

THE BAYSIDER!

FEBRUARY 2024

We listen.
We respect.
We care.



MESSAGE FROM OUR CEO

Dear valued residents and stakeholders,

Following the recent announcement by our Chair, I am so excited to be starting this month's newsletter reiterating the news of our **upcoming expansion and refurbishment**. This will take Fairway to the next level. Stay tuned for updates through this monthly newsletter, our website, and our resident-representative meetings.

I am proud that Fairway has officially received a **4 out of 5 star rating** from a previous 3! The star rating Fairway received is because of our 5 out of 5 stars in compliance, 4 out of 5 stars in staffing, 3 out of 5 stars in resident experience, and 2 out of 5 stars in quality measures. We acknowledge that there are improvement opportunities with the latter two measures, though it is reassuring to note that our quality indicators have significantly improved over the last quarter.

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Please note that the annual **Resident Experience Survey**, independently conducted by the government, will commence between now and October. We will release more information on this once we are informed of their visit date. Your responses will impact our star ratings.

CEO MESSAGE

CONTINUED



ARTIST'S IMPRESSION
OF OUR NEW ENTRANCE

Our partnership with **Better Health** has also officially commenced. With this, they are seeing our eligible and consenting residents to give them **free counseling sessions**. If you or a loved one in care with us is interested, please speak with Yulia, Dinesh, or Pooja to register your interest.

The internal committees that we recently formed have been activated. From a resident perspective, our **Consumer Advisory and Quality Care Advisory Bodies (CAB and QCAB)** conducted their first productive and engaging meeting on 13 February. I am sure that Fay and Ray (whose names I did not realise sound catchy together!) will be happy to share some updates in the next Resident – Representative meeting. Our **Staff Social Committee** facilitated their first staff-led event on Valentine's day. They will continue to champion staff well-being initiatives together with management.

By way of key personnel updates, I am pleased to announce that **Cathy Lane** has returned to Fairway and commenced on 26 February 2024 as the new **Quality and Education Manager**. Most of you will still remember her as a dynamic and extraordinary team member at Fairway previously working with the organisation for more than 10 years. Following our recent role in the public sector, Cathy is ecstatic and ready to contribute her best to the betterment of our care and services through the tight monitoring of our quality systems and the robust training of the team.

To this effect, Cathy's appointment is timely as we lead to **accreditation and the implementation of the new standards** – both will be from July this year. The new standards remain in draft. However, the expectation is that aged care services are doing their relevant preparation in the background to demonstrate compliance requirements. Fairway engaged **Provider Assist** to conduct an independent audit of our compliance. Such will be coupled with staff and resident-representative surveys. Please participate so we can understand where we are doing well and where we can improve. Mathew and Kaye from Provider Assist will be onsite from 4 March 2024 until 8 March 2024.

And finally, we have come to celebrate that we are now **mask-free and no longer must do rapid antigen tests (RAT's)**. This decision has been made in consultation with residents, representatives, and staff. The high vaccination rates of our residents give us confidence that our risks are mitigated. Of course, this may change depending on local transmissions in the area, public health advice, and internal infections. In the meantime, this is another reason for us to freely show our smiles to our **vibrant community of care**.

As always, if there is anything I can be of assistance with, please feel free to let me know by speaking with me in person or sending me an email at ceo@fairwayagedcare.org.au.

Thank you for continuing to uphold our values of listening, caring, and respecting.

With thanks,

Charles Crisostomo





LIFESTYLE UPDATE

Hi Everyone,

Isn't it wonderful to be able to venture out without an umbrella and a jumper! Summer certainly has been a long time coming.

January saw the recommencement of our Cycling Without Age program. How lucky are we to have such committed volunteers who bring so much joy to our residents who are able to enjoy the beautiful bayside environment with the wind in their hair and the sun on their backs. If you could picture yourself riding a battery assisted bike, sharing stories with those who have lived in the area all of their lives, and enjoying a coffee with them, please get in touch with Marg at lifestyle@fairwayagedcare.org.au

Matt returned to serenade us with his interpretation of the golden oldies we know and love. Matt is engaging and residents wasted no time in 'getting in the groove.' The mood was electric and at the conclusion it was a delight to see a resident still jiving down the corridor.

Monday, the 4th of February, saw the relaunch of our much-loved high tea which will be on the calendar the first Monday of each month. Thank you to the two Jan's who will provide the spread, and judging by all the satisfied customers on the 4th, it's going to be a big hit. I think elasticated waists will be worn that day!

