



WEEROONA AGED CARE RESIDENCE NEWSLETTER



Nikhil – Director of Nursing

As we move into the second half of the year, I'd like to take a moment to reflect on the past couple of months and look ahead to what's on the horizon for our sector.

In July, the Federal Government announced that the commencement of the new Aged Care Act and the strengthened Quality Standards has been postponed to 1 November 2025.

This extension gives providers and care teams more time to prepare for the changes, ensuring we can meet the updated requirements with confidence while maintaining our commitment to person-centred, high-quality care. Rest assured, our team is already reviewing the upcoming changes to ensure that Weeroona continues to lead with best practice and exceed expectations in every aspect of resident care.

June and July have been busy, rewarding months here at Weeroona. We've enjoyed a variety of engaging activities, celebrated special days together, and continued to strengthen the sense of community that makes our home so special. None of this would be possible without the dedication of our staff, the support of families, and, most importantly, the participation and spirit of our residents.

Thank you all for your ongoing trust and involvement as we continue this journey together.

INSIDE THIS ISSUE

- Letter from the DON
- Months in review from Lifestyle Coordinator
- June and July highlights
- What's coming up?
- Notice board
- Important information
- Feedback forms

Strengthened Aged Care Quality Standards

Expectations for older people



Welcome



Elizabeth Starr
Laurence Chislett

Both the Director of Nursing and Deputy Director of Nursing act as the resident liaison to assist residents and their families in the admission process. We hope you will be happy and comfortable at Weeroona and we look forward to getting to know you better.

What a heart-warming winter at Weeroona — full of creativity, connection and plenty of good laughs.

Months in Review

June Highlights

•Mon 9 Jun — Right Royal Tea (King's Birthday)

Elegant tables, fine china and classic sing-along tunes set a lovely tone. Residents shared memories of royal milestones while enjoying scones, jam and cream. A gentle, feel-good afternoon that brought families and friends together.

•Fri 13 Jun — Spooky but Sweet Happy Hour

A playful Friday-the-13th twist with light-hearted “spooky” décor and plenty of sweet treats. Lots of laughs, themed trivia and song requests made it a fun way to shake off the winter chill.

•Tue 17 Jun — Visit from Hephner the Alpaca

Hephner was the calmest celebrity in the room! Residents enjoyed soft pats, photos and quiet moments; his gentle nature sparked conversation and smiles all afternoon.

•Wed 18 Jun — Bus Trip to Canowindra Bowling Club

A relaxed social outing with a scenic drive, friendly hospitality and time to catch up over refreshments. Thank you to the staff and Cowra Bus Service who supported mobility and made the trip comfortable and safe for everyone.

•Fri 20 Jun — Australia's Biggest Morning Tea

Our kitchen team prepared a beautiful spread and our physio led a lively armchair-exercise session—movement, music and plenty of community spirit. Thank you to everyone who supported the Cancer Council through donations and our staff raffle.

July Highlights

•Fri 11 Jul — Combined Indigenous Art with Damien Benson

A reflective, hands-on session exploring culture, colour and symbolism. Residents created thoughtful pieces to display, and the conversation around stories and meaning made this a quietly powerful afternoon.

•**Tue 15 Jul — Antz Pantz Café & Nursery (Young) — ****Cancelled**

This outing was cancelled due to unforeseen circumstances. Thank you for your understanding—we're working on a new date so we don't miss out on the plants and a good cuppa.

•Fri 18 Jul — Hippie Happy Hour: Peace, Love & Mocktails

Flower-power vibes, tie-dye touches and some very popular alcohol-free cocktails. Sing-along favourites from the '60s and '70s had toes tapping and plenty of reminiscing about youthful adventures.

Everyday moments that mattered

Between the big events, the little things shone: craft tables buzzing with ideas, friendly trivia rivalries, quiet one-to-one visits and cosy reading corners. A huge thank-you to our care, kitchen, cleaning, laundry, maintenance and admin teams — your partnership with Lifestyle keeps activities running seven days a week.

Coming Up: August & September

August

•Thu 7 Aug: Aged Care Employee Day.

•Fri 8 Aug: Jeans for Genes Day — wear denim and bring a gold coin donation.

•Tue 19 Aug: Lunch at Club Cowra, Cowra.

•Fri 29 Aug: Troppo Bob — *Magic's Laughter from a Magic Box* show.

September

•Fri 5 Sep: Residents & Relatives Father's Day Afternoon Tea.

•Fri 19 Sep: Staff as Seniors Happy Hour.

•Tue 23 Sep: Lunch at the Cowra Japanese Gardens.

Nikkara

Mon 9 Jun — Right Royal Tea

On **Monday 9 June**, Weeroona rolled out the (imaginary) red carpet for a *Right Royal Afternoon Tea* fit for kings and queens. The dining room was set with elegant touches, classic tunes and plenty of good cheer as residents and staff gathered to celebrate the **King's Birthday**.

Our catering team served a beautiful spread of sweet and savoury delights alongside perfectly poured cups of tea and coffee – just the thing for a winter afternoon. Laughter and lively conversation filled the room as everyone raised a toast to His Majesty.

A few favourite moments:

- Residents enjoyed their moment on the throne, complete with royal crowns and photo keepsakes.
- Staff embraced the spirit in fascinators, pearls and crowns, adding sparkle and fun to the day.
- Smiles were everywhere, with plenty of stories shared about royal milestones and fond memories.

Thank you to our wonderful team for dressing up, pouring tea and making the occasion so memorable. Our residents absolutely loved being royalty for the day.



Fri 13 Jun — Spooky but Sweet Happy Hour

Friday 13 June took a delightfully spooky turn at Weeroona as residents gathered for our *Spooky but Sweet Happy Hour*. With playful décor and plenty of laughs, the afternoon struck just the right balance of fun and friendly frights.

The mocktail bar served a wickedly refreshing **Mocktail Punch** while tables buzzed with **"Boo-o Bingo"**, a **Superstitions Quiz & Storytime** (turns out opening an umbrella indoors isn't the worst omen!), and lots of light-hearted chatter. Rounding out the party, **Emmanuel's karaoke serenades** had everyone clapping, swaying and singing along. **Thank you** to our Lifestyle and care teams for hosting, and to Emmanuel for the music. It was a cosy winter pick-me-up—sweet treats, spooky giggles and smiles all round.



Tue 17 Jun — Visit from Hephner the Alpaca

What a treat we had today, Tuesday the 17th of June, here at Weeroona Aged Care! Our residents were absolutely delighted by a very special visit from none other than Hephner the Alpaca – yes, the same Hephner who made international headlines when he famously sneezed on King Charles during the royal visit to Canberra last year! While today he came dressed in nothing but his natural fluff, Hephner was as majestic and gentle as ever.

Tue 17 Jun — Visit from Hephner the Alpaca

Watching him stroll calmly through our gardens and halls, it was clear he had no trouble charming our residents and staff alike. His soft nature, expressive eyes, and quiet presence brought about so many smiles, warm laughter, and moments of pure joy.

Hephner's handler, Robert Fletcher, spoke beautifully about the work they do together – visiting aged care homes, palliative care services, and communities across NSW and the ACT. Their goal is simple yet powerful: to bring comfort and companionship through connection. "It's heartwarming to see the positive impact Hephner has on the residents," Robert shared. "Moments like these can make a significant difference in their day."

Hephner's visit reminded us just how important meaningful moments and gentle encounters can be. Whether it was a hand reaching out to pat his soft coat or a quiet exchange between alpaca and elder, the joy was undeniable. Many of our residents spoke afterward about how special it felt to have such a unique visitor, and how it brought back fond memories of animals they'd once known.

We're so grateful to Robert and Hephner for taking the time to visit our Weeroona community. Their presence offered more than just entertainment – it lifted spirits, sparked conversation, and created a shared memory we won't soon forget.

Sometimes, all it takes is a little fluff and a friendly face to remind us of the joy that still fills the world around us.



