

CONNECT WITH US



New Aged Care Pty Ltd



@newagedcare



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

FOR ALL ENQUIRIES

Phone: (03) 5427 2002

Email: enquiries@newagedcare.com.au

feedback@newagedcare.com.au

October & November

IN THIS ISSUE

TOM'S OUTING! pg 1

RUPERTSWOOD MACEDON RANGES MASTERS CRICKET CLUB pg 2

CLIENT ADVISORY GROUP SPEAKS UP FOR ALL NAC CLIENTS pg 2-3

BUSHFIRE SAFETY TIPS pg 3

EVELYN'S PRAYER pg 4

WHAT IS DIGNITY OF RISK? pg 4

A LITTLE REMINDER ABOUT GIFTS AT CHRISTMAS pg 4

HOME CARE AFTER HOURS CONTACT pg 5

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

UPCOMING NAC AFTERNOON TEA pg 3

STAFF UPDATES pg 4

UPCOMING PUBLIC HOLIDAY pg 4

PUZZLE PAGE pg 4



TOM'S OUTING!

Home Care client Tom enjoys Wednesdays. They are the perfect opportunity to get out and about for a little wander around the block.

What sounds like a quick trip actually took us about an hour - with kangaroos crossing the street, stopping to say hello to people along the way and enjoying the fresh air, there was certainly no need to hurry!

Even with the cold weather, Tom was ready to go. He rugs up with his beanie and scarf, and off we head for our adventure.

Tom is Scottish, so when I mention the cold, he tells me, quite confidently, that he can take the weather! With that attitude, there was no stopping us.

Tom also occasionally likes to stop by the NAC office, where he enjoys sitting down for a cuppa and seeing the friendly staff in the office. It's a lovely part of his outing and a chance to have a chat and catch up along the way.

It was a lovely Wednesday outing - plenty of fresh air, friendly faces, a few unexpected kangaroo encounters and good company along the way.

Sue B - Personal Care Worker



RUPERTSWOOD MACEDON RANGES MASTERS CRICKET CLUB

Last year, in 2025, we joined forces with Rupertswood Cricket Club and changed our name to the Rupertswood Macedon Ranges Masters Cricket Club. This season we welcome a new President, Michael Smitheram, and a new Secretary, Russell Matchett. We will be fielding two over 60s, one over 70s and one over 50s team, with approximately 75 seniors playing Veterans cricket.

This is a fantastic milestone for our club and a long way from the 12 of us who started back in 2009. It's great to see the club continuing to grow and attract new players while maintaining the friendships and spirit that have been at the heart of the club since the beginning.

We thank New Aged Care for proudly sponsoring our club.

If you are looking for an opportunity to get involved, or would like more information, please contact myself on 0428 129 007 or rrsouthern@bigpond.com

Barry - Committee Member, Team Manager & Player



CLIENT ADVISORY GROUP SPEAKS UP FOR ALL NAC CLIENTS

Your Client Advisory Group (CAG) held an extraordinary meeting in September to discuss concerns about the new Support at Home (S@H) program and speak up for all NAC clients. CAG members report that the new S@H program has caused significant difficulties, highlighting:

- the “dehumanising” use of an algorithm to determine the complex, person-centred care needs of older people; and
- the reduction in care and services, coupled with increased costs.

CAG plans to raise these concerns with Government officials and other relevant groups. An update on this will be provided in NAC's next newsletter.



At its regular meeting in July, CAG also addressed:

- Financial statements: CAG members found the new Government-required financial statements difficult to understand. NAC is working with its Care Partner team to help explain individual statements to clients.
- Feedback and complaints: CAG identified that some clients hesitate to complain because they worry staff might get into trouble or lose their jobs. In response, we want you to know that complaints are handled with fairness, kindness and open disclosure, according to NAC's set policies and procedures. We aim, wherever we can, to resolve problems through support and education while continuing to improve our services.



- Inclusion and safety: CAG is also advising NAC on how to make clients who have experienced social exclusion or trauma - including LGBTI+ people - feel safer and more welcome.

CAG's work helps NAC understand things from the client's viewpoint. By listening to CAG, we:

- Strongly encourage you to raise any complaints or concerns. If you're worried about what might happen if you complain, please speak with your Care Partner, who can advise you further about how we manage feedback and complaints.
- If your concern involves a Care Partner, please contact Kellie Tobias, Director of Clinical Services. Your issue will be managed sensitively.

NAC can't improve unless we know what you're experiencing. Your feedback and suggestions help us improve the quality of our care and create a safe, inclusive place for all. Any suggestions or feedback are helpful.

Email: feedback@newagedcare.com.au or call us on 5427 2002.

Carole - Project Officer and CAG Secretary



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.
- Keep the area around your property maintained, clear leaves and other flammable materials and make sure outdoor areas are as free from combustible materials as possible.

Most importantly, don't wait until a bushfire is approaching to prepare. Taking the time to make a plan now can help you and your loved ones stay safe if the unexpected happens.

EVELYN'S PRAYER

To everyone,

Pray to St. Anthony.

Holy St. Anthony, gentlest of Saints.

Your love for God and charity for his creatures, made you worthy, when on earth, to possess miraculous powers.

Miracles waited on your word.

*Evelyn - Watergardens
Aged Care Resident*





WHAT IS DIGNITY OF RISK?

Dignity of Risk is another way of saying you have the right to live the life you choose, even if your choices involve some risk.

If something you want to do involves some risk to you, New Aged Care (NAC) will support you and your representative to understand the risks and manage them. NAC will respect your wishes and preferences. We will work with you to:

- Make sure you understand the risks to you and others
- Manage those risks and we may ask you to acknowledge this by signing a document confirming that you understand the risks
- Respect your decisions



Dignity of risk is a big part of person-centred care.

This means you have the right to make decisions about your care and services. Dignity of Risk is included in the Aged Care Quality Standards. These Standards require us to recognise and respect your unique identity, culture, social connections, wellbeing and needs. This will help you maintain your independence. NAC will support you to take risks, so you can live your best life.

For more information, visit www.agedcarequality.gov.au or call 1800 951 822

A LITTLE REMINDER ABOUT GIFTS AT CHRISTMAS

Christmas is a wonderful time of year - a time for joy, gratitude and showing appreciation for the people who care for us throughout the year.

We would like to sincerely thank our clients and families for the kindness and generosity you show towards our team. Your thoughtful words, smiles and appreciation mean so much to our staff and are genuinely valued.

As a gentle reminder, our policy does not allow staff to accept money or gift vouchers. We kindly ask that these are not offered to individual staff members.

The gift of a simple "thank you" often means far more than anything that can be purchased. Your smiles, kind words and appreciation are more than enough to warm our hearts.

We do recognise that, particularly at Christmas, families and clients may genuinely wish to show their appreciation. Where appropriate and in accordance with our policy, simple shared items such as chocolates, biscuits or other food items may be accepted for the team to enjoy together.

Thank you for your understanding and, most importantly, for the trust you place in our team to care for you and your loved ones.

Kellie - Director of Clinical Services



- Make sure you understand the risks to you and others

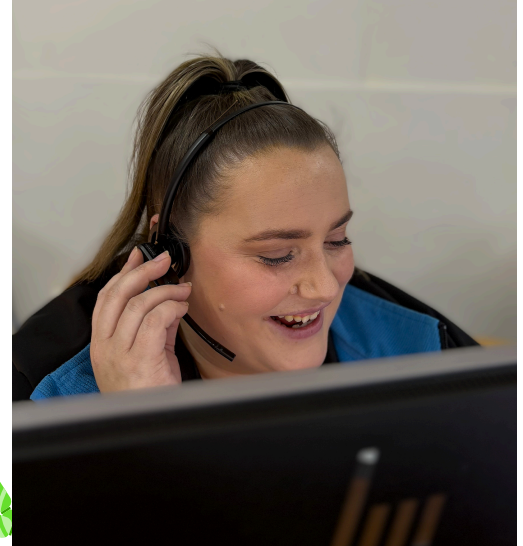
HOME CARE AFTER HOURS CONTACT

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
- 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/contact-us/resources>

Kellie - Director of Clinical Services

UPCOMING NAC AFTERNOON TEA

We invite you all to our upcoming NAC Afternoon Tea:

When:

Wednesday, 2nd December 2026, 2pm until 4pm

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!

Please note that nibbles, coffee and tea will be provided. Please advise us if you have any dietary requirements. We cannot wait to see you there!



STAFF UPDATES

Please extend a warm welcome back to our returning staff member:

- Karla - Care Partner

UPCOMING PUBLIC HOLIDAY

Please note that our office will be closed on Tuesday 3 November for the Melbourne Cup Public Holiday.

The office will reopen Wednesday 4 November at 9:00 am.

PUZZLE PAGE

SPOOKY CROSSWORD

Across:

2. A spooky person made from bones
6. A glowing orange vegetable
7. A creature that feeds off human blood
8. A flying animal often seen at night
9. A black animal often linked with witches
10. A magical woman who rides a broom

Down:

1. A spooky building
3. What children say when asking for Halloween treats
4. The night when children dress up and ask for treats
5. A scary creature that says "Boo!"
8. Something a witch might fly on
11. A sweet treat given to children

TRICK OR TREAT!

Time to go trick-or-treating! There are 10 bunches of treats hiding throughout this newsletter, just like this one:  Can you find all 10?

