

## CONNECT WITH US



New Aged Care Pty Ltd



@newagedcare



<https://www.newagedcare.com.au>

## FOR ALL ENQUIRIES

Phone: (03) 5427 2002

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[feedback@newagedcare.com.au](mailto:feedback@newagedcare.com.au)

August &  
September

## IN THIS ISSUE

**RECENT NAC AFTERNOON TEA** pg 1

**INVITATION TO JOIN NAC'S CLIENT ADVISORY GROUP (CAG)** pg 2

**LOTTE'S ZOO TRIP!** pg 2

**UPDATE TO PERSONAL CARE SERVICES** pg 3

**LGBTIQA+ SUPPORT AND INCLUSION** pg 3-4

**RECENT CLIENT SURVEY RESULTS** pg 4-5

**EVELYN'S PRAYER** pg 5

**HOME CARE AFTER HOURS CONTACT** pg 5

**YOUR RIGHT TO FEEL SAFE - BLOW THE WHISTLE!** pg 5

**STAFF UPDATES** pg 6

**UPCOMING PUBLIC HOLIDAY** pg 6

**PUZZLE PAGE** pg 6

AUGUST & SEPTEMBER 2026 | ISSUE 30



## RECENT NAC AFTERNOON TEA

On Wednesday, 10 June, NAC hosted another wonderful afternoon tea, bringing our clients together for an afternoon of connection, conversation and community.

It was fantastic to see such a great turnout, with clients enjoying delicious refreshments, plenty of laughter and meaningful conversations. The room was filled with warm smiles and friendly chatter, making it another memorable gathering for everyone involved.

As part of the afternoon tea, we provided valuable information regarding the Lookout App, providing a step-by-step demonstration on how easy it is to use. The session highlighted the app's convenient features, allowing clients to access important information in real time, including their roster, care plan and statements, all from one place.

If you would like more information about the Lookout App or would like to book a one-on-one session to learn how to use it, please contact the NAC office on (03) 5427 2002. Our team is always happy to help.

Thank you to everyone who attended. We look forward to seeing everyone again at our next afternoon tea!



### When:

December 2026  
(date to be confirmed)

### Where:

New Aged Care Office  
63 Urquhart Street,  
Woodend VIC 3442

### RSVP:

To the office on (03) 5427 2002 or your Care Partner. All are welcome, you can just drop in!

Georgia - Administration Support Team Leader

## INVITATION TO JOIN NAC'S CLIENT ADVISORY GROUP (CAG)

New Aged Care would like to hear from clients and family members who are interested in joining our Client Advisory Group (CAG). CAG works to give NAC feedback about how we can improve the quality of our care and services.

CAG members provide feedback and represent all clients at meetings held three times a year (or more if necessary). When we hear from clients: we can learn and improve. Your lived experience is exactly what we need to hear your views. No other experience is necessary.



Meetings are usually held at the Woodend Neighbourhood House between 2pm-4pm. Transport is freely provided where needed, and afternoon tea is served. NAC is also open to revising and improving our CAG arrangements. Any client or family member can question these arrangements and/or provide suggestions.

For more information (including a copy of the CAG Terms of Reference) please call or email Carole ([cmeade@newagedcare.com.au](mailto:cmeade@newagedcare.com.au)) or call (03) 5427 2002 (Wednesdays and Thursdays) – we would love to hear from you.

Aside from CAG, we welcome all feedback, anytime. E: [feedback@newagedcare.com.au](mailto:feedback@newagedcare.com.au)

*Carole - Project Officer*

## LOTTE'S ZOO TRIP!

Home Care Client Lotte recently enjoyed, with Carer Anita, a fantastic day out at the zoo. They spent time exploring the many animal exhibits. While she loved seeing all the animals, her absolute favourite stop was the seal enclosure, where she was fascinated watching the fish swimming through the tanks.



Another highlight of the day was the beautiful butterfly enclosure, which Lotte thoroughly enjoyed exploring.

After taking in all the sights, the group relaxed over a lovely lunch and coffee. The weather was kind to us, making it the perfect day for an outing.

It was a wonderful day filled with smiles, new experiences and great memories!

*Anita - Personal Care Worker*





## UPDATE TO PERSONAL CARE SERVICES

From 1 October 2026, the Australian Government will fully fund approved personal care services for eligible older people who are Support at Home participants. Those who are approved for personal care services and have available Support at Home funding will no longer pay contributions for these services.

### WHAT IS CHANGING?

If your support plan includes personal care services and you have available Support at Home funding, you will be able to receive personal care services at no out-of-pocket costs to you. Personal care services will continue to be funded from your available Support at Home ongoing quarterly budget.

### WHAT IS NOT CHANGING?

Your eligibility for personal care services is not changing. This change does not provide additional Support at Home funding.

If you would like more information about the personal care contribution change:

- visit the My Aged Care website [myagedcare.gov.au/news-and-updates/support-home-personal-care-contribution-changes](https://myagedcare.gov.au/news-and-updates/support-home-personal-care-contribution-changes)
- call My Aged Care on 1800 200 422
- contact the New Aged Care office on (03) 5427 2002, or your Care Partner directly.

*Andrea - Business Manager*

## LGBTIQA+ SUPPORT AND INCLUSION: BUILDING CONNECTION AND BELONGING

Many people identify with the gender they were assigned at birth and are attracted to people of a different gender. However, for some people this is not their experience. Some people do not identify with the gender they were assigned at birth, while others may be attracted to people of the same gender or identify in other diverse ways.