Wed 18 Jun — Bus Trip to Canowindra Bowling Club

Lunch & Laughs at Canowindra Bowling Club

Wednesday 18 June saw nine adventurous residents hop aboard with **Nikki & Kylie** for a relaxed social outing to the **Canowindra Bowling Club**. The day began with a scenic drive through the winter countryside, followed by warm hospitality and a delicious **Chinese lunch** that made for easy conversation and plenty of smiles.

After lunch, we enjoyed a leisurely drive around Cowra, taking in familiar sights and sharing stories along the way. A heartfelt **thank you to Cowra Bus Service** for their support with transport and accessibility.



Fri 20 Jun — Australia's Biggest Morning Tea

Australia's Biggest Morning Tea — Community, Compassion & a Good Cuppa

On **Friday 20 June**, our Weeroona community came together in support of the Cancer Council's **Australia's Biggest Morning Tea** – and what a meaningful morning it was.

Residents enjoyed a beautiful spread lovingly prepared by our kitchen team while catching up with friends and talking about the vital work the Cancer Council does for families like ours. To cap it off, our in-house physiotherapist led a lively **group armchair-exercise session** that had everyone moving, smiling and feeling energized – proof that a good stretch pairs perfectly with tea and cake.

Fri 20 Jun — Australia's Biggest Morning Tea

This effort extended beyond the dining room. A huge **thank you to Kass Graham (Plated 2 Please)** for the outstanding platters that nourished our staff across morning, evening and night shifts – the quality and presentation were exceptional and very much appreciated.

We also held a **staff-only raffle**, with all proceeds going directly to the Cancer Council. Heartfelt thanks to our generous raffle sponsors who made it possible:

- Infusion Health Australia
- Kim's Art
- Heid's Hampers
- Design to Bloom
- CJ Coveted
- Jod's Personalised Designs
- Creative Creations By Carolyn
- Nikkarri Designs

Together, we shared stories, raised funds and stood united for a cause that touches so many. Thank you to everyone who donated, baked, served, exercised and cheered us on – you made this morning tea something truly special.



Fri 11 Jul — Combined Indigenous Art with Damien Benson

On **Friday 11 July**, residents gathered for a hands-on **NAIDOC Week** art session led by **Damien Benson**. Damien opened with a **Welcome to Country**, then shared knowledge about the **Wiradjuri visual language** – explaining the meanings behind common symbols and patterns before guiding everyone through their own creations.

With paints and patience, residents designed and decorated **their very own wooden boomerangs** using dot-painting techniques. Along the way, Damien spoke about symbols often seen in Wiradjuri art – such as **concentric circles for meeting places**, **U-shapes representing people**, and **tracks and pathways that tell stories of journey and connection** – and wove in a few short **Dreaming** stories suited to the group.

The room was quiet and focused one moment, then buzzing with conversation the next, as colours took shape and personal stories surfaced. The finished boomerangs are vibrant, meaningful pieces that residents are proud to display.

Our thanks to Damien for his generosity, cultural guidance and encouragement, and to the Lifestyle and care teams for supporting residents throughout the workshop.

We acknowledge the Traditional Owners of the land on which Weeroona stands, pay our respects to Elders past and present, and recognise the continuing connection of Aboriginal and Torres Strait Islander peoples to land, waters and culture.

NAIDOC WEEK 2025

**WEEROONA
AGED CARE**

**ACKNOWLEDGEMENT
OF COUNTRY**

**NGADHU BANHI-GU
GULBARRA WIRADJURI
MAYINY-GALANG
NGAN.GU NGURAMBANG-
GA NGINHA NGAN.GIRRA
DHURINYA GAYI-DHI
MANDAANG GUWU
NGAANHA-GU!**

I'D LIKE TO
ACKNOWLEDGE
WIRADJURI PEOPLE
WHOSE TRADITIONAL
SPECIAL COUNTRY THIS
ASSEMBLY/MEETING IS
BEING HELD ON THANK
YOU FOR LISTENING!

George

Fri 18 Jul — Hippie Happy Hour: Peace, Love & Mocktails

Hippie Happy Hour — Peace, Love & Mocktails

Friday 18 July brought pure flower-power to Weeroona! The dining room bloomed with peace signs, bright florals and a psychedelic backdrop as residents gathered for our *Hippie Happy Hour: Peace, Love & Mocktails*.

