

Hello Autumn

LA VITA SWIAA

MARCH 2025 | AUTUMN EDITION

A Message from the CEO

Welcome to our Autumn 2025 edition of Lavita

Dear Residents, Families, and Staff,



You may recall that in previous editions of Lavita, we advised that there will be a new Aged Care Act and Strengthened Standards that will come into effect from 1st July 2025. The new Aged Care Act in particular will have significant changes in the governance requirements of aged care boards, which SWIAA are well ahead of.

The subordinate legislation, referred to as the “Rules” are still yet to be finalized as consultation with the sector and stakeholders continues.

There has been a great deal of training provided to staff regarding the Strengthened Standards, and this will continue into the foreseeable future.

Works in progress:

We have recently signed a proposal to replace the carpet in Parkview first floor with cushioned vinyl. We will advise shortly when the work will commence and provide information regarding the schedule that will guide the process of work being undertaken.

We are currently reviewing the lighting in Parkview's corridor and lounge areas and in the Gardens Dining room. The lighting in these areas appear dull, and we expect to replace these within the next couple of months. This change will improve the recreational areas for our residents.

We have finalized the colours to paint all common area internal walls, ceilings and doors. A scope of works is now being developed to guide the tender process.

Although Easter is still a few weeks away, I want to take this opportunity to wish our residents, families and staff, a safe and happy Easter.

Godwin D'Amato
Chief Executive Officer

The sun of autumn is like an old friend—warm, gentle, and full of quiet wisdom.

A Message from the Residential Services Manager

Dear Residents, Families, and Staff,



As autumn ushers in cooler days and vibrant colours, we are excited to welcome all of our new residents, families, and staff. To our new residents, we are thrilled to have you with us and look forward to making your time here both comfortable and enjoyable. To the families, thank you for trusting us with the care of your loved ones. And to our new staff, we are so glad to have you on board and look forward to working together to create a caring and supportive community.

Important Reminder: Restrictive Practices Requirement

I would like to remind everyone about the government's requirement concerning restrictive practices for residents. If your loved one is currently subject to restrictive practices, it is mandatory for them to have a designated guardian associated with this function. If you have received a letter from me regarding this matter, please address it as soon as possible to ensure compliance. Your understanding and cooperation in this important matter are greatly appreciated.

Food Satisfaction Survey Outcome – We Heard You!

Thank you to everyone who participated in our Food Satisfaction Survey earlier this year. Your feedback is invaluable, and we are actively working with our Chef and Catering team to enhance our food service.

In the meantime, please remember that if the meal of the day is not suitable for your loved one, we offer alternatives such as steamed fish, sandwiches, salad, or pasta. Simply inform the care staff, and they will be happy to assist with the request. Thank you for your continued support as we strive to improve the dining experience for our residents.

Family & Friends Meeting Update


We are pleased to announce a change to our Family & Friends Committee meetings. It was suggested and agreed upon during our last meeting that the Family & Friends Committee, Residents' Committee, and Food Focus Committee will be combined into one meeting. This will allow family members to better represent residents who may not be able to voice their concerns directly.

Our first combined meeting will take place in May 2025. We look forward to seeing you there and continuing our collaborative efforts to improve life at SWIAA.

Flu Vaccine – Scheduled for April 2025

We will be holding our Flu Vaccination Clinic in April 2025. Currently, we are finishing up our Covid-19 and Shingles Vaccination Clinics. Once those are completed, we will organize the Flu Vaccination Clinic.

If you would like your loved one to receive the flu vaccine this year, please contact the Registered Nurse or Clinical Care Coordinator for more information or to schedule an appointment. Your proactive approach to safeguarding our residents' health is greatly appreciated.



Life starts all over again when it gets crisp in the fall.

Message continues..

Swallowing Issues – Understanding Dignity of Risk

Swallowing difficulties are common among our residents, and as part of our protocol, we refer residents to a Speech Pathologist for an assessment. The Speech Pathologist will determine the most suitable diet to reduce the risks associated with swallowing difficulties.

However, there may be instances where a resident or their family member may choose not to follow the recommended diet. Please be aware that this decision carries significant risks, such as choking or aspiration, which could be life-threatening.

If you or your loved one chooses to proceed against the recommended dietary guidelines, we will require you to sign a Dignity of Risk form, acknowledging that you accept the potential risks involved. This ensures that all parties are fully informed, and that the resident's choices are respected.

