

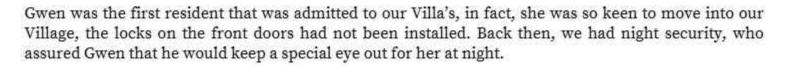
LA VILA SWIAA

JULY 2025 | WINTER EDITION

A Message from the CEO

Welcome to our Winter 2025 edition of Lavita

I would like to share a significant milestone for SWIAA, recognizing the longstanding tenure of Gwen Burston.



Being SWIAA's first resident to the village, even the landscaping was yet to be completed. According to Gwen, there was mud all round, as footpaths and roads had not been installed. Gwen can genuinely attest to the significant changes SWIAA has undergone, whilst she has been living at SWIAA.

Gwen is a great supporter of SWIAA, and after almost 23 years living in her Villa, Gwen has pushed to move across to our Aged Care Service, to live in the Gardens Building.

Gwen, we welcome you into Gardens, and look forward to supporting you and your family.

Works in progress:

The replacement of the Parkview first floor carpet with a soft cushioned vinyl was completed in June, and the feedback to date, has been that the vinyl has made a world of difference uplifting the corridors and lounge areas.

The lighting upgrade has been completed, which has also made a significant difference. Our lighting previously was inconsistent, we had an array of different light structures and some areas were quite dull.

The new lighting has not only improved the amount of light, however, improved the ambience of corridors, lounge, and dining areas.

Our next project will be to paint all the internal common areas of both the Parkview and Gardens buildings. All 3 tenders for the painting project have been received, however the Board has yet to finalise and approve this project. I expect a response from the Board late August, when we will be in a position to announce the successful tender.





COMFORT, JOY, AND DIGNITY TO THOSE WHO PAVED THE WAY.



Message continues...

Parking

SWIAA Village has limited parking, and I appreciate that this creates challenges. We have designated areas of "No Parking" and "Drop Off" areas, and disappointingly most days, these signs are being ignored.

No parking signs and drop off zones have been designated to ensure the safety of residents, staff and all stakeholders. Ignoring the "drop off" zone area in particular, and leaving cars parked there for extended periods of time in front of the Parkview Building entrance, has impeded on emergency services accessing the building and attending to residents. This directly compromises the safety and wellbeing of those in our care.

If parking is not available on site, there is street parking and parking available at the nearby Marconi Club. I appreciate that this is not ideal, unfortunately we cannot squeeze more parking onto the site, and we must work within the constraints that the site presents.

I do want to acknowledge and thank those visitors that support our cause and adhere to village signage.

Aged Care Act

The new Aged Care Act was due to come into effect 1st July 2025. At the 11th hour, the Federal Government Department of Health, Disability and Ageing, after significant lobbying from our peak body, Ageing Australia, made the decision to defer the effective date of the new act, to 1st November 2025.

Deferral of the new act will allow Government time to implement their systems, in readiness of the new act, and will also allow additional time for aged care providers to train staff on the new requirements.

Leave

Throughout June I took leave with my wife, 2 sons and their girlfriends. Our first stop was Sicily, where we spent 7days visiting interesting and beautiful places like Syracuse, Taormina, and Mount Etna. Our next stop was Malta, where we spent 16 days relaxing, visiting several remarkable places such as Mdina, Valletta, the 3 cities, to name a few.

Whilst the places we visited are beautiful and remarkable, and so rich in history, it was also a great opportunity to spend quality time with family and friends.

I would like to thank Joyce Labayno and Zakir Hussain for holding the fort so to speak, whilst I was on leave, and it was great to know that SWIAA was in good hands.

Thank you for your ongoing support of SWIAA.

Godwin D'Amato Chief Executive Officer





A WARM HEART MAKES WINTER DAYS BRIGHTER



A Message from the Residential Services Manager

Dear Residents, Families, and Friends,

As we settle into the heart of winter, we hope you are staying warm and finding time to enjoy the season with your loved ones. At SWIAA, our commitment to providing a welcoming, safe, and supportive environment remains as strong as ever.

