

# THE BAYSIDER!

AUGUST 2024

We listen.  
We respect.  
We care.



## MESSAGE FROM OUR CEO

Dear Fairway community,

July has been an exciting month at Fairway, and I am pleased to share some updates with you. The progress of the construction works at the front of our facility is moving along well. The peak of external work-related noise is now behind us, and our residents have shared how much they enjoy watching the trucks, equipment, and staff working so efficiently.

In House 5, the construction of the **two new bedrooms** is well underway, following the conversion of the former nurses' station. Skylights have already been ordered and are expected to be installed in September, bringing more natural light into the House 5 lounge room, which will help uplift the overall mood of our residents.

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# CEO MESSAGE

CONTINUED



The success of our expansion works depends on maintaining our leasing arrangement with Bayside City Council. I would like to remind everyone that **key parking points** will continue to be highlighted in our monthly newsletter, just below the temporary access map that appears later in this issue.

At our last resident-representative meeting, we discussed some exciting developments. I am pleased to inform you that we are awaiting the delivery of two items we budgeted for in this financial year. The first is the **Tovertafel** (which translates to 'magic table'), a sensory activity that our residents, especially those with limited physical capacity, will greatly enjoy. For those interested in learning more, you can visit their website here: <https://www.tover.care/au/>. We have also ordered a **clothes labelling machine** that uses a hot press to apply permanent labels to clothing. A minimal cost will be associated with this service.

As mentioned in our last meeting, Fairway will enter its **re-accreditation window** starting 4 September. This comprehensive audit, conducted by the Aged Care Quality and Safety Commission, is a fantastic opportunity for Fairway to demonstrate our ongoing commitment to delivering high-quality, personalised care. Assessors will be onsite for two to three days, observing, interviewing, and reviewing supporting evidence. In the coming days, you'll notice posters around the facility notifying stakeholders of the upcoming visit and the opportunity to speak with the Commission's assessors. A copy of the Commission's notice is attached to this newsletter. Please note that Fairway does not have the exact dates of the assessors' visit.

Regarding our key personnel, I wrote to you on August 22 about our recent review of the organisational structure to better support our community. We have decided it would be beneficial to separate the **Business and Finance functions** between two individuals. While we search for the right candidates, we have engaged StewartBrown, a highly reputable chartered accountancy firm, to support us in reviewing our systems and processes to ensure they align with industry best practices and to manage the department. This follows the departure of our Business-Finance Manager Terry Coleing. StewartBrown will be working with us for at least three months. In the meantime, our on-ground support includes our new Finance Assistant, Zarak 'Zak' Naser, who brings extensive experience in accounting and payroll. Lianne, whom many of you know, remains part of our Finance Department in a casual capacity.

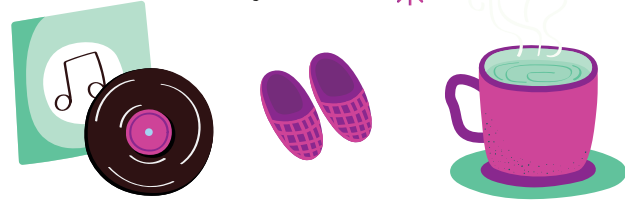
As we enter a new season, please be aware that we will soon update our **access codes** for parking and the front door as part of our ongoing efforts to keep our residents safe.

If there's anything I can assist with, please don't hesitate to say hello in person or send me an email at [ceo@fairwayagedcare.org.au](mailto:ceo@fairwayagedcare.org.au). Thank you for being an essential part of our vibrant community of care.

At your service,

Charles Crisostomo





## LIFESTYLE UPDATE

Hello residents, family and friends,

How nice it has been to see some sunshine recently! It's so lovely to see residents enjoying the good weather - the outside courtyard gets amazing afternoon sun. The resident magpies also enjoy the better weather and are now tame enough to hand feed! With the better weather comes the reintroduction of bus trips to the beach, and resident bike rides (assisted by our beautiful volunteers) in the local neighbourhood.

There'll be many more outdoor activities featured in the September calendar! We carefully select activities for our Lifestyle Program to suit the physical, mental, cultural, spiritual and social needs of residents. We had a great feedback session with residents earlier in the month, outlining the activities they enjoy the most. They also raised some fabulous ideas such as making jam and taking photos at the end of the year to make Christmas cards. Keep an eye out for those!

### Pet Therapy

We have many four-legged visitors at Fairway, and we welcome their visits any day of the week! You can see in the photos that our residents and staff love having our furry friends around.

### Music

There are some very talented musicians who live at Fairway. We have a few piano players that delight other residents with impromptu performances. We fully support any resident who would like to play an instrument or sing.

