



New "Suggestions and Complaints" boxes have been purchased and are situated in Admin and Lounge areas throughout the Home.

## COMPLAINTS and SUGGESTIONS



### COMPLIMENT AND COMPLAINT PROCESS

Star of the Sea supports the rights of Care Recipients, and their Advocates to share compliments, feedback, concerns or to make a complaint.

If you wish to make a comment or complaint, please feel free to approach any senior staff member or contact Theresa Hewett (DON) or Darylin Cowling (AGM).

If you wish to lodge a formal complaint please complete a Comments and Complaints form, which is available from the Administration foyer, and place it in an envelope for delivery to Administration.

Once the form is completed the CQI Co-ordinator will make a record of lodgement and the suggestion or concern is then followed through until resolution is achieved.



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**Aged Rights  
Advocacy  
Service  
(ARAS)  
Phone number  
1800500853**

### Care Recipient's Birthdays: **OCTOBER**



Joyce Ward, 2nd  
Ron Plaisted, 10th  
Margaret Paterson, 14th  
Judith Collins, 24th  
Lance Carter, 25th  
Mark Lelliott, 28th

## CARE RECIPIENTS' NEWS

Care Recipients' Meeting held 7th September.

- We received a certificate of appreciation from Cancer councils for funds raised at Australia's biggest Morning Tea—\$225.25
- Pamphlet handed out and explained video conferencing with Dr Morris
- Residents are encouraged to purchase anti-slip socks from Foodland for approximately \$13-00. Demonstrated the benefits and effect.
- Please keep your room free from clutter
- Remember to sign in and out when leaving the Facility.



# Congratulations Danielle

On successfully completing studies in  
Certificate IV in Leisure and Health



### Talking Newspaper

Please tune in to **Radio Station 1197 FM** Please ask staff for assistance with tuning your radio if needed.

### Program Times

#### Advertiser

Mon- Fri: 1:10 pm  
Sat: 10 am

#### Sunday Mail

Sun: 10:30am

### FAMILIES

1. Could all clothing be marked with Care Recipients name or room number Please.

2. Care Recipients/ families a reminder to label all containers being left with your name if you wish container to be returned.

3. Reminder for personal fridges to be cleaned by Care Recipient or family and out of date food to be

## ACTIVITIES



Well the sun is starting to shine through and it is very much welcomed by everyone. The warmth on your face is beautiful and makes you certainly want to get out and do things. Please enjoy wondering through the garden and the courtyards, take your cuppa and biscuits outside with a small group and soak up the sun.

Last month Robert and myself went to Sydney for a weeks holiday, the first time on a holiday without kids for a long, long time.

We enjoyed the sights and went on some tours and just generally relaxed. He will enjoy a few more weeks off, but I had to return to work.

This month is our Chinese lunch day, yum yum, I love Chinese food.

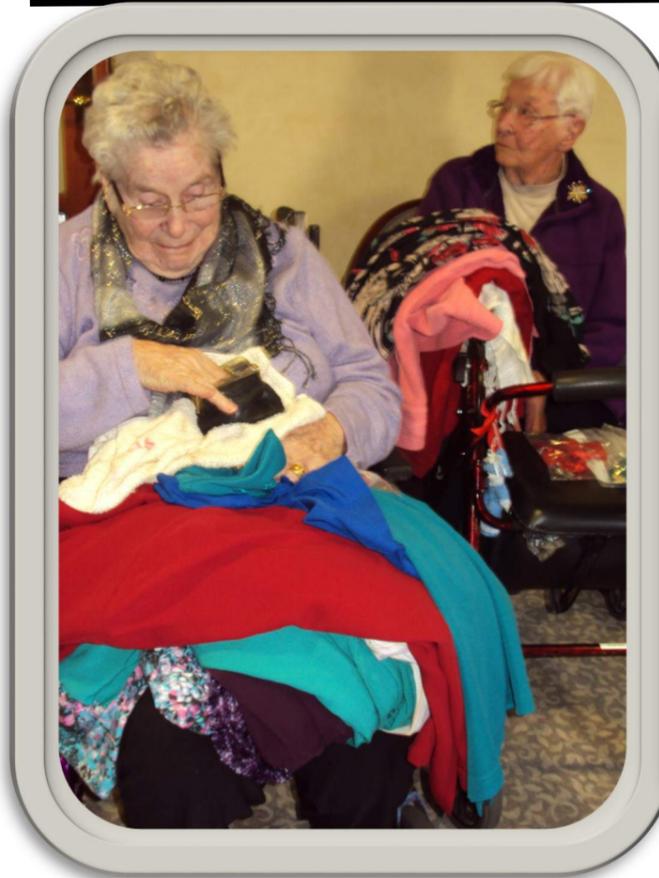
Please take note that as day light saving commences Sunday 2nd October and the Catholic Services will start at 7pm.

Anyone wishing to get out in the garden and plant some vegetables please see Chris on Monday mornings at 10am or meet at our SOTS garden.

We are entering the busy time of the year, with memorial mass, Melbourne Cup, Carols by Candlelight and our Christmas Lunch, so be prepared.

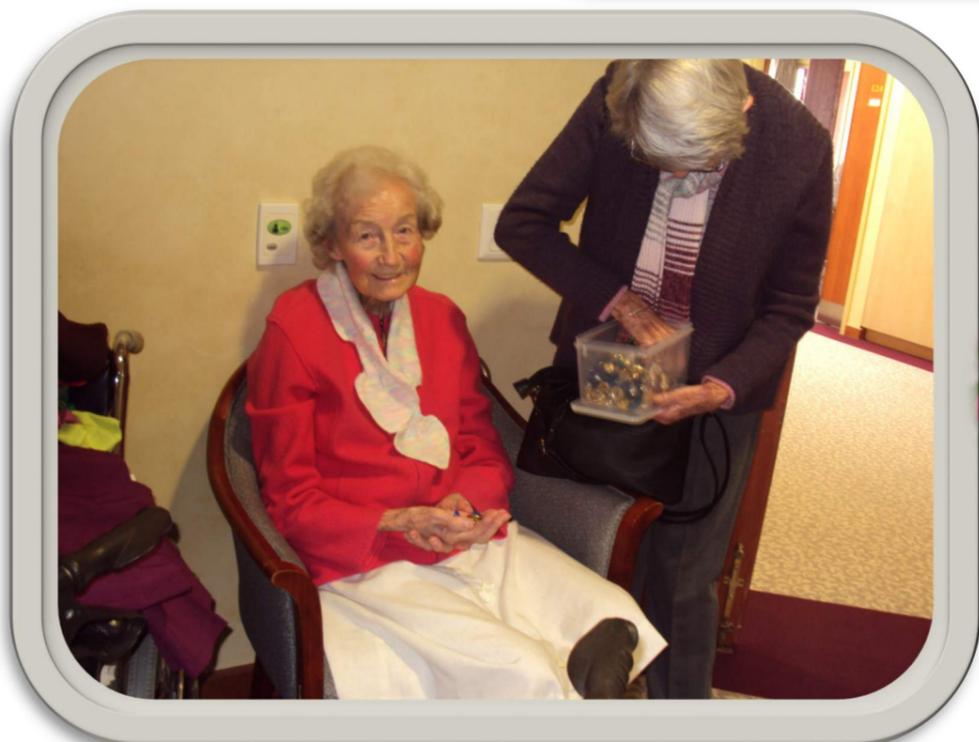
If anyone is interested in joining in a choir group please let myself or Danielle know, as we would like to see our Residents whipping up a tune.

Keep smiling  
Cindy



### Bargain Shoppers And High Tea





# FROM THE AGM'S DESK



Hello to all at Star of the Sea

I am so looking forward to the up and coming fete on Friday 14th October.

Let us hope the weather improves, and do visit and spend lots! The auxiliary do an amazing job ,this is a big fundraiser for the facility.....

Thank you in advance to all who volunteer it is much appreciated.

Day light saving starts on the 2nd October and we look forward to the longer days.

We Congratulate Theresa and her family having their son so involved and playing with the Swans. George is very talented and Theresa is very modest about her son's football prowess. I am sharing this with you as I know that Theresa would be reluctant to do so.

GO SWANS!

**SYDNEY SWANS**



We are busy working on new strategic plan for the Aged Care facilities of the Diocese and will keep you informed with how this progresses.

Stay warm

Darylin

**AUXILIARY FETE**  
**FRIDAY 14TH OCTOBER**



shutterstock - 206985187

## Friday Funnies

In the British documentary 56 Up, a man shared that he had earned a law degree at Oxford. Then, in his thick English accent, he proudly proclaimed that he was now a "barrister" My 13 year old daughter wasn't impressed. "So," she said, "he spent all that effort getting an Oxford law degree, and now he works at Starbucks?"



## SYMPATHY

Sincere sympathy to the Family and Friends of the late

Mrs Toni Doyle  
And  
Mr Dean Patterson  
who will be sadly missed.

