

# PIPELINE

Newsletter

May 2024 Edition



# What's on THIS MONTH

DATE	EVENT	TIME	LOCATION
Thursday <b>2</b>	<b>Men's Shed BBQ.</b> Residents from Don Leggett House and Pozieres House are welcome to attend.	11:30 am	Pam Palmer House
Tuesday <b>7</b>	<b>Barry Harper in concert</b>	10:00am	Pam Palmer House Main Hall
Friday <b>10</b>	<b>Mother's Day High Tea</b>	10:30am	Pam Palmer House Main Hall
Saturday <b>11</b>	<b>Mother's Day High Tea</b>	10:30am	Don Leggett House
Sunday <b>12</b>	<b>Mother's Day High Tea</b>	2:00pm	Pozieres House Level 2
Wednesday <b>15</b>	<b>Mitch the Entertainer</b>	10:30-11:30am	Don Leggett House
Wednesday <b>15</b>	<b>Mitch the Entertainer</b>	1:30-2:30pm	Pozieres House

# Community EVENTS



DATE	EVENT	TIME	LOCATION
Every Wednesday	<b>Live Music by the Sea with Crescendo</b>	10:30am- 12:30pm	Killcare Beach Kiosk, Killcare
Saturday <b>11</b>	<b>French Country Market</b>	9:00am- 3:00pm	Kariong Public School, Langford Drive. Kariong
Sunday <b>12</b>	<b>Woy Woy Waterfront Market</b>	9:00am- 2:00pm	Brick Wharf Road, Woy Woy
Sunday <b>12</b>	<b>Bags &amp; Brollies Raffle</b>	3:00pm	Davistown RSL Club
Sunday <b>19</b>	<b>Umina Beach Markets</b>	9:00am- 2:00pm	Umina Surf Life Saving Club, Umina

# CEO REPORT

It was wonderful to see so many of our residents at our Anzac Day events. Thank you to Rev. Peter Swain for conducting a thoughtful and emotive ceremony.

You will have noticed a few new faces around the Village recently! One of the recommendations from the Royal Commission into the Safety and Quality of Aged Care was the introduction of mandatory care staff minutes.

The Government has provided aged care organisations with additional funding to support this change and it's enabled us to roster an extra 13 Care Partner shifts and three extra Registered Nurses per day. In addition to this, we've introduced a variety of specialty positions to support our residents' complex needs. This includes the introduction of a Memory Support Coordinator, a second Nurse Practitioner and two new Clinical Care

Coordinators to support our staff.

Information on our new staff starting have been included in this Pipeline, please join me in welcoming them to our team.

I wish all the mums in our Village a Happy Mother's Day for Sunday the 12th of May. Our Leisure and Lifestyle team are celebrating with a beautiful high tea. It's also International Nurses Day on the same day. Thank you to our nursing staff for all your hard work.

Kind Regards

**Colin Osborne**

Chief Executive Officer





# Last Month's NEWS



## LEA COLLINS – CLINICAL CARE COORDINATOR

Lea Collins joined us as a Clinical Care Coordinator in Pozieres House on 11 April 2024.

Lea is a seasoned Registered Nurse with over two decades of experience in aged care. She moved from bustling Sydney to the Central Coast in 2022, looking for a closer connection to the water.

Before setting into aged care, she wore many hats – midwife, theatre nurse and even a long stint teaching nursing, science and art. Through it all she has gathered a treasure trove of knowledge specialising in crafting tailored care plans and keeping documentation on point for safety and compliance.

While her clinical roots run deep, she found her strength in management support to clinical managers, team leaders and fellow RNs. Lea feels that communication is the glue that binds it all together and believes that swapping screen time for face-to-face conversations leads to rich relationships and clearer communication.

Off duty, you'll find Lea juggling between being a proud parent of two adult children and doting on her two furry friends. Sewing is her creative outlet, but she is also a nature enthusiast – hiking, sailing, kayaking, swimming and fishing are her go-tos and let's not forget skiing – it's her ultimate thrill.



## ADELLE WINNING – CLINICAL CARE COORDINATOR

Adelle joined the Peninsula Villages team as a Clinical Care Coordinator on Monday, 22 April 2024. She is a nurse specialist with extensive experience in geriatrics, chronic and complex care and palliative care. She has twenty years of experience across hospital, community

and aged care settings and has a particular interest in person-centred care, hospital avoidance and quality improvement.

Adelle is commencing her Master of Nurse Practitioner degree. She aims to always promote health and wellness, and improve the quality of life of older people.

Adelle loves to work with residents and their families.



## GREG PATTERSON – LIFESTYLE AND COMMUNITY/ EVENTS MANAGER

Greg also joined the team on Monday, 22 April 2024. He has stepped into the role of Lifestyle and Community/Events Manager as Linda Segrott moved into the newly created position of Memory Support Coordinator.

Greg has had a career in the Residential Care industry for over a decade - overseas, in Sydney and on the Central Coast.

For seven years, he has coordinated and managed engaging, meaningful, enjoyable and exciting lifestyle programs and activities. These are designed around the

individual and focussing on their capabilities and identity to bring meaning, joy and purpose every day.

Working with a multidisciplinary team, his goal is to foster professional, nurturing and trusting relationships with those in our care for so they can experience a community which treats them with integrity, compassion and respect.

He loves to have fun with residents and get the most out of every day.

Greg lives on the Central Coast which brings him meaning and joy as he loves the water and waves, art, photography and music. He is looking forward to experiencing and sharing all these passions at Peninsula Villages. You will definitely be able to spot him as he's 6 foot 7 and is always ready for a chat.



## LINA XU – NURSE PRACTITIONER

Lina will be joining the Peninsula Villages team on Tuesday, 14 May 2024 as a Nurse Practitioner. She will be working alongside of Leanne Northrop, Senior Nurse Practitioner.

Lina is a newly graduated Aged Care and Palliative Care Nurse Practitioner from the University of Newcastle. Through her nursing career, she has been in varied roles, such as a nurse immuniser, infection prevention and control lead, clinical manager, clinical consultant, educator, quality assurance and auditor. Lina has found aged care to be challenging but also rewarding as her skills and talents have developed and expanded to different levels of nursing. Despite the different opportunities and experiences, Lina has always wanted to pursue

the nurse-led model of care as a nurse practitioner where she can focus on person-centred hood.

Lina grew up in a medical family. Her mother was a nurse, and her father was a pharmacist. She migrated to Australia with her parents when she was 10 years old.

Lina loves the diversity of Australia where she was encouraged to be who she is today. She speaks three languages and was lucky enough to retain her mother tongue (Chinese) but also learn new languages, Japanese and English. She has two border collies, who are like her children, and they keep her fit! She has recently started to learn a new musical instrument. As part of her cultural upbringing, she has been taught that "learning should never stop as age is wisdom", thus protecting the aged is protecting our future.





## ANZAC DAY

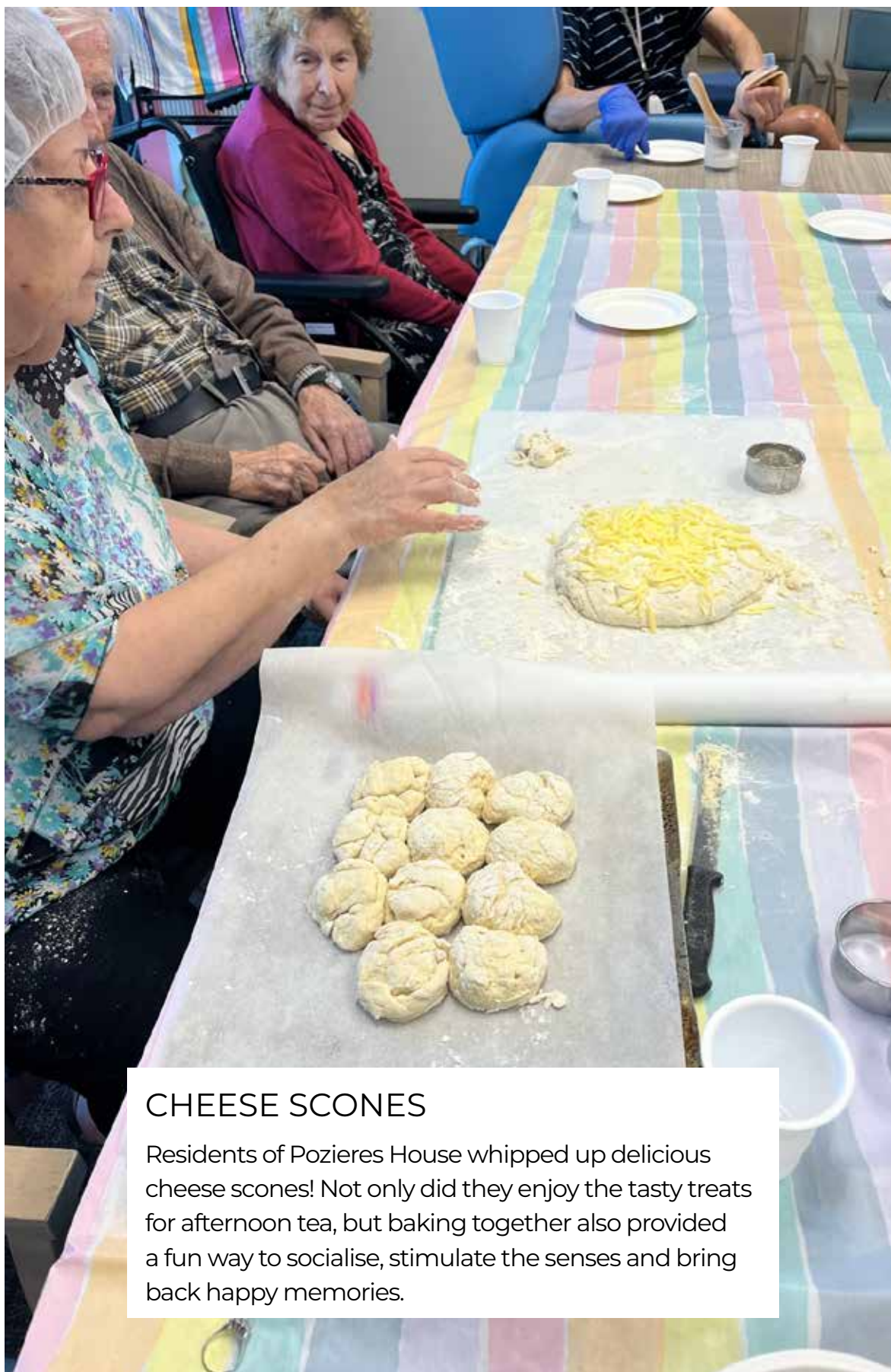
Peninsula Villages held Anzac ceremonies in each house, with resident participation in presentations and wreath laying. These heartfelt tributes commemorated what Australians and New Zealanders lost in conflict, and honoured those who have served and continue to serve. Lest we forget.



## THANK YOU, PETER SWAIN

In a touching farewell, Reverend Chaplain Dr Peter Swain led his final Anzac service at Peninsula Villages before retiring. Thank you, Peter, for your years of dedicated service to the community and Peninsula Villages.





## CHEESE SCONES

Residents of Pozieres House whipped up delicious cheese scones! Not only did they enjoy the tasty treats for afternoon tea, but baking together also provided a fun way to socialise, stimulate the senses and bring back happy memories.



## CRAFT GROUP

Joan, Pauline and Margaret are lending a hand to a heart-warming project! They're sewing and stuffing cuddly animals like crocodiles, bears and frogs that will be donated to ambulances. These companions will comfort children experiencing trauma.







## EASTER

Easter might have hopped by in March, but these photos were too good not to share!





## EASTER CARDS FROM BLACKWALL

The four- and five-year-olds in the Kookaburra room at Guardian Blackwall Early Learning Centre illustrated these heart-warming cards to wish our residents at Peninsula Villages a very happy Easter. All were delighted to receive this special mail.



## FLUID ART

Pozieres House residents unleashed their inner artists last month with a fun session of fluid art, blowing and swirling colours into stunning designs.





## GARDENING AND TEA

Residents from Pam Palmer House and Lavender Bend in Don Leggett House headed to the Tea House for an enjoyable morning of planting and socialising, capped off with a delicious morning tea







## INTERGENERATIONAL PLAY

Our Leisure and Lifestyle Team at Pam Palmer House surprised residents with some special visitors on Easter Monday, staff members' children, Everly (2) and Isla (5)! These adorable youngsters brought smiles and laughter as they chatted with residents Bet and Rhonda. This interaction is just the beginning of our exciting new intergenerational program! In May, a bus trip to Guardian Childcare & Education Blackwall is planned, fostering even more connections between generations.

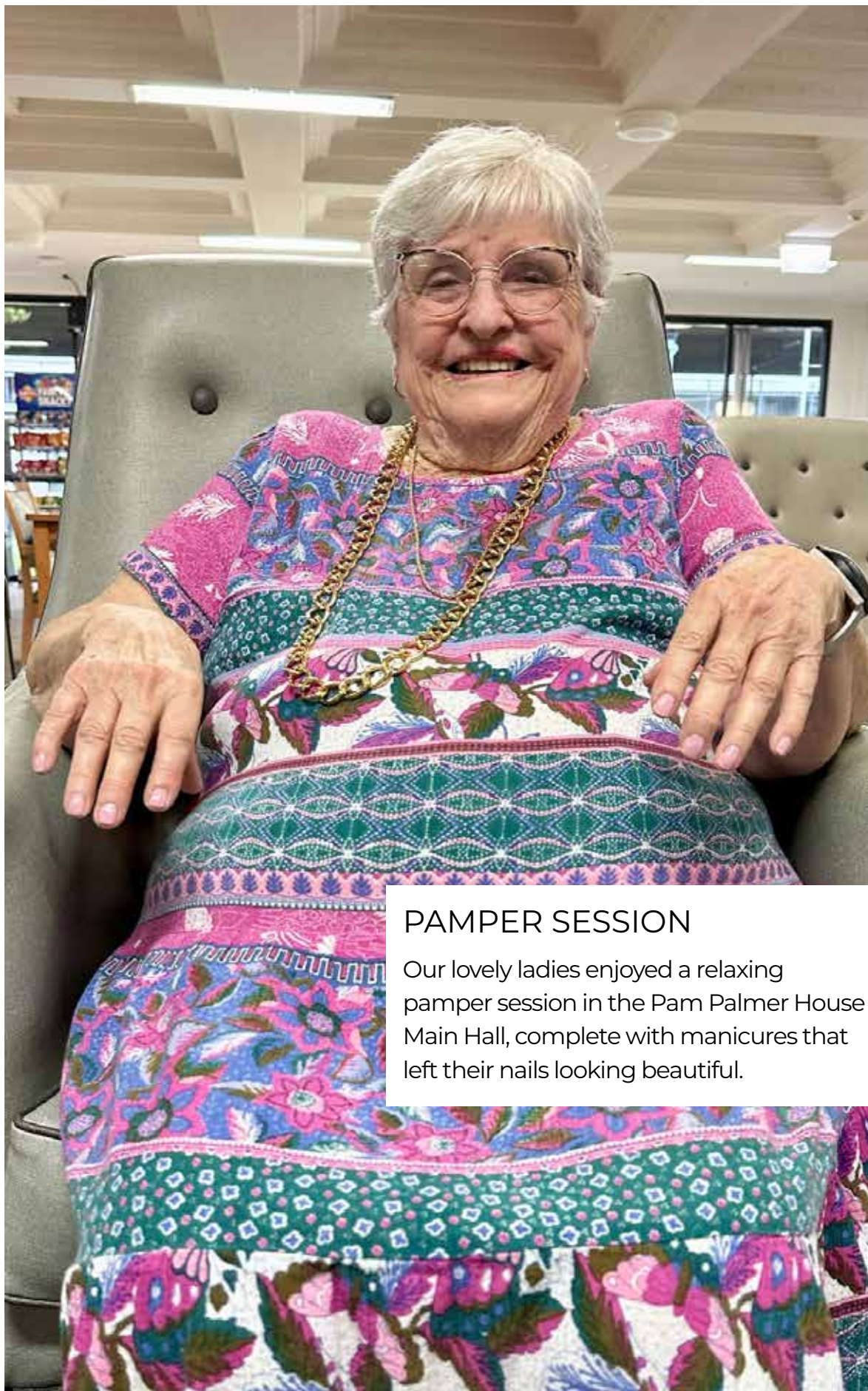


## MEN'S GROUP

The men from Pozieres House got together twice last month for presentations by volunteer Jeff. They learnt about lawn mowers in the first presentation then dived into the world of stamps, coins and good old-fashioned letters.

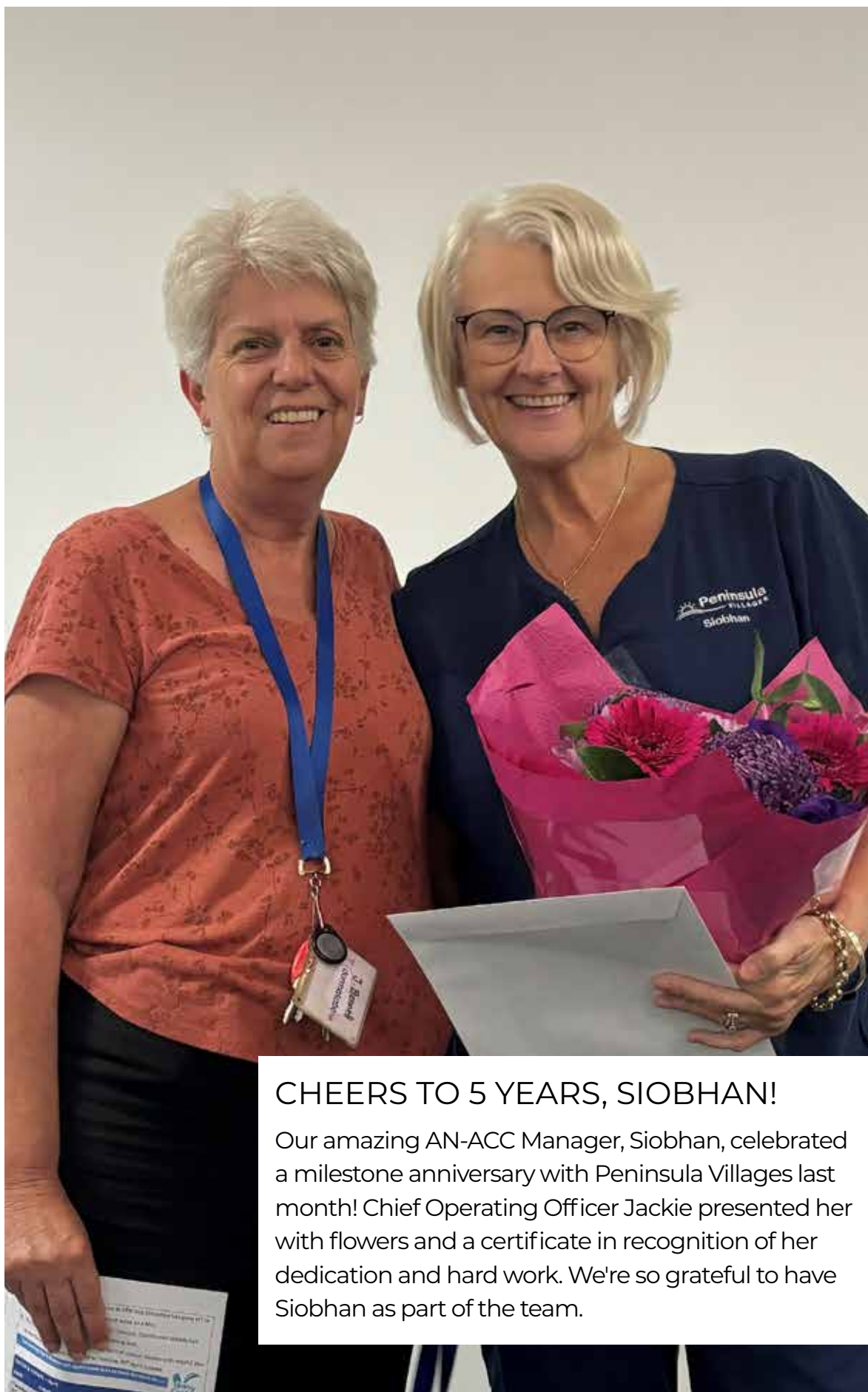






## PAMPER SESSION

Our lovely ladies enjoyed a relaxing pamper session in the Pam Palmer House Main Hall, complete with manicures that left their nails looking beautiful.



## CHEERS TO 5 YEARS, SIOBHAN!

Our amazing AN-ACC Manager, Siobhan, celebrated a milestone anniversary with Peninsula Villages last month! Chief Operating Officer Jackie presented her with flowers and a certificate in recognition of her dedication and hard work. We're so grateful to have Siobhan as part of the team.



# Resident CONTRIBUTIONS

## MOTHER

M for mumps and measles  
that you tendered

O for one nights sleep you did implore

T for tears with kisses that were mended

H for help as teenage years you explore

E for all returns from safe exploring

R for "RIGHT" a thing you'll seldom be

Put them all together spelling mother

A job with no redundancies.

- Written by Joyce Laws for Mother's Day





## THE NONAGENERIAN

On everyone's life journey,  
They make friends along the way;  
While some hang  
around for a while –  
Others, like me, seem to stay.  
So now you're a nonagenarian,  
There's something you  
ought to know,  
About how old age will treat you,  
And why you're getting so slow.  
It's not that you mind  
getting older,  
And to that I know  
you're confessing,  
When you consider  
the alternative –  
Old age is rather a blessing!

You'll be used to wearing glasses,  
And having grey patches of hair,  
And be pleased to have  
the hearing aid,  
No doubt you may now wear.  
You may walk a little slower,  
And take much longer to heal,  
Your joints may sometimes  
stiffen up –  
So you'll know how old age feels!  
But there's another problem,  
You'll notice now and again,  
It's not something we  
should speak about -  
What the heck – we're  
not that vain.

There will be times in  
the bedroom,  
Holding a book you haven't read,  
You can't decide if  
you're getting up,  
Or about to go to bed!  
Your teeth seem to be  
in good order,  
And are even still quite white,  
But like the stars – I  
have to wonder –  
If they all come out at night?  
Sometimes with the  
key in the lock,  
You'll pause before the door,  
Wondering whether you  
are going inside,  
Or coming out of there  
once more?

So now you're a nonagenarian  
It isn't all that bad you'll find –  
Except for the odd occasion,  
When, you really will  
miss your mind.  
Now I sincerely wish you,  
A happy ninetieth birthday,  
Then I'll head to the Chapel,  
And for you, dear friend, I'll pray.

- Written by Rhonda Byrne (c 2015)

# Resident **IN FOCUS**



## CYNTHIA RETTER

Cynthia was born in Coonamble on a sheep station. When her father came home from the war, he suffered from shell shock so moved to Coonamble for peace and quiet. Cynthia loved growing up on the farm surrounded by sheep. By age five Cynthia knew she wanted to be an artist. After she left school, she went to East Sydney Technical College to learn drawing and painting. When her two children were born, she was a stay-at-home mother.

When the children started school, Cynthia got a job as a TAFE teaching lapidary and silver jewellery making.

Cynthia has lived at Peninsula Villages for 2.5 years and has made some amazing friends during her time and looks forward to the afternoon catch ups over a coffee and watching the afternoon documentary.

Cynthia loves going to op-shops and going for drives. She turned 90 in April and has just completed her final piece of jewellery which she is calling her "Swan Song".



# Staff IN FOCUS



## LILLY HOLMES

My name is Lilly everyone calls me “Lil”. I have been working at Peninsula Villages for five years and in those five years I have been given the opportunity to learn many jobs and support Peninsula Villages which I am very much grateful for.

I love the relationship I have with the people I work with and the funny banter I can have with our residents and staff.

I love to play sports and stay active, and I thrive off teamwork.

I am always learning something new every day and I am very close with my family and am always surrounded by them.

I have five brothers and one sister. Unfortunately, one of my brothers passed away in 2020, he was 23. He served in the army and became an electrician when he came back, even though he was young, he lived a full life.

I am very loyal to my family and those I care about. I look forward to learning more and finding more adventures in this lifetime.



# Volunteer **IN FOCUS**



## COLLEEN HARRISON

We left Sydney in 2016 and found our piece of paradise at Ettalong Beach.

I was a member of the Sydney Threshold Choir for eight years singing in palliative care units and aged care. Central Coast Threshold Choir was founded in 2018 and Peninsula Villages welcomed us as volunteers, singing gentle songs to residents palliating and comforting their families. Unfortunately, we lost most of our members from our Choir during the restrictions related to COVID-19 and I would love to start it up again if anyone is interested?

As well as participating in the Choir, I completed a companioning course with Justine O'Brian who ran the companioning course at Prince Alfred Hospital Sydney and modified it for aged care. As we are awaiting members for



the Choir, I now Volunteer in a different way, as a companion to residents and this enables me to combine Threshold singing and Companioning. Companioning is listening with empathy and being a healing presence.

I love listening to the many residents I visit and particularly enjoy hearing their life stories before they came to the Village.

My hobbies include:

- Singing with the Frantastic Choir at Woy Woy
- Cooking, growing herbs and a few veggies,
- Reading, I belong to a book club.
- I enjoy live theatre
- Travelling to faraway places
- Probus
- Table Tennis

Along with my husband Brian we have six Children, 10 Grandchildren and one Great Grandson. Unfortunately they all live some distance away.

# Department **IN FOCUS**



## LEARNING AND DEVELOPMENT

The role of Learning and Development at Peninsula Villages is to equip employees with the knowledge, skills, and attitudes to not only do their job, but to perform as professionals in the delivery of care and services that is inclusive and meet the unique and holistic needs of all residents.

The Learning and Development team consists of:

Jan McAllister – Vocational and Administration Coordinator

Renee Butler- Educator

Liz Dixon – Clinical Nurse Educator, Mon-Thurs

Fritzi Tanan – Clinical Nurse Educator, Fri

Alana Hardman- Manager

The Learning and Development Department deliver in house training, coordinate specialist training, ensure all new staff have the skills and knowledge to perform their roles and coordinate vocational training courses such as the Certificate III in Individual Support which staff require as a minimum qualification to provide care services.



# Church SERVICES



## INTERDENOMINATIONAL SERVICE

**10:00am in the Chapel**

Tuesday 7 May - David

Wednesday 15 May - Mark

Tuesday 21 May - Lesley

Wednesday 29 May - Mark

## CATHOLIC MASS

**10:00am in the Chapel**

Thursday 2 May

Thursday 23 May



## ANGLICAN SERVICE

**10:30am in Don Leggett House Hall**

Wednesday 1 May – Rosemary

Wednesday 15 May – Rosemary

## BIBLE STUDY

**2:00pm in Don Leggett House Hall**

Wednesday 1 May – Sheila

Wednesday 15 May – Sheila

# Let's CELEBRATE

## BIRTHDAYS

### DON LEGGETT HOUSE

<b>4 May</b>	Dorothee Staugirdas
<b>6 May</b>	Lucy Roy
<b>10 May</b>	Betty Gaut
<b>11 May</b>	Jean Barker
<b>19 May</b>	Dorothy Connaughton,
<b>19 May</b>	Shirley Wade
<b>20 May</b>	Margaret Davidson
<b>20 May</b>	David Reynald
<b>22 May</b>	Roderick Matheson
<b>26 May</b>	Lyle Jones

### PAM PALMER HOUSE

<b>7 May</b>	Ruth Walker
<b>10 May</b>	Barrie Hepworth
<b>16 May</b>	Betty Jones
<b>19 May</b>	Joyce Graham
<b>31 May</b>	Daphnie Blackwall

### POZIERES HOUSE

<b>1 May</b>	Deanna Waud
<b>4 May</b>	Bradford Berry
<b>6 May</b>	Janice Hutchinson
<b>8 May</b>	James Bolton
<b>9 May</b>	Aurora Caruana
<b>9 May</b>	Ivan Martinus
<b>9 May</b>	Nessie Newman
<b>11 May</b>	Judith Cutting
<b>20 May</b>	Allen Badman
<b>27 May</b>	Marguerite Taylor
<b>30 May</b>	Sheilia Hall





# Our FRIENDS

## NEW FRIENDS

### **DON LEGGETT HOUSE**

Henry Delma

Margaret Davidson

Christian Baillie

### **POZIERES HOUSE**

June Reid

Maureen Wardrop

Lynette Laws

### **PAM PALMER HOUSE**

Jean Taylor

Michael Maloney

Robert Travis



## FRIENDS FOREVER IN OUR HEARTS

### **DON LEGGETT HOUSE**

John Madsen

Ann Hoglund

Winifred (Win) Selwood

Margaret (Maggie) Davidson

Joan Bentley

### **POZIERES HOUSE**

Giovanna (Jo) Molloy

William (Bill) Molloy

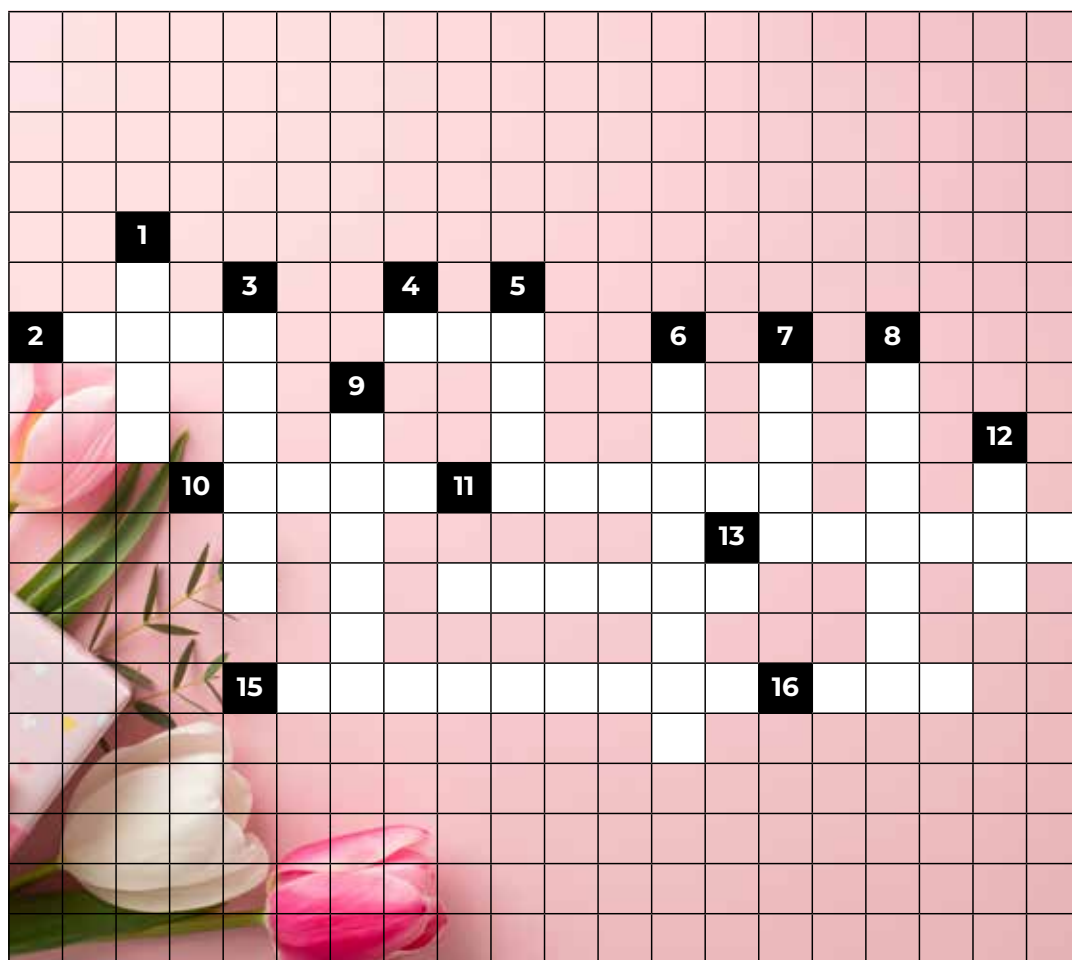
Shirley Auburn

Shirley Duignan



# Just for FUN

## MOTHER'S DAY CROSSWORD



### Across

**2.** A piece of writing that expresses emotions using words that rhyme.

**4.** Squeeze someone tightly in one's arms, to express affection.

**10.** Make it easier for Mum to do something.

**11.** An expression of gratitude.

**13.** Day of the week we celebrate Mother's Day.

**14.** Looking after those unable to care for themselves.

**15.** Give Mum a surprise and do this for her on Mother's Day morning.

**16.** Happy Mother's \_\_\_\_.

### DOWN

**1.** An intense feeling of deep affection.

**3.** Woman who gives birth or who has the responsibility of care of children.

**5.** Another word for present.

**6.** The quality of being friendly, generous, and considerate.

**7.** Touch with the lips as a sign of love.

**8.** Mum's Mother.

**9.** The seed-bearing part of a plant.

**12.** The fifth month of the year.

*Answers can be found on page 35*



# Just for FUN

## MOTHER'S DAY WORD SEARCH

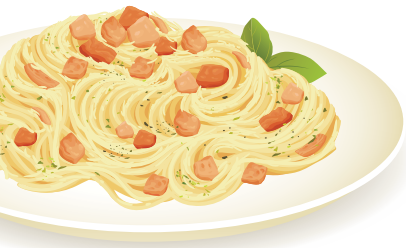


- |              |           |            |           |
|--------------|-----------|------------|-----------|
| APPRECIATION | FORGIVING | LOVE       | TELEPHONE |
| BEAUTIFUL    | GIFTS     | MATERNAL   | TENDER    |
| BREAKFAST    | GUIDANCE  | MOM        | THE BEST  |
| CANDY        | HUGS      | MOTHER     | WARM      |
| CHARMING     | JEWELLERY | NURTURE    | WISE      |
| COMFORT      | JOY       | PERFUME    |           |
| DEVOTED      | KISSES    | PROTECTIVE |           |
| FLOWERS      | LAUGHTER  | SHARE      |           |

Answers can be found on page 35

# Just for **FUN**

## FOOD ANAGRAM



1. **to ritual ale - french vegetable dish**
2. **drab glacier - anathema to Peter Kay**
3. **hot toe inhaled - classic English dish**
4. **abstracting hop area - a favourite for Italians**
5. **ape snack - Simply flour, eggs and milk**
6. **toot her chaplains - originates in this northern county**
7. **needlessly each wee - made famous by Wallace and Gromit**
8. **ma soak us - staple dish in Greece**



*Answers can be found on page 35*

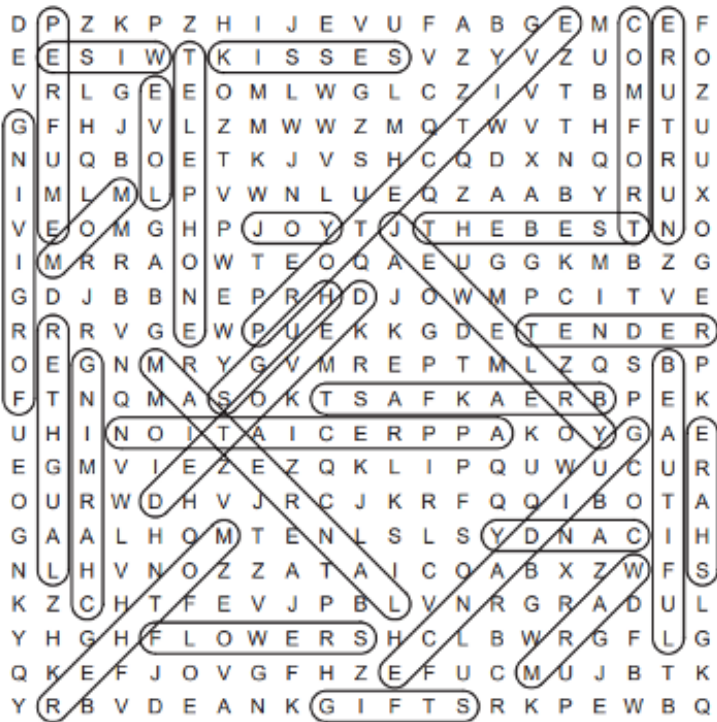


# Just for Fun ANSWERS

CROSSWORD



WORD SEARCH



ANAGRAM

- |                     |                        |                       |
|---------------------|------------------------|-----------------------|
| 1. Ratatouille      | 4. Spaghetti Carbonara | 7. Wensleydale cheese |
| 2. Garlic Bread     | 5. Pancakes            | 8. Moussaka           |
| 3. Toad in the hole | 6. Lancashire hotpot   |                       |

# 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**

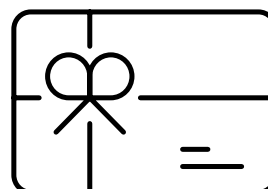
**peninsulavillage.com.au**

**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.

## 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.





## 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](http://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:

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?



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@penvill.com.au](mailto: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](http://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](http://agedcarequality.gov.au/making-complaint)