



RESIDENT NEWSLETTER | DECEMBER 2025

# Residential Aged Care

## Message from the Group Manager, Kate Hawkins

As we approach the end of 2025 and the festive season, I want to extend my heartfelt thanks to our residents and their families for your support, understanding, and partnership throughout the year. Aged care across Australia has continued to evolve, with ongoing reforms designed to strengthen safety, dignity, and quality of life for older people. While these changes have brought new processes and expectations, they have ultimately helped us enhance the care and experiences we provide every day.

This year, we have focused on listening more closely, communicating more openly, and making sure every resident feels known, respected, and supported. From improvements in care planning to the introduction of new wellbeing initiatives, our priority has remained constant: ensuring our homes are places where people feel comfortable, connected, and truly at home.

As we look ahead to 2026, we are excited to continue improving, learning, and creating meaningful moments together.

Wishing all residents and families a joyful, peaceful Christmas and a wonderful year ahead.

## IN THIS ISSUE

**Aged Care Reforms: Key changes since November**

**New vaccination requirements for residents**

**Reminder: ARI Season – Keep at home if unwell**

**Consumer Advisory Body**

**Social events and outings for our residents**

**Getting around made easy**

**Festive dining: Enjoying Christmas classics together**

**Christmas Trivia**

**Top tips to beat this summer period**

**Queensland Public Holidays**

**Feedback**

# Aged Care Reforms: Key changes since November

Since November, several key reforms have been introduced to enhance aged care services and protect residents. Here's a summary of the most important changes:

- **Statement of Rights:** All residents now have a clear, formal statement outlining their rights, ensuring they are treated with respect, dignity, and fairness.
- **Supporter Framework:** A new framework allows residents to nominate a "supporter" who can assist with decision-making and ensure their voice is heard in care planning.
- **Whistleblower Protections:** Stronger protections have been put in place for whistleblowers, making it easier for staff or residents to report concerns about care or safety without fear of retribution.
- **Code of Conduct:** A new, nationally consistent Code of Conduct holds all aged care workers to high standards of behaviour, ensuring professionalism and respect in care delivery.

- **Strengthened Standards:** Aged care homes are now required to meet more robust care standards, with regular assessments and penalties for non-compliance to ensure better care and outcomes.

These reforms are designed to create a safer, more transparent, and person-centred aged care system, empowering residents and their families with greater protection and choice. We'll keep you updated on further improvements throughout the coming year.

**For more information,  
visit our website at  
[www.anglicaresq.org.au/  
services/aged-care/  
aged-care-reforms/](http://www.anglicaresq.org.au/services/aged-care/aged-care-reforms/)  
or call us on 1300 610 610**



# Update on new vaccination requirements for residents

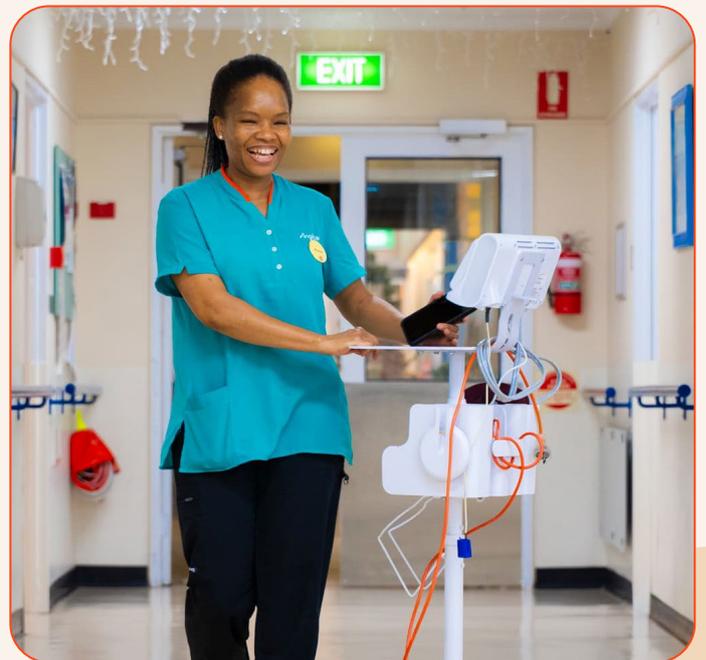
We would like to share some important information about the new vaccination requirements for people living in aged care homes. Vaccines are the best protection against serious illness and hospitalisation in older people, and ensuring residents have easy access to them, is an important part of supporting health and wellbeing.