### Student Visits

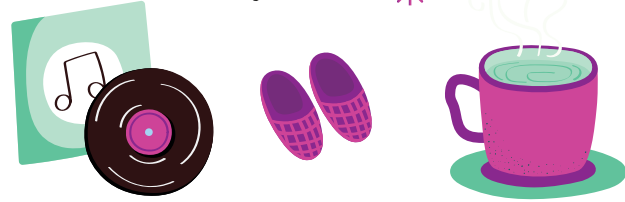
We were lucky enough to be visited by musically talented Beaumaris Secondary College students last month. They played mostly modern hits but they threw in an Elvis Presley song, which the entire room sung to! One of the students said his favourite part of the day was when the residents sang along to the Elvis song. We'll see them again later this month.



We have also had regular visits from St Leonard's students Liam & Suya. Both are also musically talented and generous to share their love of music with us. They are beautiful in nature and love to play interactive games with residents.

Each Tuesday, you will see Emma (an Occupational Therapy University student) for a couple of hours at Fairway. Emma is very sweet and looks forward to spending time with residents.





## LIFESTYLE UPDATE

### Cooking Class

This month, we made chocolate coated bananas, rolled in sprinkles. As you can see by the happy faces in these photos, it was a hit! I'll give you a hint for next month's recipe – this dish originated in Naples, Italy and in Australia, we consume a whopping 264 million of this dish every year!



MABS



RAY

### Coffee Club

At 10am every weekday, our Fairway Café is open to all residents. It's a great morning ritual that provides more than just a delicious cup of coffee! Lovely friendships have formed over a cuppa and no conversation topic is off limits.



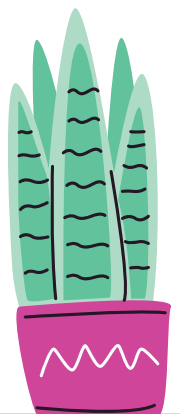
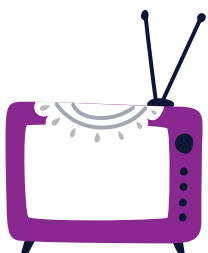
ELAINE, MORRIS & SALLY

### Keeping Fit

Many residents have expressed a keenness to keep fit and active. The morning exercise class led by our physio team is a firm favourite of many residents. Our weekly 'walk n' talk' is also very popular and a great way to get out in the community and stretch the legs!

## UPCOMING EVENT DATES

September in Melbourne is always very busy with Father's Day early in the month and rounding out the month with the AFL Grand Final! Upcoming dates in September at Fairway other than our regular programming, are the following:



# RESIDENT PROFILE

## JOAN McLEAN



### How long have you been at Fairway?

I moved to Fairway in May this year.

### What do you enjoy most about living at Fairway?

I love the meals here – the calamari is my favourite. I enjoy the company of other residents. I really enjoyed hearing from Bruce Green (golf pro) at our monthly High Tea.

### Do you have a memory from your past you'd like to share?

I was a Lady Cub Master for a long time. I was married in St Andrews and all my cubs formed a guard of honour on our way out. There was a delightful boy named David who had polio and he handed me a horse shoe for good luck, it made me cry.

### You are a Black Rock 'local', do you have a favourite restaurant or café in the area?

Yes, I love the Chinese restaurant in Church Street. My son lived in China and loves to also go back there. The owners know him from when he was a small boy.

### What is your greatest achievement in life?

My father told my husband before we married that I was to never work a day in my life. I found that I wanted to do something though and started volunteering. I volunteered for over 50 years, doing Meals on Wheels and the Pink Ladies. In 2019, I was named the 'Bayside citizen of the year'. I loved volunteering and only stopped because of COVID-19. Above is a picture of me with my treasured award.

### Finally, do you have any advice for new residents to Fairway?

Try and enjoy it.



# VOLUNTEER PROFILE

## JACK POLLIO



THE BAYSIDER!

AUGUST, 2024



### How long have you been doing the footy tips at Fairway?

This is my 4th year of doing the footy tips. I was going to do it one year earlier but due to COVID-19 it was hard to come in.

### Who do you barrack for?

I've always barracked for St Kilda. My dad and his family grew up in Moorabbin and my grandparents got married the same year that they won their only grand final in 1966.

### Why do you like helping Fairway?

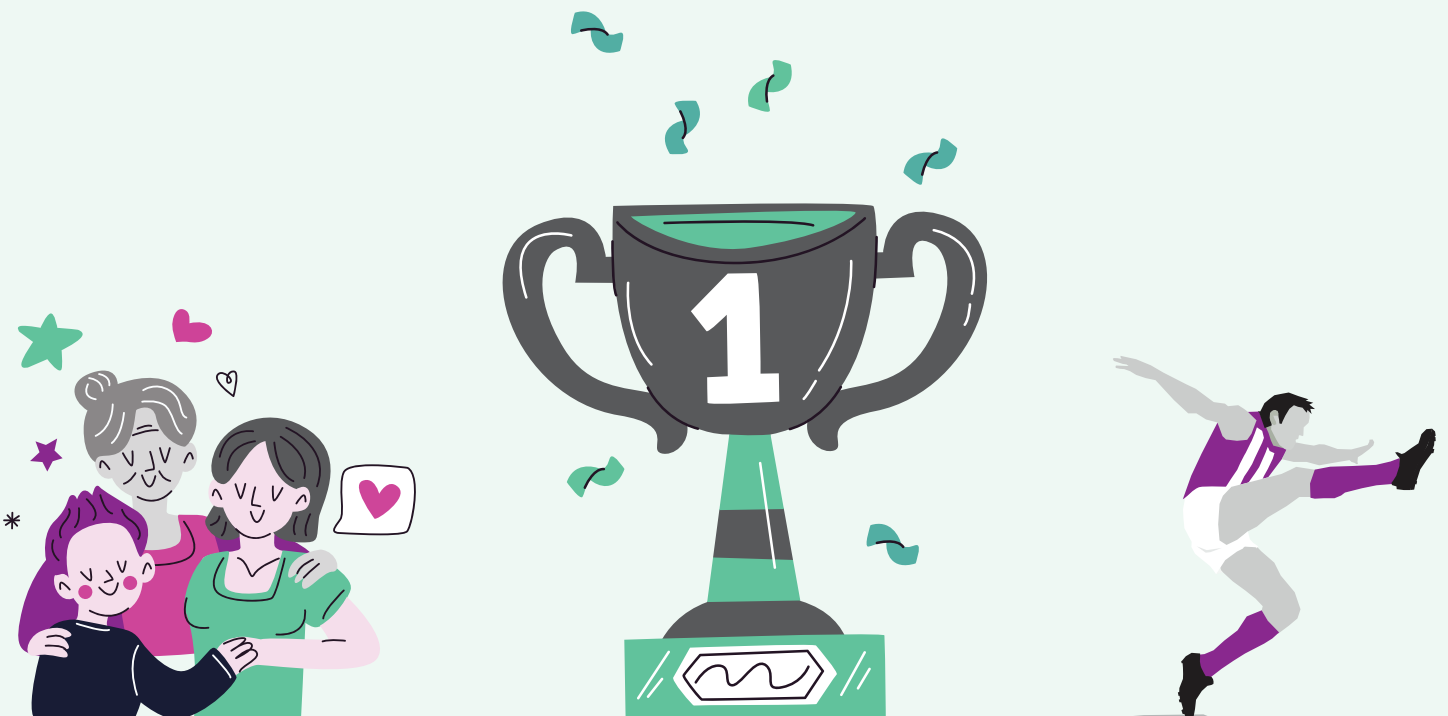
I like helping at Fairway because I think it's important to give back to the community. I have my Grandma at Fairway so that's also why I help. It's also good for me because I get to see who tips what and maybe get a few ideas from the residents.

### Who do you think going to win the tipping and why?

I think that Carl (Fairway's Head Chef) will win. He has been tipping very consistently over the past eight weeks especially. He knows a thing or two about footy so that's why I think he'll win.

### Who do you predict on winning the flag this year?

I think either Brisbane or GWS. Both teams have had some great form over the past 10 weeks of the season. With only a few games left they look good going into the finals.





# AGED CARE STANDARDS IN FOCUS



### Antimicrobial Stewardship

From this month, Fairway wishes to remind our residents (and their loved ones) of their rights and what they can expect under the standards. In turn, it is a great opportunity to remind the Fairway team of our commitment to you.

#### What is Antimicrobial Stewardship?

Antimicrobial Stewardship (AMS) is a set of coordinated actions designed to promote the appropriate use of antimicrobials, such as antibiotics, to improve patient outcomes, reduce microbial resistance, and decrease the spread of infections caused by multidrug-resistant organisms. In an aged care setting, this is especially important because older adults are more vulnerable to infections and the overuse or misuse of antibiotics can lead to serious health risks.

