

# Newsletter January - May 2026



# WEEROONA

## AGED CARE RESIDENCE



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- Letter from the DON
- Months in review from Lifestyle Coordinator
- What's coming up
- Happy Snaps
- Resident Profile
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- Feedback form

## Letter From The DON

**Nikhil Aryal - Director of Nursing**

*Dear Residents, Families and Friends,*

*As we reflect on the first few months of 2026, I would like to thank our residents, families, staff and volunteers for continuing to make Weeroona such a warm and vibrant community.*

*From bus outings and cultural celebrations to intergenerational visits, live music and special events, it has been wonderful to see so many meaningful moments shared throughout the home. These activities not only bring enjoyment, but also strengthen the sense of connection and belonging that is so important within aged care.*

*I would also like to acknowledge the dedication of our Lifestyle, Clinical, Hospitality and Care teams, whose ongoing care and compassion help create a welcoming environment for all residents each and every day.*

*As we look ahead, we are excited about the upcoming renovations to Banksia Wing and the opportunities these improvements will bring for resident comfort and quality of life. We appreciate everyone's patience and understanding as these works progress.*

*Thank you for your continued support of Weeroona Aged Care. We look forward to creating many more special memories together throughout the year.*

# AUSTRALIA DAY HAPPY HOUR



**ACACIA**  
2pm

**Friday 23rd January**

## Months In Review - Catch up With Lifestyle Coordinator

*Nikkara Brennan*

### January

January has been a wonderful start to 2026 here at Weeroona, with residents easing back into routine while still enjoying plenty of special moments together. We began the month by carrying the festive spirit into the New Year with our New Year's Eve Happy Hour celebration, where residents gathered for music, laughter, trivia and good company. It was a joyous way to welcome 2026 together.

Our first bus outing for the year saw residents enjoy Morning Tea at Club Cowra on January 13th, followed by a lovely Lunch at the Cowra Bowling Club on January 27th. These outings continue to provide valuable opportunities for community connection and social engagement, and we are so grateful to our local venues for their warm hospitality.

Back at home, residents enjoyed two engaging documentary screenings:

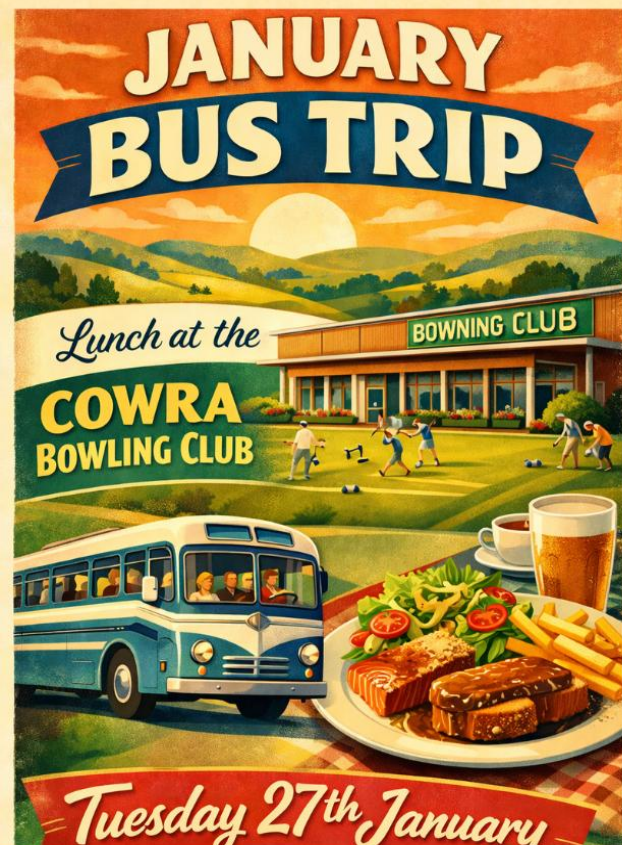
*Puff: Wonders of the Reef* on January 19th, which sparked conversation about Australia's beautiful marine life, and *The Australian Way of Life* on January 22nd, prompting nostalgic reflections and storytelling.

Of course, our regular weekly activities remain the heartbeat of our lifestyle program. Bingo continues to bring friendly competition and laughter every Monday, Wednesday and Friday. Armchair Exercise sessions on Mondays and Fridays support mobility and wellbeing, while our Tuesday and Thursday Group Walks encourage gentle movement and fresh air.

