



LA VITA SWIAA

SEPTEMBER 2025 | SPRING EDITION

A Message from the CEO

Welcome to our Spring 2025 edition of La Vita



Aged Care Act

You may recall that in previous editions of La Vita, we had advised that there will be a new Aged Care Act coming to effect, 1st November 2025.

Whilst there are still areas that the Federal Government is yet to finalise within the subordinate legislation, otherwise referred to as the Rules, the Federal Government remains on track to implement the new Aged Care Act, from 1st November 2025.

The new Aged Care Act is a rights-based Act, which focuses on the older person that is receiving an aged care service. It includes a Statement of Rights for aged care recipients, has stronger provider obligations, and a Code of Conduct.

The rights-based framework within the new Act, places the rights, needs and choices of older people at the centre of the aged care system.

The new Act strengthens the Aged Care Quality Standards. The Strengthened Standards will comprise of 7 quality standards covering the person, the organisation, care and service, the environment, clinical care, food and nutrition, and the residential community.

Works in progress

You may recall that over the last 4 months, the carpet in Parkview first floor was replaced with a soft cushioned vinyl, and all common area lighting has been replaced in both Parkview and Gardens.

Our next project will be to paint all the internal common areas of both the Parkview and Gardens buildings. The Board received tenders from 4 reputable painting companies.

Pro-Coatings have been appointed to undertake the painting project, and we expect painters to be on site from 7th October 2025, to commence works. The painting project will take approximately 4 months to complete, as the works will be done in small stages, to minimize disruption on residents.



One person caring about another represents life's greatest value.

Message continues..

We will continue to provide updates on the painting project as we move closer to the works commencing, and there will be regular updates during the painting works.

Parking

Thank you to all visitors that adhere to our parking signs. We are still experiencing a small number of visitors that continue to disregard parking signs within the village. More recently, over the weekends, visitors have parked directly in front of the Gardens Building entrance and main kitchen entrance.

Parking in these areas have compromised the safety of visitors, in particular, visitors with walking aids. It has also inhibited access into and out of the main kitchen.

No parking signs and drop-off zones have been designated to ensure the safety of residents, staff and visitors. It is important that all visitors adhere to the parking signs within the village, and I respectfully request that when visitor parking is not available within the village, that cars are parked either along Restwell Rd, or at Club Marconi.

Thank you again to all visitors that work with SWIAA, to ensure the safety of all.

Godwin D'Amato
Chief Executive Officer

Spring is a lovely reminder of how beautiful change can truly be

A Message from the Residential Services Manager



Dear Residents, Families, and Friends,

Spring has finally arrived! With longer days, blooming gardens, and a refreshing sense of renewal, this season reminds us of growth, change, and new opportunities. Here at SWIAA Villages, I feel privileged to witness the joy our gardens bring to residents, and I look forward to the many moments of togetherness that this season offers.

Before I share our updates, I would also like to let you know that I will be on leave from 10th – 14th November. During this time, Dorothy, Romina, and Roya will be available to support you and attend to any urgent matters. Please feel free to reach out to them if needed, as they are committed to ensuring everything continues to run smoothly.

I would like to take a moment to share some important updates and resources with you:

Statement of Rights

As part of the new Aged Care Act 2024, the Statement of Rights has replaced the former Charter of Aged Care Rights (effective from 1st November 2025). These rights emphasize that every resident deserves to feel respected, supported, and cared for with dignity.

I encourage you and your families to take the time to read through the Statement of Rights included in this newsletter. If there is anything you would like to clarify or discuss, my door is always open—or you are welcome to speak with any member of our team. We are here to listen and to ensure you feel confident and supported.

Helpful Brochures in the Foyer

To support residents and families, we have placed three helpful brochures in the foyer for you to take home:

- Food Safety Advice – tips on safe food handling and healthy practices.
- Medication Information – guidance on safe medication management.
- Skin Care Guidance – advice to maintain healthy skin and reduce the risk of injuries.

These resources are designed to be simple and practical, and provide you with supporting information.

Updated Resident Handbook

We have recently updated our Resident Handbook, which outlines daily living, services, and support available within our home. If you would like a copy, please ask any of our staff—we will be more than happy to provide one for you.

