



A MESSAGE FROM THE CEO



Winter has arrived with its icy winds and shorter days; the sunny warm days of autumn are now a distant memory. The cooler temperatures see us spending more time indoors enjoying our warm winter activities. The winter sunshine breaks allow

for some outdoor gardening and scenic drives while providing beautiful hills views from the large windows at TTHA. Delicious soups and comfort foods are on our new winter menu, warming the soul and providing the winter comfort we crave.

Winter lends itself to warming and heartier meals that provide contentment.



We are excited that our new winter menu has delightful choices for all appetites and dietary requirements. Gus and his team have created a deliciously fresh and seasonal winter menu introducing a vast array of new dishes while keeping the traditional German fare and favourites for all to enjoy. I'm excited about the hearty new menu and look forward to trying the beef burgundy with bacon and the veal Schnitzel with caper and parsley sauce. Desserts are my favourite, so I look forward to tasting the lemon cake with whipped cream and bread and butter pudding with custard; delicious! The new menu is on display in A3 size at the entrance of every dining room for easy access for our residents and families to peruse.



A favourite here at TTHA is our happy hours, where we pair entertainment with beautiful finger food prepared in our kitchen. Our Kitchen and Lifestyle teams delight in pairing special days on the calendar and events

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with our cuisine. So be sure to get a copy of our Lifestyle calendar to view the upcoming exciting events we are celebrating and the delicious fare which will be paired.

Our recent Easter celebrations are a perfect example of one of these events. Our Lifestyle team hosted some wonderful Easter happy hours and celebrations with hot finger food and cakes from our kitchen. Residents were delighted with their visit from the Easter bunny, who delivered some yummy chocolate treats. Our annual hot cross bun afternoon tea was as excellent as ever—residents and staff were greeted with various flavours of hot cross buns with a choice of toppings. I would like to personally thank Greg and his team at Bakers Delight Boronia Junction for again donating over 100 hot cross buns for our afternoon tea. Greg strongly supports TTHA; year after year, he donates delicious treats so our residents can enjoy them. Thanks again, Greg! At Easter, reception is always a buzz when with colourful decorations, staff and residents purchasing their imported Easter treats and raffle tickets. We want to congratulate the winners of our Easter raffle; we hope you enjoyed sharing your Easter baskets.

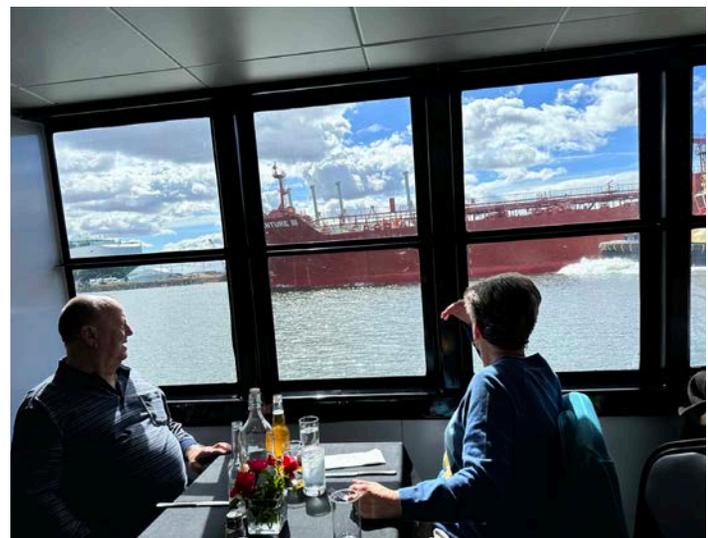


Changing Seasons Café now has a liquor licence, and patrons love pairing their favourite meal with a beer or wine. The café

is open Wednesday to Friday from 9 am to 3.30 pm and Saturday and Sunday from 9 am to 4 pm. We encourage you to visit our staff and enjoy the fare on offer. To stay informed on the café specials, please 'like' the café's Facebook page [https:// www.facebook.com/ ChangingSeasonsCafe](https://www.facebook.com/ChangingSeasonsCafe).

We are excited to announce that our Christmas market date has been decided and will be Sunday 26th November. Please save this date, as this event is not to be missed!

Winter brings exciting celebrations, which we usually pair with our Friday Happy Hour; residents love our themed days and dressing up. Some highlights of our winter events include Queens Birthday, Red Nose Day, Christmas in July, Cancer Council afternoon tea, International Beer Day and Indian Cultural Day, to name a few. These events will be celebrated with vibrant entertainment, delicious cuisine, and flamboyant dress-ups to bring a smile and a laugh to everyone's faces.