Dining Experience Update

At our facility, we are dedicated to providing an exceptional dining experience while maintaining a comfortable and safe environment for all. To help us uphold these standards, we kindly ask that family members refrain from entering the kitchen or accessing the trolley during mealtimes. Should you require anything from the kitchen or trolley, please do not hesitate to request assistance from our staff, who will be more than happy to help.

To prioritize health and safety, especially during mealtimes, only authorized personnel are permitted in the kitchen. This precaution ensures strict adherence to our infection control protocols.

We sincerely appreciate your cooperation and understanding in helping us provide a safe and enjoyable dining experience for all of our residents. Thank you for your continued support.

Thank you for your ongoing partnership as we work to provide the best care for our residents. Should you have any questions or concerns, please feel free to reach out.

With warm regards,
Until the next issue...
Joyce Labayno
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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AUTUMN
REMINDS US
THAT CHANGE
CAN BE
BEAUTIFUL.

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 in our email admissions@swiaa.org 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/

Alla Prossima!
SWIAA Newsletter Team

LIFESTYLE ACTIVITIES

GARDENS WALKS



Residents had a great time on their garden walks, enjoying the fresh air and the beautiful surroundings. They also loved spending time together, sharing smiles and conversations, which made them happy and connected.

ST JOHNS BOWLING CLUB



Here are photos of our residents during their outing to St. John's Bowling Club, where they enjoyed a delightful lunch together. These outings provide a wonderful opportunity for residents to step outside their usual environment, offering a refreshing change and plenty of fun moments to enjoy with friends, families and new experiences!

RESIDENTIAL AGED CARE VALENTINES DAY PARTY



On February 14th, we celebrated Valentine's Day with our residents in a heartwarming and joyous atmosphere. Love truly filled the air as couples cherished special moments together, while friends and family joined in to share the occasion.

The event was a delightful experience for all, featuring delicious food, lively music, dancing, and more. It was a beautiful celebration of love, companionship, and togetherness.





*Empowered
Women
Empower
Women*



On March 7th, we proudly celebrated International Women's Day with our residents, staff, and family members. The event was a true reflection of unity and appreciation, with even male staff and residents proudly holding pink balloons in honor of the women in our lives. These celebrations serve as a reminder of the strong sense of togetherness we share, embracing diversity and fostering a spirit of inclusivity among all.





AUSTRALIA DAY CELEBRATION



On January 24th, we joyfully celebrated Australia Day with our residents, embracing the spirit of unity and national pride. The event was filled with engaging activities, fostering a sense of community and togetherness. Residents came together to honor Australia's rich heritage and culture, enjoying BBQ, music, and entertainment. It was a wonderful opportunity to create cherished memories with residents and staff.



VENICE CARNIVAL



On February 7th, 2025, we hosted an early celebration of the Venice Carnival. The event featured colorful masks, music, and the fun spirit of the Venice Carnival. Residents also enjoyed delicious pizza, making it a memorable celebration for everyone.





HAPPY 100 BIRTHDAY



We were delighted to celebrate the incredible milestone of two of our residents Angela Napoli and Maria Maccan, who each turned 100 years old. The celebrations were held in style, with a beautiful event that honored their remarkable lives. Family, friends, and staff gathered to share in the joy of this momentous occasion, music, and special tributes. It was a wonderful opportunity to reflect on their inspiring journeys.



BIRTHDAY OF THE MONTH



Every birthday is a special occasion for us, and we love celebrating our wonderful residents! Here's a sneak peek at our recent Birthday of the Month, filled with joy, laughter, and, of course, plenty of cake! 🍰🎂🎉

ASH WEDNESDAY ✝



We celebrated Ash Wednesday with our residents at the SWIAA Chapel, marking the beginning of the Lenten season with reflection and prayer. This meaningful tradition serves as a time for spiritual renewal, encouraging residents to embrace peace and gratitude. Ash Wednesday offers an opportunity for connection, faith, and a sense of comfort, fostering a deeper sense of belonging and spiritual well-being.

PANCAKE DAY



On March 4th, we celebrated Shrove Tuesday with a delicious Pancake Day event. Residents enjoyed freshly made pancakes as part of their afternoon tea, making for a delightful and festive treat.

