

Jindajabber

Jindalee
AGED CARE RESIDENCE



NEWSLETTER

JANUARY- MARCH 2025

**WITH THE CHANGES OF
AUTUMN, JINDALEE HAS
SOME CHANGES TOO!!!**



**WE WOULD LIKE TO
WELCOME ALL NEW
RESIDENTS AND
FAMILIES TO OUR
COMMUNITY.**

**WWW.JINDALEEAGEDCARE.COM.AU
02 62396800**

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A CHAT FROM THE DEPARTING FACILITY MANAGER



Deb Booth-
*Departing Facility
Manager*

**DEAR RESIDENTS, FAMILIES
AND FRIENDS.**

**IT IS WITH A GREAT SENSE OF SADNESS,
MIXED WITH SOME OF ANTICIPATION, I
AM SAYING MY GOODBYES TO JINDALEE
AND ALL THE WONDERFUL RESIDENTS WHO
HAVE LIVED HERE, THEIR FAMILIES AND OF
COURSE THE STAFF WHO HAVE TIRELESSLY
WORKED HERE DURING MY TWO YEARS AS
THE FACILITY MANAGER. I AM RETIRING
FROM AGED CARE MANAGEMENT AND AFTER
20 ODD YEARS IN MANAGEMENT ROLES IT
IS TIME TO PICK UP MY OLD SWAG BAG
AND HEAD OUT TO NEW EXPERIENCES.**

A CHAT FROM THE FACILITY MANAGER CON'T

I HAVE TAKEN ON AN EDUCATION ROLE WITH AN RTO TO RUN SOME COURSES FOR JINDALEE STAFF SO WILL STILL BE AROUND JINDALEE FOR 2025 JUST WITH A LESS FORMAL ASSOCIATION.

MY LAST DAY WAS FRIDAY 28TH FEBRUARY 2025 BUT I LEAVE YOU IN VERY GOOD HANDS AS VICKY RUSHFORTH TRANSITIONS INTO THE FACILITY MANAGER ROLE. KATH POLLARD STAYS IN HER ROLE AS DON AND MEL KING TRANSITIONS INTO THE PLACEMENT OFFICER WITH SOME OVERSIGHT STILL OF ACTIVITIES.

I THANK YOU ALL FOR THE WONDERFUL OPPORTUNITY TO TRAVEL THIS JOURNEY WITH YOU AND I WISH YOU ALL THE VERY BRIGHTEST OF TIMES AHEAD.

CHAT WITH THE ACTING FACILITY MANAGER



Vicky Rushforth
*Acting Facility
Manager*

**DEAR RESIDENTS, FAMILY
AND FRIENDS**

**I HOPE THIS MESSAGE
FINDS YOU WELL.**

**FOR THOSE I HAVE NOT YET MET, MY NAME
IS VICKY RUSHFORTH, ACTING FACILITY
MANAGER.**

**A LITTLE ABOUT ME, I HAVE WORKED IN
THE AGED CARE SECTOR FOR 25 YEARS IN
DIFFERENT MANAGEMENT CAPACITIES. I
AM PARTICULARLY PASSIONATE ABOUT
THE RESIDENT JOURNEY IN TO CARE AND
CARE PROVISION WITH AN EMPHASIS ON
MAINTAINING INDIVIDUAL AUTONOMY,
CHOICE AND DECISION MAKING.**

CHAT WITH THE ACTING FACILITY MANAGER CON'T

I HAVE BEEN AT JINDALEE FOR THE PAST 2
½ YEARS AND I AM EAGER TO CONTINUE
BUILDING PARTNERSHIPS WITH THE
RESIDENTS AND FAMILIES OF JINDALEE.

OUTSIDE THE OFFICE, I HAVE BEEN
MARRIED FOR 37 YEARS, MOTHER TO TWO
DAUGHTERS, GRANDMOTHER OF 5. IN MY
SPARE TIME I ENJOY SPENDING TIME WITH
MY FAMILY AND FRIENDS, HOLIDAYING,
AND FISHING.

I WILL MOVE INTO THE FACILITY MANAGER
OFFICE IN THE COMING WEEKS HOWEVER
IF YOU NEED TO SPEAK WITH ME, PLEASE
CALL 6239 6800 OR FEEL FREE TO POP
BY AND SAY HI!

REGARDS,
VICKY

JINDALEE HOUSEKEEPING

DEAR FAMILY AND FRIENDS,

TO ENSURE THE SAFETY AND SECURITY OF ALL RESIDENTS AT JINDALEE, WE KINDLY ASK FOR YOUR VIGILANCE WHEN ENTERING AND EXITING THE BUILDING.