We kicked off with colourful **alcohol-free mocktails** and platters to share, then settled in for **Hippie Bingo** and a groovy **'60s-'70s sing-along**. There were plenty of smiles behind the novelty flower-power glasses, lots of reminiscing and even a few dance-in-your-chair moments. The vibe was relaxed, welcoming and wonderfully nostalgic – exactly the winter pick-me-up we needed.

Thank you to our Lifestyle and Catering teams for the fabulous set-up and service, and to everyone who joined the fun and brought such great energy.



HAPPY SNAPS



Birthdays

August and September Birthdays

Win Robson	1 st August
Jim Finnimore	3 rd August
Kevin Collis	16 th August
Pauline Byrnes	27 th August
Diane Fawcett	31 st August

Fred Field	10 th September
Freda Haddock	15 th September
Jack Reynolds	18 th September
Pam Boler	19 th September
Anne Reeves	29 th September
George Huckel	30 th September



From all the Staff
at Weeroona,
we wish
our Residents a
very
Happy Birthday!



GRANDFRIENDS VISIT

Friday, 1st August
10:00 AM

Children from Carinya Cowra



Engaging in armchair yoga and games
with our residents

Acacia Dining Room
Everyone welcome

COWRA VOCAL ENSEMBLE PERFORMANCE



THURSDAY, 7 TH AUGUST
2:00 PM

ACACIA DINING ROOM

ALL WELCOME FOR AN AFTERNOON OF SONG AND MUSIC

JEANS FOR GENES DAY HAPPY HOUR



FRIDAY, 8 AUGUST
2:00 PM
ACACIA DINING ROOM

BUS TRIP

TUESDAY, 19TH AUGUST



CLUB COWRA
FOR LUNCH

DEPART 11:30AM
RETURN 2:00PM

TROPPO BOB MAGIC'S LAUGHTER FROM A MAGIC BOX SHOW



FRIDAY 29TH AUGUST
ACACIA DINING ROOM
FREE ENTRY - ALL WELCOME

WEERONA'S FATHER'S DAY AFTERNOON TEA



FRIDAY, 5 SEPTEMBER 2025
2:00 – 3:30 PM
WARATAH COURTYARD

Each resident may bring up to two guests to share in light refreshments, delicious treats and good company as we celebrate Father's Day together.

GOLDEN OLDIES HAPPY HOUR

Staff and Residents swap roles for an afternoon off laughs, music and nostalgia.
Staff are invited come dressed up as "Future Seniors"

DRESS-UP & PHOTO BOOTH

WELCOME DRINKS & NIBBLES

KARAOKE - CLASSIC HITS

ROLE REVERSAL TRIVIA

BINGO - "GETTING OLDER" EDITION

2pm
Acacia

September
19th



WEEROONA BUS TRIP COWRA JAPANESE GARDENS & LUNCH

TUESDAY, 23 SEPTEMBER 2025
DEPART: 11:00 AM
RETURN: 2:00 PM

Join us during cherry blossom time for a day at the beautiful Cowra Japanese Gardens, followed by lunch.

Bookings essential – see Lifestyle Team to reserve your spot

Church Services August



8th August
Salvation Army

13th August
Presbyterian

20th August
Uniting

27th August
Catholic



IN HOUSE PHYSIOTHERAPY

WITH EMMANUEL



Assessment



Group Exercises



Home Exercise



Individualised
Treatment Plans and
Rehabilitation

Group exercises are available on
Mondays at 10:45 am in Acacia,
Wednesdays at 10:45 am in Grevillea,
and Fridays at 10:45 am in Waratah.

Group walks are scheduled for Tuesday
and Thursday mornings at 10:45 am .

Balance exercises take place on Tuesday
and Thursday afternoons at 2:00pm in
the Acacia Sitting room.

DAYS AND TIMES SUBJECT TO CHANGE

Need a Hair Dresser ?

The hairdresser visits the facility every
other Monday. If you wish to schedule an
appointment, kindly approach the ladies
on the Lifestyle Team, who will be
delighted to assist you.



