



Resident Newsletter



Council Chair Message From Tracey Holmes

Here's a quick update on what's been happening around the Home this month.

Hibiscus Wing refurbishment

The Hibiscus refurbishment project continues to progress, although a little more slowly than we had first hoped. The design plans have now been completed, and the Home expects to receive a builder's quote in the coming week. The planned improvements will make a real difference to key areas within the wing, including a larger dining room, a kitchenette, and an enhanced lounge and activity space. There were some challenges in incorporating the new patio roofs into the existing roofline, but we are pleased that a suitable solution has now been found. We are excited about the next steps and expect to call a meeting shortly for Hibiscus residents and relatives to provide an update on the approval status and what will happen next.

Welcome to Nikki, our on-site pharmacist

We're also very pleased to welcome Nikki Lade, our very first on-site pharmacist. The Good Shepherd is one of a small number of homes taking part in the Commonwealth-funded Aged Care On-site Pharmacist Program, which is a fantastic initiative. Having Nikki here means residents have easier access to expert advice about medications and added support to ensure medicines are managed safely and effectively. If you see Nikki in her white pharmacist uniform around the Home, please feel free to say hello and give her a warm welcome.

A big thank you to our volunteers

Our volunteers continue to make such a wonderful difference in the Home. Over the past year, they've given their time so generously—whether it's helping with activities, spending time with residents, or supporting special events. We recently hosted a Volunteer Appreciation Afternoon Tea to say thank you and recognise everything they do. Their kindness and companionship mean so much, and we're incredibly grateful for their ongoing support.

Wishing you all a lovely month ahead.



From the Bishop



Dear Friends,

As we head towards the cooler months of the year, the colours of the season change as well. Here in North Queensland we don't have autumn as happens overseas or down south: no dappled yellow and brown leaves falling from the trees. But with the wet season just behind us and the sun shining brightly, we have a

magnificent blue sky and deep green foliage all around. In a couple of months, the grass will be a bit browner: but at this time of year it is wonderful to enjoy the gardens. At The Good Shepherd Home we are fortunate in having the Palmetum next door: it is a wonderful place for residents, staff and volunteers to walk and enjoy the great outdoors.

The colours we use inside the church also change. The priest wears a different coloured stole, and the colours used in the church decorations are also changed. In Lent we use purple to express our sorrow. With Easter comes white, representing purity and joy in the resurrection. A burst of red at Pentecost to celebrate the Holy Spirit! And now we are in ordinary time we use green. As with the beautiful green in the gardens and the Palmetum, this represents a joyous and beautiful creation celebrating life.

The Church Calendar, like the ordinary calendar, celebrates a number of seasons. Ordinary time does not mean "ordinary" as in plain and unexciting, but "ordinary" as in numbered and ordered. The longest season is the current season, known either as Trinity or Pentecost, or as "ordinary time". It will continue now until the end of the Church Year at the end of November. Then, with the start of Advent, the Church Calendar turns over to a new year. Advent is followed by Christmas, then Epiphany, then Lent, Easter, Pentecost Sunday, Trinity Sunday, and then back into Ordinary Time again.

As the seasons change in their rhythm, we celebrate life. Advent, Christmas, Epiphany, Lent and Easter follow the life, death and resurrection of Christ. Pentecost celebrates the Holy Spirit, and Trinity celebrates God in his fullness. And then to Ordinary Time, where we celebrate the work of God in his creation. May you all enjoy the beauty of the Dry Season, and see in this beauty God at work in this world.

+ Keith

Reminder to Update Your Card Details

We kindly remind all residents and family members to provide Reception with updated copies of any new cards when they are received, including:

- Medicare Cards
- Pension or Healthcare Cards
- DVA (Department of Veterans' Affairs) Cards



Keeping your card details current helps ensure our records remain accurate and allows us to assist you efficiently with appointments, pharmacy services, and other important documentation.

If you receive a replacement or renewed card with updated numbers or expiry dates, please bring it to Reception at your earliest convenience so we can update our records.

Thank you for your assistance and cooperation.

A Warm Welcome to Our New Doctors

The home would like to warmly welcome two new GPs to the team. If you see them around the home, please say hello and help make them feel welcome as they settle in.