PLEASE BE MINDFUL OF THOSE AROUND YOU AND ENSURE THAT THE FRONT DOOR IS SECURELY CLOSED BEHIND YOU.

THANK YOU FOR YOUR ATTENTION TO THIS MATTER.

YOUR COOPERATION IN MAINTAINING A SAFE ENVIRONMENT FOR EVERYONE IS GREATLY APPRECIATED.

STAFF CONTACTS

**JUST AN UPDATE FOR WHO IS WHO IN
THE FACILITY:**

**VICKY RUSHFORTH IS THE ACTING
FACILITY MANAGER WITH AN OVERSIGHT
ON THE ADMISSIONS AND SERVICES
MANAGER. HER EMAIL IS
VICKY.RUSHFORTH@JINDALEE.ORG**

**CARE MANAGER FOR ACACIA, BANKSIA
AND GREVILLEA IS GANGA (ANITA)
PAUDEL, HER EMAIL IS
GANGA.PAUDEL@JINDALEE.ORG**

**CARE MANAGER FOR HOYA, FRANGIPANI,
CASUARINA AND JARRAH IS SAM
BOWDEN. HIS EMAIL IS
SAM.BOWDEN@JINDALEE.ORG**

**GRACE CLAYDEN IS OUR CONTINUOUS
IMPROVEMENT MANAGER, IF YOU HAVE
FEEDBACK YOU WOULD LIKE TO SHARE,
GRACE'S EMAIL IS
GRACE.CLAYDEN@JINDALEE.ORG**

STAFF CONTACTS CON'T

KATH POLLARD IS THE DIRECTOR OF NURSING AND INFECTION CONTROL LEAD AND IS SUPPORTED IN THIS ROLE BY ANITA AND THEY ARE DOING A FANTASTIC JOB AT KEEPING US WELL POSITIONED FOR CLINICAL OUTBREAK MANAGEMENT. KATH IS AVAILABLE ON KATH.POLLARD@JINDALEE.ORG.

MEL KING IS THE LIFESTYLE COORDINATOR AND IS ACTING ADMISSIONS MANAGER. FOR ANY GREAT IDEAS PLEASE EMAIL MELANIE.KING@JINDALEE.ORG

CONTACT FOR CLINICAL STAFF IS RNSANDENS@JINDALEE.ORG

ALL PHONE CALLS COME THROUGH RECEPTION AND ARE DIRECTED TO THE INDIVIDUALS AS REQUESTED.

CONFLAB WITH KATH POLLARD - DIRECTOR OF NURSING

1. INFECTION CONTROL - WINTER IS APPROACHING, AND IT WILL SOON BE TIME FOR THE YEARLY INFLUENZA VACCINATIONS. WE ANTICIPATE THAT THIS WILL BE DONE IN MAY WE WILL SEND OUT A LETTER NEARER THE TIME.

2. COVID VACCINATIONS- I TRACK VACCINATIONS AND INFORM GP WHEN A RESIDENT IS NEXT DUE.

3. SHINGLES AND PNEUMOCOCCAL VACCINATIONS- WE HAVE COMPLETED APPROX. 90% OF THE RESIDENTS THAT HAVE CONSENTED AND WILL CONTINUE VACCINATING AS NEEDED.

**CONFLAB WITH KATH POLLARD -
DIRECTOR OF NURSING CON'T**

**THE CARE STATEMENTS WERE
INTRODUCED TO THE RESIDENTS AT A
MEETING ON 05/03/2025. CONSENT
FORMS WILL BE CIRCULATED TO
RESIDENTS AND EPOAS ALONG WITH A
BLANK CARE STATEMENT FOR
INFORMATION. CONSENT FORMS WILL
ALSO BE AVAILABLE AT RECEPTION.**

**IF YOU HAVE ANY QUERIES OR
CONCERNS, PLEASE DO NOT HESITATE
TO CONTACT ME VIA EMAIL
KATH.POLLARD@JINDALEE.ORG.**

**I WOULD ALSO LIKE TO INFORM YOU
THAT I WILL BE ON LEAVE FROM
10/03/2025 RETURNING ON 01/04/2025.
IF YOU HAVE ANY QUESTIONS DURING
THIS TIME ABOUT CARE STATEMENTS OR
OTHER ISSUES PLEASE CONTACT VICKY
RUSHFORTH WHO WILL ENSURE THAT
YOUR QUESTION/QUERY IS FORWARDED.**

CONFLAB WITH KATH POLLARD - DIRECTOR OF NURSING CON'T

AS AN INFECTION PREVENTION AND CONTROL PRACTITIONER I CONTINUE TO MONITOR INFECTION RATES WITHIN THE AGED CARE SECTOR IN CANBERRA.