Historically, and still today, many LGBTIQA+ people have experienced marginalisation, discrimination and exclusion. Despite significant progress in social attitudes and legal protections, some people continue to face discrimination and barriers to living openly and authentically. These experiences can impact wellbeing, sense of safety and connection to community.

Creating inclusive communities where everyone feels valued, respected and able to be themselves is important for improving health, wellbeing and belonging. Access to supportive services, social networks and community groups can make a real difference for people who identify as LGBTIQA+.

There are a range of services available to support LGBTIQA+ people, including social support groups, mental health services and wellbeing programs. Locally, Omnia Community Health delivers the Country LGBTIQA+ Inclusion Program (CLIP), which provides opportunities for connection, support and community participation.



CLIP facilitates monthly Rainbow Coffee Clubs across the region, including groups in Kyneton, Romsey, Sunbury and Wallan. These welcoming gatherings provide an opportunity for LGBTIQ+ adults to come together for a cuppa and a chat, meet new people and strengthen their sense of belonging and community.

The program also hosts quarterly Birds of a Feather events. These gatherings typically involve guest speakers, shared lunches or group activities, offering another opportunity for people to connect, learn and socialise in a supportive environment.

If you would like to learn more about the Country LGBTIQ+ Inclusion Program, contact Omnia Community Health on (03) 5421 1666 or email [pride@omniach.org.au](mailto:pride@omniach.org.au).

Together, we can help create communities where everyone feels safe, included and able to live as their authentic selves.

*Mez Lanigan - Senior Inclusive Communities Officer - LGBTIQ+*



Rainbow Coffee Club - Country  
LGBTIQ+ Inclusion Program

## RECENT CLIENT SURVEY RESULTS

At New Aged Care, we are committed to providing high-quality care that empowers our community to live their best lives. We welcome your feedback at any time, regardless of the type, as it helps us continually improve our services.

Recently, we distributed satisfaction surveys to our residential and home care clients to better understand your experiences and gather your feedback on the services we provide.

### GENERAL PRACTICE PATIENT SURVEY

Ninety-eight percent of our General Practice patients rated NAC: Good, Very Good or Excellent. We're delighted with this result but would like to know more.

NAC plans to meet with patients and their families in the Residential Aged Care Facilities where you live to find out more about what you need and think about the quality of our General Practice services.

We hope to meet in small focus groups to hear your feedback and learn about where we can improve. Any interested patients and/or their family members are encouraged to call Carole or Kellie on (03) 5427 2002 or email us at any time at [feedback@newagedcare.com.au](mailto:feedback@newagedcare.com.au)

### HOME CARE CLIENT SATISFACTION SURVEY

Our recent Client Satisfaction Survey returned very positive results, with clients expressing high levels of satisfaction across all areas. The feedback reflects the confidence clients have in our team and our commitment to delivering high-quality, person-centred care. We also received many positive comments recognising our staff's professionalism, compassion and respect.

We will be sending each client a report by mail outlining the range of survey findings, including responses to the longer survey questions. The report also explains how NAC is responding to what we have learned from your feedback.



We thank everyone who took the time to complete the survey and share their feedback. Your comments help us recognise what we are doing well and identify areas where we can improve to provide the highest quality care and support. We are committed to continually improving our services and will use your feedback to strengthen the care and support we provide.

If you have any suggestions, compliments or concerns at any time, please contact our team. We welcome your feedback throughout the year and remain committed to providing safe, respectful and high-quality care that supports you to live independently at home.

☎ (03) 5427 2002    ✉ [feedback@newagedcare.com.au](mailto:feedback@newagedcare.com.au)

Carole (Project Officer) & Georgia (Administration Support Team Leader)

## EVELYN'S PRAYER

*You have a couple of minutes free,  
Focus your eyes,  
On a dream of scenery.  
I'm not nosy,  
But I like to stand and stare.  
Drinking in the beauty,  
Of all that is out there.  
Many do not notice in there haste,  
But so much is missed,  
What a waste.  
So next time,  
Stand and stare.*

Evelyn - Watergardens  
Aged Care Resident

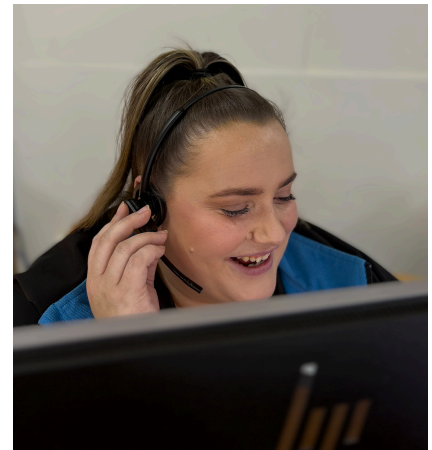


## HOME CARE AFTER HOURS CONTACT

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***



## 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
- A failure to comply with the Statement of Rights
- Abuse, neglect, or unsafe care
- 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/resources>

Kellie - Director of Clinical Services

## STAFF UPDATES

Please extend a warm welcome to our new staff members:

- Jasmin - Clinical Care Partner
- Robyn - Care Partner

## PUZZLE PAGE

### WORD SEARCH

It's time for footy finals! Can you find all the words in the below word search?



|   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |   |
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| B | G | Q | V | E | V | A | C | O | G | L | L | P | M | R | Z | T | Y | T | H | S | Z | G | D |
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BULLDOGS

BRISBANE LIONS

CARLTON

COLLINGWOOD

CROWS

ESSENDON

FREMANTLE

GEELONG

GIANTS

GOLD COAST SUNS

HAWTHORN

KANGAROOS

MELBOURNE

PORT ADELAIDE

RICHMOND

ST KILDA

SYDNEY

WESTCOAST