From 1 November 2025, the new Aged Care Act 2024 strengthened the requirement for residential aged care providers to provide access to recommended vaccinations for their residents. This includes vaccines such as influenza, COVID-19, shingles and pneumococcal. These vaccines help reduce the risk of infection and protect not only individuals but the whole community within our home.

To make this simple and comfortable, we will be offering all recommended vaccinations onsite. Qualified health professionals will visit our home to provide vaccinations in a calm and familiar setting. Residents who wish to

receive their vaccines will be fully supported by our staff throughout the process, and families are welcome to contact us with any questions.

Participation remains voluntary, and we encourage residents and families to discuss any personal concerns with their GP or our care team.



## Reminder: ARI Season – keep at home if unwell

As we enter ARI (Acute Respiratory Illness) season, we kindly remind everyone to stay home if you're feeling unwell. This helps protect both residents and staff from illness and ensures a safe and healthy environment for all. We appreciate your cooperation in keeping our community well.

# Consumer Advisory Body (CAB) update

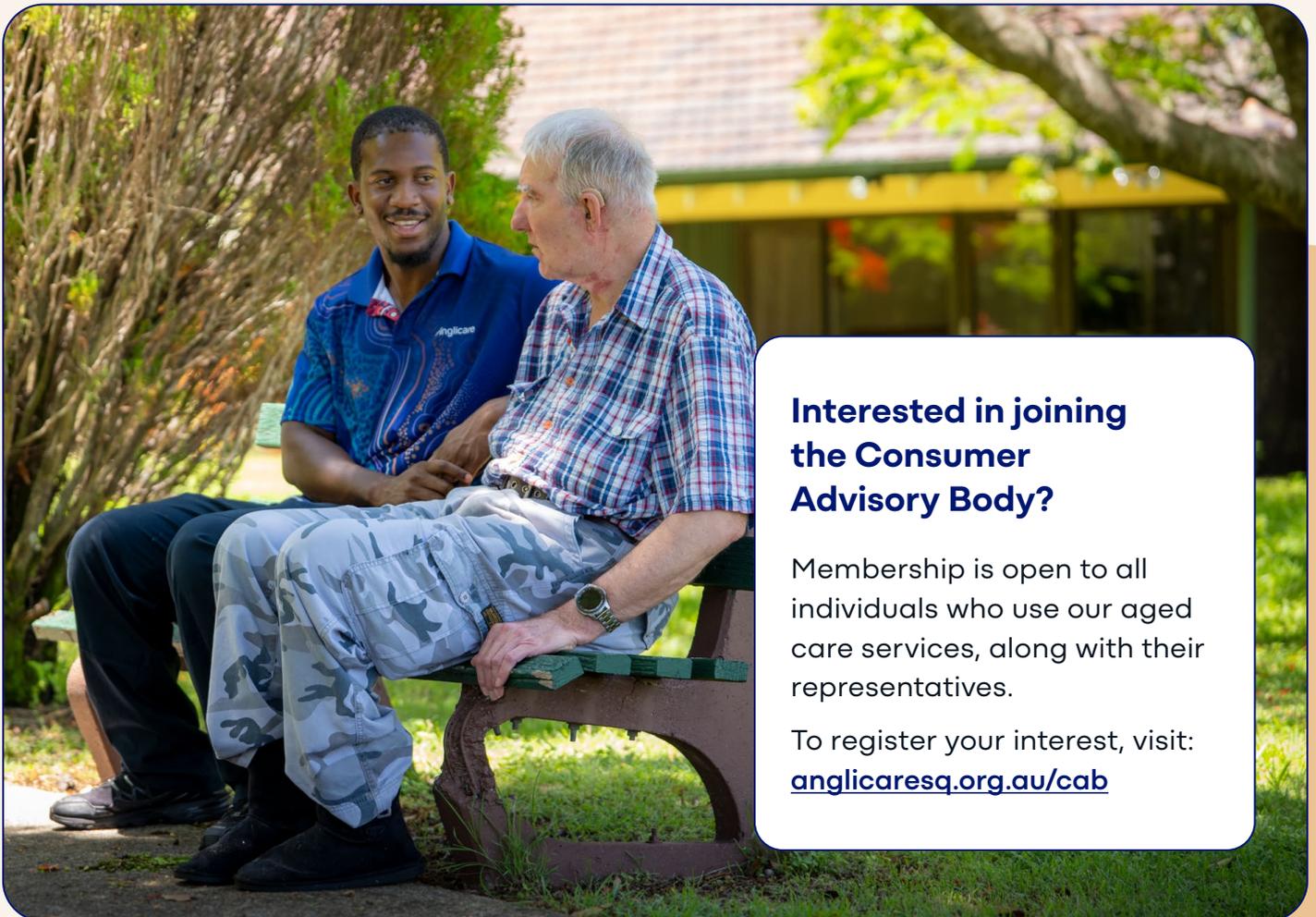
The Consumer Advisory Body (CAB) is made up of residents, family members, and community representatives who collaborate with staff to provide feedback and advocate for residents' needs. In October, each CAB met to share insights on services. While homes will address individual feedback, we have brought together the results to identify broader opportunities for improvement.

Key focus areas include:

1. **Staffing:** Enhancing care beyond clinical needs
2. **Communication:** Closing the feedback loop
3. **Food:** Flexibility and communication around special requirements

4. **Transportation:** Improving access and frequency
5. **Dignity of risk:** Balancing safety and independence
6. **Dementia care:** Personalised support and activities

Our teams are working on interventions to enhance these areas and improve overall service delivery. We will continue to provide updates throughout the coming year on the progress and improvements made in these key areas.



## Interested in joining the Consumer Advisory Body?

Membership is open to all individuals who use our aged care services, along with their representatives.

To register your interest, visit: [anglicaresq.org.au/cab](https://anglicaresq.org.au/cab)

## Connecting to the community: Social events and outings for our residents

At our aged care homes, we prioritise keeping residents connected to the local community, enriching their lives with social activities and meaningful experiences. One of the ways we do this is through local social events, where residents, families, and community members come together for fun celebrations and activities. These events help create a sense of belonging and foster connections.

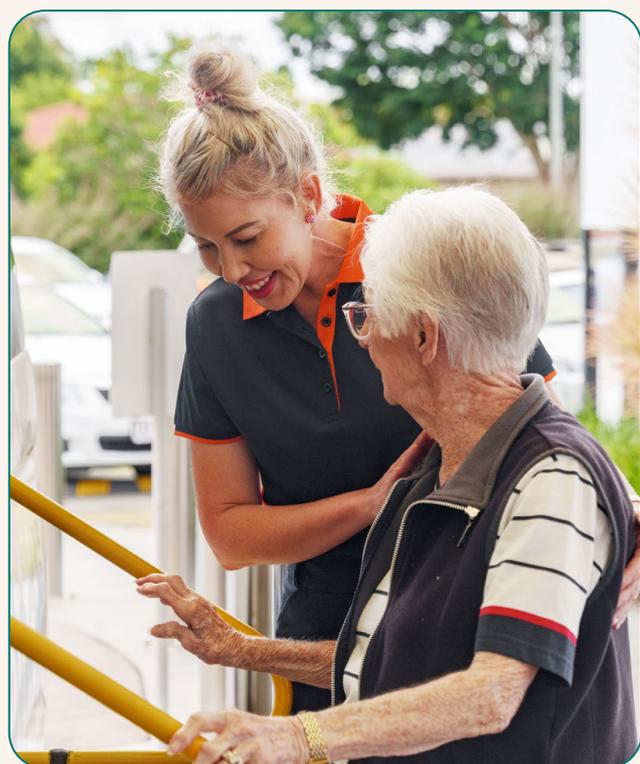
We also partner with local community groups, inviting them to visit the home for engaging activities, performances, and companionship. This enables residents to interact with local volunteers, school groups, and artists, further enhancing their social lives.

In addition, we organise regular outings to local attractions, such as parks, museums,

and cafés, offering residents a chance to enjoy the outdoors and explore the community. These outings bring a refreshing change of scenery and new experiences.

To support family time, we've created dedicated spaces where residents can comfortably visit with their loved ones, ensuring quality time together in a relaxed environment.

We're always open to new ideas to make our community connections even stronger. If you have any suggestions or would like to share your thoughts, please don't hesitate to contact your home's Facility Manager or Lifestyle Team. We value your input and look forward to creating even more enjoyable experiences for our residents.