Myuna Farm delighted residents and staff alike with the variety of animals to be cuddled, stroked, and admired in our beautiful garden setting recently. Among the menagerie there were ducks, chicken's, lambs, goats, guinea pigs, rabbits, a tortoise, and farm dog. What a delight when one of the chickens laid an egg which a staff member enjoyed for her lunch the following day.

Looking forward to a busy and bright March.



DOROTHY



JENNA, MARJORIE & GREAT GRANDSON HUNTER



JOAN



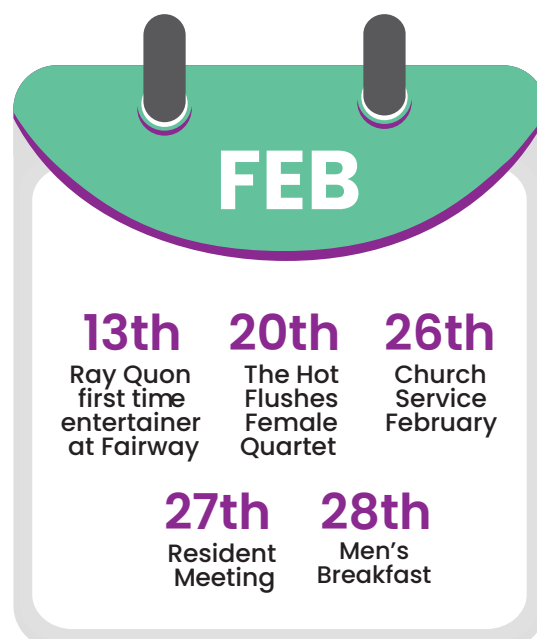
ELAINE & HERB

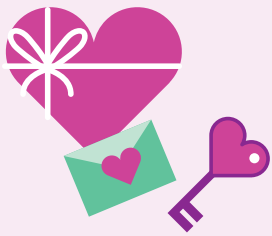


JIM



UPCOMING EVENT DATES





VALENTINE'S TRIBUTE

How Love Stays Alive - tribute by Jacinta Lane

Mum and Dad, otherwise known as Elaine (or Essie or Aunty E) and Maurice (or Maurie)¹ Lane have been in love for at least 60 years (that is, for at least as long as they have been married). I base this assertion on what Mum has told me over the years and Aunty Val's stories.

It was Aunty Val who introduced Mum and Dad, the first Christmas after Val and Ted's wedding in 1960².

Dad and Aunty Val worked together at the Hospitals and Charities Commission in Spring Street, Melbourne. Mum had arranged to pick Val up from work after the Commission's Christmas Party for dinner at the Oriental Hotel around the corner in Collins Street, and Dad asked if he could come along. And he did.

Mum worked as a dressmaker in South Yarra and lived with her family in Reservoir. Dad worked as a clerk in the city and boarded in St Kilda, but his weekends were spent at home with his parents and sister in Dandenong.

Mum and Dad would never have met each other if it wasn't for Aunty Val and Uncle Ted.



MAURICE & ELAINE LANE

It's a strange thought.

Dad courted Mum for three years before they were married in January 1964. I'm not sure how much "romance"³ was involved. Though Dad was tall, handsome, smartly turned out and intelligent⁴, he doesn't strike me as the courtly type⁵. I suspect Mum – pretty, beautifully dressed and a little shy around strangers⁶ – would have been overwhelmed if not embarrassed by too much of the courtly thing.

In any event, much of the "courting" time was spent between Reservoir with Mum's family and Dandenong with Dad's family⁷, and Dad's football team, and Mum sitting in Dad's little VW while Dad was having a drink with the boys after the game.

- ¹ I'm tempted to add "The Big M", but no one has ever actually called Dad "The Big M". It sounds good though.
- ² Aunty Val, that is, Valerie Purcell, has been Mum's best friend since primary school. Aunty Val is married to Edward Purcell, otherwise Uncle Ted. They play a huge roll in Mum and Dad's love/life story.
- ³ That is, romance with a capital R.
- ⁴ And remains so.
- ⁵ Whatever that means. I should say that Dad has always been unfailingly courteous to friends, foes and strangers alike.
- ⁶ Mum says that, as the middle girl of five, she was the quiet one. Hard to imagine that now. But her confidence certainly grew over time.
- ⁷ Of course, Mum and Dad also spent a lot of time with Aunty Val and Uncle Ted.



