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New Aged Care Pty Ltd



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December & January

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DECEMBER 2025

& JANUARY 2026 | ISSUE 26

New Aged Care Newsletter



THE YEAR THAT WAS... 2025!

Another year has come and gone, how quickly it has flown! As we look back, we are truly grateful for each and every one of you in our NAC community. Your presence, your stories and the simple joy of being together have made this past year truly special.

We are so grateful for the moments we've shared and for your continued trust in us. It is a privilege to walk alongside you and we treasure the sense of connection and warmth that this community brings.

As we close out the year, we look forward to gathering once more at our next NAC Afternoon Tea.

When: Wednesday 3rd December 2025, 2pm - 4pm

Where: New Aged Care Office
63 Urquhart Street,
Woodend VIC 3442



RSVP: All are welcome, you can just drop in!

If you have any dietary requirements or need assistance getting to the office, please contact your Care Partner via their mobile. Alternatively, please contact the office on 5427 2002. Thank you.

Thank you for being such an important part of our year. Here's to many more moments together!

Georgia -
Administration
Support Team
Leader



GO GREEN!



Home Care client Graham, who served as Environment Manager at Coles Myer, played a role in the introduction of the company's reusable Go-Green bags around 2003. The bags were launched as part of Coles' plan to cut plastic bag use by 50% by 2005, with hopes of phasing them out completely by 2007.

Graham recalls that customers quickly embraced the new bags. They were sturdier, carried more items than single-use plastic bags, and were easier to handle, all of which helped boost their popularity.

The Go-Green bags also aligned with a nationwide shift toward reducing plastic waste. By 2007, most Australian households owned reusable bags, and Coles' green bag became one of the most recognisable options. Over the years, Coles continued building on this initiative, ultimately removing free single-use plastic bags in 2018 and discontinuing soft-plastic bags entirely in 2023.



Graham was given a framed bag, signed by members from Landcare Australia and Planet Ark, to celebrate "20 years in the bag". His work doesn't go unnoticed, providing a movement to help shape the future.

Catherine - Care Partner



IAN'S TREE'S

Each spring, Home Care Client Ian looks forward to a special moment in his garden, the blooming of his ornamental pear trees. Lining the edge of his yard, these trees burst into brilliant white flowers that create a stunning display, brightening the whole space and signalling that the season has truly arrived.

Ian takes great pride in caring for the trees throughout the year, and seeing them come alive with blossoms is a highlight he never grows tired of. For him, it's one of the loveliest times of the year, offering a simple but beautiful reminder of the joy that nature brings.

Anita - Carer

PALLIATIVE CARE AND END OF LIFE CARE – THE NEW AGED CARE WAY

Let's be real, this article is about making decisions about where we want to be cared for when we are coming to the end of our lives. It's a subject that some people are not comfortable with, but at NAC, we believe it is a really important topic to discuss.

Did you know that around 70% of people in Australia want to die at home, yet only 15% are actually able to achieve this?

At NAC, we are embarking on a new program in 2026 that will ensure that all of our staff are trained in palliative care and end of life care, so that we can support our clients in their home, if this is their choice.

The program is called ELDAC – End of Life Directions for Aged Care. ELDAC is funded by the Australian Government Department of Health and Aged Care, and following an application to participate, NAC was chosen to start the program in February 2026. We are that excited! The program's objectives include providing guidance about palliative care and advance care planning to NAC, linking with local palliative care teams, facilitating end of life skills and expertise for all of our staff and helping our clients avoid unnecessary hospital admissions.

Additionally, as part of the new Strengthened Aged Care standards, the Department of Health and Ageing has developed what's called an End-of-Life Pathway, which is a short-term pathway under the Support at Home program. It supports clients who have been diagnosed with 3 months or less to live and wish to remain at home, by providing more funding for home care services.

All in all, NAC is looking forward to building our capacity to deliver palliative and end of life care through our Support at Home program commencing in 2026.

Any questions? Please give Sandi a call on (03) 5427 2002.

Sandi - Nurse Practitioner



FEEDBACK, COMPLAINTS & WHISTLEBLOWER POLICIES

At New Aged Care (NAC), we are committed to transparency, accountability and continuously improving your care experience. We welcome all feedback, including complaints and whistleblower reports, and are dedicated to listening and responding. All information is kept confidential, or if you prefer, you can submit anonymously. You will always be supported to speak up without fear of reprisal.

For more information and to read our full policies, please visit our website

www.newagedcare.com.au/contact-us/resources or email us feedback@newagedcare.com.au

BUSHFIRE SAFETY TIPS

Along with warm afternoons and days at the beach, the Australian summer also brings with it the risk of bush fires. No matter where you live, it's important be prepared and to have a plan. Read on for some bushfire safety tips.

HAVE A BUSHFIRE PLAN

The most important thing you can do is be adequately prepared. Make sure you have a plan in place for what you'll do in the event of a bushfire. Consider things like:

- Decide where you'll go if you must leave. Can you stay with a friend or family member?
- Work out a plan for how you'll get there. You might need a taxi or car service and if you drive, you'll need a plan for the route you take. It's a good idea to prepare a backup route, just in case.
- Have someone you can call to let them know when you're leaving and when you arrive safely at your destination. Keep their number handy or pre-program them into your phone.
- Write a list of the things you'll need to take with you. Any medications or health records, your mobile phone or laptop and chargers, any important documents, photos, clothes and toiletries.

Sourced from Independence Australia - Inform - "Bushfire Safety Tips"

NAC OFFICE DOORBELL

We have realised our front door was too much to hold open while navigating a walking frame through the doorway. We discussed this problem and thought that a doorbell to ring for assistance might be the answer. We wrote up an OFI (Opportunity for Improvement) to note the problem and make suggestions for improvement. By the next day, the doorbell was approved, purchased and installed - with a sign "please ring bell for service". If you are visiting the office and require assistance, please ring the bell.

Carole - Project Officer



NAC HOLIDAY OFFICE HOURS

As the holiday season quickly approaches, please see our revised hours below.

Mon 22nd Dec Open 9:00am - 5:00pm	Tues 23rd Dec Open 9:00am - 5:00pm	Wed 24th Dec Open 9:00am - 5:00pm	Thurs 25th Dec Closed	Fri 26th Dec Closed
Mon 29th Dec Open 9:00am - 5:00pm	Tues 30th Dec Open 9:00am - 5:00pm	Wed 31st Dec Open 9:00am - 5:00pm	Thurs 1st Jan Closed	Fri 2nd Jan Open 9:00am - 5:00pm

We will also be closed Monday, 26th January for the Australia Day Public Holiday

COUNTRY WOMEN'S ASSOCIATION CHRISTMAS CAKE

INGREDIENTS

- 225g unsalted butter (room temp), chopped
- 1 cup (250g) firmly packed brown sugar
- 1 1/2 cups (240g) sultanas
- 1 1/2 cups (255g) raisins
- 1 cup (190g) chopped dried figs
- 1 cup (250g) chopped red glacé cherries
- 1/2 cup (85g) mixed peel
- 3/4 cup (120g) whole blanched almonds, plus 1/3 cup (55g) extra, to decorate
- 1 1/4 cups (310ml) brandy, plus 1/4 cup (60ml) extra to brush
- 3 tsp mixed spice
- 1/2 tsp each ground cinnamon and ground ginger
- 1/4 tsp freshly grated nutmeg
- 170g each self-raising flour and plain flour
- 1 tsp bicarb soda
- 4 large eggs, at room temperature
- Marmalade, warmed, to brush (optional)

METHOD

1. Preheat oven to 180°C/160°C fan-forced. Grease base and side of a 22cm x 8cm deep round cake pan and line with baking paper, extending paper 3cm above edge of pan.
2. Place butter, sugar, dried fruit, nuts, brandy and spices in a large saucepan over medium heat. Bring slowly to a simmer, stirring constantly until sugar dissolves, then simmer for 3 minutes, stirring occasionally. Transfer mixture to a large heatproof bowl and set aside at room temperature for 30 minutes to cool.
3. Meanwhile, sift flours, bicarb and a pinch of fine salt into a large bowl. Whisk eggs in a medium jug until well combined.
4. Add fruit mixture to the flour mixture and mix until almost combined then add the egg and stir until well combined.
5. Spoon batter into prepared pan and level surface with a spatula. Use the extra whole blanched almonds to decorate top, lightly pressing into surface of batter.
6. Bake for 65 minutes or until cooked when a skewer inserted in centre comes out with a few crumbs. While the cake is still warm, brush the extra brandy evenly over the warm cake, making sure it reaches the edges (this helps to preserve the cake). Set pan on a wire rack and allow the cake to cool completely in pan, then brush top with warmed marmalade, if desired, to glaze.



