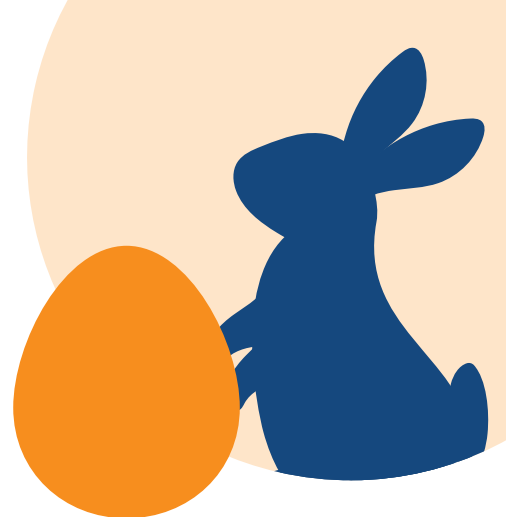


PIPELINE NEWSLETTER APRIL 2023



WELCOME TO OUR EDITION!



Your Life, Your Choice, Our Communities

DATES & EVENTS

APRIL SIGNIFICANT DATES

Saturday, 1st
April Fools' Day

Sunday, 9th
Easter Sunday

Friday, 7th
Good Friday

Tuesday, 25th
ANZAC Day

We respectfully recognise and acknowledge the traditional owners of the Darkinjung land on which we sit, the traditional custodians of this land, and pay our respect to Elders past, present and future.

COMMUNITY EVENTS

Saturday, 1st
Terrigal Beach Markets

Sunday, 2nd
Davistown Putt Putt Regatta & Wooden Boat Festival

Along Davistown waterfront. Free.

Sunday, 9th & 16th
Umina Beach markets from
9.00am to 2.00pm

Wednesday, 12th
Sydney Royal Easter Show Seniors' Day

Seniors save on Seniors' Day, Wednesday 12 2023 only.

Grab a free cup of tea at the Seniors' Hub, on the lawns adjacent to The Amphitheatre, then drop in for a chat with the friendly staff from the Energy & Water Ombudsman NSW, Sydney Water, Seniors Rights, TIO, AFCA, Legal Aid NSW, NSW Trustee & Guardian, NSW Ombudsman and Commonwealth Ombudsman.

All Ombudsman services are free, fair and independent. They manage complaint issues that you are unable to resolve. So, if you've had an issue with an energy and water company, or have any Seniors Rights or Trustee & Guardian questions, there'll be someone at the Show ready to listen. In fact, the team from Legal Aid will help you take the complaint a step further if necessary. At this year's Show will also be able to get important information about wills, enduring power of attorneys, enduring guardianship, elder abuse and more.

Seniors: \$20.00



DATES & EVENTS

RECURRING EVENTS

Every Sunday 7am - 12pm
Gosford City Farmers Market
Gosford Showground, Gosford

Every 4th Sunday 9am - 2pm
Avoca Beachside Markets
Heazlett Park, Avoca Beach

3rd Sunday of the month 9am - 2pm
Umina Beach Markets
Heazlett Park, Avoca Beach

Saturday 8am - 4pm
& Sunday 9am - 3pm
Terrigal Antique & Vintage Fair
Lions Community Hall, 3/8 Russell
Drysedale Street, East Gosford

CHURCH SERVICES

Tuesday, 4th
Baptist Church Easter service held by David from Ettalong Baptist Church in JAH Chapel at 10.00am

Wednesday, 5th & 19th
Anglican church service held in DLH Hall at 10.30am. Easter service held by Rosemary from Peninsula Anglican Parish on 5th

Wednesday, 5th & 19th
Bible study held in DLH Hall at 2.00pm

Wednesday, 12th & 26th
Presbyterian church service held in JAH Chapel at 10.00am

Tuesday, 16th
Salvation Army church service held in JAH Chapel at 10.00am

Thursday, 27th
Catholic Mass held in JAH at 10.00am

Everyone is welcome!

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If you would like more information, or have any suggestions or comments, please contact Nicky Wright (Social Support Coordinator).



CEO REPORT



Hi all,

March seemingly flew by as we enjoyed some superb weather and a busy calendar of events and activities for International Women's Day, St. Patrick's Day, Harmony Week and Phyllis' 104th birthday.

We introduced a new staff competition last month, celebrating and rewarding staff members who go above and beyond for our residents. Sandra Fletcher was our very worthy first winner and we look forward to continuing this competition over the coming months.

April is gearing up to be just as busy as we look forward to celebrating Easter and honouring Anzac Day. As we approach the cooler months, it is also a good time to start thinking about flu shots and Covid-19 boosters.

We are gradually moving out of the pandemic as restrictions in the greater community continue to ease. However, it is important to maintain vigilance where possible. For residents, this means notifying staff if you develop any or cold or flu symptoms, staying up to date with vaccinations and wearing masks outside of the facility, when and where possible and appropriate.

We recognise that receiving visitors is essential for our residents' wellbeing, but to maintain their safety, visits should be conducted in a manner that minimises

the risk of introducing and spreading Covid-19. As such, we ask all visitors to take a RAT test prior to entrance and to wear a face mask.

Finally, for staff, we conduct regular RAT tests, mandate mask wearing and vaccinations, and encourage meal breaks to be taken in ventilated or outdoor areas. I would like to thank all parties for taking these steps to maintain a safe environment for our residents.

On a different note, we have started work on our master site development plans so look forward to sharing updates with you all about our visions for the future of Peninsula Villages. Our main priority in this undertaking is to ensure viability and quality through future maintenance and development.

I would like to take this opportunity to extend a warm welcome to all new residents, staff and volunteers who joined the Peninsula Villages community in March. I hope you are all settling in nicely and enjoying your time here.

Wishing everyone a happy Easter.



Until next time,
Colin Osborne
Chief Executive Officer



FROM THE PIPELINE DESK

Hi all,

Welcome to! This month we will be celebrating Easter and commemorating Anzac Day with various activities, events and ceremonies.

The month will start cautiously as we avoid becoming fools on the 1st then adjust to daylight savings ending at 3am on the 2nd!

As a reminder, on Sunday, 2nd 2023, 3:00:00 am clocks are turned backward 1 hour to Sunday, 2nd 2023, 2:00:00 am local standard time instead.

Yay for an extra hour of sleep!

The Easter long weekend falls on the second weekend of the month this year, and we will be hosting nice morning teas to celebrate.

Later in the month, on Tuesday 25th, we will be holding wreath laying services in all houses to honour the service men and women who served and died in all wars, conflicts, and peacekeeping operations.

That's all from me for now, I hope you have a wonderful month. As always, if there is anything on which you would like to comment or discuss, please feel

free to write a letter to the Pipeline Team and hand it to reception. You can also contact us via email at lindas@penvill.com.au.

We would love to hear from you.



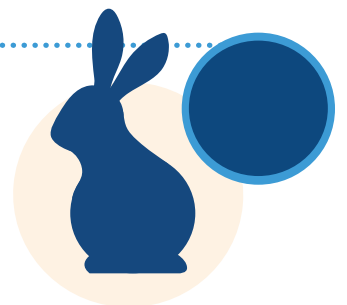
Cheers

Linda Segrott

*Wellbeing Manager, on behalf of
the Pipeline Team*



We've hidden a few Easter bunnies throughout Pipeline. Count how many and tell a member of the Wellbeing Team to win a special prize.



MARCH HIGHLIGHTS

Staff Competition

Congratulations to Sandra Fletcher, the first winner of our new staff competition!

We launched this raffle-style competition last month to reward our permanent staff for going above and beyond, as they so often do. There are a number of monthly prizes to be won, along with the final draw after six months. Keep an eye on our Facebook page as we announce future winners!



MARCH HIGHLIGHTS

Phyllis Turned 104

March saw another milestone birthday at Peninsula Villages as we celebrated Phyllis turning 104! Surrounded by friends, Phyllis enjoyed a birthday party in Don Leggett House where she was showered with love and gifts.



MARCH HIGHLIGHTS



St. Patrick's Day

There was a sea of green at Peninsula Villages during March as we celebrated St. Patrick's Day. Residents enjoyed Irish-themed craft in the lead up to the occasion then, on the day, a morning tea with green cupcakes, entertainment from Michael Montgomery in the afternoon and Guinness tasting... Some liked it, others didn't and many remembered their dads drinking it when they were younger.



MARCH HIGHLIGHTS



MARCH HIGHLIGHTS

Harmony Week

Harmony Week provided staff and residents an opportunity to celebrate Australia's diversity and our different backgrounds. Here are some happy residents at Don Leggett house on Harmony Day, participating in culturally inclusive activities.





MARCH HIGHLIGHTS

Game Time

Regular games and activities keep our residents' minds busy while providing them an opportunity to socialise and have fun.

HISTORY

SYDNEY ROYAL EASTER SHOW TURNING 200

First held in 1823, the Sydney Royal Easter Show is this year celebrating 200 years of bringing the country to the city.

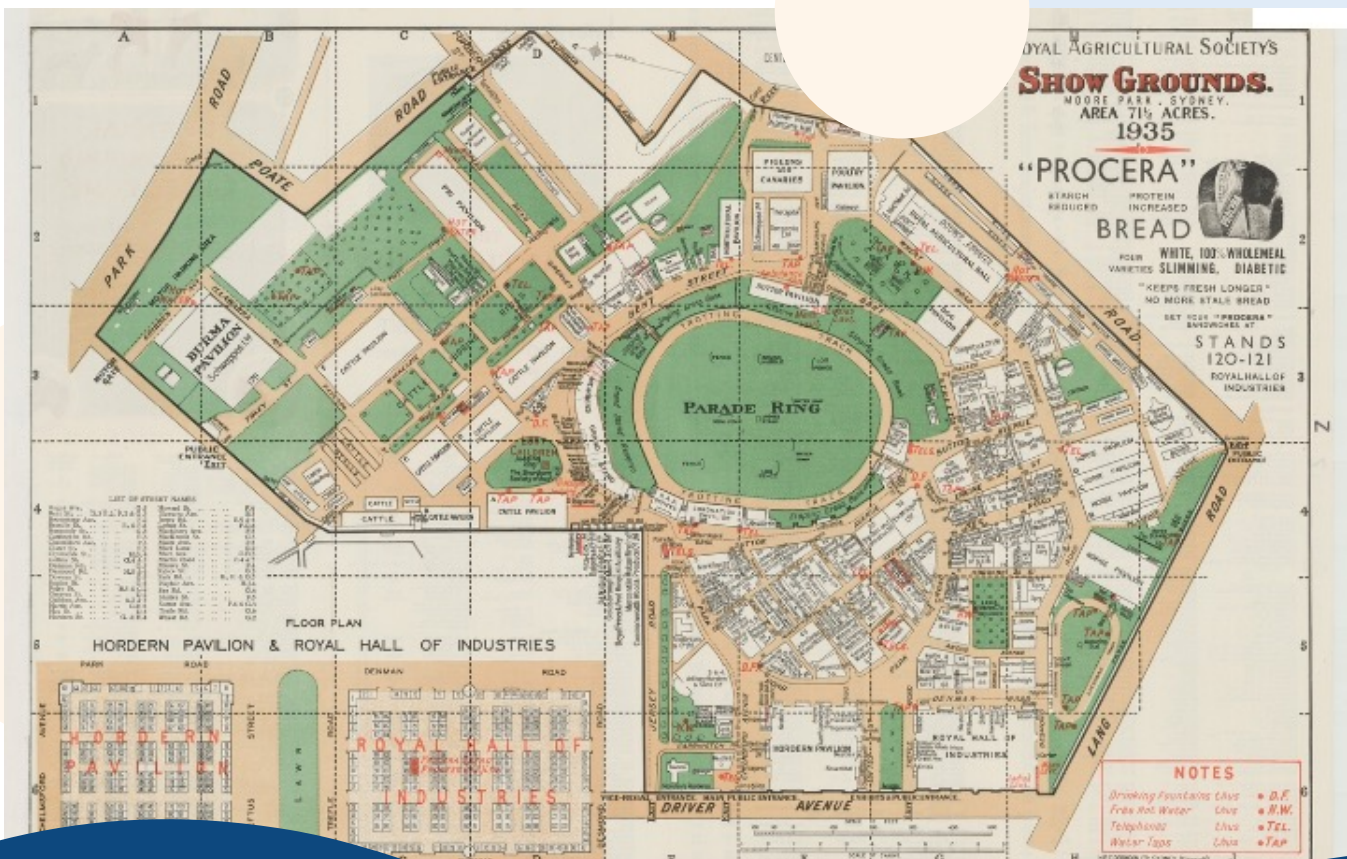
The Show is Australia's largest annual ticketed event, attracting over 828,000 attendees on average. It is a celebration of Australian culture, from our rural traditions to our modern-day lifestyles, providing unique experiences for everyone. Revenue generated by it allows the RAS to invest in agricultural programs, competitions, education, youth and rural NSW.

In honour of this 200-year milestone, we wanted to share some history about the Sydney Royal Easter Show.

HISTORY

The Royal Agricultural Society of New South Wales (formed a year before the event) held its first Show in 1823. Its initial purpose was of encouraging the colony's rural industries. The site was at Parramatta Park, 24 km west of the town of Sydney. It initially showcased horses, cattle, sheep, pigs and poultry.

In 1869, the event moved from Parramatta to Prince Alfred Park. In 1881, the Government of New South Wales provided land for the Royal Agricultural Society at Moore Park; the show was held at that venue for the next 116 years.



HISTORY

SYDNEY ROYAL EASTER SHOW TURNING 200 CONT.

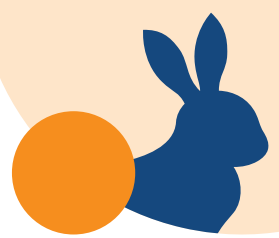
As the new millennium approached, in 1998 the Royal Easter Show took up residence in a state-of-the-art premises at the Sydney Olympic Park Showground. Located in the geographical heart of metropolitan Sydney, construction of the 30-hectare site took less than two years including extensive purpose-built display facilities, a rail link and 10,000 car spaces for visitors.

The show since continued uninterruptedly after 1869, except in 1919 (during the Spanish flu outbreak), the years of 1942 to 1946 (during World War II) and 2020 (during the COVID-19 pandemic). As per the event's namesake, it starts on the Friday before Easter and ends on the Tuesday following Easter (with closures on Sundays and

Good Friday). During that Thursday, it becomes a Children's Day, when goods such as discounted showbags are on sale.

Yielding to pressure from the public, the show was later to be opened on Sundays and Good Friday. With the move to Homebush Bay, the show was extended to 16 days. In 2000 it was reduced to 14 days. In 2007, a revised program took into account changes to NSW School Holidays, the show commencing on the Thursday before Good Friday in order to increase the holiday time for families to attend. In 2017 over 922,000 people attended the show, when about 850,000 were expected. The previous record was 964,000 in 2004. In 2018, the show returned to its traditional 12 days. If Easter falls in March the show is held outside of school holidays.





HISTORY

SYDNEY ROYAL EASTER SHOW TURNING 200 CONT.

Today, the Sydney Royal Easter Show's focus has shifted to be on food. Keeping pace with renewed public interest in food preparation, quality and provenance, and placing a spotlight on agriculture, recent showgoers have been presented with steadily expanding categories of competition including Coffee, 1998; Olive Oil, 1998; Pasta, 1999; Small Goods & Charcuterie, 2000; Aquaculture, 2001; Specialty Foods, 2004; Beer & Cider, 2007; Professional Bakery, 2014.



LET'S TALK TRAVEL

EASTER ISLAND

Easter Island is an island and special territory of Chile in the southeastern Pacific Ocean, at the southeasternmost point of the Polynesian Triangle in Oceania. The island is most famous for its nearly 1,000 extant monumental statues, called moai, which were created by the early Rapa Nui people. In 1995, UNESCO named Easter Island a World Heritage Site, with much of the island protected within Rapa Nui National Park.



INHABITANTS

Rapa Nui is located in the Pacific Ocean, on latitude -27.15 and longitude -109.4, 3600 km west of Chile in South America (see in Google Maps). Flying from Chile's capital Santiago, which is the closest flight connection, takes around 5 hours.

RAPA NUI CULTURE

The Rapa Nui people are polynesians, such as Hawaiians, Tahitians and the Maori of New Zealand. The native languages of these islands are very similar.

Music, dance and art has always been a central part of Rapa Nui culture. The island is today part of Chile, and strong South American influences threaten the



existence of the fragile Rapa Nui culture which a mere 3000 people are part of.

As tourism became a more common part of the Easter Island society since the 1990's and people travel from all over the world to see this unique culture, there has been an increased pride in the cultural Rapa Nui identity. Today, most newborns that are Rapa Nui are given Rapa Nui names, and parents try to speak the native language to their children as much as possible. During the 1980's and before, most babies were given Spanish names, and parents often did an effort to teach their children Spanish, even if this was their weaker language.



LET'S TALK TRAVEL

EASTER ISLAND CONT.

CLIMATE

The Rapa Nui climate is classed as subtropical. It is often windy, especially at volcano summits such as where Orongo is located.

Being located quite a bit below the equator, Rapa Nui isn't as agonizingly hot as Tahiti sometimes can be. Most find the Rapa Nui climate moderate and quite pleasant. During summer (Dec - Feb), day temperature is around 25°C, and winter (Jun - Aug) around 19°C. At night it gets quite cold, so unless it's summer, you might want to be prepared with a pair of long trousers if you're staying outside.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Max day temp. °C (°F)	27 (80.6)	27 (80.6)	27 (80.6)	25 (77)	23 (73.4)	22 (71.6)	21 (69.8)	21 (69.8)	21 (69.8)	22 (71.6)	23 (73.4)	25 (77)
Min day temp. °C (°F)	21 (69.8)	21 (69.8)	21 (69.8)	20 (68)	18 (64.4)	17 (62.6)	16 (60.8)	16 (60.8)	16 (60.8)	17 (62.6)	18 (64.4)	19 (66.2)

Table explanation: during February, one could expect day temperatures between 27 and 21°C, and in October between 22 and 17°C.

Rain falls year-round (around 80 mm), though most between and June (around 110 mm). This means that even though rain is less common during summer (Dec - Feb), it is still a good idea to bring a rain coat - especially if you're staying at Easter Island only for a few days. In case these days would be rainy, you would probably want to be able to be outside and still stay somewhat dry!

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Rainfall mm (in.)	90 (3.6)	80 (3.4)	80 (3.4)	110 (4.6)	120 (5)	100 (4)	90 (3.7)	80 (3.4)	80 (3.3)	70 (2.9)	80 (3.2)	90 (3.6)

Sources: records of Mataverí International Airport weather station from years 2004 to 2012 (day temperature) and Weatherbase (rainfall).

LET'S TALK TRAVEL

EASTER ISLAND CONT.

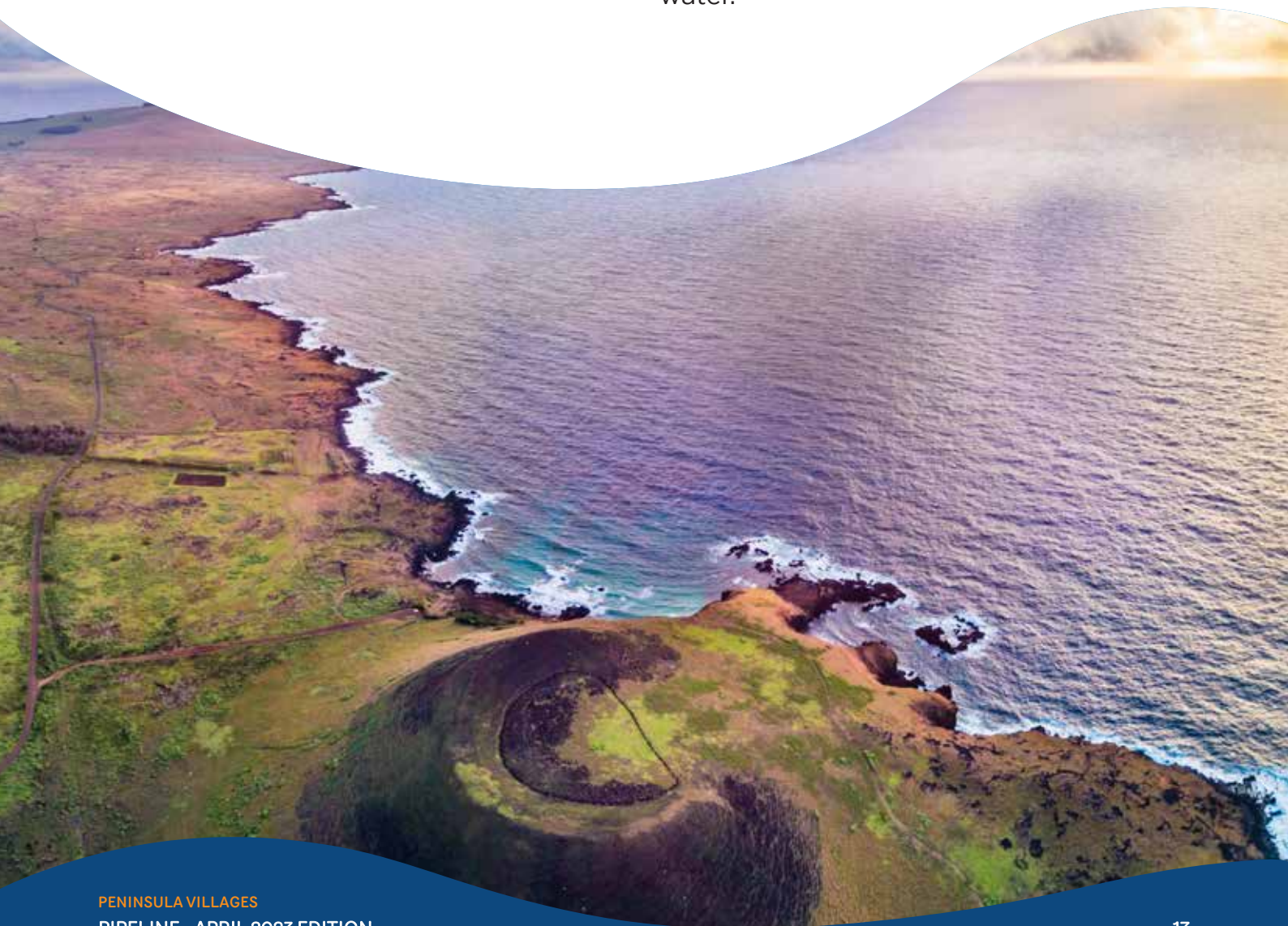
GEOGRAPHY

Easter Island (Rapa Nui) is a remote volcanic speck in the middle of the Pacific Ocean, 3,800km west of the coast of Chile. The origins of the island's past inhabitants are still an enigma and all that remains of their culture is the extraordinary spectacle of giant stone statues (moai) scattered across the slopes of the quarry site on Rano Raraku Volcano. Curiously, the mysterious ancient stonework at the many different sites includes a wall that is strikingly similar to those built by the Incas in Peru. Easter Island will provide a truly memorable stopover on your way to or from Santiago.

YOUR TIME HERE WOULD INCLUDE:

Hanga Te'e where you will be able to view a variety of toppled Moai of Ahu Vaihu. On the way to the next stop we pass several moais lying along the road indicating the "Camino de los Moais" (trail where Moais were moved).

At Rano Raraku (the quarry where most of the moais were sculpted) have a picnic lunch, and start walking up to the Rano Raraku volcano. The next highlight is the restored giant Ahu Tongariki and its 15 moais. Continue to the beach of Anakena. The white sandy beach with coconut palm trees invites you to rest in the sand and swim in the warm Pacific water.



MID MEAL

OPTION AVAILABLE 24/7

- ~ Yoghurt (variety of flavours) ~
- ~ Hard cheese (slice or cube) ~
- ~ Custard (chocolate or vanilla) ~
- ~ Flavoured Milk (variety of flavours, added Sustagen available) ~
- ~ Variety of biscuits and crackers ~
- ~ Variety of cakes and baked goods ~
- ~ Ice cream ~
- ~ Variety of spreads on bread ~
- ~ Fresh fruit and fruit cups ~
- ~ Puree fruit ~
- ~ Screamies Ice Cream No Melt
(vanilla, strawberry, salted caramel) ~
- ~ Variety of sandwiches

For more options, refer to the alternate menu and communicate to the catering team what is needed and update nutrition assessment if necessary.

Bon appétit!

ALTERNATE MENU

Winter 2023 ~ LUNCH & DINNER

At Breakfast time you can order the following item for your meal.

- ~ Flame Grilled Chicken breast ~
- ~ Beef Lasagne (G/F) ~
- ~ Pumpkin Arancini (G/F) ~
- ~ Beef Pie (G/F available) ~
- ~ Fritters (2 per person) ~
- ~ Fish Cocktail ~
- ~ Croissant of your choice ~
- ~ Toasties of Your Choice (G/F available) ~
- ~ Sandwich of your Choice (G/F available) ~
- ~ Salad of your Choice (G/F) ~

If you feel like something that is not on the menu,
please let the staff know we will try to accommodate
your request. Thank you,

Bon appétit!

REMEMBERING THE CENTRAL COAST ANZAC DAY ON THE PENINSULA ARCHIVES



1923 Anzac Day march down Blackwall Road, turning right into Railway Street towards the war memorial. heading to the war memorial. 1923. Looks very different back then.



WW1 diggers marching along Blackwall Road during 1923 Anzac Day march.



Red Cross participating in the Anzac Day parade along Blackwall Road in 1968.

REMEMBERING THE CENTRAL COAST ANZAC DAY ON THE PENINSULA ARCHIVES CONT.



Pupils of Ettalong Public School practise signalling during war time 1942w



1980s Anzac Parade along Blackwall Road.

JUST FOR FUN RIDDLES

1. Easter is the celebration of what?
2. The world's tallest chocolate Easter egg was made in which country?
3. In some countries it is illegal to do what to chickens in order to sell them for Easter?
4. Lent is the fasting period leading up to Easter, how long does it go for?
5. Who helped Jesus carry his cross?
6. Easter is named after which Anglo-Saxon goddess?
7. Hot cross buns are marked with what symbol on top?
8. What animal is associated with giving Easter eggs?
9. Since Easter is not a fixed holiday on the calendar, it is known as what type of feast?
10. The Friday before Easter Sunday is called what?
11. Who co-starred with Fred Astaire in the 1940s movie Easter Parade?
12. Easter eggs are given on which day?
13. Easter eggs are considered the symbol of what?
14. At the Last Supper, what food did Jesus use to represent his body?
15. A fancy hat worn at Easter is referred to as a what?
16. Easter always occurs during what two months?
17. To raise money and increase awareness of conservation efforts in Australia what native Australian marsupial was formed in chocolate as an alternative to Easter bunnies?



JUST FOR FUN WORDSEARCH

Find and cross out all the listed words. The words may go horizontally, vertically and even backwards. The remaining letters will

B U N N Y E E W P A T T E R N J P
O H O L I D A Y L U H I D E D L S
P A R A D E V H B U C A P R I L U
S P R I N G K Y R W S E Z I L C N
L P F T A G Q D E G G H U N T X D
N F S K L T R A D I T I O N W Y A
E E B H O P E C L B D H O S B U Y
N T G O U Y B R I R E F U J L Q Y
Q P F J N M M O L V C A R O E U Q
M C I Z A N D S Y C O M Y Y S G R
P O W L T B E S G Y R I H C S R X
B E O A D C F T P Y A L O H I A X
D A E U Y Y A P V H T Y P I N S D
C B S P E X A N Y W E Y T C G S P
Q V W K S H K W D A D H V K S P D
H U I N E J E L L Y B E A N S Q O
R V P B D T M Q Z N C A R R O T T

JOY

BLESSINGS

EGG HUNT

BONNET

LAMB

PARADE

HOPE

SUNDAY

PEEPS

HOP

APRIL

DECORATIONS

SPRING

PATTERN

GRASS

HAPPY

LILY

CANDY

CROSS

HIDE

DYE

BASKET

CHICK

FAMILY

JELLYBEANS

BUNNY

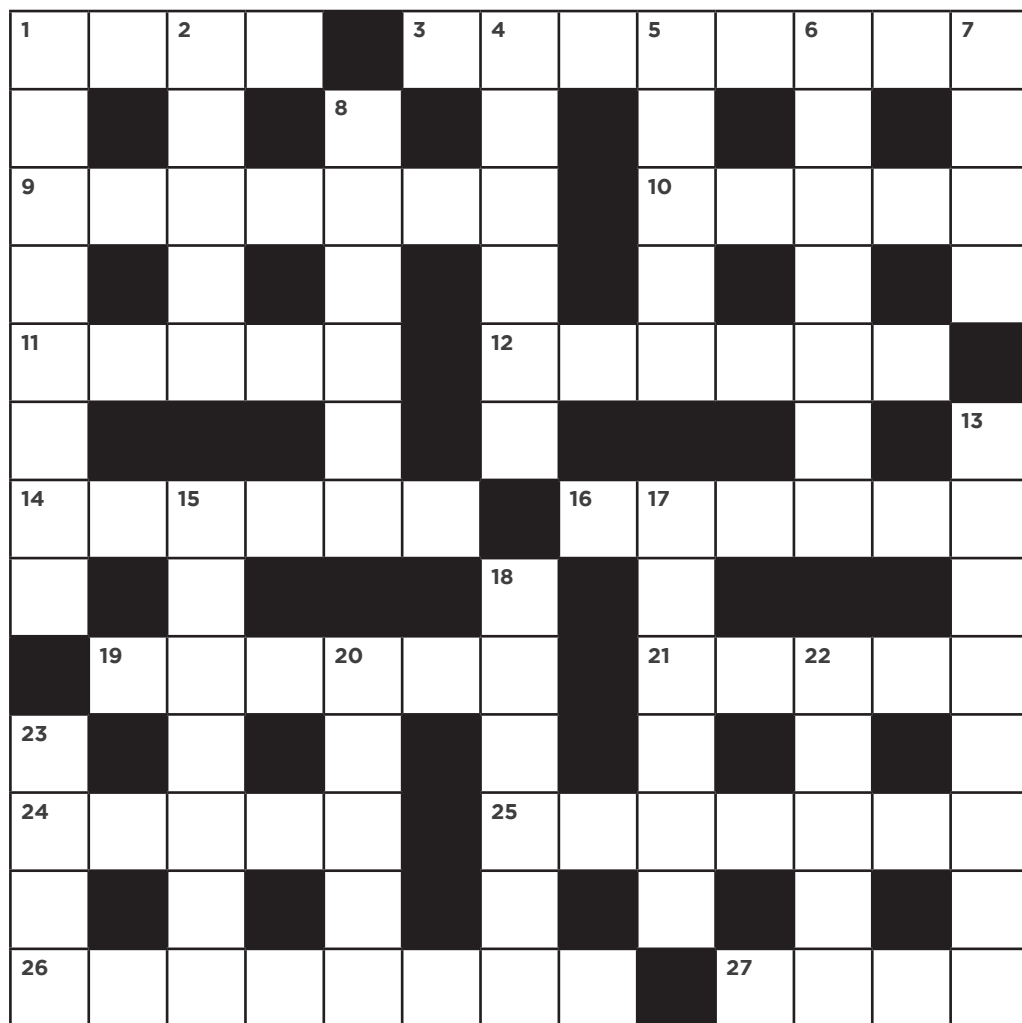
CARROT

TRADITION

HOLIDAY

NEST



[illegible]

23. Nought (4)

JUST FOR FUN SUDOKU

		5	6	4			8	
	3			2		1		
6		2						
5			4			8	9	1
9	4	3			6			2
						6		3
		9		7			1	
	2			6	8	7		



JUST FOR FUN ANSWERS

SUDOKU

1	9	5	6	4	3	2	8	7
7	3	4	8	2	9	1	6	5
6	8	2	7	5	1	9	3	4
5	7	6	4	3	2	8	9	1
2	1	8	5	9	7	3	4	6
9	4	3	1	8	6	5	7	2
8	5	7	9	1	4	6	2	3
3	6	9	2	7	5	4	1	8
4	2	1	3	6	8	7	5	9

CROSSWORD

1	K	I	L	N		3	A	D	O	5	R	A	B	L	7	E
	E		I		8	B		R			O		E			N
9	E	M	B	R	A	C	E			10	A	I	D	E	D	
	P		Y		F		N				S	O			S	
11	S	T	A	F	F			12	C	A	T	G	U	T		
	A				L		H						I		13	S
14	K	I	T	T	E	N		16	T	U	R	N	I	P		
	E		H					18	D		L					L
		19	G	I	G	20	G	L	E		21	S	H	22	O	V
23	Z		S		O				S		T		M			N
24	E	N	T	E	R			26	P	R	E	T	E	N	D	
	R		L		G		O		R		G					
28	O	M	E	L	E	T	T	E			27	H	A	R	D	

WORDSEARCH

BUNNY E E W P A T T E R N J P
O H O L I D A Y L U H I D E D L S
P A R A D E V H B U C A P R I L U
S P R I N G K Y R W S E Z I L C N
L P F T A G Q D E G G H U N T X D
N F S K L T R A D I T I O N W Y A
E E B H O P E C L B D H O S B U Y
N T G O U Y B R I R E F U J L Q Y
Q P F J N M M O L V C A R O E U Q
M C I Z A N D S Y C O M Y Y S G R
P O W L T B E S G Y R I H C S R X
B E O A D C F T P Y A L O H I A X
D A E U Y Y A P V H T Y P I N S D
C B S P E X A N Y W E Y T C G S P
Q V W K S H K W D A D H V K S P D
H U I N E J E L L Y B E A N S Q O
R V P B D T M Q Z N C A R R O T T

RIDDLES

1. The resurrection of Jesus Christ
2. Italy
3. Dye them
4. 40 days
5. Simon of Cyrene
6. ostre
7. Cross
8. Rabbit or bunny
9. Moveable feast
10. Good Friday
11. Judy Garland
12. Easter Sunday
13. New life/rebirth
14. Bread
15. An Easter bonnet
16. March and
17. Bilby

APRIL BIRTHDAYS

PENINSULA VILLAGE

3rd	Silver Ware
3rd	Catherine Hook
4th	Patricia Broderick
9th	Gordon Bond
11th	Anthony Robbins
13th	Carol Saw
14th	Brian Broderick
14th	Suzanne O'Connor
20th	Norma Cook
26th	Michael Tillott
27th	Mavis Walters

PAM PALMER HOUSE

7th	Ronald Lipman
12th	Marion Anderson
19th	Tania Wasson
22nd	Shirley Hickey
22nd	Terrence Slade
23rd	Peter Griffioen
23rd	Cynthia Retter

POZIERES HOUSE

1st	Dawn Powell
2nd	Kevin Pearce
10th	Brian Witts
10th	Florence Taylor
13th	Ian Wilks
14th	Ron Wright
20th	Patricia Hoare
20th	Jessie Watson
21st	Robyn Gillard
23rd	Valerie Ashton
26th	Hazel Norval

DON LEGGETT HOUSE

5th	Maurice Carroll
11th	Dulcie Johnstone
20th	Russell Jones
21st	John Marshall
23rd	Patricia Mackrell
25th	Joan Carlyle



NEW FRIENDS

DON LEGGETT HOUSE

2nd	Joyce Todd
14th	Colin Williams
16th	Don Besgrove
20th	Beryl Shepherd

PAM PALMER HOUSE

1st	Maureen Stewart
1st	Charles Easton
8th	Gerry McCabe
9th	Monica Sadd
10th	Joan Laing
13th	John Siely

POZIERES HOUSE

3rd	Bob Hankinson
13th	Alice Jones
14th	Sean Killen
15th	Ruth Pacey
16th	Maurie Pace

INDEPENDENT LIVING

16th	Sylvia Lang
------	-------------

FRIENDS FOREVER IN OUR HEARTS

5th March	Faye Madden
5th March	Bob Mathews
8th March	Wal Waterer
11th March	Gary Raynor
14th March	Evelyn Steadson
15th March	Beverley Archer
19th March	Edna Morrison



ONSITE HAIRDRESSERS

DAYS AND TIMES FOR OUR
ONSITE HAIRDRESSERS

KIM

Phone 0417 663 232



THURSDAY

9am - 4pm

Don Leggett House

ANN

Phone 0414 532 660

WEDNESDAY

From 9am

Pam Palmer House
(by appointment only)

THURSDAY

From 8am

Pam Palmer House

FRIDAY

From 8am

Pam Palmer House

JULIA

Phone 0466 984 341

TUESDAY

9am - 4pm

Pozieres House

*We would like
to welcome Julia to
our team of onsite
hairdressers. Please
call if you would like
to make a booking!*

VILLAGE NOTICEBOARD



CHURCH SERVICES

SUBJECT TO CHANGE DUE TO COVID-19 RESTRICTIONS

CATHOLIC SERVICE

Every Monday at 10.30am in POZ House via YouTube

ANGLICAN SERVICE

1st and 3rd Wednesdays at 10am in DLH Hall

UNITING SERVICE

1st, 3rd and 5th Tuesdays at 9.30am in JAH Chapel

BIBLE STUDY

2nd and 4th Wednesdays at 1.30pm in DLH Activity Room

centrelink
phone number
for any enquiries
132 300



02 4344 9199

peninsulavillage.com.au

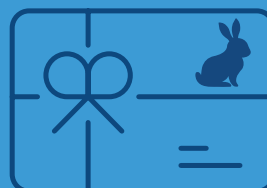
agedcare@penvill.com.au

J&K's Coffee club

You can pick up your loyalty card from our Kiosk. Just buy five cups of coffee and the sixth cup

Staff Service Award Certificate

Don't forget that the Staff Service Nominations Blue Forms are located at Reception for staff, Residents and visitors to fill in if they believe a staff member has provided exceptional service.





We'd love your feedback!

How to provide your feedback:

Provide your feedback to Peninsula Villages by:

- completing the Feedback form
- in person to any manager
- by writing to agedcare@peninsulavillages.com.au
- by phoning 02 4344 9199 and asking to speak to the Executive Assistant
- In writing by mail to: The Chief Executive Officer, Peninsula Village, 91 Pozieres Ave, Umina, NSW, 2257.

Do you need support or advocacy to assist you with providing feedback:

Contact OPAN on 1800 700 600 or opan.org.au

OPAN can help older people understand and exercise their rights.

Would you like to make an external complaint about the care or service provided at Peninsula Villages:

- Contact the Aged Care Quality and Safety Commission via 1800 951 822 or agedcarequality.gov.au/making-complaint



Your Life, Your Choice, Our Communities



FEEDBACK FORM

First Name

Phone

Last Name

Email

Date Reported

My Relationship to Peninsula Village:

Consumer Relative Staff Member Other

Compliment Complaint Request Suggestion

I am Filing a:

Provide details of the event below:

Event Date:

What outcome/s are you hoping to achieve?

Yes No

Is this a re-occurring issue?

<input type="checkbox"/>	<input type="checkbox"/>
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Yes No

Do you require a response in writing?

<input type="checkbox"/>	<input type="checkbox"/>
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Signature of person providing feedback:

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Thank you for taking the time to provide your feedback. **Please return this form to reception or to a Nurses' station**

Manad Record ID #:

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Date Logged:

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Receipt of Feedback Acknowledged by:

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Date:

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