

# THE BAYSIDER!

SEPTEMBER 2024

We listen.  
We respect.  
We care.



## MESSAGE FROM OUR CEO

Dear Fairway community,

It is beautiful to see that our days are now longer as we bid farewell to winter and start the spring season. Keeping my fingers crossed that there's not a lot of pollen in the air to help all of us enjoy the season while being healthy.

To start with the best news, the aged care industry welcomes the bipartisan agreement on the **new Aged Care Act**. The specific government response to the aged care task-force is also in this newsletter for your further reading, which can be found starting page 21, Appendix A. While it is not yet a law, the parliamentary process will follow. The Aged & Community Care Providers Association (ACCPA), an aged care peak body, indicated on page 2.

## IN THIS EDITION

Message from the CEO	1
Lifestyle Update	4
Upcoming Dates	6
Resident Profile	7
Volunteer Profile	8
Aged Care Standards in Focus	9
Antibiotics (Antimicrobials) Info	10-11
Safety Manners	12
Comic Corner	13
Expansion Project Update	14
Map, Parking & Guidelines	15
Feedback	16
External Support	16
New Personal Items	16
Care Plans	16
Upcoming Meetings	17
CAB & QCAB	18
New Resident Postcards	19
Working and Volunteering at Fairway	20
Contact Us	20
Appendix A: Govt Response to Aged Care Taskforce	21-26

CONTINUED ON P2...

# CEO MESSAGE

CONTINUED



AT FAIRWAY, WE REINFORCE THE POWER OF HUMAN CONNECTION AND SOCIAL INTERACTION

Key measures of a \$5.6 billion reform package (noted to be the largest investment in aged care in 30 years) include:

- a \$4.3 billion investment in Support at Home, to come into effect on 1 July 2025,
- a 'no worse off' principle to provide 'certainty to people already in aged care' that they 'won't make a greater contribution to their care',
- that the 'treatment of the family home won't change',
- new laws to 'protect older Australians in aged care'.

It is important to note that the above represents government spend and does not include additional funding through consumer contributions. The details of this additional funding will be confirmed over the coming weeks and months, as further information comes to light.

I am pleased to give you several exciting updates happening at Fairway. To start with, our **expansion project** is going well – with the 2 new bedrooms in house 5 expected to be handed over to us on 23 October. Prior to that, some time in early October, skylights will be installed in the dining area to allow more natural lighting to enter the space. As for the ground floor, part of the

dining room (near house 4) will be temporarily offline as Buxton needs to make preparations for structural connections at level 1. This is to create the walkway link between the existing house 5 lift lobby and the new bedrooms in house 6. And of course, the basement parking is now becoming more structurally evident, and it is amazing to see how massive the space is to accommodate parking for our visitors, to have some additional storage space, and to have a bigger laundry space.

Having talked about **house 5**, we have been working closely with our staff and some representatives in reviewing our environment. In the coming weeks, we will be installing a brand-new TV at the end lounge room to improve the variety of entertainment our residents will have access to. The balcony furniture have been moved to one side to enable our residents and their loved ones to enjoy more natural sunlight, as we intentionally open the louvres with our better weather. The **Tovertafel** has also been received, and it will be installed in the dining room.

In our resident-representative meetings, we continue to discuss our intention to better our **dining experience**. Our Chef Carl D'Angelo and I are excited to let you know that we have ordered new items for you to enjoy. These include new and improved crockery, cutlery, place-mats, name holders, wine glasses, and napkin. Our catering department is also working in the background to progress the use of our newly purchased software called Simple Food, and we can expect its implementation some time end of October to early November.

From our care team, this is a kind reminder to any resident (or their representative) who may wish to join our **mental health program** and regularly see our on-site psychologist may reach out to our Clinical Care Coordinator Sheila Bautista. Better Health Network continues to provide emotional support to our residents, which is proving to be beneficial to the participants.

CONTINUED ON P3...

# CEO MESSAGE

CONTINUED



**QUALITY OF CARE PAVES THE WAY FOR QUALITY OF LIFE AT FAIRWAY!**

As well, there are a few webinars being hosted by **Palliative Care Victoria** in October as part of their Seniors Month celebration – the sessions are free and will tackle topics on palliative care, advance care planning, and end-of-life care. For those who are interested, they occur from 2 pm – 3 pm on all Fridays of the month. Those who wish to attend can register by using this link: [Palliative Care Victoria – Palliative Care Victoria celebrates Seniors Month \(pallcarevic.asn.au\)](https://pallcarevic.asn.au); otherwise, Sheila can help register on your behalf or facilitate your attendance. Their specific schedule and relevant topics are on the next page:

- 4 October: General Introduction to Palliative Care*
- 11 October: Palliative Care in Rural and Regional Victoria*
- 18 October: Palliative Care in Aged Care Services*
- 25 October: Palliative Care in Multicultural Communities*

Fairway has also finalised its agreement with **Axcess Pharmacy and BestMed** (medication software). We aim to commence implementation from Monday, 21 October. Our care team will start disseminating the relevant consent forms week starting Monday, 23 September, to get the process started.

