

From the Manager



Cassie Simadas

Welcome to another edition of The Bugle. Our focus this year is on continual staff development.

We have a number of educational initiatives underway to ensure our team members are equipped with the latest industry knowledge and practical training so they can deliver the best possible care to residents and clients.

In particular, staff are undertaking professional development in the areas of medication competency, Carer assist program, Cert IV training, first aid training, and dementia support training. This continual upskilling will ensure our team continues to work together to put residents first.

I hope you enjoy reading the good news stories in this edition. I draw your attention to the Feedback section on page 2, and encourage you to complete the brief Care Rite survey by scanning the QR code.

I hope everyone enjoyed a safe and relaxing Easter break.



Resident profile



Meet Allan, who's supported to keep his backyard chook at Bundaleer

When Allan moved to Bundaleer, he became firm friends with our community's backyard chook, Isa. Unfortunately, this beautiful bird passed away last month leaving Allan a bit lost. Seeing how much Allan was missing taking care of a chook, staff rallied around to order another one for him and she's settling in beautifully!

What do you love about looking after chooks? Keeping backyard chooks has been a part of my life since I was a boy. They make great pets and I love watching them scratching about. Isa Brown is my favourite breed.

What did it mean to you when the staff here arranged to buy you a new chook? Oh, it meant the world! I was so touched that they'd do that for me. I was really missing my old Isa because she was part of my routine here. I'd spend time with her every single day, checking she had fresh water, collecting her eggs, feeding her sweet corn and talking to her about all the comings and goings. Now I'm doing all these things with my new chook!

Have you bonded with your new chook yet? I certainly have. We are great mates already and I've been training her to come when I say her name - which is, of course, Isa!



Community Noticeboard



Everyone's loving our Stay Grounded Café

Have you visited our on-site café lately? Now run by Kylie from the Stay Grounded Coffee Van, it's become a very popular place for Bundaleer residents to meet up with friends and family.

There's excellent coffee, made-to-order sandwiches, wraps and burgers, and a great range of sweet and savoury items. Or try one of the \$10 lunch specials like lasagne and salad, fish tacos or chicken pot pies.

A regular group of Village residents has formed a Coffee Club that meets here every Thursday morning.

The café is open Tuesdays and Thursdays from 8.30am – 2.00pm.

An 'A' for Quality

The Australian Government's Aged Care Quality Assessors independently audited Bundaleer's Aged Care Community recently.



We're delighted to share that our community achieved the maximum possible accreditation of three years!

Our Retirement Village has started preparing for accreditation to the Australian Retirement Village Accreditation Scheme (ARVAS) - the main accreditation scheme for retirement village and seniors housing operators in Australia. We are confident Bundaleer will pass with flying colours and we'll keep you updated.

Feedback



Feedback from residents, clients and families is important to us so we can make positive changes.

We also love hearing when we're doing something well.

To provide feedback, you can:

1. Tell us in person
2. Fill out a feedback form and hand it to a staff member
3. Email Apollo Care's Chief Governance Officer at feedback@apollocare.com.au
4. Complete a short Care Rite survey about the wellbeing of residents and clients by scanning the QR code above.

Home Care



Our new Tamworth Home Care Office is open for business!

The Tamworth team has officially moved into their new headquarters inside The Atrium Shopping Centre in the heart of town.

This move is part of our commitment to enhance our service in this region so that we can support even more clients to remain living independently in their own homes. The new location is much easier for New England locals to access, and our team is loving welcoming them inside to discuss their individual support needs.

Bundaleer Home Care also services the Mid North Coast region, and we offer one of the broadest ranges of Home Care services and funding packages in these two areas. In fact, we have clients accessing services through six different funding streams, including Home Care Packages Program, Veterans Home Care, DVA Community Nursing, NDIS, iCare and also private home care. This means that we can support our clients with consistent carers and the most cost-effective funding combination.

To find out more about how Bundaleer Home Care can support you in your own home, call our Home Care team in Wauchope on (02) 6586 9490, or Tamworth on (02) 6761 3600.



Our local Home Care team is growing!

We've recently welcomed Kay Wisselo (above left) as our new Clinical Case Manager.

Kay's role encompasses Clinical Governance, Complex Client Case Management, and Clinical Training and Support. Kay has many years' experience in Home Care and is a qualified Registered Nurse.

Our fantastic Rosterer, Carly Condon (above right), has been promoted to Home Care Administrator.

She will be supporting our team across contract management, funding and claiming, marketing, quality and business development.

Her focus will be on streamlining administrative processes to enhance the service we offer clients in both the Mid North Coast and New England regions.

What our team says about working at Bundaleer



"Helping others is meaningful and rewarding."

"It's a very fulfilling job and we have lovely clients."

"Wonderful team. Wonderful clients."

"It's so satisfying knowing that clients appreciate you."

Retirement Living



Refurbished villas available soon

We're excited to be upgrading four villas at Bundaleer Retirement Village, ready to welcome more residents to our beautiful community in the next few weeks.

These two-bedroom villas have been modernised with new flooring throughout, fresh paint and new light fittings and ceiling fans. Complete with air-conditioning, garden or courtyard, and a secure garage, these villas are ideal for singles or couples. Set in tranquil grounds, the Village offers an on-site café, BBQ area, organised activities and outings and the peace of mind and companionship of a welcoming, close-knit community.

If you know someone who might be interesting in moving to Bundaleer, ask them to contact Sheree by calling (02) 6586 9400 or emailing village@bundaleer.org.au

Become a volunteer!



We're looking for more volunteers to join our team and make a real difference to residents' wellbeing in our Aged Care Community. You can nominate your preferred activities and availability.

For more info, talk to our Lifestyle Team, **by calling (02) 6586 9400 or emailing HR@bundaleer.org.au**

Sheree's Technology class



Our very own Sheree runs a regular Technology Class for interested Village residents. If you're having issues with mobiles, laptops or other devices, or are keen to learn more about how to stay connected through social media, come and join this informal session. Just pop in with your questions and she'll guide you with one-on-one help.

When: Third Wednesday of every month 2.00-3.00pm

Where: Community room

Favourite moments



Market stall outside IGA



Easter raffle



Birthday fun