Church Services September



3rd September
Salvation Army

10th September
Presbyterian

17th September
Uniting Church

24th September
Catholic



NOTICE BOARD

Clothing

Please ensure all resident clothing is labelled before placing in the wardrobe.

Garments can be dropped off at Reception for labelling.

ELECTRICAL APPLIANCES

All appliances must be tagged prior to use at Weeroona.

Please advise Administration or Maintenance staff so that we can arrange for the item to be tagged.

EMAIL CORRESPONDENCE

If you have an email address and would like to receive information by email, please email us at weeroona@wacr.care to be added to the mailing list. This is for information only and not for account statements.

VISITOR MEALS

If you require a lunch time meal whilst visiting Weeroona, please order prior to 9:00am. The cost of the meal is \$7.00 payable to the office staff.

NB: Unfortunately, we cannot cater for large groups.

VISITS

Visits are no longer by appointment. However, we ask that you please notify the office or wing if you wish to take your loved one out.

BASIC DAILY CARE FEE

We remind everyone that the Basic Daily Care Fee set by the Department of Health & Ageing is payable by all Residents (respite or permanent).

This fee is not claimable through Medicare.

UNCLAIMED CLOTHING

Will be put in the Grevillea corridor on the first weekend of every month.

Families are invited to come along and see if anything belongs to their loved ones.

DOOR CODES

External door codes and car park gate door code: **6342E**
Internal door code (between Grevillea/Waratah): 2436E

FOOD LOG

There is a food log located in the main foyer of the nursing home. Please ensure you record any food brought into the facility.

A reminder that ALL VISITORS MUST SIGN IN AND OUT on the visitor's register (located at reception). This is for your safety and is mandatory with no exceptions.

CHANGE OF DETAILS

Have you changed your address or any of your contact details?

Please advise our Administration Staff to ensure all records are kept up to date.

To download a digital copy of this newsletter, please visit:
<https://www.weeroonaagedcare.com.au/p-lifestyle-23.aspx>

Coming September 18th / 19th

INFO & PRICES

FROM STARLING MOBILE
DENTAL CARE



EXAMINATION

Examination :
\$120
Xray :
\$45 each

SCALE & CLEAN

SCALE/CLEAN :
\$110
FLUORIDE
TREATMENT :
\$45

EXTRACTION

Extractions :
\$185 - \$415

FILLINGS

FILLINGS :
\$185 - \$350



GUM TREATMENT

GUM
TREATMENT/DEEP
CLEAN :
\$320 EACH QUADRANT
OR
\$50 EACH TOOTH



DENTURES

WE OFFER A RANGE OF DENTURE
SERVICES, INCLUDING REPAIRS,
RELINES, ADJUSTMENTS,
FULL/PARTIAL DENTURE FITTINGS
PRICES : VARY BASED ON THE
SERVICE
DENTURE CLEANING : \$65 EACH

MORE INFO

- . No gap fees for Exam/Clean & Fluoride treatment for DVA or General Vouchers.
- . Do you have private health insurance? We can claim on the day of treatment.

MORE INFO

- . Costs are kept low to make sure everyone can have the affordable dental treatments.
- . We accept all NSW Dental vouchers



Riddle this



Riddle: The House of a Thousand Journeys

I keep a thousand voices, yet I never speak.
Storms rage inside me, but my rooms stay meek.
My spines stand shoulder-to-shoulder, straight and proud,
While sailors, kings, and ghosts march through my crowd.
I lend you distant mountains, ships, and skies,
What am I? For only the price of curious eyes.
I travel time, yet never leave my street;
My doors swing wide to welcome wandering feet.
When daylight fades, I hush my restless sea—
Till morning turns a page and wakes up me.
What am I?



A Library

RESIDENT PERSONAL BELONGINGS - IMPORTANT INFORMATION

Weeroona treats the protection and security of Resident personal belongings seriously.

Staff education conducted annually includes materials on handling and caring for items used by Residents.

Although Weeroona's staff make their best efforts to ensure no harm comes to Resident belongings, unforeseen accidents happen as we all know.

Weeroona wishes to reiterate that the security of belongings remains with the Resident.