There are also positive updates relating to our key personnel appointments. **Melissa Palmer, our new Lifestyle Coordinator**, will be commencing from Monday, 30 September. Melissa grew up in Sandringham and has remained as a baysider.

Her previous role as a Lifestyle Coordinator at another reputable aged care organisation exposed her to having practical experience in partnering with residents and championing their interests. **Amanpreet ‘Aman’ Singh, our new Business Manager**, will start at Fairway from Monday, 7 October. Aman comes from a stand-alone aged care organisation overseeing IT, cleaning, laundry, catering, and maintenance. Such will be his same remit when he starts. Prior to being in aged care, Aman worked as a chef in hotels and airlines.

And lastly, I would like to invite you to express your interest to join our **Consumer Advisory Body (CAB) and Quality Care Advisory Body (QCAB)**. This initiative commenced last year, and the membership is renewed every year. It is a great opportunity for residents, representatives, and staff to partner, brainstorm, and share ideas on maintaining identified strengths and improving on certain opportunities. The Board is committed to reviewing and responding to the suggestions put forward. More information on the advisory bodies and expressions of interest will be coming out first week of October. In the meantime, I would like to acknowledge and thank our members for actively contributing in the last 12 months.

If there is anything I can be of help with, please feel free to see me or send me an email [ceo@fairwayagedcare.org.au](mailto:ceo@fairwayagedcare.org.au). Thank you for being a part of our *vibrant community of care*.

At your service,  
Charles Crisostomo





## LIFESTYLE UPDATE

Hello residents, family and friends,

The nicer September weather saw the reintroduction of Cycling Without Age (CWA) and local bus outings. Its's (almost) safe to pack away the winter woollies and get out our sun hats!

We've welcomed a new team member, Natali, to the Lifestyle team. Hopefully, you have met her but if not, she looks forward to seeing you soon. Natali has an extensive background in Aged Care and takes a keen interest in health and wellbeing. Natali will lead some 'armchair yoga dancing' and a 'mind & body connection' session in October so keep an eye out for that. The lovely Sally will return from leave in early October - we'll pencil her in for Armchair Travel so she can share her amazing travel stories and photos with us!

### BBQ

Last week we hosted an outdoor BBQ, and what a fantastic day it was! With the sun trying to shine through and laughter in the air, residents came together in the courtyard and enjoyed delicious food, a glass of bubbles and great company with family members and fellow residents.

### Drumming

Led by the skilled Kyling from BHN, residents recently took part in 'The Aged Care Drumming Program'. They learned basic drumming techniques and explored various rhythms in a very supportive environment. The drumming sessions were tailored for all skill levels, making them accessible and enjoyable for everyone. The six-week program was capped off with a group performance by residents, which was a beautiful way to showcase their newly acquired skills and the end the program on a high!

### Armchair travel to Italy

Italy is a food lover's paradise. Traveling to Italy was (sadly) not possible for us this month so our talented Head Chef Carl took us on an exciting adventure to "La Dolce Vita". Carl's family originate from Colle Danchise and he entertained us with stories of his family and shared photos from his recent trip to Italy. We capped off the armchair travel with delicious Italian biscuits and tasty limoncello. Molto bene!



BBQ WEATHER IS HERE!

LYN & JOHN



ENHANCING OUR RESIDENTS' COORDINATION AND BALANCE THROUGH DRUMMING!



JOAN & JOAN



AYUMI, CARL & VICKY



RUTH & FAMILY



JOAN & JOAN



ARMCHAIR TRAVEL TO ITALY



# LIFESTYLE UPDATE

## Animal farm

Who doesn't love a baby goat! Often, animal farms evoke fond memories of childhood and the sights and sounds of clucking chickens and playful goats can bring back cherished moments. We had a hands-on experience with very cute chickens, rabbits, goats, and hamsters (and a very noisy rooster!) in our gorgeous outdoor area on the grass. It was so nice to enjoy time in the sunshine, made better by being able to cuddle and pat delightful baby animals!

## CWA (Cycling Without Age, not Country Women's Association)

Cycling Without Age is a wonderful initiative that brings the joy of cycling to our residents, allowing them to experience the wind in their hair and the thrill of the outdoors in surrounding suburbs! Thank you to our wonderful volunteers who selflessly give us so much time and attention each week to make CWA possible. Resident Joan McLean said that going on the bike is the 'absolute highlight of my week!'

