



RESIDENT NEWSLETTER

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Alison Cottrell (Council Chair)



Brian Matthews (CEO)



Leonie O'Neill (DOC)

COUNCIL CHAIR'S MESSAGE

It is pleasing to hear that residents are appreciating the presentation of the gardens. This is all to the efforts of Barry, Rod and Ben.

The new menu has been well received, and the home is continuing to focus on making food more enjoyable.

The café is remaining popular and soon there will be another mini café added to the FRIEND program space that will focus on post-exercise food needs.

Staffing has improved in a number of key areas but remains a challenge in some areas because of the lack of availability of staff generally. However, the Home is committed to providing the best service possible.

The Residents Advocate, David Glasgow remains an important resource for providing feedback from residents to management and the TGSH Council. We are also grateful that David is able to provide JP services when necessary.

We would also like to thank those residents who participated in the recent visit by the Aged Care Quality and Safety Commission review team.

On behalf of The Good Shepherd Home I would like to wish everybody and their families a Merry Christmas and Happy New Year.

Feel free to contact me if you want further information or there is a matter you want to discuss.

alisoncottrell@telstra.com or 0408365447

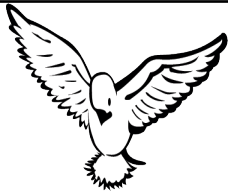
Warm regards,

Alison Cottrell
Chair Council



TGSH acknowledges the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi as the Traditional Owners of this land. We pay our respects to their cultures, their ancestors and their Elders, past and present - and all future generations.

FROM THE BISHOP



Dear Friends,



I have recently returned from holidays overseas: I spent a month in the Solomon Islands. I lived there for seven years, and many of my former students and friends are now working here in the Diocese of North Queensland. One of the joys of being in the Solomon Islands is that the internet is appalling, and even the mobile phone service is very patchy. That means that for most of the time I could not read e-mails and could not use social media. Which means that I actually had to talk to people and be with other people face-to-face. Life slows down, and people are valued for who they are. It is wonderful!

Our modern world depends on the internet and computers. However, all of you will remember a time before all this; and many of you will remember a time before there were even TV screens. Much good has come out of the internet; The Good Shepherd Home, like all other aged care facilities and health care facilities now depend on computers for the accurate transfer of information necessary for care. But we are called to much more: we are called to be in community with each other. When I visit The Good Shepherd Home I am always impressed by the care and the sense of community; and this reflects the Christian essence of the Home. As Christians we are called to be one in the Body of Christ: we are called to be in community. A Christian by themselves cannot thrive. In John 15.1-11 Jesus talks about himself as the vine, and his followers as the branches. We can only thrive if we are with Jesus and the other branches – other Christians. And this is also true for all people: we are made to be with others.

Of course, like all of us I am now dependent on computers and the internet to do my work. But I also realise that life is about far more than this. We are called to be with others. So I really do enjoy my time in the Solomon Islands, away from computers and the internet. It gives me time to be with others, and also time to be with God. May you enjoy the company of those who are with you, and in them see God's love and care. God bless you all.

God himself showed us this, when he gave his Son to be with us at Christmas. In a few weeks we will celebrate Christmas, and I hope and pray that your family and friends will be able to gather with you and celebrate at that time. However, even if they cannot be with you in person, I know that the staff and volunteers here will be with you. At Christmas we give thanks for many things; and one of them is one of them is the community that is gathered here at The Good Shepherd Home. May the love of God be with you all!

+ Keith

The Right Revd Dr Keith Joseph
Bishop of North Queensland



MISCELLANEOUS RESIDENTS NEWS



SMILE DENTIST UPDATE

DENTAL PROVIDER HAS BEEN APPROVED
CONTACT RECEPTION
AND ADVISE IF YOU WOULD BE
INTERESTED IN A
DENTAL APPOINTMENT

TO ALL WHO UTILISE THE GP SERVICES OF ACCESS AGED CARE – (DR FREYJA PAGE)

Several residents and family members have raised concerns with The Good Shepherd Home's management regarding services being provided by Access Aged Care.

We have spoken with representatives at Access Aged Care and they advised they have investigated specific instances and have contacted all Access Aged Care Consumers.

Should you have any matters or concerns that you wish to discuss please contact Access Aged Care on 1300 886 077.

MISCELLANEOUS RESIDENTS NEWS

GOVERNING BODY SERVICE IMPROVEMENT ESTABLISHMENT OF A CONSUMER ADVISORY BODY

The Aged Care Act has been amended to strengthen the governance arrangements of approved providers.

These amendments introduce specific changes aimed at improving leadership and culture and increasing transparency and accountability.

The Good Shepherd Home invites people using our aged care services to express interest in joining our Consumer Advisory Body.

An expression of interest offer letter will be forwarded to nominated Resident Representatives inviting expression of interest in joining out Consumer Advisory Body.

If you are interested in joining The Good Shepherd Consumer Advisory Body for 2024 please contact the Home for an application and information pack.

EXPRESSION OF INTEREST

Contact: Loretta Fox - Data and Projects Facilitator

Contact No: 4772 9952

Email: lfox@tgsh.org.au

No later than 15th December 2023

AGED CARE QUALITY SAFETY COMMISSION PERFORMANCE REPORT- UNANNOUNCED SITE VISIT

Recently we had an unannounced site visit from the Aged Care Quality Safety Commission

We were determined to have met all areas assessed-this was a very good result.

Management would like to thank all staff for their consistent efforts.

| Standard 3 Personal care and clinical care | Not Applicable |
|---|----------------|
| Requirement 3(3)(a) | Met |
| Requirement 3(3)(b) | Met |
| Standard 5 Organisation's service environment | Not Applicable |
| Requirement 5(3)(b) | Met |
| Standard 7 Human resources | Not Applicable |
| Requirement 7(3)(a) | Met |

MISCELLANEOUS RESIDENTS NEWS

RESIDENT & RELATIVES

Christmas Lunch Invitation

To residents & relatives who would like to join us for Christmas Day lunch

MENU

As per the Resident's Christmas Day Menu

COST

\$31.00 for adults, \$14.00 for 12 years and under

ORDERING

Numbers are limited so early orders are encouraged.

Orders will only be accepted with payment and are to be made at reception no later than
11/12/2023

Orders will not be accepted on Christmas Day.

DELIVERY

Meal orders will be supplied in the
Bain Marie's along with the resident's meal.

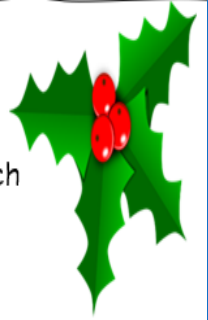
TICKETS MAY BE PURCHASED FROM ADMINISTRATION

(Mon-Fri 8:30am – 4:30pm) cash or card

TICKETS MUST BE SHOWN ON THE DAY

PLEASE ORDER AND PAY FOR YOUR TICKETS

BEFORE 11TH DECEMBER FOR CATERING PURPOSES



ROTARY RIVERSIDE PAVILLION

*If you want to celebrate a special occasion bookings
can be made with Reception during office hours.*

*BBQ seating is available and there is no cost
incurred.*

*Residents and relatives are welcome to utilise the
Rotary Riverside Pavilion if there is no celebration
taking place.*

*On the day of the celebration there will be
notification at the Pavilion of the reservation times.*

CHRISTMAS FUN NIGHT

RECIPE – REQUESTS

The Good Shepherd Home is working towards a Cookbook. We are requesting for families to submit their favourite recipes whether it be a main meal, dessert, or a treat for morning/afternoon tea. The FRIENDS program will be compiling the cookbook.

The recipes will also be shown to our Menu Coordinators and be considered to be part of our Hospitality Dietary Solutions. The recipes submitted will need to be complete with ingredients, method and name of contributor.

HAIRDRESSER

will be
CLOSED

For the
HOLIDAYS

Dec 25th–Jan 2nd

OPEN
Jan 3rd

Wednesday 6th December

6.00pm to 8.00pm



Christmas Family Fun Night

An event for all family and friends to enjoy

- ❖ Carol Singing
- ❖ Live Music – Trevor Owen Band
- ❖ Astara Dance Performance
- ❖ Jumping Castle *No charge*
- ❖ Face Painting *No Charge*
- ❖ Fairy Floss *No Charge*
- ❖ Sausage Sizzle, drinks & snacks for Sale
- ❖ Raffles and Lucky spot prizes
- ❖ BYO Chairs or Picnic Rug
- ❖ Santa Photo Opportunity
- ❖ Real Santa coming to Visit
- ❖ Good Shepherd Car Park



The Good Shepherd Home
EXCEPTIONAL CARE

CALANNA PHARMACY CHRISTMAS STALL



***CALANNA
ANNUAL
CHRISTMAS GIFT
SHOPPING STALL***

***WEDNESDAY
6TH DECEMBER 2023
ROTARY HALL
10-1pm***

ACTIVITIES AT THE GOOD SHEPHERD HOME



FOOTY TIPPING BBQ



2023



MELBOURNE CUP
2023



SENIORS EXPO
2023

The new Rotary Riverside Pavilion is being enjoyed by residents and their families. Since opening the Pergola has been booked for celebrations, footy tipping BBQ and recently a breakfast. Melbourne Cup again was a lot of fun and was well supported by all areas in the home. The Seniors Expo had for the first time this year a Mini Olympics which showed that residents still like to compete and win. The Good Shepherd Home were the winners. After competing a lunch was enjoyed with some very special coloured sandwiches. Well done considering other homes trained!