

PIPELINE

Newsletter

February 2024 Edition



CEO REPORT

Hello everyone,
Welcome to 2024!

It was wonderful to be able to share some of your Christmas celebrations with you in December. The new Christmas backdrops were a big hit and it was lovely to see how many residents utilised it for photos with their families or Santa!

This issue of Pipeline includes a year in review. As we look back to 2023, we have a lot to be proud of. The Aged Care Quality and Safety Commission recognised the outstanding care and services provided by Peninsula Villages and awarded our residential services three years full accreditation. We navigated the reforms that have come out of the Royal Commission in the Quality and Safety of Aged Care and completed capital works such as the replacement of all air conditioner units and external painting of Don Leggett House and complete building upgrades of two blocks at Cooina Village.

We are looking towards another productive year at the Village. The dining room refurbishment of Pam Palmer House is underway and I think you'll agree that the new changes already look great. More reforms are on their way such as a new Rights-Based Aged Care Act and a whole new set of Aged Care Standards which my Executive Team are already working towards.

As you know there is a really high rate of COVID-19 in the community which has impacted each facility at the Village since December. Thank you for your continued patience as we work through changes in restrictions to control the spread of infection.

Finally, please stay cool during this heatwave periods we've been experiencing.

Kind Regards



Colin Osborne
Chief Executive Officer

2023 year IN REVIEW

JANUARY



WELCOMING 2023

Laughter, cheers, and good times rang in 2023! We celebrated across all of our facilities, filling each space with delicious food, festive decorations and the best company around. It was a joyous farewell to 2022 and a warm welcome to a happy, healthy, and prosperous 2023!

AUSTRALIA DAY

Aussie flags flew at Peninsula Villages as residents and staff celebrated with gusto! Staff battled in pie-eating and tug-of-war, while residents relished activities, drinks and Aussie cheer. A "pearler" of a day, filled with laughter and community spirit!



FEBRUARY



VALENTINE'S DAY

Love bloomed at Peninsula Villages with Valentine's Day high teas! Residents enjoyed a day filled with sweet treats, coffee and the joy of being together!

MARCH

APRIL

2023 year IN REVIEW



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.

EASTER

Hoppy memories bloomed at Peninsula Villages last Easter! Our fluffiest friend hopped in, showering residents with delightful chocolate treats and bringing smiles to every face. From crafting vibrant Easter decorations to savouring yummy delights, we had a fantastic time celebrating this festive time of year.



ANZAC DAY

On Anzac Day, we held services across all of our residences to remember the sacrifices of those who served our country. Residents, staff, families and friends gathered to pay tribute to the men and women who have fought and died for our freedom.

2023 year IN REVIEW

MAY



KING'S CORONATION

Peninsula Villages' residents celebrated the coronation of King Charles III and Queen Camilla, like royalty last month. They enjoyed a fancy high tea and donned their finest crowns while watching the event.

JUNE

NEW GARDEN IN DON LEGGETT HOUSE

In June, we announced the start of a vibrant garden in the Lavender Bend area of Don Leggett House! As part of our commitment to the environment and the wellbeing of our care residents, we transformed an empty space into a high-raised garden bed for residents to utilise.



JULY



BASTILLE DAY

We celebrated Bastille Day with a crepetastic feast! On Friday, 14th July, residents gathered in the Main Hall at Pam Palmer House to enjoy delicious crepes prepared by our French chef, Stephan Blant. The crepes were topped with delicious ingredients including bananas, cream, lemon and sugar. Yum!

2023 year IN REVIEW

AUGUST



AGED CARE EMPLOYEE DAY

We celebrated Aged Care Employee Day on Monday, 7th August with a BBQ lunch cooked by our executives, a raffle with many prizes and a heartfelt thank you from our residents.

SEPTEMBER

FATHER'S DAY CELEBRATIONS

The men of Peninsula Villages were treated to a Father's Day event of feasting, fun and fellowship. The staff went all out, decorating the room and cooking up delicious sausage sandwiches with onion and coleslaw.



OCTOBER



ELVIS IN THE HOUSE

Residents enjoyed an unforgettable performance from the King of Rock 'n' Roll in October, followed by the chance to snap some pics with the performer.

2023 year IN REVIEW



FASHIONS ON THE FIELD, PENINSULA VILLAGES STYLE!

It wouldn't be a Melbourne Cup without a touch of glamour, and the residents at Peninsula Villages embraced the spirit with a dazzling fashion parade! Before settling in for the big race, the corridors transformed into a catwalk, showcasing vibrant hats, elegant outfits, and playful accessories.

PAM PALMER'S FAREWELL

After an impressive 30-year tenure, Peninsula Villages bid farewell to beloved Board Director, Pam Palmer as she begins her retirement.



THE MOST WONDERFUL TIME OF YEAR

Residents of Peninsula Villages embraced the festive season with a vibrant calendar of events and activities. Each home hosted a festive party overflowing with delicious food and beverages. The team dedicated their efforts to adorning the Village and dressing up in festive outfits (even when it was over 35 degrees!), ensuring the Christmas spirit sparkled throughout the Village.



December HIGHLIGHTS



NEARLY VINTAGE CHOIR

Nearly Vintage Choir kicked off the festive season with a Christmas concert for us in early December. These ladies have been performing at Peninsula Villages for years and the residents always enjoy it.

RESIDENTIAL AGED CARE CHRISTMAS PARTIES

Christmas celebrations were held at Pam Palmer House, Don Leggett House and Pozieres House in the weeks leading up to Christmas. Residents, staff and even some family members came together to enjoy delicious feasts, delightful company and great entertainment.







INDEPENDENT LIVING CHRISTMAS PARTY

Happy feet, full bellies and festive cheer! Our independent living residents danced their way into Christmas with a party full of good food, great company and live entertainment.







CHRISTMAS STALL

Our craft group's handmade gifts filled the air with festive spirit at our Christmas Gift Shop! Residents from across Peninsula Villages enjoyed a cosy shopping haven, finding unique treasures for their loved ones.





CHRISTMAS CARDS FROM GUARDIAN CHILDCARE & EDUCATION BLACKWALL

Residents were delighted to receive Christmas cards from their 5-year-old friends in the Kookaburra Room at Guardian Childcare & Education Blackwall.

Betty, Joan, Joan, Sylvia, Brenda, Carman and Yvonne were the lucky recipients of these beautifully illustrated cards and heartfelt messages, which brought smiles and warmth to their faces.



SALVATION ARMY WISHING TREE

Overwhelming support poured in for the Salvation Army Wishing Tree Appeal again this year! Residents, staff, families and friends generously donated, creating a heart-warming Christmas for those facing hardship.

Thank you to everyone who got involved for your incredible kindness and generosity. Knowing that the Peninsula Villages community has come together to create a brighter Christmas for those experiencing hardship across Australia fills us with immense pride.





UKULELE GROUP

Our volunteer ukulele group serenaded residents at Don Leggett House with heart-warming renditions of holiday favourites, spreading Christmas cheer one strum at a time.





NEW YEAR'S EVE PARTY

Residents in each home attended their own New Year's Eve celebrations, raising a toast in happy hour and enjoying music as they said goodbye to 2023 and welcomed 2024





January HIGHLIGHTS



MUSIC APPRECIATION IN DON LEGGETT HOUSE

The residents of Lavender Bend in Don Leggett House were treated to a morning of music appreciation, their faces lighting up with big smiles and their toes tapping to the rhythm.



Resident CONTRIBUTIONS

CAN YOU HEAR AND UNDERSTAND WHAT IS BEING SAID TO YOU?

“Would you say that again please.” Many of us elderly residents have a battle every day to respond to questioning.

This is not only because in old age our faculties have deteriorated but also because we are not addressed slowly and distinctly.

Whether it is from someone using a microphone, or personal questioning, there will be limited communication without the speaker consciously addressing us clearly. It is not just a matter of increasing the volume, but concentration on slow clear speech.