ONE ON ONE SESSION



Not in the mood to join the activities outside your room? No worries, we totally get it! Sometimes, you just want to relax in the comfort of your own space. That's why we offer one-on-one activities, so you can enjoy the fun without leaving your room!

Thinking of joining us on our next adventure? Reach out to our Lifestyle Team, they'd love to hear from you!

STAFF AWARD FOR EXCEPTIONAL SERVICE



At SWIAA, we truly value our dedicated staff and want to take every opportunity to acknowledge and reward those who go above and beyond in their roles. If you know someone who's doing an outstanding job, don't hesitate to nominate them! Nomination forms can be found at the Parkview Reception and Gardens Entrance.

Awards are held every quarter, with an overall yearly winner selected at the end of the year. It's our way of celebrating the amazing work of our team and showing our appreciation for their hard work and commitment.

UNCLAIMED CLOTHES

We encourage residents and their representatives to review the displayed clothing for any missing items. For Parkview residents, the clothing display is located in front of the Parkview Ground Floor Nurse Station. For Gardens residents, the display can be found in the Hairdresser's office. If assistance is needed, please ask a staff member for guidance to the appropriate location.



SWIAA village

377 followers · 0 following

Welcome to SWIAA Villages Facebook Page. At SWIAA Villages - Residents are our priority.

Message

Following

STAY CONNECTED WITH SWIAA VILLAGES

Don't miss out on the latest updates, heartwarming moments, and glimpses of joy from our community! Follow our Facebook page 'SWIAA Village' and be sure to hit that 'Like' button. By doing so, you'll stay in the loop with all the fun photos and videos featuring our beloved residents. Join our online community and share in the laughter, love, and special moments that make SWIAA Village truly exceptional!

SWIAA INDEPENDENT LIVING UNIT

Our Village has been carefully designed to maximize and enhance wellbeing and independence. We offer range of onsite amenities including hairdresser, community centre, village bus and more.

FEATURES

- ✔ 2 bedrooms
- ✔ 24 hrs emergency call system
- ✔ Social and recreational activities available

FOR ENQUIRIES:

9426 1477

www.swiaa.org

admissions@swiaa.org

BOOK A TOUR TODAY!



QR CODES FOR HAZARD REPORTING AND FEEDBACK



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.

Staff Suggestion & Feedback Form

SHARE YOUR
IDEAS!!!



SCAN THE QR CODE TO PROVIDE
SUGGESTIONS AND FEEDBACK.
YOUR INPUT HELPS US IMPROVE
AND CREATE A BETTER WORKPLACE
TOGETHER.

REPORT
INCIDENT
PROMPTLY!!!

Scan the QR code to report any staff or visitor incidents swiftly. Your quick action helps maintain a safe environment for all. Thank you for your attentiveness!

REPORT WORK
HAZARD EASILY!

Your safety matters. Use our QR code to report any work hazards instantly. Scan now and ensure a safer workplace for all.



Thank you for helping us keep
our workplace safe!

How to Use:

- Open your phone's camera app.
- Point it at the QR Code displayed in the designated areas (Notice Board, Nurses Station, Staff Room).
- Click on the link that appears to access the respective form.
- Fill out the necessary details and submit.

We encourage everyone to utilize these QR Codes to contribute to our ongoing efforts to enhance safety and service quality. Your participation and feedback are crucial in improving our workplace and resident care.

If you have questions or need assistance using the QR Codes, please contact the management team.

As mentioned in our previous newsletter, we would like to remind all staff and visitors to continue utilizing the QR codes for hazard reporting and feedback. This initiative was introduced to streamline the process of reporting incidents, sharing suggestions, and providing valuable feedback on residents' experiences. By using the QR codes, you help ensure that concerns are addressed efficiently and effectively.

QR Code Locations:

- Notice Board
- Nurses Station
- Staff Room

Purpose of QR Codes:

1. Hazard Reporting: Report any potential hazards or safety concerns promptly using the QR Code provided.
2. Staff/Visitor Incident Report: Use the QR Code to easily submit incident reports involving staff or visitors.
3. Staff Suggestion Feedback Form: Please share your valuable suggestions and ideas for improving our workplace environment or processes.
4. Residents Feedback and Complaint Form: Residents and their families can use the QR Code to provide feedback or raise concerns.



Alternatively, you may continue to use the Feedback and Suggestion Box, conveniently located in our Reception area and at the Gardens entrance.

