

FAITH MAKES ALL THINGS POSSIBLE

HAPPY EASTER!

# LA VITA SWIAA

MARCH 2024 | AUTUMN EDITION

## A Message from the CEO

### Welcome to our Autumn 2024 edition of Lavita

We have well and truly settled into 2024, and there are many challenges ahead, some exciting.

Recently, we have taken delivery of new furniture that has replaced all the old furniture in our lounge, dining and outdoor areas. We have received many positive comments and appreciate your feedback. From the feedback provided, there are 4 more dining tables that we have ordered to ensure that where required, we can spread out table settings.

For some years, we have experienced problems with the flooring in our production kitchen in Gardens. We have constantly been repairing the kitchen floor, however, the time has come to replace it.

We are currently obtaining quotes from 2 builders to replace the flooring, and we expect to commence works in May 2024. The works will take approximately 4 weeks, and will involve:

- Removing and storing all equipment from the kitchen, such as ovens, bain marie, deep fryer etc. This will involve various trades to coordinate.
- Installing a temporary kitchen to ensure that food production is not disrupted whilst the production kitchen undergoes repairs.
- Removal of the old flooring, repairing the slab where required, and laying an epoxy finish.
- Once the epoxy finish has been carried out, the kitchen equipment will be re-installed.

As you can appreciate, the process to replace the kitchen floor is extensive, which is why we have tried to avoid the disruption. Once we have selected a builder and we can confirm dates for works to commence, we will provide more detail about the process.

Once the works have been completed in the production kitchen, we will look to replace the carpet floor on Parkview first floor. The carpet is dated and to ensure consistency with the flooring in Parkview ground floor and Gardens, we will replace the Parkview first floor carpet with a cushioned vinyl.

Last but not least, we are aiming to carry out internal painting of all common areas within both Parkview and Gardens late in 2024. The areas to be painted will include dining and lounge areas, and corridors.

You may recall, that in previous editions I noted that there will be a new Aged Care Act and new Quality Standards come into effect from 1st July 2024.

The Federal Government has extended the consultation period from 16th February 2024 to 8th March 2024. Due to this extension, it is likely that the new Act and Standards will come into effect towards the end of 2024. As further information is released, we will keep you updated.

The Federal Government last year engaged an Aged Care Taskforce, that will operate for 6 months and at the conclusion, will deliver a report to the Government for their consideration. The Taskforce will report on the financial viability of the Aged Care Sector.

The report from the Taskforce will provide recommendations to the Federal Government on how aged care should be funded, including consideration to introduce co-contributions, whereby, those with the ability to pay, will contribute toward the care being provided.

At this stage the Federal Government has not released any information about the Taskforce report, or any recommendations within the Report. We will keep you informed as information becomes available.

Thank you for your continued support and look forward to working with you through our many challenges, in 2024.

Godwin D'Amato  
Chief Executive Officer





# Easter Day

## A Message from the Residential Services Manager

### Welcome to our Autumn 2024 edition of Lavita

Hello to all our residents, families and friends

Welcome to Autumn 2024! The summer months have gone by, and they have undoubtedly brought extreme temperatures to our area. As we enter these upcoming cool months, I would like to welcome all the new residents who have decided to call SWIAA Village their home. I hope your stay is a happy and rewarding one.



I will be away from 25 March to 1 April, flying to the Philippines for a week. I will be back on 2 April 2024. Mira will be the acting Residential Services Manager in my absence. Please do not hesitate to speak to any clinical leadership team with any concerns regarding your loved ones.

I am happy to announce we will re-open our coffee shop on Wednesday 27 March from 0930 to 1130 am. Thank you to Reina, one of the family members, who volunteered to assist us in managing our café. We greatly appreciate your assistance.

Flu season is right around the corner, so we will be organizing a flu vaccination for our residents and staff and a booster clinic in April. Once the vaccine is available, we will provide further information.

Our Easter Celebration will be on Thursday, 28 March 2024. Due to limited spaces, we need to limit the number of visitors per resident who can join the celebration. A \$35 will apply to the nominated visitor to cover the cost of the event. Please RSVP to the Lifestyle Officer and make the necessary payment to hold the reservation by COB 22 March 2024.

