit



The three wise men - Jeffery, Ron, and Gary



Carol - our Bingo champion!



Happy Birthday for Betty



New outdoor relaxation area for Tasman residents - the kick back shack



Brian concentrating on Operation board game



Carol enjoying a sunny day at Stewarts Bay



Betty and Gary had a wonderful visit to the local Community Garden for an Intergenerational day



Carol, Betty & John ventured out to the Port Arthur Historical site to be entertained by the New Zealand Youth Choir

Out and about ...Tasman



Leita and Kath enjoy conversation with a view



Betty, Leita, Kath and Carol enjoy a picnic at the beach at Stewarts Bay

Kitchen update Tasman

Christmas Day was enjoyed by all served in the dining room from the new Bain Marie - thank you Leeanne. Ham , turkey , pink-eyes & vegetables. Home made plum pudding , pavlova, fruit & ginger wreath cheesecake, what a feast and such a lovely day!

We are now working from our Summer menu with lots of great ideas coming from you from the Food Focus meeting. A big thank you to all for your input. More seafood has been requested - atlantic salmon, crumbed fish, seafood vol-au-vents, salmon/tuna patties and garlic prawns. And more salads too. We hope everyone is enjoying the new additions as they filter through.

Monthly BBQs are still a great hit with everyone, and we've introduced chicken kebabs as requested.

Thank you Terry for the lovely fresh silver beet you've been growing for the kitchen, it is much appreciated.

Be sure to let the Kitchen know if there's anything else you'd like to see added to the menu and we'll do our best to include.

We're all looking forward to Barbara's return 20 February, we've all missed her.

Best wishes to all,

Caz & the Kitchen team at Tasman



A trip down memory lane

Area Schools in Tasmania

An excerpt from an Article by Librarian Elizabeth Brown and others,

<https://archivesandheritageblog.libraries.tas.gov.au/tasmanias-area-schools/#more-1816>

In the 1930s, there were over 650 schools in Tasmania. Many rural schools were in poor repair, isolated, underfunded, and with a high teacher turnover. Low pay, distance and poor accommodation meant that most teachers in rural schools didn't stay long. The most qualified teachers – the ones trained at the Training College on the Domain in Hobart – stayed in the bigger towns and cities. Most rural teachers had been apprenticed as pupils (some beginning as young as 13) and completed their studies at the Hobart or Launceston High Schools.

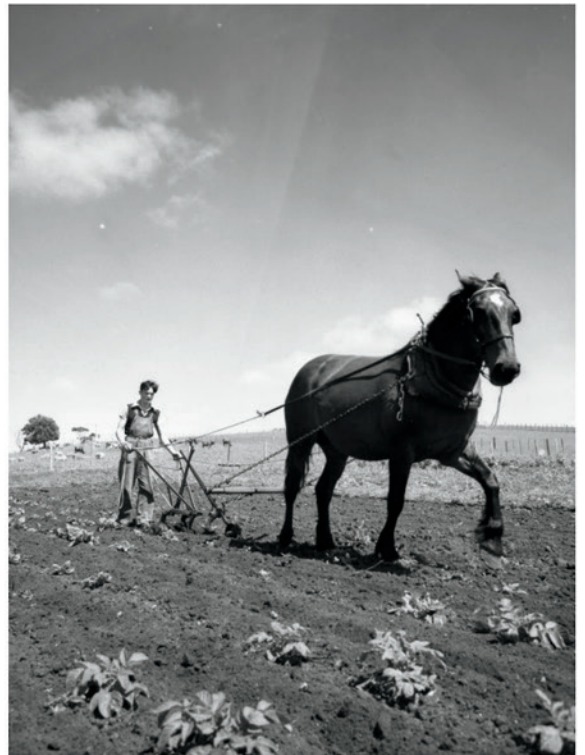
The Great Depression made matters much worse. Faced with mass unemployment and widespread poverty, the Education Department stopped maintaining school premises, cut teacher salaries, and imposed fees for secondary school students. Meanwhile, most rural parents resented sending their children off to schools where they weren't learning practical skills.

