



Resident Newsletter



Council Chair Message From Tracey Holmes

Dear Residents,

I hope you're all staying cosy and well as we welcome the cooler months at The Good Shepherd Home!

We've shared some lovely moments together lately, and I'm excited to catch you up:

- Reconciliation Morning Tea (5 June 2025): During National Reconciliation Week (27 May – 3 June), our Morning Tea was a wonderful chance to sit, chat, learn, and celebrate the rich cultures, stories, and contributions of our First Nations peoples. It was truly heartwarming.
- Good Shepherd Day celebrations: What a joy it was to see so many of you join the Good Shepherd day celebrations. We honoured our longest-serving staff—some with decades of dedication. Days like this remind us how much life here is about connection, care, and community spirit.

A couple of other updates:

- Grevillea refurbishment: Progress is looking great! The refurbishment is still on track to finish by mid-November. We really appreciate your patience and support during this time.
- New Aged Care Act update: The Federal Government has now delayed the start of the new Aged Care Act from 1 July to 1 November 2025. This gives everyone more time to prepare and ensure a smooth transition.

Thank you all for being the heart and soul of Good Shepherd Home. Your warmth, involvement, and spirit make this place truly special. Stay tuned—we've got more events, celebrations, and get-togethers planned!

From the Bishop

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Dear Friends,

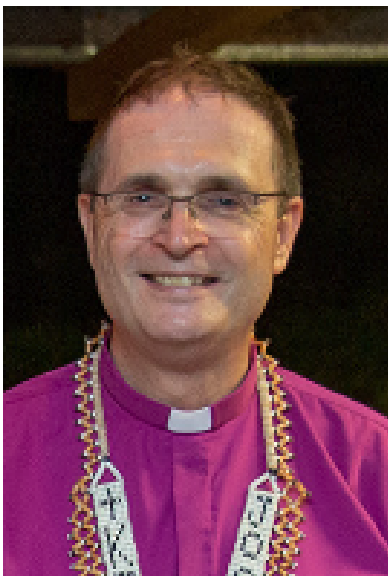
Next week (29th June) we celebrate St Peter & St Paul. These two men were mighty apostles. St Peter led the early church, and St Paul was the great apostle to all those were “gentiles” – that is, everyone who was not Jewish. Through both these men the early church was formed and grew rapidly. The Gospel read in church on 29th June is John 21.15-19. In this gospel Jesus asks Peter if he loves him: “Simon [Peter], son of John, do you love me?” to which Peter replies, “Yes, Lord; you know that I love you.” He asks this a second time and then a third time, and commands Peter to look after the church: “Feed my sheep”.

One thing we miss in this passage is the different types of love that Jesus talks about. The first two times Jesus asks Peter “do you love me”, the word used is agapan which is from the Greek word agape which means divine love. So we could translate the question Jesus asks as “do you love me divinely?” or “do you love me as God?” This divine love is overwhelming love, the love that God has for us and the love that we should have for God. However, the third time Jesus asks Peter he uses a different word: he uses the word philein, which comes from the Greek word philos, which is the word used for brotherly love or friendship love. So the third time Jesus asks Peter if he loves him, it can be translated as: “Do you love me as a brother and a friend?”

This is not an inferior type of love, but a different type of love and a different way of seeing and understanding Jesus. In this passage Jesus is shown to be loved as our Lord and Saviour; and is also shown to be loved as a brother and a friend. Jesus is our Lord; and Jesus is our friend. This is a very unusual way of understanding God, and is part of what makes Christianity so different from other religions. And if it is good enough for God to be loved as a friend, then it also follows that we should love those who are with us, our neighbours.

May The Good Shepherd Home be a place of both divine love and friendship love, where all those who are residents or staff or volunteers find love in what they do. May God bless you and keep you all.

**The Right Revd Dr Keith Joseph
Bishop of North Queensland**



Quality News

Continuing our series of providing an explanation of the 7 new Strengthened Standards that are coming into effect with the new Aged Care Act, in this edition we will be explaining Standards 2 and Standards 3.

Standard Two: The Organisation

Strengthened Quality Standard 2 holds the governing body responsible for meeting the requirements to deliver quality care and services. This Standard has a stronger focus on:

Partnering with individuals – this means partnering with residents on the design, delivery and improvement of care services.

Quality, safety and inclusion culture to support individuals and aged care workers to deliver quality care – means understanding that different backgrounds have different needs.

Accountability, quality systems and policies and procedures – the means having a quality system in place that includes policies and procedures and a system of continuous improvement.

Risk management – having a system to identify, assess, document and mitigate risks. This system should focus on risks to older people, workers, operations and emergency situations.

Incident management – ensuring we have a system to record, investigate and manage incidents; and consider ways to reduce the occurrence of incidents.

Complaints and feedback management for aged care workers and individuals – managing and responding to feedback and complaints through a complaints management system.

Information management – this means ensuring that information relating to our residents is kept confidential and secure. Information also needs to be accurate, timely and complete.

Workforce planning – means having a strategy to ensure enough staff with the right skills, qualifications and competencies to perform their roles and manage absences.

Human resource management – means ensuring that our workers are trained on a number of core matters relating to aged care.