We are delighted to welcome all new residents, families, and staff who have recently joined our community. It is always a pleasure to see new faces, and we look forward to getting to know you and supporting you on your journey with us.

I would like to take this opportunity to share a few important updates and reminders to help us continue fostering a safe, respectful, and caring environment for everyone.

A Gentle Reminder on Respect and Communication

We kindly remind all residents and families to always treat our staff with respect and courtesy. Our team works diligently every day to deliver high-quality care and support—often under demanding circumstances. Their dedication and compassion form the foundation of the excellent care we strive to provide.

Please note that we do not tolerate any form of abuse—verbal, physical, or emotional—toward our staff. Everyone deserves to feel safe and respected in their workplace and home environment.

If you have any concerns or questions related to staff or care, we encourage you to speak directly with the Registered Nurse on duty or one of our Clinical Care Coordinators. They are always available to listen and support you.

Open, respectful communication is essential to maintaining a positive, collaborative, and caring environment for everyone in our community.

Investing in Excellence: Dementia Training for Staff

We are excited to announce that we are rolling out an extensive dementia training program for our staff. This initiative is part of our ongoing commitment to enhancing the quality of care for residents living with dementia.

The training focuses on deepening our team's understanding of dementia, including its progression, behavioural expressions, communication strategies, and person-centred care approaches. By equipping our staff with the latest knowledge and practical tools, we aim to create more meaningful, compassionate interactions that support the dignity and wellbeing of every individual in our care.

Families can feel confident knowing that our team is continuously learning and growing to meet the complex and evolving needs of those living with dementia.





WE WALK GENTLY BESIDE THOSE WHO ONCE LED THE WAY.



Message continues..

Listening to You: Resident Surveys

To help reduce survey fatigue, our Residents' Experience Survey will now be conducted every six months instead of quarterly. The next survey is scheduled for September. Your feedback is incredibly valuable and helps us continue to improve the care and services we provide.

A heartfelt thank you to everyone who took part in our recent Food Satisfaction Survey—your time and input are greatly appreciated.

Bringing in Equipment and Personal Items

If you are bringing personal items or equipment for your loved one, please notify a staff member. This ensures we can update our Valuables and Equipment List for safety and accurate record-keeping.

Food Safety Reminders

If you bring food from outside, please log it in the Food Register located at the main entrance. This is part of our food safety protocols and helps us manage risks related to allergies, food storage, and handling.

When sharing food in common areas, we kindly ask that families clean up afterwards to help maintain a comfortable space for everyone. For food left in residents' rooms, please check expiry dates, and avoid leaving open or scattered items, which may attract pests such as cockroaches.

Staying Involved in Care Planning

Staying connected to your loved one's care is important. At SWIAA, we hold care conferences annually—
or more often if needed—to review and update each resident's care plan. If you would like to request a
care conference or discuss your loved one's care at any time, please reach out to our Clinical Care
Coordinator. We are committed to open communication and keeping residents and families informed
and involved.

Thank you for your continued cooperation and support. Together, we are building a warm, respectful, and caring home for all. If you have any questions or need assistance, please do not hesitate to contact our team—we are always here to help.

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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THE STAFF ROOM

Staff recognition, welcoming new staff and events.



WHAT'S ON THIS MONTH

Special events calendar for the month.

NEWSLETTER TEAM



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



THE SWIAA WAY

RESIDENTS ARE
AT THE HEART
OF
EVERYTHING
WE DO



LIFESTYLE ACTIVITIES

FLOWER ARRANGING



We are excited to introduce a new lifestyle activity- flower arranging. This creative and engaging activity allows residents to express themselves artistically while enjoying the beauty of fresh blooms. Flower arranging not only encourages creativity but also has a positive impact on mood and emotional wellbeing. We look forward to seeing the wonderful arrangements our residents create!

KA'DICE







We're pleased to introduce Ka'Dice, an exciting new game that combines elements of trivia, chance, and group interaction. Played with dice, Ka'Dice is designed to stimulate memory, encourage conversation, and promote friendly competition. It's a fun and inclusive way for residents to stay mentally active while enjoying social time with others. We look forward to rolling the dice and sharing lots of laughter!