Recently we were lucky enough to host another carer's respite outing, giving much-needed respite to the beautiful carers in our community. Our carers were treated to a three-hour luncheon cruise aboard the Kingfisher II from Docklands. The cruise sailed through the bay down to Williamstown and back, providing

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incredible scenery. While onboard, our group enjoyed a delicious three-course lunch with refreshments! While sailing around the bay, everyone loved being entertained by Paul Hogan, the sailing singer, not THE Paul Hogan. Thank you to everyone who came and the fabulous staff who assisted.

We recently hosted our first career day on Tuesday, 16th May, at our café, Changing Seasons. This was a great success with our staff there to answer all of the attendees' questions and interview interested parties in positions we have available. The last two years have brought about growth in our residential home and home care divisions, and we have positions in residential aged care and home care across the facility. If you or someone you know is interested in joining our team, please contact our office at 8720 1333. You can view our current TTHA and Accent Home Care employment opportunities online at www.ttha.org.au/careers.



I want to acknowledge our excellent staff who continue to upskill, attend training sessions and better their skills. Our workforce is dedicated to education to improve their knowledge of aged care, perform their roles better, and be informed about new and better ways of working. Congratulations to Veronica and Heather on graduating with the Diploma

of Leadership and Management. The Diploma took 12 months to complete, and the ladies showed passion and dedication through the journey; well done!

We were excited to attend the Knox City Council volunteer's expo on 13th May. It was a beautiful sunny day, and everyone who attended was excited to hear about the volunteer opportunities in the local Knox area. We loved meeting all of the eager volunteers, and we look forward to welcoming some new faces to our volunteer base. If you or someone you know is interested in volunteering with us, please contact Elise in Lifestyle at 87201333.

As another beautiful and exciting season begins, we invite you to come in and talk to us about your own or a loved one's aged care requirements. If you or a loved one wants to stay at home longer and needs extra support, why not call our Home Care team and see how we can help you with gardening, cleaning, personal care, medication management or social and emotional support? Our experienced staff are there to answer your questions and assist you along the journey. If you would like to make a Home Care enquiry or for any of the services TTHA provides, please contact us at (03) 8720 1333 or visit our website (www.ttha.org.au).

Stay warm this winter!

Eva Simo - CEO



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QUOTE OF THE SEASON



CHANGING SEASONS CAFE

Changing Seasons Cafe is open from 9 am to 3.30 pm, Wednesday to Friday, Saturday and Sunday from 9 am to 4 pm. We have a new seasonal menu, and we now serve beer and wine; we look forward to serving you! www.ttha.org.au/changing-seasons-cafe/. Or 'like' the Changing Seasons Cafe Facebook page @ChangingSeasonsCafe.



WORK WITH US

Are you seeking a long and rewarding career within a caring organisation? Are you passionate about aged care? TTHA and Accent Home Care seek for enthusiastic Registered Nurses, PCAs and Community Care Support workers. If this sounds like you, please send your resume to careers@ttha.org.au or apply online at www.ttha.org.au/careers.



ACCENT HOME CARE



I hope you are keeping dry and warm with winter upon us. We had a somewhat warmer-than-normal autumn just before the colder weather, which many of us enjoyed. Accent Home Care seized this opportunity and embarked on many outdoor activities with

consumers and their carers. We assisted with one-on-one services, where the consumer and a staff member accessed the community together for activities such as going to appointments, walking in the park or having a coffee and cake at a café. Our Social Support Group runs small groups of 10 people Monday to Friday and visits places such as art galleries and public gardens. We even facilitated large groups of up to 100 people when we received a grant from the Victorian Government. Our last activity was a boat trip from Docklands to Williamstown. Contact our office if you want to join one of our many groups.

At Accent Home Care, we always look for ways to improve our service. One of the most effective ways of doing this is to obtain feedback from the people who receive the service and those who support them. To make this process easier for consumers of Home Care Packages and their representatives, we are introducing a quick monthly survey which takes only a few minutes to complete. The survey will be emailed to consumers or representatives to complete using a computer, tablet or mobile

phone. If you have already provided us with your email address, you will receive an email with instructions on completing the survey. If you would like to participate in the survey and still need to provide us with an email address, contact the office and update your details so you can join the monthly survey. If you need access to an email address, a Care Advisor or their Team Leader can complete the survey with you over the phone. Either way, there are many options to provide feedback if you receive a Home Care Package.

Accent Home Care is steadily increasing our Direct Care Workforce. Several new staff have commenced with us to perform tasks for consumers, including personal care, cleaning, transportation, and companionship, to name a few. Despite the success of recruiting new staff, Accent Home Care, as well as other home care providers across Australia, are experiencing challenges in attracting and retaining staff. To address this staffing need, the Fair Work Commission has ordered a historic wage increase of 15% above the base rate for care staff. The Minister for Aged Care, Anika Wells, has stated, 'Fair wages play a major role in attracting and retaining workers to provide around-the-clock care for some of Australia's most vulnerable people.' The good news is the Australian Budget will include \$11.3 billion over four years to fund the outcome of the Fair Work Commission's 15% pay rise for aged care workers from 1 July 2023.

For Consumers of home care services, the hourly rate of care will increase as a result of the pay rise, and based on the Australian Government's additional funding, it is anticipated that the costs will be covered. The Australian Government has yet to release the finer details of the impact of the pay increase for consumers of Home Care Packages. When these details are known, we will provide

further information. Visit the link below to find out more about the announcement from the Honourable Anika Wells:

<https://www.health.gov.au/ministers/the-hon-anika-wells-mp/media/albanese-governments-second-budget-to-deliver-fairer-wages-for-aged-care-workers>

At Accent Home Care, we are here to support older people to live in the community with support. Suppose you know anyone needing only a helping hand for cleaning or requiring more complex care, such as in-home nursing. Contact our office, and we can discuss the available options. Until next time keep warm and safe.

Nick Grakini
General Manager Community Services



For every friend you refer to Accent Home Care, you will receive one of the following tokens of appreciation once they have signed up with us.*

- \$100 GIFT VOUCHER
- 2 FREE HOURS OF SERVICE^A
- \$100 GOLD CLASS VOUCHER

Refer as many friends as you wish and keep being rewarded.
Contact us for more information.

*Offer is redeemable only once the person referred has signed up with Accent Home Care.
^ATo the value of \$100. Terms and Conditions apply. Speak to Accent Home Care for more details.

accent HOME CARE

31-41 Elizabeth Street, Baywater VIC 3153
Visit our website: accenthomecare.org.au
or email us at: homecare@accenthomecare.org.au



SOCIAL SUPPORT GROUP AND CARER OUTINGS

Our Social Support Group have so much fun together, visiting gardens, galleries and beautiful restaurants. Our social support group had a real treat recently; we ventured into the heart of Melbourne, where they had morning tea at Alexi Cafe on Flinders Street; from there, they walked over to visit the beautiful Rohne Exhibition at the Flinders Street Station Ballroom. All our clients were overwhelmed by the exhibition's beauty and were taken back in time as the exhibition teleported them to the wonderful 1930s. For Lunch, they went to the Hofbaruhaus with its authentic beauty, always a favourite! This has been put on the programme on special request from our consumers and was loved by all!

Our social support group have been visiting some unique places lately. A recent trip to St Kilda saw our groups enjoying morning tea outside at the Beachcomber and then having a leisurely walk along the promenade before heading to the Little Hof at South Melbourne Market for lunch. The groups loved a scenic drive past Luna Park and then along Acland Street. Before returning home, our clients enjoyed a short shop before sitting down for a traditional German meal at the Little Hof.

Our social support group loves the many outings on the program, and this recent one was great! Clients had a wonderful day visiting a new venue, starting at the newly refurbished Gateway Estate café for morning tea and a lovely look through their greenhouse. The group then went to St Hubert's Estate for a tour around the newly renovated facility, and a couple of clients also chose to have a wine tasting. In contrast, the other clients looked through the art gallery and walked around the

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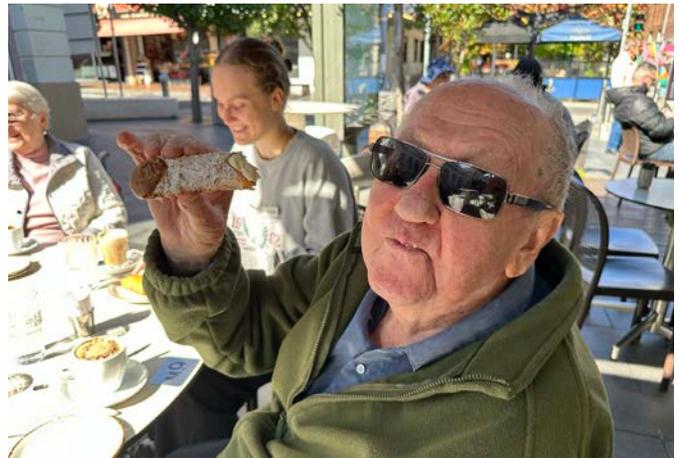
beautiful grounds. Lunch was enjoyed at the Quarters Restaurant on site.

Our Social Support Groups prepared for Easter in style with a recent trip to Eaton Mall, a 'little Greek' square in the middle of Melbourne. The group started the outing with Greek coffee and Baklava/Spanakopita to get into the mood. Then lots of shopping for Easter treats. All clients got something special, including traditionally painted Easter eggs, easter biscuits and sausages from the deli. The group again went to 'Meat Me' for lunch, sitting outside and enjoying the extensive Greek menu! We were lucky enough to bump into Chrissy Swan, who stopped and talked with our clients and took photos! All our clients said it was a 10 out of 10 for the outing!

If you or a loved one would like to join one of our social support groups, please contact a member of our caring staff at 87201338.

We hope you enjoy these photos from our recent outings!

Susi and the Social Support Group Team



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CLINICAL UPDATE



Greetings from the care team,

This will be my last newsletter update before going on maternity leave. I will be going on maternity leave until

approximately April next year, and Amanda Walker will be stepping up from the CCC role and covering me for this period. Monique Dickson will be moving from the Complex RN to the CCC role to cover Amanda for this period.

At TTHA, we highly encourage all residents, staff and visitors to receive the annual Influenza vaccination, as the vaccination is a safe and effective way to protect you from severe disease caused by influenza. In April, we held our Flu vaccine clinic for staff, and our GPs commenced offering the vaccination to our residents.

The clinical team have been reviewing and contacting residents and their nominated representatives regarding the resident's Advance Care Wishes. An Advance Care Directive records your specific preferences for future health care. This includes treatments you would accept or refuse for a life-threatening illness or injury. This is done through completing the Victorian Advance Care Plan (<https://www.advancecareplanning.org.au/create-your-plan/create-your-plan-vic>) or the 'What I understand to be the person's preferences and values' form (<https://www.nh.org.au/wp-content/uploads/2020/05/Preferences-and-Values-form-for-another-person.pdf>). We encourage all our residents to inform us of their advance care wishes on admission.

Approved residential aged care service providers are required to participate in the Quality Indicator Program by submitting deidentified data every three months to the Department of Health through My Aged Care on the following indicators: pressure injuries; physical restraint; unplanned weight loss; falls, and significant injury; medication management including polypharmacy and antipsychotics.

From 1 April 2023, providers are also required to collect data and report on six new quality indicators relating to: activities of daily living; incontinence care; hospitalisation; workforce; consumer experience and quality of life. The lifestyle team will assist by completing the two surveys regarding consumer experience and quality of life with the residents or their nominated representatives. If you have any questions regarding this program, please feel free to get in touch with the clinical team.

CCCs have been contacting residents and representatives due for a Care consultation to arrange a time. If you wish to arrange a care consultation with the team to discuss the care of your loved ones, please do so via our website (<https://ttha-visitor-booking.as.me/schedule.php>) or feel free to reach out to Amanda, Ella or Monique to arrange a time.

TTHA had its re-accreditation visit at the end of March. We want to thank all our residents, families and staff who assisted. The feedback has been that the care provided to the resident has been kind and caring.

Sara Rupenovic
Director of Care

A handwritten signature in blue ink, appearing to read 'Sara Rupenovic'.

LIFESTYLE UPDATE

Valentines Day

Where there is love, there is life! Our February Valentine's celebrations were filled with love and laughter. Celebratory activities included a themed happy hour, arts & crafts, lovely sing-a-longs and armchair travel to the world's most romantic cities.



Chinese New Year

Chinese New Year is the festival that celebrates the beginning of a new year on the traditional Chinese lunisolar calendar. Here at TTHA, we welcomed the year of the rabbit in style with various fun, culturally appreciative activities. Activities included film screenings, art and crafts, and a visually moving, informative Yang Sang dance performance from our friends at Manningham's Chinese Senior Citizens Club. At the close of the 15-day festival, residents were transported to China in an armchair travel session exploring the festivities of the Chinese lantern festival.



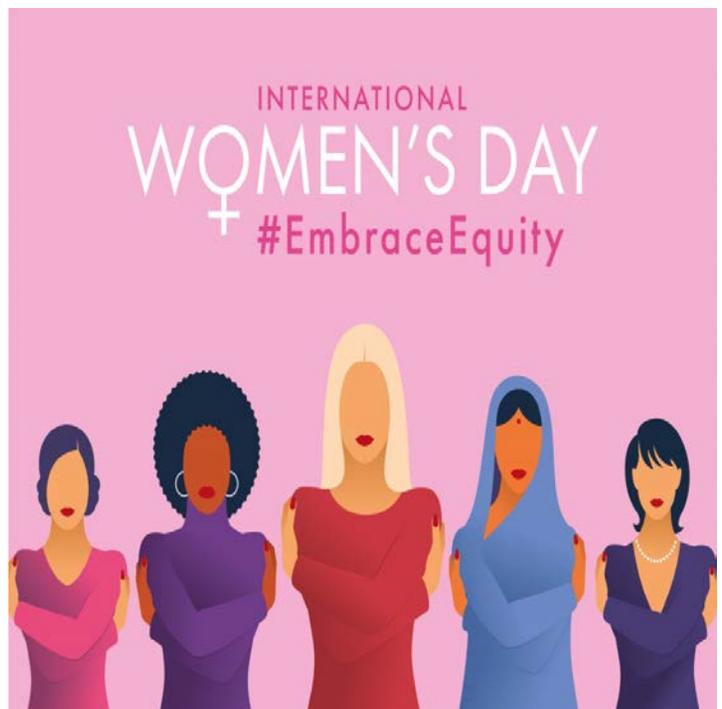
Shrove Tuesday (Pancake Day)

On Tuesday, February 21st, we celebrated Shrove Tuesday. Residents and staff enjoyed a fun-filled afternoon of cooking pancakes and comparing recipes before indulging in the delicious fluffy pancakes, complete with toppings of choice.



International Womens Day

“Here’s to Strong Women, May We Know Them, May We Be Them, May We Raise Them.” On Wednesday, March 8th, we celebrated International Women’s Day with a high tea. Residents enjoyed a variety of delicious cakes, slices, and pastries while engaging in quality conversation regarding the changing role of women throughout history and reflecting on personal achievements.



St Patricks Day

'May your pockets be heavy, and your heart be light; may good luck pursue you each morning and night.'

On Friday, March 17th, TTHA joined much of the world in celebrating St. Patrick's Day. The day was filled with luck and laughter as traditional Irish songs were sung and limericks were recited; some even attempted to do the Riverdance. Green lemonade, beer, shamrock cookies, and many a potato gem were enjoyed as residents boarded TTHA Airlines on a virtual trip to Ireland, exploring Irish food, culture, music, dance, and architecture.



Harmony Day

"Everyone belongs," Harmony Week is a celebration that recognises our diversity and brings together Australians from all different backgrounds.

Harmony Day reminds us that each individual's unique perspectives and experiences contribute to our society and make Australia a great place to live.

TTHA recently joined in the celebrations by hosting various events, including film screenings promoting diversity and a sip and paint class in which participants were encouraged to produce artwork inspired by a randomly allocated country. Festivities concluded with an afternoon tea of multicultural fare, delicious orange-iced cupcakes, and a global trivia competition.



Anzac Day

“They shall grow not old, as we that are left grow old; Age shall not weary them, nor the years condemn.

At the going down of the sun and in the morning. We will remember them.

Lest We Forget.”

April 25th is the National Day of Commemoration in Australia and New Zealand for victims of war and for recognition of the role of their armed forces. It marks the first significant military action Australian and New Zealand troops fought during the First World War. At TTHA, we commemorate ANZAC Day in a culturally inclusive manner, acknowledging the effect that war had on all who served and lived through it regardless of which part of the world they come from during a service in which poetry is recited, the last post is played, and participants are invited to lay a poppy on the wreath.



Easter

“Easter is the only time of year when putting all your eggs in one basket is perfectly safe.”

Flowers were in bloom, and pastel colours were plenty as we welcomed Easter to TTHA. Residents and staff alike indulged during our annual hot cross bun afternoon tea and were surprised by visits from our friendly Easter Bunny. This year’s Easter festivities continued with crafts, high tea celebrations, and, as always, the Henny Penny Chick hatching program.



Stay warm, everyone!
Elise and the Lifestyle team



KITCHEN UPDATE



As the cooler months settle in, the kitchen team has recently rolled out our new winter menu. Exciting new dishes include the

delectable “pot roast with root vegetables and green peppercorn sauce” and the mouth-watering “bread & butter pudding with custard”. These dishes will surely delight your taste buds during the chilly winter months.

In addition, the kitchen has recently welcomed some new staff members, including Simla, who worked with us more than ten years ago and has now returned to the team. Make sure to say hello to her when you see her.

The café menu will also be slightly updated as we move into colder weather. In response to popular demand, we are bringing back the delicious roast chicken and leek pie, a hearty and comforting classic perfect for warming up on a cold day.

To make things even more exciting, Chef Paul is constantly coming up with new board specials for you to try. One recent example that quickly became a favourite was the “bagel with prosciutto, shaved parmesan, roquette, and tomato relish”. Don’t hesitate to ask Chef Paul to whip up something not on the menu – he loves experimenting and creating unique dishes! Overall, there’s no shortage of exciting culinary news!

Gus & the kitchen team



Pot Roast with Root Vegetables



Sweet and Sour Chicken



Lemon Cake with Whipped Cream



Bread and Butter Pudding Custard

QUALITY UPDATE



TTHA is delighted to announce that we have been awarded four stars in the recent star rating reported on MyGov. This is up from 3 stars in the last reporting quarter. Introducing a Complex Care Registered Nurse

role focuses on identifying and managing complex care, such as pressure injury risks. This role supports our nursing staff through education and mentoring and has been integral in this outcome. TTHA would like to congratulate all staff for their ongoing commitment to quality care at TTHA.



TTHA has now “Gone Live” with a new program for monitoring and managing our Policies and Procedures called PolicyConnect. PolicyConnect ensures that all procedures are current and reflect any changes to legislation in Aged Care to ensure contemporary and best-practice care is provided. PolicyConnect is cloud-based, and all staff have a unique login and password. All policies are available on computers throughout TTHA.



TTHA residential service has implemented a new documentation App called Care Keeper. This App is installed on all staff dect (mobile) phones and enables staff to record care at the point of care. This means that care documentation can be completed at the bedside in consultation with the resident or their representative. Care Keeper also allows access to the resident’s Care Planning documents and a brief description of likes, dislikes and care preferences on the resident’s profile.

This will remove the need for staff to carry a paper handover with confidential information, remove the need for care staff to be in nurses’ stations completing documentation and allow more staff time to be spent with the resident. Please be mindful of this when seeing staff looking at and using Samsung mobile phones. Personal mobile phones continue not to be allowed during work hours.

Kitty Fausett
Quality Manager



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TAX DEDUCTIBLE DONATIONS!

I enclose a cheque for: \$10 \$30 \$50 \$100 Other: \$ _____

I would like to make a cash donation of: \$10 \$30 \$50 \$100 Other: \$ _____

Credit card donations are available at reception; please call 8720 1333 for more information.

TTHA IS A NON-PROFIT ORGANISATION. DONATIONS OF \$2 AND OVER ARE TAX DEDUCTIBLE

Your donations will significantly contribute to TTHA's commitment to improving the lives and well-being of our residents through activities, resources and the ongoing development of our facility and services. Your contribution will make a difference.

Mr./Mrs./Miss/Other _____

Name _____

Address _____

Suburb _____ State _____ Postcode _____

Phone _____ Email _____

Donate directly online - www.ttha.org.au/give-now

Confidentiality and Privacy: TTHA respects your privacy. By providing your email address, you will automatically be added to our Newsletter distribution list. If you prefer not to receive our communications, please unsubscribe. We keep your bank account details confidential. **Address:** 31-41 Elizabeth St, Bayswater, Vic. 3153 | **Telephone:** 03 8720 1333 | **Fax:** 03 9729 9356 | **Email:** ttha@ttha.org.au |

Make a difference – Leave a gift in your will.

A bequest is a gift made as part of your will. It may be money, shares, property or other valuable items. In addition to leaving a gift in your will to family and other loved ones, we invite you to consider a gift to TTHA in your will. With a legacy donation, you will give a helping hand to the residents of TTHA who need it most. Your bequest will make an unforgettable difference to our facility, ensuring you enrich the lives of those living at TTHA. We welcome the opportunity to discuss how your financial support can make a difference to TTHA and how you wish to be remembered.