

Jindajabber



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.**

WWW.JINDALEEAGEDCARE.COM.AU

02 62396800

INSIDE THIS ISSUE

A chat from the Acting Facility Manager	3-7
Jindalee Housekeeping	8
Staff Contact List	9-10
Lifestyles Catch up	11
Resident Email Account	12
In Memoriam	13-14
Reception Catch-Up	15
Clothing Labels	16-17
Jindalee app details	18
Praise & Complaints	19
Feedback form	20-21

CHAT WITH THE ACTING FACILITY MANAGER



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.

YOU WILL FIND MY EMAIL ADDRESS AT THE END
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.

CHAT WITH THE ACTING FACILITY MANAGER CON'T

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.

YOU MAY ALSO NOTICE SOME NEW FACES 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.

CHAT WITH THE ACTING FACILITY MANAGER CON'T

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**

CHAT WITH THE ACTING FACILITY MANAGER CON'T

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.

CHAT WITH THE ACTING FACILITY MANAGER CON'T

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.**



*Mel King
Lifestyle
coordinator*

LIFESTYLE CATCH UP

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 CAILTLIN'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

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

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

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:	

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), the cost of purchasing the labels will 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 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 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.


**Australian Government**
Aged Care Quality and Safety Commission


Engage
Empower
Safeguard




The complaints service we offer you

1800 951 822
agedcarequality.gov.au

**Phone**
1800 951 822

**Web**
agedcarequality.gov.au

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

**ADACAS**
ADVOCACY

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



Date: _____

Name: _____ Contact details: _____

(Please note: if you chose not to provide your details, we will be unable to provide you with feedback.)

Person completing form:

Resident ☐ Relative ☐ Staff ☐ Other: _____

Feedback:

Compliment ☐ Complaint ☐ Suggestion ☐ Question ☐

❖ Completed form can be placed into the Feedback box located at reception

Feedback Form



Office Use Only - Quality Education Coordinator (QEC)

Date received:

Date submitted to Feedback register:

Responsible Staff member

Name:

Department:

Date:

Investigation outcome:

Investigation completion

Returned to Quality Education Coordinator

Date:

Comment/follow up:

Evidence /Supporting Documents (ESD) logged on Feedback Register #:

PCI required ☐ Yes ☐ No If yes, date logged in MOA: