

# PIPELINE

Newsletter

October 2024 Edition



# What's on THIS MONTH

DATE	EVENT	TIME	LOCATION
Tuesday <b>1</b>	<b>International Coffee Day</b>	10:30am	Don Leggett House
Wednesday <b>2</b>	<b>Hawkesbury Brewing Co Lunch Trip</b>	10:30am	All Residential Aged Care Invited
Thursday <b>3</b>	<b>Oktoberfest Celebration</b>	10:45am	Pozieres House
Friday <b>4</b>	<b>Oktoberfest Happy Hour</b>	2:00pm	Don Leggett House
Sunday <b>6</b>	<b>Daylight Savings Starts</b>	2:00am	
Sunday <b>6</b>	<b>NRL Grand Final</b>	4:00pm	All Houses
Tuesday <b>8</b>	<b>Resident Relative Meeting</b>	2:00pm	Don Leggett House
Wednesday <b>9</b>	<b>Oktoberfest Happy Hour</b>	2:00pm	Pam Palmer House

# What's on THIS MONTH

DATE	EVENT	TIME	LOCATION
Thursday <b>10</b>	<b>Eileen 101st Birthday</b>	10:30am	The Tea House
Thursday <b>10</b>	<b>Dashain Celebrations</b>	All Day	All Houses
Tuesday <b>15</b>	<b>Kitty Patterson's 100th Birthday</b>	10:30am	Pam Palmer House
Tuesday <b>15</b>	<b>Resident Relative Meeting</b>	1:30pm	Pam Palmer House
Tuesday <b>15</b>	<b>Tempo Terrific Dance</b>	2:00pm	Pam Palmer House
Wednesday <b>16</b>	<b>Mitch in Concert</b>	1:30pm	Don Leggett House
Thursday <b>17</b>	<b>Ladies High Tea</b>	10:30am	Pam Palmer House All Houses invited
Monday <b>21</b>	<b>Australian Bird Week</b>	All Week	All Houses
Tuesday <b>22</b>	<b>JW Tappers</b>	10:30am	Don Leggett House

# What's on THIS MONTH

DATE	EVENT	TIME	LOCATION
Tuesday <b>22</b>	<b>Resident Relative Meeting</b>	1:30am	Pozieres House
Thursday <b>24</b>	<b>Breast Cancer Awareness Morning Tea</b>	10:45am	Pozieres House
Sunday <b>27</b>	<b>Grandparents Day Morning Tea</b>	10:30am	Pam Palmer House Don Leggett House
Tuesday <b>29</b>	<b>Breast Cancer Morning Tea Fundraiser</b>	10:30am	Pam Palmer House – all houses welcome
Thursday <b>31</b>	<b>Halloween Morning Tea</b>	10:30am	Don Leggett House
Thursday <b>31</b>	<b>Halloween Party</b>	10:45am 2:00pm	Pozieres House Pam Palmer House
Thursday <b>31</b>	<b>Halloween Bingo</b>	2:00pm	Don Leggett House

For all bus trips, please see the individual calendars for each House.

# Community EVENTS



DATE	EVENT	TIME	LOCATION
Every Tuesday	<b>Sids Barber Shop Ettalong – Tuesday Morning Special - \$20 cut and hot towel</b>	9:00am-12:00pm	410-412 Ocean View Rd, Ettalong Beach
Every Sunday	<b>Gosford City Farmers Markets</b>	7:00am-1:00pm	Gosford Showground
Tue-Sun <b>1-6</b>	<b>Life's a Beach - Coastal Twist Festival</b>		Umina Beach Skate Park, Sydney Ave, Umina Beach

# Community EVENTS

Tuesday <b>1</b>	<b>Woven wall hangings workshop</b>	10am	Umina Library, West Street, Umina Beach
Friday <b>4</b>	<b>The Essential Paul Simon: Tribute Show with Vince Harris &amp; Band</b>	8pm	Avoca Beach Theatre, Avoca Drive, Avoca Beach
Saturday <b>5</b>	<b>Terrigal Beachside Markets</b>	9:00am-3:00pm	Brick Wharf Road, Woy Woy
Thursday <b>10</b>	<b>The Songtellers</b>		FunHaus Factory, Donnison St, Gosford
Sunday <b>13</b>	<b>Woytopia sustainable living festival</b>		Woy Woy South Public School, The School Mall, Woy Woy
Sunday <b>20</b>	<b>Umina Beach Markets</b>	9:00am-2:00pm	Umina Surf Life Saving Club, Umina
Friday <b>25</b>	<b>ChromeFest</b>		Marine Parade, The Entrance

# CEO REPORT

Hello and hoping you are all well?

What a fantastic September we have had here at Peninsula Villages, with a number of wonderful events and activities organised for our residents. Dementia Action Week was a success – with the programs and educational talks from our Clinical, Memory Support and Lifestyle Teams engaging and interesting to all residents and family members.

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

information you receive are delivered by the professionals who manage these areas. These meetings are for our Residential Care residents exclusively. (Independent Living residents have a separate meeting.) Please see the section What's on This Month for upcoming dates of the next meetings.

The weather is warming up, so enjoy this beautiful Spring!

Kind Regards

**Colin Osborne**

Chief Executive Officer



# Lifestyle & COMMUNITY

Spring certainly is here and I love seeing everyone outside enjoying the warmth of the sun. We have had a very exciting September with a jam-packed activity calendar.

It was wonderful to see all fathers celebrating Father's Day at Peninsula Villages with their loved ones and our staff. I hope you were able to enjoy the festivities.

During September, we had the Electoral Commission on site for the local election. The Federal election is coming up soon in early 2025, so we will have a full team here taking your votes once again.

Thank you to the Learning and Development Team and the Japanese students of Kobe Tokiwa University in Japan for organising a very special visit to our campus. The residents enjoyed a full day of origami, dancing and 'Katagana' calligraphy with the students.

We held an event to raise awareness of R U OK? Day with cupcakes and morning tea.

We held a full week of events for Dementia Action Week, run by the Clinical and Lifestyle team and driven

by our passionate Memory Support Coordinator Linda and Facility Managers. There were informative talks and discussions, training for staff and residents, an outstanding Memory Care Connect BBQ in Don Leggett House and a fun scavenger hunt in Pozieres House. This week aims to raise awareness of dementia and teach how to understand and care for those living with dementia. An amazing week overall and we feel we have only scratched the surface of what is possible for our dementia care here.

October gets even better with Spring concerts, more bus trips, interactive fun activities like Oktoberfest, Bird Week, Grandparents Day and Halloween. The fun will continue as we lead up to our end of year Christmas celebrations. Watch this space!

## **Greg Patterson**

Lifestyle & Community /  
Events Manager







# 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](mailto:podcast@e4recruitment.com.au) or let your facility staff know.

# Last Month's News

## DEMENTIA ACTION WEEK



From 16th– 20th of September, Peninsula Villages got behind Dementia Action Week with our whole community. It was a fantastic week, filled with information, activities and plenty of smiles all around.

On 16th September in Pam Palmer House, the residents enjoyed an awareness talk by the Memory Support Coordinator, Linda Segrott, followed by an afternoon of activities and afternoon tea. On Wednesday 18 September, residents and

families from all three buildings met in Don Leggett House main hall to have a dance and sing with the entertainer Mitch. This was followed by a presentation from the Facility Manager, Elissa, who provided informative facts regarding dementia, services available (internal and external) and how Peninsula Villages supports our residents living with dementia, including a slide show.

The presentations were followed by a BBQ for the residents of Lavender



Bend and Ocean Beach, and their families. On Friday 20th September, we finished the week in Pozieres House with a scavenger hunt of fact finding among the flowers, morning tea and activities. Throughout the course of the week, there were also many educational opportunities for the staff to gain a greater understanding and knowledge of caring for those with dementia.

With many residential aged care facilities opting to no longer have specialised dementia care beds, Peninsula Villages is proud to be able to offer this service to our community. We currently have 28 specialised dementia support beds in our two secure memory support

units, as well as supporting those residents living with dementia in our mainstream care areas. Through a multidisciplinary approach and collaboration, the team is able to develop individualised interventions, supports and strategies into a comprehensive plan to provide better quality of life and support for residents living with dementia. Every day, we set out to ensure quality engagement through activities and programs, to enrich the lives of our residents.

A big thank you to the team behind the scenes!

**Elissa Bourke**  
Don Leggett House  
Facility Manager



DEMENTIA ACTION WEEK





### DEMENTIA ACTION WEEK





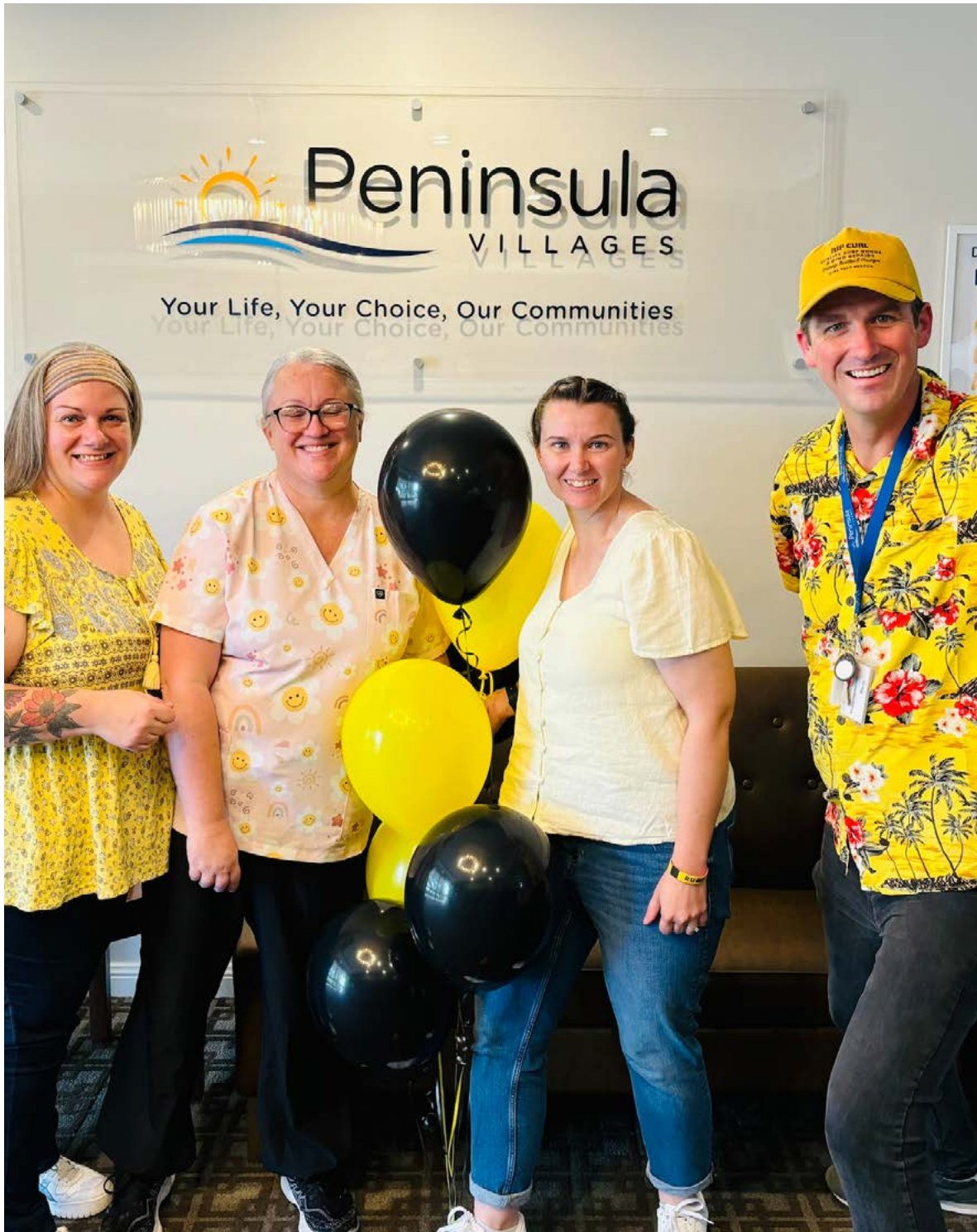
DEMENTIA ACTION WEEK





DEMENTIA ACTION WEEK





## RUOK? DAY

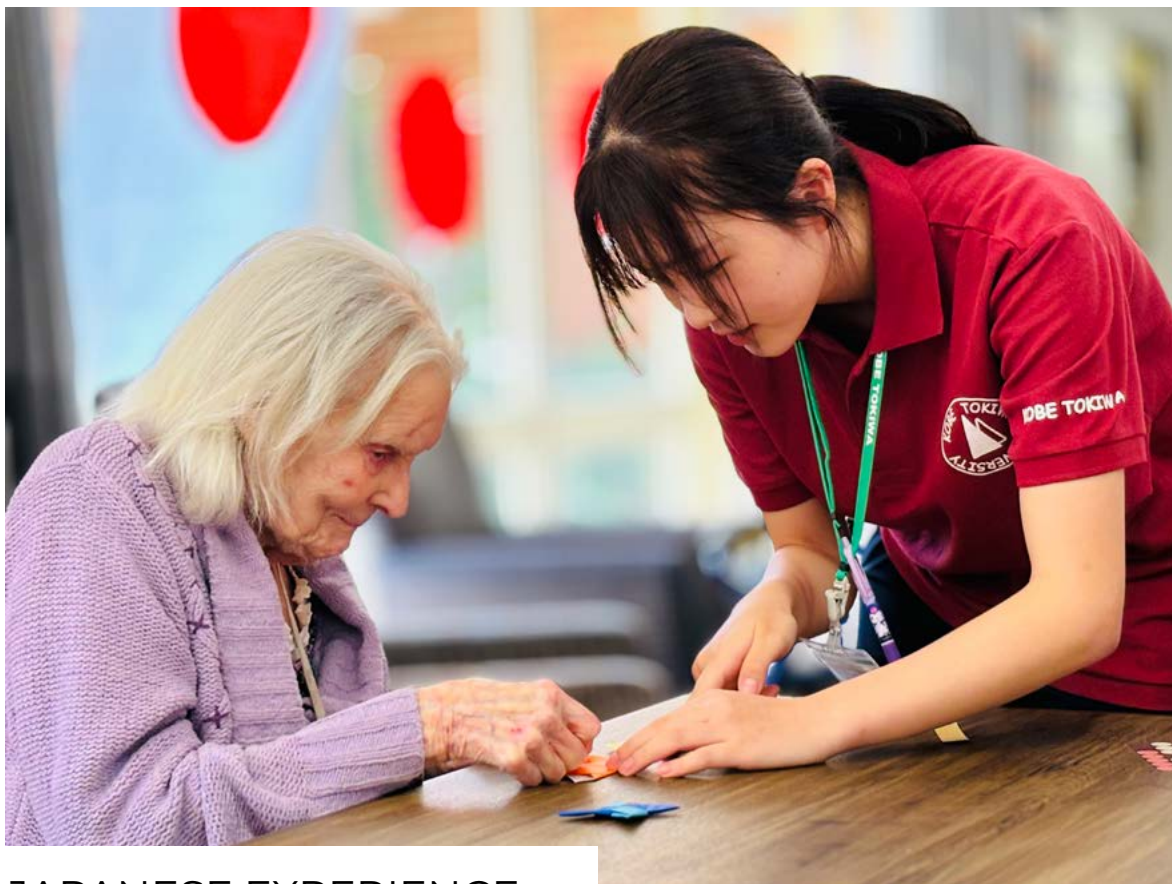
What a fantastic #RUOK?DAY yesterday at Peninsula Villages. Residents, Staff and Volunteers loved the cupcakes and we had many wearing yellow.





## JAPANESE EXPERIENCE

Our Learning and Development Department at Peninsula Villages, working alongside Kobe Tokiwa University in Japan, welcomed Japanese students to Don Leggett House.



## JAPANESE EXPERIENCE

With local interpreters able to share communications and interactions with residents, the future Registered Nurses helped residents make some beautiful origami.





## JAPANESE EXPERIENCE

The students also put on a traditional Japanese dance performance, and wrote Love in 'Katagana' calligraphy together. It's clear with the connections made today, language is not a barrier when it is replaced with joy, care and kindness. What a great cultural experience!





## GAME OF BOCCE

The sun is shining here on the grounds of Peninsula Villages - a perfect opportunity for Residents to get out in the warm weather and have a game of Bocce. This is a great shot of Bill, one of our more competitive players, finessing the ball for a winning bowl. This game is a favourite when the here sun shines!



### THE PIANO MAN!

Bill Ogg has been playing piano all his life in a variety of different bands and he always had his own piano at home for practice and family entertainment. Since recently retuning our piano, Bill has started playing his music for an appreciative audience once again - giving him joy, meaning and purpose. The smile says it all!



# Cooinda NEWS



We hope you had an enjoyable September as we move into the Spring and Summer months. I have some great news to share! I am sure you have seen our two cabanas which have been erected, one at each end of the Village campus. These are for the pleasure of all residents, to enjoy a nice place to sit and chat.

Cooinda's Christmas party will be held on Sunday 15 December. To enable us to finalise catering, please put your requests in early.

We have had great feedback regarding our new Cooinda News section that debuted in

September. Please give us your input for future Pipeline editions.

Thank you and on to another Month.

**The Cooinda Village  
Social Committee**

## JOKE TIME

You know you are getting old when your back goes out more than you do.

You know you are getting old when the candles cost more than the cake.

At our age, getting lucky is walking into a room and remembering why you went in there.

# Cooinda NEWS

## COOINDA'S MOST SENIOR RESIDENT SHIRLEY MCGRATH



I was born in February at Croydon Park and raised in Bondi. My first job was at Lustre Hosiery. I then took a job at Patricia's Chocolates and one of my duties was a chocolate dipper. Later I became a check out chick at Woolies for over ten years.

During the summer I was mostly at Bondi Beach on the weekends. Dancing was also a love of mine, and most Friday and Saturday nights would be at Peters Corner Dance

Hall at Randwick. This is where I met my husband, Vince. He asked me out and from there we became engaged and married in 1949.

We moved to Waterloo and then to Mascot where we had two children, Elaine and Mark, who are still very close to me. We moved to Umina Beach in 1982 and then to Cooinda Village in 2013. Sadly, during that first year I lost my dear husband.

I have been actively involved in the Cooinda Social Club Committee up until this year 2024, when ill health forced me to step down. However, I still attend our functions and sometimes I attend the outings to the local club.

Living at Cooinda has given me more security, happiness and an easy lifestyle and best of all the wonderful friendships I have attained over these years. I am very happy at Cooinda Villages, and – as I have said before - why would I live anywhere else?

# Daylight **SAVINGS** AND WARMER WEATHER



Spring has finally arrived, and we are putting the colder, darker days of winter behind us. As we switch to daylight savings and the weather gets warmer, we will be encouraging the residents to get plenty of sunlight and fresh air with more activities outside.

Once warmer weather arrives, other regularly programmed outdoor activities such as ball games, newspaper reading, garden walks

or exercise programs, will take place in Lavender Bend and Ocean Beach. Residents also regularly enjoy unstructured time in our secured outdoor spaces - reading, birdwatching, visiting with loved ones, or simply relaxing in the sun. Increased exposure to sunny days and vitamin D will especially help residents living with dementia.

**Linda Segrott**  
Memory Support Coordinator



# Resident CONTRIBUTIONS

## MY BRAIN DOESN'T WORK LIKE IT USED TO! IS THIS DUE TO OLD AGE?

I am fairly sure that I'm not the only resident in the Village who is aware of this embarrassing problem. It seems to happen at times when I am speaking—and suddenly I cannot remember the right word to say. So annoying! I decided to investigate and to discover what the experts say about the problem.

I have tended to put the blame on my memory when I cannot remember something, but there is another suggestion which is more kind. Scientists say that in old age we have had years of life experience, and we know so much that our brain is crammed with knowledge. This is why it takes longer to recall information. They assure us that this is normal in old people. I find this reassuring.

Finally, the well-known problem of going into another room to get or do something and then wondering "what on earth did I come here for"? I have learned that it is not a memory problem. It is nature's way of making older people get more exercise.

**Peter Swain**

## THE NOISY MINER

Little bird, all black and grey  
With yellow beak and eye  
On a she-oak branch she sits  
Now she hovers, now she tips  
Clings on only by her wits  
Till I ask, oh why

**Mary Gentile**

Pozières House

## 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.



*Handwritten text in cursive script, partially obscured by the pen nib, appearing to be a message or note.*

# Resident **IN FOCUS**

LORRAINE GASSMAN



My name is Lorraine Gassman and I have recently moved to Peninsula Villages. I can say hand on heart I have found happiness here and every day to me is a blessing.

Due to a stroke in December 2023, I spent a lot of time in and out of hospital and when I first moved to Pam Palmer House I felt broken. That was until I started to meet many friends and get involved in

all the activities here. One of those friends is Norm Hutton and he has helped me feel human again and I feel good about life. Norm has given me hope and after many years of challenges, I feel alive.

My family has always been good to me, and I know that my daughter has always got my back.

# Staff IN FOCUS

## KATHY COWELL | LIFESTYLE



Kathy has been a member of the Leisure and Lifestyle team at Peninsula Villages for 13 ½ years. She is a loyal dedicated worker who is compassionate and caring. Kathy has two daughters; one is an RN at Gosford Hospital and one works in aged care. Kathy also has a 3-year-old Grandson who lives with her and he is her world. Her favourite colour is blue, favourite music is rock and she loves to watch documentaries.

In Kathy's spare time she is a dedicated rock fan who attends many many rock concerts. Some bands she has seen perform live

are AC/DC, Bruce Springsteen, Chocolate Starfish, Jon Stevens and Cold Chisel. She has even been on a "Rock the Boat" cruise which features around -the-clock Rock music performed by live bands.

Fun fact about Kathy: she has danced live on stage with Bruce "The Boss" Springsteen. To this day, she has not washed the t-shirt she was wearing in 2017 as Bruce has touched it. I think we could say that was one of the best moments of her life!



Be sure to chat to Kathy about rock music when you run into her in Don Leggett House - she would be more than happy to participate.

# Volunteer **IN FOCUS**

ANJI



I enjoy walking, being outdoors, going to the beach and walking my dog.

I always think people should be respectful to each other and this is something I always live by.

I have been a volunteer here for quite some time and for the Cancer Council. There I was an assistant accountant, and it was a great experience.

It was a great experience when I first came to Australia.

I enjoy listening to others, especially the Residents stories.

I enjoy running the activities and working with the leisure and lifestyle staff. Steve and Narelle are very supportive with the activities I participate in.

# Department **IN FOCUS**

## DOMESTIC SERVICES



Peninsula Villages Domestic Service Team are a small group of dedicated and committed staff, working to ensure our resident areas are in tip-top condition.

Staff are allocated to different buildings and areas over varied shifts each day. They enjoy a good rapport with residents and staff and look forward to their interactions with residents.

The domestic services team work to demonstrate the Peninsula Village ICCARE Values.

Julie takes great pride in our Memory Support Unit in DLH and has been a valued Don Leggett

House team member for 16 years.

Jo B. has been a Peninsula Villages team member for 19 years and enjoys her daily interactions and friendships with residents in PPH.

Debbie M. is a long serving staff member of 19 years currently ensuring DLH and Pozieres House are at their sparkling best.

The Cleaning Dept also have a few new faces that are getting to know staff and residents, as they strive to make a positive impact on residents at Peninsula Villages.

# Church SERVICES



## INTERDENOMINATIONAL SERVICE

**10:00am in the Tea House**

Wednesday, 2 October, Mark

Tuesday, 8 October, David

Wednesday, 16 October, Mark

Tuesday, 22 October, Lesley

## CATHOLIC MASS

**10:00am in the Tea House**

Thursday, 24 October, Alex



## ANGLICAN SERVICE

**10:30am**

Wednesday, 2 October  
Rosemary, POZ

Wednesday, 16 October  
Rosemary, POZ & DLH

## BIBLE STUDY

**2:00pm in Leggett House**

Wednesday, 2 October, Sheila

Wednesday, 16 October Sheila

# Let's CELEBRATE

## OCTOBER BIRTHDAYS

### PAM PALMER HOUSE

- 4th** Melda Bradley
- 10th** Elieen Crawford  
101 years old
- 10th** Bob Hughes
- 14th** Jan Taulaigo
- 15th** Kitty Patterson  
100 years old
- 21st** Faye Bartlett

### PENINSULA VILLAGES ILU

- 4th** Peter Swain
- 10th** Deborah Clinton
- 26th** Sylvia Tull
- 28th** Joy-Anne Masiewicz

### COOINDA VILLAGE

- 4th** Lynne Daniel
- 9th** Dianne Hutchinson
- 10th** Jenny Tillitt

### DON LEGGETT HOUSE

- 13th** Linda Walker
- 19th** Nancy Warton
- 20th** Betty Lane

### POZIERES HOUSE

- 4th** Lynette Chislett
- 5th** Judy Clarke
- 8th** Lynette Prica
- 9th** Barry Boland
- 14th** Grahame Dalzell
- 16th** John Fielding
- 18th** June Jepsen
- 22nd** Alice Jones
- 29th** Colleen Witts
- 31st** Edna McGrath



# Our FRIENDS



## WELCOME NEW FRIENDS

### **PAM PALMER**

Col Barrow  
Jennifer Fitzroy  
Louis Harris  
Stanley Keene  
Anne Weir

### **DON LEGGETT HOUSE**

Judith De Vivo  
Leonard Player  
Helen Alder  
John Welsh  
Dawn Ingram  
Lorraine Bevan

### **POZIERES HOUSE**

Zena Newbold  
Christine Garrett  
Yvonne Fussell  
George Jones  
Paulene White  
Janice Cunningham  
Arshalouse Blair



## FRIENDS FOREVER IN OUR HEARTS

### **PAM PALMER HOUSE**

Miklos Kosztyo

### **DON LEGGETT HOUSE**

Gail Verrell  
Betty Gaut  
Lucy Roy  
Helen Holding

### **POZIERES HOUSE**

Madge McManus  
Betty Laybutt  
Duro (George) Banjanac  
Dorothea Ford  
Lynette Laws



# Just for FUN

## JOKES



1. What is a flower's favourite kind of pickle? **A daffo-dill.**
2. Why is the letter A like a flower? **Because a B comes after it!**
3. How do you plant a kiss in spring? **With two lips.**
4. When is it impossible to plant flowers? **When you haven't botany.**
5. Why couldn't the little flower ride a bike? **It didn't have any petals.**
6. I just opened a flower shop. **Business is blooming.**
7. What's the best flower for a boy to give on Mother's Day? **A son-flower.**
8. Did you hear about the flower who went on a date with another flower? **It's a budding romance.**
9. What type of flower do you plant in the dark? **A light bulb.**
10. Why did the farmer bury his money? **To make his soil rich.**

# Just for FUN

## WORD SEARCH

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

BLACK CAT  
 COBWEB  
 GHOST  
 GOOSEBUMPS  
 GRAVEYARD

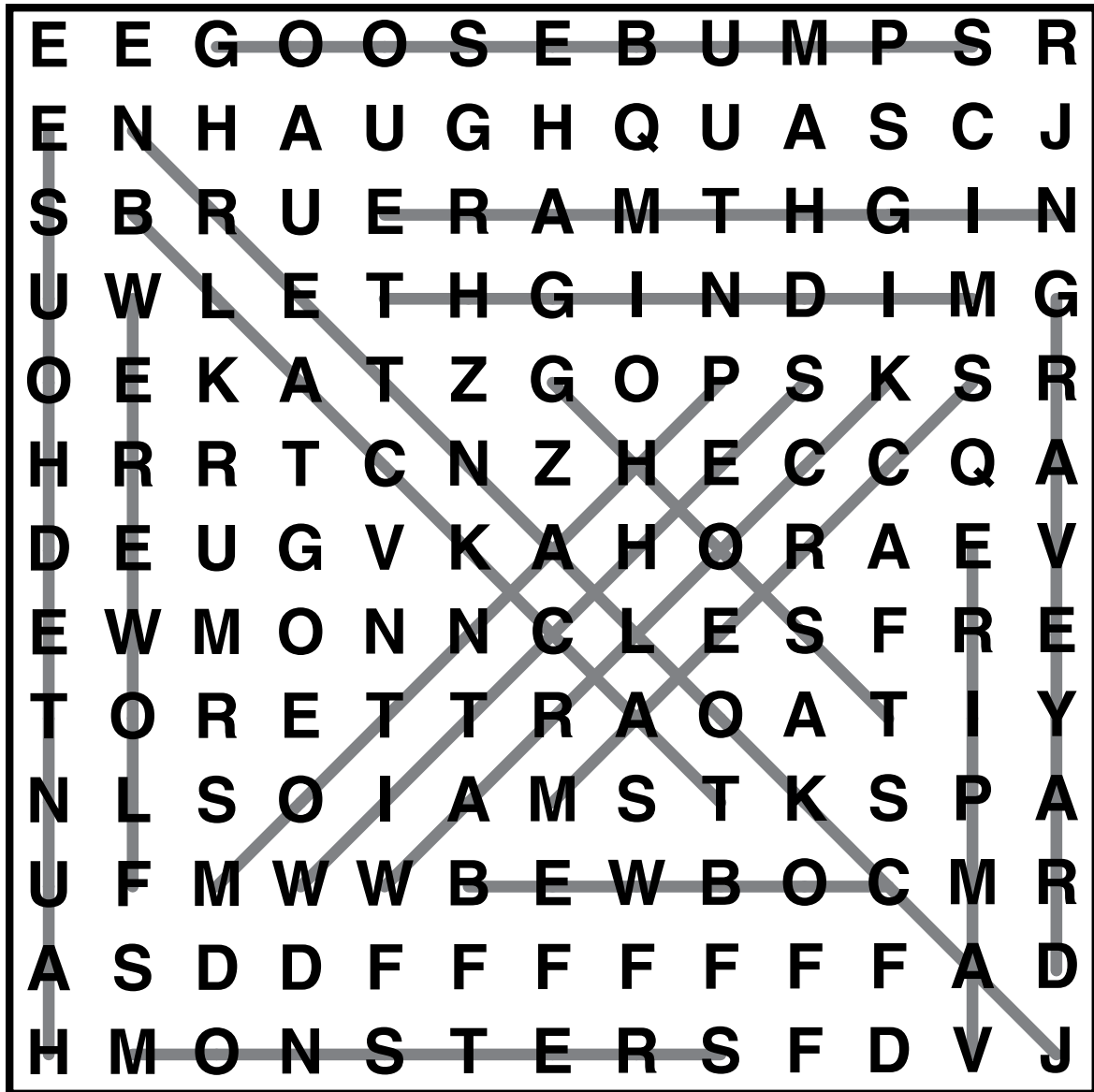
HAUNTED  
 HOUSE  
 JACK-O-  
 LANTERN  
 MIDNIGHT

MONSTERS  
 NIGHTMARE  
 PHANTOM  
 SCREAM  
 VAMPIRE

WARLOCK  
 WEREWOLF  
 WITCHES

# Just for Fun

## ANSWERS



# Onsite HAIRDRESSERS

## DAYS AND TIMES FOR OUR ONSITE HAIRDRESSERS



**ANNE**  
Phone 0414 532 660

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



**JULIA**  
Phone 0466 984 341

<b>TUESDAY</b>	9.30am - 3pm	Pozieres House
<b>THURSDAY</b>	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 Pooderas Avenue  
 Uminia 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**



## 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	<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:

EXAMPLE ONLY.  
FORMS AVAILABLE  
FROM RECEPTION.

What outcome/s are you hoping to achieve?

Is this a re-occurring issue?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Do you require a response in writing?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Signature of person providing feedback: <input 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 type="text"/>	Date Logged:	<input type="text"/>
Receipt of Feedback Acknowledged by:	<input type="text"/>	Date:	<input 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](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 [opan.org.au](http://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](http://agedcarequality.gov.au/making-complaint)