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New Aged Care Pty Ltd



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April
& May

IN THIS ISSUE

NAC CLIENT ADVISORY GROUP (CAG) pg 1-2

VISITING THE KYNETON ANNUAL FLOWER SHOW pg 2

GENERAL PRACTICE PATIENT SURVEY pg 2

ANN-MARIE'S ADVENTURES! pg 3

I'M HERE, LET'S SING pg 3

YOUR RIGHT TO FEEL SAFE - BLOW THE WHISTLE! pg 4

RAINBOWS DON'T FADE WITH AGE PART 2 pg 4-5

USE OF PHONES DURING YOUR SERVICE pg 5

UPCOMING NAC AFTERNOON TEAS pg 5-6

PUZZLE PAGE pg 6

EASTER HOLIDAY HOURS pg 6

APRIL & MAY 2026 | ISSUE 28



New Aged Care

Newsletter

NAC CLIENT ADVISORY GROUP (CAG)

NAC's Client Advisory Group (CAG) now has eight members. We meet three times a year - our first for 2026 was held in February.

At the meeting, your representatives raised and reflected on many issues affecting clients of home care services. Some issues included:

- All present believe NAC acts appropriately when responding to our clients' clinical support needs. Others commented that NAC's staff are respectful and communicate well.
- Some CAG members expressed concern about the changes occurring with the new Support at Home program. Examples raised include changes to allowances with transport and window washing. There was acknowledgement by CAG members that the services allowed are based on what the Government agrees to fund: "NAC has its hands tied by the Government". One member encouraged clients to contact their local Commonwealth Member of Parliament to feedback issues of concern.
- Clients experience different abilities and confidence with using technology. Specifically, regarding the NAC Lookout App: some CAG members find it helpful to look up which service provider is coming and when; others find it hard to logon and use the app. Most CAG members said it would be useful for NAC staff to provide one-on-one training or some group training.

To this end: our Care Services Coordinator, Wendy, can provide help for individuals wanting assistance and our Administration Support Team Leader, Georgia, will give a brief presentation at our next Client Afternoon Tea, held on Wednesday 10 June 2026.



Your representatives in CAG are a thoughtful, lively, hard-working and respectful group. They report directly to the NAC Board.

CAG helps NAC receives feedback from clients in order to learn about and improve the quality of our care and services, but please remember:

- We always want to hear from clients with any complaints, feedback or ideas for improvement. You can give this information to us in writing, via a staff member, by phone or by email at feedback@newagedcare.com.au
- Our annual survey of clients will be sent to everyone in May - please fill this in as it helps us improve.

Carole - Project Officer

VISITING THE KYNETON ANNUAL FLOWER SHOW

Home Care Client Gerald and his wife Carmel recently attended to the Kyneton Annual Flower Show, marking Gerald's first outing using his new wheelchair. It made a real difference to the day. He was able to move around the show comfortably and take his time enjoying the

displays, all while spending the day alongside his wife.

It was a simple but meaningful outing and a great example of accessing the local community.

Caroline - Care Partner



GENERAL PRACTICE PATIENT SURVEY

At New Aged Care, we are continuously striving to improve the quality of care we provide. Recently, we distributed a patient survey via email to our patients and families, as well as paper-based copies throughout our facilities. The feedback we receive will help us enhance both our care and overall service experience.

We would greatly appreciate you taking the time to complete the survey. If you would like to participate, please contact us at enquiries@newagedcare.com.au to request an electronic copy, or call our office on (03) 5427 2002 to arrange a paper version.

Andrea - Business Manager



ANN-MARIE'S ADVENTURES!

I thought it was about time I let you all know about one of the exciting things we did recently, as part of our retirement!

Well, my husband, Stewart and I took on a challenge to ride 400km in 5 days in Cambodia along the Mekong River and fundraise \$10,000 for the charity REACH Siem Reip. And we made it! The ride was a real challenge for us both, as we're not natural athletes; the mind and body wanted to stop at times, but with the support from our fantastic group and people at home, we pushed through. We're both feeling pretty good about it now!

The funds raised will pull kids and their families out of poverty. It will make a massive difference to so many, immediately. I must say, the whole set up of the charity is amazing! They provide education, nutrition, health programmes, housing repairs, programs for employment just to mention a few. And it not only helps the student, but the whole family. This ensures that children aren't required to work and supply an income for the family when they are young, and then with education they can break out of the cycle of poverty and provide a living wage for the family.

Thanks again for all your support!

Ann-Marie - Retired NAC GP



I'M HERE, LET'S SING

A weekly community singing group for people living with dementia and their carers

Want to join a welcoming, inclusive space to sing, connect and have fun? Lancefield Neighbourhood House and Community Bank Lancefield & Romsey have a community singing program for people living with dementia and their carers, designed to bring people together through music.

Every Tuesday, 10:30am to 12:00pm at Lancefield Mechanics Hall Annexe (4 The Crescent, Lancefield), expect group singing, delicious morning tea and great connection, support and company, for just \$5 per person.

For all enquiries and bookings, please call (03) 5429 1214 or 0400 655 075, or email admin@lancefieldhouse.org.au





YOUR RIGHT TO FEEL SAFE - BLOW THE WHISTLE!

You have the right to feel safe, respected, and heard. Speaking up helps improve care and services for everyone. We welcome feedback and take all complaints seriously. Your concerns will be treated with respect, handled confidentially, and addressed promptly and fairly. If you believe there has been:

- A breach of the Aged Care Act
- Abuse, neglect, or unsafe care
- A failure to comply with the Statement of Rights
- Any conduct that puts a client at risk

Please report it immediately. You will be protected from any form of reprisal, discrimination, or victimisation for raising concerns in good faith.

Your voice matters. Quality care depends on it.

A comprehensive copy of our Whistleblower policy can be provided if requested, or is available on our website - <https://www.newagedcare.com.au/contact-us/resources>

Kellie - Director of Clinical Services

RAINBOWS DON'T FADE WITH AGE PART 2

NAC staff were privileged to undertake the 2nd part of Val's Rainbows Don't Fade With Age LGBTI+ Inclusion training. Key points made by trainer Andrew Rogers, were:



- To think of the impact of historical traumas, discrimination and social stigmas
- There can be fear and anxiety about engaging with services
- Older LGBTI+ people are more likely to live alone and have less supports
- May not have contact or connection with LGBTI+ peers, community and/or organisations
- LGBTI+ Inclusion is not a one size fits all approach – be aware of the range of experiences and needs and don't assume to know
- Always be led by each individual about what they want and need
- Information about someone's gender, sexuality or body is confidential (including disclosure)
- We apply the same principles as with other health/personal information
- Celebrate each person for who they are, including their sexuality

Omnia (Sunbury Cobaw) Community Health offers CLIP (Country LGBTI Inclusion Program), a program for the adult LGBTI+ community that offers individual support, referral, and builds partnerships with other services. CLIP across Macedon Ranges Shire and Sunbury is also connected to:

- "Rainbow Coffee Club" 3 coffee mornings per month (at three locations); and
- "Birds of a Feather" a quarterly lunch event with guest speakers.



Contact phone 5421 1666 or email healthpromotion@scchc.org.au for further information. For more LGBTI+ information locally, go to <https://sunburycobaw.org.au/a-z-services/lgbtiqa/> Val's LGBTI Ageing and Aged Care: <https://www.latrobe.edu.au/arcschs/rainbow-health-australia/vals>

NAC thanks Omnia Community Health (formerly Sunbury and Cobaw Community Health) and Val's LGBTI Ageing and Aged Care for their support and valuable training.

Carole - Project Officer

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

UPCOMING NAC AFTERNOON TEAS

We warmly invite you to join us at our upcoming NAC Afternoon Teas for 2026, to be held on Wednesday 10th June from 2-4pm and Wednesday 2nd December from 2-4pm at the New Aged Care Office.



Thank you so much for your continued support over the years. We truly appreciate it and look forward to sharing another couple of lovely get-togethers with you in the year ahead.

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 phone 5427 2002.

No RSVP is required - everyone is welcome! We can't wait to see you there!

Georgia - Administration Support Team Leader



PUZZLE PAGE

WORD SEARCH


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



BUNNY GRASS FAMILY EGGS
 CHOCOLATE EASTER CANDY BASKET



EASTER EGG HUNT

Keep an eye out as you read! The Easter Bunny has tucked 10 Easter eggs, like this one:  throughout the newsletter for you to find. See if you can spot them all! Happy hunting!



STAFF UPDATES

Please extend a warm welcome to our new staff members:

- Chris - Nurse
- Emily - Carer
- Monty - Carer

EASTER HOURS

On behalf of all of us at New Aged Care, we'd like to wish you a all happy and safe Easter!

Please see below our upcoming holiday hours:

Friday, 3rd April - Good Friday

CLOSED

Saturday, 4th April - Easter Saturday

CLOSED

Sunday, 5th April - Easter Sunday

CLOSED

Monday, 6th April - Easter Monday

CLOSED

There is no public holiday in lieu of ANZAC Day, which will be observed on Saturday, 25th April

We'll be taking a short pause over the holiday period and will reopen at 9:00am on Tuesday, 7th April.

Happy Easter!