Dr Bjoern Kempf grew up in the United States and completed his medical degree at Queen's University Belfast. He has practiced both in the UK as well as in Australia, recently relocating from the Northern Territory to join Clements Medical. He enjoys the variety of general practice but has a particular interest in emergency and respiratory medicine.

Dr Kempf is the attending General Practitioner leading the Clements Medical team.



Dr Naresh is a dedicated and compassionate General Practitioner who is passionate about providing high-quality, patient-centred care. He is looking forward to building his patient base within the Good Shepherd and is committed to supporting patients and families with their ongoing health care needs.



Hello from the gym!

This month, we have our resident spotlight with Diane Furber.

A resident of the home for over 18 months, 81-year-old Di first decided on The Good Shepherd Home for the range of activities that were offered to ensure she stayed as socially connected as possible, as well as having the benefit of the facility-based gym for her continued rehabilitation needs.



‘How long have you been attending the gym?’

Diane: “The first few days I was here settling in, and then I was dragged to the gym!”

‘What's your favourite part of coming out to the gym?’

Diane: “I like it all really, they make you work, and you try your hardest, and I feel I'm improving bit by bit. You have good days and bad days, but someone will prod you along.”

‘What's your favourite exercise?’

Diane: “Seated rows! I'm up to level 8” (approximately 127lbs, 57kg!)

‘What is the biggest improvement that you’ve seen since coming into the gym?’

Diane: “I was in a wheelchair when I came in, and now I'm walking all by myself. Going for walks most afternoons around the home.”

‘If there is any advice you can give to other residents, what would it be?’

Diane: “I recommend that anybody come to the gym and anybody come to the Good Shepherd Home really! We have fun in the gym, and you're working too, it's really good.”

Thanks for the interview, Di and we'll see you for your next gym session!



On- Site Phamacist

Please welcome the Home's new on-site Pharmacist Nikki Lade.

We have recently negotiated with Terry While Chemmart pharmacy for an on-site pharmacist for the Home. They will work with us to improve medication management and resident centred care, working collaboratively with residents, families and carers as well as staff, GPs and health care professionals who are involved with each resident's care.

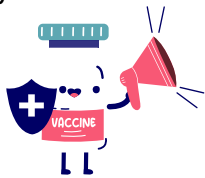


Nikki is still undergoing training, so will work at the Home for two days each week to begin. We are working towards a full-time pharmacist presence by the end of the year.

Activities that the on-site pharmacist can assist with include:

- Conducting clinical audits to identifying residents most at risk of medication related problems and hospitalisations
- Assessing and advising on resident's medication management
- Liaising with GPs and prescribers (nurse practitioners, geriatricians, and other specialists), dietitians, speech pathologists, occupational therapists, and community and hospital pharmacists to coordinate medication-related issues
- Participating in multidisciplinary case conferences
- Improving resident's clinical documentation
- Medication reconciliation at transition of care
- Providing education to staff on medications management, including assessing medication administration competencies
- Contributing to medication management policies and procedures
- Reviewing and optimising medication rounds
- Contributing to medication management policies and procedures
- Conducting and coordinating vaccinations

If you see Nikki around the Home, please say hello and welcome her into the Good Shepherd Home. Nikki will be onsite on Wednesdays and Thursdays. She can be contacted by email pharmacist.currajong@twcmgroup.com.au.



RSV Vaccination Clinic



The Good Shepherd was pleased to hold an on-site RSV vaccination clinic on the 24th June and was the first Residential Aged Care facility in Townsville to do so.

RSV, or Respiratory Syncytial Virus, is a common and highly contagious respiratory virus. For many people it may feel like a cold, but for older adults it can sometimes lead to more serious illness, including breathing difficulties or pneumonia. Vaccination is one way we can help reduce the risk of severe illness and is strongly encouraged for eligible older people.

A total of 171 residents, approximately 80 per cent of our residents, registered to receive the free vaccination. This is an excellent level of participation and reflects the strong support from residents, families and staff in helping keep our community as safe and healthy as possible.

Residents and family members who have questions about RSV vaccination or other recommended immunisations are encouraged to speak with the clinical nurse in their wing, or contact Reception for assistance.





Moments That Make a Difference



At our Home, we understand that every resident's journey is different. There is no set timeline for healing, socialising, or taking part in activities — we simply follow what feels right for each individual resident. For some, that may mean enjoying the comfort and privacy of their room, while for others it may mean embracing every opportunity to connect and participate.