Spring/Summer Menu

Our new seasonal menu is currently under review. Resident feedback, cultural preferences, and advice from our dietitian are guiding the process to ensure meals are both nutritious and enjoyable.



No act of kindness, no matter how small, is ever wasted.

Message continues..

Once the dietitian's review is complete, we will host another Food Focus Meeting. This is a wonderful opportunity for you to share your thoughts and help us shape meals that bring both comfort and joy.

COVID-19 Vaccination Clinic

The health and safety of our residents remain our top priority. We are pleased to confirm another COVID-19 vaccination clinic on 1st October. If you would like your loved one to receive the vaccination, please let one of our Registered Nurses (RN) or Clinical Care Coordinators (CCC) know, and we will assist with arrangements.

Feedback & Complaints Management

We want every resident and family member to feel heard, respected, and supported. If at any time you have concerns—whether clinical or non-clinical matters—please do not hesitate to speak up.

- **Step 1: Speak with the RN** – Our RNs are here to support you day-to-day and can often resolve matters promptly.
- **Step 2: Contact the CCC** – If you feel your concern needs further attention, or if it cannot be resolved by the RN, please approach your Clinical Care Coordinator directly. Both Roya and Romina are approachable, supportive, and committed to working with you to find solutions.
 - Roya: CCC for Gardens
 - Romina: CCC for Parkview
- **Step 3: Contact the RSM (Residential Services Manager)** – If your concern remains unresolved, you are welcome to raise it directly with me. As the Residential Services Manager, I will ensure that your concerns are listened to carefully, addressed appropriately, and followed through with respect and transparency.

We want to reassure you that all concerns—big or small—will be taken seriously and handled with care. Your feedback is invaluable in helping us continue to improve our services and ensure that residents receive the highest quality of care.

As spring unfolds, I am reminded of the importance of renewal and togetherness. Our residents, families, and staff are at the very heart of everything we do at SWIAA Villages. Thank you for continuing to be such an important part of our community. I look forward to the months ahead, filled with positivity, care, and connection.

With warm regards,
Joyce Labayno
Residential Services Manager

Welcome to SWIAA Villages

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

LIFE AT SWIAA

CONTENTS FOR THIS ISSUE

Page
6-15

LIFESTYLE ACTIVITIES

Highlights and pictures of activities held in last 2 months.

Page
16-20

UPDATES

What's new and Reminder for all.

Page
21

QR CODES FOR HAZARD REPORTING AND FEEDBACK

Location and process for reporting.

Page
22-23

THE STAFF ROOM

Staff recognition, welcoming new staff and events.

Page
24

WHAT'S ON THIS MONTH

Special events calendar for the month.

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. Please email these to admissions@swiaa.org.

Latest newsletters are displayed in Reception. Friends and Families can also access the Newsletter by visiting our 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



Spring has officially sprung and what better way to celebrate than with flowers everywhere? 🌸 Our residents had a blooming good time arranging colorful flowers, sharing smiles, and showing off their creativity. Beautiful blooms, beautiful people, beautiful moments!

SPRINKLING A LITTLE UNICORN MAGIC



🦄🌸 Guess who came in for a visit? Two adorable ponies dressed up as unicorns! Our residents absolutely loved the magical surprise, with plenty of pats, cuddles, and smiles all around. 🐾🐾 Animal visits like these bring so much joy and comfort, sparking memories, easing stress, and filling hearts with happiness.



A FEATHERED & FURRY KIND OF DAY



🐦🐰 It wasn't just ponies and rabbits stealing the spotlight, our feathered friends had their turn too! Residents got up close and personal with colorful birds perched on heads and shoulders, while soft bunnies enjoyed plenty of pats. We were treated to a fantastic bird show by Krissy, a multi-talented performer and beloved TV personality, who has appeared in over 50 television shows and commercials. She dazzled us all with her beautiful feathered friends, bringing lots of laughter, colour and joy to SWIAA.

