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 New Aged Care Pty Ltd

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June
& July

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JOHN'S TRAIN JOURNEY

I had the opportunity to travel on the train to visit a friend at the Royal Melbourne Hospital (RMH) recently. I recommend this way of getting to the newly opened underground Parkville Station. It arrives right near the Royal Melbourne and Peter MacCallum Cancer Centre.

I live in Woodend and caught the local bus to the Woodend station. I then boarded the V-Line train heading to Melbourne and disembarked at Sunbury station. I asked the friendly staff at the Sunbury station how to catch a Metro train to Royal Melbourne Hospital. The station master directed me to the Pakenham East service, which, he assured me would stop at Parkville station. Having never travelled on this line before, I keenly observed that the station just before Parkville is the Arden station.

We disembarked the train at Parkville and walked the 200 odd metres to an escalator; but we could have taken an elevator. This took us up to Royal Parade where the Royal Melbourne is situated (Peter Mac is directly opposite).

We crossed the road via a pedestrian crossing and into the hospital at reception in Grattan Street where friendly staff helped us locate our friend.

All trains have access for wheelchair bound passengers (you may be well advised to check with the station master to make sure that this is so for you, if these are your circumstances.) The lifts at Parkville Station to get you above ground would fit most wheelchairs etc.....

I feel confident that anyone could catch a train to RMH with some guidance from the staff available.

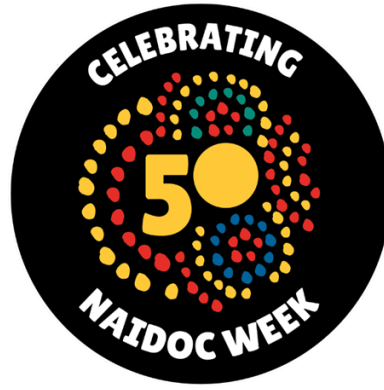
John - Personal Care Worker



NAIDOC WEEK (5-12 JULY)

This year's NAIDOC¹ week (5 - 12 July) is themed "50 years of deadly". The NAIDOC website describes the week:

"For five decades, NAIDOC Week has celebrated the voices of our communities - steady, unapologetic, and proud. Each year, its themes have called for truth, celebrated culture, honoured resistance, and reminded the nation of who we are.



**NAIDOC
WEEK**
**50 YEARS
DEADLY**
5-12 JULY 2026

National NAIDOC Logo

Fifty Years of Deadly marks a milestone. It's a tribute to the people who built this movement. the Elders who stood firm, the organisers who made space, the artists who turned resistance into expression, and the communities who keep showing up, year after year. NAIDOC has always been more than a week - it's a platform, a protest, a celebration, and a statement of survival.

*This moment is about looking back at the stories, the marches, the languages, the art, the leadership. At the strength it took to get here. It's about recognising how far we've come, not by chance, but because generations of people refused to be silenced."*²

For the full report go to the NAIDOC website: <https://www.naidoc.org.au/>
NAC celebrates, recognises, respects and honours our First Nations clients and other community members. Fifty years fantastic!

¹ NAIDOC = National Aboriginal and Islander Day Observance Committee ² <https://www.naidoc.org.au/about/naidoc-theme>

Carole - Project Officer

HOME CARE AFTER HOURS CONTACT

At New Aged Care, we understand that plans can change at short notice, especially outside business hours. That's why we provide an effective after hours contact service for our Home Care clients.

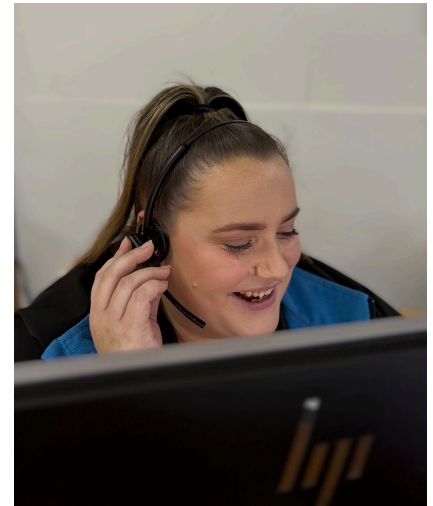
If you need to cancel a service prior to the next business day, please contact our after hours number on 0428 487 979, monitored Monday to Friday, 6:00am to 8:30am & 5:00pm to 9:00pm, and Saturday, Sunday & Public Holidays, 6:00am to 9:00pm

In an Emergency, please contact 000

HOME MEDICINES REVIEW (HMR)

A Home Medicines Review (HMR) involves you, your doctor and a specially trained ("credentialed") pharmacist working together to help manage your medicines. Importantly, it seeks to involve you in the process.

To be eligible to participate in this service you must hold a current Medicare Card or Department of Veterans' Affairs (DVA) Card, live in a community setting and be at risk of experiencing medication-related problems. You are at most at risk when there are recent changes to your medications, when you are taking or using more than 5 medications (both



prescribed and over the counter), when you have been recently discharged from hospital, when you are suspected of not taking your medicines properly, and/or when you are in the care of several doctors including specialists.

Your doctor, usually your GP, is the one who formally initiates the process by writing a referral for the review, including written confirmation that clinical need has been identified. There is no cost for the pharmacist to do this, however the usual costs will apply with your GP.

The HMR process usually gets underway with a visit by a credentialed pharmacist to your home during which time the two of you (and your carer, if you wish) will go through your prescribed and "over the counter" medicines, will ask questions of each other and will begin the process of helping you get the best outcomes from your medicines.

A written report to your GP and your selected pharmacy is then prepared and submitted by the credentialed pharmacist. Your doctor will follow-up on recommendations made in the report. If clinically indicated, up to two follow-up service(s) can be conducted, with a focus on the resolution of medication-related problems identified at the initial interview.

The HMR offers several benefits for you, including:

- **Improved Medication Management** by helping you manage your medications more effectively, ensuring you are using them safely and correctly
- **Increased Knowledge** by helping you gain more knowledge about your medications which can in turn lead to better understanding and adherence to your treatment plans
- **Reduced Adverse Events** by ensuring that medications are used correctly and safely, HMRs can help reduce the risk of adverse drug events
- **Better Health Outcomes** by improving medication safety

If you have any further questions, please contact Kellie, Director of Clinical Services at New Aged Care, on (03) 5427 2002.

Colin - Member of NAC Clinical Governance Committee

CHOICE, DIGNITY, RESPECT - YOUR RIGHTS IN AGED CARE

Older people now have stronger rights and protections following recent changes to aged care laws in Australia. These changes include a Statement of Rights for older people receiving aged care services. They include the right to make your own decisions, to be respected and feel safe.

As your aged care provider, it is our responsibility to ensure that these rights are upheld, and that you are placed at the centre of your aged care experience. We encourage you to talk to us if you have any concerns or questions about your care or services. It is an obligation for us to provide a complaints process that is easy to understand and access.

We're committed to providing you with safe, quality care that meets your needs and preferences. Raising concerns with us is often the most effective way to resolve things. It is safe to speak up.

If you would like to provide feedback, raise a concern or complaint, you may do so in writing, verbally or by completing our Incident and/or Opportunity for Improvement form. You may raise your concern with you Care Partner or Team Leader, any staff member, Executive team or Governing Body member or the Aged Care Quality & Safety Commission or Health Services Commission (as applicable).

You can also choose to have a family member or supporter raise a concern on your behalf. If you need help making a complaint or finding information, contact the Older Persons Advocacy Network (OPAN) for free, independent and confidential support. Call the Aged Care Advocacy Line on 1800 700 600.

The Aged Care Quality and Safety Commission is the national regulator of government funded aged care services. You can contact the Commission if you'd like independent advice or support in raising a concern. To contact the Commission:

CALL:

📞 1800 951 822
Mon-Fri 9am-5pm

WRITE:

✉️ GPO Box 9819, in your capital city

EMAIL:

✉️ info@agedcarequality.gov.au

NAC AFTERNOON TEA

A reminder that we will be hosting our next afternoon tea on Wednesday 10th June 2026 at 2pm at the New Aged Care Office.

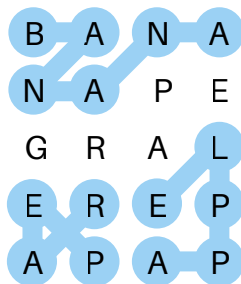
To RSVP and advise of any dietary requirements, please contact your Care Partner via their mobile. Alternatively, please contact the office on 5427 2002.



PUZZLE PAGE

STRANDS

Find theme words to fill the board. Theme words fill the board entirely. No theme words overlap letters. The theme answer is hidden on the bottom of page 2.



Example: Fruit!

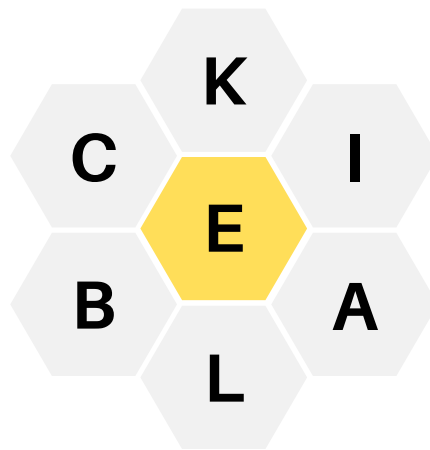
D	O	G	G	O	F	I
P	A	R	R	L	D	S
R	A	O	T	C	A	H
B	I	T	A	B	N	E
B	M	I	R	R	A	S
E	R	T	C	Y	O	U
H	U	I	G	I	M	T
G	N	E	A	P	C	A

HINT: At-home companions!

SPELLING BEE

Create words using letters from the hive.

- Words must contain at least 4 letters.
- Words must include the center letter.
- Our word list does not include words that are obscure, hyphenated, or proper nouns.
- Letters can be used more than once.



Words created:
