

PIPELINE

Newsletter

Welcome to our July 2023 Edition

Dates AND EVENTS

JULY

Saturday, 1st July

NEARLY VINTAGE IN CONCERT AT PPH



Sunday, 2nd July to Sunday, 9th
July

NAIDOC WEEK

In honour of NAIDOC Week, Mingaletta, our local Aboriginal and Torres Strait Islander community NFP organisation, will be visiting our residents to share a smoking ceremony, dance, and Dreamtime story.



Monday, 10th July

ANNUAL REPORT PHOTOSHOOT

We are excited to announce that we are organising an upcoming photoshoot to be featured in our 2023 Annual Report. We are looking for residents of all ages, genders and abilities to participate. Read more on page 7.



STATE OF ORIGIN 2023

Game 3 | Wednesday, 12th July
Accor Stadium, Sydney

Friday, 14th July

CLAIRE HAYES

Tuesday, 20th July

CLAIRE HAYES FRENCH- THEMED CONCERT

Wednesday, 26th July

CHRISTMAS IN JULY AT PPH

COMMUNITY EVENTS



Saturday, 8th July

COACHWOOD NURSERY OPEN DAY WORKSHOPS AND GUIDED FARM TOUR (MONTHLY EVENT)

Visit Coachwood Nursery Open Days on the beautiful Central Coast. Free Entry. Free Parking and plenty of room to move at the 15-acre site located 2 minutes off the M1 just north of Sydney.

These special events are open to the public where you can have access to expert advice and a huge range of collectible succulents, indoor plants and a range of rare plants.

At 3pm on their Open Days they hold informative workshops

learning about Succulents, Organic Gardening and Farm Tours, making Dried Flower Wreath and Posies.

Location

900 Wisemans Ferry Road
Somersby NSW 2250 Australia

Saturday, 15th July to Sunday,
16th July

THE BAYS ART SHOW SUNDAY

The Bays Art Show is a celebration of the vibrant local arts community. From breathtaking paintings to intricate sculptures, there is something for everyone to enjoy.

The show will take place at Woy Woy Bay Hall on Saturday and Sunday, from 10am to 4pm. Entry is a gold coin donation, and all proceeds will benefit the local arts community.

In addition to the art show, there will be a pop-up cafe serving delicious food and drinks. There will also be live music and other activities to keep you entertained.

REGULAR EVENTS

MONDAY

- We have a darts competition every Monday in PPH
- Arts and Craft in the PPH Hall at 10:30am
- Exercises in the activities room at 10am and the DLH Hall at 10:15 am
- Bingo at 10:30am on first floor of POZ House

TUESDAY

- Indoor Golf in PPH Hall at 10:30am
- Build-A-Word in the activities lounge in DLH at 11:00am
- Garden Walks at 1:30pm in POZ House

WEDNESDAY

- Shuffleboard at 10:00 am and Happy Hour at 1:30pm in PPH Hall
- Nail Care at 2:00pm in the upstairs lounge in DLH
- Happy Hour Cart at 1:30pm in all rooms at POZ House

THURSDAY

- Learn a new skill – Sign language class at 1:30pm in PPH Hall
- Bingo at 2:00pm in DLH Main Hall
- Coffee and Chat at 1:30pm in POZ House

FRIDAY

- Bingo at 1:30pm in PPH hall.
- Brewers Club at 2:00pm in the DLH Hall
- Ukulele at 11:00am in POZ House

SATURDAY

- Bocce at 10:30am in PPH Hall
- Ice Cream Trolley at 2:00pm at DLH
- Ice Cream Trolley at 1:30pm in all rooms at POZ House

SUNDAY

- Coffee and cake morning in PPH Main Hall
- Coffee and cake morning in Jesmond Hall DLH
- Build-A-Word at 10:30am in activities room at POZ House



CEO REPORT

I hope you are all keeping well and enjoying the cooler weather.

We're halfway through the year already, and it's been a busy one so far. The management team and I have begun preparations for this year's annual report. I would like to encourage our residents and staff to participate in the photo shoot we have scheduled in preparation for the report's content. The resident and staff photo shoot will take place on Monday, 10th July so bring out your best outfits and perhaps pop on your pearls, and join in on the fun of the day!

We are still in the midst of the colder months, so I reiterate my previous comments to keep warm and remain healthy. While the COVID-19 wave is diminishing, it has not left us altogether. We are still seeing the occasional resident or staff member who has been exposed to the virus. Please remain ever vigilant while in the village and out in the wider community. Keep up with your hand hygiene, and if you are feeling unwell, please reach out to our care staff.

On a brighter note, I am delighted to welcome Gladys Bautista to the Peninsula Villages team as our new Facility Manager at Pam Palmer House. Gladys brings a wealth of aged care and managerial experience to the role, and is a highly skilled

and professional individual who is passionate about providing quality care to our residents. I am confident that Gladys will be a valuable asset to our team and I look forward to working with her to ensure that Pam Palmer House continues to be a comfortable home for our residents. I would also like to offer my sincere thanks to Debra Slocombe who stepped in as Acting Facility Manager during the period of transition. With all of our Facility Managers now in place I look forward to a positive and productive future in our three aged care homes.

In other positive news, we will be celebrating groundsman Greg's 36 years of service this month. Greg is one of our longest-serving employees, and he has been instrumental in keeping the grounds in superb condition. He is a valued member of our team, and we are grateful for his dedication and hard work.

Greg was one of the first people on site during the construction of

Peninsula Villages, and he has been with the organisation ever since. He has seen many changes over the years, but he has always remained committed to his work. Greg is a true asset to our team, and we are proud to have him as a part of our family.

In the coming month, we will also be honouring NAIDOC Week and celebrating Christmas in July. NAIDOC Week is a time to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples and this year's theme is "For Our Elders." Peninsula Villages will be hosting a variety of events and activities, including a smoking ceremony, dance and Dreamtime story. For Christmas in July, we will be hosting Christmas lunches across our aged care residences.

We are looking forward to another great month ahead.

Colin Osborne

Chief Executive Officer

From the PIPELINE DESK

July is here, it is a time to bundle up, stay warm, and enjoy the beauty of winter!

Remember to wear a scarf or beanie to keep your head and neck warm, and dress in layers to trap heat. The days are still beautiful, especially when you can find a spot in the sun out of the wind.

Looking back at June, we celebrated the King's Birthday long weekend with a high tea fit for a royal. We said "ciao" to Italian week, with entertainment from Michael Montgomery and some scrumptious Italian-inspired food and wine.

We were entertained by concerts, captivated by Game 2 of the State of Origin (Queensland fans were very pleased with the outcome!), and had a bus trip to the Avoca Beach Picture Theatre for a movie and lunch. We also honoured Elder Abuse Awareness Day with a guest speaker.

We had a great time in June, and we're looking forward to even more exciting events in the month to come! We're most looking forward to our Christmas in July celebrations and upcoming concerts.

We also have a number of regular activities that are available to residents, including:

- ☀ Bingo
- ☀ Craft
- ☀ Games
- ☀ Pet therapy
- ☀ Concerts

We encourage you to come out and participate in our activities. It's a great way to meet new people, make friends, and have some fun. 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@peninsulavillages.com.au. We would love to hear from you.

Cheers

Linda Segrott

Leisure and Lifestyle Manager



We've hidden a few mugs throughout Pipeline. Count how many and tell a member of the Leisure and Lifestyle to win a special prize.

Annual Report PHOTOSHOOT

CALLING ALL RESIDENTS!

We are excited to announce that we are organising an upcoming photoshoot to be featured in our 2023 Annual Report. We are looking for residents of all ages, genders and abilities to participate.

The photoshoot will take place on Monday, 10th July from 9am at all facilities within Peninsula Villages. We will be shooting a variety of photos, including portraits, group shots and activities that showcase our community.

By participating in the photoshoot, you will have the opportunity to be featured in our annual report and marketing initiatives. Furthermore, you will help to create a lasting record of our community's diversity and beauty.

If you are interested in participating, please advise a staff member. We look forward to hearing from you.



Greg Smith

CELEBRATES 36 YEARS AT PENINSULA VILLAGES



PENINSULA VILLAGES IS PROUD TO CELEBRATE 36 YEARS OF SERVICE FROM GROUNDSMAN GREG SMITH.

Greg has been a dedicated member of our team since 1985, when he was asked to help with some digging during the construction of our facility. He has since become one of our longest-serving employees, and his commitment to his work is evident in the beautiful grounds that he maintains.

Greg is a team player who is always willing to help out. He is also a great listener and is always respectful of our residents and staff. We are grateful for his dedication and hard work, and we are proud to have him as a member of our team.

Thank you, Greg, for your dedication and hard work. We are lucky to have you as a member of our team.



ITALIAN WEEK

Residents in Pozieres House were transported to Italy last month, with an Italian feast, room visits from an Italian-inspired snack trolley and staff decorating the facility.



KING'S BIRTHDAY

Residents at Peninsula Villages celebrated the King's Birthday with a high tea and lunch on Monday, 12th June. The event was a great success, with residents enjoying a delicious meal and plenty of fun activities.



INDOOR RACQUET

Indoor racquet play brings joy and active living to residents! Last month, we had an amazing time engaging in indoor tennis with our residents. It's incredible to witness the energy, enthusiasm, and smiles that fill the room as our residents swing their rackets and enjoy some friendly competition. Physical activity is vital for our wellbeing as we age!



WONDERFUL WINTER

A snapshot of some of our residents embracing the beauty of the season at Peninsula Villages recently. We love getting our residents out into the sunshine to enjoy the crisp fresh air and winter sunshine!





GROUCHO CRAFT TEAM

Wrapping Warmth and Comfort in Every Stitch.

We would like to thank the Groucho craft team who have been hard at work creating beautiful dementia blankets for those affected by memory loss. These blankets are more than just cosy companions; they will serve as a source of familiarity and security, providing a sense of calm and connection to our residents living with dementia. Each square has a thoughtful design that will keep our residents calm with fiddle activities.



PANCAKE TIME

Last month, our talented care residents took the kitchen by storm, whipping up delectable banana pancakes with fluffy cream and tantalising chocolate syrup! Yum!





NEW GARDEN IN DON LEGGETT HOUSE

We're excited to announce 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 last month. It promotes gardening and residents getting some fresh air.

Resident CONTRIBUTIONS

MY LITTLE BASKET

"I have a little basket, forever by my side,
With wool in colours of every hue and
needles of every size.
My little basket is ever filled with wool that
is donated,
And asked to knit for this or that, the
question is not debated.
I have knitted for aids babes and premise
of every decision,
All done in simple stocking stitch, an easy
composition.
And so, I joined the knitters club, an
activity to my liking,
Knitting squares for blankets and knee
rugs which turned out really exciting!
A knitting project now for us is making a
trauma teddy,
Distributed for cuddles or a bed that is
ready.
And if there is a here-after and hereafter I'll
be here, I'll be knitting something or other
A project I will hold dear."

- From the Pages of Joyce



Resident CONTRIBUTIONS

THREE LITTLE WORDS

"I've been hearing 3 little words each day,
And found them to be,
A useful use of those 3 little words,
To become my life's destiny.
At first when I heard them echoed,
They seemed to have some magic touch,
For when we hear those 3 little words,
We know that we need them so much.
So if you are sitting and reading these words,
And wondering what they might be,
Up or down or turning around,
You are sure to hear, ONE – TWO – THREE!!"

- From the Pages of Joyce



NAIDOC WEEK 2023

NAIDOC Week (National Aborigines and Islanders Day Observance Committee) is an annual celebration of the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. It is held in the first week of July each year (Sunday to Sunday) and is a time for all Australians to learn about First Nations cultures and histories and participate in celebrations of the oldest, continuous living cultures on earth.

The 2023 National NAIDOC Week theme is "For Our Elders." This theme recognises the important role that Aboriginal and Torres Strait Islander Elders have played, and continue to play, in their communities and families.

Elders are cultural knowledge holders, trailblazers, nurturers, advocates, teachers, survivors, leaders, hard workers, and loved ones. They have guided generations of Aboriginal and Torres Strait Islander peoples, and their knowledge and experience has helped to shape the lives of many.

The theme "For Our Elders" also acknowledges the struggles that Elders

have faced, and continue to face, in their fight for justice and equality. Their tenacity and strength has helped to carry the survival of Aboriginal and Torres Strait Islander peoples.

In the years to come, it is important that we continue to learn from our Elders and to honour their legacy. We must ensure that their voices are heard in decision-making processes that affect Aboriginal and Torres Strait Islander peoples.

We pay our respects to the Elders we have lost, and to those who continue to fight for us today. We are grateful for their guidance and support, and we are committed to carrying on their work.

Here are some ways to honour Aboriginal and Torres Strait Islander Elders:

- ☀ Learn about their culture and history.
- ☀ Attend cultural events and ceremonies.
- ☀ Speak with Elders about their experiences.
- ☀ Support Aboriginal and Torres Strait Islander organisations.
- ☀ Get involved in local community initiatives.

By honouring our Elders, we can help to ensure that their legacy continues to inspire future generations.

Remember **WHEN**



WHERE WAS YOUR LOCAL CORNER SHOP OR DELI?

If you're a baby boomer who grew up in an Australian city or country town, just the mere mention of the words 'local corner shop' or 'corner deli' will instantly bring back a flood of wonderful memories!

There was a local shop (in some states referred to as the corner deli) on almost every second corner in every suburb and they stocked everything from milk and bread to shoe polish and sewing needles.

This little shop was the beating heart of many communities, as well as a source of local gossip and an income for the families who ran them.

In the 1950s and 1960s we were a less mobile community and most of the shopping was done close to home. There was a local butcher shop with sawdust on the floor and a kindly butcher who always had a slice of devon (or fritz) for all the kids who might be out shopping with mum. There was the local hardware store, a hairdresser and greengrocer and most other perishables were delivered daily by the milkman, baker and iceman.

Remember **WHEN**



Kenny Peplow shared this photo; “Dad’s FJ taxi outside the local deli around 1958-1959.” The taxi was parked outside the corner shop at the time”.

But the corner shop was where you could find most of the essentials of daily living and ‘extra’ grocery items and they continued to play a role as an important fixture in our communities until the mid-60s.

Many little shops were built onto the front of a premises, which also acted as the family home, and as they lived on site, the owners and their families would stay open until 9pm during the week and all weekend, even after church on Sunday.

Corner shops were magical places full of strange aromas and wonderful surprises! Cheeses came in wheels and were cut by slicing with a cheese wire.

Fresh ham came on the bone and was sliced by a meat saw. Most of the fresh produce was sold in small quantities, as needed. Sugar and flour came in sacks and was carefully measured out into brown paper bags. Fresh milk came in bottles and cream was ladelled out from a milk urn into your own bottle or container, which you took to the shop.

You could also buy tuppence worth of lollies, choosing from the range behind the faded glass display case, which included conversation lollies, red and green umbrella toffees on a stick, liquorice blocks or a packet of sherbet fizz. There was Peters ice cream in either single or double scoop cones, or a square raspberry ice block in a square cone (they were also tuppence).

Many corner shops also had a jukebox installed and served ice cold milk shakes and became a regular hangout for teenagers after school or work.

The motor car and the spread of the supermarket chains saw the gradual demise of the little corner shop. Many continued to trade on into the 70s and even the 80s but with the arrival of the big suburban shopping malls, the final nail was hammered into the coffin.

Remember **WHEN**



Roger Ray shared this photo of a derelict corner shop boarded up and probably awaiting demolition.

Driving around our suburbs and towns today, there are still reminders of the days when the corner shops reigned supreme. They are mostly boarded up now, some are still used as family homes, but they stand as a reminder to a fascinating part of our lives, growing up in what I believe was a very special era.

The local corner shop is a special part of our childhood memories and an important part of our history as a community.

Source: <https://australiarememberwhen.net.au/where-was-your-local-corner-shop-or-deli/>



Just for FUN

WORD SEARCH

SOCCER WORDS

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

Arena	Defender	Foul	Kit	Red Card	Tee
Bench	Diet	Free Kick	League	Referee	Throw-In
Boots	Dribbling	Game Plan	Manager	Run	Time
Bowl	Eleven	Goal	Match	Score	Timeout
Captain	Feint	Goalkeeper	Offside	Shin Pads	Tournament
Club	Field	Grass	Penalty	Soccer	Trade
Coach	Foot	Half-back	Pitch	Solo	Trap
Codes	Football	Huddle	Playbook	Striker	Victory
Coin Toss	Formation	Injuries	Receiver	Team	



MAD GABS

Mad Gabs are a type of brain teaser that uses a series of nonsense words that, when said aloud, sound like a familiar phrase. For example, the Mad Gab "Common Firm Their Rain" sounds like the phrase "Come In From The Rain." Mad Gabs are a fun way to challenge your brain and improve your listening skills. They can also be a great way to get a laugh from your friends and family.

1. Ace Pea Ding Tea Kit
2. Ace Tray Taste Who Dent
3. Ache Hand He Eye Pull
4. Ache Hick Kin Tub Hut
5. Ache Hood Sin Sew Fume Her

RIDDLE ME THIS

1. When is a door no longer a door?
2. What tastes better than it smells?
3. What building has the most stories?
4. What has a bottom at the top?
5. What has four wheels and flies?
6. What month of the year has 28 days in it?
7. What can you put in a bucket to make it weigh less?
8. What starts with T, ends with T, and has T in it?



COMMONYM

A commonym is a group of words that share a common characteristic. For example, the words "car," "tree" and "elephant" all have trunks. Commonyms can be a fun way to learn new vocabulary and to improve your critical thinking skills. They can also be a great way to start a conversation with friends or family.

1. Olive - Orange - Fig _____
2. Doors - Paintings - Eye Glasses _____
3. Picnic - Pool - Coffee _____
4. Rose - Potato - Taste _____
5. The Olympics - Leap Year - Presidential Elections _____
6. Masking - Red - Duct _____
7. Index - Pinky - Ring _____
8. Ice - Sugar - Rubik's _____
9. Jurors - Roses - Doughnuts _____
10. Seat - Whoopee - Pin _____

July BIRTHDAYS

PAM PALMER HOUSE

Green Gum

3rd Maureen Stewart

15th Margaret Walters

23rd Marie Létang

Blue Gum

1st Fredrick Coote

9th Earnest Rollans

9th Malcom Moss

13th Kay Elsie Beatty

DON LEGGETT HOUSE

Orange Blossom Right

5th Joan Bentley

7th Gail Verrell

18th John Cutler

23rd Joyce Laws

Orange Blossom Left

22nd Serge Fauvette

22nd Margaret Webb

24th Phillip Juratowitch

26th Margaret Hathaway

Jasmine Court

12th Rita Preston

POZIERES HOUSE

Flanders Field

24th Joy Little

Staples Lookout

14th Elaine Trumans

Mt Wondabyne

2nd Keith Walker

21st Ruth Kerr

Lions Island

1st Donald Mc Donald

6th Shirley Fenton

Barrenjoey Light House

5th Noel Papworth

14th Adriana Davis

Baupame

10th Pamela Murray

PENINSULA VILLAGES INDEPENDENT LIVING

7th Ronald Bottle

14th Daphne Patten

15th Dorothy Lane

24th Roger Mitchell

COOINDA VILLAGE

11th William Challis

15th Anne Newland Smith



New FRIENDS



NEW FRIENDS

PAM PALMER HOUSE

Blue Gum

- 5th** Anas Davis
- 7th** John Edwards
- 14th** Ann Powell
- 16th** Robert Milson (Peter)
- 19th** William (Bill) Kennedy
- Green Gum
- 15th** Irene Keen

DON LEGGETT HOUSE

Lavender Bend

- 8th** Nadine Rapley
- Orange Blossom Left*
- 19th** Serge Fauvette
- Magnolia Arch*
- 19th** Eileen Turner
- 20th** Robyn Denton
- 20th** Robert Attard

POZIERES HOUSE

Woy Woy Bay

- 6th** Max Kadunc
- 8th** Daphne Lowe
- Anzac*
- 7th** Ann Bryant
- Flanders Fields*
- 8th** David Andrews
- Mt Wondabyne*
- 13th** Grace Bowie
- Lion Island*
- 14th** Margaret Russo
- 15th** Vince Russo

FRIENDS FOREVER IN OUR HEARTS

- 1st** Ann Osborn
- 3rd** Robert Warburton
- 9th** Robyn Gorman
- 17th** Susan Kirby
- 21st** Sylvia Trueman
- 22nd** Stephen Ormsby

Just for Fun

ANSWERS

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

RIDDLE ME THIS

1. When it's ajar
2. Your tongue
3. A library
4. Your legs
5. A garbage truck
6. All of them
7. A hole
8. A teapot

MAD GABS

1. A Speeding Ticket
2. A Straight A Student
3. A Candy Apple
4. A Kick in the Butt
5. A Good Sense of Humor

COMMONYM

1. Trees
2. They have frames
3. Tables
4. Buds
5. Happen every 4 years
6. They have anchors
7. Tape
8. Cubes
9. They come in dozens
10. Cushions



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

*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

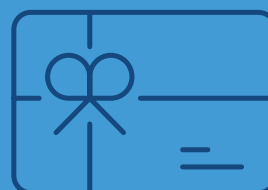
J&K'S COFFEE CLUB

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



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.





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?

Yes No

Do you require a response in writing?

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@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