



# Resident Newsletter



## Council Chair Message From Tracey Holmes



Dear Residents,

As we approach this festive season, I want to take a moment to reflect on the year that has passed and share our heartfelt gratitude. Christmas is a time for joy, togetherness, and hope, and here at Good Shepherd Home, we are blessed to have a community that truly embodies these values.

Your resilience, kindness, and spirit of friendship make this home a special place. On behalf of the Governing Council, I thank you for the warmth you bring to our community and for the trust you place in us to support and care for you.

May this Christmas bring you peace, laughter, and cherished moments with those who matter most. As we look forward to the new year, we remain committed to ensuring that Good Shepherd Home continues to be a place of comfort, dignity, and belonging for all.

Wishing you a joyful Christmas and a bright, healthy, and happy New Year.





# From the Bishop

Christmas is with us again – a reminder of how quickly the year moves. I will admit that I find Christmas to be very hectic. There is the shopping and the relentless advertising and trying to get everything done at work before the holidays. At Christmas, I look forward to the beauty of the Christmas church services: the candles and the carol singing and the music. And then, to be honest, I look forward to a long rest. Christmas lunch, followed by Boxing Day leftovers and a few days of doing as little as possible before the New Year.

In this newsletter  
you can expect:

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Council Chair  
Message

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From the Bishop

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Quality News

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Grevillea  
Refurbishment

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Christmas  
Activities

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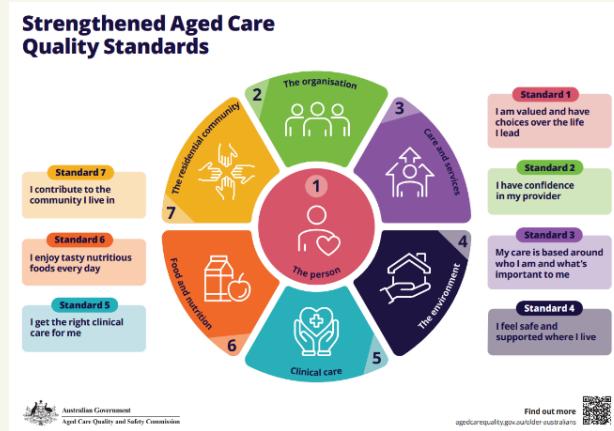
This time of rest also gives rise to a time of reflection. All the busy-ness before Christmas can be a real distraction from the true meaning of Christmas, which is the gift that is Jesus Christ. We are called to celebrate the gift to us of the baby Jesus. We are called to celebrate the helpless child who was to become our Saviour, and who was the means by which God offered us salvation. And how should we respond to this? We are called to give of ourselves back to God, and to each other. Jesus tells us that the great commandments are to love God and to love each other. Our gift to God and to each other is therefore love. All the community at The Good Shepherd Home – the residents and their families, staff and volunteers and their families – are all called to be a community of love. The gift of Christmas is not just for Christmas Day, but for every day.

I wish you a blessed Christmas and a Happy New Year. May this time be a time of joy and even of rest for you all, and I look forward to being with you again in the New Year. God be with you all!



# Quality News

Continuing our series of providing an explanation of the 7 new Strengthened Standards that came into effect with the new Aged Care Act on 1st November 2025, in this edition we will be explaining Standards 6 and Standards 7.



## Standard Six: Food and Nutrition

Strengthened Quality Standard 6 applies only to residential care and sets out expectations for food and drinks which are nutritious, appetizing and safe and meet the needs and preferences of our residents. It also sets the standard for the dining experience so that it is enjoyable, includes variety and supports a sense of belonging.

### There are four outcomes for Standard Six

**Partnering with individuals on food and drinks** – the Home must partner with residents to deliver a quality meal and refreshment service that includes appealing and varied food and drinks and an enjoyable dining experience.

**Assessment of nutritional needs and preferences** – the Home must ensure that the specific nutritional needs of residents are assessed to determine their needs, abilities and preferences in relation to what and how they eat and drink.

**Provision of food and drinks** – the Home must ensure that food and drinks meet the nutritional needs of residents and are appetizing and flavoursome; there needs to be variation and choice about what is offered to residents as well as how much they eat and drink.

**The Dining experience** – the Home needs to provide residents with support to eat and drink and ensure that the dining experience meets the needs and preferences of individuals to support social engagement, function and quality of life.

## Standard Seven: The Residential Community

Strengthened Quality Standard 7 applies only to residential care and sets an expectation that residents are supported to do the things they want and to maintain their relationships and connections with community. Residents should also feel confident with their care and feel safe at the Home.

## There are two outcomes for Standard Seven

**Daily Living** – residents should receive services that optimize their quality of life, promote use of their skills and strengths and enable them to do the things they want to do.

**Transitions** – residents should experience well coordinated transitions, either planned or unplanned to or from the Home. Responsibilities and accountability between aged care workers and health professionals must be clear and understood.

This concludes the series about the Strengthened Aged Care Quality Standards.

In the next newsletter, we will be providing information about the Statement of Rights and how the New Aged Care Act puts individuals at the centre of their aged care experience.



## ★ 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
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- **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](mailto:kedwards@tgsh.org.au).