#### Why is AMS Important in Aged Care?

- **Preventing Harm:** Overuse or inappropriate use of antibiotics can lead to harmful side effects, including antibiotic resistance. This makes infections harder to treat and can lead to more severe health problems in residents.
- **Compliance with Standards:** The Aged Care Quality and Safety Commission requires aged care providers to have an AMS program in place as part of their infection control practices. This ensures the safe and effective use of antibiotics, aligning with the Aged Care Quality Standards, particularly Standard 3: Personal Care and Clinical Care.
- **Protecting Residents:** By implementing AMS, aged care facilities help protect residents from unnecessary exposure to antibiotics and ensure that when antibiotics are needed, they are used effectively.

### What Does AMS Involve?

- **Educating Staff and Residents:** Ensuring that all staff and residents understand when and why antibiotics are needed and the risks associated with their misuse.
- **Monitoring and Reviewing Antibiotic Use:** Regularly reviewing residents' antibiotic prescriptions to ensure they are necessary and appropriate, and monitoring the outcomes.
- **Promoting Best Practices:** Encouraging practices that reduce the spread of infections, such as good hand hygiene and timely vaccinations, which can reduce the need for antibiotics.

The Australian Commission on Safety and Quality in Health Care has helpful information relating to antimicrobial stewardship. On the next page, you can read on their highly informative resource on Antibiotics (Antimicrobials) and older people – what you should know.







## Antibiotics (Antimicrobials) and older people – what you should know

A resource for older people, their families and carers.

### What are antibiotics?

Antibiotics are important medicines that we rely on to treat infections caused by bacteria (e.g. pneumonia). Bacterial infections can be very serious in older people. Antibiotics are part of a larger group of medicines called antimicrobials, which are used to treat a range of infections. Other antimicrobials can be used to treat infections caused by viruses (e.g. flu), fungi (e.g. thrush) or parasites (e.g. threadworm or scabies).

Sometimes antibiotics are prescribed when they are not needed. Using antimicrobials when we don't need them is a risk to our health and contributes to the problem of antimicrobial resistance.

### What is antibiotic (antimicrobial) resistance?

When you take antimicrobials, they kill the germs (the bacteria, virus, fungus or parasite) causing your sickness, but they also kill some of the germs that you carry in your body that keep you healthy.

Overuse increases the chance of some germs becoming resistant, which means when you next need antimicrobials they may no longer work to treat your infection.

This is important, because if you get an infection caused by resistant germs it can be difficult or even impossible to treat. You might require a long stay in hospital, alternative antimicrobials that have more side effects or injections rather than oral antimicrobials. Resistant germs can multiply and spread to other people you have contact with, then these people can also develop antimicrobial-resistant infections.



### Why is antimicrobial resistance a concern for older people?

If older people 'catch' antimicrobial-resistant germs, they could get very sick or even die because the first antimicrobial they receive doesn't work. Older people are especially vulnerable because they:

- Are more likely to have poor health or a weaker immune system
- May have frequent hospital admissions which expose them to other germs
- May have devices, such as indwelling catheters, that can give germs direct access into the body
- May live where they are close to other people, such as an aged care home.

**Smart use of antimicrobials helps keep us healthy, stops antimicrobial resistance, and ensures that these life-saving medicines are available for future generations.**

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HEALTH CARE**

[www.safetyandquality.gov.au](http://www.safetyandquality.gov.au)



**If you have an infection and your doctor is considering antimicrobials, ask:**

- Why am I taking this medicine?
- Will I get better without this medicine?
- What are the risks of taking this medicine?
- Will this medicine interact with my other medications?
- How should I take this medicine (e.g. before food) and for how long?
- How will I know the medicine is working and what should I do if I don't improve?
- Is there anything else I can do to help? e.g. rest, paracetamol

Many infections get better without antimicrobials.



**Tips to reduce antimicrobial-resistant infections**

- ✓ Ask what you can do to feel better and treat your symptoms without antibiotics. Infections caused by viruses don't need antibiotics.
- ✓ Talk with your doctor if you have any questions about your antimicrobials, or if you develop any side effects.



**Tips to stay healthy**

**Healthy habits can protect you from infections and help stop antimicrobial-resistant germs from spreading to and from others.**

- ✓ Wash your hands with soap and water or use an alcohol-based hand rub often.
- ✓ Ask others to wash their hands before touching you and especially when caring for any wounds or catheters you may have.
- ✓ Ask carers, family or friends not to visit when they don't feel well.
- ✓ Get recommended vaccines, such as the flu, pneumococcal (pneumonia) and COVID-19 vaccines.
- ✓ Take good care of yourself if you have a chronic condition, like diabetes.
- ✓ Covering your cough to prevent the spread of germs.