## Bus trip

The wheels on the bus go round and round! The Fairway bus took a spin, with volunteers Bruce and June as the amazing driver and co-pilot, on a visit to Brighton Beach. We stopped off for takeaway coffees at North Point Brighton and enjoyed scenic views and very funny banter. These monthly bus trips create lasting memories and are a fantastic way to break from routine. If anyone wants to go next month, please reach out to the Lifestyle team.

## Entertainers

At Fairway, we believe that laughter, music, and performance can brighten any day. This month, we were thrilled to host a series of talented entertainers who brought joy and excitement to our residents. In the last month, we've have been entertained by Matt Callan, Ron Kingston, Claire McCorkell, and the Beaumaris Secondary College students. Keep an eye out for next months' calendar which is jam packed with entertainment.



MARION & FRIENDS



MARION & FRIENDS



ELAINE & MAURICE



ELAINE & MAURICE



DAVID



BAYSIDE BUS TRIP

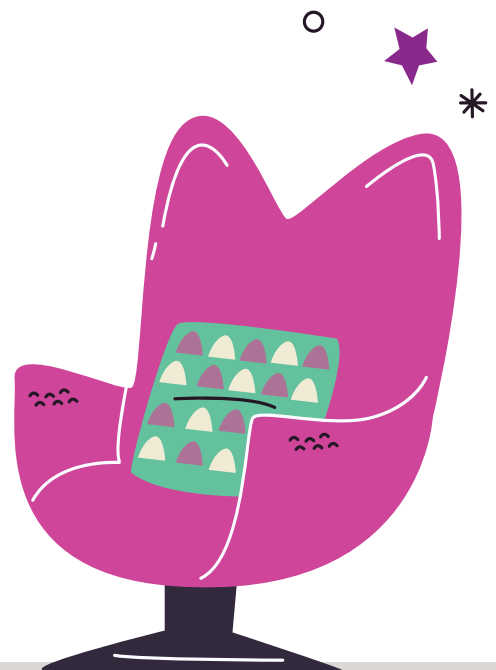


YVONNE & NANETTE





# UPCOMING EVENT DATES



# RESIDENT PROFILE

## JOHN NEWTON

# THE BAYSIDER!

SEPTEMBER, 2024



### Happy 100th – John Newton!

This month, we are interviewing the lovely John Newton. On September 21, John turned 100! John had four separate celebrations for the milestone occasion, enjoying himself immensely with his cherished family and friends. Big cheers to John! John has been living at Fairway for almost a year.

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

I am well looked after. I eat well and get to exercise. All the people I have met have been nice people.

#### What is your favourite day of the week and why?

Tuesday. My friend Val picks me up on Tuesday each week and takes me to MSAC where we watch our badminton friends play. I played badminton for over 70 years but can no longer play due to my balance.

#### What do you think has been the most important invention of your lifetime?

There have been lots of inventions in my lifetime. Important ones were the internal combustion motor, steam engines, phones and TV.

#### What advice would you give to the younger generation?

Don't take notice of your parents. Just joking!

#### What is your favourite book?

My favourite book is 'An Australian Heritage of Verse' by Jim Haynes. It is like my Bible and I read it every day. It has great stories and quotes and each day I pick something out of there that has meaning.

#### What are some of your favourite memories?

I have been lucky; I've had a good life. I have done everything – surf fishing, spear fishing, yachting. I drove Combis and motorcycles and have driven around the full diameter of Australia. I have always loved snorkeling. There were many times I should have been at work but instead was snorkeling at Rickett's Point or down at Cape Schank and Dromana.

#### How do you hope to be remembered?

I have never done anything wrong by anyone, I have always thought of others. So, I hope to be lovingly remembered.



# VOLUNTEER PROFILE

## MAT & DONNA



SPREAD KINDNESS

Mat & Donna are wonderful friends who volunteer at Fairway's café every Wednesday and Friday. We would be lost without Mat & Donna! Not only do they make beautiful coffee, they spend quality time with residents, have a chat and make sure everyone feels welcome and happy.

### How long have you volunteered for at Fairway?

Approximately 12 months.

### What made you want to volunteer here?

We heard they serve good biscuits..

Mat – Mum applied for me

Donna – I go where Mat goes

### What do you most enjoy about volunteering here?

People. Staff and residents alike. It's the best part of our week.