STAFF PROFILE

SUE McCLEAN



THE
BAYSIDER!
FEBRUARY, 2024

1. What inspired you to work in aged care?

A close relationship with my great aunt who at the time I thought was really old, but fascinating and fun!

2. How long have you been working in your current role?

Twenty-eight years - I'm the last original Fairway staff member.

3. What do you enjoy most about your job?

Seeing a smile, a raucous laugh, or a look of content on a resident's face.

4. Are there any hobbies or interests you're passionate about outside of work?

I'm currently obsessed with diamond art painting.

5. Can you share a memorable experience from your time working in aged care?

Prior to door alarms at Fairway, at 2 am most nights, I would be searching the house 4/5 construction site for a very frail resident who in turn was searching for our very naughty resident cat who had not come in through the cat door in her room to settle for the night.

6. What skills or qualities do you think are crucial in our line of work?

Listening, patience, observation, being calm and willing to report what doesn't seem right.

7. How do you handle stress or challenging situations at work?

By not being reactive in a negative way, staying calm, assessing the situation, and trusting in my interpersonal or medical skills.

8. What motivates you to give your best in your role?

Keeping in mind how I would hope my mum was cared for.

9. Do you have a favourite aspect of Melbourne that you enjoy during your free time?

Not in Melbourne, but walking around the lakes at Sale amongst the wandering peacocks is amazing.

10. How do you approach building rapport with the elderly residents?

By trying to find a way that a resident sees that I'm to be trusted and there to help.

11. What's something about you that might surprise your colleagues?

I was Beaumaris junior club tennis champion many years ago.



STAFF PROFILE

SUE McCLEAN



Sue's beloved
cat and dogs



THE
BAYSIDER!

FEBRUARY, 2024

12. What advice would you give to someone new in aged care?

You will see things that you may never have seen before. Ask for help when you need it, keep talking, don't take things personally and if possible, find a mentor to guide you.

13. How do you recharge and take care of yourself outside of work?

Pilates once a week and exercising in the hydrotherapy pool at the Danny Frawley Centre.

14. Is there a book, movie, or song that has left a lasting impression on you?

Anything Neil Diamond. Mum and I have been to a live concert every time he has performed in Australia.

15. Do you have a role model or someone who has greatly influenced your life?

That's an easy one! My gorgeous Mum, Audrey. She's famous in Cheltenham for running her wool shop for 30 years, retiring at 81. She has friends and past customers as current residents. Anyone who's ever met her will understand why I try to be the best version of myself.

16. What's a talent or ability you possess that not many people know about?

Not just touch my toes but palms down on the ground!

17. How do you define success in your personal life?

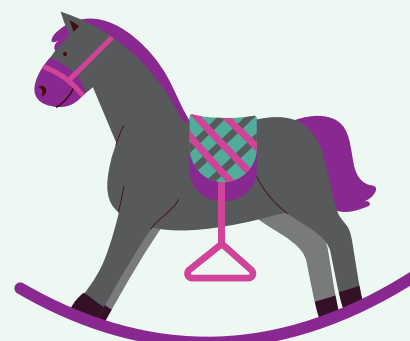
When my loved ones feel free to be open and honest, and I'm able to support them through troubled times.

18. Are there any life lessons or advice that you'd like to share with others?

Be kind to others, but more importantly, be kind to yourself.

19. What's a childhood memory that still brings a smile to your face?

First time I saw my rocking horse who was taller than me!!





Blooms The Chemist Casey Central is a multiple award-winning community pharmacy. We pride ourselves on our people and our commitment to serving our community. We aim to be the best in all that we do, we do this by having the best staff in pharmacy. Training them so well, they can work anywhere in the industry but treating them so well, they only wish to work for Blooms The Chemist Casey Central.

How do we do this? The two owners of our pharmacy both believe that culture begins at the top. Ask Andrew how he is doing on any given day and you'll hear in response "another day in paradise". And Joti, who is often referred to as the Mother of Blooms The Chemist Casey, is a mother of two beautiful children, attending local schools, and married to a local hospital pharmacist, she lives and breathes pharmacy, and is immersed in our community.

