

JANUARY 2024



Yallambee

BUZZ

A Monthly Newsletter by Yallambee Traralgon Village for the Aged Inc.
Margery Cole Residential Care Service



This Month

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“

We are one, but we are many
and from all the lands on earth we
come. We'll share a dream and sing
with one voice. "I am, you are, we
are Australian."

The Seekers

News from the Board

Dear, Residents, families, friends and staff of Yallambee.

As Board Chair, I am privileged to witness the tremendous impact of our staffs have efforts on our organisation's mission and the well-being of those we serve. The staff's dedication exemplifies the core values that Yallambee stands for, and it contributes significantly to the positive and nurturing environment we strive to maintain.

In challenging times and moments of triumph alike, our staffs professionalism and commitment shine through, making Yallambee a place of comfort, care, and excellence. This hard work does not go unnoticed, and we are truly grateful for the pivotal role that each staff member plays in our shared mission. The impact made in the lives of those we care for is immeasurable, and we are fortunate to have such a dedicated and talented team. Our staffs insights, dedication, and passion continue to drive the success of Yallambee, and we look forward to achieving even greater milestones together.

As we embark on the journey into 2024, it is imperative to acknowledge the evolving landscape of the Aged Care industry and the significant challenges that lie ahead. I would like to update you on the progress made by the Executive and senior management in preparing for these changes and reinforcing our commitment to excellence in care. Throughout 2023, the Executive team has been diligently working on aligning Yallambee with the revised Quality Standards set to be implemented in July 2024 and ensuring compliance with the upcoming reporting obligations.

The Aged Care reforms changes demand a strategic approach to meet new requirements and uphold the highest standards of care for our residents. This involves not only adapting our operational practices but also embracing a proactive stance towards risk management and quality assurance to ensure Yallambee continues to meet accreditation.

The Executive team and senior management have been actively engaged in enhancing internal quality and risk reporting to support these changes. This is vital not only for meeting the expectations of the Board and its Committees but also for ensuring transparency and accountability across all levels of the organisation. The focus remains on strengthening our commitment to compliance with legal and regulatory requirements. The strengthened Quality Standards are expected to commence from July 2024.



- Standard 1: The Person
- Standard 2: The Organisation
- Standard 3: The Care and Services
- Standard 4: The Environment
- Standard 5: Clinical Care
- Standard 6: Food and Nutrition
- Standard 7: The Residential Community

As part of our commitment to good governance, the Board's attention is drawn to the ongoing refinement of our risk registers. This process aims to provide a comprehensive understanding of potential risks and challenges, allowing for informed decision-making and proactive risk mitigation. By fortifying our internal mechanisms, we aim to assure the Board and the wider community that Yallambee is dedicated to the highest standards of care, ethics, and governance.

The collaboration between the Board, Executive, and senior management is crucial in navigating the complexities of the evolving Aged Care landscape. We understand the significance of these changes, and our collective efforts are geared towards not only meeting but exceeding the expectations set by the regulatory framework.

I am also pleased to provide an update on the progress of our 2023-2025 strategic plan, which was approved by the Board early 2023. We have been diligently working to achieve the deliverable targets outlined in the strategic plan. As we move forward, our commitment to the strategic objectives remains steadfast. The strategic plan serves as our roadmap, guiding us through the dynamic landscape of the Aged Care industry and positioning Yallambee as a leader in providing exceptional care. These efforts encompass a range of areas, including operational efficiency, quality of care, staff development, and community engagement. Regular assessments and reviews are conducted to ensure alignment with the strategic priorities and to address any emerging challenges.

The Board's focus for Yallambee's Retirement Living continues in renovating and making vacant units in the village available for sale or lease. This is progressing well, aligning with our strategic goals to meet the rising demand from prospective residents and to generate additional income for the organisation.

The renovation initiative is a testament to our commitment to providing high-quality living spaces that cater to the evolving needs and preferences of our existing Village residents. By revitalising and making these units available, we aim to not only meet the demands of the market but also to create a vibrant and inviting community within the Retirement Village.

In tandem with these efforts, we are pleased to announce the strengthening of the Village Advisory Committee. This committee plays a crucial role in fostering communication and collaboration between the residents and the management. Their insights are invaluable as we work towards creating an environment that enhances the overall living experience in our Retirement Village.

Additionally, it is my pleasure to inform you that the annual general meeting for the Village will be chaired by our Deputy Chair, John Warren. His leadership and guidance will ensure that the meeting serves as a platform for constructive discussions, feedback, and strategic planning. We believe that this collaborative approach, involving residents and key leadership figures, will contribute to the continued success and growth of our Retirement Living division.

The Board remains committed to transparent communication and collaboration with all stakeholders. Regular updates on the progress of these initiatives will be shared, and we encourage ongoing feedback to refine our approach and ensure that we are meeting the expectations and needs of our residents and the broader community. We look forward to seeing you throughout 2024 as we continue to work through the challenges we face and as we continue to deliver the best quality of care to our consumers.



Thank you all for your continued support and dedication to Yallambee's mission and vision.

A handwritten signature in blue ink that reads "V. de Beer". The signature is written in a cursive, slightly stylized font.

Victor de Beer
Board Chair

Key Strategies 2023 - 2025

Strategy One: Creating Community for the Future

Engaging with our residents and the wider community

Understand future community needs

Build future professional relationships and partnerships



Strategy Two: Designing Care for the Future

Explore new innovative service models

Develop future models of care

Residents experience the best care



Strategy Three: Learning for the Future

Create a culture of learning

Ensure staff and Directors are future ready

Strong focus on a multi-skilled workforce



Meet Yallambee's Newest Director

Yallambee Board welcomed new director, Amanda (Mandy) O'Neil to its Board in November 2023. Mandy's wealth of experience and expertise in the healthcare and aged care sectors will undoubtedly contribute to the strategic vision and decision-making processes of the Board.

We are confident that her unique skill set will complement the existing strengths of the Board, further fortifying our ability to navigate the complexities of Aged Care. Mandy has been appointed to sit on the Quality Care Advisory Body for the year 2024. Mandy's involvement in this capacity underscores her commitment to upholding and advancing the highest standards of care at Yallambee.

The Quality Care Advisory Body plays a pivotal role in guiding our organisation towards excellence in care delivery, and we are fortunate to have Mandy contribute her expertise in this important forum.



Mandy O'Neil, Director

BHN, GradCert Health Service Management (Quality & Safety)

Growing up as a child holidaying on the Ninety Mile Beach and now residing in Gippsland, Mandy enjoys the country lifestyle, and the

brehtaking place Gippsland is. With over 15 years working in the health and aged care industry, Mandy brings a wealth of aged care knowledge and experience specifically related to quality care and services, compliance, and governance. Mandy has held senior management positions such as Acting General Manager of Quality and Innovation and most recently as an Aged Care Consultant specialising in Governance, Risk, Compliance and Policy. She is a Member of the Australian Institute of Clinical Governance and a Member of the Australian Nursing and Midwifery Federation.

Mandy also has a registered nursing background and sits on the Quality Care Advisory Body.

Feedback from Unannounced Visit by the Commission

Yallambee had an unannounced visit by the Aged Care Quality and Safety Commission on Thursday, 4 January 2024. Two Senior Quality Assessors were onsite for much of the day.

The key areas of assessment by the Senior Quality Assessors, and their feedback reported to the Commission in relation to Yallambee's Emergency Management Monitoring Controls included:

Assessment of documents provided

Emergency plan and disaster plan documents are clear and comprehensive.

Minutes show effective governance and monitoring processes in place maintaining effective systems.

Staff training in emergency management is completed for all staff annually and compliance is monitored.

Emergency and other equipment is managed and monitored effectively with evidence of review by quality and risk executive/management committee.

Visit outcome areas of best practice and opportunities for improvement

The service demonstrated excellent systems and processes to ensure appropriate emergency preparedness.

Opportunities for Improvement

It was identified that Basic Life Support (BLS) training is not included in the annual staff training schedule. The code blue process does not include checking the advance care plan.

To strengthen our practices, we have addressed these opportunities for improvement to ensure that Yallambee is providing best practice and continues to deliver high quality-care to our residents and a safe work environment for our workforce. Thank you to all our resident and staff who were involved on the day.

Alison Snell
Chief Executive Officer

Australia Day Concert

On Tuesday, 23 January at Yallambee, we hosted our annual Australia Day concert, a lively event where our Lifestyle & Wellbeing Team showcased their creativity. Dressed as iconic Australian figures, they delivered performances, featuring hits from Daddy Cool, John Farnham, Olivia Newton-John, the Wiggles, AC/DC, and the Seekers. A returning Lifestyle & Wellbeing staff member even reprised her role as Judith Durham. The concert was a tremendous success, with many residents joyfully singing along.



Daddy Cool



The Wiggles



John Farnham



AC/DC



The Seekers

Following the performance, we all enjoyed classic Australian food, indulging in favorites like sausage rolls, dim sims, and delicious Chiko rolls. It was a true celebration of all things Aussie.

Resident & Staff Spotlight

Ken Birbeck
Margery Cole Resident



Length of time at Yallambee:
16 months

The best thing about living at Yallambee:

Knowing you have people around that can help you when needed

The worst thing about living at Yallambee:

I miss my independence

One thing you don't know about me:

I was an exchange student from America. I graduated from school there

My favourite staff member:

I like all the staff that's nice and are friendly

My favourite food:

Seafood

My favourite lifestyle activity:

Happy hour

Deanna Bourke
Staff Member



Role at Yallambee:

Personal Care Worker

Length of time at Yallambee:
2 years

Job previous to Yallambee:

Manager at Tattsлото

One thing you don't know about me:

I have been skydiving and about to go again with my son for his 18th birthday

Favourite pastimes:

Fishing, paddle boarding, reading, and spending time with my family

My favourite food:

Lasagna

Advice to new staff:

Be kind, treat others how you would like to be treated. Be patient

Jim Lawler
Yallambee Village Resident



Length of time at Yallambee:
19 months

The best thing about living at Yallambee:

Being in walking distance of my wife Isobel at Margery Cole and having my independence

The worst thing about living at Yallambee:

There are no bad things, I really enjoy living at Yallambee

One thing you don't know about me:

My wife Isobel and I have been married for nearly 64 years. I was in a band with my wife called the Kuda Beanz and have played at Yallambee a few times

Favourite food:

A good serve of fish and chips

Advice to new residents:

Enjoy your time at Yallambee and involve yourself with the Village Community

Margery Cole *News*

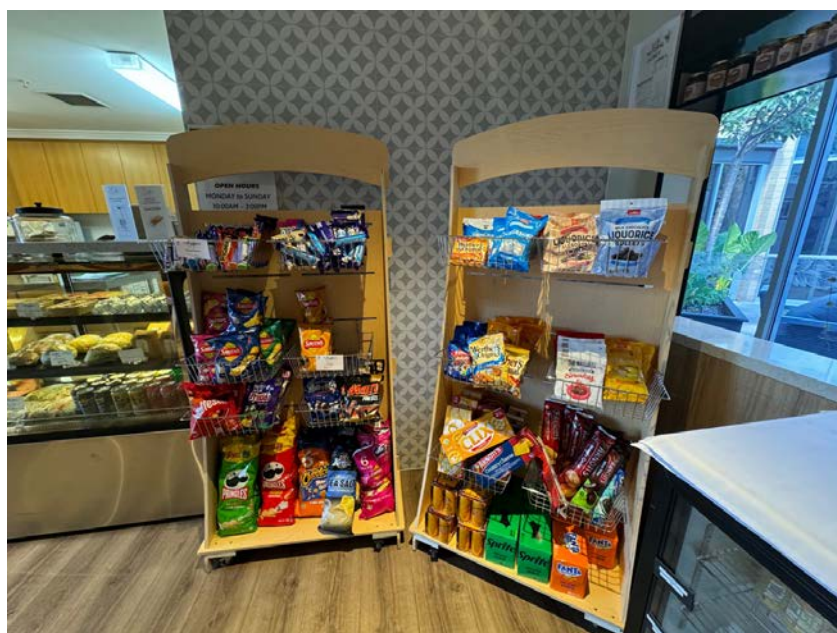
Vic Return

Yallambee is now collecting empty bottles and cans in designated bins at the Cafe. The funds generated from this initiative will support the development of exciting new projects throughout the Yallambee community.



Little Shop

Yallambee's Little Shop, previously held every Tuesday afternoon at 3pm, has now found a new home in the Cafe. Residents, staff, and visitors can now conveniently access the shop from Monday to Friday, between 10am and 3pm, to purchase their goods.



Village *News*

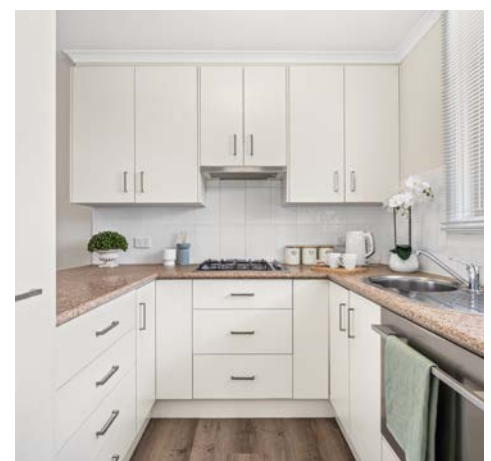
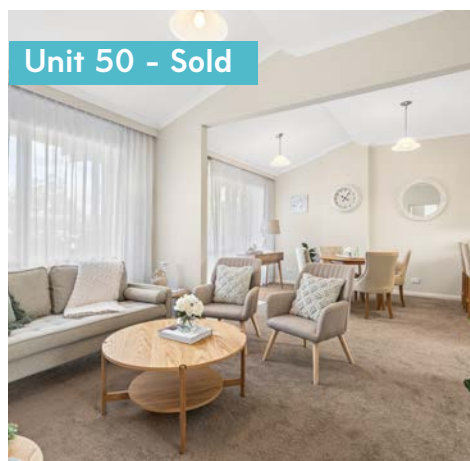
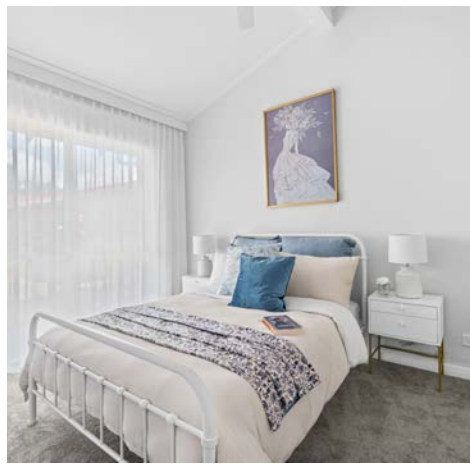
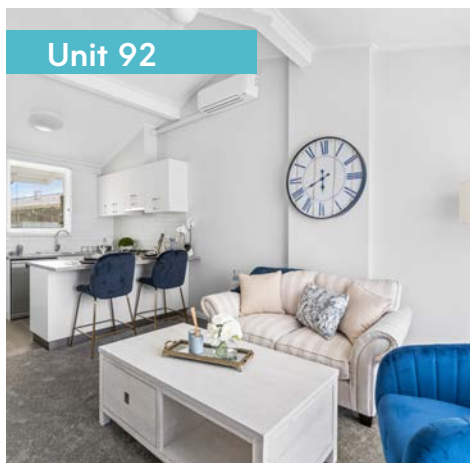
Village Units For Sale

Our refurbished units are now available for sale, we currently have one and two-bedroom options available.

Units currently available: 80, 92 and 102

Please contact the Customer Services Team for further information, or to organise a tour, on 5132 3500 or email info@yallambee.com.au

Here are some photos of two of our recently refurbished units - 50 and 92



Village Bus Trips

Village bus trips to the Traralgon Plaza

Depart 11:00 am

Return 1:00 pm

- Wednesday, 14 Feb
- Wednesday, 28 Feb

Don't forget to pre-book your seat with at least one days notice at Reception.

Staff News

New Staff - November

Personal Care Worker

Briana Munson

Natalie Toull

Registered Nurse

Melissa Osmand

Results of the 2023 Staff Annual Engagement Survey

The survey results were presented to the Board during their meeting on February 5, 2024. The board expressed gratitude to the 74 staff who participated in the 2023 survey, emphasising the importance of your feedback in improving the workplace environment, safety, and fostering a culture aligned with the organisation's values. The Board acknowledged the openness of the feedback provided by those staff members. The Executive will be working through the feedback from the survey, and updates will be provided to both the Board and staff as progress is made. This process is a commitment to transparency and continuous improvement within the organisation for our staff.

Star of the Month - Palmira Santos

Here is what Palmira's colleagues had to say:

- I'd like to nominate Palmira for Star of the Month. She is always warm and welcoming towards staff and residents alike. She is always happy to listen and give advice where needed. Palmira often goes above and beyond her job role. She is always happy with a very positive outlook on the world. She is often reassuring to staff and is always happy to help out with ANY task that is required. It is a pleasure working alongside Palmira.
- I wish to Nominate CCC Palmira because she always goes above and beyond to help staff and residents and continues to have a fantastic positive outlook. She is incredibly approachable and willing to help no matter what the issue in any way she can. She is a fantastic asset to Yallambee!



Star of the Month!



Mon	Tue	Wed	Thu	Fri	Sat	Sun	
<p>H - Houses G - Grevillia Lounge A - Atrium Lounge B - Banksia North Lounge CBD - Central Area F - Foyer R - Reflection Room</p>		<p>1 10:15 Movers & Shakers H 10:45 Brain Teasers H 1:30 Bill Bishop Concert G 3:30 1:1s H</p>	<p>2 10:15 Walk Around F 10:45 Brain Teasers G 10:45 Anglican Church R 1:30 Happy Hour A 1:30 Mystery drive F</p>	<p>3 Weekend Program 10:15 Combined Exercises Program Atrium 1:30 Combined Group Activity Atrium</p>	<p>4 Weekend Program 10:15 Combined Exercises Program Atrium 1:30 Combined Group Activity Atrium</p>		
<p>5 10:15 Walking H 1:30 Carpet Bowls G 1:30 Golf G 3:30 1:1s H</p>	<p>6 10:00 Play Group G 10:15 Movers & Shakers H 10:45 Brain Teasers H 1:30 Lunar New Year Craft</p>	<p>7 10:15 House Meeting H 10:30 Movers & Shakers H 10:45 Brain Teasers H 1:30 Bingo G 3:30 1:1s H</p>	<p>8 10:15 Movers & Shakers H 10:45 Brain Teasers H 11:00 Bowls Club L 1:30 Singing with Tess G 3:30 1:1s H</p>	<p>9 10:15 Walk Around F 10:45 Brain Teasers G 1:30 Lunar New Year Happy Hour A 1:30 Mystery drive F 3:30 1:1s H</p>	<p>10 Weekend Program 10:15 Combined Exercises Program Atrium 1:30 Combined Group Activity Atrium</p>	<p>11 Weekend Program 10:15 Combined Exercises Program Atrium 1:30 Combined Group Activity Atrium</p>	
<p>12 10:15 Walking H 1:30 Active Games G 1:30 Gardening G 3:30 1:1s H</p>	<p>13 Pancake Tuesday 10:00 Play Group G 10:15 Movers & Shakers H 10:45 Brain Teasers H 1:30 Pancake Tuesday G</p>	<p>14 Valentine's Day 10:15 House Meeting H 10:30 Movers & Shakers H 10:45 Brain Teasers H 1:30 Bingo G 1:30 German Club BN 3:30 1:1s H</p>	<p>15 10:15 Movers & Shakers H 10:45 Brain Teasers H 1:30 Songs of Praise G 3:30 1:1s H</p>	<p>16 10:15 Walk Around F 10:45 Brain Teasers G 1:30 Happy Hour A 1:30 Mystery drive F 3:30 1:1s H</p>	<p>17 Weekend Program 10:15 Combined Exercises Program Atrium 1:30 Combined Group Activity Atrium</p>	<p>18 Weekend Program 10:15 Combined Exercises Program Atrium 1:30 Combined Group Activity Atrium</p>	
<p>19 10:15 Walking H 1:30 Carpet Bowls G 1:30 Golf G 3:30 1:1s H</p>	<p>20 10:00 Play Group G 10:15 Movers & Shakers H 10:45 Catholic Church R 1:30 Armchair Travel G 3:00 Resident Meeting</p>	<p>21 10:15 House Meeting H 10:30 Movers & Shakers H 10:45 Brain Teasers H 1:30 Bingo G 3:30 1:1s H</p>	<p>22 10:15 Movers & Shakers H 10:45 Brain Teasers H 1:00 Midvalley Shopping F 1:30 Sing-a-long G 3:30 1:1s H</p>	<p>23 10:15 Walk Around F 10:45 Brain Teasers G 1:30 Happy Hour A 1:30 Mystery drive F 3:30 1:1s H</p>	<p>24 Weekend Program 10:15 Combined Exercises Program Atrium 1:30 Combined Group Activity Atrium</p>	<p>25 Weekend Program 10:15 Combined Exercises Program Atrium 1:30 Combined Group Activity Atrium</p>	
<p>26 10:15 Walking H 1:30 Active Games G 1:30 Gardening G 3:30 1:1s H</p>	<p>27 10:00 Play Group G 10:15 Movers & Shakers H 10:45 Brain Teasers H 1:30 Craft & Knitter Natter G</p>	<p>28 10:15 House Meeting H 10:30 Movers & Shakers H 10:45 Brain Teasers H 1:30 Bingo G 1:30 German Club BN 3:30 1:1s H</p>	<p>29 10:15 Movers & Shakers H 10:45 Brain Teasers H 11:00 Men's Luncheon F 1:30 Ukulele Group G 3:30 1:1s H</p>				

Please note due to limited places, Mystery drives and Midvalley outings are for Margery Cole Residents only

2024



Yallambee Traralgon Village for the Aged Inc.

ORDINARY MEMBERSHIP APPLICATIONS NOW OPEN

The Board has opened Ordinary Membership applications. As an Ordinary Member, you will have the opportunity to attend and have voting rights at the Yallambee Annual General Meeting. If you are over 18 years of age, are of good repute, and feel you can contribute and add value to our purpose please enquire. Eligibility and the application process for Ordinary Membership is subject to the Rules of "Yallambee" Traralgon Village for the Aged Inc. for which our Governing Body is ruled.

Applications close 5pm, Monday, 15 April 2024.
If you are interested and require further information or to request an application form please email The Secretary at pa@yallambee.com.au.

Yallambee Traralgon Village for the Aged Inc.

(p) (03) 5132 3500

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Live at ease.

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