

From the Manager



Cassie Simadas

I'm pleased to report that we have enhanced our Lifestyle program in the Aged Care Community, with new Lifestyle Manager, Dion, developing an exciting calendar of activities and outings.

Residents are eagerly anticipating the Whale Watching cruise next month aboard the Essence boat off Port Macquarie – it even has underwater viewing windows! A special thanks to our wonderful volunteers who assist Dion to make these experiences possible.

Our Aged Care Community and Home Care service have established Community Steering Committees with participation from clients, residents and family members.

These Committees are a valued part of our organisation and help enhance our services. We encourage anyone interested in joining to contact us on (02) 6586 9400.

We're in the lead up to our Home Care Accreditation by the Australian Government's Aged Care Quality and Safety Commission. We look forward to showcasing the excellent efforts of our Home Care team in delivering high quality care and services to clients in the Mid North Coast and New England regions.



Meet Jeannie

Our dedicated and highly experienced Home Care Nurse

With an impressive 54-year career in Nursing, we love having Jeannie as part of Bundaleer's Home Care team.

Discovering a passion for caring for others from a young age, Jeannie has dedicated her working life to helping people in the communities she's lived in.

"I'm very fortunate to have found a career that I still love and enjoy today. Although I've worked in a variety of different settings in both Australia and overseas, including hospitals, a private boys school and a Kibbutz in Israel, I've spent almost 30 years working in aged care and I love the variety it brings," says Jeannie.

"Specifically with home care Nursing, I enjoy the flexibility and relationships you build with different clients, and that we're able to help people live independently in their own homes for as long as possible. Every day presents its little rewards and challenges, and I really like that every day is different."

"It also helps that I work with such a great, cohesive team, I always feel very supported. We have weekly meetings where we discuss our clients so that we're all informed of any changes to their routine or care needs. This ensures that we can always provide the best care possible."

We acknowledge that at Bundaleer, we gather on Birpai Land. We pay our respects to Elders past and present, for they hold the memories, the hopes and the traditions of Aboriginal Australia.



Notice Board

Global award finalist for Employee Wellbeing

Apollo Care has been named Finalist in the 2024 'Innovation of the Year - Employee Wellbeing' category in the 12th Asia Pacific Eldercare Innovation Awards.



This achievement recognises, on an international scale, the effectiveness of Apollo Care's culture program that uses cloudbased technology to enhance staff wellbeing. This innovative approach has increased employees' sense of achievement and connectedness.

In addition to a happier and more engaged Apollo Care workforce, the other big winners from this strategy have been the residents! Thanks to our amazing team, Apollo Care residents and their families scored our communities in the top percentile (78% or greater) for psychological, emotional and spiritual wellbeing.

Home Care Commitee



Bundaleer Home Care has established a Community Steering Committee in line with Government regulations. This Committee is driven by clients and their representatives and functions as an additional forum for feedback and suggestions about our Home Care service.

If you'd like to be involved, we'd love to welcome you! Meetings are held every three months for one hour at Bundaleer Wauchope, or you can join via Teams. Our next meeting is Thursday 22 August, 2024 at 10am. For more details, please email homecare@bundaleer.org.au, or call (02) 6586 9490.

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.



3 things Jeanne and Dave love about Bundaleer Retirement Living

1. When we travel, we know our home is safe and secure and the lawn will still be mowed.
2. We love Village life! There are so many activities like morning tea, bingo, happy hour or just enjoying visiting the on-site cafe with friends.
3. Most of all, we value the friendships we have forged since moving to Bundaleer.

Aged Care

Lunchtime at Bundaleer



Mealtimes at Bundaleer Aged Care Community are a special time for residents to come together and share stories over delicious homemade food.

“It’s wonderful to see everyone at mealtimes and having lunch in the dining room is one of my favourite times of the day. Catching up with friends and the conversations we have make this a very enjoyable and social time,” says Jovanka.

“There is so much variety here and Chef Dion always tries to accommodate our requests for special dishes or flavours. I asked him to make scones for my birthday and he sent the biggest platter of scones I have ever seen!” says Vera.

Residents at Bundaleer rave about the freshness and flavour, and say they’re eating better than they would be living on their own.

“The meals are absolutely delicious. I come from a family who owned restaurants and delicatessens and the food here makes me very happy,” says Vally. “And while sometimes I like to spend time by myself, I love the community BBQs, especially having a sneaky glass of wine with the girls! I really enjoy the friendships and connections I’ve built with my neighbours.”



Meet Dion – our Chef and Lifestyle Manager focussed on enhancing every day for Bundaleer residents

After 17 years working as a fine dining Chef, Dion decided he wanted a change, and embraced the opportunity to work in residential aged care as our Head Chef.

Two and half years later, Dion has also taken on the role of Lifestyle Manager – combining his love for food and creating joyful experiences for residents.

For Dion, this dual role is especially rewarding. “Mealtimes and lifestyle activities give residents so much enjoyment, and I love that my role allows me to bring both together to make such an important contribution to their overall happiness,” he said.

“I love interacting with residents and getting to know them. I’m fortunate to have two great teams across Lifestyle and Food Service who all work together to make things fun and enjoyable, always with a focus on making residents smile.”

Special events!

June (Date TBC)	Bundaleer Talent Show
July (Date TBC)	Visit to the Slim Dusty Museum in Kempsey
June (Date TBC)	Whale watching cruise off Port Macquarie

Retirement Village



Bundaleer Walking Group

Stepping out in the fresh air, surrounded by beautifully landscaped gardens and rolling hills is a delight for many residents at Bundaleer Retirement Living. That's why a few years ago, residents started their own daily walking group. And everyone is welcome!

Depending on the time of year, residents either choose to rise early and set off at around 7.30am when the day feels so fresh, and the only sounds to be heard are the calls of the morning birds. As the cooler weather approaches and daylight savings ends, even more residents join the group as it transitions to an afternoon walk.

Changing their route and scenery as they go, residents often walk a couple of blocks either inside the grounds of Bundaleer or outside the community.

This is a lovely time for residents to boost their wellbeing while connecting with neighbours, catching up on key events and their families, reminiscing about the past, and sometimes they'll even sing a little tune!

Congratulations to our prize-winners

The Resident Committee's communal vegie garden is a much-loved part of our Village. Interested residents are invited to attend working bees every Friday afternoon to keep this area flourishing, and anything that's grown is shared with other residents.

In April, residents entered a range of produce and preserves to the Wauchope Show, and the judges were very impressed, handing out a swathe of prizes. Well done to everyone involved.

Resident, Colleen Ninness won prizes for her preserves, herbs, limes and chillies.



Favourite Moments



Easter Lunch



Enjoying our Coffee Shop



Happy Birthday to Pauline & Lois!

Bundaleer's Quality & Safety Report



Apollo Care is committed to using best-practice governance and clinical governance systems to deliver exceptional resident and client experiences in all of our communities.

We recognise that transparency is a key part of delivering on this objective, and we are implementing a new engagement framework so all residents, family members and representatives, and staff are provided with up-to-date quality and safety information. Although this is not a government requirement, we are excited to showcase our achievements and acknowledge the areas where we need to improve.

In each newsletter, we will publish the latest updates for one of the four Quality & Safety areas: Feedback & Complaints, Quality Standards Compliance, Incidents & Hazards, and Quality Improvement Projects.

April 2024 update: Feedback & Complaints

Apollo Care values feedback in all its forms, including compliments, suggestions and complaints. We use feedback to understand what we are doing well and to improve the care and services we provide.

We try and make it as easy as possible to provide feedback



You can email us at info@bundaleer.org.au, fill out a 'Tell Us What You Think' feedback form and place in the Feedback Box (located at Reception), or simply provide your feedback to any member of our team.

Alternatively, you can visit www.apollocare.com.au and follow the prompts to submit your feedback, in confidence, to Apollo Care's Chief Governance Officer.

Home Care

During the last quarter, we received 26 items of feedback, including 12 compliments and 14 complaints. Compliments received mainly related to care and services, with positive feedback also being received about contracted suppliers. The 14 complaints we received during the quarter related to client and carer matching and cleaning services.

Residential Aged Care Community

During the last quarter, we received 27 items of feedback, including 14 compliments and 12 complaints. Compliments received mainly related to care and support services, with positive feedback also being received about care delivery. The 12 complaints we received during the quarter mainly related to care services, communication and laundry service, providing insights and opportunities for improvement.

Retirement Living

During the last quarter, we received three items of feedback. These were three complaints relating to minor village environment issues.

Favourite moments



Aged Care Community Choir



Happy birthday to Retirement Living resident, Rose



Playing pool



Pet therapy



Raising the flag



Home Care client visits Wauchope Truck Show



Safety For Seniors Presentation



Fun and games with neighbours

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