We also welcomed back Ella, our much-loved German Shorthaired Pointer, for her fortnightly Pet Therapy visits, which always bring smiles and comfort to residents.

One of the highlights of the month was our Australia Day Happy Hour on January 23rd, where residents came together to celebrate with themed décor, music and conversation, reflecting on Australian memories and traditions.

We were also pleased to welcome back our visiting hairdressers for the new year; Michelle Crook continues her visits every second Monday, and Denise Nealon most Fridays, ensuring residents can enjoy a fresh style and a friendly chat.



*Lunch at the*  
**COWRA  
BOWLING CLUB**

*Tuesday 27th January*

FRIDAY 20TH FEBRUARY • 3 PM

# ABHI

LIVE MUSIC PERFORMANCE!



ACACIA DINING ROOM

ENJOY AN AFTERNOON OF GREAT MUSIC & FUN!  
ALL WELCOME!

## WORLD CANCER AFTERNOON TEA



WEDNESDAY 4<sup>TH</sup> FEBRUARY 2026

2PM • ACACIA DINING ROOM



RAISE FUNDS • BOOST AWARENESS • SHOW SUPPORT

## Months In Review - Catch up With Lifestyle Coordinator

*Nikkara Brennan*

### February

February has been a vibrant and meaningful month at Weeroona, filled with connection, creativity and celebration.

We began by recognising World Cancer Day, where residents gathered in the Acacia Dining Room for afternoon tea and a presentation, thoughtfully supported by Meg and her kitchen team.

Residents enjoyed hands-on fun for World Pizza Day, making their own pizzas in Waratah, and a relaxing morning tea outing to the Cowra Japanese Gardens, providing a wonderful opportunity to connect with the community.

Throughout the month, we celebrated Valentine's Day with themed craft, films, poetry and reminiscence, finishing with a lively Happy Hour featuring trivia and karaoke. A big thank you to our Lifestyle Team, Emmanuel, and Meg and her team for making this event so special.

We were also delighted to welcome Abhi from the Young Conservatorium of Music, who provided a beautiful afternoon of live acoustic music, enjoyed by all.

Cultural celebrations continued with Chinese New Year, including lantern crafts, a lunch outing to the Hong Kong Chinese Restaurant, and a special Chinese-inspired dinner prepared by our kitchen team. Residents in Waratah also marked Shrove Tuesday by making and sharing pancakes together.

Alongside these events, our regular program of bingo, exercise, group walks and pet therapy continued to support residents' wellbeing and engagement. February has been a wonderful month of togetherness.



# Months In Review - Catch up With Lifestyle Coordinator

Nikkara Brennan

## March

March has been a busy and engaging month at Weeroona, filled with cultural experiences, community connection, and special celebrations.

We began the month with an Armchair Travel experience to India, alongside Holi-themed colouring, bringing colour and culture into the home. Our much-loved Grandfriends program also continued, with children from Carinya joining residents for games and storytelling, creating meaningful intergenerational connections.

Seniors Festival was a highlight throughout March, with residents enjoying several outings and events. These included luncheons hosted by Meals on Wheels at the Woodstock Hotel and Cowra Bowling Club, as well as a delightful High Tea at the Cowra Information and Neighbourhood Centre. Residents also attended a performance of *Absolutely Fabulous* at Club Cowra, making for a wonderful cultural outing.

We were excited to introduce a new addition to our pet therapy program, welcoming Bluey the Catahoula and her owner Allan. Bluey now visits every Friday and is already becoming a favourite among residents.