**Family members and carers can support an older person by:**

- Communicating with your loved one's doctors, healthcare workers and carers
- Helping your loved one understand why medicines are being prescribed, how long they should be taken for, and the risks and benefits
- Making sure you know what your loved one's wishes are should they become unwell.



**Using antimicrobials when they are not needed can do more harm than good**

- Side effects of antimicrobials can be a rash, nausea, diarrhoea, or fungal infections (e.g. thrush) and older people can be more prone. More serious side effects include *Clostridioides difficile* infection (also called *C. difficile* or *C. diff*), a germ which causes diarrhoea that can lead to severe bowel damage and even death
- Life-threatening allergic reactions can also occur, which can be more severe in older people
- Older people may also be taking other medicines that can interact with antimicrobials.

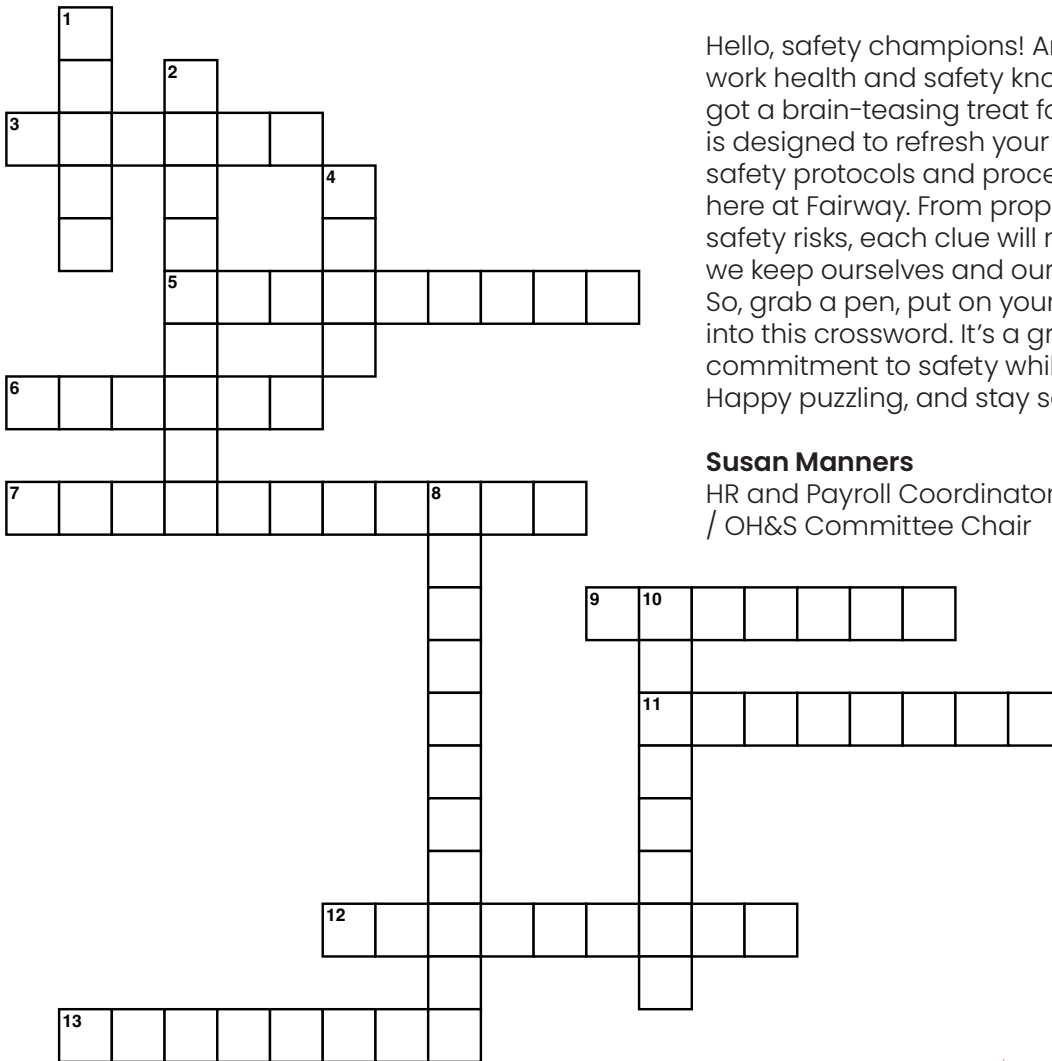


## Test Your Safety Smarts!

Hello, safety champions! Are you ready to put your work health and safety knowledge to the test? We've got a brain-teasing treat for you. This fun challenge is designed to refresh your memory on important safety protocols and procedures we use every day here at Fairway. From proper lifting techniques to safety risks, each clue will make you think about how we keep ourselves and our residents safe and healthy. So, grab a pen, put on your thinking cap, and dive into this crossword. It's a great way to reinforce our commitment to safety while having a bit of fun. Happy puzzling, and stay safe!