Options were limited for children who wanted to go to secondary school. The only choices available were at the High Schools in the larger cities (which focused on academic results) and technical schools (which provided training for trades). Both required the children to qualify in order to attend. The majority of children didn't qualify, and were expected to stay at the primary schools until they were fourteen. If they did qualify, children had to travel to the cities, and only wealthier parents could afford to pay the fees and accommodation costs. With little hope of progress, both rural students and parents became disillusioned and bored. Tasmanian's Area Farm Schools were officially started as a two year experiment in Sheffield and Hagley in 1935, following Tasmania's Director of Education, G.V. Brooks, international tour OF UK and USA.

The curriculum in the Area Schools was designed to turn children into both self-sufficient farmers and well-informed citizens with a curriculum that blended science, literature, history, rhetoric and art into everyday life on the farm. Most importantly, it had to teach children how to support themselves as well as how to think for themselves. A normal primary curriculum was followed until the students were twelve years old, when the options were split along gender lines. Girls were taught the "Domestic Arts" of cookery, needlework, and home management including first aid and home nursing, laundry work and arts and crafts. They used the produce from the school farm, such as vegetables, eggs, and dairy, to prepare meals for the school canteen.



The school library at Geeveston Area School, 1958



Scottsdale District Area School Farm, ploughing a field (1950)

Boys were taught agriculture, including crop production and animal husbandry as well as woodwork, sheet metal work, building construction, elementary mechanics, leather work, and concrete work. In some schools there were courses in forestry. Boys were also given jobs in the school to train them to be capable handymen. They built sheds, concreted paths, built chicken sheds and pig pens, and fences and garden beds for the girls to grow flowers and vegetables.

The Tasmanian area school model drew visitors from across Australia and the world to check out schools across the state, visits which were reported on in the local newspapers.



Hagley Farm Area School, greenhouse (1954)

During World War II, productive school gardens and farms produced much-needed nutrition in times of rationing. Student reports from the Scottsdale District School to the North-Eastern Advertiser regularly discussed food, such as 'tit bits' of pork from pigs slaughtered by the boys and:

"Distribution of apples was again welcomed by pupils from both schools this week and a splendid lot formed the first batch, though so most them are so big the kindergarten children find them a meal."

Teachers and pupils often recalled cycling long distances to school, "Hail, rain or shine" which was especially unpleasant during wartime (and postwar) rationing when you had a worn out rain jacket and no clothing coupon to get a new one! As Mabel Manning recalled in 1999,

"The metal roads were in very poor condition and it made riding a bike very hard work, and jarred every bone in one's body, but I was happy to do this as I loved the teaching situation so much. Many of the young ones [walked] several miles to school, some helping with the milking before they left home."

In 1999, when she was eighty years old, Mrs Manning also reflected,

"How strict we were in those days. Discipline was first and foremost and we expected so much from our young pupils. I hope they have benefited and do not resent the harshness, but remember the fun, the love, and the good times."

Area Schools served a wide population, incorporating infant schools, kindergartens, primary and post-primary education. While the model was admired by many (including many teachers who longed to be posted to area schools) at the same time, it had its limitations. Those students who were identified as being academically gifted were encouraged to apply to high schools in the cities. Secondary education was selective, and in order to attend, students had to pass exams and, if they were accepted, move away from home.



Hagley Farm Area School, pigs (1954)

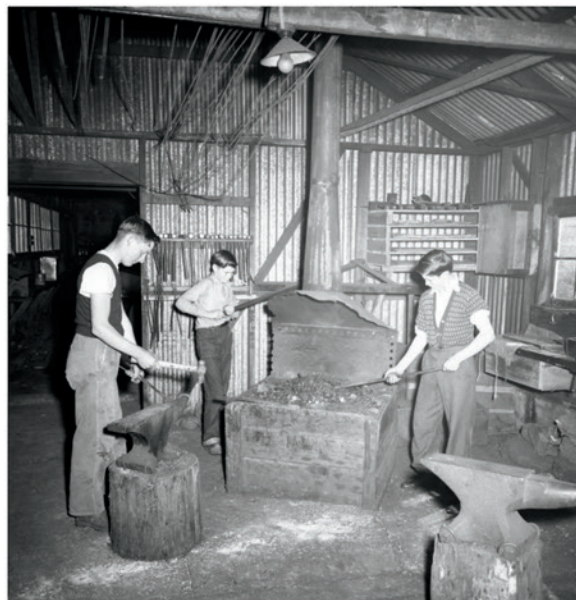
Area Schools served a wide population, incorporating infant schools, kindergartens, primary and post-primary education. While the model was admired by many (including many teachers who longed to be posted to area schools) at the same time, it had its limitations. Those students who were identified as being academically gifted were encouraged to apply to high schools in the cities. Secondary education was selective, and in order to attend, students had to pass exams and, if they were accepted, move away from home.