After the loss of a life partner — someone who was your whole world — even leaving the room, you once shared together can feel overwhelming. During these times, our role is to provide gentle support, patience, and understanding.

Every now and then, a special connection can make all the difference. Sometimes it begins with something as simple as a walk through the gardens or a quiet coffee at the café. These small moments can spark conversation, followed by smiles, waves, and meaningful check-ins from others around the Home.

While progress can be slow, every small step matters. For Franco, those little moments of connection gradually led to enjoying a meal in the dining room with fellow residents and even attending an event within the Home.

This kind of progress is truly priceless and means so much to the staff who have supported him along the way. It is a beautiful reminder that kindness, patience, and companionship can help bring comfort and connection back into someone's life.



Frank Joins Reconciliation Week Art Activity

This week, residents participated in a special art activity in recognition of Reconciliation Week. Among those who took part was Frank from RVH.

Frank's participation was a particularly meaningful moment, as he is usually a very reserved person who values his personal space. Choosing to join a group activity and engage in the creative process was a wonderful achievement and a positive experience for him.

The art activity provided residents with an opportunity to reflect, connect, and express themselves through creativity while acknowledging the importance of Reconciliation Week. It was lovely to see Frank step outside of his comfort zone and become involved alongside his fellow residents.

Well done, Frank, on your participation and contribution to this special activity.



Honouring the Hands That Hold Our Stories

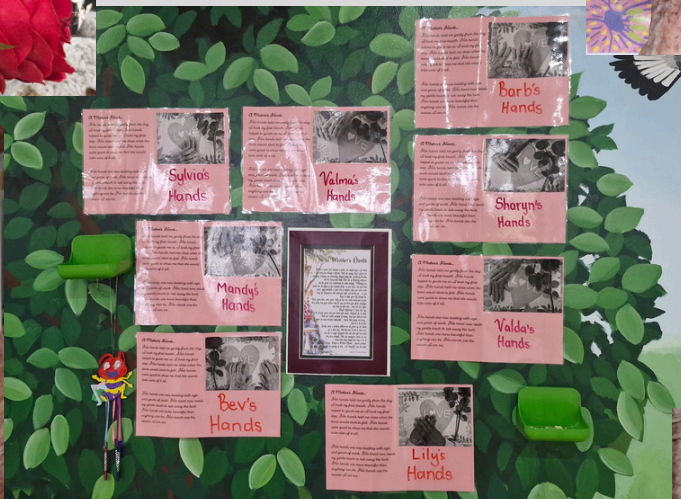
This Mother's Day, Palmview came together for a heartfelt activity celebrating the beauty, strength, and wisdom carried in a mother's hands.

Participants were invited to reflect on the wrinkles, lines, and gentle wear of aged hands — hands that have comforted, worked tirelessly, nurtured families, and carried generations through life's joys and challenges. Each crease told a story. Every line represented years of love, resilience, sacrifice, and care.

Through shared conversations, art, and reflection, we acknowledged that these hands are more than a sign of age; they are living reminders of the experiences, memories, and unconditional love that shape families and communities. Many participants shared touching memories of cooking together, being guided through difficult times, or simply holding a comforting hand when it was needed most.

Mother's Day is often celebrated with flowers and gifts, but this experience reminded us that one of the greatest honours we can offer is recognition — recognising the journey, the sacrifices, and the enduring love reflected in every wrinkle and line.

To all mothers, grandmothers, and mother figures: thank you for the stories your hands continue to tell every single day.



Special Visitors Bring Smiles to Residents

After chatting with some of our residents, Emily kindly offered to bring in some very special visitors for everyone to enjoy! Emily visited on Wednesday 20th May and Friday 22nd May, bringing along some adorable fluffy companions that quickly became the highlight of the day.

Residents throughout the home, including those who are bed bound, were all able to enjoy a cuddle and spend time with the animals. The visits brought plenty of smiles, laughter, and joyful conversation.

Some of the wonderful comments from residents included:

"Aww, so very cute!"

"Look how fluffy!"

"How much are they? They are good eating!"

"How many can we eat?"

It was lovely to see everyone enjoying the visits so much, and we thank Emily for creating such a memorable and heartwarming experience for our residents.