### Susan Manners

HR and Payroll Coordinator  
/ OH&S Committee Chair



### ACROSS

- (3) One of the steps to manage work health and safety risks is to \_\_\_\_\_ hazards.
- (5) One of the responsibilities of an employer is to provide safe \_\_\_\_\_.
- (6) Anything with the potential to cause injury is a \_\_\_\_\_.
- (7) If injuries or accidents happen you must report \_\_\_\_\_.
- (9) Work Health and Safety involves the assessment and migration of risks that may impact the health, safety or \_\_\_\_\_ of those in your workplace.
- (11) One of the responsibilities of an \_\_\_\_\_ is to protect their own health & safety.
- (12) Emergency procedures explain what needs to happen if an \_\_\_\_\_ alarm is triggered.
- (13) Form to fill out if you are injured in anyway is an \_\_\_\_\_ form.

### DOWN

- (1) Always lift items from the \_\_\_\_\_ (not back) and hold item close to our chest when carrying them.
- (2) An employee has a legal duty to \_\_\_\_\_ with an employer regarding Work Health and Safety matters.
- (4) Objects and obstacles in hallways and thoroughfares in general are serious \_\_\_\_\_ hazards and can lead to serious injuries.
- (8) Duties of employers to their employees is to train them, provide protection and maintain a healthy work \_\_\_\_\_.
- (10) It is \_\_\_\_\_'s duty to ensure the health and safety of all in the work place





*Do you know that awesome feeling  
when you get into bed, fall right  
asleep, stay asleep all night and  
wake up feeling refreshed and  
ready to take on the day?*

*Yeah, me neither!*

*If slow old  
men use  
walking  
sticks,  
what do  
fast old  
men use?*

*Hurry  
canes!*

*Instead of the John  
I call my bathroom  
the Jim! That way it  
sounds better when I  
say I go to the Jim first  
thing every morning!*

*Thinking  
back to when  
"a new hip  
joint" meant  
someplace I  
wanted to go  
on a Friday  
night.*

*Inside  
every older  
person is  
a younger  
person  
wondering  
what  
the hell  
happened.*

*You never appreciate  
what you have until  
it's gone...*

*Toilet paper is a  
good example.*

*Nothing  
refreshes my  
memory of what  
I need at the  
grocery store  
like coming  
home from the  
grocery store.*

*Not to brag or  
anything but I can  
forget what I am  
doing while I am  
doing it.*



# EXPANSION PROJECT



THE  
BAYSIDER!

AUGUST, 2024

## KEY UPDATES



### September 2024:

- Continuation of construction of two new house 5 bedrooms

### October 2024:

- Completion of two new house 5 bedrooms
- Anticipated relocation of ground floor nurses' station to old Business-Finance office (across Activities Room)

### November 2024:

- Anticipated ground floor - southern half of dining room construction works

### July 2025:

- Anticipated completion of new basement parking, ground level expansion, and house 6