As Michael Sprod wrote in the Companion to Tasmanian History, in the postwar period,

“ It was becoming increasingly apparent that the area schools, by preparing them so well for rural life, made it difficult for students to aspire to any career other than a farmer, or a farmer’s wife.... With the rapidly-expanding post-war economy, the notion that educational opportunities should remain open and available equally to all had become widely accepted, especially among parents. The area schools were progressively transformed into district (primary) schools, or district high schools, and the modern schools into high schools “

This shift came to Huonville in 1956 with its participation in a trial of the comprehensive high school model, which would allow more of the area’s academic students to remain in the area, rather than being removed to the selective high schools in Hobart. By the end of the 1950s, the success of non-selective district high schools was being celebrated.

While the area schools gradually shifted, today the Hagley Farm School is still a thriving example of practical, agricultural education. The school complex has expanded to include a visitors centre to accommodate visiting school groups, allowing a wider pool of students to learn the lessons of a farm environment.



Scottsdale District Area School Farm, students blacksmithing (c1950).



Boys making gutters in a tin smithing class at Ringarooma Area School, 1952.

APPENDIX III					
TYPICAL AREA SCHOOL TIME-TABLE					
Grade VI					
Time	Monday	Tuesday	Wednesday	Thursday	Friday
a.m.					
9.30 – 10	Spelling and Mental Arithmetic	Woodwork and Plan Drawing (Boys) Cooking (Girls)	Scripture Arithmetic	Spelling and Mental Arithmetic	Spelling and Mental Arithmetic
10 – 10.30			Reading	Reading (Library)	Reading
10.30 – 11					
11 – 11.30	Recess and Physical Education				
11.30 – 12	English	Woodwork and Tin-smithing (Boys)	English Composition	History	English Grammar
p.m.					
12 – 12.30	Dictation	Cooking (Girls)	English Composition	Geometry	Geography (Films)
12.30 – 1.30	Midday Recess				
1.30 – 2	Music	Saddlery (Boys) Needlework (Girls)	Geography	Music	History
2 – 2.30	Agriculture (Boys)		Civics and Health Measurement	Geography	Reading
2.30 – 3	Horticulture and Arts and Crafts (Girls)		Reading	Writing	Club Work
3 – 3.30				Poetry	Physical Education

A typical time table for a Tasmanian Area School. Note the difference between boys’ and girls’ education.



Sewing class for girls at Ringarooma Area School, 1952



Spotlight on the Aged Care Quality Standards

There are eight Aged Care Quality Standards. These are enforced by the Australian Aged Care Quality and Safety Commission, which carries out regular assessments of all aged care homes receiving Commonwealth subsidies.

The commission's auditors visit homes to interview residents, family members, and staff. They observe care, and review documentation to ensure the standards are being met or exceeded.

Standard 2: Ongoing assessment and planning with consumers

Your outcome:

I am a partner in ongoing assessment and planning that helps me get the care and services I need for my health and well-being.

Huon Regional Care staff will strive to:

- Understand your backstory, and the contributing factors that impact your current health status.
- Recognise your needs, goals and preferences and understand what will optimise your health and wellbeing.
- Really listen to you, ensure you are heard and empower you to play a leading role in your care planning. We are a partnership, and we will work together on a plan that is real, achievable and makes a difference for you.
- Open your eyes to possibilities, alert you to the risks along the way, and guide you to the place that you can be your best self.
- Coordinate support with other providers (with your consent) to meet your desired outcomes.

If you would like to speak with someone about any aspect of the care you (or your loved one) is receiving, please get in touch with our Facility Managers:

Dover & Franklin - Jillian Jones - 6264 7102
Tasman - Leanne Triffitt - 6250 9005

Or speak with any of our friendly staff to arrange a confidential discussion with Jillian or Leanne.

At Huon Regional Care, we are very proud of the standards of our people, homes, and care. We truly embrace all the values enshrined in Australia's Aged Care Quality Standards.

We offer a range of care services across three facilities, all of which are accredited as meeting the Aged Care Quality Standards.





**The Hon Mark Butler MP
Minister for Health and Aged Care**

**The Hon Anika Wells MP
Minister for Aged Care
Minister for Sport**

Dear resident and family

Oral antiviral treatments for COVID-19

Our third winter living with COVID-19 has been particularly hard on older Australians, with many residential aged care homes experiencing outbreaks impacting residents, their families, staff and volunteers.

Fortunately, this year we have effective medications to help those at the greatest risk of developing severe illness from coronavirus.

You may have already had COVID-19 and taken these medications as tablets or capsules, or you may know friends and loved ones who have done so.

Oral antiviral treatments are safe, effective and available for all Australians aged 70 or over who test positive for COVID-19, even if they have no symptoms or other risk factors. People who live in residential aged care who are 50 years or older, or Aboriginal and Torres Strait Islander people who are 30 years or older and have another risk factor, are also eligible for the oral antiviral treatments.

These treatments are saving lives.

Please, talk to your family, your doctor and your residential aged care home about your treatment options. This is especially important because of the risk of reinfection and because we anticipate future surges in infection including throughout spring.

Oral antiviral treatments must be taken within five days of symptoms starting. You will need a prescription for them immediately following a positive COVID-19 test. **Planning ahead and giving your consent early** will help to ensure you have rapid access to this medication as soon as you register a positive COVID test.

Vaccination remains the best way to protect yourself from severe illness. Please stay up to date with your COVID-19 vaccinations and continue to practise simple but critical measures like **good hand hygiene**.

Our healthcare experts are learning more about COVID-19 every day and **monitoring the latest research** in Australia, and internationally. We are getting closer to being able to manage COVID-19 like a seasonal cold or flu. **Oral antivirals** are very important to the health of older Australians affected by COVID-19.

Yours sincerely

The Hon Mark Butler MP
Minister for Health and Aged Care

The Hon Anika Wells MP
Minister for Aged Care

For more information about COVID-19 treatments, visit the Department of Health and Aged Care website www.health.gov.au or ask for a [fact sheet](#) from the staff at your home.

Parliament House Canberra ACT 2600



Residents, family members and support persons:

We want your feedback!

There are feedback forms available at various locations across Dover, Franklin and Tasman sites. If you are unsure please ask a staff member.

If you are a Home Care client you are provided with forms upon signing up and can request extra forms from the office.

Types of feedback to submit:

- positive feedback
- complaints
- areas for improvement
- comments
- suggestions
- anything you would like us to know!



Anything urgent should be discussed with a nurse or carer.





A fact sheet for aged care residents

Food and dining – your choices matter



Eating food that you like is important for your health and wellbeing.

The food and dining experience offered by your aged care provider should be safe, enjoyable, respectful and based on what you like.

If this is not your experience, it is okay for you to raise your concerns with the provider.

If you feel uncomfortable talking to your provider about your concerns, or if you have already tried without an acceptable outcome, contact the Aged Care Quality and Safety Commission and we will help you.

Contact us by:

Phone 1800 951 822

Online agedcarequality.gov.au

Email info@agedcarequality.gov.au

Mail Aged Care Quality and Safety
Commission, GPO Box 9819,
<your capital city>

How can the Commission help you?

When you contact the Commission about concerns you have with your food and dining experience at an aged care service, we will:

- listen to you to understand your concerns
- speak to your provider
- support you and your provider to know your rights and responsibilities
- make sure your provider understands their responsibilities
- help your provider to agree to a plan of action that meets your expectations
- check back in with you to find out if things have improved.

Where required, the Commission can take formal action with your aged care provider to make sure that they improve the quality and standard of service.



What changes can you expect?