Emergency and disaster management – this is about have the plans in place to respond to natural disasters, medical emergencies and pandemics and outbreaks.

Standard Three: The Care and Services

Strengthened Quality Standard 3 describes the way providers must deliver funded aged care services for all types of services being delivered.

Assessment and planning – this means that all residents must be engaged in their care and services plans which must describe current needs, goals and preferences of individuals.

Delivery of funded aged care services – ensuring that residents receive quality care that meets their needs and optimizes their quality of life and are delivered in a culturally appropriate manner.

Communicating for safety and quality – this means ensuring that critical information is communicated between residents, supporters and health professionals and that risks, changes and deterioration are escalated and communicated as appropriate.

Planning and coordination – residents receive services that are planned and coordinated between health providers, supporters and other partners supporting the resident.

Strengthened Aged Care Quality Standards



☀️ Join the Consumer Advisory Body

– Have Your Say! ☀️

The Good Shepherd Home is inviting residents, family members, carers, and community representatives to become members of our Consumer Advisory Body (CAB). This is a wonderful opportunity to help shape the quality and future direction of our services.

What is the CAB?

The CAB gives a voice to residents and consumers, providing feedback and suggestions to The Home's Council on how we can improve service quality, operations, and the overall resident experience.

Who can join?

We welcome residents, carers, family members, and community representatives who are passionate about aged care and want to make a positive difference. No formal qualifications are needed—just a willingness to listen, share, and represent others.

Why join?

As a CAB member, you'll:

- Advocate for resident needs and experiences
- Contribute ideas for service improvement
- Provide input on planning and quality initiatives
- Be part of a collaborative group helping to shape a better future at TGSH

What's involved?

- Attend four meetings per year (or more if needed)
- Share your ideas and lived experience
- Help review information and provide feedback
- Serve a 1-year term, with the option to renew

If you're interested in becoming a member or learning more, please contact Karen Edwards (07)4772 9900 or via email kedwards@tgsh.org.au.

Resident Relative Meeting

Invitation to Attend Resident Relative Meeting

A chance to hear what's happening at the Home and raise any questions

you may have:

In the Rotary Hall on

Wednesday 10th September at 5.30pm

Wednesday 10th December at 2.30pm



Resident Spotlight

🎷 Meet Kevin – Our Saxophone Star from Pinnacles House 🎵

If you've ever wandered through Pinnacles House, chances are you've heard the soulful sounds of Kevin's saxophone echoing through the halls. Kevin, a longtime resident, has been playing the saxophone for over 67 years—and he's still using the very same instrument he bought at just 15 years old for £95!

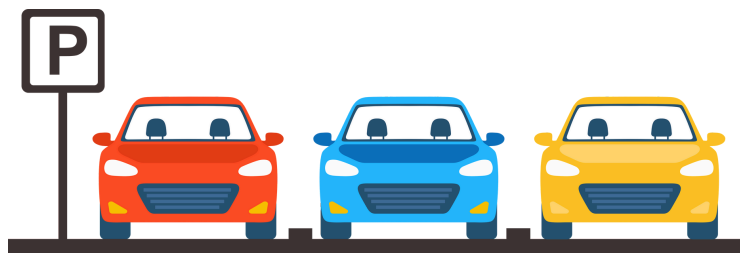


Kevin's musical journey is a rich one. In his younger days, he played in an orchestra at the Ayr Theatre, where Carl Neilsson himself would write the harmonies. These days, Kevin plays for church services on Fridays and joins in whenever the pianist is in the wing. His dedication to music is clear—he practices every chance he gets, unless he's busy drawing, another of his passions.

Freddy Gardner is Kevin's favourite saxophonist. "I'll never be that good," Kevin says humbly. But the staff and fellow residents at Pinnacles House would beg to differ. Kevin's music isn't just technically sound—it's heartfelt, emotional, and brings joy to everyone who hears it.

One of Kevin's favourite musical companions is Roland, who plays the piano with one finger while Kevin plays along, filling the space with beautiful harmony and warmth.

Thank you, Kevin, for sharing your gift and lighting up our home with music! 🎷❤️



New Carpark Signs

You may have noticed new signs in the carpark—these changes come in response to feedback about the lack of parking for visiting families. To help address this, we kindly ask everyone to be mindful when parking. Please ensure your car is parked front-in wherever possible. This small action helps keep the footpath clear and safe for pedestrians, especially children, and encourages people to stay off the road. For everyone's safety, please take a moment to read the new signage and follow the updated guidelines. Your cooperation is greatly appreciated!



RECONCILIATION WEEK MORNING TEA



NATIONAL RECONCILIATION WEEK 2025
**Bridging
Now to
Next**

The Home proudly celebrated Reconciliation Week with a special morning tea on Thursday, 5th June 2025, bringing together community, culture, and connection.

The event began with a heartfelt Acknowledgment to Country by the children from JCU Kindy, followed by energetic dances performed by students from Carinity Primary School. Their performances were warmly received and highlighted the richness of Indigenous culture.

Guests were invited to place their handprint on a community canvas, symbolising unity and commitment to reconciliation. The finished artwork will be proudly displayed in the Home.

Morning tea featured delicious traditional damper and scones, supplied by Bina Kitchen, rounding off a meaningful and memorable morning.