INTERGENERATIONAL ACTIVITY



















On 4th June, we had the absolute pleasure of welcoming children from Bossley Park Kindergarten as part of our intergenerational activities.

The visit was filled with laughter, smiles, and heartwarming moments as the children interacted with our residents. Their innocence and energy brought a special kind of joy, lighting up the room and touching the hearts of everyone present.

These intergenerational connections not only brighten our residents' day but also create meaningful experiences that promote emotional wellbeing and a sense of community. We look forward to more visits like this in the future!

HOVER BALL









We're excited to introduce a new and fun-filled activity, Hover Ball! This fast-paced game has quickly become a favourite among our residents, bringing out their competitive spirit and lots of laughter along the way.

Hover Ball is a great way to keep active while enjoying some friendly competition. It encourages movement, coordination, and social interaction, all while having a great time. We're thrilled to see how much our residents are enjoying it!



SWIAA OLYMPICS

On 28th May, we proudly held our very own SWIAA Olympics, a joyful and energetic event that brought our together. With great participation and plenty of winners, this year's games were a wonderful success - and we're excited to make it an annual tradition! Residents took part in a variety of fun and inclusive activities such as balloon tennis, quoits, and bean bag toss. These games are not only enjoyable but also play a valuable role in promoting physical activity, coordination, and balance. Regular movement and light exercise help improve strength and mobility, contributing to fall prevention and overall wellbeing.





















































This fantastic day would not have been possible without the dedicated efforts of our staff across all departments, whose teamwork and enthusiasm ensured everything ran smoothly. We were also pleased to contractors who hosted information stalls, including Henry Care, Nestlé, and Advance Care, providing residents and staff with valuable insights into their products and services. Their presence added an extra layer of engagement and learning to the day, making the event both fun and informative. Thank you to everyone who made the SWIAA Olympics such a memorable event!



ITALIAN REPUBLIC DAY



On 6th June, we celebrated Italian Republic Day in true Italian style - with food, music, and plenty of fun! The festivities took place during Happy Hour, featuring lively entertainment by Tony Galiano, who had everyone tapping their feet and singing along. Residents and participants embraced the spirit of the day by dressing in red, white, and green, adding a festive splash of colour to the event. It was a wonderful afternoon filled with laughter, great company, and Italian flair!









































music, and laughter,





























Here are some lovely glimpses of our residents soaking up the winter sun. There's something truly special about sitting outside on a crisp, sunny day — it lifts the spirits and brings a sense of calm and joy.

While enjoying the sunshine, residents also took part in a light ball game, adding movement and fun to the morning. These simple moments of sunshine, laughter, and connection are what make days at SWIAA so special.

BINGO FUN AT SWIAA











Bingo is still one of our residents' favorite games and it's always a hit!

Each session is filled with laughter, friendly competition, and big smiles all around. The happiest smiles, of course, come from the lucky winners who get to pick their favourite snacks as prizes!

But really, everyone's a winner just by joining in, having fun, and spending time together. We can't wait for the next round!



SUPPORTING SPIRITUAL WELLBEING









At SWIAA, we deeply value the spiritual connection of our residents and strive to support their faith and beliefs in meaningful ways. To honour this, we offer regular Mass services, virtual Mass for those unable to attend in person, the Rosary, and Holy Communion. These moments provide comfort, peace, and a sense of community for many of our residents. Spiritual care is an important part of holistic wellbeing, and we are proud to support our residents in continuing their spiritual journey.



EXERCISE CLASS











At SWIAA, we encourage our residents to stay active and keep moving through our regular exercise classes. These sessions are designed to be gentle, enjoyable, and suitable for all fitness levels. They help improve mobility, strength, and balance, while also boosting energy and mood.

AQUA PAINTING/MEDITATION COLORING















At SWIAA, we love offering activities that bring out the creative side of our residents while also promoting relaxation and mindfulness. Our aqua painting and meditation colouring sessions are a gentle and enjoyable way for residents to express themselves.