### What's your favourite way to unwind after a busy day?

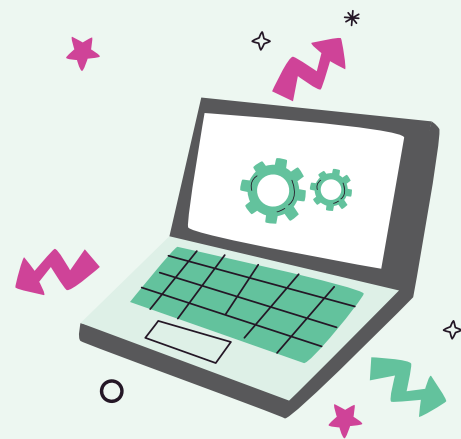
Mat – Xbox!! Or a good movie. Or play guitar. 'Open mic nights' at local venues

Donna – Drawing, reading, family time.

### If you could visit any place in the world, where would it be and why?

Mat – I've always wanted to go to England for the culture and nightlife. I'd go to a premiere league match.

Donna – I haven't been to Turkey. I hear the food is fabulous!!







# AGED CARE STANDARDS IN FOCUS



At Fairway Bayside Aged Care, your health and well-being are our top priorities. As part of our commitment to providing the highest quality care, we want to share important information about **polypharmacy** and how it affects our community.

### What is Polypharmacy?

Polypharmacy means taking multiple medications at the same time, usually nine or more. It's common among older adults, especially those over 75, because of the different health conditions they may have.

### Why Does Polypharmacy Matter?

While medications can help manage health issues, taking too many can cause problems like:

- **Side effects:** More medications increase the risk of side effects such as dizziness or confusion.
- **Medication interactions:** Some medications might not work well together, causing health issues.
- **Falls:** Certain medications may lead to falls, which can increase risks.
- **Memory problems:** Too many medications may affect concentration and memory.

### How Can We Partner on Managing Polypharmacy?

- **Regular Medication Reviews:** It's important to have your medications checked by your doctor or pharmacist. This helps ensure you're only taking what's necessary.
- **Know Your Medications:** Understanding why you're taking each medication can help you notice any unwanted effects and speak up if something feels off.
- **Communicate Changes:** If you experience side effects or health changes, tell your doctor or care staff. They can adjust your treatment if needed. Our team will also do this and advocate on your behalf.

### Key Tips for Safe Medication Use

1. Keep a list of all your medications.
2. You can ask your doctor to explain why you're taking each medication.
3. Feel free to check before taking new medications or supplements.





## 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.**

**AUSTRALIAN  
COMMISSION  
ON SAFETY AND  
QUALITY IN  
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**

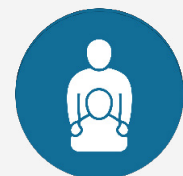
**Healthy habits can protect you from infections and help stop antimicrobial-resistant germs from spreading to and from others.**

- ✓ 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.

## The Essential Guide to Safe Manual Handling in Aged Care

Aged care workers are the unsung heroes in the lives of elderly clients. From supporting daily activities and assisting with mobility, their role is vital. But providing ageing support isn't just about meeting basic needs—it's about ensuring the safety and well-being of the aged care worker and the residents, especially when it comes to manual handling.

Manual handling involves using physical force to move, transport, or support residents who may struggle with mobility due to age-related conditions. It's a core part of the job, and doing it correctly is essential for everyone's safety. The good news? With the right training and careful planning, everyone can minimise risks and provide top-notch care.

### What Manual Handling Really Looks Like

- Helping residents walk or move, sometimes with the help of walkers or canes.
- Lifting residents from one position to another, such as from a bed to a chair.
- Assisting with standing up or sitting down.
- Safely transporting residents to appointments using wheelchairs.
- Adjusting beds or chairs to relieve pressure and enhance comfort.
- Assisting with personal hygiene needs, like bathing and grooming.
- Helping residents dress or use the bathroom.
- De-cluttering spaces to ensure a safe environment.
- Carrying meals, lifting objects, and washing clothes.
- Assisting residents in and out of vehicles.
- Providing physical support during emergencies.

### Understanding the Risks:

#### For Residents:

- Physical injuries like cuts, bruises, strains, or even fractures from improper handling.
- Added health complications from physical stress.
- Mental strain caused by poor handling practices.

#### For Staff:

- Physical injuries, including muscle strains, or back pain from lifting incorrectly.
- Mental and physical exhaustion due to repetitive tasks.
- Repetitive strain injuries from poor techniques.

#### Here's How You Can Stay Safe:

1. **Lift with Care:** Keep your feet planted, bend your knees, and avoid lifting with a rounded back.
2. **Take It Slow:** Rushing through tasks increases your risk of injury. Slow and steady.
3. **Use Proper Equipment:** Whether it's a hoist, slide sheet, or transfer belt, make the most of the tools at your disposal.
4. **Communicate with Colleagues:** Don't hesitate to ask for help. Teamwork is crucial in preventing injuries.

