



Resident Newsletter



Council Chair Message From Tracey Holmes

Dear Residents, Families, and Friends,

It's been a busy and exciting time here at The Good Shepherd Home, and I'd like to take this opportunity to share a few important updates with you all.

New Strengthened Aged Care Standards – Effective 1 November 2025

From 1 November 2025, the Strengthened Aged Care Quality Standards will come into effect across Australia. These new standards aim to ensure that aged care services continue to meet the highest expectations of safety, respect, and quality of life.

At The Good Shepherd Home, we are working hard to ensure our practices align with these strengthened standards, focusing on person-centred care, dignity, and transparency. You may notice some changes in how we communicate and report on care.

Transition to eCase Clinical Software

On 1 October 2025, The Good Shepherd Home transitioned from Person Centred Software (PCS) to eCase as our new clinical care system.

This change was made because we believe eCase will provide better documentation to evidence compliance with the new standards and supports our residents through a more user-friendly platform for our staff.

As part of this transition, there will be a few adjustments to how we communicate with residents' representatives. The Relative Gateway, which was a feature of PCS, is no longer available. In its place, we will soon begin providing a monthly Care Statement for each resident. These Care Statements, which are a requirement of the new Strengthened Standards, will offer an easy-to-read summary of each resident's health status and care over the past month. Further information about these statements will be shared shortly.

Grevillea Refurbishment Nears Completion

We're delighted to report that the Grevillea refurbishment is nearly complete and looks great! The refreshed spaces will provide a more comfortable, modern, and welcoming environment for residents and visitors alike.

Please keep an eye out for further correspondence— we hope to host a small re-opening celebration towards the end of November to mark the occasion, and we'd love for you to join us.

From the Bishop

In this newsletter
you can expect:

Council Chair
Message

From the Bishop

Quality News

Consumer
Information Fact
Sheet

Grevillea
Refurbishment

Melbourne Cup
Trophy

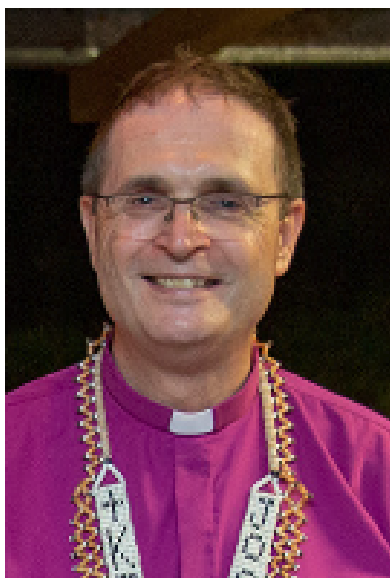
Sometimes I am asked about sinfulness: what is it that makes something sinful? I can answer that sinfulness is not about breaking rules. Jesus broke enough rules in his lifetime on earth: he healed on the Sabbath, he associated with impure people, and he attacked people in the courtyard of the Temple. So what is sinfulness about then? The short answer: it is about breaking relationships. When we break our relationship with God or damage our relationships with other people, we are being sinful.

Now, this does not mean that rules are bad. Far from it. Good rules protect relationships. The first four of the Ten Commandments are about right relationships with God. The fifth commandment (“honour your father and mother”) are about right relationships in a family. The other Commandments are about right relationships with your spouse and your neighbours. But the point is that the rules protect relationships, and have their value in protecting those relationships. In Matthew 22.34-40 Jesus talks about the Great Commandments: we are to love God and love our neighbour. Jesus tells us that ALL the laws and ALL the prophets depend on these two Great Commandments, the Commandments of love. So sinfulness is not about breaking a rule, but about breaking or damaging the love we have for God and for other people. True sinfulness is to not have love.

This is what makes Christianity different from other religions: ultimately it is not about following rules, but about love. To be right with God is to love God and to love your neighbours. But of course, we so often fall away from love: and then we are called to repent. When we do something that hurts other people, that is sinful and needs forgiveness and love. And we are also called to forgive others; again, when we forgive others we can then live in a right relationship of love with them.

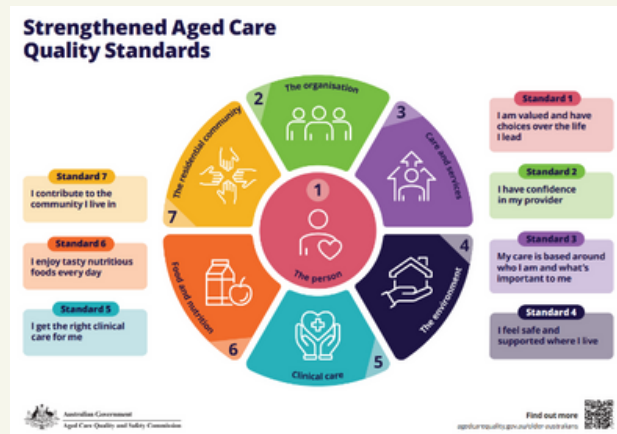
Love, of course, is not always easy. Life can be hard, and we all make bad mistakes. But love calls us to keep on going in spite of the mistakes, to always seek to do that which is best for others. May our Lord bless you with his love, and may you show that love in your own lives.

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 4 and Standards 5.



Standard Four: The Environment

The intent of Standard 4 is to ensure that the physical environment is safe, supportive and meets the needs of our residents and that effective infection prevention and control measures are a core component of service delivery to protect older people, their supports and aged care workers.

There are two outcomes for Standard Four

Environment - Residents can expect a clean, safe and comfortable environment that optimises their sense of belonging, interaction and function. Any equipment provided to individuals must be safe and must meet the needs of individuals.

Infection prevention and control - The Home must have an appropriate infection prevention and control system. We must ensure that our workers use hygienic practices and take appropriate infection prevention and control precautions when delivering aged care services.

Standard Five: Clinical Care

Strengthened Quality Standard 5 explains how good clinical care improves an older person's quality of life, independence, confidence and their feeling of purpose in daily life.

There are seven outcomes for Standard Five

Clinical governance – the Home must integrate clinical governance into corporate governance to actively manage and improve the safety and quality of clinical care services delivered to individuals.

Preventing and controlling infections in delivering clinical care services – the Home must ensure that individuals, aged care workers, registered health practitioners and others are encouraged and supported to use antimicrobials appropriately to reduce risks of increasing resistance.

Safe and quality use of medicines – The Home must encourage and support individuals, aged care workers, registered health practitioners and allied health professionals to use medicines in a way that maximises benefits and minimises the risks of harm; medicines must be prescribed appropriately and safely administered with any medicines-related adverse events monitored and reported to inform safety and quality improvement.

Comprehensive Care – the Home must ensure that residents receive comprehensive, safe and quality clinical care that is evidence-based, person-centered and delivered by health professionals.

Safety of clinical care services – the Home must identify, monitor and manage high impact and high prevalence risks in the delivery of clinical care services to ensure the delivery of safe, quality clinical care services and to reduce the risk of harm to individuals.

Cognitive impairment - The Home must ensure that individuals who experience cognitive impairment (whether acute, chronic or transitory) receive comprehensive clinical care services that optimise clinical outcomes and are aligned with their clinical needs, goals and preferences.

Palliative care and end of life care - The Home must recognise and address the needs, goals and preferences of individuals for palliative care and end-of-life care; and preserve the dignity of individuals in those circumstances. Pain and symptoms are actively managed, with access to specialist palliative and end-of-life care when required and supporters and others are informed and supported, including during the last days of life

Medication Spotlight: Prolia Reordering Process

To ensure the safe and timely administration of Prolia for residents prescribed this medication, we've implemented a streamlined reordering process.

Our Registered Nurse will reorder a new supply of Prolia on the same day the current injection is administered. This ensures that the next dose is readily available and safely stored in the fridge well in advance of when it is due.

Please note that in the early stages of this process, there may have been some overlap during stock checks and reordering for certain residents. This has since been addressed, and the new system is now in place to support consistent, uninterrupted care.

If you have any questions or would like more information, please feel free to speak with the nursing team.



Grevillea Refurbishment Update

The Grevillea refurbishment is progressing well, with the expected handover scheduled for mid to late November 2025.

Recent milestones include the completion of floor prep, internal doors, glazing, internal painting and electrical fit out.

While there's still a little way to go, the site is really starting to take shape. Woollams are making great progress and continuing to push forward with the work at pace.

We'll continue to keep you updated as things move along!

Progress Photographs



Typical Internal Finish (08/10/25)



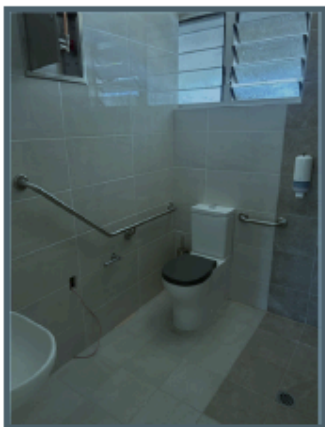
Office joinery (08/10/25)



Kitchen joinery (08/10/25)



Kitchen joinery (08/10/25)



Ensuite fitout (03/10/25)



Building extension (25/09/25)



Enclosure to western wing (25/09/25)



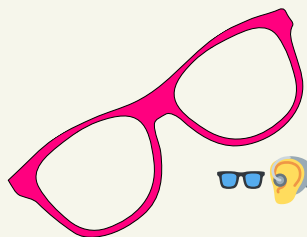
Typical bedroom joinery (25/09/25)

In Loving Memory of Harley from Mountainview

We remember Harley from Mountainview as someone who found great joy in the simple beauty of nature. He especially loved spending time in the garden and often took comfort in gazing out at the garden bed from his room.

In a heartfelt tribute, the Willis Family has kindly donated a bird bath to be placed in the garden bed—a serene and thoughtful addition that reflects Harley's love of the outdoors. This gift will not only beautify the space but also invite birds and life into the garden he cherished so dearly. We thank the Willis Family for their meaningful gesture in memory of Harley. His presence will be fondly remembered every time we see the birds gather there.





Missing Something? Let's Reunite You!



Lost your glasses? Misplaced your hearing aid? Don't worry—it happens to the best of us! 🧠👂 A few friendly pairs have made their way to Reception, hoping to be reunited with their owners. Pop by and take a peek in the lost property tub—your missing item might just be waiting for you!



Vaccination clinics for staff and workforce

The Good Shepherd Home was recently informed by The Townsville Regional Public Health Unit that our approach to supporting residents to access and maintain currency with their vaccination for COVID and flu is setting the Gold Standard regionally for providers.

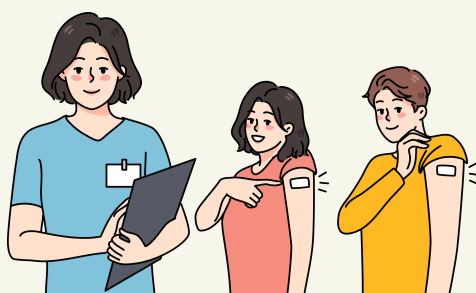
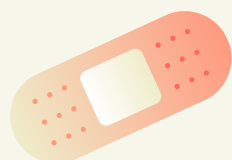
Over 90% of our Resident population have continued to access the COVID booster vaccination as recommended and the annual Flu vaccination through our onsite mobile vaccination clinic. The benefits of maintaining currency with recommended vaccinations reduces the risk of serious illness.

The Good Shepherd Home Community has not experienced any COVID outbreaks for greater than 4 months through effective outbreak management and through supporting residents to maintain currency with their vaccination.

We are working with Pharmacy to further expand on the vaccine clinic services to include other vaccinations for residents who are eligible to receive . We will provide updated information about these services prior to the implementation of this service.

