Jim ay any Jindalee

NEWSLETTER APRIL - JULY 2025

WINTER HAS SET IN.
KEEP YOUR WOOLIES
WARM!





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

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Vicky Rushforth
Acting Facility
Manager

DEAR RESIDENTS, FAMILY AND FRIENDS

I HOPE THIS MESSAGE FINDS YOU WELL.

I WOULD LIKE TO EXTEND A WARM WELCOME TO ALL NEW RESIDENTS AND THEIR FAMILIES. WE ARE DELIGHTED TO HAVE YOU JOIN OUR COMMUNITY.

OF THIS MESSAGE—PLEASE DON'T HESITATE TO REACH OUT IF I CAN BE OF ANY ASSISTANCE.

AS WE APPROACH THE NEPALESE FESTIVAL PERIOD (SEPTEMBER TO NOVEMBER). PLEASE BE AWARE THAT THIS IS A PEAK TIME FOR STAFF LEAVE.

MANY OF OUR STAFF WILL BE TAKING EXTENDED TIME OFF TO CELEBRATE WITH THEIR FAMILIES. TO ENSURE CONTINUITY OF CARE. WE ARE PROACTIVELY WORKING TO REPLACE THESE STAFF WITH EXPERIENCED AND CONTRACTED CASUAL STAFF.

AROUND THE FACILITY. THESE ARE CIT STUDENTS WHO ARE COMPLETING THEIR PLACEMENTS WITH US. WE ARE PROUD TO BE ONE OF THE FEW AGED CARE ORGANISATIONS CHOSEN BY TRAINING PROVIDERS.

INCLUDING CIT AND THE UNIVERSITY OF CANBERRA. TO SUPPORT STUDENT LEARNING. IF YOU SEE AN INCREASE IN ACTIVITY. REST ASSURED—THIS IS EDUCATION IN ACTION AND A SIGN OF OUR COMMITMENT TO THE FUTURE OF AGED CARE.

OUR STAFF HAS ONCE AGAIN COMPLETED THE C.A.R.E. TRAINING THIS YEAR. AND THEIR PLEDGES TO RESIDENT CARE ARE PROUDLY DISPLAYED IN THE FRAMES BETWEEN THE LAUNDRY AND KITCHEN AREAS. THE TRAINING FOCUSED ON FOUR KEY PILLARS:

- COMMUNICATION AND THE CONSUMER COMMUNICATION, PERSON—CENTRED CARE
- ATTITUDE CULTURAL SAFETY, TEAMWORK
- RESPECT AND ROLE RESPONSIBILITY –
 RESPECT, CUSTOMER SERVICE, QUALITY
 IMPROVEMENT SYSTEMS
- EMPATHY AND ENABLE TRAUMA—
 INFORMED CARE, STRENGTH—BASED
 PRACTICE

WE ARE ALSO EXCITED TO BE
PARTICIPATING IN THE KNOW ME
PROGRAM. AN INNOVATIVE INITIATIVE
LED BY ASSOCIATE PROFESSOR KATRINA
ANDERSON FROM THE AUSTRALIAN
NATIONAL UNIVERSITY. AND SUPPORTED
BY THE MEDICAL RESEARCH FUTURE FUND.

THIS PROGRAM INVOLVES TRAINED VOLUNTEERS VISITING RESIDENTS OVER A 16-WEEK PERIOD. ENGAGING IN MEANINGFUL CONVERSATIONS AND REMINISCENCE ACTIVITIES TO BRIGHTEN THEIR DAYS.

PROGRAM BENEFITS INCLUDE:

- IMPROVING MOOD AND OVERALL
 QUALITY OF LIFE FOR ELIGIBLE
 RESIDENTS
- ENHANCING STAFF UNDERSTANDING OF RESIDENTS' PERSONAL HISTORIES AND NEEDS
- EVALUATING BOTH SHORT- AND LONG-TERM IMPACTS ON RESIDENT WELLBEING

THESE ARE JUST A FEW OF THE EFFORTS OUR LEADERSHIP TEAM AND STAFF ARE MAKING TO ENHANCE THE LIVES OF THOSE WHO CALL JINDALEE HOME.

WARM REGARDS.

VICKY RUSHFORTH

ACTING FACILITY MANAGER

VICKY-RUSHFORTH@JINDALEE.ORG

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. HER EMAIL IS VICKY.RUSHFORTH@JINDALEE.ORG

KATH POLLARD IS THE DIRECTOR OF NURSING. HER EMAIL IS KATH.POLLARD@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 SHRIJANA (SJ). HER EMAIL IS SHRIJANA.SIKHRAKAR@JINDALEE.ORG

STAFF CONTACTS CON'T

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.