As always, we maintain an open-door philosophy and encourage you to raise any concerns or queries as they may arise. We value your feedback, which is central to our commitment to continuous improvement. Please use the Feedback QR code if you have any feedback or compliments regarding our service.

Thank you to the care team, who continues to work hard to provide the residents with the utmost care. I encourage families to communicate with us should there be any matters that you would like to discuss to help us improve our delivery of care. Family involvement is significant for us in caring for our residents.

Remember, if you have any issues/concerns, come and see me. My office is always open, and I am happy to discuss anything with you.

Goodbye to those hot days of January and February, and we will catch up again in a couple of months! Until the next issue...

Warm regards,

A handwritten signature in black ink, appearing to read "Joyce".

Joyce | Residential Services Manager

# Welcome to SWIAA Villages

RESIDENTIAL AGED CARE & RETIREMENT LIVING IN THE HEART OF SOUTH WEST SYDNEY

## LIFE AT SWIAA

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### NEWSLETTER TEAM



Too often we underestimate the power of a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.

Leo Buscaglia

*"Just keep  
moving  
forward"*

We hope that you will enjoy looking at the photos throughout this edition of your newsletter. We welcome any suggestions and feedback to further improve on this very important tool that takes a peek of what life is like at SWIAA Villages.

Latest newsletters are displayed in Reception. Friends and Families can collect it from Reception or go to SWIAA website: [www.swiaa.org/newsletters/](http://www.swiaa.org/newsletters/)

Alla Prossima!  
SWIAA Newsletter Team



## FEEDBACK AND SUGGESTION INFORMATION



**We Value Your Feedback and Suggestions!**

At SWIAA, we believe that the key to growth and improvement lies in actively listening to our valued residents, representatives and staff. Your thoughts, suggestions, and ideas play an integral role in shaping our service. That's why we are excited to provide information regarding Feedback and Suggestion Box!

Located conveniently in our Reception area and Gardens entrance, our Feedback and Suggestion Box is an accessible and confidential platform designed to encourage open communication. We want to hear from you - whether it's a compliment, a concern, or a brilliant idea, your input matters to us.

**How can you participate?**

**Visit our Reception area or Gardens entrance:** The Feedback and Suggestion Box is located prominently in our Reception area and Gardens Entrance. Simply drop in and share your thoughts using the provided forms.

**Confidentiality:** Rest assured that all feedback will be treated respectfully and confidential. Whilst providing your name will provide an opportunity to seek further information, if required, we also understand that some may prefer to submit anonymous feedback.

**Be Specific:** When providing feedback or suggestions, try to be as specific as possible. Details such as areas of improvement will help us better understand your input.

**Share Your Ideas:** Don't hold back! Your suggestions may spark a creative solution that benefits all.

Your feedback is crucial in helping us deliver the exceptional experience you deserve. We appreciate your continued support and look forward to hearing from you soon.



Thank you for being a part of SWIAA family!

## SWIAA VILLAGE UPDATE

Replacement of the wooden structure over the walkway in the Village is now completed.



Back in November, Godwin, Damian and a few villa residents walked through the village and assessed the lighting station. As a result, more solar bollards were ordered. They have now been installed to the locations agreed by all present.