IMPORTANT CLINICAL INFORMATION

Strengthened Aged Care Quality Standards



The Australian Government has confirmed that the new Aged Care Act and the strengthened Aged Care Quality Standards will come into effect on 1st July 2025.

The updated Aged Care Quality Standards are designed to ensure that older Australians receive the highest level of care, dignity, and respect. These strengthened standards focus on person-centered care, staff capability, and greater transparency, ensuring that aged care services consistently meet the evolving needs of residents. Key improvements include a stronger emphasis on governance, medication management, food and nutrition, and the prevention of neglect and abuse.

By reinforcing these standards, the aged care sector is moving towards a safer, more responsive, and compassionate environment for all. Stay informed and engaged as these changes take effect to support the well-being of our aging community.



Support for you
1800 700 600

8am - 8pm Monday to Friday, 10am - 4pm Saturday.



Support

Free, independent and confidential advocacy support to address aged care issues

We help you stay in control, exercise your rights and work through your aged care issues.

For more information scan the QR code or visit: opan.pub/04

Information

Information about aged care services, referrals and how you can exercise your rights



Education

Free education sessions for you or your community group in person or online



Seniors Rights Service

Contact us

02 9281 3600

1800 424 079

Interpreter Service

National Relay Service 131 450

133 677

info@SeniorsRightsService.org.au

SeniorsRightsService.org.au

Gadigal Land
Suite 201 / 418a Elizabeth Street
Surry Hills NSW 2010

Seniors Rights Service receives funding from:

- Older Person's Advocacy Network (OPAN)
- NSW Fair Trading
- Legal Aid NSW
- NSW Department of Communities and Justice

This is information only and not legal or financial advice. If you have a legal or financial problem call our service directly, see your lawyer or a financial advisor. Laws vary from state to state.

Seniors Rights Service Limited | ABN 58 052 980 882 | ACN 626 576 533

Information

We provide targeted rights-based information to a diverse range of older people regardless of cultural background or sexual orientation.

Our aged care advocates, solicitors and education staff travel across NSW to support aged care recipients and the wider community.

We hold information sessions at community groups, clubs, social and professional groups, aged care homes and retirement villages. We also organise forums and discussion panels. We collaborate with organisations and community groups to develop and implement projects on specific issues such as financial abuse of older people.



Seniors Rights Service



Legal | Advocacy | Information

Your rights. Your voice.

For free and confidential advice call 02 9281 3600



Legal

Our legal service provides information, referrals, advice and other assistance to older people in NSW on their legal issues. We are a fully accredited community legal centre.

Some of the many issues that we advise on include:

General legal advice relating to:

- Consumer issues
- Credit and debt
- Discrimination
- Elder abuse and financial exploitation
- Employment
- Family law (not including property settlement)
- Fines and motor vehicle accidents
- Issues with neighbours
- Guardianship and later life planning
- Residential tenancy and land lease communities
- Victim / survivors of violence
- Victims compensation, National Redress and Stolen

Generations Reparations

Retirement village legal advice on disputes with retirement village management or interpretation of retirement village contracts.

Residential aged care legal advice.

Strata legal advice on disputes with strata committees, owners corporations or strata management agents as well as on strata collective sales or redevelopment proposals.

Documents for the future, such as a Power of Attorney, Guardianship and Advance Health Care Directives.

Advocacy services

If you have questions or concerns about aged care services, Seniors Rights Service is here to help.

Our professional and caring aged care advocates will help you by:

- Listening to your concerns
- Providing information about your rights and responsibilities
- Helping resolve problems or complaints with your aged care service providers
- Speaking with your service provider if required
- Referring to other agencies that can provide additional support, if necessary

Our team of specialist financial advocates help older people with increasingly complex aged care financing arrangements.

They can help with the income and assets assessment process for residential aged care and offer information and support on a range of different issues concerning government funded aged care.

Who can we help?

Our service is available to anyone in NSW who is using or seeking to access aged care services. This includes services in your own home as well as residential aged care homes.

You can also contact us if you have questions or concerns about the care of a family member.



Community Engagement

We provide a range of community engagement programs and activities to meet the changing needs of our community.

Home Care Check-In Project is a pilot project in the Hunter New England area offering proactive, preventive advocacy support to older persons with complex needs and/or higher risk of experiencing harm. This service includes face to face and phone check ins, pre-emptive intervention referrals and information provision.