LIFESTYLE CATCH UP

Mel King Lifestyle coordinator

WE HAVE HAD SOME EXCITING BUS
OUTINGS ALREADY, WITH MORE PLANNED
FOR THE COMING MONTHS. KEEP YOUR
EYE OUT EACH MONTH WITH THE
RELEASE OF THE NEW MONTHLY
ACTIVITIES PLANNER TO SEE WHAT IS
PLANNED.

THE LIFESTYLE TEAM HAS SEEN SOME CHANGES AND NEW FACES IN THE LAST FEW MONTHS.

CAILTLIN IS CURRENTLY ON MATERNITY LEAVE, WITH PRATIVA ACCEPTING A TEMPORARY ROLE IN CAILTIN'S ABSENCE.

IN THE BEGINNING OF AUGUST, SADI WILL ALSO BE COMMENCING MATERNITY LEAVE WITH SONOM ACCEPTING A TEMPORARY ROLE IN SADI'S ABSENCE.

Mel, Sadi, Bikash, Graeme, Sonom and Prativa

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 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.

Mel, Sadi, Bikash, Graeme, Sonom and Prativa
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IN MEMORIAM

ON BEHALF OF THE STAFF OF JINDALEE WE REMEMBER AND CELEBRATE THE LIVES OF THOSE WE LOST OVER MARCH TO JULY:

MRS MURIEL HUNT
MRS MARGARET ADLAM
MR MARK BERSTEN
MRS ZORA KASPAREK
MR WALTER KOCH
MR ANTHONY BAILEY
MR PHILLIP BARLOW
MR IVAN GROVE
MRS VERONICA NELMES
MRS MARY SMITH
MRS PATRICIA ROBINSON
MR FREDERICK HADDOCK
MRS JANICE BUCKPITT

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

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

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 clothing labels 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.							
Ι	agree to	o 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 S	Signature: Dat	e:					
Labelling complete:	Signature: Dat	e:					
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

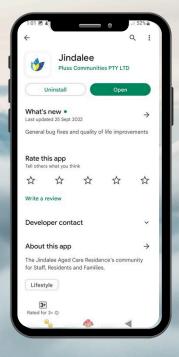
You will be added to the system as a user and will receive a temporary password on either your mobile phone or email provided. You can change your password if you wish when you first login to the app. Use your email or mobile number and password to access the app and you're underway!

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.

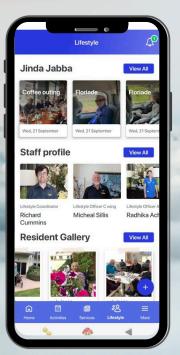
We look forward to seeing you on the app! Regards

Mel King (Lifestyles Coordinator)









Feedback Form

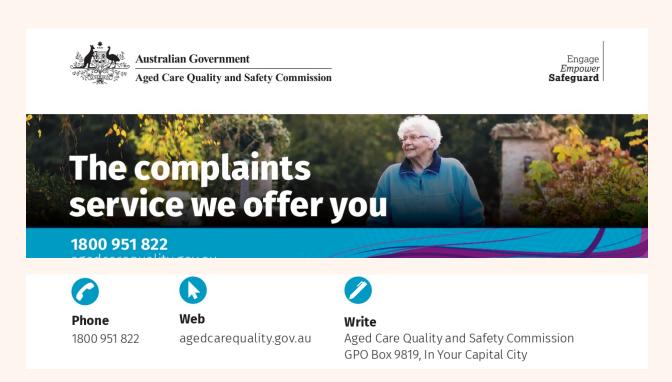
At Jindalee Aged Care Residence, we aim to provide the highest quality of care to our residents. To assist us to continually improve our service, we welcome feedback from residents and their relatives. Feedback can be informal or formal, and anonymous if that is your desire.

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. By completing a form the issue enters our formal feedback system.

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

The Facility 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.







Feedback Form



Name:	Contact details:	.,
	details, we will be unable to provide you with feedback.)	el Ustr
Person completing form:	To design the second	
Resident	Other:	
eedback:		
Compliment Complaint St	uggestion Question	
ж		
- K		
		N. rit
		1 1 1 1
69		
Completed form can be p	laced into the Feedback box located at rec	eption
		les

Creation date: 20/06/2025

Version: 2

Review date: 20/06/2025

Feedback Form



Office Use Only - Quality Education Coordinator (QEC)

Date received:	Date submitted to Feedback register:			
Responsible Staff member				
Name:	Department:	Date:		
Investigation outcome:				
			A-10	
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Investigation completion		-		
Returned to Quality Education C	coordinator Date:			
Comment/follow up:				
-				
Evidence /Supporting Document	s (ESD) logged on Feedback Register#	<u>+</u> :		
PCI required Yes No If				
O:\Accreditation Entry Docum Version: 2	nents\2025\Feedback\Master Documents\Fe Creation date: 20/06/2025 Review of	edback Form.doc date: 20/06/2025	X	