BASTILLE DAY























On 11th July, we celebrated Bastille Day with our residents, embracing a touch of French culture and spirit. The day was filled with laughter, themed decorations, and delicious treats, creating a festive and joyful atmosphere for all to enjoy. It was a wonderful opportunity to come together and celebrate in style!

BUS TRIPS AND OUTING TO MARCONI CLUB



















Our residents always look forward to our bus trips and outings, with favorite being a visit to Marconi. These excursions are a great way to enjoy a change of scenery, socialize, and make new memories.

And of course, no bus trip is complete without a stop for ice cream! It's a simple treat that always brings big smiles and adds a little extra sweetness to the day.



CARD GAMES













At SWIAA, we offer a variety of games to help keep our residents mentally active and engaged. These activities are designed to support memory, concentration, and problem-solving skills, all while having fun. It's a great way to keep the brain sharp and spirits high!

PAMPERING WITH NAIL CARE

























At SWIAA, we love to pamper our residents and help them feel their best. Our nail care sessions offer a relaxing experience that leaves residents feeling refreshed, confident, and beautiful. It's a small touch that brings a big smile!

ONE ON ONE





Prefer the comfort of your room? No problem!

We offer one-on-one activities, including interactive quizzes on a device, to keep residents engaged and entertained. It's a great way to enjoy some fun and mental stimulation without leaving your room!

BEAN BAG TOSS



Bean Bag Toss continues to be a favorite among our residents, bringing friendly competition, and movement. It's a simple yet engaging game that promotes coordination, focus, and social interaction.





VILLAGE UPDATE







In response to visitor feedback regarding the difficulty in locating villas, larger and more visible house numbers have now been installed. These new signs are also reflective at night, improving visibility and ease of navigation across the village.

To further assist with orientation, a large way-finding map has been placed at the front of the Administration Building, clearly displaying the layout of both the village and aged care areas within SWIAA.

Additionally, a new commemorative plaque has been installed on the front of the Administration Building, proudly displaying the date SWIAA was officially opened. This replaces the previous plaque, which had become weathered over time.

On Thursday, 19th June, the annual Fire Education Training for villa residents was successfully held. A mock fire drill and evacuation from the Community Hall was conducted, and we're pleased to report that all participants responded effectively and passed the exercise with flying colours.

These ongoing improvements reflect our commitment to safety, accessibility, and the comfort of our community.

MOBILE DENTAL VISIT





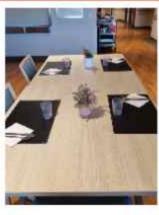
On 14th July 2025, we welcomed the Mobile Dental team to our facility for their scheduled visit.

Mobile dental services bring professional oral care directly to aged care residents, eliminating the need for travel and reducing stress associated with off-site appointments. With specialised equipment and trained dental professionals, residents receive high-quality care in the comfort and familiarity of their own environment.

This convenient service helps maintain oral health and overall well-being.

ENHANCING DINING EXPERIENCE







At SWIAA, we're always looking for ways to enhance the everyday experience for our residents. As part of our commitment to creating a more welcoming and homely dining environment, we've introduced a fresh new table setup.

Each table is now thoughtfully arranged with elegant placemats, neatly set cutlery, and a lovely flower vase to add a touch of warmth and charm. This small but meaningful change has been well received by residents, creating a more pleasant and uplifting atmosphere during meal times.

It's another step in making SWIAA feel even more like home.



FOOD SAFETY ADVICE BROCHURE



We now have Food Safety Advice brochures available at reception for residents and their representatives. If you're a representative who enjoys bringing food for your loved one, we kindly ask that you take a moment to read the brochure. It provides important guidance on recording food brought in, temperature requirements, and other key safety information.

This brochure is a helpful resource to ensure we continue maintaining the highest standards of resident health and safety. Thank you for your cooperation and care.

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.





STAY CONNECTED WITH SWIAA VILLAGES

SWIAA village
377 followers - 0 inflowing
Welcome to SWIAA Villages Facebook
Page. At SWIAA Villages - Residents are
our priority.

Massings • Following •

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!

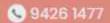
SWIAA INDEPENDENT LIVING UNIT

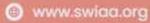
Our Village has been carefully designed to maximize and enhance wellbeing and independence. We offer a range of onsite amenities including hairdresser, community centre, village bus and more.

