

PIPELINE

Newsletter

August 2024 Edition



What's on THIS MONTH

DATE	EVENT	TIME	LOCATION
Thursday 1	Horses Birthday Celebration	10:45am	Pozieres House
Thursday 1	Men's Shed BBQ	12:00pm	Pam Palmer House
Thursday 1	Clair Hayes in Concert	1:30pm	Pam Palmer House
Thursday 1	Afternoon Tea Bus Trip	1:30pm	Pozieres House
Friday 2	Morning Shopping Trip	9:30am	Pam Palmer House
Friday 2	Ukulele Band Concert	9:45am	Don Leggett House
Friday 2	Ukulele Band Concert	11:00am	Pozieres House
Friday 2	Beer and Bingo International Beer Day	1:30pm	Pam Palmer House
Friday 2	Afternoon Tea Bus Trip	1:30pm	Ocean Beach / Pozieres House

What's on THIS MONTH

DATE	EVENT	TIME	LOCATION
Friday 2	International Beer Happy Hour Cart	2:00pm	Pozieres House
Saturday 3	Sips & Socials and Beer Tasting	2:00pm	Pozieres House
Tuesday 6	Morning Tea Bus Trip	9:30am	Don Leggett House / Lavender Bend
Tuesday 6	Afternoon Shopping Trip IGA and Coffee	1:30pm	Pam Palmer House
Tuesday 6	Let's Travel to Italy Ferragosto Festival	2:00pm	Don Leggett House
Wednesday 7	RAC Lunch Bus Trip	11:00am	All Houses Welcome
Thursday 8	Wild Honey in Concert	1:30pm	Don Leggett House
Thursday 8	Afternoon Tea Bus Trip	1:30pm	Pozieres House
Friday 9	Morning Shopping Trip	9:30am	Pam Palmer House

What's on THIS MONTH

DATE	EVENT	TIME	LOCATION
Friday 9	Ukulele Band Concert	9:45am	Don Leggett House
Friday 9	Ukulele Band Concert	11:00am	Pozieres House
Tuesday 13	International Left Handers Day	All Day	All Houses
Tuesday 13	Morning Tea Bus Trip	9:30am	Don Leggett House / Lavender Bend
Tuesday 13	Resident and Relative Meeting	2:00pm	Don Leggett House
Wednesday 14	RAC Morning Tea Bus Trip	9:30am – 11:30am	All Houses Welcome
Wednesday 14	Memory Care Connect	11:30am	Ocean Beach – Pozieres House
Thursday 15	Afternoon Tea Bus Trip	1:30pm	Pozieres House
Friday 16	Morning Shopping Trip	9:30am	Pam Palmer House

What's on THIS MONTH

DATE	EVENT	TIME	LOCATION
Friday 16	Ukulele Band Concert	9:45am	Don Leggett House
Friday 16	Ukulele Band Concert	11:00am	Pozieres House
Friday 16	Afternoon Tea Bus Trip	1:30pm	Ocean Beach / Pozieres House
Friday 16	Hawaiian Shirt Day	All Day	All Houses
Thursday 20	Morning Tea Bus Trip	9:30am	Don Leggett House / Lavender Bend
Tuesday 20	Independent Living Quarterly Meeting	11:00am	Tea House
Tuesday 20	Pam Palmer House Resident and Relative Meeting	1:30pm	Pam Palmer House
Tuesday 20	Afternoon Shopping Trip IGA and Coffee	1:30pm	Pam Palmer House
Tuesday 20	Travel to India – Indian Independence Day	2:00pm	Don Leggett House

What's on THIS MONTH

DATE	EVENT	TIME	LOCATION
Wednesday 21	Mitch in Concert	10:30am 1:30pm	Pozieres House Don Leggett House
Wednesday 21	Hostel Lunch Bus Trip	11:00am	Across all homes
Thursday 22	Daffodil Day Morning Tea	All Day	Pozieres House
Thursday 22	Afternoon Tea Bus Trip	1:30pm	Pozieres House
Friday 23	Daffodil Day Morning Tea	10:30am	Pam Palmer House
Friday 23	Ukulele Band Concert	9:45am 11:00am	Don Leggett House and Pozieres House
Friday 23	Morning Shopping Trip	9.30am	Pam Palmer House
Saturday 24	Daffodil Day Morning Tea	10:30am	Don Leggett House
Tuesday 27	International Dog Day	All Day	Don Leggett House and Pozieres House

DATE	EVENT	TIME	LOCATION
Thursday 27	Morning Tea Bus Trip	9:30am	Don Leggett House / Lavender Bend
Tuesday 27	Peninsula Villages Volunteers Luncheon with entertainment.	11:30am	Pam Palmer House (All Volunteers Welcome)
Tuesday 27	Resident Relative Meeting	1:30am	Pozieres House
Wednesday 28	Hostel Morning Tea Bus Trip	9:30am	All Houses Welcome
Thursday 29	Afternoon Tea Bus Trip	1:30pm	Pozieres House
Friday 30	Ukulele Band Concert	9:45am 11:00am	Don Leggett House and Pozieres House
Friday 30	Morning Shopping Trip	9.30am	Pam Palmer House
Friday 30	Afternoon Tea Bus Trip	1:30pm	Ocean Beach / Pozieres House

Community EVENTS



DATE	EVENT	TIME	LOCATION
Every Tuesday	Sids Barber Shop Ettalong – Tuesday Morning Special - \$20 cut and hot towel	9:00am-12:00pm	410-412 Ocean View Rd, Ettalong Beach
Every Sunday	Gosford City Farmers Markets	7:00am-1:00pm	Gosford Showground
Sunday 11	Woy Woy Waterfront Artisans Market	9:00am-2:00pm	Brick Wharf Road, Woy Woy
Sunday 18	Umina Beach Markets	9:00am-2:00pm	Umina Surf Life Saving Club, Umina

CEO REPORT

Hello and hoping you are all well.

We are at the end of winter and just ahead is almost spring when we see colour in the gardens and feel warmer weather.

I hope you have had an enjoyable July with all the activity and fun occurring. With NAIDOC Week, the Olympics, a welcome to our new Bus and Christmas in July, I can see why there was so much happening.

I would like to notify you of a minor change to the monthly Resident and Relative Meetings which are held for all three houses on a monthly basis. These meetings will all be run by the Facility, Catering and Lifestyle Managers relevant to each house.

This way the questions and queries you have and information you receive are delivered by the professionals who run and oversee these areas. These meetings are for our Residential Care Residents exclusively. Independent Living residents do

have a separate meeting. Please see What's on This Month for up-and-coming dates for the next meetings.

On 7 August we will be celebrating Aged Care Employee Day which shines light on the amazing work that our passionate staff do here at Peninsula Villages.

I see the patience and kindness our team deliver and the commitment they have to ensuring the best of care for our residents while practicing our ICCARE values every day. I hope you will join me in recognising them on this special day. Thank you to an amazing team.

Have a great month,
Kind Regards

Colin Osborne
Chief Executive Officer



Last Month's NEWS



A MESSAGE FROM
GREG PATTERSON
**Lifestyle & Community /
Events Manager**

Wow, what an exciting month July has been. I have enjoyed seeing and being a part of all the amazing activities and programs that have happened in July.

We have had informative visits and bus trips at Mingaletta the Aboriginal and Torres Strait Islander Community Hub in Umina. Thank you to Aunty Di their Coordinator, Aunty Robyn and Aunty Dianne.

We have had a talk from Bronwyn Mckirdy – Central Coast Council's Positive Ageing Officer about falls prevention.

Thanks to our Catering Manager Stephan who made delicious crepes for Bastille Day celebrations. They were delicious.

Australian Health Professionals are working alongside the Lifestyle team to run the Peninsula Villages Olympics. Residents from all houses are getting involved. The Olympic opening ceremony was fantastic, and we even had an Olympic torch borrowed from Paralympian and Member of the New South Wales Legislative Assembly – Liesl Tesch.

We celebrated Christmas in July with delicious plum pudding and fruit cake, decorations and a lot of good cheer.

We welcomed our new bus with trips

to the beach and to see the Beyer Garrett Steam Train as it passed from Gosford Station to Brooklyn.

There are plenty more trips ahead planned. In August, the fun continues with International Beer Day, Left Handers Day, Horse's Birthday, Daffodil Day and Aged Care Employees Day.

We will also be thanking our volunteers with a special lunch on the 27th August in Pam Palmer House.

The NSW Local Elections are coming up in September. The Electoral Commission will be on site for one day. The day will be confirmed soon. It will happen between 9 and 13 September.

I would like to highlight the following information on residents' choice of which type of clothing protection they would like at each meal – their options are:

- Clothing protector
- Small napkin
- Large napkin (special stock is being ordered by Stephan – small amount will be in each servery)
- Nothing

We respect our resident's decision making and will accommodate their wishes when staff are helping during meals.

We look forward to a fantastic August as we move to an exciting rest of 2024 with plenty of activities and events to enjoy!

Thank you,
Greg Patterson



Back in my day Podcast

Be a star on "Back in My Day" Podcast!

Your stories, your voice

Launching in July 2024, our new podcast features aged care residents as the stars of the show. Hosted by Edward Freeman, Co-Founder of E4 Recruitment, we capture cherished memories, share laughs, and hear valuable life lessons.

Share your amazing journey

We're looking for residents to share their life stories in a relaxed setting in the comfort of their home. Enjoy a yarn over coffee with Edward and relive your favorite moments.

Interested in taking part?

Email us at podcast@e4recruitment.com.au or let your facility staff know.



JOYCE TURNED 101

Joyce celebrated her 101st birthday last month with her family and friends. Joyce loves birds, trees, bingo, reading and movies. Joyce writes poetry, her favourite author is Joyce Kilmer who wrote beautiful poetry. Her favourite movie is Naughty Marietta from the 30's with Janette McDonald. Joyce was a singer and a dancer at the Tivoli in Sydney.



PENINSULA VILLAGES OLYMPICS

Nearly time for the five rings sports spectator spectacular! To celebrate the Paris Olympics and join in the fun, AHP with the Lifestyle team are running the Peninsula Olympics! Big weeks of competition to follow.





BASTILLE DAY

Stephan our Catering Manager, who is very proud of his French background, cooked up a storm in Don Leggett House for Bastille Day. The Crepes Suzette and caramelised bananas were certainly a hit. Add in an OohLaLa dance or two and an afternoon chat about previous travels to Paris!



DANCING ON BASTILLE DAY



FAMILY ENJOYING CREPES



NAIDOC MINGALETTA GATHERING

In July, residents attended Mingaletta's NAIDOC Gathering. The event featured a traditional Welcome to Country, smoking ceremony, didgeridoo and dance performances and community awards. The atmosphere was lively with plenty of music and interaction.





AUNTY ROBYN AND AUNTY DIANNE
- MINGALETTA NAIDOC WEEK





NAIDOC WEEK VISIT

To join in the NAIDOC Week celebrations, residents from Pam Palmer House enjoyed a visit from a representative of our local Indigenous community. They learned about the local culture, language and craftsmanship, and participated in some arts and crafts activities.





ALICE IN WONDERLAND DAY

To celebrate Alice in Wonderland Day, residents of Pozieres House enjoyed a whimsical Mad Hatter's Tea Party. The delightful morning was filled with delicious cakes, steaming cups of tea and coffee, and enchanting music from the movie, bringing smiles to everyone's faces.





ALICE IN WONDERLAND PARTY



SILENT DISCO

Residents in Lavender Bend have been enjoying the Resparke Silent Disco headphones, which play each individual's favourite music - so everyone can dance together, but to the music they enjoy most!





NEW BUS

Residents from Pozieres and Pam Palmer House ventured out on the first trip in our brand new bus! On special request, we went to Ettalong and Copacabana Beach. The wheelchair accessible lifter has opened up opportunities for more Residents to enjoy our bus trips and excursions.





ETTALONG AND COPACABANA BEACH BUS TRIP



Resident CONTRIBUTIONS

THE RECEPTIONIST

Behind wreaths of smoke, she sits

Her downcast eyes are
framed in black

Her shoulder clothed in rosy wool

And her typewriter goes
clickety clack.

She turns to pick up the phone

Then in one movement swivels back

The wreaths of smoke swirl upwards

And her typewriter goes
clickety clack.

Nearly time for morning tea

She stoops – slides out a heavy sack

Loaded with books on philosophy

Her typewriter goes slack.

But not for long – the clock ticks on

A pile of papers in a stack

Sit fresh and white upon her desk

So, the typewriter goes clickety clack.

By Mary Gentile, Pozieres House

SOME MARRIAGE FUNNIES

Some children were asked "how do you decide who to marry?"

John aged 12: You must find someone who likes the same stuff. If you like sport, she should like it that you like sport, and keep the drinks and cookies coming.

Alan 10: No person really decides who to marry. God decides it before, and you get to find out later who you are stuck with!

Jennifer 15 was asked "what do your Mum and Dad have in common?"

She replied, "They don't want any more kids!"

How can you tell if two people are married to each other?

JACK 11: You can tell if they are both yelling at the same kids!

Rupert 28 was in love with the very beautiful Angela, but she wasn't at all interested in him - until he told her that his father is a millionaire, now extremely ill, and expected to die in a couple of months, leaving him a fortune.

Despite this, Rupert was surprised that he had suddenly lost all touch with Angela, until some weeks later he discovered that she was now his step-mother!

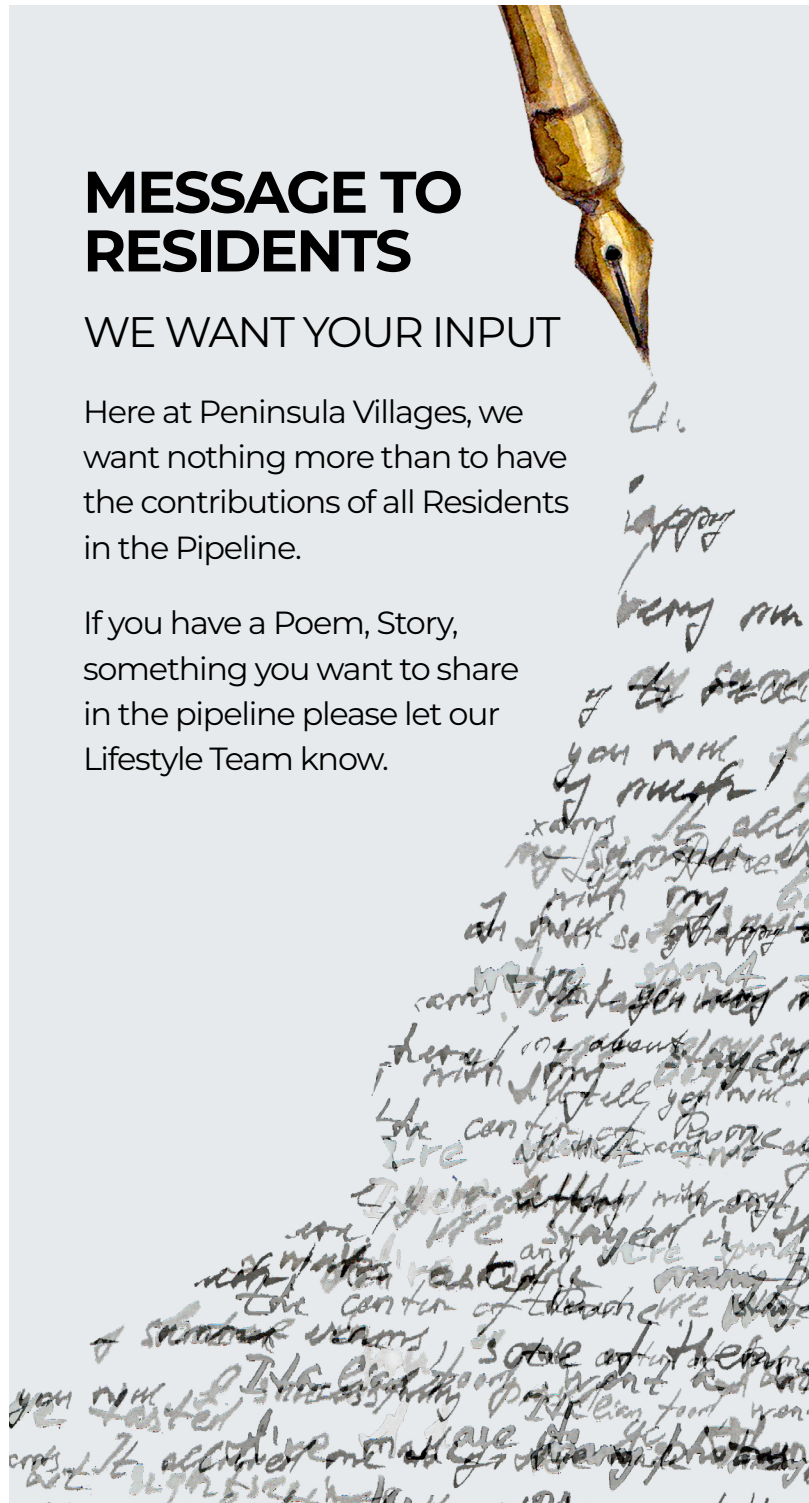
Peter Swain

MESSAGE TO RESIDENTS

WE WANT YOUR INPUT

Here at Peninsula Villages, we want nothing more than to have the contributions of all Residents in the Pipeline.

If you have a Poem, Story, something you want to share in the pipeline please let our Lifestyle Team know.



Resident **IN FOCUS**



BILL OGG

I have recently moved into Don Leggett House as a new resident. I was born in Glebe, an only child. I loved to race push bikes when I was young. I married Rita when I was 22 years old and had two children. I worked as a Motor Trimmer all my life, specialising in upholstering MG - TCTF vintage cars. My family followed the same career path, owning workshops in Western Sydney.

My brother-in-law captained Balmain's mighty Tigers back in the day, so I have a great passion for rugby league. I have many grandchildren and great-

grandchildren. A fun fact about me is that my father's name was William (Bill), my son's name is William (Bill), and my great-grandson's name is Will. We are a proud family, keeping the name passed through generations.

My favorite colour is blue, my favorite music is country and western, and I love all things cricket. I spent many years playing golf on some of Sydney's prestigious golf courses.

Before passing away, my wife Rita was a continually active and busy lady who joined Umina Beach Bowling Club. She began playing bowls, which inspired me to do the same.

In fact, I became Umina Beach Bowling Club President for three years, making me a well-respected member of the community. Peninsula Villages is incredibly lucky to have such an amazing resident who volunteered much of his time for the community.



Staff IN FOCUS



BAHATI SALIMA – NIGHT SHIFT CARE PARTNER

I have been working at Peninsula Villages for almost a year and I love being in the Care Partner role.

I have been working in care for over 20 years and I get so much joy out of it. I have a passion for kindness and caring. I feel like I am an old soul.

It gives me immense pleasure to look after our residents and to see them smiling. I always want to improve. I love hearing about the residents joy and happiness it gives me a lot of energy. I believe you truly must love what you do.

I was born in Africa in the Congo originally called Zaire. I moved to Rwanda and grew up there, so I am Rwandan. Due to circumstances I had to go back and forth from both countries. I moved to Australia in my twenties, and I have worked in many different destinations around Australia over the years like Yass and in Byron Bay. I love the beautiful country of Australia, its beaches and I love to be active. I love cooking, meditation, pilates, swimming and sports like soccer and dancing. I love travelling and I have lived in many different countries like Madagascar and Germany where I cared for my husband.

I have a 26-year-old son who lives in Sydney. I live on the Peninsula, and I love the area. I love mosaic paintings and mandala art. I love reading books of interest and I enjoy reading the bible. As a Seventh Day Adventist I am deeply religious, and this plays a big part in my life. My most meaningful experience working as a carer is looking after a resident at the end of their life. I like to bring an approach to residents that is understanding, respectful, kind, courageous and compassionate.

Volunteer **IN FOCUS**



PENINSULA VILLAGES UKULELE GROUP

The Peninsula Villages Ukulele players together are Kaye and Rob Francis, Heather Rickard, Laurie Gearin, Doug Yeend, Gill and Michael Madden, and Michael Kelso. The group was started in mid 2011 by Geoff Appleby who was keen to play some songs. It has grown from there and each Friday they entertain and have fun with our residents. Here are some of the member's stories.

Geoff Appleby

I'm Geoff Appleby and I started playing music at Peninsula Villages in mid 2011 together with a friend, Jeanette Rowbotham who helped by handing out the song booklets. We had some lovely times, and eventually more people joined our group, such as Rob Francis, Heather Rickard and Kerrie Pochroj to name a few. We were very privileged to meet Alf Davies, a resident and oldest man in Australia at the time. We had our photo taken with him while we played 'It's a Long Way to Tipperary'. Alf added the versus we didn't know and at 110 it's a testimony to the care Peninsula Villages provides.

Douglas Yeend

I started playing ukulele in 2017 at Ettalong Senior Citizens Group where I met Geoff Appleby there and he asked me to join the group who used to play once a month at Hammond Care and also at the Troubadours concert.

From there I went on Fridays to Peninsula Villages and have done so for approximately 4 years.

I have now joined another Uke Group called 'Greater Gosford Uke Troupe Inc' who play on Thursdays.

Laurie

My name is Laurie, also known as Henry to the Peninsula folk. My wife and I lived in Kiama for many years and I joined the Men's Probus Club & choir singing at many venues including retirement villages & nursing homes.

We moved to Woy Woy some nine years ago. I joined various ukulele groups including performing at Peninsula Villages, we encourage all residents to join in the singing and the good times.

Kaye Francis

I was talked into coming along by my husband Robert as the group needed some more voices to help with the singing. I was a tad nervous, but I found it quite enjoyable and uplifting. The group was larger when I

started but still strong today. We have residents singing along and we even take requests. It's great to see the residents enjoying themselves and the numbers are always increasing.

Robert

I joined the ukulele players 13 years ago just after Geoff started playing. This experience opened my eyes. I remember one resident Arthur who had bad eyesight. He sat at the front and loved playing the bass guitar strings. The smile on his face made his day and mine. We have come to know Residents by name and love their reactions to our songs.

Heather Rickard

I have been a volunteer with the Peninsula Villages Ukulele Group which has been playing every Friday since 2011. Thirteen years of pleasure and hopefully more to come.

Geoff asked me to come along and play, then Rob Frances joined the following week, and the rest is history. Our group of eight has been together for a few years now. We make sure all other appointments are on days other than Friday.

Residents love the music. I see feet tapping, people dancing and singing and when we are there we have been asked to 'stay all day'. Our singalongs at Peninsula Villages, as volunteers, are very fulfilling. We wouldn't miss it.

Department **IN FOCUS**



CARE PARTNERS

At Peninsula Villages the Care Partner role is integral to the Care Services Department. Every day, they exemplify the core values of Integrity, Community, Compassion, Accountability, Respect, and Excellence, transforming these ideals into tangible actions that enrich the lives of Residents.

Care Partners provide holistic care that goes beyond the basics,

ensuring that each resident feels known and valued. By fostering personal connections, they tailor their care to meet individual needs, creating an environment where residents feel truly at home. This personalised approach is rooted in a deep commitment to quality and dedication.

The power of a touch, a smile, a kind word, a listening ear, or a small act of kindness can never be underestimated.

Church SERVICES



INTERDENOMINATIONAL SERVICE

10:00am in the Tea House

Wednesday, 7th August, Mark

Tuesday, 13th August, David

Wednesday, 21st August, Mark

Tuesday, 27th August, Lesley

CATHOLIC MASS

10:00am in the Tea House

Thursday, 22nd August, Father Alex



ANGLICAN SERVICE

10:30am

Wednesday, 7th August, Rosemary, Pozieres House

Wednesday, 21st August, Rosemary, Don Leggett House

BIBLE STUDY

2:00pm in Tea House

Wednesday, 7th August, Sheila

Wednesday, 21st August, Sheila

Let's CELEBRATE

AUGUST BIRTHDAYS

PAM PALMER HOUSE

- 1st** Fred Coote
- 3rd** Joan Laing
- 3rd** George Shairp
- 4th** David Timms
- 5th** Yvonne Johnson
- 6th** Irene Keen
- 8th** Jeff Walley
- 15th** Keith Godwin
- 18th** Joan Jennings
- 23rd** Eilish Kinsella
- 23rd** Bruce Staunton

PENINSULA VILLAGES ILU

- 8th** Janet Holmes
- 29th** Margaret Keen

DON LEGGETT HOUSE

- 3rd** Douglas Kirby
- 8th** Gary Havenaar
- 16th** Joan Schubert
- 20th** Hazel Scott
- 22nd** Keith Brennan
- 29th** Audrey Swinton
- 29th** Dorothy Phillips
- 31st** Audrey Trent

POZIERES HOUSE

- 1st** Barbara Murphy
- 3rd** Ronald Watkins
- 4th** Brian Sloane
- 20th** Donald Davies
- 24th** Patricia Turner
- 26th** Daphne Lowe
- 27th** Betty Laybutt
- 31st** Dorothea Ford



Our FRIENDS



WELCOME NEW FRIENDS

DON LEGGETT HOUSE

William Ogg

Fay Lewis

Bill Ewington

Helen Holding

Kathleen Barnes

Nancy Warton

POZIERES HOUSE

Susan Ewen

Neale Fisher

Betty Laybutt

FRIENDS FOREVER IN OUR HEARTS

PAM PALMER HOUSE

Daphne Blackwell

DON LEGGETT HOUSE

Donald Besgrove

Robin Williams

Shirley Wade

POZIERES HOUSE

Yvonne Howson

Just for **FUN**

TRIVIA



1. How many days in a week were there in ancient Roman times?
2. What was the first city to reach a population of one million?
3. How long did the Hundred Years' War between England and France last?
4. The world's first postage stamp was introduced in 1840. True or false?
5. The Olympic Games originated from which country?
6. What famous children's party game that doesn't involve balls was an Olympic event from 1900-1920?
7. The invention of the telephone is credited to which inventor?
8. James Cook led and commanded what ship when he discovered Australia?
9. On what year did the Ford Model T enter production?
10. What momentous event happened on July 20, 1969?

Answers can be found on page 36

AUGUST 2024 EDITION

Just for FUN

WORD SEARCH



ANEMONE

COD

CORAL REEF

CRAB

DOLPHIN

FLYING FISH

HALIBUT

MORAY EEL

MUSSEL

OCEAN

OCTOPUS

OYSTER

SALMON

SCUBA DIVING

SEABED

SEAHORSE

SEAWEED

SHARK

SHELL

SQUID

TUNA

TURTLE

URCHIN

WHALE

Answers can be found on page 36

Just for Fun ANSWERS

WORD SEARCH



TRIVIA

- 8.
- Rome in 5 B.C. London reached that milestone in 1800.
- 116 years. It began in 1337 and ended in 1453.
- True. The 'Penny Black' featured Queen Victoria's profile was first introduced in Great Britain.
- Greece.
- Tug of War.
- Alexander Graham Bell.
- HMS Endeavor.
- 1908.
- Apollo 11 was the first spaceflight that landed humans on the Moon.

Onsite HAIRDRESSERS

DAYS AND TIMES FOR OUR ONSITE HAIRDRESSERS



ANNE
Phone 0414 532 660


MONDAY	9am - 5pm	Pam Palmer House (by appointment only)
WEDNESDAY	9am - 5pm	Pam Palmer House (by appointment only)
THURSDAY	8am - 5pm	Pam Palmer House
FRIDAY	8am - 5pm	Pam Palmer House



JULIA
Phone 0466 984 341

TUESDAY	9.30am - 3pm	Pozieres House
THURSDAY	9.30am - 3pm	Don Leggett House

Village NOTICEBOARD



1 J&K's Coffee Club 1
2 Peninsula Village Limited 2
3 Customer Loyalty Card 3
4 Buy 5 Coffees 4
5 and receive 5
Free the 6th Free! Free

*Kiosk
 91 Posidras Avenue
 Umira Beach 2257*

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

CENTRELINK
 PHONE NUMBER
 FOR ANY ENQUIRIES
132 300



02 4344 9199
peninsulavillage.com.au
agedcare@penvill.com.au



DO NOT PANIC!



EMERGENCY PLANS

Peninsula Villages has Emergency Procedures which are a written set of instructions that outline what staff, residents and visitors should do in an emergency.

In the case of any emergency residents and visitors will be notified via the fire alarm or by staff.

The following is the procedure to follow when the fire alarm sounds:

FIRE ALARM SOUNDS

- ✓ Close the door
- ✓ Remain in your room
- ✓ Await further instructions from staff

SMOKE IN UNIT

- ✓ Ring your nurse call bell.
- ✓ Leave the unit.
- ✓ Close the door.
- ✓ Go to the nearest lounge area.
- ✓ Await staff instructions.

If the fire alarm sounds – do not use the lift.

Supporting you to understand and exercise your aged care rights

OPAN can help. Call us today.
1800 700 600



The Older Persons Advocacy Network (OPAN) is made up of nine state and territory network member organisations. We help you, your family and carers to exercise your rights and work through issues you may be experiencing with your aged care.



Call us on: 1800 700 600
8am – 8pm Monday to Friday. 10am – 4pm Saturday.
For more information scan the QR code or visit: opan.pub/01



Support

Free, independent and confidential advocacy support to help you raise issues with aged care



Information

Information about aged care service provision, referrals and rights



Education

Free education sessions online or in person

No. 01

OPAN member organisations by state or territory:



Supported by funding from the Australian Government



FEEDBACK FORM

First Name	<input type="text"/>	Phone	<input type="text"/>	
Last Name	<input type="text"/>	Email	<input type="text"/>	
Date Reported	<input type="text"/>			
My Relationship to Peninsula Village:	Consumer	Relative	Staff Member	Other
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
I am Filing a:	Compliment	Complaint	Request	Suggestion
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Provide details of the event below: Event Date:

What outcome/s are you hoping to achieve?

Yes No	Yes No
Is this a re-occurring issue? <input type="checkbox"/> <input type="checkbox"/>	Do you require a response in writing? <input type="checkbox"/> <input type="checkbox"/>
Signature of person providing feedback: <input style="width: 100%;" type="text"/>	
<i>Thank you for taking the time to provide your feedback. Please return this form to reception or to a Nurses' station</i>	

Manad Record ID #: <input style="width: 100%;" type="text"/>	Date Logged: <input style="width: 100%;" type="text"/>
Receipt of Feedback Acknowledged by: <input style="width: 100%;" type="text"/>	Date: <input style="width: 100%;" type="text"/>



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@penvill.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