

MERRY CHRISTMAS

WISHING YOU NOTHING BUT THE BEST
THIS HOLIDAY SEASON

LA VITA SWIAA

NOVEMBER 2023 | SUMMER EDITION

A Message from the CEO

Welcome to our Summer 2023 edition of Lavita

It's amazing how time goes by, we really seem to have flown through 2023, and we are now well into Christmas preparations.

Over the last 12 months, there have been a number of challenges that we have had to contend with. Work had been undertaken in preparation for the aged care reforms, these included developing systems to ensure compliance with the significant additional quarterly reporting requirements to the Aged Care Quality and Safety Commission. These reports surround financial and operational reports, such as quality of life, environmental reports, staffing, to name a few.

We finally saw the relaxation of COVID-19 restrictions, whereby among other things, the requirement to wear face masks was removed. SWIAA had a full re-accreditation during the year, and after responding to one unmet outcome, which was subsequently overturned, resulted in SWIAA being awarded a further accreditation period of 3 years.

2024 will see another busy year, with the Federal Government expected to release the new Aged Care Act and Aged Care Quality Standards, that will be effective from 1st July 2024. These changes will further focus quality of care, in particular, on how residents are involved in the planning of their care. The new Act and Standards will require a change in operations, and how we document care being delivered.

The Federal Government earlier this 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. As at June 2023, Stewart Brown Chartered Accountants reported to the Federal Government, that 66% of aged care services that are on their database, are operating at a loss, before tax and depreciation.

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. We will keep you informed as information becomes available.

There has been a delay in finalizing the new furniture for both the Gardens and Parkview Buildings. We have recently finalized the fabric finishes and expect delivery and installation of the new furniture in the week beginning 12th February 2024. We will confirm the delivery date mid-January 2024.

Over the year significant works had been undertaken within our Retirement Village. All the carports have been painted. In some cases, repairs were required to be undertaken prior to painting due to storm damage. The lattice surrounding all the laundry drying areas had been replaced with powder coated panels and recently we installed a new covered pergola near the Community Centre, which the residents love.

Thank you for your support throughout the challenging year, and look forward to working with you in 2024. Wishing you all a safe, and Merry Christmas.

Godwin D'Amato
Chief Executive Officer





"Look for opportunities to be kind, to encourage, compliment, help out, cheer for, praise, have faith in, mentor & lift up those who need your light." -Mary Davis

A Message from the Residential Services Manager



Welcome to this summer edition of our newsletter. It is indeed lovely to feel the warm sun returning. We want to say hello and welcome to our new residents, staff, families, and friends.

What an exciting month November and December are - lots of happy times with Christmas decorations, music and the anticipation of gifts and exceptional food to come. SWIAA Village is buzzing with activities, and staff are busy making it all happen by bringing these celebratory times into the facility for residents to enjoy.

Given that Christmas is around the corner, please be assured that residents can take a social leave during this period. Residents could always take social leave (52 days) throughout the year, not just Christmas. Please do not hesitate to contact the Registered Nurses or any management team if you wish to take Mum/Dad home anytime. Please note that this only applies to permanent residents.

I will be away for a week from 27th November – 1st December 2023. Ramya will be the acting Residential Services Manager in my absence. Dorothy (CQSRN) will be on maternity leave from November 2023 until further notice. All the best, Dorothy! Romina Balutan will be the acting CQSRN, and Emille Bautista will be the acting Clinical Care Coordinator in Parkview. Please do not hesitate to speak to us if you have concerns about your loved ones.

Our Residents' Christmas Party will be on Friday, 22nd December 2023. Due to limited spaces, we need to limit one visitor per resident to join the celebration. A \$40 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 20th November.

I and the Roster Coordinator have been working so hard to ensure that we limit the use of agency staff. I am glad to inform you that we significantly reduced the agency usage this past few months. I hope everyone can see an improvement on the floor. We will do our best to keep it this way to ensure the consistency of care for our lovely residents.

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 and identify what we are doing well and what we can do better. I am excited to announce that we are reviewing our feedback and complaints procedure, where your feedback can easily be captured and submitted using a QR Code. We will keep you posted once this project is finalized.

On the other hand, I want to inform you that the Chef has reviewed the summer menu and is planning to commence the new menu on 13th November. Please continue to provide feedback and liaise with the Chef if you have any concerns regarding the summer menu.