Personal items owned by Residents are not covered by Weeroona's insurance policy.

Weeroona is not liable for the loss, damage or theft of any personal belongings.

Weeroona's management team appreciate your understanding and any further questions can be directed to our Administration Team.

Next Issue

*August and
September in
review*

*August and
September
Highlights*

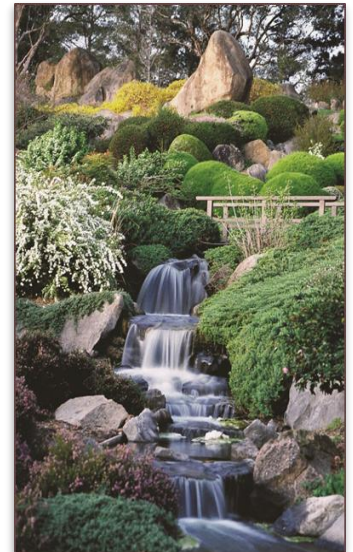
Resident Profile

*October and
November
Events*

GIVE US YOUR FEEDBACK

Whether you wish to praise our terrific staff or have any concerns regarding your resident, we really want to hear from you! The only way to continue to improve the service Weeroona offers is to hear your feedback. There is a form attached to this newsletter, and more can be found at the Grevillea Nurses station.

Contact us on 02 6342 3333
www.weeroonaagedcare.com.au



10 Comerford Street
Cowra NSW 2794

YOUR CHOICE

In Aged Care



In Loving Memory Of

Nancy Grant
Grace Fowkes
Elizabeth Fazzolari
Donald Tedeschi
William Wells
Peter Langer
Terry Rodgers

Lifestyle Program September 2025



	Mon 1st	Tue 2nd	Wed 3rd	Thurs 4th	Fri 5th
Acacia AM	Physio Exercise	Combined	Church Service	Long Walks	Veggie Peeling
Grevillea/Banksia	Menus	Short Walks	Physio Exercise	Dance Music Hour	Veggie Peeling and Chats
Waratah AM	Veggie Peeling	Garden Morning Walks	Table Tennis	Ball Games	Physio Exercise
Acacia PM	Bingo	Nail Care / Pamper Afternoon	Veggie Peeling and Chats	Women's Group / Balance	Resident Relatives
Grevillea/Banksia	Armchair Travel - Greece	Nail Care / Balance	Bingo	Weeroona Dollars Trolley	Fathers' Day
Waratah PM	Craft	Nail Care / Movie	Wildlife Documentary	Model Plane Making	Afternoon tea
	Mon 8th	Tue 9th	Wed 10th	Thurs 11th	Fri 12th
Acacia AM	Physio Exercise	Combined	Church Service	Long Walks	RAO Exercise
Grevillea/Banksia	Menus	Short Walks	Physio Exercise	Board Games	Veggie Peeling and Chats
Waratah AM	Veggie Peeling	Bread Baking	Indoor Golf	Music and Movement	Physio Exercise
Acacia PM	Bingo	Nail Care / Pamper Afternoon	Veggie Peeling and Chats	Men's Group / Balance	Bingo
Grevillea/Banksia	Meditation and Mindfulness	Nail Care / Balance	Bingo	Audio Book Club	Board Games
Waratah PM	Whiteboard Games	Nail Care / Movie	Men's Afternoon Activities	Building and Balance	Craft
	Mon 15th	Tue 16th	Wed 17th	Thurs 18th	Fri 19th
Acacia AM	Physio Exercise	Combined	Church Service	Long Walks	1 on 1 Chats / RAO Exercise
Grevillea/Banksia	Menus	Short Walks	Physio Exercise	Outdoor Morning Tea	Veggie Peeling and Chats
Waratah AM	Veggie Peeling	Garden Morning Walks	10 Pin Bowling	Floor Darts	1 on 1 Chats / Physio Exercise
Acacia PM	Bingo	Nail Care / Pamper Afternoon	Veggie Peeling and Chats	Women's Group / Balance	Golden
Grevillea/Banksia	Famous Faces Trivia	Nail Care / Balance	Bingo	Weeroona Dollars Trolley	Oldies
Waratah PM	Puzzles	Nail Care / Movie	Music Trivia	Audio Book Club	Happy Hour
	Mon 22nd	Tue 23rd	Wed 24th	Thurs 25th	Fri 26th
Acacia AM	Physio Exercise	Combined	Church Service	Long Walks	1 on 1 Chats / RAO Exercise
Grevillea/Banksia	Menus	Short Walks	Physio Exercise	Memory Puzzles	Veggie Peeling and Chats
Waratah AM	Veggie Peeling	Bread Baking	Quoits and Darts	Balloon Tennis	1 on 1 Chats / Physio Exercise
Acacia PM	Bingo	Nail Care / Pamper Afternoon	Veggie Peeling and Chats	Resident	Bingo
Grevillea/Banksia	Whiteboard Games	Nail Care / Balance	Bingo	Relatives	Group Jigsaw Puzzle
Waratah PM	Reminiscence	Nail Care / Movie	Armchair Travel - Germany	Meeting	Men's Garden Activity
	Mon 29th	Tue 30th			
Acacia AM	Physio Exercise	Combined			
Grevillea/Banksia	Menus	Short Walks			
Waratah AM	Veggie Peeling	Garden Morning Walks			
Acacia PM	Bingo	Nail Care / Pamper Afternoon			
Grevillea/Banksia	Audio Book Club	Nail Care / Balance			
Waratah PM	Music and Memories	Nail Care / Movie			