Our Community Network Development project increases awareness of referral pathways to advocacy services for older people. Focusing on raising awareness of aged care advocacy services via community based activities and events, as well as the promotion of an Aged Care Self-Advocacy Toolkit.

We work with OPAN to deliver the Planning for Diversity workshop series to aged care providers. The project offers practical information and tools to make aged care services more inclusive of older people from diverse and marginalised groups.



Protect yourself and your family from influenza (flu), so you can keep doing the things you love.

Influenza (flu) is serious, but your yearly flu vaccine offers the best protection against getting really sick. Flu can occur throughout the year but is most common in autumn and winter.

Anyone can get flu. Getting a flu vaccine is quick, easy and recommended for everyone aged 6 months and over so you can keep doing the things you love.

Scan the QR code to find your nearest flu vaccine provider



The flu vaccine is **free** for people who are at a higher risk of getting really sick from flu. This includes:

- Children aged 6 months to under five years of age
- Pregnant women, at any stage of pregnancy
- Aboriginal people aged 6 months and over
- People aged 65 years and over
- People with serious health conditions such as diabetes, cancer, immune disorders, severe asthma, kidney, heart or lung disease



Scan the QR code for more information about flu

May 2024 © NSW Health. SHPN (HPNSW) 240337

If you have flu and have health questions that are not a medical emergency, speak to your doctor or call healthdirect on 1800 022 222 for free, 24 hour medical advice from a registered nurse.



How do I protect myself and others?

There are simple things you can do to protect yourself and your loved ones from flu:

- Stay home if you're unwell
 - If you do need to leave home when you are sick, wear a mask.
- Have a plan if you are at higher risk of severe illness
 - If you are at higher risk of severe illness, you should talk to your doctor before you get sick to make a plan for what test to do and what treatment you may need. There are antiviral medicines available to prevent and treat flu.
- Gather outdoors or in well-ventilated indoor spaces



Australian Government
Aged Care Quality and Safety Commission

Do you have a concern?

YOU CAN DO SOMETHING ABOUT IT.

If you have a concern or feedback about the aged care you or someone else is receiving, you can talk to us.
1800 951 822 agedcarequality.gov.au

We encourage you to raise concerns with your service provider first. Your local contact within this service is:



0413 053 492

JOYCE LABAYNO

RESIDENTIAL SERVICES MANAGER



- *contattando il fornitore di servizi per conto vostro per discutere le problematiche e le possibili soluzioni;
- *aiutando voi e il fornitore di servizi a trovare un accordo su ciò che il fornitore farà per risolvere le vostre preoccupazioni;
- *intervenedo per assicurare che i fornitori di servizi stiano adempiendo ai propri doveri;
- *mettendovi in contatto con un servizio di patrocinio che possa aiutarvi gratuitamente;
- *assicurandoci che sappiate a chi sottoporre il vostro reclamo, qualora non fossimo le persone giuste per aiutarvi.

Suggerimenti per ottenere il miglior risultato dal vostro reclamo

Sebbene ogni situazione sia diversa, questi suggerimenti possono aiutarvi a risolvere il vostro reclamo:

- *siate il più chiari possibile su quelle che sono le vostre preoccupazioni;
- *forniteci più informazioni che potete, il prima possibile;
- *comunicateci qualsiasi cosa abbiate già fatto per segnalare le vostre preoccupazioni o per risolvere il problema;
- *siate chiari rispetto al risultato che desiderate ottenere, tenendo presente che dovrebbe essere ragionevole e nel miglior interesse della persona che riceve assistenza;
- *fateci sapere se avete esigenze speciali in modo da capire come aiutarvi;
- *trattateci in modo cortese e rispettoso;
- *comunicateci ciò che pensate del nostro servizio in qualsiasi momento.

La Commissione per la Qualità e la Sicurezza dell'assistenza agli anziani può aiutarvi a risolvere reclami relativi ai servizi di assistenza agli anziani

Il nostro ruolo è proteggere i diritti e gli interessi delle persone che usufruiscono di servizi di assistenza agli anziani finanziati dal Governo australiano.

Chiunque riceva servizi di assistenza agli anziani ha diritto a essere trattato in modo dignitoso e rispettoso. Le persone hanno gli stessi diritti, sia che ricevano i servizi di assistenza agli anziani presso la loro abitazione o in una casa di riposo. Ognuno ha diritto a servizi di assistenza agli anziani sicuri, di alta qualità, che soddisfino i propri bisogni e che aiutino a vivere al meglio la propria vita.