# A Fresh Start for Grevillea Wing

We are thrilled to share that Grevillea Wing officially reopened on Tuesday, 25th November 2025! The occasion was marked with a small celebration, bringing together residents, relatives, staff, and members of the Home's Council and Board.

Thanks to the dedication and hard work of staff, volunteers, and families, residents were able to move back into their rooms smoothly and comfortably. The refurbished wing now feels bright, fresh, and welcoming—a beautiful space for everyone to enjoy.

A huge thank you to everyone who contributed to this project. Your efforts have truly made a difference, and the refreshed Grevillea Wing is a wonderful place for our residents to call home.





# Allied Health Services

The Allied Health Team and Synergy would like to thank you for all your hard work this year.  
Allied Health will be closed the Public Holidays

Thursday 25<sup>th</sup> December 2025

Friday 26<sup>th</sup> December 2025

Thursday 1<sup>st</sup> January 2026



# Just For You Hair Design

Liz from Just For You Hair Design will be closed from the 25th December 2025 – 5th January 2026.

Appointments available until Christmas Eve 24th December,  
Please make your appointment as soon as possible to avoid missing out.



# Resident and Relative Christmas Lunch

To the relatives of residents who would like to join the Home for Christmas day lunch

Cost: \$40 per person

Numbers are limited so early bookings are encouraged.

Payments are to be made at reception no later than Tuesday 16th December 2025 for catering purpose.

Cash or card accepted

Reception is open Monday – Friday 8.30am – 4.30pm

Tickets must be shown on the day

(Payments CAN NOT be accepted on Christmas day)

## LUNCH MENU

Shrimp and Mayo Salad with Lemon

Stuffed Mushrooms (GF)

Bread Rolls

Roast Turkey

Roast Pork

Glazed Ham

Roasted Vegetables

Condiments

Gravy

## Dessert

Plum Pudding with Brandy Custard





The Good Shepherd Christmas Carpark Party

Wednesday 17th December 2025

6:00PM to 8:00PM

Bring a picnic blanket or chair

Music by Trevor Owens

Try and find the lucky elves

Lucky door

Raffles

Free Fun for Kids

Sausage Sizzle, drinks and snacks available to purchase

**A visit from Real Santa**





# Work Health & Safety

December 2025

## Staying Safe During the Festive Season

As we head into the Christmas period, aged-care facilities become busier than ever. Increased visitors, festive events, and staff taking leave can add to pressures in the Home. This edition focuses on staying safe, managing stress, and maintaining wellbeing during this high-activity season.

### Heat Stress and hydration

Christmas in Townsville often means hot or rainy weather, putting you at risk.

Staff will:

- Monitor for signs of heat exhaustion.
- Ensure rooms are well-ventilated or air-conditioned.
- Encourage regular fluid intake.

What you can do:

- Take plenty of fluids, sipping throughout the day is best rather than fewer large drinks
- Keep your windows closed, this will assist the air conditioners to work at optimal capacity keeping you cooler
- Let a staff member know if you are feeling hot, thirsty or unwell

### Infection Prevention and Control- More visitors = more germs.

At all times:

- Wash hands frequently with soap and water or use hand sanitiser, especially after using the toilet and before eating.
- Cover your mouth and nose with your elbow or a tissue when you cough or sneeze, then dispose of the tissue properly and wash your hands.
- Pay attention to guidance from staff using personal protective equipment (PPE), like masks, when appropriate.
- Prevent infections by reporting skin tears or other injuries, as these can be entry points for germs.

### When feeling unwell

If you have symptoms like fever, cough, or sore throat, stay in your room to avoid spreading illness to others.

Report any symptoms to the care staff as soon as possible so they can take appropriate action.

Managing loneliness at Christmas and over the holiday season

After another challenging year the traditions and rituals of Christmas and the festive season will be warmly welcomed by many. These celebrations are often regarded as cherished time with family and friends, sharing feasts and exchanging gifts, laughs and good company.

But for a growing number of people, this time of the year can be very hard. Today, more older adults find themselves on their own after either having recently lost a loved one, or from being separated from family and friends and unable to gather as easily as before.

Feeling lonely, missing the way things used to be, or simply feeling “off” can make it harder to enjoy each day. Even mild depression and loneliness can affect overall wellbeing and may lead to other health concerns.

Here are a few gentle ways to support your emotional wellness:

- Take a moment to check in with yourself

Notice how you’re feeling and reach out if you need support to your RN or Clinical manager.

- Stay active in ways that feel good

Light movement—like a walk, stretching, or chair exercises—can lift your spirits.

- Embrace the holiday season

Participate in community events or small traditions that bring you joy.

- Explore your creativity

Arts, crafts, music, or writing can be wonderful outlets for expression and connection.

The Home has completed its cyclone preparedness plan to ensure everything is in place should the need arise. Generators have been tested, additional fuel is available, and extra clinical and hotel supplies are stored safely off-site. Outdoor areas, windows, and equipment have been checked for safety, and essential items such as water and medications are secured. Staff are ready to provide support as needed, and residents and families will continue to be kept informed through our usual communication channels. While there is no immediate threat, these preparations help us maintain safety, comfort, and peace of mind for everyone in the Home.

