

# THE SUNRISE

A Monthly Newsletter by



Kalyna Care

## Strengthened Aged Care Quality Standards



### Standard 1

I am valued and have choices over the life I lead

### Standard 2

I have confidence in my provider

### Standard 3

My care is based around who I am and what's important to me

### Standard 4

I feel safe and supported where I live

### Standard 7

I contribute to the community I live in

### Standard 6

I enjoy tasty nutritious foods every day

### Standard 5

I get the right clinical care for me

### About the program

The current Aged Care Quality Standards will be strengthened as part of the new Aged Care Act and regulatory model. In 2021, the Royal Commission into Aged Care Quality and Safety recommended that the Department of Health and Aged Care (the Department) review the Standards.

They recommended that the reviewed Standards include vital areas such as:

- food and nutrition
- dementia
- diversity
- governance
- clinical care.

The strengthened Quality Standards will commence from 1 July 2025, in line with the new Aged Care Act. The existing Standards will remain in effect until then.

**Hello everyone!**

**January was filled with exciting activities and fun for all of us, and there is even more to look forward to in the coming month!**

**We have more bus outings planned to the Sugar Gum Hotel, Keilor Hotel, Russo Estate Winery, Taylors Lakes Hotel, along with a scenic drive to Gisborne. Let's continue to have fun with friends while enjoying yummy food!**

**We've already had our first concert of 2025 with our MH residents on February 12th. We put on our dancing shoes and enjoyed the music together!**

**More exciting activities to come- stay tuned!**

**Selin Guclu, Leisure and Lifestyle Coordinator**

**KALYNA CARE is committed for POSITIVE CHANGE!!!**

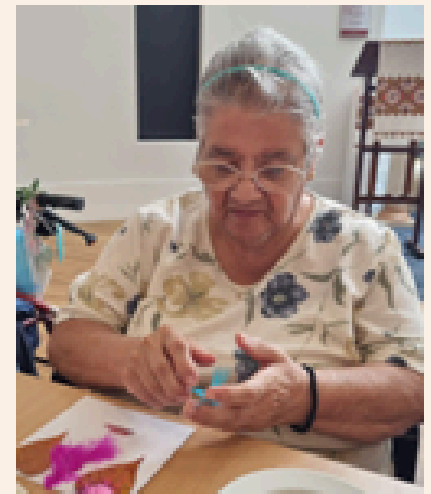
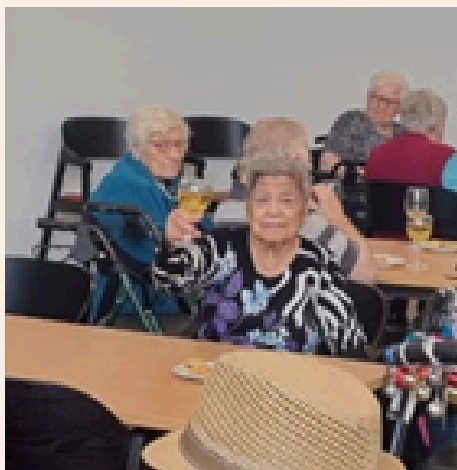
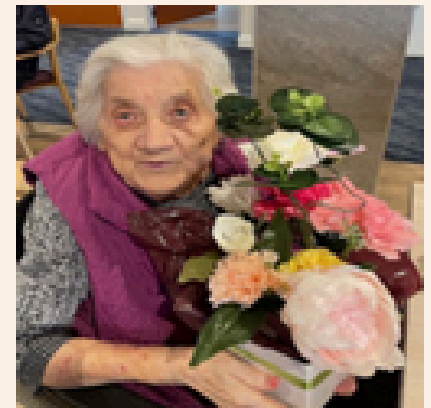
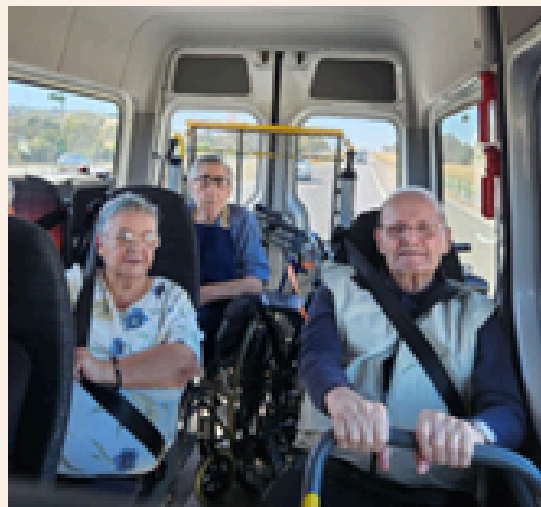
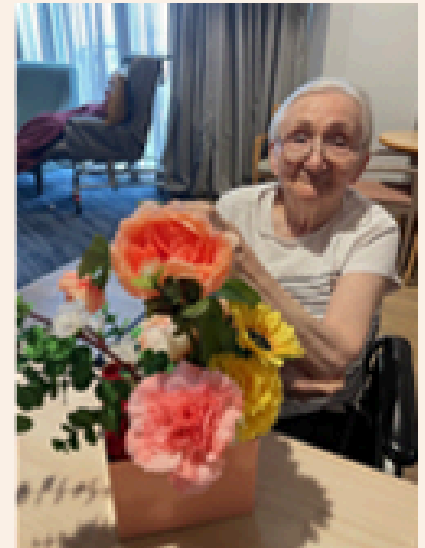
**Mandatory education will be provided to all staff before the commencement of the program to ensure that everyone is well equipped and ready for it!!**

**We will also include the residents and their family. Every month, we will be sharing information about each standard in this newsletter.**

**Jennifer Ibanez, Facility Manager  
Jennifer.Ibanez@kalynacare.com.au**

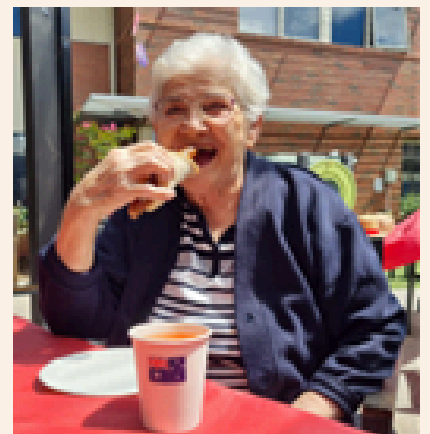
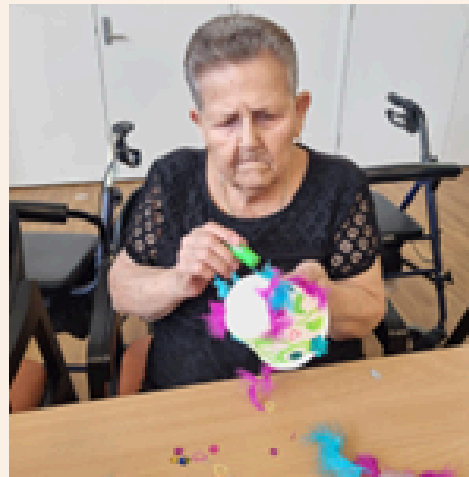
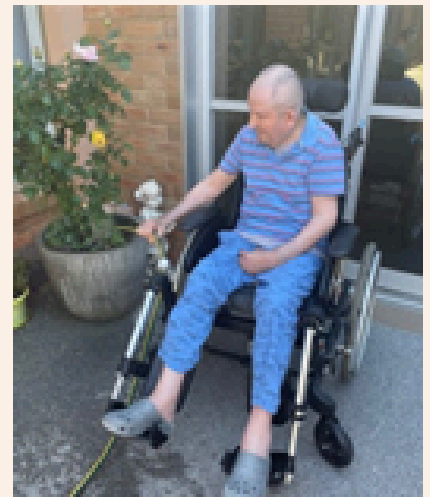
## TOPOLYA

Residents enjoyed variety of activities this month, including flower arranging where they let their creativity shine through beautiful bouquets. They also joined in the fun at our Australia Day Sausage Sizzle event at the cafeteria, making it fantastic day of good food and great company!



## SOSNA

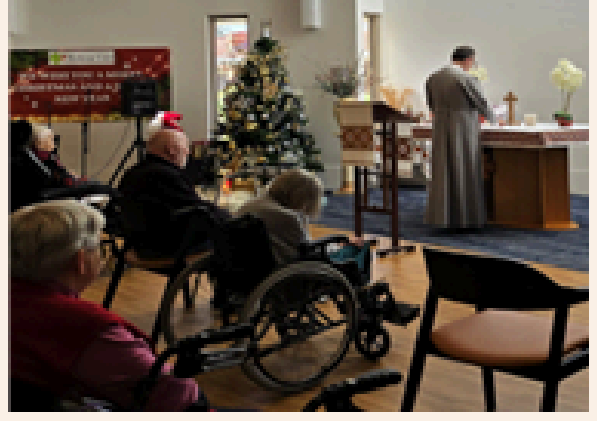
The residents had a fantastic time in January! Apart from their regular group activities and the Australia Day celebration, Sosna residents also enjoyed a bus outing to Sugar Gum Hotel, sharing laughter and great conversations.



# KONVALYIA

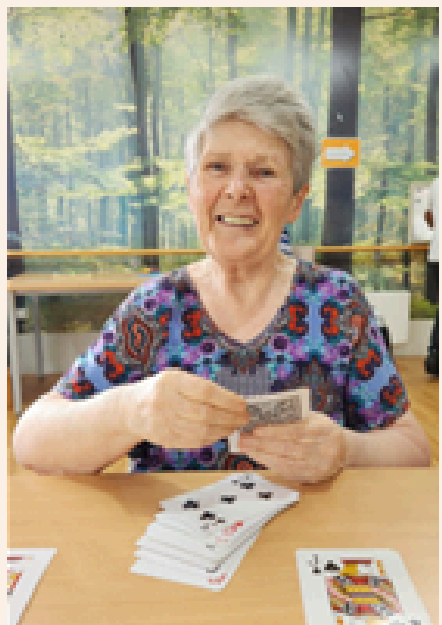
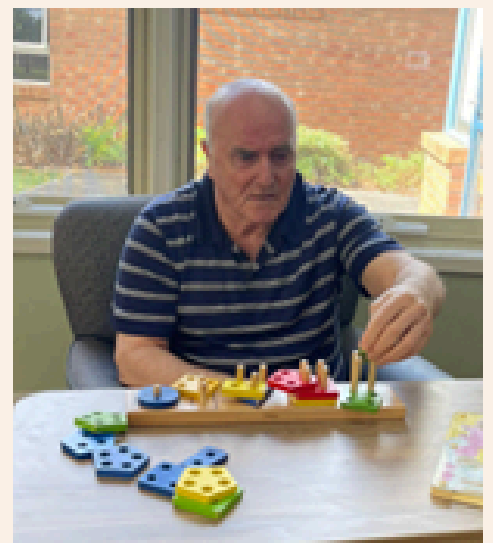
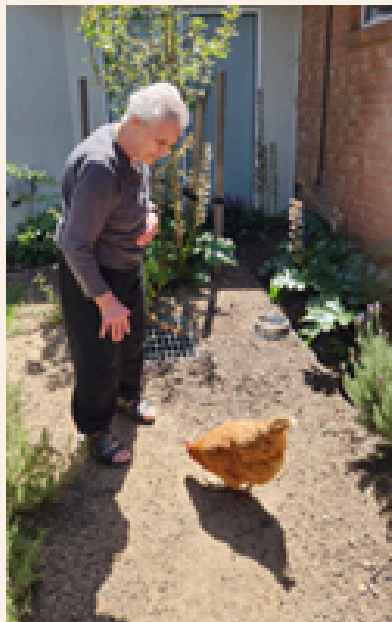
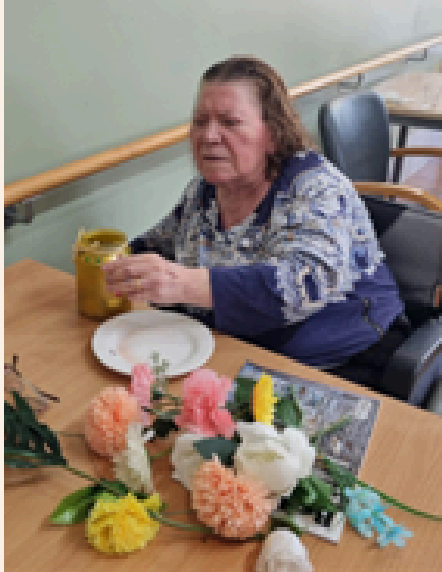
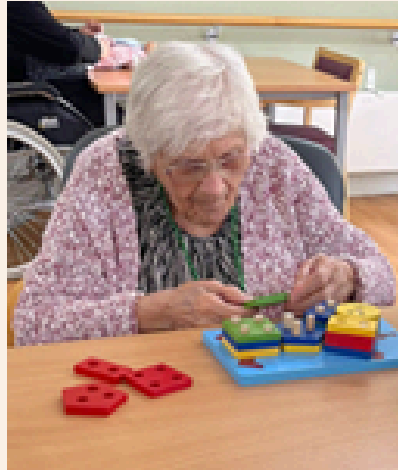
No one was left out of the fun at Kalyna!

Konvalyia residents enjoyed Friday Happy Hour, exciting bus outings, and relaxing garden time with their friends from Sosna and Topolya, they also crafted beautiful wind chimes to brighten up their garden.



## MAJA HRUDKA

January was filled with fun and engaging activities for our residents, including bus outings, flower arranging, table games, and outdoor time . We also celebrated Australia Day with a traditional sausage sizzle and cold beer, and plenty of laughs with great company!





**May your birthday be as special and extraordinary as you are...**

**MATO, HAVA, ERDEN, ALICJA, JOSEPHINE, DRAGICA, FRANK,  
SHOHRET, MARIA, MARGARET, KATA**

**Welcome  
to the  
Family**

**MILOVAN AND JADWIGA**

*To our beautiful residents, here's what you need to know...*

### **The Charter of Aged Care Rights**

**“The CHARTER” sets out the rights of all people receiving Government- subsidized aged care services.**

### **The Charter**

As a person using aged care, I have the right to:

1. safe and high-quality care and services
2. be treated with dignity and respect
3. have my identity, culture and diversity valued and supported
4. live without abuse and neglect
5. be informed about my care and services in a way I understand
6. access all information about myself, including information about my rights, care and services
7. have control over and make choices about my care and personal and social life, including where the choices involve personal risk
8. have control over, and make decisions about, the personal aspects of my daily life, financial affairs and possessions
9. my independence
10. be listened to and understood
11. have a person of my choice, including an aged care advocate, support me or speak on my behalf
12. complain free from reprisal and have my complaints dealt with fairly and promptly
13. personal privacy and to have my personal information protected
14. exercise my rights without it adversely affecting the way I am treated.

**Sending our sincerest  
condolences to the bereaved  
family of Smilja and George. May  
you rest in peace.**



# 24/7 Care Minutes Report

- 1/10/24–31/12/24, our requirement for the resident care is 225.04 care minutes per day.
- For the last 3 months, we have exceeded the target.
- For the first quarter of 2025, our requirement has increased. Now it is 228.74 care minutes per day.
- In the January 2025 report, we did not meet the required time, and we are short of 4.23 minutes of care per resident.
- Our action:
  1. We have reviewed the roster and increase our staffing.  
Added x2 additional staff to the 7am– 1pm shifts and x2 additional staff to the 4pm– 8pm shifts.



## Enhancing the Dining Experience in Aged Care

Creating an optimal dining experience in aged care is essential, as it encompasses the quality of food and beverages, the level of service, and the overall atmosphere—all of which significantly impact residents' quality of life and well-being.

- Key components of this experience include:
  - Understanding resident preferences.
  - Supporting resident choice.
  - Creating mealtimes that uphold consumer dignity and autonomy.
  - Involving each resident in the planning of their dining experience.



At Kalyna Care, we offer a seasonal multicultural menu that is carefully reviewed by a dietitian. We provide flexible dining options to accommodate resident needs during meal service which includes providing two main meal options. We collaborate with allied health professionals, including dietitians, speech pathologists, and dentists, to ensure our residents receive comprehensive care tailored to their nutritional requirements. We prioritize the consistency of meals in accordance with clinical needs, while also emphasizing the importance of dental health for maintaining overall oral hygiene.

Kalyna Care values resident feedback regarding their dining experience and encourages input through suggestion boxes and resident-family meetings. The organization actively engages residents in menu planning and tasting sessions, as well as offering various formal and informal opportunities for feedback.

During mealtime, we kindly request that families maintain a quiet atmosphere. If you are assisting a loved one, we encourage you to do so in their room, as the dining area can become crowded. This will help minimize stimulation for our residents during mealtime. We appreciate your understanding and cooperation.

## Thank You For Trust and Support

For any suggestions, compliments and complaints, please feel free to contact us:

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[Jennifer.Ibanez@kalynacare.com.au](mailto:Jennifer.Ibanez@kalynacare.com.au)  
[www.kalynacare.com.au/feedback/](http://www.kalynacare.com.au/feedback/)

### FRIENDLY REMINDERS!

1. Please make sure not to leave valuable items in the resident's room. As per the resident agreement, the facility will not be held liable for loss or damage to these items.
2. Emergency Parking Areas- Please DO NOT PARK in the ambulance bay as this is the emergency access for our ambulance, fire truck etc in an emergency situation.

Thank you!!!