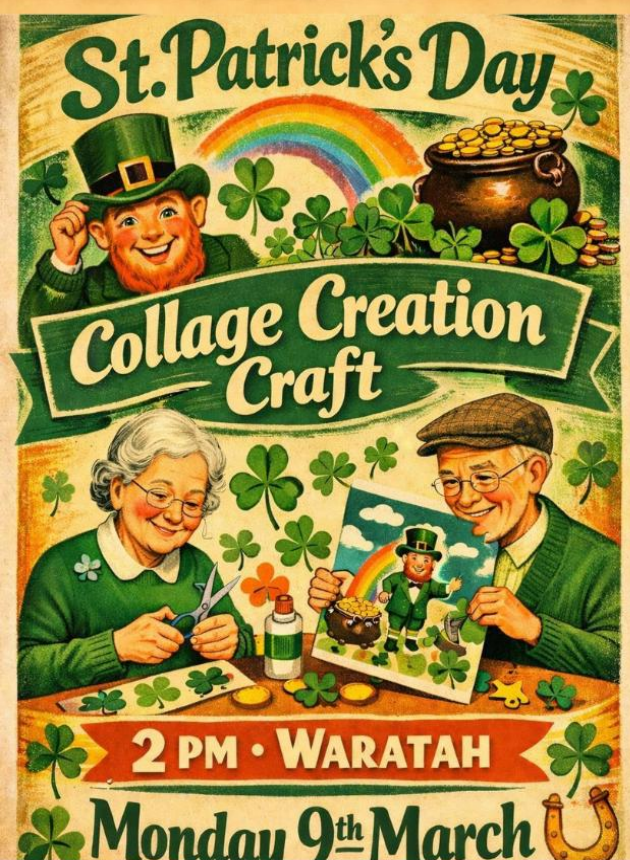
Celebrations continued with a lively St Patrick's Day Happy Hour, featuring trivia and karaoke, bringing plenty of fun and laughter to the afternoon.

Residents also enjoyed French Language Day, with an Armchair Travel experience to France and an interactive language session across both Waratah and Grevillea. We took time for reflection and awareness with an Epilepsy Awareness Morning Tea, where residents gathered in the Acacia Dining Room for an informative presentation, supported by a lovely morning tea provided by the kitchen team.

Adding to the excitement, both residents and staff kicked off the NRL Footy Tipping Competition, bringing a sense of friendly competition and ongoing engagement into the home.

Alongside these special events, our regular lifestyle program of bingo, exercise, group walks and pet therapy continued to support resident wellbeing and connection.

March has been a wonderful mix of learning, laughter and community.



**CALEB LEES**  
LIVE SAXOPHONE PERFORMANCE

**GREVILLEA LOUNGEROOM**  
11AM · SUNDAY 19<sup>th</sup> APRIL  
All Residents Welcome!

**ANZAC DAY SERVICE**

LED BY THE  
**COWRA RSL SUB BRANCH**

**11AM · FRIDAY 24<sup>th</sup> APRIL**

AT THE FLAGPOLE  
(FRONT OF BUILDING)

# Months In Review - Catch up With Lifestyle Coordinator

*Nikkara Brennan*

## April

April has been a meaningful month at Weeroona, filled with celebration, reflection, and strong community connection.

Our Easter celebrations were a highlight, with residents enjoying candle craft, basket making, sock bunny creations, and a reflection movie. Our Grandfriends from Carinya joined us for an Easter egg hunt, and Good Friday was marked with feel-good stories and shared moments. We also welcomed a visit from the Easter Bunny, kindly supported by Bunnings Cowra. On Easter Sunday morning, the Lifestyle Team ensured every resident received a special gift, creating a lovely start to the day.

We embraced cultural experiences through the Festival of International Understanding, with live folk music from Nerida Cuddy and a return acoustic performance from Abhi.

Residents came together for a World Parkinson's Awareness Day afternoon tea, including an informative presentation and a beautiful spread from our kitchen team.

Music continued to feature throughout the month, with World Rock and Roll Day, and a standout live saxophone performance by Caleb Lees.

April also saw the introduction of dedicated men's and women's outings, with the ladies enjoying morning tea at the Rose Garden Coffee House and the men heading to Club Cowra.

Our Grandfriends program continued with a special ANZAC wreath-making visit, and residents also enjoyed a demonstration from the Cowra Woolspinners.

We concluded the month with a heartfelt ANZAC Day Service, led by the Cowra RSL Sub Branch, with resident veterans laying wreaths in a moving tribute. Residents also celebrated Earth Day with a documentary and themed craft, alongside ongoing regular activities supporting wellbeing and engagement.

April has been a month of togetherness, and we look forward to more special moments ahead.

WEEROONA AGED CARE RESIDENCE

presents

# Mother's Day

## AFTERNOON TEA



Date:  
FRIDAY 8TH MAY



Guests:  
2 GUESTS  
PER RESIDENT



Location:  
WARATAH COURTYARD



Join us for  
LIVE MUSIC



A SPREAD OF HIGH  
AFTERNOON TEA TREATS



AND A RAFFLE  
to be won!