In cosa possiamo aiutarvi?

Possiamo aiutarvi se siete preoccupati rispetto all'assistenza o i servizi che voi (o qualsiasi persona anziana) ricevete da parte di un fornitore di servizi di assistenza agli anziani.

Potete segnalare una preoccupazione o presentare un reclamo su qualsiasi cosa riguardi i servizi di assistenza agli anziani. Alcuni dei problemi che ci sono stati segnalati includono aspetti come:

- * qualità dei pasti;
- * ricevere i medicinali corretti al momento giusto;
- * trattamento da parte del personale;
- * non sentirsi coinvolti nelle decisioni che riguardano le opzioni di assistenza;
- * tariffe e spese;
- * incidenti in cui le cose sono andate male.

Quale altro tipo di supporto è disponibile?

Il Network per il Patrocinio degli Anziani (OPAN - Older Persons Advocacy Network) è un servizio di supporto gratuito. Ascolteranno le vostre preoccupazioni e vi aiuteranno:

- *dandovi informazioni sui vostri diritti;
 - *dandovi consigli su come segnalare un problema al fornitore di servizi;
 - *segnalando un problema al fornitore di servizi per conto vostro.
- I patrocinatori sono indipendenti dalla Commissione. Manterranno le vostre informazioni riservate e chiederanno sempre il vostro permesso prima di intervenire. Con il vostro permesso, possiamo contattare un ente di patrocinio per voi, spiegare le vostre preoccupazioni e fare in modo che vi contattino.

Contattare la Commissione è semplice e gratuito



Telefono
1800 951 822



Sito web
agedcarequality.gov.au



Posta
Aged Care Quality and Safety Commission
GPO Box 9819, nella vostra capitale

Chi può segnalare una preoccupazione o presentare un reclamo?

Chiunque può segnalare una preoccupazione o presentare un reclamo. Sono inclusi:

- * le persone che ricevono servizi di assistenza agli anziani;
- * i loro compagni, familiari e amici;
- * rappresentanti della comunità;
- * patrocinatori;
- * personale e volontari.

Se state segnalando una preoccupazione in merito ai servizi di assistenza agli anziani ricevuti da qualcun altro, dovrete prima cercare di parlarne con loro. Vi preghiamo di comunicarci se non siete in grado di farlo nella vostra situazione.

È giusto presentare un reclamo?

Sì, è giusto presentare un reclamo o segnalare ogni vostra preoccupazione sulla qualità dei servizi di assistenza agli anziani. La sicurezza e il benessere di coloro che usufruiscono dei servizi di assistenza agli anziani sono importanti e tutelati dalla legge. I fornitori di servizi non possono punire nessun assistito per aver presentato un reclamo e non sono autorizzati a trattare in maniera diversa chiunque presenti un reclamo.

Segnalare eventuali preoccupazioni è semplice e sicuro. Ci assicuriamo che:

- * i nostri servizi per la gestione dei reclami siano sempre gratuiti ed accessibili;
- * il vostro reclamo rimanga anonimo;



Australian Government
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Italian | Italiano

Engage
Empower
Safeguard



Avete una preoccupazione o un reclamo su un servizio di assistenza agli anziani?

Informazioni per gli utenti di servizi di assistenza agli anziani, le loro famiglie, caregiver e rappresentanti, sulla Commissione per la Qualità e la Sicurezza dell'assistenza agli anziani (Aged Care Quality and Safety Commission)

persona per conto della quale state presentando il reclamo, rimanga riservata, se lo desiderate;

- * il vostro fornitore di servizi segua una procedura per la gestione dei reclami che soddisfi gli standard più elevati;
- * se non siete sicuri di come cominciare, il nostro personale per le relazioni con i clienti può aiutarvi.

Da dove cominciare?

Se possibile, il primo passo consiste nel presentare il vostro reclamo al fornitore di servizi. Questo di solito è il modo più semplice e veloce per risolvere il vostro reclamo.

Se non ve la sentite, contattateci e vi aiuteremo. Possiamo anche aiutarvi se avete difficoltà a far sì che il fornitore di servizi risolva un reclamo.

Come possiamo aiutare?