A Beautiful Addition to Our Rose Garden

Cilla Coghlan's daughter, Bev, has kindly donated a beautiful windmill for the rose garden out the front of Pinnacles from her gift shop, Hummingbird in Willows.

We sincerely thank Bev for her generosity and for helping brighten our garden space for residents, families, and visitors to enjoy.

Thank you





“ROSS” – A LIFETIME OF GROWING AND GIVING

Rosario, better known as Ross, was born in Italy and named after his step-grandfather, who ran a dairy and a goat herder. As a young boy, Ross spent countless hours helping in the Dairy and out in the fields and quickly developed a strong work ethic. By the age of 15, he owned 14 goats of his own—an impressive achievement at the time, with a value equivalent to three men's wages.



At just 16 years old, Ross left Italy for Australia, celebrating his 17th birthday aboard the ship that brought him to his new home. He joined his brother in Home Hill, where they worked cutting sugar cane by hand. Their skill and speed soon earned them the reputation of being “gun cutters”—a title given to the most elite cane cutters who set the pace for the rest of the gang.

Ross's hard work and determination led him to own three cane farms and several commercial properties. Over the years he received numerous awards for the quality of his cane crops. However, farming was more than just a profession—it was a passion.

Alongside his cane farming, Ross developed a love for growing fruit and vegetables. His remarkable gardening skills became well known throughout the Burdekin community, with many amazed by the enormous size and quality of his produce.

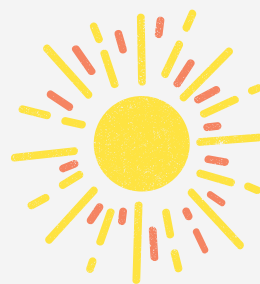
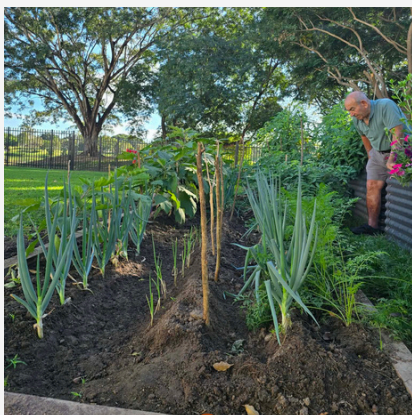
His son recently shared memories of growing up on the family farm. Before and after school, he and his brother would help their father harvest crops. After school, they would build timber boxes, pack the produce, nail on the lids, and apply the family stencil before making early morning deliveries at 5:00 am.

Today, Ross continues to share his passion for gardening here at TGS. He has established vegetable gardens, fruit trees, and even sugar cane plants around the grounds, particularly near Riverview. His gardening expertise continues to impress those around him.

When asked about some of his gardening secrets, Ross says it all starts with good fertiliser. He has also developed some unique techniques over the years. When his fruit trees were not flowering due to a lack of bees, he placed a nail into his pawpaw trees and surrounded his passionfruit vines with rocks. Remarkably, both are now thriving and producing flowers.

Ross enjoys sharing his harvest with the many staff, volunteers, residents, and visitors who stop to admire his gardens. His generosity, knowledge, and passion for growing continue to enrich the lives of those around him.

At the moment, Ross is proudly growing lettuce, cabbage, shallots, tomatoes, hand-grafted eggplants, carrots, capsicums, pawpaws, and passionfruit.



Welcoming Luke and Yamba to Our Community

Many residents will have noticed that Luke, who has been volunteering with us for the past few months, now has a new companion by his side – a Guide Dog named Yamba.

Guide Dogs are highly trained assistance animals that play an essential role in supporting their handlers with independence, mobility, and daily activities. We are delighted to welcome Yamba and ask for everyone's support in helping him perform his important job.

When Yamba is wearing his harness, he is considered to be "on duty" and actively working. During these times, residents, visitors, and staff should avoid petting, calling out to, or otherwise distracting him. Even well-intentioned interactions can interrupt his concentration and ability to assist Luke safely.

When Luke removes Yamba's harness, this indicates that Yamba is off duty and can enjoy some well-earned attention and affection.

Thank you for helping us create a supportive and respectful environment for both Luke and Yamba. Your understanding and cooperation will ensure they can work together safely and effectively as valued members of our community.