RSVP | MONDAY 4TH MAY

Nikkara - Lifestyle Coordinator

6342 3333

raocoord@wacr.care

We look forward to  
celebrating this special  
occasion with you and  
your loved ones.

# Months In Review - Catch up With Lifestyle Coordinator

Nikkara Brennan

## May

May has been a month full of connection, community, and wonderful shared experiences here at Weeroona Aged Care Residence.

One of the most heartwarming highlights this month has been the continued visits from our Grandfriends program. These intergenerational visits always bring so much joy to both the children and our residents, creating meaningful moments, conversations, and plenty of smiles along the way.

We also celebrated Mother's Day with a beautiful afternoon tea shared with residents, families, and staff. The afternoon was filled with lovely company, delicious treats, music, and special memories as we recognised and celebrated the incredible mothers and mother figures within our Weeroona community.

Our residents enjoyed several fantastic outings throughout May, including the Women's Bus Outing for morning tea at the beautiful Japanese Gardens, where residents enjoyed the peaceful scenery and wonderful conversation together. Residents also travelled to Grenfell for our Combined Bus Outing and enjoyed lunch at the Criterion Hotel, with many residents reminiscing and enjoying the scenic drive through the countryside.

Closer to home, our Waratah residents were treated to a special KFC lunch experience, bringing the fun of a lunch outing directly to the residents within the comfort of home. These smaller moments of enjoyment and choice continue to play an important role in creating meaningful experiences for all residents.

Community spirit was also on full display during our Cancer Council Biggest Morning Tea fundraiser. It was wonderful to see residents and staff come together to support such an important cause while enjoying a morning filled with conversation, delicious food, and generosity.

As always, I would like to sincerely thank our residents, families, staff, volunteers, entertainers, and community supporters who help make these moments possible. Your ongoing support helps create the vibrant and welcoming lifestyle program we are proud to offer each day.

# CANCER COUNCIL BIGGEST MORNING TEA

## Friday 22nd May

Join us in the Acacia Diningroom for a presentation by Lifestyle Coordinator Nikkara of all that the Cancer Council do and enjoy a morning tea together.

10:30AM | ACACIA DININGROOM

All Welcome

RESIDENTS AND STAFF ARE INVITED TO COME DRESSED IN YELLOW

Cancer Council  
Australia's biggest morning tea

CELEBRATE HOPE SUPPORT TOGETHER

# Welcome to Our Newest Residents

*David Wilson*

*Warren Reid*

*Gloria Flint*

*Neville Clark*

*Charles Fountain*

*Stuart Cutmore*

*Gwen Clark*

*Lloyd Shingles*

*June Featherstone*



*We hope you will be happy and comfortable at Weeroona, and we look forward to getting to know you better.*



## Birthdays

*Happy Birthday*

### **Celebrated**

#### **January**

*Heather Packwood  
William Muggridge  
Margaret Cahill  
Stuart Cutmore  
Margaret Britton*

#### **February**

*Bruce Anderson  
Robin Bushell*

#### **March**

*Jan Pomeroy  
Graham Coleman  
Lil Cain  
Helen Richardson*

#### **April**

*Dennis Casper  
Bob Melton  
Julie Hanley  
Iris Morgan  
Charles Fountain  
David Jones*

#### **May**

*Ian Packwood  
Denise Smith  
Bill Roden  
Jean Todd*

#### **Upcoming**

#### **June**

*Desmond Schultz  
June Featherstone  
Neville Clark  
Laurie Chislett*

#### **July**

*Loreen Potter  
Lloyd Shingles  
Claire Pilcher  
Neil Potter  
Paul Oliver  
Peter Carne  
Elizabeth Starr  
Iris Macdougall  
Gwen Clark  
John McGuinness*

#### **August**

*Winsome Robson  
Jim Finnemore  
Kevin Collis*





# Happy Snaps





# Happy Snaps





# Happy Snaps





# Happy Snaps





# Happy Snaps





# Happy Snaps





# Happy Snaps





# Happy Snaps





# Happy Snaps



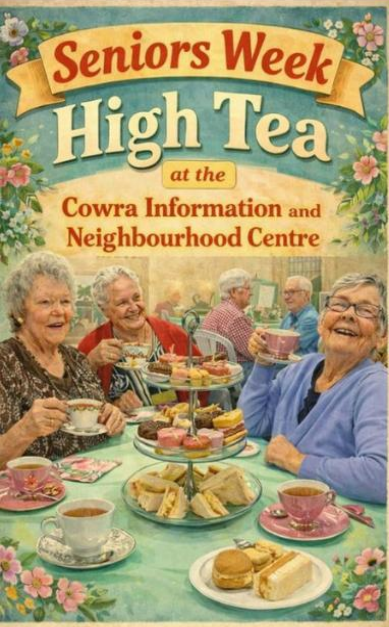


# Happy Snaps





# Happy Snaps





# Happy Snaps





# Happy Snaps





# Happy Snaps





# Happy Snaps





# Renovations

## **Exciting Renovations Underway at Weeroona**

Weeroona Aged Care is excited to share that renovations are now underway, bringing fresh upgrades and improved living spaces for our residents.

As part of this project, the Banksia wing is being transformed from its current layout of shared companion rooms into a more modern and comfortable space. The renovations include six new private ensuite rooms, and one couples room, giving residents greater privacy, comfort and choice.

The upgraded rooms feature professionally designed interiors, wall-mounted flat-screen televisions and improved access to shared lounge and dining areas. Residents also continue to enjoy access to outdoor spaces, including the courtyard and balcony areas, supporting relaxation, social connection and a homely environment.

These renovations are an important step in continuing to provide quality care in a welcoming and supportive setting. We understand that changes within the home can bring some disruption, and we thank our residents, families and staff for their patience and understanding throughout the renovation period.

We are pleased to share updates as the project progresses and are excited to see these beautiful new spaces coming to life at Weeroona.



# Resident Profile



From what I can remember, I was born in or around Cowra, NSW, and spent my early years growing up in a Catholic family with a fairly traditional upbringing. My childhood was shaped by strong family values, and I was particularly close to my aunt, who played an important role in my life. As a young child, I lived in Cowra, where I have many fond memories. I enjoyed the simple things like riding my bike, being at the farm, and just playing around. School was okay, as I attended a Catholic school. It was filled with nuns, who could be very tough at times. As I got older, my independence grew. My first job was working with my dad, who was a builder. I left home when I graduated from high school at 18. One of my favourite pastimes was playing football with my mates. In adulthood, my life continued to grow and change. I experienced many milestones, such as meeting my wife who was my mate's sister. We married very quickly and started to grow our family. My children have been a central part of my journey and continue to be one of my greatest joys. Looking back on my life, it has been filled with many meaningful experiences from growing up in a rural town to raising a family of my own. Each stage has contributed to who I am. And my journey will continue to be guided, as best as it can be, by the people I love and the experiences that have shaped me.

Regards, Lloyd Shingles



The Cancer Council  
**Biggest Morning Tea** ☕

**Thank you!**

TOGETHER WE RAISED

**\$777.45**

for The Cancer Council  
**BIGGEST MORNING TEA**

Every cup matters.  
 Thank you for your incredible support!



# PLANT DRIVE

for our residents

Help us grow something beautiful at Weeroona  
 Weeroona Aged Care Residence is creating a Resident Nursery Garden for our residents to enjoy planting and caring for plants together.

Please support our Plant Drive!

### WE ARE LOOKING FOR

#### Plants & Garden Items

- Small potted plants
- Plant cuttings
- Seedlings
- Herbs
- Flowers
- Succulents



### GARDENING SUPPLIES

- Pots & containers
- Seed trays
- Potting mix
- Garden gloves
- Small hand tools
- Plant labels / markers



### WHY IT MATTERS



Enjoy hands-on activity



Spend time outdoors



Connect with others



Nurture and care for something special



Share gardening memories

Every plant helps us grow something special.

### DONATION DROP-OFF

Please drop donations to  
*Reception*

AT WEEROONA AGED CARE RESIDENCE

*Thank you!*

Your kindness and generosity will help us create a beautiful and therapeutic garden space for our residents to enjoy.

