

#### Hello February!

Didn't January go fast!!!! We have been busy little vegemite's, working away industriously. We have had very good occupancy over the last couple of months. This has been lovely for some, as old friends have reconnected.



In January, we were asked to undertake a Workforce Audit for the Aged Care Quality Safety Commission. We will not see an outcome report from this audit for a while, but are confident that Jallarah was represented well.

We have also recently undertaken an NDIS Audit, with auditors from the NDIS Commission visiting the site to speak to participants, representatives and staff and observe practices. The auditors and I would like to thank all persons that participated in the audit – for your time and support. On the whole, we learnt a lot from the experience and have some improvements to make, but the feedback from the auditors was positive.

COVID-19 is posing an issue in the community and at Jallarah once again. We are reviewing our current risk associated practices. At this time, we will continue with DAILY Rapid Antigen Testing for all staff and visitors to the site. For the duration of the current Outbreak, we are asking all visitors and staff to wear masks when entering the building. So far, we have been able to isolate the infection to a single wing, and all those working and visiting that wing will be asked to undertake additional precautions through the use of PPE. Please note that unlike previous outbreaks, we are not announcing a lockdown. We have learned that our residents need to have their support networks remain in place. This includes visitors and continued outings. Our residents can be provided with masks, if they would feel safer leaving with a mask.

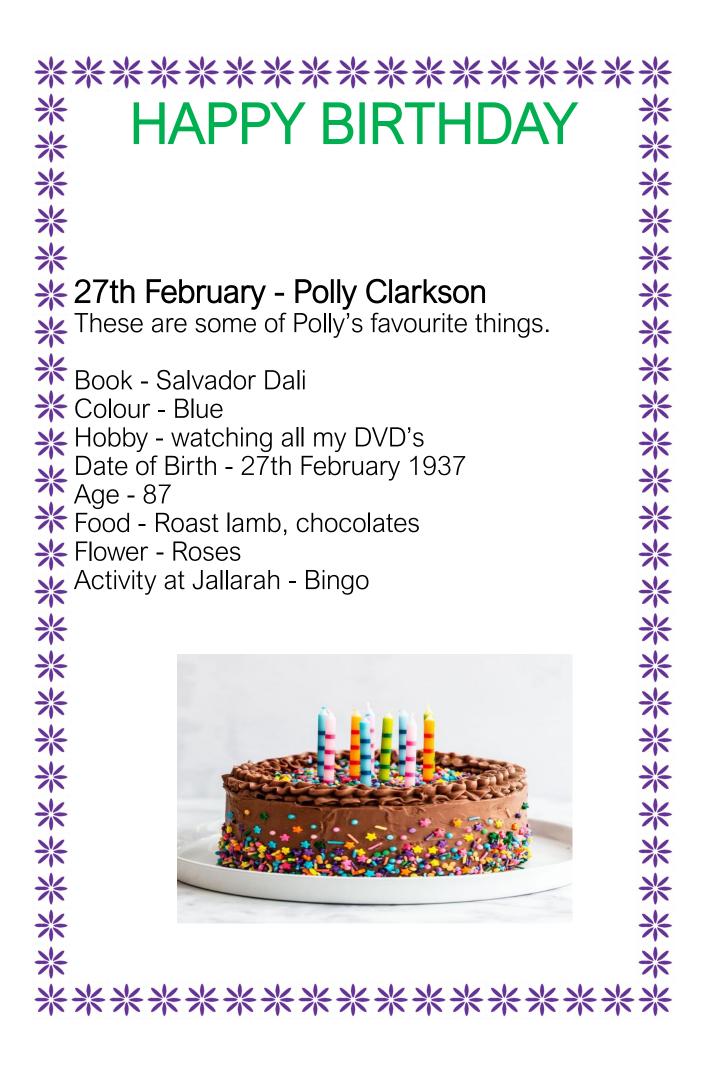
You may already be aware, but we are expecting to have new Quality Standards to be working towards from the 1<sup>st</sup> of July 2024. These will be underpinned with a new Aged Care Act. The focus of the Act and the standards is largely older persons human rights. Previously, the root focus was more about the organisation. This requires a change in thinking, as well as significant changes to the policies and procedures. We will be undertaking significant training in the lead up to the changes.

There are a number of other regulatory changes that we are expecting to be accommodating shortly, with changes to the Privacy Act, Cyber Security and the results from the Fair Work Commission investigation into Aged Care wages.

We will continue to put our best foot forward, and will continue to look to the needs and choices of our residents.

Happy Valentines Day!

Jilly-Anne



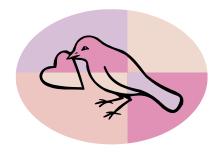




# History of Love Birds and Doves.

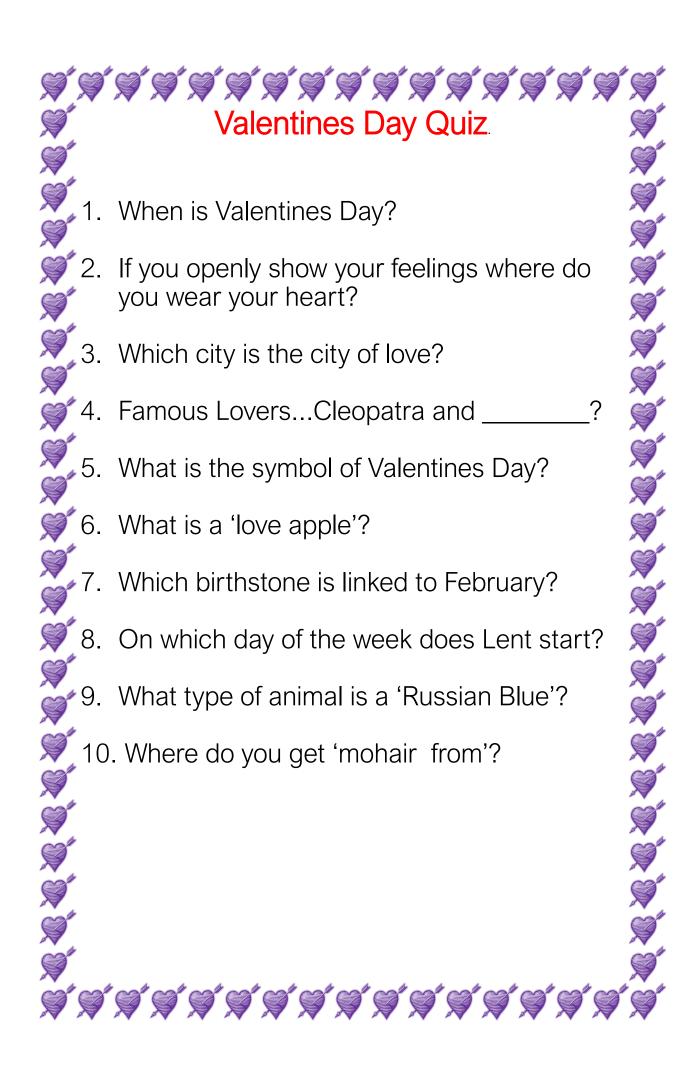
It was believed that on this romantic day, birds found their mates. This belief is still cherished by love struck people all over the world. The sweet little blue coloured lovebirds have come to signify that belief. It is said that the lovebirds can't live without their mates. Dove, in the Christian belief signifies purity meekness and innocence. Hence, these two birds have become the most endearing symbols of the spirit of valentines day.



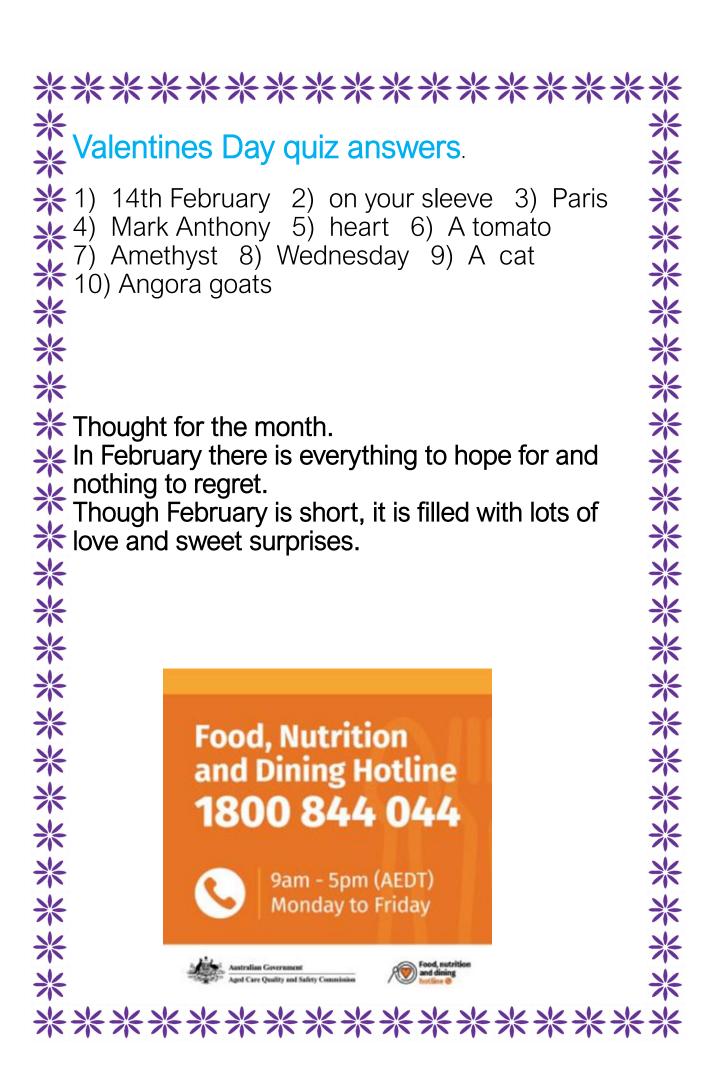


## History of Valentine's Cupid.

Cupid, the mischievous sone of the Goddess of Love, Venus, is supposedly responsible for people falling in love. According o the myths, anyone being hit by Cupid's arrow falls in love with the first person he/she sees. His mischievous intentions have led to some entertaining situations in various legends. Cupid in the Roman mythology has Eros, the son of Aphrodite, as his counterpart in the Greek Myths. The names of both these Gods are used synonymously with the concept of love today.









# **FEEDBACK**

Jallarah Homes Inc recognizes the need for an easy to manage, timely feedback mechanism for residents and their representatives. The Information and feedback gathered assists us to respond appropriately and improve the quality of service.

Please use the complaints mechanism to inform us about any issues including cultural safety and discrimination. All complaints will be dealt with sensitively and with respect to privacy issues.

Complainants will be informed of any action taken and the practice of open disclosure will be supported by staff and management.

#### If you have a complaint you may use any of the avenues below:

- Ask an advocate to act on your behalf
- Discuss the complaint with a staff member
- Complete a feedback form. Staff can help with this.
- Ask to see the EO/DON

If unsatisfied please Write to the Board of Management c/o Jallarah Homes Inc.

If you are not satisfied with any internal action you may approach the Aged Care Complaints Commissioner on 1800550552. Brochures with the details can be found in the foyer.

## FIRE PLAN

## \*\* RESIDENTS & FAMILY MEMBERS\*\*

There is a copy of the Fire Plan on the back of every Residents bedroom door that gives you directions in case of a Fire, Evacuation or Emergency

Please at all times follow the directions given by staff