

## From the Manager



### Cassie Simadas

Bundaleer Aged Care Community was recently independently audited by Aged Care Quality Assessors from the Australian Government.

This is a standard process that residential aged care providers undergo every one to three years. I am very pleased to report that Bundaleer meets all requirements stipulated in the Aged Care Standards. This is a wonderful achievement that gives residents and their loved ones confidence in the care we provide.

In line with new Government regulations that come into effect on 1 December 2023, Bundaleer has already established Community Steering Committees for our Aged Care Community and Home Care service.

These committees will be driven by residents, clients and their representatives, and facilitated by Bundaleer, and will function as an additional feedback and improvement method.

If you would like to join either committee, please let us know.

I'd like to extend my gratitude to all staff and volunteers who work together to put residents and clients first. I am very proud of our entire team. We're all looking forward to a fun month of Christmas activities ahead!



## Grand Reopening of BBQ Pavilion!



Creating even better ways to enjoy living in our Retirement Village

### *Our Village BBQ Pavilion has recently been transformed!*

Residents and staff gathered to celebrate the Grand Reopening on October 25. With Community General Manager, Cassie, doing the honours of cutting the ribbon, attendees enjoyed a special morning tea with finger food, a celebration cake and speeches.

With investment from Apollo Care, and help from our loyal volunteers, this communal Village space is now even more popular with residents, family and friends. Improvements included the installation of a brand-new kitchen with a large island bench, electrical upgrades, new lattice work and fresh paint throughout. To enable the space to be used all-year-round, ceiling insulation, heaters and ceiling fans were also added.

Described by residents as 'absolutely beautiful', 'light, airy and spacious', and 'a real asset for our community', our revamped BBQ area is now an attractive and comfortable space. We look forward to using it for a host of events, including our regular morning teas, BBQs, and of course our Village Christmas Party on 1 December!

*We acknowledge that at Bundaleer, we gather on Birpai Land. We pay our respects to Elders past and present, for they hold the memories, the hopes and the traditions of Aboriginal Australia.*



# Aged Care

## A Winter Wonderland comes to Bundaleer!

*Our family-friendly Christmas Party theme chosen by residents*

On December 17, Bundaleer's Activities Room will become a Winter Wonderland for residents, their families and staff to enjoy.

A pop-up ice rink measuring 7m x 10m will be the main attraction, along with a BBQ lunch, music, a slushie machine and face painting! The synthetic ice rink will be a fun way to try skating – without getting wet. Keen residents will be pushed safely in wheelchairs or wheelie walkers, and ice skates will be supplied for other guests.

Families and friends are also invited to join us on Christmas Day for our special Luncheon. With traditional Aussie Christmas fare, like roast turkey and pork, glazed ham and fresh prawns, followed by plum pudding and pavlova, this is an event we're all looking forward to!



## Special events!

**Fri 1st Dec**

Lighting of the Christmas Tree

**Wed 6th Dec**

Girl Guides Christmas Carols

**Tues 12th Dec**

Busways Christmas Lights Tour

**Wed 20th Dec**

Baking Gingerbread Men

**Thurs 21st Dec**

Port Macquarie Christmas Shopping

**Bundaleer's**  
*Winter wonderland*

Residents & relatives, and staff & family are warmly invited to attend our special Christmas Party!

Come and join the family fun  
17 December 2023  
10am - 2pm  
142A Cameron St, Wauchope

BBQ lunch, Ice skating rink (\$5 donation), slushies, face painting & raffle

## Feedback



*Feedback from residents, clients and families is important to us so we can make positive changes.*

We also love hearing when we're doing something well.

To provide feedback, you can:

1. Tell us in person
2. Fill out a feedback form and hand it to a staff member
3. Email Apollo Care's Chief Governance Officer at [feedback@apollocare.com.au](mailto:feedback@apollocare.com.au)
4. Complete a short Care Rite survey about the wellbeing of residents and clients by scanning the QR code above.



# Home Care



(L-R) Registered Nurse, Lynn & Home Care Administrator, Helen at our Tamworth Office

## We're now helping even more locals stay living independently at home

***Bundaleer Home Care recently held two very successful Careers Information Sessions for job seekers in the Hastings and New England regions.***

Attendees at both events heard about the different roles available in this in-demand industry, including Nursing and Community Support. They met members of the Home Care team, and heard inspiring stories about working in home care from some of our team members.

Representatives from local community colleges and training organisations were also on-hand to talk about flexible career pathways and on-the-job learning opportunities.

The success of these events has meant that we've been able to grow our team in both Tamworth and Wauchope, increasing our capacity to service clients in both regions.

Residents of our Retirement Village or family members of our Aged Care Community may be interested to know that our growing team of dedicated Carers and Nurses can help them with everything from cleaning, shopping and meal preparation, through to community access and nursing support.

Home Care Manager, Stacey, explains that Bundaleer Home Care offers the widest range of funding packages available, so clients can get the most from their funding.

"If locals are needing a little bit of help around the home, or to stay connected with their community, they can access all the care they need from one team, giving them the most cost-effective funding combination, and the most cohesive service," said Stacey.



## Free Home Care Assist Service



***If you'd like to know more about Bundaleer Home Care, our friendly team can guide you through the funding and services you may be eligible for. We'll also help you apply through MyAgedCare.***

To book your free consultation, email us at [homecare@bundaleer.org.au](mailto:homecare@bundaleer.org.au) or call our team in New England on (02) 6761 3600 or Hastings on (02) 6586 9490.



**We've grown to**

# 11

communities across Qld, NSW & Vic

A total of

# 104

**additional aged care suites** now available to locals in **regional areas**

**Achieved full**



**Aged Care Accreditation** at every community

**Implemented** a mobile device for every care worker to **enhance care delivery**



Measured and supported the wellbeing of residents, staff and leaders through an **award winning culture program**



**Asia Pacific Eldercare Innovation Awards**



**WINNER** 2023 Global Innovation Award

**FINALIST** 2023 Operator of the Year Award

## *Here's how Apollo Care has helped Bundaleer evolve and thrive this year.*

### **Our care:**

- The latest Resident Experience survey results reported a 54% increase in the number of Aged Care residents rating their quality of life at Bundaleer as 'Excellent'
- Awarded full three-year accreditation by the Australian Government's Aged Care Quality & Safety Commission
- Staff rosters optimised to ensure every resident receives more time with Nurses and Carers

### **Our Residential Aged Care & Home Care teams:**

- Work Rite culture program reported a 50% increase in staff wellbeing, achievement, connection and performance
- Permanent staff numbers have increased, reducing our need for temporary staff

### **Our community:**

- A continuous refurbishment program of the Village's independent villas has been implemented, and the large BBQ Pavilion has been refurbished
- Our capacity to provide more Home Care services to the Hastings & New England regions has increased.

*All these achievements mean we have been able to provide care for more locals, and our community has become an even better place to live and work.*



# Bundaleer's Quality & Safety Report

*Apollo Care is committed to using best-practice governance and clinical governance systems to deliver exceptional resident and client experiences in all of our communities.*

We recognise that transparency is a key part of delivering on this objective, and we are implementing a new engagement framework so all residents, clients, family members and representatives, and staff are provided with up-to-date quality and safety information. Although this is not a government requirement, we are excited to showcase our achievements and acknowledge the areas where we need to improve.

In each newsletter, we will publish the latest updates for one of the four Quality & Safety areas: Quality Standards Compliance, Feedback & Complaints, Incidents & Hazards, and Quality Improvement Projects.

## November 2023 update: Quality Standards Compliance



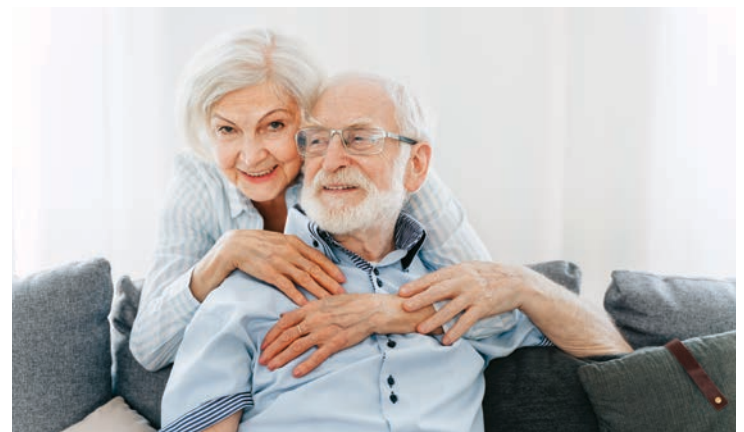
### Residential Aged Care Community

- We are fully compliant with the Aged Care Quality Standards and accredited for 3 years. Our last visit from the Aged Care Quality & Safety Commission was July 2023
- We have a 3-star rating by the Department of Health & Aging
- We are a registered provider of NDIS disability services. Our last visit from certifier, Globalmark, was November 2022, and we await the certification decision



### Home Care

- We expect a visit from the Aged Care Quality & Safety Commission at any time for Quality Review against the Aged Care Quality Standards, and are confident we comply
- We are a registered provider of NDIS disability services with extended scope of care provision for complex care. Our last visit from certifier, Globalmark, was November 2022, and we await the certification decision
- We are certified to the Australian Community Industry Standards. Our last visit from certifier, Globalmark, was November 2022. We look forward to showcasing improvements made in our compliance with the ACIS Standards at our annual monitoring visit late November



### Retirement Living

- We are working towards accreditation to the voluntary Australian Retirement Village Accreditation Scheme (ARVAS) Standards and hope to be ready for assessment early 2024

# Favourite moments