### August 2025:

- Anticipated commencement of ground floor communal area upgrades

### January 2026:

- Anticipated completion of ground floor communal area upgrades

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

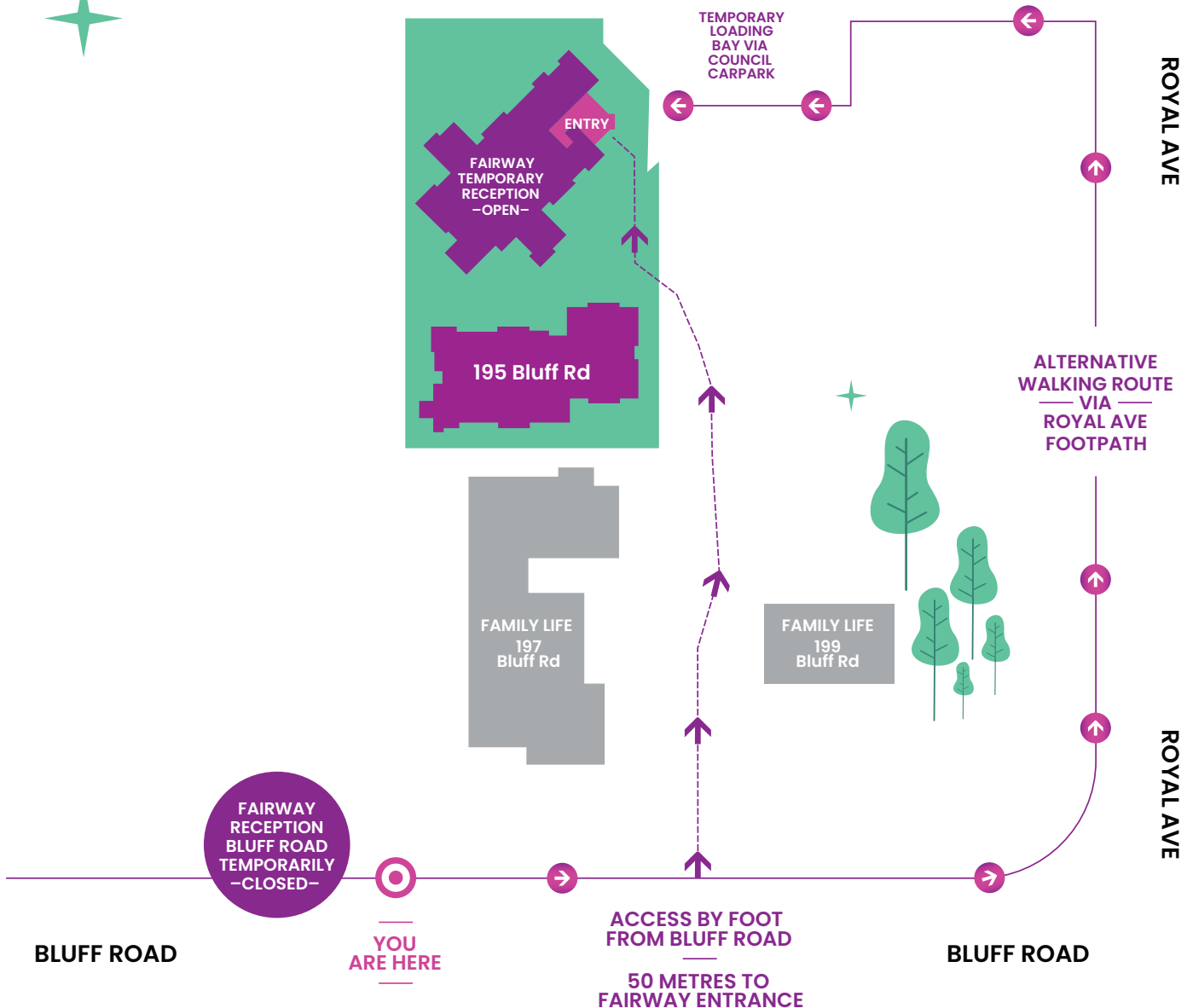


# We're building an even better Fairway





# WAYFINDING MAP



## Parking and Access Guidelines for Fairway Staff and Visitors

- **Staff, representatives, and doctors** are to park at 206–208 Bluff Road, Sandringham, which is directly opposite Fairway. If the parking is full, the alternative parking is off-street.
- **Our delivery and collection zone** (just outside the waste collection area) can only accommodate one vehicle at a time. Fairway requests that no other vehicle lines up, as such may obstruct access to the Council car park.
- **Service contractors** are expected to use a parking space other than the designated delivery and collection zone (e.g. street parking).
- **Note that no parking is permitted in the Council car park** (other than in the Fairway Licenced Area car parks) between the hours of 8:30 am and 5 pm Monday to Friday. Parking in the council car park can only occur outside the permit zone hours as displayed on the signages in the car park.
- While there is a **quick drop-off parking spot** outside the temporary reception area through the Bayside City Council car park, the intention is to use it for no more than 10 minutes.





## 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;
- Scan the QR code above to raise your feedback; or
- Send an email to: [qem@fairwayagedcare.org.au](mailto:qem@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](mailto: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.





# UPCOMING MEETINGS

You are encouraged to attend the upcoming meetings:

Meeting	Date and Time	Location
Resident-representative Meeting	23 September 2024 (Monday) 1.30pm	Activities Room
Staff Meeting	24 September 2024 (Tuesday) 1.30pm	Activities Room



# SAFETY MANNERS

## Answers to Safety Smarts Crossword!

Crossword grid with answers:

- 1. KNIGHT
- 2. CHAIR
- 3. REPORT
- 4. TIPS
- 5. EQUIPMENT
- 6. HAZARD
- 7. IMMEDIATELY
- 8. VORN
- 9. WELFARE
- 10. EMPLOYEE
- 11. RYON
- 12. EMERGENCY
- 13. INCIDENT





# 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



**CATHY GLUYAS**  
CONSUMER REPRESENTATIVE



**RAY WHITER**  
CONSUMER



**FAY MATTHEWS**  
CONSUMER







# NEW RESIDENT POSTCARDS

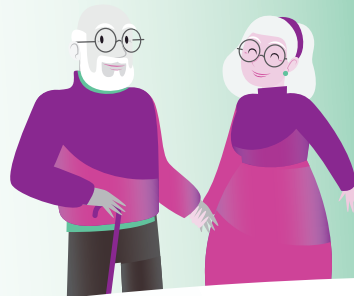


Do you know someone looking for a caring, vibrant community to call home? We have special postcards showcasing the heart of Fairway. We welcome you to pick up a postcard and share with friends, family, or someone you know who might be considering a move to a supportive senior living environment.