We will have our Exceptional Service Delivery and Employee of the Year awarding in December. We have put an Employee Nomination form in the Foyer. Please feel free to vote, complete the form, and forward it to the RSM or CCC. With your feedback, we can decide who deserves the best for the best! 🍷

May the spirit of Christmas infuse your life and your family members with hope, positivity, and joy. Advance Merry Christmas and Happy New Year!

Please stay safe and healthy; we will catch up in our next edition.

Warm regards,

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

*"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.

Great news! We also would like to announce that you will now be receiving newsletters every two months.

Alla Prossima!
SWIAA Newsletter Team



IMPORTANT CLINICAL INFORMATION

Letter to Family-Covid Vaccine Clinic

Dear Residents and Families,

We have received information from the NSW Director of Aged Care Unit – Stef Williams that COVID-19 is increasing across the state and is now at a moderate level. There has also been an increase in COVID-19 outbreaks in residential aged care facilities.

In response to this, we request the following:

- Stay home if you have cold or flu symptoms. Do a test if you're at higher risk of serious illness from COVID-19.
- Don't visit residents or people who are at higher risk if you are experiencing cold or flu symptoms.
- Stay up to date with your COVID-19 vaccinations.
- Now is a good time to consider getting a COVID-19 booster vaccination if you are aged 65 years and over or are at higher risk of severe COVID-19 illness and haven't had one in the last 6 months.
- A COVID-19 booster vaccination is recommended for all people aged 75 years and over if it has been more than 6 months since your last dose.

Vaccination Clinic at SWIAA

SWIAA is organizing a COVID vaccination clinic for the residents and staff. COVID-19 vaccination is voluntary but strongly encouraged for residents in aged care homes. It remains the most effective protection against severe illness, hospitalisation, and death from COVID-19.

For the best protection, the expert Australian Technical Advisory Group on Immunisation (ATAGI) recommends a 2023 COVID-19 vaccine booster dose for all adults aged 65 years and over and all adults aged 18-64 who have medical comorbidities that increase their risk of severe COVID-19, or disability with significant or complex health needs.

If it has been six months since receiving a COVID-19 vaccine, an additional dose:

- is recommended for people aged 75 or older
- should be considered for people aged 65-74, following discussion with their health care provider.

Aged care residents who have not yet received any booster dose this year are advised to do so.

Providing Consent

SWIAA keep a record of the residents' consent for all doses to share with those who give the vaccine for recording on the Australian Immunisation Register.

There are two ways SWIAA can capture resident/ substitute decision maker's consent:

- written consent – using the Australian Government's written consent form (attached to this email)
- verbal consent – via phone call from a SWIAA representative, verbal consent will then be recorded in resident's progress notes.

If you are interested to have your loved one vaccinated against COVID 19, please return the written consent form to us.

For more resources/ information, visit this link

COVID-19 vaccination – Things to know about the COVID-19 vaccine – Easy Read ([health.gov.au](https://www.health.gov.au))

COVID-19 vaccination – Easy Read resources | Australian Government Department of Health and Aged Care

Please share this update widely with other visiting family members.

Regards,



Joyce Labayno
Residential Services Manager



Continuing to be Me

Supporting senior emotional wellbeing



What supports are provided?

It is estimated that more than 50% of people in Residential Aged Care Facilities (RACF) experience symptoms of depression, yet fewer than 1% currently receive psychological support.

C2bMe can assist by:

- Providing evidence-based, short-term therapies delivered by mental health professionals, through therapeutic groups or individual clinical care
- Building the capacity of RACF staff
- Integrating care with a team of GPs, RACF staff, carers and families.

Who is eligible for C2bMe?

C2bMe is a free service for aged care residents:

- Living in a partnered facility in the South Western Sydney region
- Over 65, or Aboriginal and Torres Strait Islander people over 50, who experience mild-to-moderate mental health challenges
- Able to consent and participate in the program.

What is Continuing to be Me (C2bMe)?

C2bMe is a program providing mental health support for people living in residential aged care in South Western Sydney.

The C2bMe program:

- Offers comprehensive person-centred care
- Is designed to reinforce personal identity and purpose
- Increases social connection and a sense of hope
- Improves the day-to-day living of aged care residents
- Boosts residents' mental health and wellbeing.

Get in touch

Contact the South Western Sydney C2bMe team to find out more about the program, or how to partner with us to deliver the program in your residential aged care home.

1800 4 C2bMe (1800 422 263)
C2bMe@uniting.org



SWIAA RESIDENTIAL AGED CARE CHRISTMAS PARTY

Join us for a festive celebration!

RESIDENTS' Christmas Party

22 December at 12:00 p.m.
Garden Dining Area

Due to limited spaces, we kindly request that only **one (1)** family member per resident can join the celebration.