We have an amazing team at Blooms The Chemist Casey Central, who really displayed their commitment to the community over the past two years. We recently revisited our mission statement, and collectively we coined our commitment to you:

"WITH A POSITIVE ATTITUDE AND EXCELLENCE IN SERVICE, WE WILL BE THE BEST IN PHARMACY"

We are available during normal business hours to discuss any queries you may have regarding medication, accounts, and any aspect of our service to Fairway. Our service is professional and respectful of everyone's wishes and circumstances, and we will endeavour to provide as much assistance as possible to keep our relationship open and inclusive.

We do not charge for providing medication management services to aged care facilities, however, medication provided do incur our normal prescription and over-the-counter prices. All of these items are automatically charged to an account in the name of the resident, and a statement is sent out at the start of each month, by either email (preferred), or post if required.



FAQS

What is the Pharmaceutical Benefits Scheme (PBS) Price?

This year, the PBS Price has gone up to \$7.70 for concession card holders, \$31.60 for Medicare card holders, and the safety net threshold is \$277.20. This year, your accounts will be a little higher because we started dispensing for Fairway residents midway through the year, and most safety net cards had already been issued. However, once the threshold has been hit, then we will process all necessary paperwork. As Blooms policy, we price match all items upon request.

What is Safety Net?

When you spend over a certain amount in a calendar year, the government covers the costs of your

medication from the time you hit the threshold to the end of the year – as long as the medication is not being dispensed within 21 days of the last time it was dispensed, and it is a medication that is covered by the PBS. The threshold for this year is \$277.20.

What if I am not receiving my account statements?

If either you or your next of kin are not receiving your account statements, please have your next of kin or one of the nurses contact the pharmacy as soon as possible with the correct details (i.e. name of person responsible, email address, postal address, any direct debit or credit card details).

What happens when I get medicines from the hospital?

Unfortunately, we are legally not allowed to resupply medicines from another pharmacy. Once it has been taken out of a pharmacy, we cannot ensure that the medications have met storage requirements. Medicines from the hospital can either be personally used by residents at Fairway by organising with the nursing staff, or discarded and the pharmacy will supply the needed medications.



Pharmacy Contact Information:

(03) 9704 8166

(Press 5 for aged / residential care section)

caseydaa@blooms.net.au

400 Narre Warren Cranbourne Road,

SHOP 132-134 Casey Central Shopping Centre

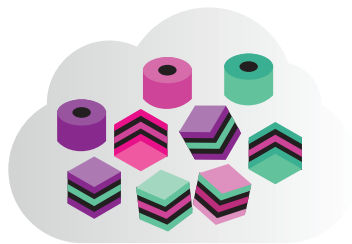
Opening Hours:

Mon-Wed		8.30am-7.00pm
Thu-Fri		8.30am-9.00pm
Sat		8.30am-6.00pm
Sun		9.00am-6.00pm





FONDEST CHILDHOOD MEMORIES



Malcolm: Liquorice allsorts hold a special place in his heart, symbolic of the joy and innocence of his childhood days.



Thelma: Visiting the zoo sparked an appreciation for nature and her fascination of animals great and small.



Valma: Ice skating at the glaceriam in the city with her family brings back cherished memories.



Dorothy: The cherished moments of spending time with her two sisters, creating life long memories of shared adventures.

Ruth: Visiting her aunt and uncle at the seaside for the school holidays is a lasting memory.



Greta: During the holidays, she visited Fentree Gully with her uncle and aunt, who owned a farm where she stayed. Together, they experienced the adventure and nostalgia of Puffing Billy.



**What did one ocean say to
the other ocean?**

Nothing, they just waved

**What do
you call
fake
spaghetti?**

Impasta

**What do you call
a fish wearing a
bowtie?**

Sofishticated

**Why don't
skeletons fight
each other?**

***They don't
have the guts***

**Did you hear
about the
claustrophobic
astronaut?**

***He needed
space***

**Why did the golfer
bring two pairs of
pants?**

***In case he got a
hole in one***

**I'm afraid for
the calendar**

***Its days are
numbered***

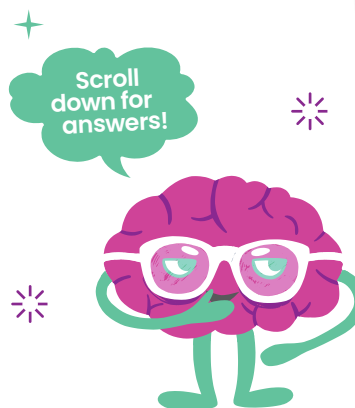
**Why couldn't the
bicycle stand up
by itself?**