UNFORTUNATELY, OUTBREAKS ARE NOW PART OF OUR EVERYDAY LIFE, AND WE TAKE A MEASURED APPROACH IN OUR RESPONSE GUIDED BY ACT HEALTH TO MINIMISE THE IMPACT ON ALL THE RESIDENTS.

JULY IS FAST APPROACHING AND THAT WILL COME WITH A NEW AGED CARE ACT AND NEW ACCREDITATION STANDARDS. AS PART OF THIS WE HAVE SUSPENDED RESIDENT OF THE DAY AND ARE WORKING TOWARDS MONTHLY CARE STATEMENTS.



LIFESTYLE CATCH UP

*Mel King
Lifestyle
coordinator*

THE LIFESTYLE TEAM HAD A WONDERFUL TIME CELEBRATING THE RESIDENT, FAMILY AND SPECIAL FRIENDS CHRISTMAS LUNCHEAS WITH YOU ALL. WE HOPE YOU ALL WALKED AWAY WITH SOME VERY FOND MEMORIES AND FULL BELLIES.

THIS YEAR WE HAVE SOME EXCITING BUS OUTINGS ORGANISED WHICH WILL BE DISCLOSED AT THE BEGINNING OF EACH MONTH WITH THE RELEASE OF THE NEW MONTHLY ACTIVITIES PLANNER, SO KEEP YOUR EYES ON THOSE.

THE LIFESTYLE TEAM WILL HAVE SOME CHANGES AND NEW FACES IN THE COMING MONTHS. I LOOK FORWARD TO INTRODUCING YOU TO THEM AS THEY COME APART OF OUR TEAM.

LIFESTYLE CATCH UP CON'T

I WAS VERY HUMBLLED TO BE OFFERED A TRANSITIONAL ACTING ROLE INTO ADMISSIONS.

I WILL STILL REMAIN AS LIFESTYLE COORDINATOR, BUT OVER THE COMING WEEKS I WILL HAVE A LESS ACTIVE ROLE IN ACTIVITY PARTICIPATION AS I LEARN FROM VICKY THE ROLE OF ADMISSIONS.

I LOOK FORWARD TO THE CHALLENGE AND WORKING COHESIVELY WITH VICKY WITH MINIMAL DISRUPTIONS TO ACTIVITIES.

AS THE COOLER MONTHS APPROACH WE WILL HAVE DECREASED BUS OUTINGS. THIS IS FOR THE SAFETY AND WELL BEING OF ALL INVOLVED.

I LOOK FORWARD TO CELEBRATING EASTER WITH YOU NEXT MONTH

UPCOMING FEDERAL ELECTION - REMINDER FROM THE AEC

WITH THE DATE STILL TO BE SET FOR THE
UPCOMING FEDERAL ELECTION,
RESIDENTS CAN UPDATE THEIR
ENROLMENT AT ANY TIME BY VISITING
THE WEBSITE AT WWW.AEC.GOV.AU,
WHICH IS THE EASIEST AND FASTEST WAY
FOR VOTERS TO UPDATE THEIR
ENROLMENT DETAILS.

IF YOU ARE UNABLE TO USE THIS ONLINE
OPTION, CALL THEAEC ON (02) 51276405
FOR ASSISTANCE.

FURTHER INFORMATION FOR PEOPLE
LIVING IN RESIDENTIAL AGED CARE CAN
BE FOUND ON THE AEC WEBSITE.

THIS PAGE HAS INFORMATION AND LINKS
TO ASSIST FAMILIES AND
REPRESENTATIVES OF PEOPLE LIVING IN
RESIDENTIAL AGED CARE TO SUPPORT
THEIR PARTICIPATION IN THE ELECTORAL
SYSTEM.

RESIDENT EMAIL ACCOUNT - REMINDER

A REMINDER THAT WE HAVE A RESIDENT EMAIL ACCOUNT.

THE ACCOUNT ENABLES RESIDENTS TO EMAIL FAMILY AND FRIENDS, WITH THE HELP OF MYSELF, SADI AND BIKASH, TO SHARE STORIES, PHOTOS AND REMINISCE ON FAVOURITE TIMES.