It is very frustrating for both parties, but it can be successfully resolved if there is understanding of the problem, and a determination to slow down and speak with clarity.

- Peter Swain

“WHO PUT THE OVERALLS IN MRS MURPHY’S CHOWDER?”

I used to love that old song, I am sure many residents will remember it, sung by Bing Crosby, but I never completely understood all about it. Apparently, to play a joke on Mrs Murphy, some Irish rascal dropped overalls into her chowder.

But what is “chowder”?

I have done some research and it is quite interesting. I expect that Stephan, our gifted Village chef and menu organiser, knows a lot about chowder.

I discovered it is actually a creamy, chunky soup, with a fishy flavour from smoked haddock, salmon, crabs and sundry other shellfish. The soup recipe goes back to the 19th century in France, and the thick soup with fish and potatoes was cooked in a metal bucket called a “chaudiere”.

Now, can anyone suggest who it was that put the overalls into Mrs Murphy’s chowder? Answers in the next issue.

- Peter Swain

Church SERVICES



INTERDENOMINATIONAL SERVICE

10:00am in the Chapel

Tuesday, 6th February - David

Wednesday, 14th February - Mark

Tuesday, 20th February - Lesley

Wednesday, 28th February - Mark

CATHOLIC MASS

10:00am in the Chapel

Thursday, 22nd February



ANGLICAN SERVICE

10:30am in Don Leggett House Hall

Wednesday, 7th February - Rosemary

Wednesday, 21st February - Rosemary

BIBLE STUDY

2:00pm in Don Leggett House Hall

Wednesday, 7th February - Shelia

Wednesday, 21st February - Shelia

Let's CELEBRATE

BIRTHDAYS

PENINSULA VILLAGES INDEPENDENT LIVING

16 Jan Jean Goldstraw

16 Jan Margaret Prout

19 Jan Lynn Cavanagh

20 Jan Kevin Rodgers

24 Jan Mary Forbes

4 Feb Berit Brack

22 Feb Ronald Read

27 Feb William Kilham

COOINDA VILLAGE

1 Jan Peter Davies

1 Jan Deborah Manning

5 Jan Frank Turik

9 Jan Judith Scholz

9 Jan William John Sheehan

18 Jan Robert Hook

19 Jan Neville Graham

22 Jan Patricia Davies

23 Jan Patricia Munday

31 Jan Glennis Avar

2 Feb Shirley McGrath

3 Feb Dianne Gray

22 Feb Jackie Mitchell

22 Feb Kerrel Walker

PAM PALMER HOUSE

2 Jan Elma Jessup

3 Jan Anas Davis

6 Jan Ann Powell

7 Jan Ernest Altman

9 Jan Robin Morton

27 Jan Christine Murray

30 Jan Miklos Koszttyo

2 Feb Margaret Ryder

6 Feb Shirley Redmile

7 Feb Carl Tritton

13 Feb Allan Tupper

15 Feb Sylvia Carpenter

16 Feb Cathy Wilson

21 Feb Maree Firth

26 Feb Neil Forster

DON LEGGETT HOUSE

9 Jan Ronda Kirchner

16 Jan Estelle Matheson

17 Jan Margaret Thoms



21 Jan Francis Long
30 Jan Ann Hoglund
31 Jan John Watts
31 Jan Robert Manning
2 Feb Joy Lewis
6 Feb Valma Rollans
7 Feb Pamela Wright
7 Feb Norma Bailey
28 Feb Barbara Fox

POZIERES HOUSE

1 Jan John Lowe
4 Jan Martin Wellington
4 Jan Shirley Duignan
5 Jan Margaret Gray
5 Jan Doreen Beaumont
6 Jan Grace Bowie
6 Jan Cherry Castellan
9 Jan Donald Anderson
18 Jan Alma Gerbac
21 Jan Phoebe Baxter
25 Jan Maria Rizzello
25 Jan Helen Manning
28 Jan Audrey Bolton
11 Jan Paul Caska
9 Feb Adrian Anderson

NEW FRIENDS

PAM PALMER HOUSE

14 Dec Cyril Shannon
4 Jan Maree 'Barbara' Firth
12 Jan Coral Pennell

DON LEGGETT HOUSE

27 Nov John Watts

POZIERES HOUSE

2 Dec Deidre 'Dee' Rae
11 Dec Joyce Stewart
13 Dec Alma Gerbac
15 Dec John Lowe
19 Dec Lynette Prica
20 Dec Ivan Martinus
2 Jan Allen Badman
4 Jan Dorothea 'Dot' Ford
4 Jan John Fielding

January birthdays have been included as a January Pipeline was not published.



Friends Forever **IN OUR HEARTS**

COOINDA VILLAGE

Mark Costin

PAM PALMER HOUSE

Anne Davis

Maureen Stiff

DON LEGGETT HOUSE

Patricia 'Pat' McKey

Serge Fauvette

Alan Carlyle

Maurice Carroll

Reginald 'Reg' Weber

POZIERES HOUSE

Leonie Ellis

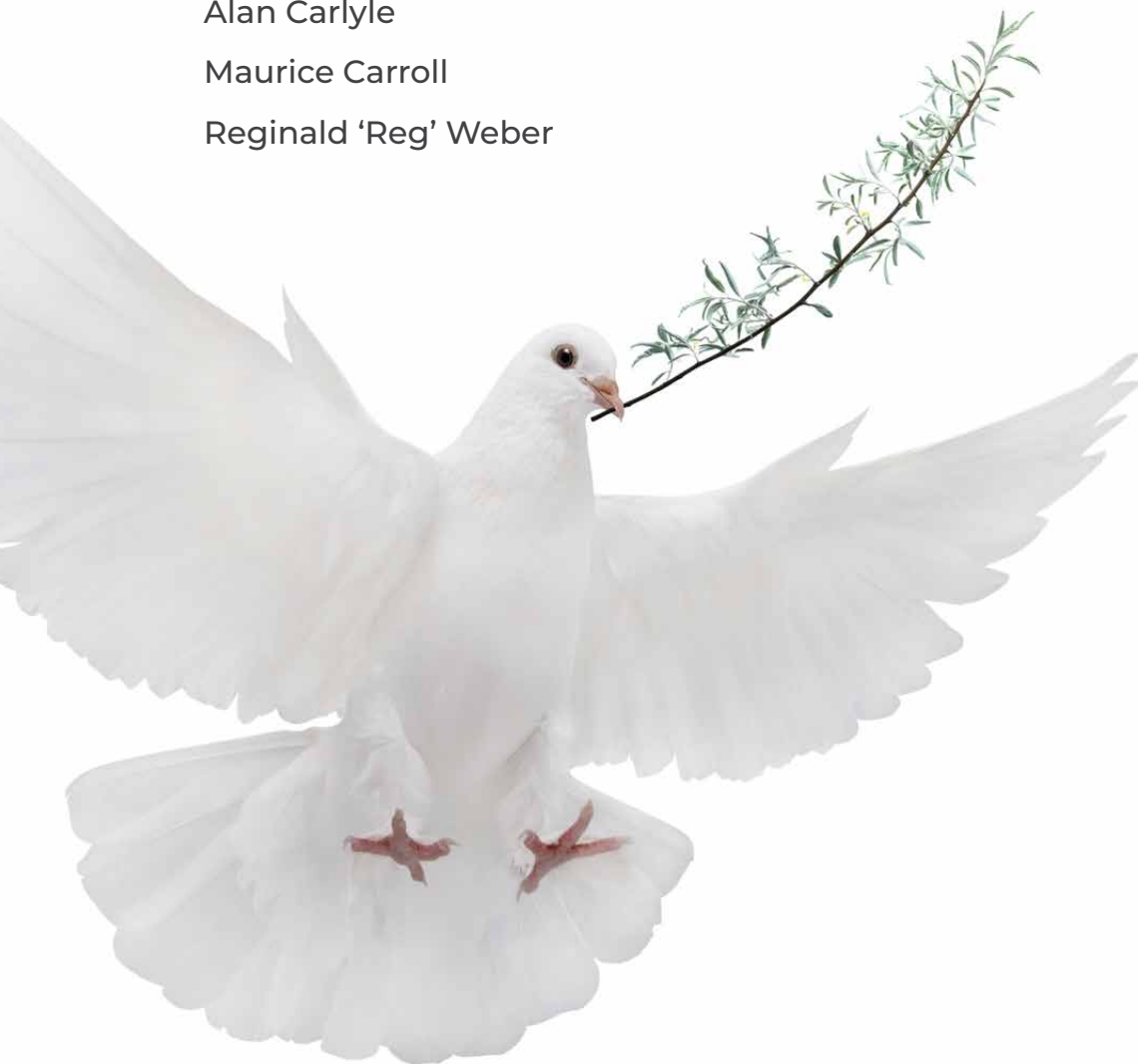
Joyce Stewart

Deidre 'Dee' Rae

Margaret Pearce

Brian Witts

Barry Neilan



Just for FUN

COMMONYM

A commonym is group of words that have a common trait in the three words/items listed. For example: the words; A car - A tree - An elephant.. they all have trunks. These will make you think!

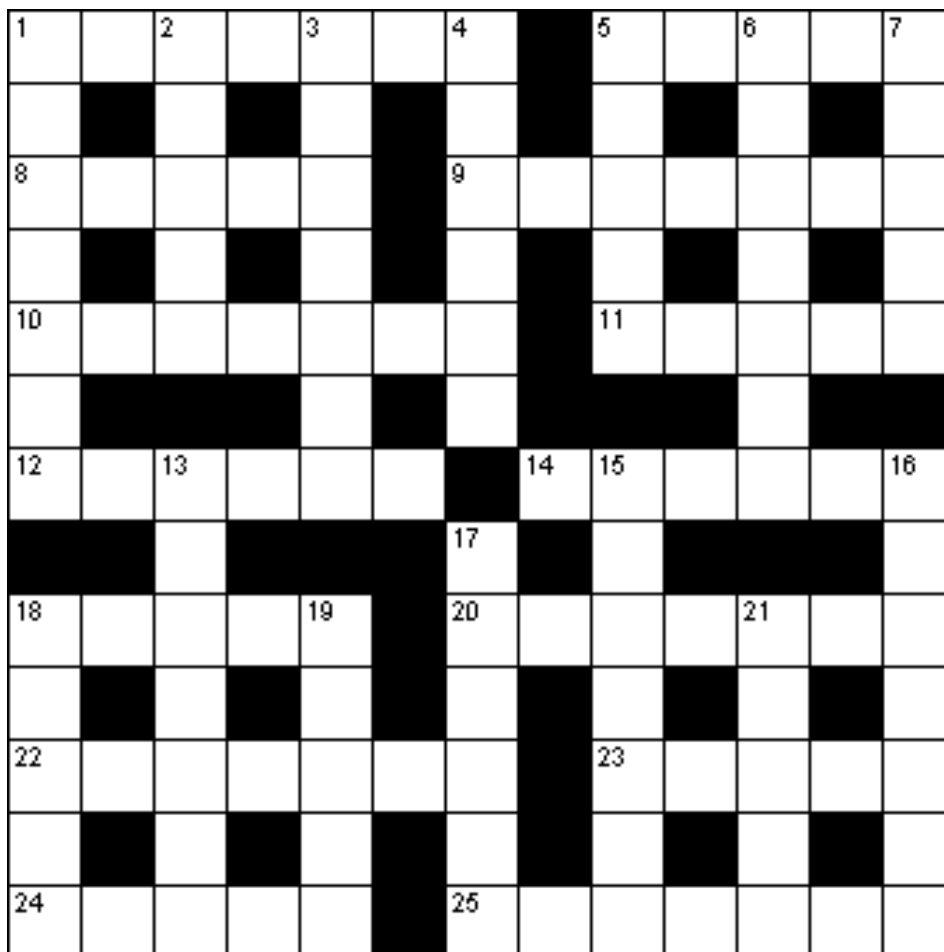
1. An Airline - A Dart - A Stairwell
2. A foot - Cinderella Fairytale - A Christmas Tree
3. A Compass - A Doctor - An Evergreen
4. Time - A Kite - A Flag
5. A Bottle - A River - A Guitar
6. Deer Antlers - A Horse - An Attack
7. A Whip - A Joke - A Safe
8. A Dog - A Kite - A Storyteller
9. A Golf Ball - A Nail - A Car
10. A Peach - A Long Jump - A Pole Vault

Answers can be found on page 26

<https://www.thinkablepuzzles.com/commonyms/commonym15answers.shtml>

Just for FUN

QUICK CROSSWORD



Across

1. Egyptian monument (7)
5. Vagrant (5)
8. Governed (5)
9. Large ape (7)
10. Slope (7)
11. Use a divining-rod (5)
12. Depart (2,4)
14. Frankfurter in a

- bun (3,3)
18. Drink in large draughts (5)
20. Changed (7)
22. "___ Grace", popular hymn (7)
23. Ground meat (5)
24. Devoured (5)
25. Wavy, winding (7)

Down

1. Sounding pleased (like a cat) (7)
2. Historical memento (5)
3. Fortified white wine (7)
4. Knife for stabbing (6)
5. Weary (5)
6. Permitted (7)
7. Situation (5)
13. Stubbornly unyielding (7)
15. Low stuffed seat (7)
16. Female deity (7)
17. Canal boats (6)
18. Tremble (5)
19. Pretend (5)
21. Beatles drummer (5)

Answers can be found on page 26

<https://simplydailypuzzles.com/daily-quick-crossword/puzzles/2023-12/dq1-2023-12-18.html>

FEBRUARY 2024 EDITION

Just for Fun ANSWERS

COMMONYM

- 1. they have flights
- 2. they have balls
- 3. they have needles
- 4. they all fly
- 5. they have necks
- 6. they are mounted
- 7. they are cracked
- 8. they have "tails"
- 9. they are driven
- 10. they have pits

QUICK CROSSWORD

1	P	Y	2	R	A	3	M	I	4	D		5	T	R	6	A	M	7	P
	U			E		A			A			I		L				L	
8	R	U	L	E	D				9	G	O	R	I	L	L	A			
	R			I		E			G			E		O				C	
10	I	N	C	L	I	N	E					11	D	O	W	S	E		
	N					R		R						E					
12	G	O	13	A	W	A	Y			14	H	15	O	T	D	O	16	G	
				D					17	B		T						O	
18	Q	U	A	F	19	F			20	A	L	T	E	21	R	E	D		
	U			M		E			R			O		I				D	
22	A	M	A	Z	I	N	G					23	M	I	N	C	E		
	K			N		G			E			A		G				S	
24	E	A	T	E	N				25	S	I	N	U	O	U	S			

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

CENTRELINK
PHONE NUMBER
FOR ANY ENQUIRIES
132 300



02 4344 9199

peninsulavillage.com.au

agedcare@penvill.com.au

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

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.

1

2

3

4

5

Free

J&K's Coffee Club

Peninsula Village Limited
Customer Loyalty Card

Buy 5 Coffees
and receive
the 6th Free!

Kiosk
91 Posieres Avenue
Umira Beach 2237

1

2

3

4

5

Free



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:

DO NOT PANIC!



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

OPAN member organisations by state or territory:

ACT



VIC



NSW



TAS



WA



QLD



NT – Top



NT – Central



SA



Supported by funding from the Australian Government



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?

Do you require a response in writing?

Yes No

Signature of person providing feedback:

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

Manad Record ID #:

Date Logged:

Receipt of Feedback Acknowledged by:

Date:



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 open.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