



# Residential Aged Care

Newsletter – December 2024

## A message from the Group Manager, Kate Hawkins

As we celebrate the festive season, we reflect on 2024 with gratitude for our shared achievements and the strong bonds within our community. Together, we've embraced challenges, celebrated successes, and worked to ensure the care and comfort of every resident remain our top priority. From the little joys of shared moments to the larger strides in enhancing our services, it's been a year shaped by collaboration, dedication and teamwork.

Looking ahead to 2025, we welcome the continued aged care reforms, bringing opportunities to enhance the quality of life for all residents. These reforms aim to elevate the standards of care, enhance quality of life, and ensure dignity and respect for all. Together, we'll embrace these changes with care and commitment.

Thank you for being a vital part of our community. Here's to a bright and prosperous 2025, where we continue this journey together.

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## Aged Care Reforms update

The Aged Care Bill 2024, recently passed by the Australian Parliament, represents a landmark reform in response to the Royal Commission into Aged Care Quality and Safety. This new legislation introduces a rights-based framework that places the needs of older Australians at the forefront, replacing the outdated Aged Care Act of 1997. Key features include:

- A Statement of Rights to empower aged care consumers, ensuring their voices are heard and their preferences respected.
- Improved Standards and Protections, such as strengthened Aged Care Quality Standards and expanded whistleblower protections.
- Support for At-Home Care, enabling more people to live independently through home modifications and assistive technologies.
- New Regulatory and Compliance Measures, including updated provider obligations, enhanced financial safeguards, and independent oversight by a new Complaints Commissioner.

Transition efforts, led by a dedicated taskforce, aim to prepare the sector for the legislation's commencement on July 1 2025, while public consultations are ongoing to refine operational rules.

This pivotal milestone signals the start of ongoing efforts to enhance the quality and fairness of aged care services across Australia. Anglicare Southern Queensland is committed to collaborating with the Australian Government to integrate these transformative reforms into our operations. As more details become available, we will promptly share updates to keep everyone informed.

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## Consumer Advisory Body (CAB) update

The Consumer Advisory Body (CAB) is a group of residents, family members and community representatives who work closely with our staff and Client Experience Team to provide feedback, share insights, and advocate for the needs and preferences of residents. The CAB gathered in August to provide feedback on services. The focus areas were as identified below.

- **Crunchy Chips:** What we are doing - We are currently looking at other cooking methods to assist in getting hot chips crunchier.
- **Buses:** What we are doing: Anglicare is currently reviewing our bus procurement process and capturing resident feedback on desirable features.
- **Activities on the Weekend:** What we are doing - the lifestyle teams will be consulting residents at each home to further discuss what activities they would like to see occur on the weekends.







## Why do Anglicare keep asking me to do a survey?

The Consumer Experience and Quality-of-Life Survey plays a key role in Australia's aged care system by gathering feedback from residents to assess their satisfaction and identify areas for improvement. It is a part of the wider aged care reforms focused on increasing accountability, transparency and service quality.

What do we do with this information? Anglicare's Residential Aged Care Leadership Team uses the survey results to pinpoint areas that need improvement, enhance service delivery and implement targeted changes to better meet the needs of residents. These actions are tabled at individual homes' resident meetings and are also addressed in these newsletters. We thank you for your continued involvement in these surveys and for providing invaluable feedback to assist us in focusing on continuous improvement.



## Hot Weather – 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 from 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.

## Changes to visitor screening

As you may have noticed, there have been some changes regarding the routine use of Rapid Antigen Testing. Although these changes have been implemented, we still require all visitors to check in via our Visitor Kiosks. Anglicare is continuing to ask health screening questions as part of our safety protocols.

To ensure the wellbeing of residents in aged care homes, we kindly remind visitors not to enter the facility if they are feeling unwell or experiencing symptoms such as a cold or flu. This is essential in minimising the risk of infections to our vulnerable residents.

## Christmas Celebrations – bringing the spirit of Christmas with Menu favourites.

There will be a delightful spread of festive flavours and traditional favourites for this year's Christmas celebration!

### Christmas Day Menu:

- Main Course: Succulent Roast Turkey and Glazed Ham, perfectly seasoned and accompanied by a tangy Cranberry Sauce and seasonal vegetables. Or, enjoy a hearty Vegetarian Lasagne.
- Dessert: Traditional Christmas Pudding with rich Brandy Custard or a light and airy Pavlova topped with seasonal berries.

### Boxing Day Menu:

- Main Course: Roast Lamb with gravy and mint sauce, a selection of seasonal vegetables, or a Fresh Seafood Plate with Salad.
- Dessert: Delicious English Trifle.



The cost for family members joining us for lunch on Christmas Day or Boxing Day is \$25 per head. We kindly ask that you book in advance to help us prepare. Please note, we can accommodate up to two guests per resident on these special days. If you have any questions or concerns, feel free to discuss them with our facility staff. Resident special diets will be catered for.

There will be no additional costs for family members who wish to enjoy breakfast or the lighter evening options on Christmas Day or Boxing Day with loved ones.

We look forward to celebrating this joyous season with you all!

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## 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 and/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 relevant Aged Care Quality and Safety Commission on 1800 951 822.





## Public Holidays

**Christmas Day:** Wednesday 25 December

**Boxing Day:** Thursday 26 December 2024

**New Years Day:** Wednesday 1 January 2025

**Australia Day:** Monday 27 January 2025



**Christmas Cheer: Laughter is a wonderful way to bring joy and connect during the holiday season.**

**What do you call a cat sitting on Santa's lap?**  
Santa Claws!

**Why did the Christmas tree go to the barber?**  
It needed a little trim!

**What do you get when you cross a snowman with a dog?**  
Frostbite!

**Why was the turkey at the Christmas party so proud?**  
It was stuffed with joy!

**What do you call an elf who sings?**  
A wrapper!

**Why doesn't Santa use kangaroos to pull his sleigh?**

Because they'd hop all the presents out!

**What do you get if you eat Christmas decorations?**

Tinsillitis!

**Why are Christmas trees bad at knitting?**

They always drop their needles!