THE EMAIL WILL BE CHECKED REGULARLY AND IS OPEN TO ALL FAMILY AND FRIENDS WHO WISH TO UTILISE THIS AS AN AVENUE TO TELL STORIES AND SHOW PHOTOS TO THEIR LOVED ONE.

IF YOU WOULD LIKE TO SEND AN EMAIL PLEASE EMAIL TO:

RESIDENTS@JINDALEE.ORG

WE LOOK FORWARD TO HELPING SHARE STORIES AND PHOTOS WITH THE RESIDENTS.

IN MEMORIAM

**ON BEHALF OF THE STAFF OF
JINDALEE WE REMEMBER AND
CELEBRATE THE LIVES OF THOSE WE
LOST OVER DECEMBER TO FEBRUARY:**

**MR MICHEAL PARK
MRS CLARE DEAN
MRS PATRICIA ADAMS
MRS WENDY BROOKER
MRS CONCORDIA SCHULZE
MR ROBERT ADLAM
MRS JOAN DAVID
MR DONALD TYSON
MR KENNETH PASCOE
MR ALAN NORTH
MR DONALD FRASER
MR ROBERT CAMPBELL
MRS COLLEEN TRANDA
MR PETER OLDFIELD
MR BRIAN KENNEDY**

IN MEMORIAM CON'T

NINA'S GARDEN

“WE GATHER TO REMEMBER THE LITTLE THINGS THAT MADE A SPECIAL PLACE IN OUR HEART.

TO REMEMBER THOSE HAPPY TIMES WHEN WE LAUGHED AND THOSE TIMES WHEN OUR HEARTS BROKE AS ONE.

FOR WHO COULD PUT A PRICE ON MEMORIES?

WE GATHER TO SHARE THE PAIN

TO HURT WHEN YOU HURT WITHOUT PRESUMING THAT OUR PAIN IS THE SAME.

TO CRY WHEN YOU CRY AND NOT TRY TO HIDE OR AVOID OUR TEARS..

FOR TEARS ARE MEMORIES IN MOTION.

WE GATHER TO GIVE THE GIFT OF GRIEF

TO STAND BESIDE YOU IN SILENCE AND NOT BE UNCOMFORTABLE WITH YOUR TEARS.

TO ALLOW YOU THE GIFT OF MOURNING THIS LOSS AND NOT LOSE PATIENCE.

FOR GRIEF IS NATURE'S WAY OF HEALING A BROKENHEART”

RECEPTION CATCH-UP

IT WOULD BE GREATLY APPRECIATED IF YOU, OR YOUR FAMILY MEMBER COULD CHECK AND UPDATE YOUR CONTACT DETAILS WITH RECEPTION TO ENSURE ACCURATE RECORDS.

IF YOU WOULD PREFER FOR A RESIDENTS PERSONAL MAIL TO BE RE-DIRECTED TO A DIFFERENT ADDRESS PLEASE UPDATE THESE DETAILS WITH RECEPTION.

FOR ALL AMENDMENTS PLEASE EMAIL:

RECEPTION@JINDALEE.ORG

RENOVATION UPDATE

A WING, STAFF ROOM AND GROUNDSKEEPING UPDATE

AFTER SEVERAL MONTHS OF HARD WORK THE WORK DONE TO A NUMBER OF ROOMS IN ACACIA WING IS BEING FINALISED.

IN ADDITION THE RENOVATION OF THE JINDALEE STAFF ROOM IS UNDERWAY WITH COMPLETION DUE IN A COUPLE OF WEEKS.

JINDALEE AGED CARE HAS A NEW GROUNDSKEEPING COMPANY WHO HAVE COMMENCED WORK TO ASSIST THE GREAT WORK DONE BY PETER.

Clothing Labels

Clothing Labels

Jindalee Aged Care Residence launders personal clothing for 130 residents; it is therefore extremely important that all items of clothing are labelled. Jindalee Aged Care Residence provides an onsite labelling service for the cost of \$25 for 20 labels (GST Inclusive) and the cost of purchase can be included on your monthly invoice. Resident not wishing to have their clothes labelled will be required to privately launder their own clothing.

Exceptions

Please note there are items that are unable to be laundered onsite such as: Woollen underlays, woollen jumpers and cardigans, pleated skirts and dresses, coats and jackets.

Additional clothing labels

Additional labels will be required throughout your stay i.e., when you purchase new clothing etc. When required, additional labels can be printed in bundles of 20 and the cost will be itemised to your monthly invoice.