#### The Five Principles of Safe Manual Handling

1. **Education and Training:** Ongoing learning is key.
2. **Proper Equipment:** Use the right tools to make your job easier and safer.
3. **Risk Assessments:** Always evaluate the risks before starting any manual handling task.
4. **Teamwork:** Work with your colleagues to distribute the load and ensure everyone's safety.
5. **Continuous Improvement:** Reflect on your practices, listen to feedback, and always look for ways to improve.

#### Susan Manners

HR and Payroll Coordinator  
/ OH&S Committee Chair





**A 75 year old walks into a bar with a parrot on his shoulder. The barman asks: "hey, where did you get him?"**

**The parrot answers: "at a nursing home, they're all over the place there!"**

**What's brown and sticky?**

**A stick.**

**A man walks into the library and says "two cod and chips please". The librarian quietly replies "Sir, this is a library"**

**"Oh sorry! (whispers) two cod and chips please"**

**You hear about the new corduroy pillowslip?**

**It's making headlines everywhere.**

**Bear walks into a bar and says to the bartender. "One whiskey and .....one coke.**

**"Why the big pause?" asks the bartender.**

**"I don't know, I was born with them," said the bear.**

**The inventor of the Hokey Pokey died recently. Everything was fine until they tried placing the body in the casket.**

**It all started when they put his left foot in.**

**Knock knock  
Who's there?  
Atch.  
Atch who?**

**God bless you.**

**Why won't a bike stand up by it's self?**

**It's just two tired.**



# EXPANSION PROJECT



THE BAYSIDER!

SEPTEMBER, 2024

## KEY UPDATES

### October 2024:

- Installation of house 5 skylights
- Completion of two new house 5 bedrooms
- Relocation of ground floor dining room (near house 4) to the Activities Room
- 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/>

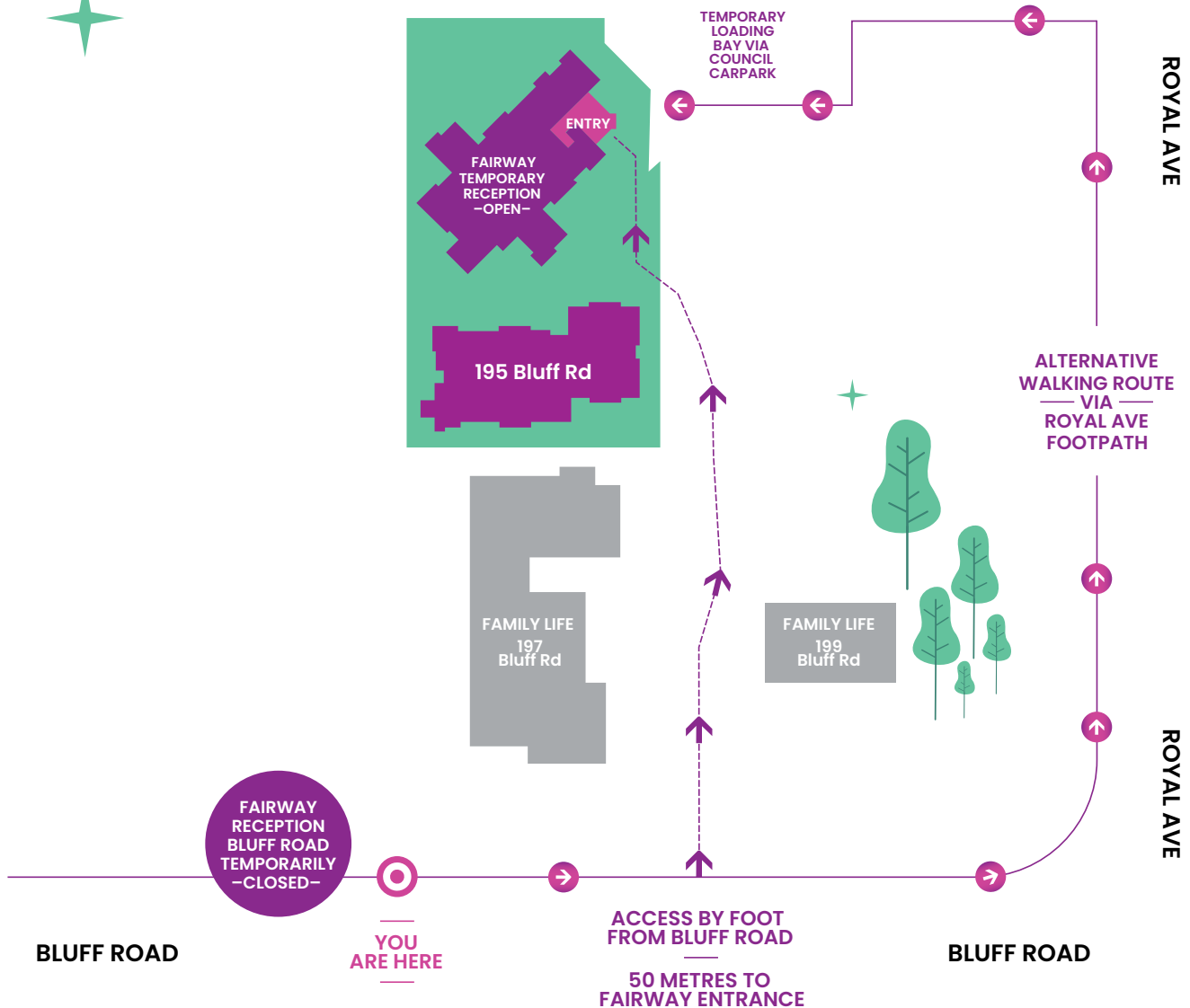


## We're building an even better Fairway





# 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
Occupational Health and Safety (OHS) Meeting	7 October 2024 (Monday) 1.00pm	Activities Room
Medication Advisory Committee (MAC) Meeting	9 October 2024 (Wednesday) 1.00pm	Activities Room





# 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

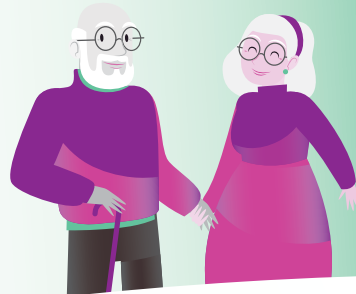


Do you know someone looking for a caring, vibrant community to call home? We have special postcards showcasing the heart of Fairway. We welcome you to pick up a postcard and share with friends, family, or someone you know who might be considering a move to a supportive senior living environment.

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!”



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



**THE BAYSIDER!**

SEPTEMBER, 2024

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:

## Casual and Permanent Registered Nurses and Care Staff (PCAs)

<https://fairwayagedcare.org.au/casual-and-permanent-registered-nurses-and-care-staff-pcas/>

## Casual Maintenance Officer – Aged Care

<https://fairwayagedcare.org.au/casual-maintenance-officer-aged-care/>

## Cleaning and Laundry Assistants

<https://fairwayagedcare.org.au/cleaning-and-laundry-assistants/>

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)

Amanpreet Singh | Business Manager  
[bm@fairwayagedcare.org.au](mailto:bm@fairwayagedcare.org.au)

Melissa Palmer | Lifestyle Coordinator  
[lifestyle@fairwayagedcare.org.au](mailto:lifestyle@fairwayagedcare.org.au)

Maxine Angwin | 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)  
and [ccc2@fairwayagedcare.org.au](mailto:ccc2@fairwayagedcare.org.au) (houses 4-5)

Aparna Pal and Kate Kirby | Administration Officers  
[administration@fairwayagedcare.org.au](mailto:administration@fairwayagedcare.org.au)



**fairway**

Bayside Aged Care

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



# Government Response to the Aged Care Taskforce

Recommendation	Government Response
<p><b>Recommendation 1:</b> Underpin the Support at Home Program with inclusion and exclusion principles and clearly defined service lists.</p>	<p>The new Support at Home Program will include detailed service lists, underpinned by inclusion and exclusion principles to ensure program clarity, consistency and integrity.</p> <p>The service lists will differentiate services into clinical care, independence or everyday living.</p>
<p><b>Recommendation 2:</b> Continue the significant role for government funding of aged care services. A specific tax or levy to fund aged care is not recommended.</p>	<p>The Government will remain the majority funder of aged care services. The Government has ruled out a specific tax or levy to fund aged care.</p>
<p><b>Recommendation 3:</b> It is appropriate older people make a fair co-contribution to the cost of their aged care based on their means.</p>	<p>Contributions from older people will go towards things people have typically paid for, or done themselves, their whole life, like everyday living expenses and services to maintain independence. This will ensure a high quality aged care system into the future.</p> <p>In residential care, the Hotelling Supplement will be means tested, and a new means tested Non-Clinical Care Contribution (NCCC) will be introduced. The current Means Tested Care Fee will be abolished.</p> <p>In Support at Home, there will be contributions for services relating to independence and everyday living. Clinical care will be fully funded by the Government across both systems.</p> <p>There will be a 4 year cap on contributions to the NCCC. There will also be a \$130,000 lifetime cap on contributions to the NCCC. Contributions to Support at Home will count towards the \$130,000 lifetime cap.</p>
<p><b>Recommendation 4:</b> Ensure a strong safety net for low means participants to meet aged care costs.</p>	<p>Where contributions are required from older people, they will be based on the person's income and assets.</p>