### When you need an interpreter, phone 131 450

**Arabic**  
خدمة التفسير إلى أستراليا (عربي)  
131 450 الرقم

**Chinese**  
中国普通话和粤语, 普通话 131 450

**Dari**  
دفتري ده ترجماني تورېوت د ايريه  
131 450 تېلېفون نمبر

**Farsi (alt Persian)**  
دفتر ترجمانی فارسی به انگلیسی  
131 450 شماره تلفن

**Greek**  
Ελληνικά στα Αγγλικά, Γαλλικά, ισπανικά  
131 450

**Hazazagi**  
بخدمت ترجمانی د افغانستان د ژبې  
131 450 ټلېفون نمبر

**Italian**  
Servizi per bisogno di un interprete, telefonate al 131 450

**Japanese**  
通訳サービスセンターに  
131 450 に電話して  
ください

**Koren**  
한국어 통역서비스 센터  
131 450

**Korean**  
통역서비스가 필요하시면 131  
450 번호로 전화하세요

**Nepali**  
नेपाली भाषा: 131 450 मा न  
गर्नुहोस्

**Pashto**  
د پښتو ژبې د تفسیر مرکز  
131 450 ته زموږ ته خبر کړئ

**Russian**  
Нужна русская интерпретация?  
Позвоните по номеру 131 450

**Serbian**  
Kada vam treba prevodjenje,  
pozovite na 131 450

**Somali**  
Makhaad u baxshaha  
hargaysan, ka soco 131 450

**Spanish**  
Cuando necesite un  
intérprete, llame al 131 450.

**Tamil**  
உதவிக்க வேண்டியதானால்  
தமிழகத்திலிருந்து 131 450  
எனது தொலைபேசி எண்ணுக்கு  
தொலைபேசி செய்யுங்கள்

**Thai**  
เมื่อคุณต้องการล่าม  
โทรหา 131 450

**Turkish**  
İhtiyaçınız olduğu takdirde,  
131 450 numaralı telefona  
ulaşın

**Vietnamese**  
Nếu cần thông dịch tiếng Anh  
hoặc tiếng Việt, hãy gọi  
131 450

[www.tisnational.gov.au](http://www.tisnational.gov.au)  
24 HOURS A DAY, EVERY DAY OF THE YEAR



# LIFESTYLE ACTIVITIES

We are delighted to share the wonderful experience we had celebrating Australia Day alongside our esteemed residents. The spirit of festivity filled the air as we came together to honor this significant day in Australian culture.

Our Australia Day celebration was marked by lively festivities, including dancing, a sumptuous barbecue, soul-stirring music, and cherished moments of companionship. It was truly heartwarming to witness the joy and unity among everyone present.

We value these opportunities to come together, celebrate and strengthen the bonds that make our resident home vibrant and inclusive.

Your participation and enthusiasm added to the warmth and joy of the occasion.





Friendship

Joy



**HAPPY  
VALENTINE'S  
DAY**

LOVE IS IN THE AIR

Love

Kindness



Group Photo



Dance Dance Dance



Jam session



Celebration

In the spirit of love and companionship, we recently came together to celebrate Valentine's Day here at SWIAA. It was a heartwarming occasion where we honored love in all its beautiful forms, whether shared between couples or cherished among friends and families. Our Valentine's Day celebration was a success, with joy radiating from every corner.

The event was highlighted by an array of delightful offerings, including delicious cuisine, enchanting music that set the perfect ambiance for the occasion, and lively dance that brought smiles to everyone's faces. Additionally, heartfelt singing added an extra layer of charm to our celebration, filling the air with love and harmony.

As we reflect on the beauty of love and connection, let us continue to foster an environment where every resident feels valued, supported, and surrounded by love.



## ARTS, PUZZLES AND MORE

From morning to afternoon, our dedicated lifestyle team has curated a diverse range of activities to cater to various interests and preferences of our residents. Whether it's art and crafts, stimulating games, or light exercises, there's always something exciting happening within our facility.

We believe that staying active and engaged is essential for maintaining a high quality of life, and these photos exemplify our commitment to providing meaningful opportunities for our residents to thrive.

In the images provided, you'll see our residents fully immersed in activities such as jigsaw puzzles and aqua painting. These snapshots not only capture the joy and concentration on their faces but also reflect the sense of fulfillment and accomplishment that comes with participating in these enriching experiences.



### AQUA PAINTING



### JIGSAW PUZZLE



### MASS SERVICE



### EXERCISE CLASS



### GARDEN WALK



### SIT DANCE



### BALL GAME



## ST JOHNS BOWLING CLUB, BUS TRIPS AND MORE



We are pleased to share delightful photos of our residents during a memorable bus trip to the St. John's Bowling Club. This outing provided a wonderful opportunity for our residents to explore new surroundings and create cherished memories.

These are some moments captured during residents' daily activities. Activities are being conducted throughout the day.

Missed out on the fun? Worry not! Join in the next one!

Did you know? Our residents are not only full of warmth but also possess a spirited sense of competition! We recently witnessed this dynamic trait in action during our activity Noodle Ball Hockey, and we couldn't resist sharing this fun fact with you all.



You'll see our residents fully immersed in friendly competitions, their determination evident in their focused expressions.



## BIRTHDAY CELEBRATION



## HAPPY 99th BIRTHDAY

It is with great joy and a sense of celebration that we come together to commemorate the remarkable 99th birthday of Maria MACCAN. Birthdays are indeed moments filled with joy, love, and laughter.