Il nostro obiettivo è risolvere le preoccupazioni in modo equo per voi (o per la persona che riceve assistenza) e per il fornitore di servizi. A seconda di ciò a cui il reclamo fa riferimento, possiamo aiutarvi:

- * ascoltando le vostre preoccupazioni
- * la vostra identità, o l'identità della e spiegandovi i vostri diritti;
- * spiegandovi il nostro ruolo e come possiamo aiutarvi al meglio;
- * cercando di capire cosa vi preoccupa e in che modo ciò sta influenzando su di voi;
- * cercando di capire cosa vorreste che il fornitore di servizi facesse in modo diverso;

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, we are proud to celebrate our Most Improved Award Winner, Devraj Maharjan. Dev has been a valued member of the SWIAA Care Team since February 2023, dedicating the past two years to providing exceptional care. His commitment, hard work, and continuous growth have made a significant impact on both residents and colleagues. We extend our heartfelt congratulations and deepest appreciation to Dev for his outstanding service, dedication, and unwavering support in upholding the values of SWIAA.



DEVRAJ
MAHARJAN

What year were you born?

October 83

What is your place of birth

Kathmandu, Nepal. Migrated Australia: July 2008

What is something people don't know about you?

I love music and I play drums in the Church. I am a bakery cook and entrepreneur baking different occasional theme cakes during my spare time.

Why did you decide to work in aged care?

I used to work in a Bakery before as a pastry cook. Joined Nursing home as a kitchen assistant out of the blue. Then decided to study Nursing. After started studying Nursing and getting an understanding the anatomy and pathophysiology of human body, I was so fascinated with how human body is created and functioning. Then I decided to continue my career in the nursing world.

What do you like most about working at SWIAA?

I have worked in many nursing homes and in the community sector. But the culture of SWIAA and the teamwork and the support from superior level to all the management level including all the staffs are unique and valuable. Also the environment and the values of SWIAA are so simple yet very powerful.

Where is your happy place in Sydney?

I like almost everything about SYDNEY. The city life, beaches, multicultural display, foods, strict rules and regulations of Australia, and the emergency responses from the authorities. But, after all these years, I like to be surrounded by my family and I feel peace when I am home with kids.

Your message to Residents and Staff?

Life is not easy, similarly pain, fear, difficulties, dissatisfaction, disappointments are real. However, if we build the trust with integrity and work ethically by following all the important Values of SWIAA, together we can make a difference and we can make each other's journey beautiful and joyful. So keep up the good work.

THANK
YOU!