Recommendation	Government Response
	<p>In residential care, low means residents will continue to pay only the Basic Daily Fee and will not face an increase in their aged care costs.</p> <p>In Support at Home, people will only contribute to the costs of services they receive and need.</p> <p>Existing hardship provisions in residential care will continue, and there will be a hardship process for Support at Home.</p> <p>A <i>no worse off</i> principle will provide certainty to people already in aged care and they won't make a greater contribution to their care.</p>
<p><b>Recommendation 5:</b> Make aged care fees fairer, simpler and more transparent so people can understand the costs they will incur if they access aged care.</p>	<p>In residential care, the reforms will make the purpose of contributions transparent. Provider set fees will be simpler and have stronger protections for residents.</p> <p>The contribution arrangements for Support at Home will be based on the Age Pension means test, which considers income and assets.</p> <p>Commonwealth Seniors Health Card holders will also have a means tested contribution that is lower than what other self-funded retirees pay.</p>
<p><b>Recommendation 6:</b> Establish appropriate arrangements to allow older people and providers to smoothly transition to any new arrangements, including grandfathering arrangements for those already in residential aged care and phasing in for home care.</p>	<p>A <i>no worse off</i> principle will provide certainty to people already in aged care and they won't make a greater contribution to their care.</p> <p>Everyone in residential aged care on 30 June 2025 will have their current contribution arrangements maintained until they leave care. They will also be exempt from changes to accommodation payments.</p> <p>People who, on 12 September 2024, were either receiving a Home Care Package (a package), on the National Priority System, or assessed as eligible for a package will make the same contributions, or lower, than they would have had under Home Care arrangements.</p> <p>When these participants move to residential care, they will stay on the existing contribution arrangements unless they opt to move to the new program. Changes to accommodation payments in residential care would still apply to these participants, since accommodation payments are an agreement negotiated between the resident and their provider.</p>

## Government Response to Aged Care Workforce

Recommendation	Government Response
<p><b>Recommendation 7:</b> Establish a fee-for-service model for Support at Home that ensures participants only pay a co-contribution for services received.</p>	<p>The contribution arrangements in Support at Home will be easier for participants to understand as they will only pay for services that they actually receive.</p>
<p><b>Recommendation 8:</b> Introduce Support at Home participant co-contributions that vary based on the type of service accessed.</p>	<p>There will be different contribution rates for supports for independence and everyday living. Clinical care supports will be fully funded by the Government.</p> <p>The Support at Home program will include detailed service lists that outline the supports that are included in clinical care, independence and everyday living.</p>
<p><b>Recommendation 9:</b> Continue to focus government funding in residential aged care on care costs, with a significant role for resident co-contributions in non-care- components.</p>	<p>The current Means Tested Care Fee, which applies to all care costs, will be abolished. The Hotelling Supplement will be means tested and a new means tested Non-Clinical Care Contribution will be introduced.</p> <p>The Government will fully fund clinical care services in both residential aged care and the Support at Home program.</p>
<p><b>Recommendation 10:</b> Funding for daily living needs to cover the full cost of providing these services. It is recommended this be composed of the Basic Daily Fee and a supplement.</p>	<p>The Independent Health and Aged Care Pricing Authority (IHACPA) will provide advice on the Hotelling Supplement in line with its responsibilities to provide independent advice on residential aged care costs and prices.</p>
<p><b>Recommendation 11:</b> Enable residents and their representative and providers to negotiate better or more daily living services for a higher fee, subject to at least:</p> <ul style="list-style-type: none"> <li>• publishing prices and services</li> <li>• only allowing agreement to higher fees for agreed services to be made after a participant has entered care</li> <li>• a cooling off period and regular review opportunities to ensure the resident still</li> </ul>	<p>The current complex Additional Service Fees and Extra Service Fees will be replaced with a new Higher Everyday Living Fee. This will enable residents to purchase additional daily living services, while providing consumer protections that ensure these fees are only applied for additional services and only taken up by those who genuinely want and can make use of these services.</p> <p>Residents will only be able to agree to pay a Higher Everyday Living Fee after they have entered care, and will have a cooling off period and regular review opportunities.</p>