As we mark this significant milestone in Maria's life, let us join together in celebrating her enduring spirit, her zest for life, and the countless memories she has created with us.



## PARACHUTE GAME



These photos serve as a delightful reminder of the vibrant energy and zest for life that our residents bring to every activity. Whether it's a game of bingo, a spirited round of paracade game, or a lively trivia contest, our residents approach each opportunity with enthusiasm and a competitive spirit that is truly inspiring.

## BINGO



## DANCE DANCE DANCE



## NAIL CARE



## TEA PARTY





## ENGAGING ACTIVITIES AWAIT INDOORS AND OUTDOORS!



These are some of the collections of photographs captured during our recent Card Game sessions and Quits.

## MUSIC THERAPY



## PANCAKE DAY AND WOMEN'S DAY

Savoring Sweet Moments: Pancake Day Bliss! Indulge in the Joyful Smiles of Our Residents as They Delight in Delicious Pancakes, Lovingly Crafted by Lifestyle Supervisor-Sandra.



Here's to the remarkable womens who shape our world with strength, compassion, and resilience.

Check out our Facebook page 'SWIAA Village' Like our page to get updates on more fun photos and videos of our residents.



# WHAT'S NEW AT SWIAA

We are delighted to share the exciting news that the SWIAA coffee shop is open to all: residents, visitors, and staff alike from 27th March. You are cordially invited to indulge in delightful conversations over a freshly brewed cup of coffee at our café, conveniently located in the Gardens Dining Area.



## MENU

★ ★

SWIAA COFFEE SHOP

★ ★



### COFFEE

Cafe Latte	\$3.00
Cappuccino	\$3.00
Long Black	\$3.00
Espresso	\$3.00

### SNACKS

Coffee and Cake or Pastry	\$5.50
Cake or Pastry	\$2.50
Vanilla or Chocolate Ice Cream	\$3.00



### TEA

Peppermint	\$2.00
Lemon and Ginger	\$2.00
Camomile and Honey	\$2.00
English Breakfast	\$2.00
Chai Latte	\$2.00



TRADING HOURS  
WEDNESDAY  
9:30 am - 11:30 am

## YOUR FEEDBACK MATTERS

SWIAA VILLAGE is committed to continually improving the quality and safety of care and services we provide to residents. Through your feedback, we can better understand your experiences, identify what we are doing well and what we can do better.

**ACCESS FEEDBACK FORM BY  
SCANNING QR CODE ON YOUR  
MOBILE PHONES.**



### How do you scan a QR Code?

1. Open the Camera app on your phone.
2. Hold your phone so that the QR code appears in view.
3. Tap the notification to open the link associated with the QR Code
4. After you generate the QR Code you can complete the feedback & complaint form then click SUBMIT.

At SWIAA, we uphold a commitment to ongoing enhancement. We are pleased to introduce a streamlined feedback system, empowering you to share your insights effortlessly. Simply utilize the provided QR code to provide feedback, whether suggestions for improvement or commendations you wish to convey. Your input is valued and contributes to our ongoing quest for excellence.

Appreciation Post: Thank you Guiliana and Romolo Tomassetti for donating Bingo marker for the residents.





# IMPORTANT CLINICAL INFORMATION



Australian Government  
Department of Health and Aged Care



Stay protected in aged care with additional COVID-19 vaccine doses

Aged care residents, their families and carers

November 2023

Vaccination against COVID-19 reduces serious illness and death from infection.

The Australian Technical Advisory Group on Immunisation (ATAGI) provides advice on COVID-19 vaccine doses.

Everyone aged 65 years and older are recommended to receive a COVID-19 vaccine in 2023.

If it has been 6 months since receiving a COVID-19 vaccine or confirmed COVID-19 infection, an additional dose:

- is recommended for people aged 75 years or older
- should be considered for people aged 65-74 and people aged 18-64 with severe immunocompromise following discussion with their health care provider.

If you are unsure of your last COVID-19 vaccine dose or when you last had a COVID-19 infection, it is safe to get another.

ATAGI notes there is not much benefit from having a COVID-19 vaccine too soon after infection.

Older age remains the strongest risk factor for severe COVID-19 disease.



