



Resident Newsletter



Council Chair Message From Tracey Holmes

Dear Residents,

I hope this message finds you well and settling comfortably into the change of season. As always, it's a pleasure to connect with you through our newsletter.

This month, I'm especially pleased to share some important updates and highlights from around the Good Shepherd Home.

On Saturday 10th May, we will be celebrating Good Shepherd Day—a significant occasion in our calendar where we take a moment to honour the heart of our Home: our dedicated staff. This year, we are proud to acknowledge 23 remarkable team members who are celebrating service milestones ranging from 10 to 30 years. Their long-standing commitment and care have helped shape the warm, welcoming community we all value so deeply. I hope you'll join us in celebrating their contributions and the spirit of Good Shepherd that they so clearly embody.

We also want to update you on the progress of the Grevillea refurbishment. Demolition is currently underway and, while we know this has created some disruption, we're excited about the improvements to come. The works are expected to continue through to mid-November, and once complete, will bring updated facilities and a refreshed environment for residents and staff alike.

In the meantime, we thank all of the Grevillea residents now settled into George Roberts Top for your patience and understanding during this transition. Your flexibility and good spirits are truly appreciated as we carry out this important work.

Thank you, as always, for your ongoing support of one another and of the Good Shepherd Home. We look forward to celebrating together on Good Shepherd Day and continuing to make this a wonderful place to live.

From the Bishop

In this newsletter
you can expect:

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Message

From the Bishop

Quality News

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Spotlight

Dear Friends,

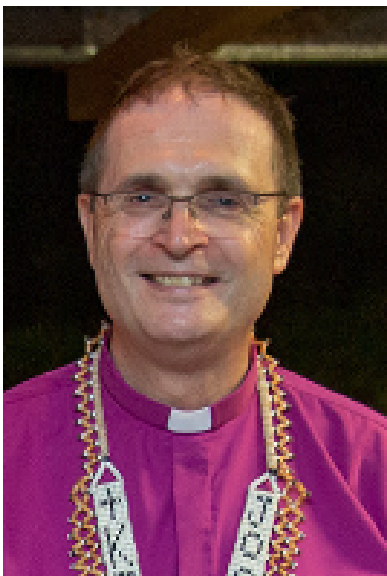
One of the most important markers of any civilisation is the care that it gives to its most vulnerable people, including the elderly. There is a strong argument that we have a duty to look after those who looked after us, but even more importantly love of neighbour must always include love of our elders. Therefore the work of The Good Shepherd Home is an act of Christian charity reflecting the deepest values that Jesus taught us.

Every time I visit the home, I am deeply impressed by the dedication and care of the staff and volunteers. There is a sense of calm and well-being that speaks of a deep regard for the residents. I also see that many of the residents are not just the passive recipients of care, but are active members of their community at the home.

Perhaps less visible at The Good Shepherd Home are the Board and Council. They are there to support and guide the executive leadership team, through the oversight of finances, policy and management. An integral part of the home are a group known as the Benefactors, who along with the Bishop are the members of the corporation and have a vital role in supporting the work of the Board.

As can be seen, The Good Shepherd Home is not just a collection of people. There are the Benefactors, the Board and the Council, the senior leadership team very ably led by Mr Brian Matthews, and all the staff, volunteers and residents. I am grateful to everyone who forms this remarkable community, and pray that God's Spirit of love and care may be with all of you.

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



Quality News

Following the Royal Commission into Aged Care, the Department of Health and Ageing is introducing new standards for all Aged Care providers including The Good Shepherd Home. Known as the Strengthened Aged Care Quality Standards, these 7 new Standards come into effect with the new Aged Care Act from 1st July 2025. Each Newsletter edition, we will be explaining a new Standard.

Strengthened Aged Care Quality Standards



Standard One: The Person

Strengthened Quality Standard 1 underpins the way we treat older people in our care. This Standard has a stronger focus on:

Person-centred care – this means that the safety, health, well being and quality of life of our residents is the primary consideration. We value our residents in terms of their identity, culture, ability, diversity, beliefs and life experiences. We make our residents feel safe, welcome, included and understood.

Dignity, respect and privacy – we will treat our residents with dignity and respect and respect the personal privacy of our residents.

Choice, independence and quality of life – we will support our residents to exercise choice and make decisions when they want and we will support our residents to exercise dignity of risk to maintain independence and quality of life.

Transparency and agreements – we will ensure that information about the services we provide is clear and easy to understand. Individuals considering aged care services have the opportunity to consider and seek external advice before making any decisions.

Consumer Information Fact Sheets

For those seeking valuable information and resources on aged care in Australia, we recommend visiting the Australian Aged Care Quality and Safety Commission's resource library. This comprehensive collection is specifically designed to assist aged care consumers, with resources covering a wide range of topics to support quality care. Explore various tools, guidelines, and best practices that will help enhance the delivery of safe and high-quality care for older Australians.

You can find the helpful link on the Home's website

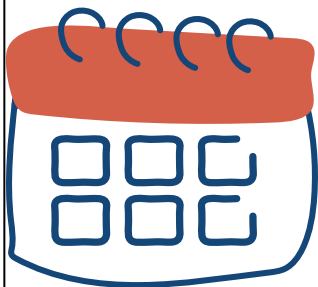
<https://thegoodshepherdhome.com.au/valuable-information-and-resources-on-aged-care-in-australia/>



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 11th June at 2.30pm

Wednesday 10th September at 5.30pm

Wednesday 10th December at 2.30pm

Grevillea Refurbishment Update

Woollam Constructions commenced demolition of Grevillea in April as the first stage of the planned refurbishment. Whilst the main building footprint will remain, the majority of the interior will be replaced over the course of the next 8 months. As you may have noticed already, the demolition stage is quite noisy as builders remove bathroom tiles and widen bedroom doorways. It is hoped the worst of the noise will be over within the next 2 weeks.

Please be aware of the construction zones around Grevillea and in front of the main entrance. These areas are only to be accessed by Builders and the associated contractors. At times large trucks will be entering and leaving the carpark. Whilst we are working with the builders to minimise disruption for Residents, visitors and staff, please be patient and take extra care to avoid any accidents.



Introducing Molded Meals: Enhancing Texture-Modified Dining

The Home is committed to providing texture-modified meals that are not only nutritionally equivalent to the regular menu but also served at the correct temperature and presented in an appealing manner. One important innovation in this area is the use of food molds to enhance presentation—helping ensure that all residents enjoy a dignified and enjoyable dining experience.

Last week, a small group of residents and selected staff were invited to sample a new range of outsourced, pre-prepared molded meals. These meals are designed to resemble real food in appearance while catering to specific dietary needs. A variety of main meals, mid-meals, and desserts were included in the tasting, and the feedback was overwhelmingly positive:

- “Meal looked great”
- “Great to have a variety of meal choices”
- “Meal and the taste was well received”

Outsourcing these meals offers several benefits, including a wider variety of choices, more consistent quality and taste, improved presentation, and cost efficiency. Our chefs will continue to plate and serve these meals with care, ensuring residents receive a thoughtfully presented dining experience.

Currently, approximately 30 residents at The Home require texture-modified meals. This initiative is a promising step toward enhancing their quality of life through better nutrition, choice, and visual appeal.

**Pork Chop
with
Mashed
Potato and
Pumpkin**



**Roast Lamb
with
Mashed
Potato,
Carrots and
Peas**



**Chicken
with
Mashed
Potato,
Pumpkin
and Peas**



**Sirloin Steak
with
Pumpkin
and
Cauliflower**



Resident Spotlight

If you've visited Café Memories at The Good Shepherd Home, chances are you've been welcomed by Dot — and likely left with a smile and your favourite order in hand.

Dorothy, affectionately known as Dot, has been volunteering at the café since October 2024. Whether she's making milkshakes and toasties or restocking the sweets cabinet, Dot is always busy — and always willing to lend a helping hand.

"I would be there every day if I could," Dot says. "I just love being part of it."

Dot's connection with fellow residents and visitors is truly special. She remembers countless names and orders, often greeting regulars with their preferred treat already prepared. It's this personal touch and attention to detail that make her such a valued member of the community.

Her passion for hospitality is longstanding. Dot began her career in the industry in 1970, working in a silver service hotel in Brisbane, and her professionalism and pride in her work are still evident today.

Dot's kindness goes well beyond the café counter. On many occasions, she has gone out of her way to deliver a chocolate milkshake to a resident unable to leave their room — a small gesture that leaves a big impact.

"She's kind, caring, and always thinking of others," says one staff member.

While Dot spends much of her time in the café, she also enjoys participating in activities run by the Leisure and Lifestyle team, making the most of the vibrant community at The Good Shepherd Home.

We extend our heartfelt thanks to Dot for her hard work, dedication, and the warmth she brings to those around her. We are incredibly grateful to have so many generous and community-minded individuals like Dot within our Home.





The Good Shepherd Home
EXCEPTIONAL CARE

Cafe Menu

One of our talented young volunteers has generously taken the time to create a beautifully written price board for the café. Their effort adds a welcoming and professional touch to the space—thank you for your creativity and care!

FOOD		DRINKS	
Savoury		Hot	
Traditional pasties \$8.00	Frittata \$9.50	Flat white	
Gourmet Beef Pie \$8.00	Quiche \$7.00	Cappuccino	
Spinach & cheese roll \$7.00	Filo \$8.50	Latte	
Taastic sandwich \$7.50	Sausage roll \$7.00	Hot chocolate	
Wrap		Tea	
SWEET		COLD	
Scone \$5.00		Iced Coffee / Latte \$7.00	
Banana Bread / Brownie \$6.50		Iced Chocolate \$7.00	
Carrot Cake / Slice / Tart \$7.00		Milkshake \$7.00	
Lamington / Muffin \$6.50		Thickshake \$7.50	
Cookie \$3.50			
		FLAVOURS	
		Chocolate, Caramel, Banana, Lime, Vanilla, Strawberry	
		Extras	
		Small coffee & Cake! For only \$10!	



Good Shepherd Day Church Service

To All Residents

You are invited to attend

Special Service being conducted by
Bishop Keith Joseph

Saturday 10th May from 10:00am
In the Rotary Hall





The Good Shepherd Home
EXCEPTIONAL CARE

EASTER



Activities at The Good Shepherd Home

Mountainview Morning High Tea