After your concerns are made known to your provider, the changes you should see include:

- staff talking with you to understand your choices and preparing food that you are happy with
- helping you to do as much as you can by yourself during meal times
- making sure you get the nutrition you need to stay healthy
- respecting your cultural, religious and dietary needs and preferences
- a more enjoyable dining experience.

If you want to try talking to your provider first

If you feel comfortable, you can raise your concerns with your aged care provider. This would help them to understand your views and preferences. You can also ask a family member or advocate to speak on your behalf.

A conversation with your service can often lead to changes being made quickly to meet your food and dining preferences. Your provider can work to make your food and dining experience better if they know your preferences.

Before raising your concerns, you might like to consider the following advice:

- It is helpful if your concerns **reach the right person**. You can ask to speak to the staff responsible for food and dining.
- If possible, provide **specific examples** of what you would like changed. Let them know what food you do and do not like. Talk about meals you enjoyed and meals that did not meet your expectations. You might even have favourite recipes that you can give to them to try.
- You can complete the **'My food and dining preferences form'** on page 3 of this fact sheet and give it to your provider. This is a good way to ensure that your provider knows your preferences, which you can update at any time.
- **Understand your rights**. The Charter of Aged Care Rights is a good place to start. You can view the Charter at <https://www.agedcarequality.gov.au/consumers/consumer-rights> or ask your provider to give you a printed copy.
- **Don't give up** if you don't feel heard. You do not need to raise your concerns alone. The Commission can help you at any time. Advocacy support is also available.



My food and dining preferences

Name

My meal preferences

e.g. types of food and drink,
preferred quantity etc.

My dining preferences

e.g. when, where and with whom

What assistance (if any) do I need with eating and drinking?

What, if any, health issues impact my eating and drinking?

How much do I normally eat?

What cultural and/or religious traditions or customs do I observe?

Contact details

e.g. regular dietitian, occupational
therapist, dental expert,
speech pathologist

For staff

Where is the resident's weight recorded?*

Loss of weight and reduced food consumption are
warning signs of malnutrition. If you notice changes,
contact the resident's dietitian for assistance.

* List where details of the resident's usual weight can be located.
Do not record the weight on this preference sheet.

This preference sheet can be completed by aged care residents, with assistance from staff, family, carer, or allied health, where required or requested. Ask the resident where they would like this preference sheet placed in their room.



You can seek support or advice from free, independent **advocacy services**. These services can provide support to older people and their representatives on issues related to Commonwealth-funded aged care services.

The **Older Person's Advocacy Network (OPAN) Support Line** can provide free and independent advice on **1800 700 600** or visit opan.org.au.

For more information

You can find further information about food and dining experiences in aged care on the Commission's website: <https://www.agedcarequality.gov.au/consumers/food-dining-and-nutrition>

You can find further information to help you raise your concerns by reading OPAN's Self-advocacy toolkit: <https://opan.org.au/toolkit>

You have the right to choose what, where and when you eat and drink.


You have the right to raise your concerns about your food and dining experiences.

Support is available to help you raise your concerns.



 **Phone**
1800 951 822

 **Web**
agedcarequality.gov.au

 **Write**
Aged Care Quality and Safety Commission
GPO Box 9819, in your capital city



Do you have a concern or complaint?

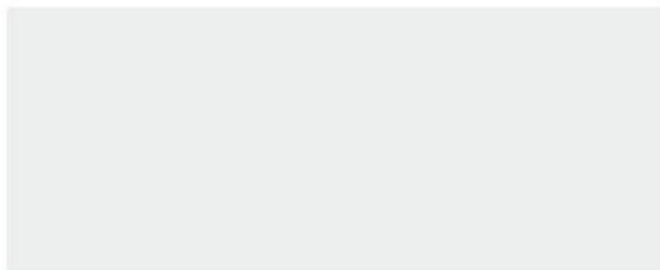
You can do something about it.

If you have a concern or feedback about the aged care you or someone else is receiving, you can talk to us.

1800 951 822

agedcarequality.gov.au

Your concerns are important, and we encourage you to raise them with the manager of your service first.
Your local contact within this service is:



If you can't resolve your concern with your provider, or your service provider isn't listening to your feedback, please contact the **Aged Care Quality and Safety Commission**. Anyone can contact us for free advice and assistance that is anonymous or confidential.