SPRINGTIME GARDENING FUN



What's spring without a little gardening fun? Our residents rolled up their sleeves and got busy planting tomatoes, basil, mint, and more! Some took charge of watering, others handled the planting - teamwork in full bloom. Together, they're growing not just plants, but friendship, and plenty of pride in their gardening!

CHRISTMAS IN JULY 

On 21st July, our residents celebrated Christmas in July in style! The talented entertainer Tony Gagliano filled the room with lively music, and everyone enjoyed a delicious feast of starters, main dishes, and dessert. Laughter and cheer were everywhere as residents and our staff hit the dance floor together. Villa residents joined in the fun too, making it a truly festive, all-inclusive celebration. Who says Christmas magic only happens in December?



CELEBRATING AMAZING DADS



Here's a glimpse of our residents enjoying our Father's Day celebration! Father's Day is all about honoring the incredible fathers and father-figures in our lives, showing them love, gratitude, and appreciation for everything they do. Our celebration was filled with laughter, joy, and connection, as we hosted a delicious BBQ for the dads. From tasty food to great company, and cheerful conversations, it was a day full of smiles, fun, and special memories. Cheers to all fathers, today and every day!



CELEBRATING FERRAGOSTO



On 15th August, we joined in the joyful tradition of Ferragosto, a popular Italian holiday that marks the peak of summer and celebrates relaxation, good company, and delicious food.

Our residents embraced the festive spirit, enjoying a day full of tasty treats, lively music, and plenty of dancing. Laughter and cheer filled the room as everyone came together to celebrate this wonderful tradition, creating happy memories and a true sense of community. It was a perfect way to celebrate culture, and share smiles with friends old and new!



SPRING CELEBRATION



On 19th September we celebrated the arrival of spring in style with our "Welcome to Spring" Happy Hour! Residents embraced the season with beautiful floral dresses and flower garlands on their heads, bringing color, cheer, and smiles to the room. There was laughter, music, and plenty of joy as everyone mingled and soaked up the festive atmosphere. It was a fun and lively celebration that truly captured the spirit of spring fresh, bright, and full of life!





INTERNATIONAL CAT DAY



On 8th August, we celebrated International Cat Day, and the joy was clear on our residents' faces as they cuddled adorable cats! Cats can be unpredictable, so we cuddled the stuffed kind! Whether you're a cat lover or a dog lover, we never miss a chance to celebrate our furry friends or cuddly companions. Laughter, smiles, and lots of love filled the room, making it a purr-fectly delightful day for everyone!



INTERNATIONAL BEER DAY



We celebrated International Beer Day the true Aussie way, with good food, chilled beer, and plenty of cheer! Our residents enjoyed raising their glasses and saying "cheers" with one another, sharing laughs, stories, and great company. It was a relaxed, joyful day that brought everyone together to celebrate friendship and good times.

SUPPORTING SPIRITUAL WELLBEING



At SWIAA, we truly value the spiritual lives of our residents and are committed to supporting their faith in meaningful ways. To honor this, we provide regular Mass services, virtual Mass for those who cannot attend in person, the Rosary, and Holy Communion. These special moments bring comfort, peace, and a deep sense of community. Spiritual care is an important part of overall wellbeing, and we are proud to walk alongside our residents as they continue their spiritual journey.

EXERCISE CLASS



We know how important mobility is for our residents, so we make exercise fun! From dance classes that get everyone grooving, to stretching in the sunshine, to ball games that keep us moving and laughing, we don't miss a chance to stay active together. Every class is filled with energy, smiles, and teamwork because staying mobile means staying happy and healthy!

AQUA PAINTING/MEDITATION COLORING



At SWIAA, we enjoy offering activities that spark creativity while encouraging relaxation and mindfulness. Our coloring sessions give residents enjoyable ways to express themselves, unwind, and find a sense of calm through art.

CHOCOLATE MILKSHAKE DAY



Happy Hour got a sweet twist with Chocolate Milkshake Day! Residents sipped on delicious shakes while enjoying music and plenty of dancing. The room was filled with laughter, energy, and sweet smiles because nothing pairs better with music and dance than a chocolatey treat!



DAFFODIL DAY



On 22nd August, we celebrated Daffodil Day, a day that symbolises hope and raises awareness in the fight against cancer. To mark the occasion, our community was bright and cheerful with yellow balloons filling the space. Just like the daffodil, with its golden petals that represent resilience, renewal, and hope, our celebration was uplifting and filled with warmth.

BUS TRIPS AND OUTING TO MARCONI CLUB



Our residents love hopping on the bus for outings, with a favorite stop being Club Marconi! These trips are the perfect way to enjoy a change of scenery, catch up with friends, share laughs, and create wonderful new memories along the way. Adventure (and fun!) is always just around the corner.

BOWLING



Here are our residents showing off their skills in the bowling lanes! With great aim and plenty of smiles, they're proving that practice, and a little friendly competition, makes perfect. Every roll brings smiles, cheers, and lots of fun!

Let's eat
CAKE!

BIRTHDAY OF THE MONTH

Happy
BIRTHDAY



We love celebrating our residents, and this month was no exception! Here's a glimpse of the Birthday of the Month celebration, filled with smiles, delicious cake, and lots of joy. Wishing all our birthday stars a wonderful year ahead!

RESIDENT, FAMILY AND FRIENDS MEETING



On 26th August, we held our Resident, Family and Friends Meeting, as well as our Food Focus Meeting. A wonderful chance to come together and share thoughts, ideas, and feedback. Topics on the day included care, lifestyle, laundry, cleaning, food, compliments, and any concerns. We truly value your feedback and suggestions, as they help us keep improving and making life at SWIAA the best it can be. Our RSM also reminded everyone that if you ever have a concern, please don't wait until the next meeting just reach out to our team straight away. We're always here to listen and help.

CHOICE AGED CARE- CLINICAL PHARMACY SERVICES



Promoting your
health, wellness
& quality care



SWIAA has partnered with Choice Aged Care to provide government-funded Clinical Pharmacy Services, including Residential Medication Management Reviews (RMMRs) and support for the Quality Use of Medicines (QUM).

A medication management review is a free service for eligible residents, designed to identify and prevent medication-related issues. It's carried out by a Credentialed Pharmacist following receipt of a GP referral.

Where needed, Choice Aged Care will contact Authorised Representatives via SMS, email or phone to provide details about the free RMMR service and to gain consent. This will also give the Authorised Representative the opportunity to provide any feedback on their loved one's medications they wish for the Pharmacist to be aware of prior to completing the review.

After the review, the GP updates the resident's medication management plan and may discuss the outcomes with the Authorised Representative.

If you wish to learn more about Choice Aged Care and the services provided, please reach out to them via phone on 1300 275 908 or via email on office@choiceagedcare.com.au

VILLAGE UPDATE



Following requests at the last Village Community Meeting, we reached out to the operators of the Mobile Dental Clinic regarding access for our villa residents. Great news - they're happy to accept bookings!

Villa residents can now book appointments directly by calling 1800 637 637 and choosing a time that suits them. We'll also keep you updated with upcoming visit dates to SWIAA as they are scheduled. Keeping your smile healthy has never been easier! 🦷

The feral cat removal in the Village is all done! 🐾 Keep an eye out, if any new furry visitors show up, please let Leonie or Damian know. Let's keep our Village safe and comfortable for everyone!



Landscaping work in our communal areas and individual gardens will be starting soon. Get ready for refreshed green spaces, beautiful blooms, and even more enjoyable outdoor areas for everyone to connect with nature!

All residents in Villas are kindly reminded to regularly test their INS devices located in their villas. This can be done by pressing the help button, your pendant, or the bathroom call point. When the operator answers, simply let them know you are testing the device. For everyone's safety, please make sure this is done at least monthly. Thank you for helping us keep our community safe!



THE STATEMENT OF RIGHTS

The Statement of Rights

The Statement of Rights clearly identifies your rights when seeking or receiving aged care services. Under the Aged Care Act 2024, your provider and aged care workers are legally obliged to deliver services in line with these rights.



Autonomy and freedom of choice

I have the right to make my own choices – about my care, relationships, lifestyle and taking risks – with support if I want it.



Equitable access

I have the right to have my needs assessed in a way that works for me including having my cultural background, past trauma or cognitive conditions, such as dementia, respected.