We are pleased to announce the upcoming round of the Covid Vaccination Clinic at SWIAA. Please see below details:

**What:** COVID-19 Vaccination Booster Clinic to be administered by Barone Pharmacy

**When:** April 2024 (Dates will be announced closer to the date of vaccination)

**Who:** All eligible residents are encouraged to get vaccinated against COVID-19

## Frequently asked questions

I have not had a COVID-19 dose in 2023, is it too late for me to have one?

No. Anyone recommended for a COVID-19 booster, should get one as soon as possible if they haven't had one yet.

What if I missed one of my COVID-19 doses? How many COVID-19 vaccinations am I recommended to have?

Australia has moved away from numbering doses and a 'catch-up' vaccination is not required.

ATAGI recommends a primary course of COVID-19 vaccinations, including a dose in 2023 and an additional dose if recommended. An additional dose is recommended for people aged 75 years and over if it has been 6 months since receiving a COVID-19 vaccine or confirmed COVID-19 infection.

It doesn't matter how many doses a person has had before 2023.

I had COVID last month, but my last dose was more than 6 months ago. Should I have another dose?

There is not much benefit from having a COVID-19 vaccine soon after infection.

If you are unsure if you have had a COVID-19 infection in the past 6 months, it is safe to get a dose.

There are times when a person may be vaccinated earlier than the recommended 6-month interval. For instance, if an in-reach vaccination program has been scheduled for your residential aged care home.

Who can give me a COVID-19 dose?

You can get a COVID-19 vaccine from your local GP or pharmacist, or a GP or pharmacist visiting your aged care home.

If you are due for a COVID-19 dose before the home's vaccination clinic, you can ask them to arrange for a visiting GP or pharmacist to give you a COVID-19 dose ahead of time.

What happens if consent is needed by a guardian or substitute decision-maker?

Sometimes a guardian or substitute decision-maker needs to give consent for a resident in aged care to get vaccinated. In such cases, they should follow the guardianship legislation in their state or territory.

Some jurisdictions have special requirements for guardians or substitute decision makers consenting on behalf of another person.

You can provide consent to a COVID-19 vaccine either verbally or written, this is recorded by the person giving you your dose.

Where can I find information about COVID-19 and vaccines?

See the Department of Health and Aged Care website: [health.gov.au/covid-19-vaccines](https://health.gov.au/covid-19-vaccines)

You can also find a COVID-19 vaccine clinic and book an appointment with the health Service Finder at [healthdirect.gov.au/australian-health-services](https://healthdirect.gov.au/australian-health-services) or call 1800 022 222 if you need COVID-19 advice.



## IMPORTANT CLINICAL INFORMATION

# Code of Conduct for Aged Care

A fact sheet for volunteers



## Who is the Aged Care Quality and Safety Commission?

The Aged Care Quality and Safety Commission (the Commission) is the national regulator of aged care services in Australia.

The Commission's purpose is to protect and enhance the safety, health, wellbeing and quality of life of people receiving government-funded aged care and services.

We do this by:

- approving providers to deliver aged care services
- monitoring aged care services' performance against the Aged Care Quality Standards
- handling complaints

- overseeing approved providers, their workers and volunteers' compliance with the Code of Conduct for Aged Care (the Code).

## What is the Code?

The Code sets out how aged care providers, their workers and volunteers are expected to behave and treat older Australians when providing care and services.

There are 8 elements to the Code.

The table below provides some practical examples of expected behaviours for each element along with examples that are inconsistent with the Code. Refer to the [Code of Conduct for Aged Care Worker guidance](#) for more examples and a range of case studies.

Element	✓ Examples of expected behaviour	✗ Examples of unacceptable behaviour
<b>A.</b>  <b>Act with respect for people's rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.</b>	<ul style="list-style-type: none"> <li>• Asking and listening to what older people need and want.</li> <li>• Talking in a way that is easy to understand.</li> <li>• Helping older people to make decisions when they need support.</li> </ul>	<ul style="list-style-type: none"> <li>• Telling an older person to do something they do not want to.</li> <li>• Not including the older person in decisions about their care and services.</li> <li>• Keeping an older person away from places or activities they want to see or do.</li> </ul>
<b>B.</b>  <b>Act in a way that treats people with dignity and respect and values their diversity.</b>	<ul style="list-style-type: none"> <li>• Respecting an older person's social, cultural, religious and ethnic background.</li> <li>• Working in a way that helps older people feel comfortable and safe.</li> <li>• Encouraging older people to speak up about their likes and dislikes.</li> </ul>	<ul style="list-style-type: none"> <li>• Making fun of an older person's social, cultural, religious, ethnic or health background.</li> <li>• Talking down to an older person or treating them in a disrespectful way.</li> <li>• Telling an older person their beliefs are wrong or silly.</li> </ul>