FEATURES

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

FOR ENQUIRIES:





admissions@swiaa.org

BOOK A TOUR TODAY!







QR CODES FOR HAZARD REPORTING AND FEEDBACK



SCANNING OR CODE ON YOUR MOBILE PHONES.



REPORT



1. Open the Camera app on your phone. 2. Hold your phone so that the GR code appears in view.

3. Tap the notification to open the link.

associated with the QR Code After you generate the QR Code you um complete the feedback & complaint form they click BUBMIT.



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



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 OR Code displayed in the designated areas (Notice Board, Nurses Station,
- Click on the link that appears to access the respective form.
- Fill out the necessary details and submit.

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.



THE STAFF ROOM SE 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 recognise Marisa Pacifici as the recipient of our Exceptional Service Award. Since joining the SWIAA Lifestyle Team in August 2016, Marisa has continually demonstrated professionalism, compassion, and an unwavering commitment to delivering high-quality care. Over the past nine years, her dedication has made a meaningful and lasting impact on both residents and fellow team members. We extend our heartfelt thanks to Marisa for her outstanding contributions and congratulate her on this well-deserved recognition.





What year were you born?

What is your place of birth

I was born & raised in Sydney Australia - I moved to Rome Italy after finishing year 12.

What is something people don't know about you?

For most of my life I lived in Rome Italy for 39 years and worked in the airline industry for 38 years. I have 2 adult children that live overseas. I'm an expat & returned to Sydney a few years ago.

I love art in general & my favorite painters are Botticelli, Monet & Gustav Klimt.

My motto is "Carpe Diem"

Why did you decide to work in aged care?

I used to volunteer in Rome at the "Fondazione Alberto Sordi" for the elderly day care center. Our elderly are so resilient and have so much to give and that simply inspired me.

What do you like most about working at SWIAA?

SWIAA is an institution for the Italian community and lately due to the demographic changes in the council area embracing more cultural backgrounds, is an asset to our facility. I like working at SWIAA simply by making my residents feel at home & understanding their needs at their tempo/pace. The essence of my work is to try to make my residents feel safe & trust is the key factor for a positive outcome, in order to fulfil their caring needs through Lifestyle Therapeutic interventions. It is very important to have good relations with family members.

Where is your happy place in Sydney?

My happy place is everywhere, there's no set place, what matters are the simple pleasures in life, like listening to rock music to opera arias at full volume at home; cooking is a passion & it relaxes me; playing cards with mamma for fun and helping her cognitive needs; family & friend gatherings, any excuse is good to be together.

Your message to Residents and Staff?

Residents have a special place in our hearts, apart from supporting & caring for them, a simple smile and treating them like family, is genuinely a boost for their morale. Working in a positive, welcoming & functional environment is the key factor that reflects on how we work as a team & care for our residents.

TO ALL STAFF



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

OUR NEWEST TEAM MEMBERS JUNE/JULY

WELCOME TO THE TEAM 🖪

PCW

- Ju Young Jung
- · Sharon Mayor
- Belle-Angela Ciza
- · Rosemary Samuel
- Rosalinda Buono
- · Angelina Seng

RN

- Sudha Singh Maharan
- Caroline Majadire
- Junu Mainali
- Susanna Li
- Minu Varghese



We are glad to have you on board!



WHAT'S ON

Your newsletter about SWIAA!

SPECIAL EVENTS

Upcoming Event

Village Community Meeting 6th August 2025 @1:30pm

Location: Village Community Hall

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.





INTERNATIONAL BEER DAY

1st August 2025 Gardens Dining Room 2:00pm onwards









INTERNATIONAL CAT DAY

8th August 2025 Gardens Dining Room 2:00pm onwards





FERRAGOSTO CELEBRATION

15th August 2025 Gardens Dining Room 2:00pm onwards









DAFFODIL DAY

22nd August 2025 Gardens Dining Room 2:00pm onwards



WELCOME NEW RESIDENTS AND BIRTHDAY OF THE MONTH

Welcome

29th August 2025 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.