With thanks,

Nikkara Brennan  
 Lifestyle Coordinator & Digital Media

Sandi Graham  
 Cleaning Supervisor & Homemaking Decorator



# THE KINGS Birthday

## AFTERNOON TEA

ACACIA DINING ROOM

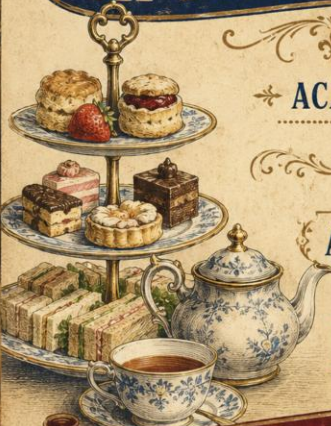
**2 PM**

A ROYAL SPREAD

WITH ROYAL TRIVIA

ALL RESIDENTS WELCOME

MONDAY 8TH JUNE



Tuesday 9th June

# WOMENS Morning Tea Outing

— VISIT TO THE —

**COWRA LIBRARY**

AND MORNING TEA AT

*Real Food Worx*  
**COWRA**



**10 - 12 AM**

Limited Spots

WEDNESDAY 10<sup>TH</sup> JUNE

# WORLD CRAFT DAY

GARDEN POT  
PAINTING  
CRAFT

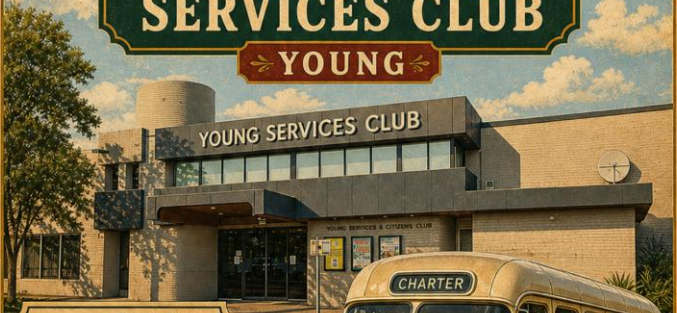
1:30-2:30PM



ACACIA DININGROOM  
ALL RESIDENTS WELCOME

COMBINED  
BUS OUTING  
TO

YOUNG SERVICES CLUB  
YOUNG

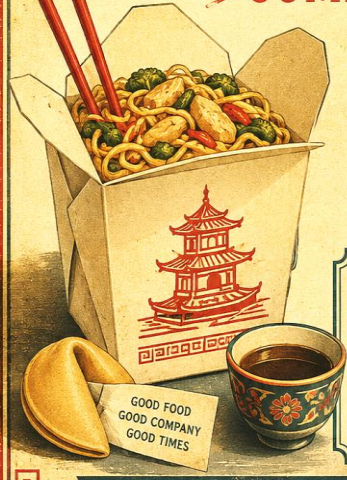


TUESDAY  
16<sup>TH</sup> JUNE  
DEPARTING  
10:30AM  
RETURNING  
2:00PM

LIMITED SPOTS

美味午餐  
WARATAH  
LUNCH

Chinese Take Out  
COMES TO YOU!



Waratah residents will be treated to the LUNCH OUTING THAT COMES TO THEM!

Enjoy a delicious Chinese-style lunch experience filled with flavour, fun, and a touch of culture.

THURSDAY  
18<sup>TH</sup> JUNE  
WARATAH LOUNGE  
FROM 12:00PM

All Waratah residents welcome!

SUNDAY 21<sup>ST</sup> JUNE  
NATIONAL  
YOGA DAY



ARMCHAIR YOGA  
10AM  
GREVILLEA LOUNGEROOM

Men's  
**HAPPY HOUR**  
Outing

**RAILWAY HOTEL**

COWRA

TUESDAY 23<sup>RD</sup> JUNE

2:00PM - 4:00PM

LIMITED SPOTS

GOOD FRIENDS - GREAT TIMES

CELEBRATING CULTURE, COMMUNITY & CONNECTION

**NAIDOC WEEK**

5<sup>TH</sup> - 12<sup>TH</sup> JULY

HONOURING THE OLDEST LIVING CULTURE ON EARTH

TUESDAY  
**7<sup>TH</sup> JULY**  
Women's  
BUS OUTING

Morning Tea  
AT  
**CLUB COWRA**

10AM-12PM  
Limited Spots

WORLD  
**CHOCOLATE DAY**

7<sup>TH</sup> JULY

Life is like a box of chocolates...