# IMPORTANT CLINICAL INFORMATION

Element	✓ Examples of expected behaviour	✗ Examples of unacceptable behaviour
<b>C.</b>  <b>Act with respect for the privacy of people.</b>	<ul style="list-style-type: none"> <li>Keeping personal information of older people safe in line with provider policies.</li> <li>Being aware of the personal privacy needs and preferences of older people.</li> </ul>	<ul style="list-style-type: none"> <li>Not requesting permission of older people when providing personal care and services.</li> <li>Providing personal care to older people in places that are not private.</li> </ul>
<b>D.</b>  <b>Provide care, supports and services in a safe and competent manner, with care and skill.</b>	<ul style="list-style-type: none"> <li>Using equipment safely.</li> <li>Having the right skills, experience and qualifications for the job.</li> <li>Following provider policies about safe and up to date work practices.</li> </ul>	<ul style="list-style-type: none"> <li>Providing care or services you do not have the skills or qualifications to provide.</li> <li>Not reporting unsafe equipment, unsafe practices or near misses to your provider.</li> </ul>
<b>E.</b>  <b>Act with integrity, honesty and transparency.</b>	<ul style="list-style-type: none"> <li>Treating older people fairly and not taking advantage of them.</li> <li>Being honest about your previous experience and training.</li> <li>Helping older people understand more about their care and services.</li> </ul>	<ul style="list-style-type: none"> <li>Lying to your provider or to an older person about what you know, or what you hear or see.</li> <li>Not disclosing a conflict of interest.</li> <li>Asking or encouraging an older person to give you money or a gift.</li> </ul>
<b>F.</b>  <b>Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services.</b>	<ul style="list-style-type: none"> <li>Knowing how and what to do if something happens.</li> <li>Speaking up and reporting concerns to the provider to reduce risk of harm.</li> <li>Making sure older people feel safe to speak up or make a complaint.</li> </ul>	<ul style="list-style-type: none"> <li>Not taking action about a safety or quality concern.</li> <li>Failing to be open and honest about a safety or quality concern.</li> <li>Threatening or telling an older person not to complain or report a concern.</li> </ul>
<b>G.</b>  <b>Provide care, supports and services free from:</b> <b>i. all forms of violence, discrimination, exploitation, neglect and abuse and</b> <b>ii. sexual misconduct.</b>	<ul style="list-style-type: none"> <li>Being alert to situations that may hurt, upset or take advantage of an older person.</li> <li>Knowing what violent, abusive or neglectful practices look like.</li> <li>Not committing or participating in any form of violence, discrimination, exploitation, neglect and abuse, or sexual misconduct.</li> </ul>	<ul style="list-style-type: none"> <li>Physically forcing or threatening an older person to do something they do not want to.</li> <li>Neglecting, taking advantage of, or abusing an older person.</li> <li>Acting in a sexual way with an older person.</li> </ul>
<b>H.</b>  <b>Take all reasonable steps to prevent and respond to:</b> <b>i. all forms of violence, discrimination, exploitation, neglect and abuse and</b> <b>ii. sexual misconduct.</b>	<ul style="list-style-type: none"> <li>Following processes to help prevent harm to older people.</li> <li>Taking action about a safety risk or concern in line with the provider's systems and processes.</li> <li>Cooperating with the provider and with any investigation or enquiry.</li> </ul>	<ul style="list-style-type: none"> <li>Not raising a suspicion or concern about violence, abuse or neglect of an older person.</li> <li>Failing to report a serious or reportable incident to the provider.</li> <li>Not supporting an older person to speak up about concerns of misconduct.</li> </ul>

## What are your responsibilities as a volunteer?

If you volunteer for an approved provider, you are required to always behave in line with the Code. Approved providers have responsibilities to ensure that volunteers and the workers in their service uphold the Code.

The Commission can investigate behaviour that is inconsistent with the Code and take action if required.