Safe, quality care

I have the right to be treated with dignity and respect by experienced aged care workers who value my identity, culture, spirituality and diversity.



Privacy and confidentiality

I must have my privacy respected and my personal information kept confidential, and be in control of who this information is shared with.



Communication and complaints

I have the right to be informed in a way I understand and to raise concerns without fear of reprisal. My feedback must be dealt with fairly and promptly.



Support and social connections

I can stay connected to important people, pets and culture including independent advocates. As an Aboriginal or Torres Strait Islander I can stay connected to Country and Island Home.



For free, confidential and independent support call the Aged Care Advocacy Line 1800 700 600



OPAN

Older Persons
Advocacy Network

THE STATEMENT OF RIGHTS

Rights in real life



Autonomy and freedom of choice

Jack's* aged care home has a blanket non-smoking policy. Staff are permitted to smoke at a nearby reserve. Jack felt this was an appropriate alternative for him. Jack's aged care provider initially disagreed, citing health risks and their duty of care. With the support of an aged care advocate, Jack successfully reminded the provider of his right to exercise choice, including when that choice involved personal risk.



Safe, quality care

Eleni* lives with dementia. As the condition has progressed, she has reverted to her first language – Greek. Eleni's daughter and representative (registered supporter under the new Act), Kay*, called OPAN because she felt Eleni's inability to communicate had caused her to become socially isolated and withdrawn. With Eleni and Kay's consent, the advocate arranged a meeting to review Eleni's care plan with support from Dementia Australia. As a result, the aged care home amended their roster to ensure greater consistency in staffing. Greek communication cards were provided to help overcome language barriers. Eleni was also referred to the Aged Care Volunteer Visitors Scheme to enable regular visits from someone from her cultural background.



Respect for privacy and information

When Rosemary first moved to an aged care home, she noticed that questions about her health care (e.g. vaccination permission) and her finances (e.g. monthly statements) were being referred to her family. She reminded management of her right to make decisions about her financial affairs, her right to have her personal information protected, and her right to be provided with information about the aged care services she receives, including the costs of those services. The provider agreed to redirect all of Rosemary's correspondence directly to her.



Support and social connections

Cecily belongs to a tightknit social group that meets regularly for coffee. When Cecily moved into residential aged care, her friends gathered in the home's courtyard or common area for their weekly catch-up. Cecily's daughter, Sue, felt the visits were too tiring for her mother and asked the manager to stop them. The friends approached OPAN for assistance. An advocate visited Cecily at the aged care home after her friends gained Cecily's consent. She was missing her friends, who brought joy, laughter and cake. The advocate supported Cecily to have the visits reinstated.

**Names have been changed for privacy reasons*



Scan the QR code to read the Statement of Rights

OPAN | Older Persons Advocacy Network

FAST

Recognise **STROKE** Think **F.A.S.T.****Stroke Week – Recognizing the Signs**

It was recently Stroke Week, and we want to take this opportunity to highlight the importance of recognising the early signs of a stroke. Knowing what to look for can truly save lives.

At SWIAA Villages, we train our team to use the FAST test a simple checklist that anyone can follow to quickly identify if a person may be having a stroke. Families and carers also play a vital role in early recognition.

FAST Test:

Face Drooping – Check their face. Has their mouth drooped?

Arm Weakness – Can they lift both arms?

Speech Difficulty – Is their speech slurred, or do they have trouble understanding you?

Time is Critical – Act fast. Note the time symptoms started and call 000 immediately.

Together, by acting quickly, we can make a real difference in the care and outcomes for anyone experiencing a stroke. Every second counts, so staying alert and informed is one of the most powerful ways we can protect the health and wellbeing of our community. Learning and sharing the FAST test help us all feel more confident in an emergency. Let's continue spreading awareness so that more lives can be saved.

BROCHURES AVAILABLE AT RECEPTION



We now have Food Safety Advice, Medication Safety Advice and Skin Care brochures available at reception for residents and their representatives.

This brochure is a helpful resource to ensure we continue maintaining the highest standards of resident health and safety.

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 salon. 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 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:

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.