BUS OUTING 23rd Lunch at the Cowra Japanese Gardens

Feedback No: _____

WEEROONA AGED CARE RESIDENCE

Standard 6 – Feedback and Complaints (Linked to Std 6 - 3d)

‘GIVE US YOUR FEEDBACK’

Your Feedback - Positive or Negative - is Welcome

Please circle: **Praise** **Suggestion** **Complaint**

Feedback received via: Phone / In Person / In Writing on: Date.....Time.....

Person offering Feedback:

Relationship to Resident:

Address & Phone Number:

(if not a consumer)

Details of Feedback:

Signed: _____

Date: _____

(OFFICE USE ONLY)

Any action required re feedback:

Is person satisfied with the response? Y / N

Date this form forwarded to Director of Nursing/DDON

Staff taking feedback (if not DON or DDON):

Date:

This part to be completed by DON / DDON	
Date feedback acknowledged:	verbal / written
<u>Further action taken / planned:</u> (include quality improvement strategies such as training, policy review, etc.) (Number each action -attach action sheet if necessary)	
Outcome:	
Evaluation:	
Report to staff meeting on (date):	
Feedback/Issue resolved / closed (sign): * target 35 days	Date:
Signed..... (Director of Nursing)	
Report received and recorded in Feedback register on (date):.....	
Feedback Number:.....	

Word Search

AUSTRALIA



M	D	Q	B	A	V	I	C	O	N	V	I	C	T
R	O	A	L	L	U	N	P	A	V	L	O	V	A
I	C	B	M	D	O	S	N	S	S	M	H	B	T
P	U	U	T	P	D	K	S	Y	T	C	Q	Y	S
P	P	S	V	R	E	R	E	I	A	R	T	J	U
E	P	H	M	Z	E	R	E	E	E	O	A	T	R
R	A	H	A	X	P	E	B	A	O	J	Z	Y	F
W	A	R	A	T	A	H	F	F	M	R	K	U	A
U	L	U	R	U	T	W	O	I	U	T	M	T	V
S	L	V	B	S	W	A	G	M	A	N	I	E	Y
B	H	J	O	M	A	T	E	O	C	C	F	M	Q
C	A	E	U	C	A	L	Y	P	T	U	S	A	E
O	S	H	E	I	L	A	E	C	H	I	D	N	A
Y	G	D	A	Y	P	L	A	T	Y	P	U	S	C

Uluru

Mate

Surf

Reef

Waratah

Ute

Pavlova

Aussie

Echidna

Dreamtime

Footy

Sheila

Damper

Beach

Ripper

Eucalyptus

Cuppa

Gday

Bush

Swagman

Platypus

Convict

Straya

Bloke

