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February
& March

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ANOTHER NAC AFTERNOON TEA!

Our recent NAC Afternoon Tea was another fun-filled afternoon to remember. In celebration of Christmas, the festive spirit was well and truly alive, with themed decorations and outfits adding to the cheer. With plenty of nibbles, laughter and good company, everyone enjoyed a wonderful afternoon together.

This afternoon tea also provided a valuable opportunity to share important information on topics in aged care. Nurse Practitioner Sandi presented an informative talk on the importance of Advance Care Planning. Many attendees found the discussion helpful and appreciated the opportunity to ask questions and gain a clearer understanding of the process.

Each client received an information pack containing details on what Advance Care Planning is, how to appoint a support person, instructions for completing the form, and important considerations before signing. If you were unable to attend and would like a copy of this pack, please contact the office on (03) 5427 2002 to arrange pick-up or delivery.





As always, we are extremely appreciative of everyone who attended and helped make the afternoon such a success. It was lovely to see everyone come together to celebrate, connect and enjoy a festive afternoon in great company. As for the next afternoon tea, it will be held in June, with date to be confirmed. We hope to see you there!

Georgia - Administration Support Team Leader

USE OF PHONES DURING YOUR SERVICE

We understand that seeing a care worker use their phone during a service may sometimes be concerning. We would like to explain why phones may be used at certain times and how we ensure this is done respectfully.

First and foremost, phones should not be used for personal reasons during your service. There are, however, times when phone use is necessary. Our care staff are required to document notes about the service they provide. This information is important for communicating with the Care Partner and our office, especially when updates, changes or requests need to be shared.

In addition, the rostering system we use sends automatic alerts to carers, including a notification when there are 15 minutes remaining before their next shift. We recognise that this may sometimes look like a personal call or message, but these alerts are generated by our rostering platform.

We have been providing further education to our care team to ensure they communicate clearly if they need to use their phone during a service. You may hear a carer say something like "I just need to let the Care Partner or the office know about your request."

Also, with the transition to Support at Home, our carers are now required to check in and out of services more frequently. This means you may notice this during your service.

Our goal is always to respect the time allocated to you. Phone use should only relate directly to your care and never for personal calls or messages. We hope this information helps explain why phones are sometimes important while still maintaining professionalism and respect. We welcome feedback at any time. We grow and improve by listening to your experiences, so please feel free to share your thoughts with us.

Kellie - Director of Clinical Services

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"

FAY & FRED'S 65 YEAR SAPPHIRE WEDDING ANNIVERSARY

We are delighted to celebrate Fay and Fred's 65 year Sapphire wedding anniversary. Reaching such a remarkable milestone is a wonderful reflection of a lifetime of love, commitment and shared memories. We wish Fay and Fred a very happy anniversary and send our warmest congratulations on this special occasion.

Caroline - Care Partner



VULNERABLE PERSONS REGISTER

The Vulnerable Persons Register (VPR) is operational across Victoria, providing 24/7 access to information about vulnerable clients for Emergency Services. New Aged Care manages the records of vulnerable clients, while the Macedon Ranges Shire Council oversees the register, ensuring Emergency Services can access it in times of need.

WHO IS A VULNERABLE PERSON?

A vulnerable person is an individual living in the community who may be frail or have physical or cognitive impairments, making it difficult for them to understand warnings, follow instructions, or respond effectively in an emergency. Vulnerability can also apply to those living in remote areas, unable to drive, or lacking nearby family or friends for support.

HOW DOES IT WORK?

Once consent is granted by the vulnerable client or their authorized representative, they will be added to the VPR. After being added, their details will be accessible to Emergency Services. In the event of an emergency near the client's address, Emergency Services will be able to contact the client or respond directly to their location.

WHAT DETAILS WILL I NEED TO PROVIDE?

New Aged Care will provide you with a form. On this form, you must provide your name (first and last name), date of birth and home address. You will also have the option to provide your phone number, gender and a primary and secondary contact.

You will then need to tick off any Emergency Considerations that Emergency Services should be aware of, such as mobility needs, equipment used, medication taken, pets, access to home and cognitive capacity.

If you feel that you or your loved one would benefit from being placed on the VPR, please contact your Care Partner directly, or call the office on (03) 5427 2002.

Georgia - Administration Support Team Leader

PUZZLE PAGE

A word search puzzle grid enclosed in a decorative border of pink hearts. The grid contains the following letters:

R	F	T	M	O	S	F	L	E	T	A	D	F	E	I
P	T	G	U	H	E	U	Z	B	T	Z	O	T	S	D
S	R	E	W	O	L	F	C	T	D	R	A	C	I	Q
S	Q	Z	W	K	Y	U	P	L	Z	L	K	P	I	U
C	A	S	S	I	K	L	J	H	O	J	U	E	E	Z
U	D	F	R	O	M	A	N	C	E	C	L	N	W	K
I	I	G	F	K	D	F	O	B	I	O	V	I	B	T
T	R	E	N	E	B	H	F	D	V	L	B	T	W	O
T	X	W	Z	C	C	Z	T	E	Q	D	Y	N	V	G
O	Z	O	A	C	W	T	Y	S	G	H	K	E	K	E
E	J	R	T	Z	U	R	I	J	Z	C	L	U	T	
F	O	R	E	V	E	R	R	O	S	E	S	A	V	H
V	G	A	E	D	D	Q	O	K	N	I	P	V	O	E
D	Y	W	W	W	D	H	Y	D	N	A	C	Y	Z	R
I	R	S	S	E	U	I	S	H	E	A	R	T	D	R

**VALENTINES DAY
WORD SEARCH**

- LOVE
- HEART
- CUPID
- ROMANCE
- KISS
- HUG
- FLOWERS
- CHOCOLATE
- ROSES
- SWEET
- DATE
- CARD
- RED
- PINK
- ARROW
- CANDY
- VALENTINE
- AFFECTION
- TOGETHER
- FOREVER