TO ALL STAFF

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

WELCOME TO THE TEAM



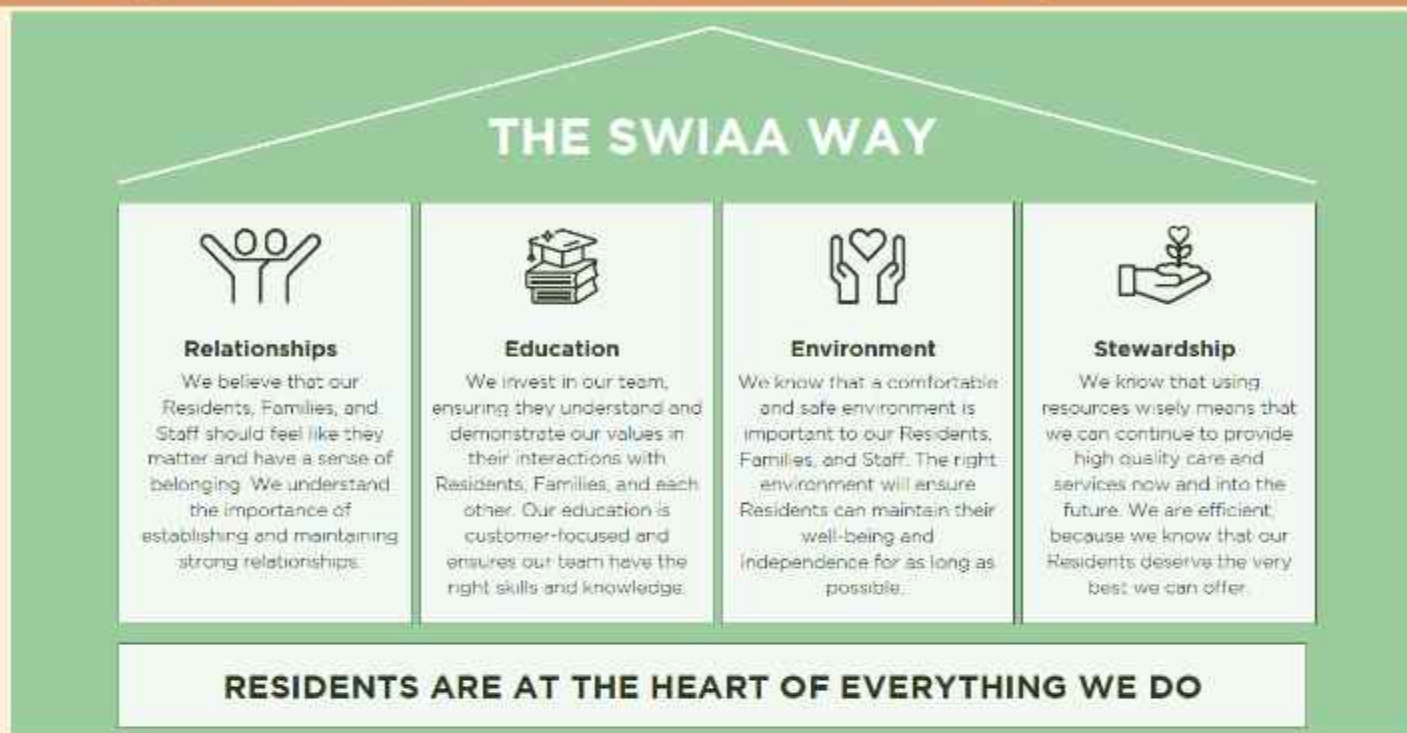
OUR NEWEST TEAM MEMBERS

- MANISHA CHAUDHARY - CATERING- 21/01/2025
- CHANSY HUN - PERSONAL CARE WORKER - 10/02/2025
- SUJATA POUDEL- PERSONAL CARE WORKER- 19/02/2025
- SKYE LOPEZ- ADMINISTRATION- 25/02/2025
- DANG THAI SO TRAN- CATERING- 03/03/2025
- SUZANNE AWAD- QUALITY AND CLINICAL GOVERNANCE CONSULTANT- 07/04/2025

We are glad to have you on board!

THE STAFF ROOM

Throughout February and March, SWIAA proudly launched at the Registered Nurses leadership development days, it's Relationship Model of Care, called the "The SWIAA Way". There was great feedback received and over the next month or two, you will be invited to celebrate our official launch of The SWIAA Way.



"The SWIAA Way" represents our commitment to providing exceptional care. Built on four key pillars: Relationships, Education, Environment, and Stewardship, this model reflects our core values and dedication to excellence.

- **Relationships:** We believe that strong connections between residents, families, and staff create a true sense of belonging.
- **Education:** Our commitment to continuous learning ensures staff are well-equipped to uphold SWIAA's values and provide the highest standard of care.
- **Environment:** We strive to maintain a comfortable and safe space where residents can feel at home while maintaining their independence.
- **Stewardship:** Responsible resource management allows us to sustain and enhance the quality of care for our residents, now and in the future.

At SWIAA, we are dedicated to fostering a compassionate and supportive community because our residents are at the heart of everything we do.



As part of this initiative, we conducted a comprehensive training session, led by none other than our CEO, emphasizing the importance of SWIAA's core values. Here are some highlights from the SWIAA Way training session!



Here is a photo of our Registered Nurses proudly wearing their SWIAA uniforms, representing professionalism, dedication, and commitment to exceptional care.



AUTUMN 2025 COLORING





WHAT'S ON

Your newsletter about SWIAA!

SPECIAL EVENTS

Upcoming Event

Residents and
Representatives
Committee
Meeting
28th March 2025
@3pm

Location: Board
Room

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.



HARMONY DAY

21st March 2025
Gardens Dining Room
2:00pm onwards



WELCOME NEW RESIDENTS AND BIRTHDAY OF THE MONTH

Welcome

28th March 2025
Gardens Dining Room
2:00pm onwards



INTERNATIONAL CHILDREN'S BOOK DAY

4th April 2025
Gardens Dining Room
2:00pm onwards



EASTER CELEBRATION

11th April 2025
Gardens Dining Room
12:00pm onwards



ANZAC DAY CELEBRATION

24th April 2025
Gardens Dining Room
10:30am onwards



Give This A Go!



BEAN BAG TOSS!



EXERCISE CLASS



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