This postcard offers a glimpse into our vibrant community of care here at Fairway. It highlights our personalised care, delicious meals, engaging activities, and beautiful surroundings here in Bayside – all designed to enhance quality of life. By passing this along, you could help someone discover their perfect new home. ❤️



“Join us and discover a warm and vibrant community of care!”



**fairway**  
Bayside Aged Care

We listen.  
We respect.  
We care.

### Join us at Fairway...

...our **vibrant community of care** where kindness is a universal language. Our compassionate staff offer personalised care in comfortable living spaces designed for your comfort. **Fresh, delicious meals are prepared onsite** and served in our inviting dining areas. We offer engaging activities, such as musical performances, art classes, chauffeur-ridden cycling and the wonder of stories through ‘armchair’ travel – we foster friendships and enrich lives by promoting an active lifestyle. Relax in our **beautifully landscaped courtyards**, perfect for enjoying nature and fresh air. Experience a safe, **supportive environment that feels like home**, enhancing your quality of life every day!

📞 9599 4199

[fairwayagedcare.org.au](http://fairwayagedcare.org.au)

[administration@fairwayagedcare.org.au](mailto:administration@fairwayagedcare.org.au)

📍 Find us on Facebook!





# 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 Coordinator (Part-Time)**

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

**Personal Care Attendant (Permanent Part-Time or Casual)**

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

**Lifestyle Assistant (Part-Time and Casual shifts including weekends)**

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

**Registered Nurse (Permanent Part-Time or Casual)**

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

**Casual Payroll and HR Coordinator**

<https://fairwayagedcare.org.au/casual-payroll-and-hr-coordinator/>

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](mailto:ceo@fairwayagedcare.org.au)

Yulia Paley | Director of Care  
[doc@fairwayagedcare.org.au](mailto:doc@fairwayagedcare.org.au)

Zak Naser | Finance Assistant  
[accounts@fairwayagedcare.org.au](mailto:accounts@fairwayagedcare.org.au)

Sheila Bautista | Clinical Care Coordinator  
[ccc@fairwayagedcare.org.au](mailto:ccc@fairwayagedcare.org.au) (houses 1-3)  
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**fairway**  
Bayside Aged Care

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



Australian Government  
Aged Care Quality and Safety Commission

Engage  
Empower  
Safeguard

## Fairway Bayside Aged Care 3218

Quality assessors from the Aged Care Quality and Safety Commission (Commission) will be visiting to check the quality of care and services at Fairway Bayside Aged Care

This assessment is called a site audit. The audit will be unannounced, so the service will not be aware of which day or week the audit will be conducted.

When quality assessors visit the home, you, or someone who represents you, will be given the opportunity to talk to an assessor about the quality of your care and services. You can also provide information **prior** to the audit or you can call the Commission on **1800 951 822 (press option 2)** or complete an online survey with the Commission.

The survey asks about your experience of quality and safety at your aged care service. You can access this survey at the following address.

<https://www.agedcarequality.gov.au/consumer-feedback> or use this QR code.



**To open the survey, use the code 3218**

You may also write to us at Aged Care Quality and Safety Commission, GPO Box 9819 In your Capital City.

The Commission respects the privacy of your information and will not provide us with the details that you have discussed with them, unless you agree to this, or where they are very concerned about your care.

Your personal information and comments will be used by quality assessors when conducting the site audit, and also when they prepare their report about the quality of care and services provided here.

**1800 951 822**  
[agedcarequality.gov.au](https://www.agedcarequality.gov.au)

Notice to consumers – Site Audit  
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For information on the Commission's privacy policy and practices, please refer to the Commission's website [agedcarequality.gov.au](https://agedcarequality.gov.au) or contact the Commission on **1800 951 822**.

For interpreter assistance, please call Translating and Interpreting Service (TIS) on **131 450** and ask for Aged Care Quality and Safety Commission.

Yours sincerely

Aged Care Quality and Safety Commission