The next COVID booster vaccination clinic (the 6th mthly booster clinic for staff and residents is planned for early November 2025). The Resident and or Resident representative will be contacted if we don't have a consent record yet completed for this clinic.

The collection of consent for 2026 vaccinations will commence in January 2026. We encourage you to speak with your Doctor about recommended vaccinations if you are unsure.





The Dental Home Project



We are pleased to share that Dr Garret Robles from MYTOOTHDOCTOR is happy to provide on-site dental services at the Home.

This service brings convenient, professional oral care directly to our residents—meaning there is no need to travel for routine dental needs.

What's Included?

Dr Robles will offer:

- Routine dental check-ups
- Oral health assessments
- Basic treatments



These services will help ensure residents receive consistent and high-quality dental care in the comfort of their own home.

Note: If a procedure requires anaesthetic or hospital-based care, external appointments may still be necessary and Dr Robles will discuss such requirements directly with residents or their representatives.

Want to Book In?

To schedule an appointment for the next visit, please speak with a clinical staff member. They'll be happy to assist you.

We're excited to offer this service as part of our ongoing commitment to supporting the health and wellbeing of our residents.

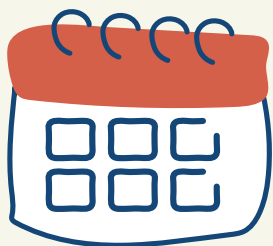
Resident Relative Meeting

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 December at 2.30pm

Aged & Disability Advocacy (ADA) Australia will be in attendance



The Good Shepherd Home
EXCEPTIONAL CARE



ADA Law
Community Legal Service

Aged & Disability Advocacy (ADA) Australia is coming to visit!

ADA Australia's aged care advocacy service provides free, independent, and confidential information and individual advocacy support to people with concerns about Australian Government-funded aged care services in Queensland.

Advocacy helps individuals speak up for their rights and have their voices heard. If you have concerns or questions about your care, or want help understanding your rights, come and chat with one of our advocates.

ADA Law is ADA Australia's community legal service. It provides specialist legal and human rights advocacy for adults whose decision-making capacity is in question. This includes legal advice, representation, and non-legal advocacy for guardianship and administration matters, Enduring Power of Attorney, and support before the Queensland Civil and Administrative Tribunal (QCAT).



**Our advocates will be visiting the Home on
Wednesday, 12th November 2025
from 10:00am until 1:00pm**

They welcome the opportunity to speak with residents, family members, supporters, and staff who would like to learn more about our services.

If you'd like to meet with an ADA advocate during the visit, please speak with reception to be added to the appointment list.

☎ or call ADA on Free Call: 1800 818 338

Access to services is subject to eligibility. All services are free, independent, and confidential.



ADA Australia
Your aged and disability advocates

Bringing your Pet to the Home

Pet therapy provides significant physical, emotional, and social benefits for aged care residents, including reduced stress and anxiety, improved mood, increased physical activity, and enhanced social connections. It can help combat loneliness and depression, stimulate memory, and even improve communication and physical well-being, especially for those with dementia.

The Good Shepherd Home has a duty of care to all its residents, staff and visitors and must uphold a standard of safety to continue to allow activities involving animals in a safe and engaging environment.

There are a few approved animals that already provide therapy in a social context through out the Home in line with our Leisure and Lifestyle activities within the wings. Risk Assessments and applications have been approved for these animals and their handlers to operate within the activities throughout the Home.

If you would like to bring your pet into the Home to visit a loved one, we ask that you please seek guidance in the first instance via our Work Health & safety Officer by contacting reception on 07 47 729900 or by emailing whs@tgsh.org.au.



Exciting News from the Aviary!

On October 16th, 2025, two lovely volunteers made a wonderful discovery – our pair of lovebirds have welcomed two tiny babies! Though they don't have their colorful feathers yet, the chicks are healthy, active, and growing fast. Over the next few weeks, they'll continue to develop and start showing more of their personalities. We can't wait to watch this little family thrive!



Baby love birds 2 days old



Melbourne Cup Trophy