As mentioned in our previous newsletter, we would like to remind all staff and visitors to continue utilising 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.

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.



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

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 organisation.

In this edition, we are delighted to celebrate Douja Toufali as our Employee of the Quarter! Since joining the SWIAA Team in November 2024, Douja has consistently shown professionalism, compassion, and a true dedication to delivering the highest quality of care. Her efforts have made a lasting and positive difference in the lives of our residents, and she is recognised as a supportive and valued team player among her colleagues. We sincerely thank Douja and congratulate her on this well-deserved recognition.



Douja
Toufali

What year were you born?

2000

What is your place of birth?

I was born in Sydney, Australia.

Why did you decide to work in aged care?

I started my nursing career with the intention of becoming a midwife, but along the way I worked and gained experience in many different fields of healthcare across various hospitals. As an Endorsed Enrolled Nurse, I even travelled hours away from home to work in different nursing homes while continuing my studies to as a Registered Nurse. Through these experiences, I discovered how rewarding it feels to work in aged care by supporting residents, building connections, and making a positive impact in their daily lives.

What do you like most about working at SWIAA?

I appreciate the SWIAA values and see them reflected in the way our team works every day. We support one another and have become like a family, all working together to provide the best care for our residents. I also value the cultural diversity at SWIAA as it encourages acceptance and allows us to connect with residents and each other in meaningful ways. I value our management team as they are the foundation that guides us, and I've noticed how much they care and always strive to make improvements which makes a real difference.

What is something people don't know about you?

I come from a large multi-cultural family, and many of them are health professionals with busy schedules like mine. I am kept busy chasing my toddler, expanding my career and studies, cooking, and trying to have a social life. Life in my household is basically a circus, but I wouldn't trade it for anything!

Where is your happy place in Sydney?

My happy place isn't a location, it's who I'm with. Whether it's family, friends, or my little whirlwind of a toddler, they make every moment feel lively and full of laughter.

Your message to Residents and Staff?

I am truly honoured to be part of this wonderful community. To our residents, your vibrant spirit and the joy you bring to our community are truly cherished. It's a privilege to care for you and to ensure that you feel valued and respected.

To my colleagues, I am deeply grateful for your dedication and teamwork. Together, we create a nurturing environment where everyone feels supported and appreciated.

TO ALL STAFF

THANK YOU!

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 AUGUST/SEPTEMBER

KITCHEN STAFF

- Kelera
- Senibuadromo

PCW

- Sharda Narayan
- Muna Bayalkoti
- Breeze E'E

RN

- Taiye Okonodo
- Judith Anyaehie

We are glad to have you on board!

THE STAFF ROOM



AGED CARE EMPLOYEE DAY



On 7th August, we celebrated Aged Care Employee Day with a bang! The day was packed with delicious treats, a coffee cart, donuts, drinks, ice-cream and pizza, as SWIAA's way of saying thank you to our amazing staff for their hard work, compassion, and dedication.

As part of the celebration, we also held a special award ceremony, recognising long service milestones and announcing our Employee of the Quarter. Another highlight was a surprise video featuring our residents sending heartfelt messages of gratitude. The video was fun, wholesome, and brought big smiles to everyone in the room.

It was truly a day to celebrate the incredible teamwork, spirit, and heart that make SWIAA such a wonderful place.

To all our staff: we appreciate you more than words can say!





WHAT'S ON

Your newsletter about SWIAA!

SPECIAL EVENTS

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.



WORLD SMILE DAY CELEBRATION

3rd October 2025
Gardens Dining Room
2:00pm onwards

Smile
more!



OKTOBERFEST CELEBRATION

10th October 2025
Gardens Dining Room
2:00pm onwards



INTERNATIONAL MUSIC DAY CELEBRATION

17th October 2025
Gardens Dining Room
2:00pm onwards



AUSTRALIAN BIRD WEEK

24th October 2025
Gardens Dining Room
2:00pm onwards



WELCOME NEW RESIDENTS AND BIRTHDAY OF THE MONTH

31st October 2025
Gardens Dining Room
2:00pm onwards

Welcome



Give This A Go!



BIG
DICE TOSS



BINGO



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