Sandi - Nurse Practitioner



PUZZLE PAGE

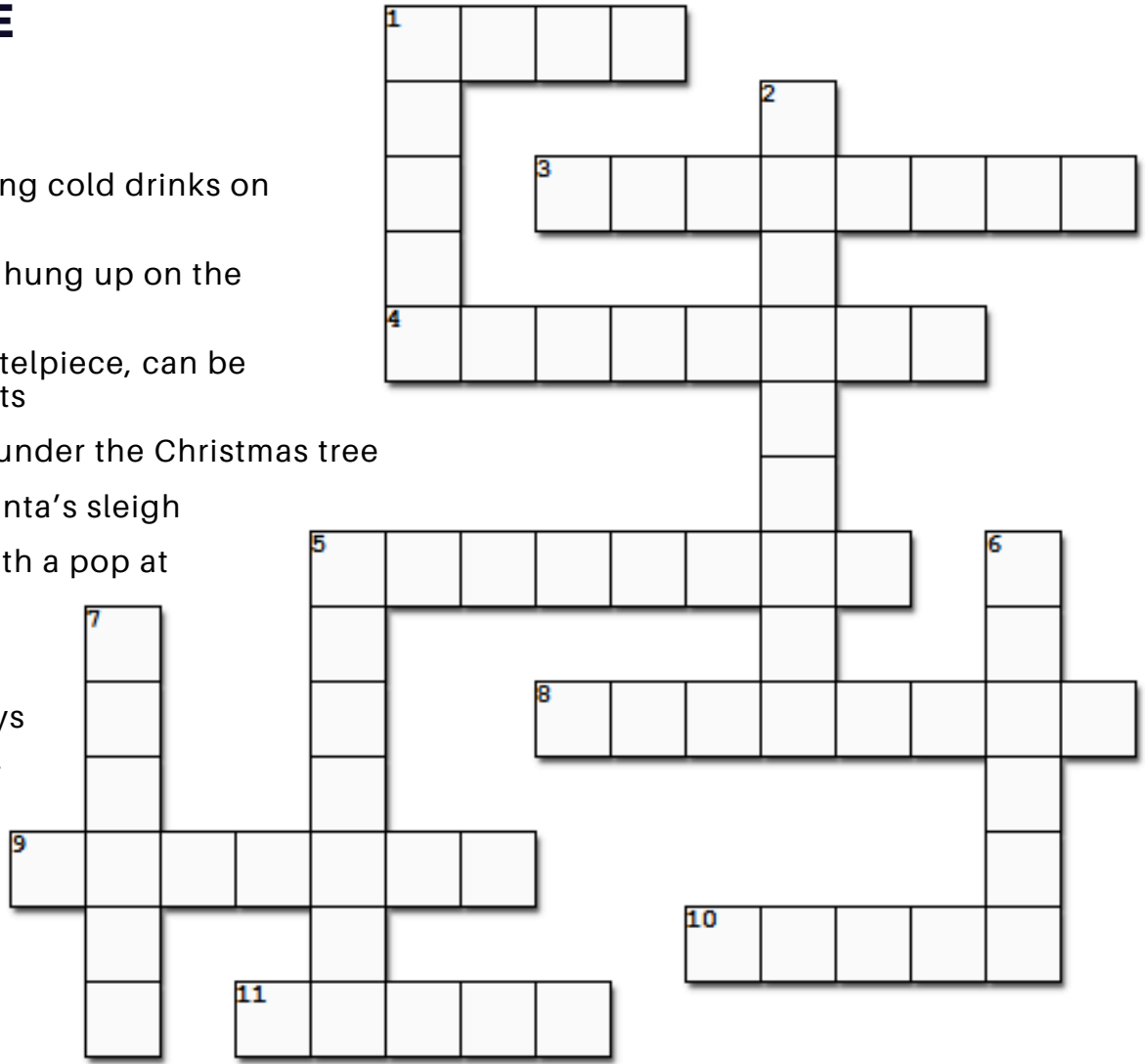
CROSSWORD

Across

1. Essential for storing cold drinks on Christmas Day
3. Shiny decoration hung up on the Christmas tree
4. Hung on the mantelpiece, can be filled with presents
5. What Santa puts under the Christmas tree
8. Animal pulling Santa's sleigh
9. Snapped open with a pop at Christmas lunch
10. Popular destination for Christmas holidays
11. Red-suited visitor on Christmas Eve

Down

1. Santa's little helpers
2. Coconut-covered Aussie dessert
5. Classic Aussie dessert topped with berries
6. Circular festive decoration made of leaves
7. Sung at evening gatherings or community events



SANTA'S LITTLE HELPERS

Uh-oh! Santa's Reindeer's are missing! Can you help find all 9 them in this newsletter?

RUDOLPH DASHER DANCER PRANCER VIXEN COMET CUPID DONNER BLITZEN

Hint: They are all wearing coloured scarfs, circle them once found and mark their name off as you go!



The Surfer Elf



Merry Christmas!



Shelby Santa Paws

The Board of Directors and all staff at New Aged Care would like to wish you a joyful Christmas and a very happy, safe New Year. We sincerely thank you for your support throughout the year. It has been a significant time in aged care, with major changes including the introduction of the new Aged Care Act and the Support at Home reforms. Your patience, understanding, and partnership have meant a great deal to us.

Thank you for being a valued part of our NAC community. We look forward to continuing our journey with you in 2026. Warmest wishes for the festive season and the year ahead!