It was two-tired





BRAIN TEASERS



1. What has a bed but never sleeps?
2. What has a face and two hands but no arms or legs?
3. What comes once in a minute, twice in a moment, but never in a thousand years?
4. I'm light as a feather, yet the strongest person can't hold me for much longer than a minute. What am I?
5. What is full of holes but can still hold water?
6. The more you take, the more you leave behind. What am I?
7. What can travel around the world while staying in a corner?
8. I have keys but can't open locks. I have space but no room. You can enter, but can't go outside. What am I?
9. What gets wetter as it dries?
10. What has a head, a tail, is brown, and has no legs?
11. What is always in front of you but can't be seen?
12. What begins with T, ends with T, and has T in it?
13. What comes once in a year, twice in a month, but never in a week?
14. I'm tall when I'm young, and I'm short when I'm old. What am I?
15. What has a neck but no head?
16. What has many keys but can't open any locks?
17. What can you hold without ever touching or using your hands?
18. What word is spelled incorrectly in every dictionary?
19. What can you catch but not throw?
20. The more you take away, the larger it becomes. What is it?

ANSWERS

- | | | |
|--------------------|---------------------|---------------------|
| 1. A river. | 8. A keyboard. | 15. A bottle. |
| 2. A clock. | 9. A towel. | 16. A piano. |
| 3. The letter "M." | 10. A penny. | 17. A conversation. |
| 4. A breath. | 11. The future. | 18. Incorrectly. |
| 5. A sponge. | 12. A teapot. | 19. A cold. |
| 6. Footsteps. | 13. The letter "E." | 20. A hole. |
| 7. A stamp. | 14. A candle. | |



Over the past month, the world has experienced a diverse range of impactful events across various spheres:



Climate Action:

The commitment to combat climate change has been reignited, with countries and organisations doubling down on sustainable solutions and carbon emissions reduction. From innovative clean energy projects to ambitious climate targets, there's a growing momentum towards a greener and more resilient future for our planet.



Healthcare Advances:

The fight against COVID-19 continues to show promising progress, with vaccination campaigns gaining momentum and medical research yielding breakthroughs in treatment and prevention. The unwavering dedication and resilience of the global healthcare community are remarkable, highlighting the power of collective action in overcoming unprecedented challenges.



Cultural Celebrations and Awareness:

Across the globe, communities have united to celebrate cultural diversity and amplify awareness of significant social issues. Numerous festivals and events have served as platforms for this celebration of diversity and heritage. From the vibrant Lunar New Year festivities in Asia to the lively Carnival celebrations in Latin America, communities have embraced their unique traditions and rituals, fostering unity, joy, and camaraderie among participants.



Community Resilience:

Despite the challenges, communities have demonstrated remarkable resilience and solidarity. Through acts of kindness, mutual support, and grassroots initiatives, people have come together to uplift and empower one another, reaffirming the strength of the human spirit in the face of adversity.



In summary, the past month has been characterised by positive developments in environmental stewardship, healthcare, cultural awareness, and community resilience. As we embrace these milestones, let's harness the collective momentum towards a brighter, more inclusive, and sustainable future for all.



EXPANSION PROJECT



**THE
BAYSIDER!**
FEBRUARY, 2024

KEY DATE

19 February 2024

Preliminary Works & Relocation:

Commencement of new basement excavation.

Car Park Changes:

The car park at 195 Bluff Road closes. Staff and families, please use the new car park opposite Fairway at 206-208 Bluff Road, Sandringham.

Pedestrian Access:

Remains open at Bluff Road until the new temporary entrance is ready. Updates to follow from the CEO.

<https://fairwayagedcare.org.au/expansion-project/>

We're building an even better Fairway





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.**



**THE
BAYSIDER!**

FEBRUARY, 2024



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	27 February 2024 (Tuesday) 2pm – 3pm	Activities Room
Staff Meeting	29 February 2024 (Thursday) 1:30 pm – 2:30 pm	Board Room

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

	CAB	QCAB
Management	Yulia Paley	Yulia Paley
Care Representative	Kathy Egerton (PCA) Cathy Lane (Quality)	Kathy Egerton (PCA) Jodie Turpin (Lifestyle) Cathy Lane (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

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/>

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 Pooja Patel | Clinical Care Coordinators
ccc@fairwayagedcare.org.au (houses 1-3) and ccc2@fairwayagedcare.org.au (houses 4-5)

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



fairway
Bayside Aged Care

**We listen.
We respect.
We care.**