

THE BAYSIDER!

EDITION 1, 2024

We listen.
We respect.
We care.



MESSAGE FROM OUR CEO

Dear valued residents and stakeholders,

We appreciate the support you extended to Fairway last year. The Fairway team is already asserting that 2024 will be our best year yet.

To begin, we are introducing our refreshed approach to the **newsletter**. The aim of our newsletter is to enhance our regular communication with all of you – be it via email or through a tangible copy. Part of our **Listening** value is to ensure that we communicate well with you, and that you are kept up to date with the relevant information in our **vibrant community of care**.

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Together with the launch of this newsletter, Fairway has reactivated its **Facebook** page. Our intention is to produce fortnightly content that allows us to interact with you on a social media platform. Every now and then, you might see a post on the **Bayside Community Hub** from Fairway. This enables us to establish a stronger connection with the community, fostering increased engagement from them.

CEO MESSAGE

CONTINUED



OUR CAR PARK AT
206-208 BLUFF ROAD

I am delighted to announce that the recently constructed parking facility at 206 – 208 Bluff Road, Sandringham, is now accessible for staff use. The entry is facilitated by a PIN for added security. To streamline the process initially, we kindly request our staff members to utilise this parking space. This adjustment ensures that residents and representatives have additional available parking at 195 Bluff Road, Sandringham.

Following on from our last resident-representative meeting, we are also pleased to update you on the commencement of our **monthly care updates**, which will complement the minimum **three-monthly care consultation**. This will allow you a quick snapshot of the last month of care and any change that may have occurred.

Your input, as always, is valuable. In addition, recognising the importance of exceptional quality of meals and drinks and a great dining experience, Fairway also facilitated an **external review of our overall catering service**. We are working through their recommendations and will be sharing the outcome in the next resident-representative meeting.

We express our deepest gratitude to those who participated in the informal voting to test a new **Fairway scent** – and the Zen Garden emerged as the winner with 40% of the votes! The main aim is to improve the overall ambience and enhance your experience and those of your visitors. The scent is light and uplifting.

And lastly, to those who have provided **compliments** over the last month – thank you so much! It means a lot to our team that you appreciate the combined hard work and team effort that everyone contributes. We heard you loud and clear that you enjoyed the onsite shoe sale and the Christmas lunch beautifully prepared by our catering team. As well for those who took the time to put their reviews on Google, it is greatly appreciated.

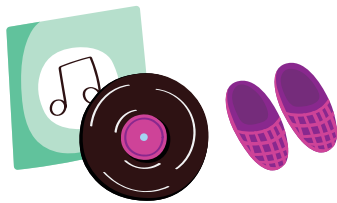
If you want to feature a story, a special family event, a trip, a photo, or something that makes you happy, feel free to send an email to our Lifestyle team at **lifestyle@fairwayagedcare.org.au**.

Keep in mind that this newsletter is crafted for all of us – the Fairway community. I envision it as a lively, interactive, and dynamic newsletter that includes what you want. Let's make it as informative and as enjoyable as can be!

With thanks,

Charles Crisostomo





LIFESTYLE UPDATE

Live entertainers are a popular addition to our monthly calendars with the previous couple of months being no exception.

Music

During October and November Ron Kingston, Matt Callen, and Tania Brown took residents down memory lane with their interpretations of familiar hits from the 40's and 50's. Peter Garam delighted everyone with his tinkling of the ivories and his smooth vocals.

Bollywood

We invited Kahlah back to celebrate Diwali in early November to transport us to Bollywood with her exotic dancing. Residents were thrilled by her return as evidenced by the smiles in the photos.

Melbourne Cup

Melbourne Cup was celebrated in style with a catwalk of ladies on the red carpet displaying their gorgeous hats. Of course, we all broke with our usual habits and had a gamble on the big race, luckily it was only \$2 a horse and we all kept our shirts! Ladies' day was celebrated with a chicken and champagne lunch that was scheduled for enjoying in the courtyard, but the weather had other ideas. Nevertheless, residents still enjoyed the occasion.

Remembrance Day

Remembrance Day was acknowledged with a simple service to honour our current and past servicemen and women of which we have several here at Fairway. Jim Brooks served in the army during World War II mostly based in Port Moresby, PNG. Patricia Sinclair worked as a morse code operator for the Women's Air Force, Joan Carmody joined the Australian Women's Army Service during World War II and worked as a stenographer.

Cake Decorating

Residents were treated to a cake decorating session from Ainsley (who kindly donated a box of 6 cakes to each participant. Ainsley demonstrated the technique of decorating, and the residents did an amazing job with the cakes, especially eating them. They were yum!



LESLEY & KAYLAH



MARIE & RHONDA



MAUREEN



LIFESTYLE

CONTINUED



JACQUES, JUDY,
JOAN & ELAINE



FAY H



SANTA & JEAN



FAY M



JOHN



MARIE



BARB & CLAIRE

December was busy with the resident's Christmas party, U & I Fashions, Sing Australia Choir and All Souls Anglican Church choir.

Christmas

We celebrated Christmas a little early on the 8th of December, but there was no shortage of festive spirit. The facility was beautifully decorated with trees, angels, stars, reindeer, and baubles as far as the eye could see. Residents enjoyed a delicious traditional lunch of turkey, lamb, and all the trimmings followed by pavlova. Of course, bubbles were served.

Entertainment was provided by Claire who entertained us with renditions of favourite carols, but it was the last-minute addition of the hit Dancing Queen by Abba that had everyone singing loud and strong and bopping in their seats.

Santa paid us a visit and delighted the residents with gifts of chocolate and lots of happy smiles and photo opportunities.

All Souls Anglican Church Choir and **Sing Australia Choir** performed on December 18th and 20th respectively to continue the Christmas cheer throughout December.

Christmas lunch was outstanding as usual. Thanks to Carl and his team residents enjoyed a feast of prawns, oysters, turkey, lamb, salmon with cucumber and cream cheese, vegetarian fritata, egg plant dish,



DOROTHY



Residents in House 5 continue to find joy in their artistic pursuits. Here, Jean lends a helping hand to Joan.



JOAN & JEAN

accompanied with potatoes, broccolini, asparagus, capsicum, and carrots. Desserts included Christmas pudding with custard and pavlova with strawberries. Yum! To enrich the experience the tables and the room were beautifully decorated by Tina from the Lifestyle Department. Thank you to everyone who made it such a special day.

U & I Fashions presented their latest designs to our female residents who were able to purchase items on the day to brighten up their wardrobes. We will endeavor to book a men's retailer soon so that they can also update their current look!

Shoes-to-Go provided an excellent service to residents enabling them to purchase shoes, sandals, and slippers at very competitive prices.

RESIDENT PROFILE

BONNIE ROBERTS

THE BAYSIDER!

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Yvonne (Bonnie) Roberts OAM was born in Hobart on 28 June 1927, has a quick sense of what is needed and has a long history of helping others despite her long battle with a rare form of melanoma.

Bonnie became aware of how her life was different to other children at the tender age of seven when she compared the items of her lunchbox with her peers and saw the poor offerings they had been given. Bonnie was angry that life was unfair and began sharing what she had with others. This act was the beginning of a life of serving others. A conscientious student, Bonnie's parents were approached by her headmaster when she was thirteen years old to request her services at the local bank as most of the men had left to join the war. Bonnie, at such a young age, saw it as her duty to 'step up and do her bit'.

Fast forward to 1966 when Bonnie joined the National Council of Women and played an active role as a member of the Executive for over 46 years. She served as State President, Vice President, and convener of numerous sub-committees. In this role she helped facilitate initiatives of lasting benefit to the community which include promoting the establishment of a tertiary school of social work; establishment of Salamanca Market (as requested by the initiator, Dr. John Clemente); and lobbied to retain the historic Cascades Female Factory. Bonnie has also served the Council on matters relating to housing, women and employment, legislation concerning the status of women, and mass media.

In 2002, Bonnie was awarded the medal of the order of Australia (OAM) for service to the community, particularly women, and children, through the National Council of Women of Tasmania and Caroline House.

"As a recipient of this honour, Bonnie was invited and attended monthly meetings with other beneficiaries. Attending a meeting at government house, Bonnie was approached by the Governor General (GG) who was eager to make her acquaintance as she was a new member. Bonnie mentioned in passing that she had made a blueberry crumble for dinner for her husband and 2 children. The GG hadn't heard of this and asked for the recipe. Long story short she had it made for a banquet in Queen Elizabeth's honour the following week. She loved it so much she asked for the recipe and personally thanked Bonnie. Bonnie wonders to this day if the queen ever enjoyed the crumble back in the UK."

In 1980 the Royal Hobart hospital awarded Bonnie a 15-year Long Service medal for her continuous and regular assistance with the Central auxiliary.

Bonnie is one of the founders of Caroline House, which was established in 1977 as a home for drug and alcohol dependent women and a refuge for women and children. Bonnie steered the home from being totally funded by voluntary contributions to a fully recognised, government-funded shelter for women and later women with children.





Bonnie is comfortably seated in one of Fairway's rickshaw bikes, a project she played a crucial role in bringing to Victoria for the enjoyment of all residents!

Bonnie and her associates were successful in achieving funding only after being rejected by a parliamentary spokesman who, and I quote, said a "woman can always get half a bed." Bonnie was outraged and said, "Forget it, we'll do it ourselves". And so, she did. Bonnie and her friend Cath spoke to numerous men's service clubs such as Rotary, Lions etc. At one of these meetings, a businessman who owned a string of dry-cleaning businesses gave the organisation a two-story building which set them on the right path.

As Bonnie was becoming known for her commitment to community, and being a natural leader, she was often approached to contribute to other areas of need. One of the requests Bonnie agreed to was chairing the board of a retirement home. Whilst in charge, Bonnie and her husband initiated and organised monthly bus trips, regular functions, and holidays for elderly people for 21 years.

With Council members, Bonnie contributed to the 'Safe at Home legislation' for victims of domestic violence. Between 1973 and 1979, Bonnie and her husband organised drug education seminars in Hobart and Launceston.

When Fairway was discussing the idea to introduce 'Cycling Without Age' to Fairway, Bonnie was one of two residents, the other being Odette, who showed an interest in the scheme and attended the first meeting to consider the proposal. Bonnie proved integral to Fairway being the first Aged Care Facility in Victoria to purchase the bikes which are manufactured and imported from Denmark.

At the launch in 2017 Bonnie said a few words on behalf of all the residents and here is something that she said that touched us all, ***"We may be oldies, but we still have a zest for life. And I encourage you to wave at us when we come rolling in our new cart, as we'll be waving at you!"***

Bonnie continued her commitment to the community during her first few years living here in Fairway. Through a family contact, Bonnie began collecting much needed items from other members of the Fairway community for a church in the Lilydale area. Items were initially dispatched to a local women's refuge. Due to overwhelming support, she was able to assist a group in St Kilda also. The venture became so successful that it became unmanageable for Bonnie to continue.





**Q: What would bears be
without bees?**

ears

**RIP,
boiling
water.**

**You will
be mist**

**Q: What do you
call a fish without
an eye?**

Fsh

**Q: Where was
King David's
temple located?**

**Beside
his ear**

**Q: What did
the triangle
say to the
circle?**

**You're
pointless**

**Q: What's the difference
between a poorly dressed
man on a tricycle and
a well-dressed man
on a bicycle?**

Attire

**Q: What has
more lives than
a cat?**

**A frog
because it
croaks every
day**

**Q: What do you call
a pig that practices
karate?**

A pork chop





FEEDBACK

We would love to hear from you – be it constructive feedback, compliments, or suggestions/recommendations.

There's a number of ways you can let us know.

- Fill out a feedback (pink) form located near reception. It can be dropped off in the feedback box across the reception.
- Inform a staff member.
- Send an email to:
ceo@fairwayagedcare.org.au

If you are unhappy with how Fairway responded to your feedback despite partnership efforts, you can contact the Aged Care Quality and Safety Commission by calling:

- **1800 951 822** for general complaints
- **1800 844 044** for food, nutrition, and dining related complaints.



EXTERNAL SUPPORT

For free, confidential, and independent support to understand and exercise aged care rights, seek aged care services, and find solutions to issues any resident or representative is experiencing, you can contact the Older Persons Advocacy Network (OPAN).

You can contact them by calling:

- **1800 700 600**
8 am – 8 pm (Monday to Friday); and
10 am – 4 pm (Saturday).

Should you need translation and interpreting support, you can also call Translating and Interpreting Services

- **(TIS) at 131 450.**



NEW PERSONAL ITEMS

For any new clothing, please ensure they are clearly labeled.

For any food items, please register at the reception and ensure they have a clearly labeled use-by date.

Please ensure that any electrical items undergo testing and tagging. If an item lacks testing, we can arrange for the necessary assessment. Please submit the item to the administration for testing. Untagged items must not be used to mitigate the risk of fire.



CARE PLANS

If you wish to get a copy of your care plan, please request it from any of our Clinical Care Coordinators by emailing:

ccc@fairwayagedcare.org.au

Our team will make every effort to deliver it to you within one week. Ideally, we prefer to schedule it after a care consultation to provide more context to its content. Please be aware that our care plans are primarily written in language that guides our staff in delivering care.





UPCOMING MEETINGS

You are encouraged to attend the upcoming meetings:

Meeting	Date and Time	Location
Resident – Representative	17 January 2024 (Wednesday) 2pm – 3pm	Activities Room
Food Focus	2 February 2024 (Friday) 1:30 pm – 2:30 pm	Board Room
*Consumer Advisory Body (CAB)	13 February 2024 (Tuesday) 1 pm – 2 pm	Board Room
*Quality Care Advisory Body (QCAB)	13 February 2024 (Tuesday) 2:15 pm – 3:15 pm	Board Room

* CAB and QCAB are only for CAB and QCAB representatives only.

CONSUMER ADVISORY BODY (CAB) AND QUALITY CARE ADVISORY BODY (QCAB) MEMBERS

	CAB	QCAB
Management	Yulia Paley	Yulia Paley
Care Representative	Kathy Egerton (PCA) TBA (Quality)	Kathy Egerton (PCA) Jodie Turpin (Lifestyle) TBA (Quality)
Consumer	Ray Whiter Fay Matthews	Ray Whiter Fay Matthews
Consumer Representative	Sandy May Cathy Gluyas	Cathy Gluyas



CONSUMER ADVISORY BODY (CAB) MEMBERS



YULIA PALEY
MANAGEMENT



KATHY EGERTON
CARE REPRESENTATIVE



RAY WHITER
CONSUMER



FAY MATTHEWS
CONSUMER



SANDY MAY
CONSUMER REPRESENTATIVE



CATHY GLUYAS
CONSUMER REPRESENTATIVE

QUALITY CARE ADVISORY BODY (QCAB) MEMBERS



YULIA PALEY
MANAGEMENT



KATHY EGERTON
CARE REPRESENTATIVE



JODIE TURPIN
CARE REPRESENTATIVE



RAY WHITER
CONSUMER



FAY MATTHEWS
CONSUMER



CATHY GLUYAS
CONSUMER REPRESENTATIVE



WORKING AND VOLUNTEERING AT FAIRWAY



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If you or someone you know is interested in becoming part of our exceptional team of staff and volunteers, here's a list of the individuals we are seeking:

Lifestyle Assistant

<https://fairwayagedcare.org.au/lifestyle-assistant/>

Quality and Education Manager

<https://fairwayagedcare.org.au/quality-and-education-manager/>

Personal Care Attendant (Permanent Part-Time or Casual)

<https://fairwayagedcare.org.au/personal-care-attendant-permanent-part-time-or-casual/>

Registered Nurse (Permanent Part-Time or Casual)

<https://fairwayagedcare.org.au/registered-nurse-permanent-part-time-and-casual/>

Contact our Lifestyle Coordinator regarding specific ads for Volunteers by calling:
(03) 9599 4199 or use the contact form on our website.



CONTACT US

Fairway general line:

9599 4199

RN houses 1 – 4: (03) 9599 4171

RN house 5: (03) 9599 4173

Charles Crisostomo | Chief Executive Officer
ceo@fairwayagedcare.org.au

Yulia Paley | Director of Care
doc@fairwayagedcare.org.au

Dean Weston | Business and Finance Manager
finance@fairwayagedcare.org.au

Dinesh Sharma and Carolyn Rigby | Clinical Care Coordinators
ccc@fairwayagedcare.org.au

Aparna Pal and Kate Kirby | Administration Officers
administration@fairwayagedcare.org.au



fairway
Bayside Aged Care

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