A fee of \$40.00 will apply to the nominated family member to cover the cost of the event. Please RSVP to Lifestyle Officer and make the necessary payment to hold the reservation by **COB 20 November.**

CHRISTMAS LUNCH

*Merry
Christmas*

22ND DECEMBER 2023, 12:00 PM

MENU

1st Course

Linguini served with shrimps cooked in olive oil, garlic and tomato

2nd Course

Fried Polenta Cake topped with Caponata

3rd Course

Slow Roasted Stuffed Turkey Roulade served with Italian Oven Roast Vegetables and Glazed Leg of Ham.

Or

Crispy Skin Pan Fried Barramundi Fillet Served with Mash Butternut Squash, Roasted Garlic Parmesan Potatoes & Broccolini.

4th Course

Mango & Coconut Christmas log served on a bed of red velvet crumb topped with pistachio.



SWIAA VILLAGE CHRISTMAS PARTY

VILLA RESIDENTS
CHRISTMAS PARTY

WEDNESDAY 13th DECEMBER



LIFESTYLE ACTIVITIES

"Crazy Hair Day" encourages residents to express themselves through imaginative and unconventional hairstyles. It's also seen as a way to foster a sense of inclusivity, as everyone can participate regardless of their background or means. It's not only an opportunity for residents to have fun but also a chance for families and staff to engage with their residents in a relaxed and enjoyable setting. Such events promote social interaction, boost morale, and create a positive and enjoyable atmosphere.



These are some of the highlights from CRAZY HAIR DAY celebrated on 6th October in Gardens Dining Hall. The event was a success and residents enjoyed it a lot. All the residents, staff and families were showing off their beautiful colorful locks



MEET THE PONY



On 2nd November, residents, families and staff enjoyed visit of Snow in preparation for Melbourne Cup! Sponsored by Max Perram's Funerals.

Some of the residents remembered their loved ones, felt excited and emotional. Beautiful moments created.

Interacting with people friendly animals can be rewarding especially for older individuals. It promotes physical movement, emotional well-being, cognitive stimulation, sensory integration, social interaction, a sense of purpose, stress reduction, and a feeling of normalcy. These interactions with ponies can significantly enhance the overall quality of life for elderly individuals in care facilities, addressing their multifaceted needs and contributing to their holistic well-being.



AQUA PAINTING IN
MAMALENA



BOWLING



BALL GAMES



GARDENING AND OUTSIDE WALKS



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!

Participating in hobbies and social interactions fosters a sense of purpose and accomplishment, ultimately leading to a higher quality of life and overall well-being.



BALLOON TENNIS, CARD GAMES AND PARACHUTE GAMES



CHURCH SERVICE



ST JOHNS BOWLING CLUB

MELBOURNE CUP CELEBRATION

WINNER

Best
Dressed:
Maria
CEREIJO



Hat Show



Cheers



LOVE

Best Hat:
Aghavni
ATAMIAN

Best Hat



Nominees



Best Dressed



Happy



Group Photo

Best
Dressed
(Staff):
Romina
BALUTAN



Cheers



Cute



Award



Say Cheese

1st Place
Sweep:
Aghavni
ATAMIAN



Cheers



Picture Perfect



Balloons



Nominees



Smile

1st Place
Sweep:
Nella
COLUSSI



Picture Perfect



Race Time



Photo Time



Yummy

1st Place
Sweep:
Adriano
TOLOMEO



Nominees



Race Time



Photo Time



Yummy

1st Place
Sweep:
Antonietta
RE



Nominees



Race Time



Photo Time



Yummy

These are some of the highlights from Melbourne Cup celebrated on 7th November in Gardens Dining Hall. The residents, families and staff dressed for the occasion and participated in best dress and best hat competition.



BIRTHDAY CELEBRATION



BIRTHDAYS OF THE MONTH



SAY CHEESE!

Embrace the gifts this year has brought, With every lesson, skill, and thought. In this journey, may you find, Endless wonders, that light your mind. These are some of the glimpses of resident birthday celebration.

Birthday celebration is a way of showing our appreciation for resident's wisdom and lifelong experiences.



CAKE TIME!

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

THE STAFF ROOM



EMPLOYEE AWARD NOMINATION 2023



VOTE FOR BEST OF THE BEST!
VOTING CLOSE ON 17TH NOV



PLEASE SEE JOYCE TO DROP IN BALLOT BOX

GREAT NEWS!
EMPLOYEE AWARD
NOMINATION VOTING
HAS BEEN EXTENDED
TO FRIDAY, 17TH
NOVEMBER.