MOVIE AFTERNOON  
THE ORIGINAL  
**WILLY WONKA**  
AND THE CHOCOLATE FACTORY

ACACIA DININGROOM

2:30 PM

# NAIDOC WEEK CRAFT

CELEBRATE CULTURE • GET CREATIVE • CONNECT

WARATAH  
WEDNESDAY  
8TH JULY

2PM

GREVILLEA  
FRIDAY  
10TH JULY

2PM

ALL  
MATERIALS  
SUPPLIED

PROUDLY CELEBRATING THE HISTORY, CULTURE AND  
ACHIEVEMENTS OF ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES

## EXPRESSION OF INTEREST


YOU ARE INVITED!


A Special *Matinee* Performance

by *Cowra Cabaret Co.*

Get ready for an afternoon of  
COMEDY, SONG, DANCE, CHARM,  
and PURE ENTERTAINMENT!

We've been reaching out to local disability  
and aged care groups to bring something  
truly special to our community – and the  
time has come to make it official.

 **Date:** Thursday, 9th July 2026

 **Doors Open:** 1:30pm | **Show Starts:** 2:00pm

 **Venue:** Club Cowra Auditorium

**18** This is an 18+ event

★ THURSDAY ★  
**16<sup>TH</sup> JULY**

COMBINED BUS OUTING

Lunch at

**CANOWINDRA  
SERVICES CLUB**



 **12PM - 2PM**

★ LIMITED SPOTS ★

Enjoy a relaxed afternoon of good food,  
friendship & country hospitality.

★ **LIVE** ★  
**ACOUSTIC**  
MUSIC PERFORMANCE

**20<sup>TH</sup>  
JULY**  
★  
**2PM**

**ABHISHEK NAIR**

★ ACACIA DININGROOM ★

ALL WELCOME

★ = TUESDAY = ★  
**21<sup>ST</sup> JULY**

**Men's Bus Outing**

**HAPPY HOUR**

• BOWLING CLUB •  
**COWRA**

2PM - 4PM  
★  
LIMITED SPOTS



**Waratah**  
**LUNCH**

**PIZZA TAKE OUT**

*comes to you!*

23<sup>RD</sup>  
JULY



★ WARATAH RESIDENTS ★  
WILL BE TREATED TO THE

**Lunch Outing**

THAT COMES TO THEM **PIZZA!**

★ **WESTERN THEME** ★

**HAPPY HOUR**

★  
**JULY 24<sup>TH</sup>**

★  
**ACACIA DININGROOM**

*all Welcome*

AFTERNOON OF  
★ **MUSIC** ★ **TRIVIA** ★  
FOOD AND DRINK

**JEANS** Day  
**for GENES** AUGUST 6<sup>TH</sup>

WEAR JEANS. CHANGE LIVES.

**HAPPY HOUR**  
★ 2PM ★

DRESS CODE:  
**Denim Best!**



FOOD ★ DRINK ★ EDUCATION ★ TRIVIA ★ MUSIC

GOOD JEANS. GOOD CAUSES. GREAT DAY.

*Thank You For Your Support!*

★ COWRA ★  
**DANCE FACTORY**  
**READY SET DANCE**  
*Performance!*

Students from the Cowra Dance Factory Ready Set Dance program will be coming to perform for the residents!



**ACACIA DINING ROOM**  **TIME TO BE ANNOUNCED**

MUSIC ★ DANCE ★ SMILES ★ FUN

*All Residents Welcome!*

— Friday —  
**7<sup>TH</sup>**  
**AGED CARE**  
*employees Day*




*Thank you*  
 — FOR THE —  
**CARE**  
**COMPASSION**  
**COMMITMENT**  
 YOU SHOW  
 EVERY DAY

♥ **TODAY WE CELEBRATE YOU** ♥  
 YOU MAKE A DIFFERENCE EVERY SINGLE DAY

**WOMEN'S**  
*Bus Outing*

Morning Tea at the  
**ROSE GARDENS COFFEE HOUSE**

— TUESDAY —  
**11<sup>TH</sup> AUGUST**

 **10AM - 12PM**



Enjoy a relaxing morning out with friends, coffee, sweet treats, and beautiful garden surroundings.



**LIMITED SPOTS**  
 Book Early!

— All welcome —

— TUESDAY 18<sup>TH</sup> —  
**MEN'S**  
*Bus Outing*

HAPPY HOUR AT  
**CLUB COWRA**



**GOOD COMPANY**  
 GREAT TIMES

 **2PM - 4PM**

**Limited SPOTS**

— Don't Miss Out! —

# Waratah LUNCH

*the Lunch Outing  
that comes to you*



# BUWAN NG WIKA

FILIPINO LANGUAGE MONTH

*Armchair Travel TO THE Philippines*

FILIPINO MUSIC & CULTURE

PILIPINAS MABUHAY!