If you'd like support to lodge a complaint with us, a free advocate may be able to help. Call the Older Persons Advocacy Network (OPAN) on **1800 700 600**.

If you need an interpreter to speak with us, call the Translation and Interpreting Service on **131 450**.



Phone
1800 951822



Email
info@agedcarequality.gov.au



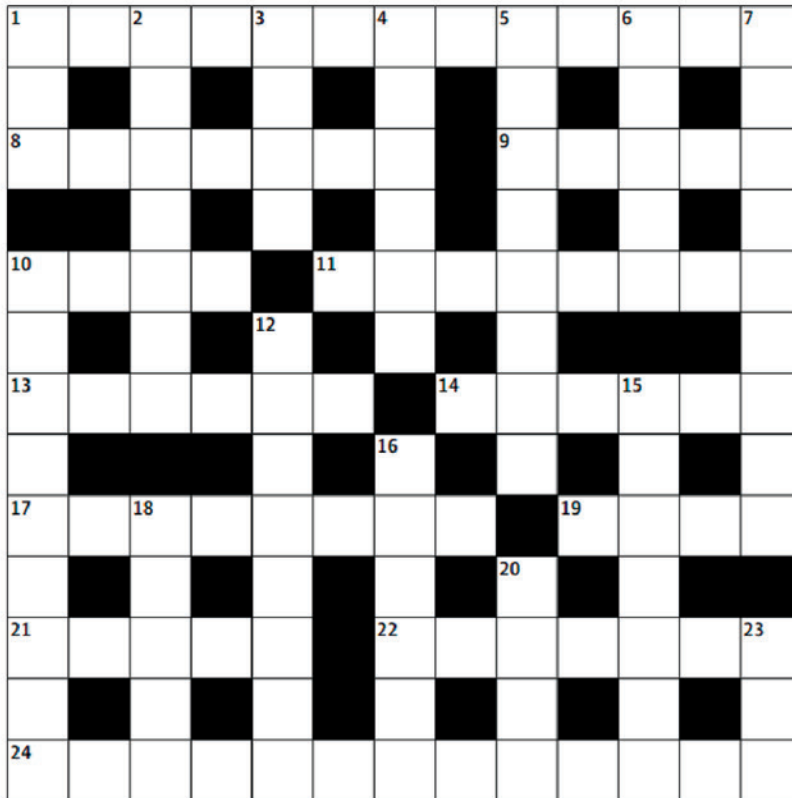
Web
agedcarequality.gov.au



Write
Aged Care Quality and Safety Commission
GPO Box 9819, In Your Capital City

Puzzle time

Mini Crossword, The Guardian Paper



Solution p. 16

Across

- 1 Musical notation indicating the number of beats to a measure (4,9)
- 8 In Samuel Taylor Coleridge's epic 1798 poem he was 'ancient' (7)
- 9 Showing signs of wear and tear (5)
- 10 One dollar (informal) (4)
- 11 Straw broad-brimmed hat – robs more (anag) (8)
- 13 Hooded waterproof jacket (6)
- 14 Poor densely populated city area (6)
- 17 Lamp oil (8)
- 19 Hee-haw (4)
- 21 Easy (5)
- 22 Lock-securing mesh? (7)
- 24 Jokes about painful subjects (7,6)

Down

- 1 Feline fellow? (3)
- 2 African country independent since 1956, previously a French protectorate (7)
- 3 Transport (4)
- 4 One of three monsters, sisters with sharp fangs and hair of venomous snakes (6)
- 5 European motorway – a NATO hub (anag) (8)
- 6 Free (5)
- 7 Study of word development (9)
- 10 Jolly Roger (5,4)
- 12 Artificially high singing tones (8)
- 15 Canada's largest city (7)
- 16 Parts of a foot (6)
- 18 Imperial (5)
- 20 Location in France (4)
- 23 Prominent rock on a hill (3)

Word Search

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

BEACH
CREAM
HOLIDAYS
HOT
ICE
MOSQUITOS
PICNIC
PLAYING
POPSICLE
SANDALS
SUMMER
SUNFLOWER
SUNSHINE
SWIMMING
VACATION

WARMTH
WATERMELON