## Getting around made easy

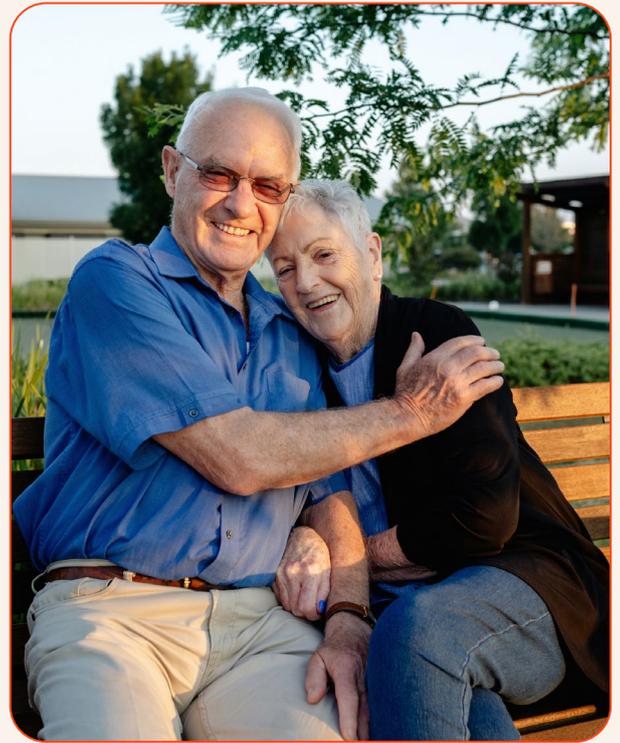
Our home provides group social outings as part of the lifestyle program, so you can enjoy activities and excursions with fellow residents.

If you require transport for appointments or individual social outings, our staff are happy to assist with organising taxis and accessing taxi vouchers. Please note that taxis **are at your own cost**. We can also provide information about community transport options to help you get where you need to go. Just ask a member of staff—they're here to make sure you can travel safely and easily whenever you need.

## Festive dining: Enjoying Christmas classics together

We are pleased to share that our Christmas Day lunch menu is now finalised. This year's menu has been thoughtfully put together to offer a festive, traditional meal for residents to enjoy. Families who plan to join their loved one for Christmas/Boxing Day lunch or dinner are warmly invited, and bookings can be made through reception.

To help everyone plan, full details of the Christmas Day and Boxing Day menus are available at reception. Please feel free to drop by, ask questions, or confirm your attendance.



## Christmas Trivia

1. In the song "The Twelve Days of Christmas," how many total gifts are given by the end of the song?
2. Which country started the tradition of sending Christmas cards?
3. What is the name of the Grinch's dog in "How the Grinch Stole Christmas"?
4. In the story "A Christmas Carol," what is the first name of Scrooge?
5. Which popular Christmas song was actually written for Thanksgiving?
6. In what modern-day country was St. Nicholas born?
7. What are the two main colours of a traditional candy cane, and what do they symbolize?
8. In the song "Frosty the Snowman," what brings Frosty to life?

**See back page for answers**

## Top tips to beat this summer period

To stay well in hot weather, it's essential to keep hydrated by drinking plenty of water throughout the day, as dehydration can set in quickly. Wear loose, light-coloured clothing, and avoid spending long periods in the sun, especially during peak heat hours (usually from 10am to 4pm). If you need to be outside, apply sunscreen and wear a hat to protect against sunburn. To cool down, stay in air-conditioned spaces or use fans and take cool showers. Eating light meals and avoiding heavy or hot foods can also help your body stay cool. If you start feeling unwell, rest in a cool place and drink water.

## Queensland Public Holidays

**Thursday, 25 December 2025** Christmas Day

**Friday, 26 December 2025** Boxing Day

**Thursday 1 January 2026** New Year's Day

**Monday 26 January 2026** Australia Day



## Feedback

At Anglicare Southern Queensland, we value your feedback as it is crucial to helping us continually enhance our service. We strive for continuous improvement and encourage you to contact us if you have any ideas for future improvement.

If you have any feedback about the care or services you receive, we are here to listen. If you have any concerns, feedback or compliments about our service you can speak with our Facility Managers. If you don't feel comfortable raising a concern directly with us, you may also contact the Aged Care Quality and Safety Commission on **1800 951 822**.

For more information on understanding your rights under the Aged Care Act 2024 whistleblower protections, visit:  
[www.anglicaresq.org.au/contact/whistleblowers-protections/](http://www.anglicaresq.org.au/contact/whistleblowers-protections/)

## Christmas Trivia Answers

1. 364
2. England
3. Max
4. Ebenezer
5. Jingle Bells
6. Turkey
7. Red (Jesus' blood) and white (purity)
8. An old silk hat