## Government Response to Aged Care Workforce

Recommendation	Government Response
wants the services and can still use them.	
<p><b>Recommendation 12:</b> Following an independent review in 2030, transition the sector by 2035 to no longer accept Refundable Accommodation Deposits (RADs) as a form of payment for aged care accommodation and move to a rental only model, provided that the independent review finds there is improved financial sustainability, diversified and adequate sources of capital to meet future demand and residential aged care is affordable for consumers.</p>	<p>The Government will take progressive steps to ensure providers reduce their reliance on RADs and consider phasing out RADs, subject to an independent legislated review by 2030, to confirm the sector's financial state and access to capital.</p>
<p><b>Recommendation 13:</b> Require providers to retain a portion of the RAD in the near-term to make an immediate improvement to sector financial sustainability. Base the amount on length of stay, with a cap on the number of years a RAD is subject to retention to protect residents who stay for a long time.</p>	<p>Providers will be required to charge retention amounts of 2% per annum up to a limit of 5 years.</p> <p>The Government will continue to support a range of investments and changes to ensure residential aged care providers have the funds they need to invest in residents' comfort, keeping facilities open, and building new facilities in areas of need.</p>
<p><b>Recommendation 14:</b> Review the Accommodation Supplement, including improving incentives to meet the accommodation design principles.</p>	<p>The Government will commission an independent Accommodation Pricing Review, including a review of the Accommodation Supplement. The review will include consideration of the current rates of accommodation supplement, incentives for providers to develop and maintain good quality accommodation and incentives to accept low means participants.</p>
<p><b>Recommendation 15:</b> In addition to the other accommodation recommendations, develop a package of measures to improve accommodation funding, equity between residents and transparency in the near-term. This will help place accommodation income on a long-term- sustainable</p>	<p>The maximum room price providers can charge (without prior regulatory approval) for new residents will increase to \$750,000 from 1 January 2025, and from 1 July 2025, Daily Accommodation Payments (DAPs) will be indexed twice-yearly so their value does not decline in real terms.</p> <p>The Accommodation Pricing Review will give further consideration to making the DAP the default way of pricing accommodation and the relationship between RADs and DAPs.</p>

## Government Response to Aged Care Workforce



Recommendation	Government Response
footing and position the sector for the ultimate phase out of RADs.	
<b>Recommendation 16:</b> Establish appropriate safeguards and incentives to protect access to residential care for supported residents.	The Accommodation Pricing Review will consider safeguards and incentives to ensure providers offer high quality aged care to those without the means to contribute to the cost of their accommodation and non-clinical care.
<b>Recommendation 17:</b> Consider the appropriateness of the current remoteness classification system.	The Government will undertake a review of appropriateness of the current remoteness classification system.
<b>Recommendation 18:</b> Continue block funding in thin markets where appropriate and necessary. Consider any other supports necessary to ensure access to care in under serviced markets.	<p>The Support at Home program will include grants to help ensure that services are available in areas where costs are higher like rural and regional Australia as well as for services that have higher costs because they specialise in supporting people with particular needs, such as those at risk of homelessness.</p> <p>Additional funding supports for mainstream residential care providers will also continue to be made available under the Australian National Aged Care Classification (AN-ACC) funding model.</p>
<p><b>Recommendation 19:</b> Consider ways to encourage providers to develop and scale innovative care models, invest in technology and conduct research into best practices, including through:</p> <ul style="list-style-type: none"> <li>the recommendations outlined in this report to improve the viability of the aged care sector</li> <li>tasking the Aged Care Quality and Safety Commission with supporting innovation by identifying innovative practices and promoting these across the sector.</li> </ul>	<p>The Government will continue support for Aged Care Research and Industry Innovation Australia, and will establish a Data and Digital Support panel to support providers to invest in technology.</p> <p>The Government will support the Aged Care Quality and Safety Commission to recognise providers engaging in innovative practices.</p>
<b>Recommendation 20:</b> Raise awareness of existing financial products that enable older people to utilise their wealth in retirement	The Government will explore options on ways to enable people to better utilise their wealth in retirement.

## Government Response to Aged Care Workforce

Recommendation	Government Response
and provide confidence they can afford future aged care costs.	
<p><b>Recommendation 21:</b> Task the Behavioural Economics Team of the Australian Government (BETA) to provide advice on how to encourage people to consider their future aged care needs at an appropriate stage of life.</p>	The Government notes this recommendation.
<p><b>Recommendation 22:</b> Review and streamline financial reporting to government where possible to ensure reporting is genuinely enhancing transparency.</p>	The Government will undertake a review of financial reporting.
<p><b>Recommendation 23:</b> Improve communications between the IHACPA and providers and participants regarding its pricing advice and decisions, and task IHACPA with:</p> <ul style="list-style-type: none"> <li>• a review of its pricing in rural and remote areas</li> <li>• costing of the supplement for everyday living.</li> </ul>	The IHACPA will provide advice on pricing in rural and remote areas and the Hotelling Supplement in line with its responsibilities to provide independent advice on residential aged care costs and prices.

## Government Response to Aged Care Workforce