WIKA KULTURA PAGMAMALAKI

MNL 2026

FRIDAY 28<sup>TH</sup> AUGUST

ACACIA DINING ROOM

★ LET'S CELEBRATE ★  
THE LANGUAGE AND THE HERITAGE AND THE PRIDE

★ ALL RESIDENTS WELCOME! ★

# Hair Dresser DATES



— June —  
1<sup>st</sup>, 15<sup>th</sup>, 29<sup>th</sup>

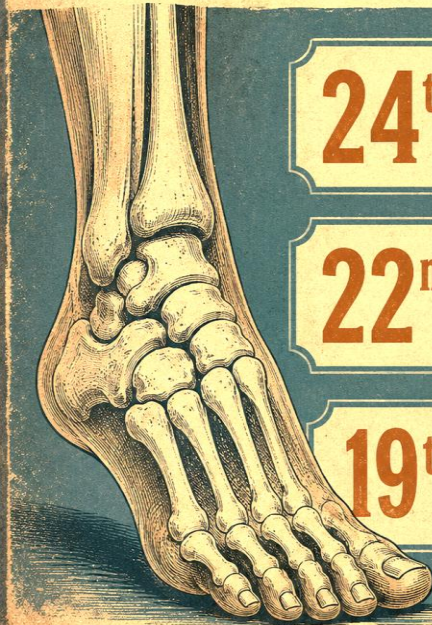
— July —  
15<sup>th</sup> & 27<sup>th</sup>

— August —  
10<sup>th</sup>

Thank you! ♥

APPOINTMENTS APPRECIATED

# PODIATRIST DATES



24<sup>th</sup> JUNE

22<sup>nd</sup> JULY

19<sup>th</sup> AUGUST





# 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 need to be tagged.  
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](mailto: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.



## 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

Unclaimed clothing can be found every day in the Grevillea Therapy Room. Please check this regularly.



## 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.



## FOOD LOG

There are food logs located at the front foyer in 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

If you have changed your address or 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>



In  
Loving Memory

Mary Jackson  
William Muggridge  
Gregory Ulph  
George Huckel  
Elva O'Brien  
Walter Ludwig  
Robert Hatch  
Pauline Byrnes  
Valerie Bates  
Margaret Pendergast  
Thomas Ryan

*Forever remembered,  
always in our hearts.*



# YOUR FEEDBACK MATTERS

*Your feedback – positive or negative – is welcome.*

## I WOULD LIKE TO PROVIDE:



**PRAISE**



**SUGGESTION**



**COMPLAINT**

## HOW WE RECEIVED YOUR FEEDBACK:



Phone



In Person



In Writing

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Time: \_\_\_\_\_

## YOUR DETAILS (OPTIONAL)

Name of person providing feedback: \_\_\_\_\_

Relationship to resident: \_\_\_\_\_

Address: \_\_\_\_\_

Phone number: \_\_\_\_\_ (if not a consumer)



## DETAILS OF YOUR FEEDBACK

Please provide as much detail as you can to help us understand.

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Signature: \_\_\_\_\_



Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_



## STAFF RECEIVING THIS FEEDBACK (Office Use Only)

Name: \_\_\_\_\_ Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_



*Thank you for helping us improve our care and services.*

# OFFICE USE ONLY



## RESPONSE TO FEEDBACK

(OFFICE USE ONLY)

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### THIS PART TO BE COMPLETED BY DON / DDON

Date feedback acknowledged: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Acknowledged via:  Verbal  Written



## FURTHER ACTION TAKEN / PLANNED

(Include quality improvement strategies such as training, policy review, etc.)

(Number each action – attach action sheet if necessary)

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## OUTCOME

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## EVALUATION

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Report to staff meeting on (date): \_\_\_\_ / \_\_\_\_ / \_\_\_\_



## FEEDBACK / ISSUE RESOLVED / CLOSED

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_



.....  
(Director of Nursing)



Was Feedback Response Satisfactory? Yes  No



Report received and recorded in Feedback Register on (date): \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Feedback Number: \_\_\_\_\_



Together, we create a better experience for residents, families and our community.