Voting Forms are
located in Reception.
Voting Ballot Box is
located in RSM-Joyce's
Office for fair
competition.

MAY THE BEST ONE WIN !

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 Exceptional Service Award winner Rayzel KANT. Rayzel has been with SWIAA for 10 years working as a multi-skilled employee. She is working as Recreational Activities Officer-Lifestyle, Cert-IV and Personal Care Worker. She has made outstanding contributions and unwavering commitment to our organization's mission.



Rayzel
Kant

What year were you born?

1986

What is your place of birth

I was born in Basud, Camarines Norte Philippines. I migrated to Australia in November 2011.

Why did you decide to work in aged care?

My love and longingness for my grandmother, I love looking after other people since I was a kid, that's why it just come to a blessing to be able to work in aged care.

What do you like most about working at SWIAA?

I love the working environment, staff are like family.

Where is your happy place in Sydney?

Any place near the beach plus our house in Prestons.

What is something people don't know about you?

I love adventures and I always associate myself doing church activities.

Your message to Residents and Staff?

To my residents, I love you all and thank you for loving me back. To the staff, thank you for being so accommodating to me and I appreciate each and every one of you!



WELCOME TO THE TEAM

OUR NEWEST TEAM MEMBERS
OCTOBER

- Usha Tripathy Poudel -RN
- Carly Bhandary-RN
- Beverly Albaniel-RN
- Pritibha Kiran-PCW
- Asmita Magar-PCW
- Ayiah Marciano-PCW
- Ashwin Mudaliar-PCW

We are glad to have you on board!

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

WE APPRECIATE YOU!

On 8th December 2023, Presentations will be held during Staff Christmas Party for Employee of the year, Long Service Achievements and Delivery of Exceptional Service.

STAFF TO RECEIVE THE AWARD

- Raquel Arapi - Exceptional Service delivery
- Roja Shakya- Exceptional Service delivery
- Valentina Petukhova- 10 Years Long Service Award
- Haseena Rahat- 10 Years Long Service Award
- Helen Girma- 10 Years Long Service Award
- Maria Lima- 10 Years Long Service Award
- Telesia Malai- 10 Years Long Service Award
- Yin Lai- 5 Years Long Service Award
- Shrijana Karki- 5 Years Long Service Award

DOROTHY BABY SHOWER



On 2nd November 2023, staff celebrated Dorothy- Clinical Support RN/Educator's Baby Shower. We wish her all the best for the beginning of a wonderful new chapter.

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.

Why is the Feedback and Suggestion Box important?

Your Opinion Counts: Your feedback helps us understand your needs better. It allows us to align our offerings to your expectations, ensuring that we deliver the best possible experience.

Continuous Improvement: By actively seeking and implementing your suggestions, we can continually enhance our services, and overall experience. Your valuable insights contribute to our ongoing growth and evolution.

Foster Innovation: The Feedback and Suggestion Box is a breeding ground for innovation. Your suggestions can inspire new features and improvements.

Maintain Open Communication: We are committed to maintaining an open and transparent dialogue. The Feedback and Suggestion Box offers you a direct channel to share your thoughts with us, ensuring that your voice is heard and acknowledged.

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!



THE BRAINY BUNCH

Christmas Wordsearch



Can you find all the festive words?



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

BELLS
HOLLY
NATIVITY
PRESENTS



REINDEER
ROBIN
SANTA
SLEIGH



SNOWFLAKE
SNOWMAN
STOCKING
TURKEY

CHRISTMAS COLORING PAGE



Grateful
MAKEITGRATEFUL.COM



WHAT'S ON NEXT MONTH

Your newsletter about SWIAA!

Upcoming Event

Resident and
Representatives
Committee
Meeting
8th Dec 2023

(Only for committee
members)

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.



SPECIAL EVENTS

BIRTHDAY OF THE MONTH- ANTIPASTO AND CAKE

24th November 2023
Gardens Dining Room
2:00pm onwards



HAPPY HOUR

1st December 2023
Gardens Dining Room
2:00pm onwards



HAPPY HOUR

8th December 2023
Gardens Dining Room
2:00pm onwards



RESIDENTS CHRISTMAS PARTY

22nd December 2023
Gardens Dining Room
12:00pm onwards



BIRTHDAY OF THE MONTH

29th December 2023
Gardens Dining Room
2:00pm onwards



Give This A Go!

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



BINGO



QUOITS