If you aren't sure whether the organisation you volunteer with is an approved provider, check with the person who engaged you such as your volunteer manager, to ensure you understand your responsibilities.

**Always remember** – older people have the right to safe, quality care and services and to live without abuse or neglect. It's always okay to speak up. If you see or hear something that concerns you, inform your manager, provider, or the Aged Care Quality and Safety Commission.

## Need more information?

Your volunteer manager can provide you with a quick reference guide to the Code.

Further information about the Code can also be found on the Commission's website at [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au).



Code of Conduct for Aged Care – information for workers  
[agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers](http://agedcarequality.gov.au/providers/code-conduct-aged-care-information-workers)



# IMPORTANT CLINICAL INFORMATION

## Consumer advisory body

A resource for aged care consumers.

1800 951 822  
agedcarequality.gov.au



**A new responsibility for providers is to offer aged care consumers and their representatives the opportunity to start a consumer advisory body.**



**'Your voice is powerful.'**

Providers need to write to you and give you the opportunity to join a consumer advisory body at least once a year.

Providers approved before 1 December 2022 need to do this from 1 December 2023.

### Provider obligations

**Your provider must:**

- ✓ offer to start a consumer advisory body at least every 12 months – even if you already have one
- ✓ make the offer in writing – for example, an email, letter, poster or pamphlets around the service
- ✓ think about feedback the consumer advisory body gives about care and services when making decisions
- ✓ write to the consumer advisory body to explain how the feedback is used.

### Consumer advisory bodies

Consumer advisory bodies can help fix problems and improve your care. They give you a way to talk about care and service quality with others and share this with your provider's governing board.

**Consumer advisory bodies are important because they:**

- ✓ look at the quality of care and services you and others receive
- ✓ find and communicate consumers' needs and issues
- ✓ provide opportunities for improvement.

### Start date

This responsibility commences from 1 December 2023 for existing approved providers or on the day new providers are approved. You should get more information and an offer to start a consumer advisory body before this date.

If you don't get an offer to form a consumer advisory body or one isn't started, find out why. Maybe this is because other consumers don't have enough information, or they aren't interested in joining. If you want to start or join a consumer advisory body, talk to your family/representatives and other consumers to see if they do too. Then, talk to your provider.

If your aged care service is a state or territory authority or a local government authority, it doesn't have to offer to start a consumer advisory body. You can still share your thoughts, ideas and give feedback about your care and the services you receive – talk to your provider today.

### Membership

Consumer advisory bodies need people like you! Members from all backgrounds are welcome to join; diversity means that all consumers are represented. This includes people who:

- are a current or past consumer
- are a family member or representative of a current or past consumer
- are Aboriginal or Torres Strait Islander
- are LGBTI
- come from a culturally and linguistically diverse background
- have a disability
- live with a cognitive or physical impairment
- live with mental health issues and/or illness
- are socially or economically disadvantaged
- live in a rural or remote area.

### Quality care advisory body

Providers also need to start a quality care advisory body. This must have at least one member that represents consumer interests (for example, a consumer/representative, a member of the consumer advisory body (if established) or a consumer advocate).

### More information

- **Talk to your aged care provider.**
- Phone the Older Person's Advocacy Network (OPAN) Support Line.  
**1800 700 600**  
8am – 8pm Monday to Friday  
10am – 4pm Saturdays  
OPAN helps you and your representatives fix problems you have with Commonwealth-funded aged care services.
- Phone the Aged Care Quality and Safety Commission on **1800 951 822** (free call) to give feedback on your provider or make a complaint.



## IMPORTANT CLINICAL INFORMATION



Australian Government  
Department of Health and Aged Care

## Residents' Experience Survey

### Share feedback on the care you receive

The survey gives you a chance to share your experience on the care you receive.

Scheduled survey date

25TH MARCH

#### On the day:

1

A small number of residents will be randomly selected to participate in the survey. Your participation is voluntary.



2

If a survey team member invites you, they will **first ask you for your consent** to participate.



3

The survey will take **10 to 30 minutes**.



4

Your **name will not be connected to your responses**. No one at your aged care home or the Australian Government will be informed of your participation.



5

We can arrange an **interpreter or other support** for you. **A family member or friend can be with you.**



Speak with your staff at your aged care home or email the survey team at RES@acna.org.au.



**Scan the QR code or visit:**

[www.health.gov.au/our-work/residents-experience-surveys](https://www.health.gov.au/our-work/residents-experience-surveys)



# THE STAFF ROOM

## TEAM SPOTLIGHT



"Team Spotlight" is the segment where we will showcase the exceptional individuals within our team who have made a significant impact. Stay tuned as we highlight their interesting little-known facts and their contributions to our organization.

In this edition of our newsletter, we are thrilled to feature Going Above and Beyond winner Damian Bourke. Damian has been with SWIAA for 1 year plus working as Maintenance Manager. In a brief span, he has made remarkable contributions, demonstrating exemplary dedication to assisting our residents with unparalleled commitment and going beyond the call of duty.



**Damian Bourke**

**What year were you born?**

1976

**What is your place of birth**

I was born in Fairfield, NSW, Australia.

**Why did you decide to work in aged care?**

After many years in the building industry, I was looking for a more meaningful motivation in my work day.

**What do you like most about working at SWIAA?**

The variety of tasks I get to involve myself in.

**What is something people don't know about you?**

I have a large brown birth mark on my left leg. In Kindergarten I used to tell people I had a monkey brother who I swapped skin with.

**Where is your happy place in Sydney?**

Anywhere that is cold enough and safe enough for a Campfire.

**Your message to Residents and Staff?**

Smiles are free, so share them around.

*Thank you*



Thank you Damian for all that you do.

## WELCOME TO THE TEAM

### OUR NEWEST TEAM MEMBERS FEBRUARY-MARCH

- Antonia Maiuolo -Volunteer
- Binisha Shrestha PCW/Cert IV
- Reina Rivas- Volunteer
- Ashish Shrestha Registered Nurse
- Mira Ghobrial Head of Quality and Safety

**We are glad to have you on board!**

#### TO ALL STAFF

SWIAA expresses heartfelt gratitude for your unwavering dedication and outstanding efforts that continue to inspire and drive our collective success.



On 22nd March, 2024, Presentation will be held for Long Service Achievement. Devika Sundar will be awarded for 10 years service.



**MIRA GHOBRIAL**

We are pleased to announce that Mira has recently joined our SWIAA team as Head of Quality & Safety.



# THE BRAINY BUNCH

## EASTER WORD SEARCH



L	G	M	T	U	L	I	P	X	E	Y
S	G	R	T	W	C	O	Q	Q	E	X
U	B	D	S	T	Q	B	G	B	A	D
N	B	O	N	N	E	T	S	T	S	A
D	U	C	K	L	I	N	G	K	T	F
A	F	L	O	W	E	R	H	Y	E	F
Y	H	N	P	P	X	I	B	D	R	O
X	T	X	E	O	E	V	Z	Q	T	D
I	N	H	E	Y	D	Y	E	V	X	I
Z	A	O	P	A	R	A	D	E	A	L
W	F	P	S	H	U	N	T	S	E	S



PARADE  
EASTER  
HOP  
PEEPS

HUNT  
FLOWER  
SUNDAY  
DUCKLING

DYE  
BONNET  
DAFFODILS  
TULIP





# EASTER 2024 COLORING







# WHAT'S ON THIS MONTH

Your newsletter about SWIAA!

## SPECIAL EVENTS

### BIRTHDAY OF THE MONTH

22nd March 2024

Gardens Dining Room

2:00pm onwards



### Upcoming Event

Residents &  
Representative  
Committee Meeting  
22nd March 2024

#### MEMBERS ONLY

Location:  
Administration  
Building

### Visit Our Facebook Page

@SWIAA Village

### Reminders

- Please don't forget to check your mail.
- Please send resident's new clothes to laundry for labelling before use.



### CYCLING WITH NO AGE

14th March 2024

Fairfield Showground

9:00am onwards



### HARMONY DAY CELEBRATION

21st March 2024

Gardens Outdoor Area

2:00pm onwards



### EGGCITED FOR EASTER

### EASTER LUNCH

28th March 2024

Gardens Dining Room

12:00pm onwards



PLEASE NOTE: FAMILIES ARE INVITED UPON RESERVATION  
COST \$35

### Give This A Go!



AQUA PAINTING



MUSIC THERAPY

Activities are in progress throughout the day. Join in the fun!  
Let our Lifestyle Supervisor- Sandra know if any activity interests you.