New Label clothing labels

When you purchase new clothing or you notice your clothing does not have a label, please place the items in a plastic bag with your name and room number on the front and ask the staff to take it to the laundry for labelling. The cost of the labels will be included in your monthly invoice.

Clothing Label form on next page

CLOTHING LABEL ORDER FORM

Resident Name:			
Room No:		Date:	

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Additional labels will be required throughout your stay e.g. when you purchase new clothing. When required, additional labels will be printed in bundles of 20 and the cost will be itemised on your monthly invoice.

I _____ agree to the initial purchase of _____ labels (Minimum 20 labels) and authorise Jindalee Aged Care Residence, until further notice in writing, to print additional labels as required at a cost of \$25 for 20 labels and to have the cost recharged to my monthly account.

Name of Resident or Resident's representative _____

Signature _____

Date ____ / ____ / ____

OFFICE USE ONLY:

Copy to Laundry Signature: Date:

Labelling complete: Signature: Date:

Completed form to be given to Admissions and Services Manager

Jindalee app

Jindalee has an app that will keep you up to date with the latest Jindalee information, showcase any planned activities, highlight services provided at Jindalee and you can also view posts of pictures and videos of activities taking place.

The Jindalee app can be downloaded from both the Apple and Android app stores – phones and tablet devices are suitable. To access the app, go to your device's app store and type 'Jindalee' and look for the Jindalee logo to install. Download the app to your device.

Then send an e mail to melanie.king@jindalee.org

- Full name
- Relative at Jindalee
- Email address
- Phone number

You will be added to the system as a user and will receive a temporary password on either your mobile phone or email provided. You can change your password if you wish when you first login to the app. Use your email or mobile number and password to access the app and you're underway!

On the app home page, you will find useful information or important Jindalee news and tabs for services and lifestyle news and events. Also In the top right hand corner there is an alert menu to inform you when important information has been added to the app.

If you have any issues with accessing the app, or experience glitches, please feel free to call or email me and I will assist you.

We look forward to seeing you on the app!

Regards

Mel King (Lifestyles Coordinator)



Feedback, praise & complaints by Residents or Relatives

At Jindalee Aged Care Residence, we aim to provide the highest quality of care to our residents. To assist us to continually improve our service, we welcome feedback from residents and their relatives. Praise and concerns can be informal or formal, and anonymous if that is your desire.

Feedback impacting Residents will be raised at the Residents' Care Committee Meeting for discussion.

Most issues can be dealt with informally. If you have an issue please ask to speak to the person in charge of the wing. The issue may easily be dealt with in a simple conversation.

Jindalee has Feedback Forms, available at reception, enabling a more formal method of offering praise or concern. There is an option of remaining anonymous however we can not provide a personal reply if we do not know who is raising the concern.


Once a Feedback Form has been completed, it can be placed in the Feedback box in the foyer or posted to Jindalee Aged Care Residence, Attention: Quality and Service Manager.

The Facility Manager, Quality and Services Manager or a delegate will review all Feedback forms. They will investigate the cause of the concern, consider the opportunities for Continuous Improvement and take appropriate action to rectify any issues. If the Feedback form has not been submitted anonymously, feedback will be provided to the complainant.



Australian Government
Aged Care Quality and Safety Commission

Engage
Empower
Safeguard



**The complaints
service we offer you**

1800 951 822



Phone

1800 951 822



Web

agedcarequality.gov.au



Write

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



**Free Advocacy Line
1800 700 600**



**Supporting you to
understand and exercise
your aged care rights**

OPAN can help. Call us today.
1800 700 600

OPAN Older Persons
Advocacy Network

Feedback Form
Praise Comment Complaint

Comment from: (please circle) Resident Relative Staff Other

- ❖ Put your name on the form if you want feedback
- ❖ Give the form to the RN / EEN on duty to be place it in the FM/CM tray in reception

Area: **Nursing** **Kitchen** **Laundry** **Maintenance** **Other**

Comment:

Name of person providing feedback (optional): _____ Wing: _____ : Date: _____
(If you wish to know any outcome, you must supply your name.)

Action taken (FM / CM/ CCMs): _____

Name: _____ Signature: _____ Date: _____

Comment from other service head (Chef, Maintenance, CCMs etc): Section: _____

If name was supplied, has feedback been given? Yes No Not supplied

Any other comments / feedback / follow up: _____

Name of FM/ CM/ Delegate: _____ Signature: _____ Date: _____

Residents and families can now submit Feedback, Compliments and Complaints online. We will still have the paper-based Feedback form at reception for those that would prefer to use them.

To access the new online feedback form please use the link below: