



Laurieton Lakeside  
AGED CARE RESIDENCE

# LAKESSIDE NEWSREEL

📄 [www.laurietonlakeside.com.au](http://www.laurietonlakeside.com.au) Telephone: (02) 6559 8777 Fax: (02) 6559 8877

## March 2026

HAPPY  
*St. Patrick's day*



### IN THIS ISSUE

Welcome	2
Services Provided	3
Note from Management	4
A word with Chaplain	6
Activity Spotlight	8
Upcoming Events	12
Allied Health & Physio	13
Wordsearch	14
A Poem to Share	16
Noticeboard	17
Laughing Matters	20
Anagram	21
Colour-in	28

# Lifestyle Team Welcome

Hello Residents, Families and Friends!

Welcome to March - a month that carries with it a sense of renewal, reflection, and a bit of sparkle from Irish tradition.

This month, many people around the world think fondly of Saint Patrick, whose story has inspired centuries of folklore, music, and symbols of hope.

March invites us to celebrate heritage, kindness, and the simple joy of sharing stories that have traveled through generations.

This month we have also included some information about the Strengthened Aged Care Quality Standards at the back of the newsreel. There is also a 50-page document which details these standards further. If you would like to receive a copy of this document, please contact our Lifestyles team.

May this month bring you smiles, warm memories, and a little extra luck along the way.

Warm Regards,

*Michelle, Olivia, Jodi & Cam.*



## March Trivia

March was named after Aka, the Roman God of War, a mythical ancestor of the Romans and father of Romulus and Remus.

Zodiac signs: **Pisces & Aries**  
Birthstone: **Aquamarine**  
Flower: **Daffodil**

## Quote of the Day

May your blessings  
outnumber the shamrocks  
that grow,  
and may trouble avoid  
you wherever you go.

- **Traditional Irish Blessing**

# Services Provided at Lakeside

This table outlines the essential services available at Lakeside and how residents can access each service.

Service	Frequency	How to Access
Hairdresser (Julie)	Weekly (Wednesdays)	Each nurse's station has a hairdressing appointment book. Please speak with a nurse and they will add the residents name to the list.
GPs (Dr Chong and Jitender – Nurse Practitioner)	Dr Chong (Tuesdays) Jitender (Thursdays)	Referrals to GPs are made by our registered staff team. Residents and representatives can also request to see their GP by speaking with registered staff. A GP referral book is kept in each nurses' station.
Podiatry (Shannan)	Every 6-8 weeks	Shannan attends Lakeside 20 times per year. Shannan has a schedule which ensures each resident is seen at least five times per year. If a resident has concerns about their feet, please speak with our registered staff team about a referral.
Audiologist (Isaac)	As required	When a resident experiences hearing difficulties, please inform our nursing team immediately. Our registered staff will refer the resident the audiologist for assessment. If a resident has an existing audiologist (not Isaac), residents can continue with their current audiologist or change to Isaac.
Speech Pathologist (Carly)	As required	Speech pathologists are called upon when residents have difficulty with communication, including speech, language and swallowing. These professionals assess, diagnose and treat these difficulties and provide strategies to our team to improve resident quality of life. Referrals to speech pathologists are made by our registered staff team. Please speak with our registered staff team if you would like to know more.
Dietician (Liam)	As required	Dieticians specialise in nutrition and managing medical conditions through dietary interventions. They also play a role in monitoring and treating unplanned weight loss. Referrals to our dietician are made by our registered staff team. Please speak with our registered staff team if you would like to know more.

# Facility Manager Update

## **Facility Manager Update**

Dear Residents and Resident Representatives,

### **Resident Advisory Committee**

We are currently seeking residents to join our Resident Advisory Committee. The Committee meets once a month to discuss important issues. If you are interested in attending the next meeting, please speak with Michelle in Lifestyles or Tracey at reception. The Committee is an opportunity to provide feedback about the care and services at Lakeside.

### **New Wing Development**

Contractors have been selected to complete the new development, and we are still on track for an April commencement. Most contractors will be local; however, several crews will be travelling from Newcastle to support the project. Once project dates are finalised, we will provide these to residents and representatives.

### **Roof and Gutter Renovations**

Our plumbing contractors are due to replace several gutters and downpipes around the home in the coming weeks. This will involve the removal of existing gutters and downpipes and new Colourbond products. Although disruption should be minimal, there will be noise made when power tools are used. This work ensures that our roof system is prepared for the likely summer rains.

### **New Barbeque**

Thank you to Kevin Maxwell for donating a new BBQ to Lakeside recently. The BBQ will be used for resident and staff functions and enables our team to increase the frequency of events held onsite. We appreciate the support.

See you next month.

*T Cummins*

Facility Manager

# Compliments, Complaints and Feedback

We welcome your Suggestions, complaints and Compliments and regard them as opportunities for us to improve. We recognize the importance of clear processes that facilitate resolution of consumers' concerns and complaints and are committed to investigation of all issues of concern.

You or your advocate are encouraged to make a complaint or compliment to any of our managers.

You may arrange to see one of our managers in person (See reception) Email us or by telephone.

**Tim Cummins – Facility Manager**

[fm@laurietonlakeside.com.au](mailto:fm@laurietonlakeside.com.au)

02 6559 8777

**Nichole Lucey – Director of Nursing**

[don@laurietonlakeside.com.au](mailto:don@laurietonlakeside.com.au)

02 6559 8777

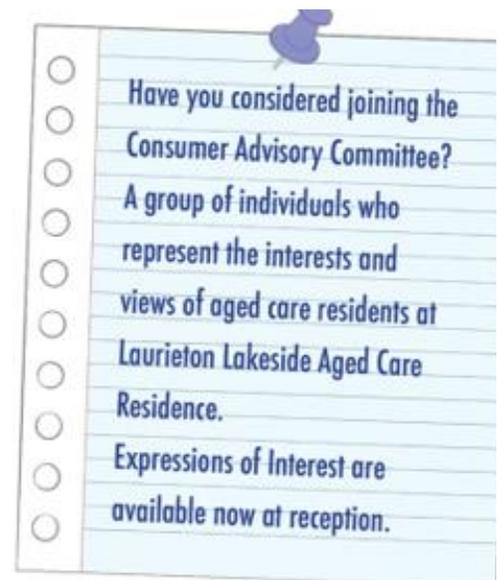
Feedback, Complaint, Compliment and suggestion forms are available in the foyer and at the nurses' stations. If you are not happy with the outcome of your complaint or you would like to take it further.

You can also take your concern to  
The Aged Care Quality and Safety Commission  
or seek the use of an Aged Care Advocacy Service.  
Below are a couple of services you may like to use  
as your advocate.

**AGED CARE QUALITY AND SAFETY COMMISSION**  
**1800 951 822**

OPAN (Older Person Advocacy Network) 1800 700 600  
SRS (Seniors Rights Service) 1800 424 079

NB: All complaints are strictly confidential and management will not tolerate any form of reprisal toward any consumer or their representative because of any comment or complaint, they raise.



# A word with Chaplain Mark

March - I think Julius Caesar being knifed – the Ides of March (15<sup>th</sup>); and of course, St Patrick's day (17<sup>th</sup>). There will be a lot of green around for St Patricks, and fun things organised by Lifestyle – keep an eye out!

## **Some wisdom and humour for you .....**

"It was one of those March days when the sun shines hot and the wind blows cold: when it is summer in the light, and winter in the shade."

## **Charles Dickens, Great Expectations**

"Old age is like climbing a mountain. You climb from ledge to ledge. The higher you get, the more tired and restless you become..... but your view becomes more extensive."

## **Ingmar Bergman.**

Quotes from famous people **born in March:**

"I think it would be a far greater world if people were kinder and more respectful to each other." **Aretha Franklin**

"Music has healing power. It has the ability to take people out of themselves for a few hours." **Elton John**

What is brown, hairy and wears sunglasses? A coconut on vacation

Why are elephants wrinkly? Have you ever tried to iron one?

What has 4 wheels and flies? A garbage truck.

The word 'swims' upside down still spells 'swims'

You just turned the page upside down to check didn't you!!)

If we shouldn't eat at night, why do they put a light in the refrigerator?

## **CHURCH SERVICES for March**

**ANGLICAN Monday March 2**

**CATHOLIC Monday March 9**

Pastoral Care Visits are planned each week and on request. If any **residents, relatives, friends, or staff** wish to have a chat, please let me know....give me a yell as I walk around, call me on ext.114 or my mobile 0410 629 850.

**Don't forget.....** as Chaplain, I am non-discriminatory and non-judgmental; you do not have to be 'religious' or even 'spiritual' to speak with me. I am happy to talk with you about **anything** – family, memories, travels, God, footy, cricket, motorbikes, what makes you happy, sad, worried .....anything.

# A word with Chaplain Mark

I recently attended training on Palliative Care – it was very helpful. An important topic covered was **GRIEF**.

**Everybody grieves!** You, me – **residents, relatives and friends, staff.....EVERYONE** – at different times and over a variety of things. We grieve differently. But **grief is real** - not to be ignored, brushed aside. I decided to write a little on this, not as an expert, but as a fellow griever.

When someone has experienced a loss, there will be big and small adjustments needed to be made in their lives, maybe bringing sadness, uncertainty, frustration, fear and change as each new day comes along. Grief is adapting to change in life, thoughts, hopes, beliefs and the future.

And it is not only death – it can be decline, loss of independence, loss of closeness in a relationship, decreased strength, ability and mobility.

The first significant grief in my life that I can recall is my dad leaving my mum and me when I was about 16. A close family friend later told me that I became an angry young man – that was, at least in part, my grief reaction. (I know it is hard to imagine me as an angry young man 😊)

We grieve differently and how we grieve can depend on why we are grieving. And grief over significant things, like loss of a loved one will last....just manifest differently over time. Some people will try to put time limits on your grief – saying things like 'it is time you got over it and got on with life' .....that is not helpful at all!!

What we can do is **be a good listener**. Grieving people need to talk about their loss and acknowledge that they have been through a difficult experience. You can't fix their grief, but you can be there to hear their story and share their journey. Be a shoulder to cry on. Allow the person to cry with you. **Crying helps** the release of emotions and improves the healing process. Visit or call. Let them know you've been thinking of them. Maybe write or send an email, remember their special days like birthdays and anniversaries. Be a friend! Often **just being there** is all that is needed to support someone who is grieving. Everyone's journey through grief is different and can last a long or short time.

Parts of the above are quoted directly, or adapted, from 'Helping Someone Who is Grieving' from NALAG (National Association for Loss and Grief(NSW) Inc.([www.nalag.org.au](http://www.nalag.org.au))

And my role as chaplain at Lakeside is to support residents, families and staff in appropriate ways and that includes support in grief. So please let me know if you would like to have a private and confidential chat about your grief (or anything else). I do not have all the answers (obviously), but perhaps I can help in some way – let me know.

Toodle-oo and God bless you

Chaplain Mark

# Activity Spotlight – Happy Hour

Happy Hour is held every Friday afternoon at 2pm.

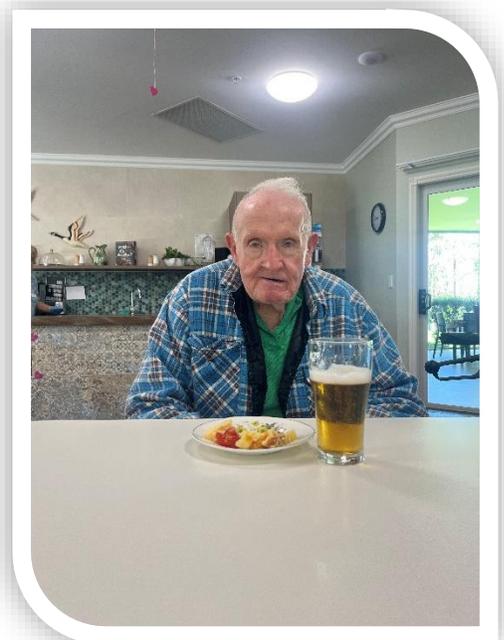
It's a great opportunity to unwind and have a chat with friends, or even make some new friends.



During the warmer weather we have been enjoying this activity outdoors at the LV Café, enjoying the views and the fresh air.



It's a great opportunity to unwind and have a chat with friends, or even make some new friends.

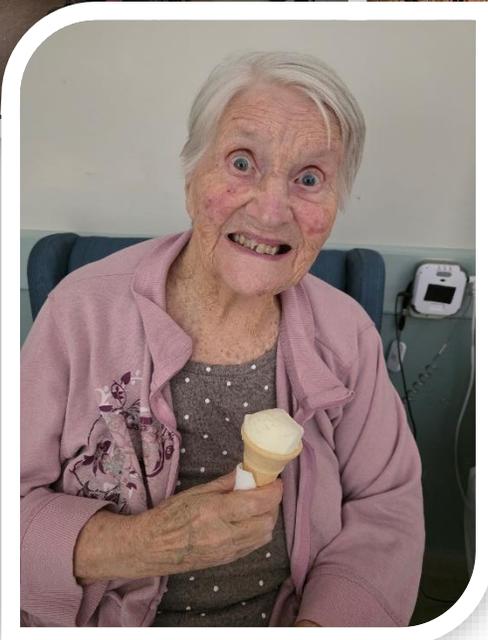
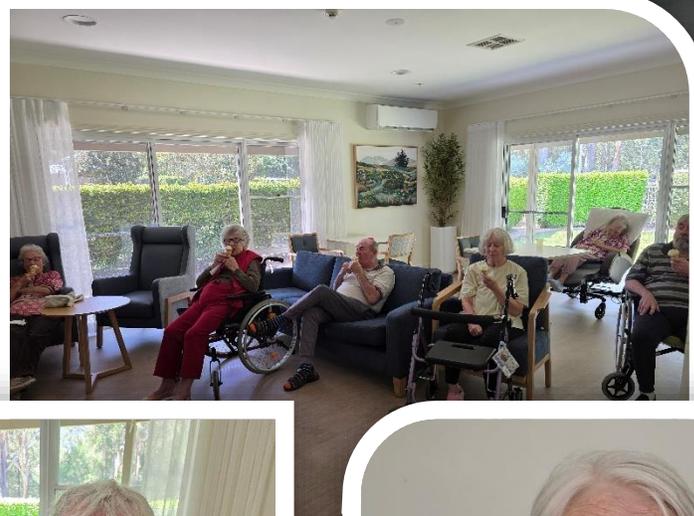


# Activity Spotlight – Ice Cream Trolley

Every Tuesday, the Lifestyle team make their way around the facility, serving all our residents a delicious ice cream in a cone.

Music, like what you would expect from a Mr Whippy van is played as they move around.

Lots of smiles are had and a few will say, “Oh Mr Whippy is here” excitedly!



# What We've Been Up To



# What We've Been Up To



# Upcoming Events

## Seniors Reminisce Morning

Tuesday 3<sup>rd</sup> March, 10:30am, Activities Room

## Melodies of Ireland with Carol and her Harp

Monday 16<sup>th</sup> March 10:30am, Activities Room

## Irish Music with Sheila

Tuesday 17<sup>th</sup> March, 10:30am, Activities Room

## Armchair Travel to Ireland

Monday 30<sup>th</sup> March 2.00pm, Activities Room



# Regular Events

- Anglican Service first Monday of Month  
10:30am
- Catholic Service with St Joseph's Choir School  
Choir second Monday of Month 10:30am
- Hairdresser every Wednesday
- Bingo! Every Thursday at 10:30am
- Men's Group every Friday at 9.30am
- Ladies Group every Friday at 10.30am
- Happy Hour every Friday at 2pm
- Resident & Representatives Meeting, third  
Monday of the Month alternating morning or  
afternoon, see monthly program for time.
- Walking Group, every Wednesday at 10:30am

## Special Days

- 1<sup>st</sup> St. David's Day
- 3<sup>rd</sup> World Wildlife Day
- 6<sup>th</sup> World Day of Prayer
- 8<sup>th</sup> Intl. Women's Day
- 15<sup>th</sup> The Ides of March
- 15<sup>th</sup> Mothering Sunday (UK)
- 16<sup>th</sup> The Oscars
- 17<sup>th</sup> St. Patrick's Day
- 20<sup>th</sup> First Day of Spring  
(N. Hemisphere)
- 21<sup>st</sup> World Poetry Day
- 21<sup>st</sup> Day of Forests
- 23<sup>rd</sup> Meteorological Day
- 25<sup>th</sup> Greek Independence

# Allied Health & Physio Update

**Allied Health has been working to help you achieve your goals!**

It's been wonderful to see so many residents either returning to or newly joining our Falls Prevention classes, held every Monday and Friday in LV lounge at 9.30am. The AM classes are for fun fitness strength and falls prevention. Bronwyn is offering a new fun class on Tuesday morning for our female residents, featuring dancing and games to hone standing strength. Drew's popular seated exercise classes continue Tuesday and Thursday afternoons at 2pm, to work on body mobility, keeping everyone moving safely and confidently.

Bron has also introduced a lovely second class on Tuesdays, which has naturally grown into a cheerful ladies' group where exercise is mixed with singing, a little dancing, and *lots* of giggles.

Warren will look to pilot a Wednesday class for the fella, focusing on strength and function.

Individual exercise programs are developed on request or for special needs residents, that perhaps can't get to the groups. also continuing for residents who prefer or require one-to-one support.

The Allied Health team is always here to assist with equipment needs and to support pain management through massage and stretching — please don't hesitate to reach out.

Bron, Warren, Drew & Theo



# Word Search

## ST. PATRICK'S DAY



L Z R L U C K Y J L J W S Y  
I R I S H G O L T E H K C U  
T X L R N S O W C P C S C E  
T G E A C M N N U I G H I M  
K R P I R E A A R W F A L A  
A E R N I D L E K O J M P R  
Z E E B P F M T R E D R O C  
P N C O Y I R E I J S O T H  
A G H W L P V O J C J C T X  
T H A I B O R B G H O K C X  
R F U B L B L A R N E Y I H  
I P N C C I R E L A N D V Z  
C L E G E N D E M E R A L D  
K P O T O F G O L D J I G L

Clover

Limericks

Pot

Ireland

Jig

Leprechaun

Rainbow

Green

Lucky

Blarney

Snakes

March

Irish

Celtic

Dance

Emerald

Patrick

Shamrock

Pot Of Gold

Legend

# March Birthdays

In March, we celebrate birthdays with:

- **Tim G**
- **Margaret J**
- **Keith N**
- **Pudgee**
- **Robert W**
- **Joan D**
- **Ron M**
- **James M**
- **Brian S**
- **Chris F**
- **Robert W**
- **Marlene S**



Please join us in the activities room on the second Tuesday  
In March to celebrate!

## March Trivia

- Saint Patrick was not actually Irish - he was born in Britain.
- There are no snakes in Ireland, making the famous “snake legend” a symbolic story rather than a literal one.
- Green was not always associated with St. Patrick - blue was once the traditional color!
- Leprechauns come from old Irish folklore and were originally known as shoemakers.
- The shamrock is a three-leaf clover; a four-leaf clover is rare and considered extra lucky.
- St. Patrick’s Day is celebrated in more countries than any other national cultural day.

### Pisces (Feb 19 – Mar 20)

Pisces are friendly and selfless. They are always willing to help others

### Aries (Mar 21 – Apr 20)

Aries are passionate, motivated and confident leaders. They are bundles of energy & enthusiasm.

### Historical Events in March: **The Rubik’s Cube**

In March 1974, Ernő Rubik invented the Rubik’s Cube, a simple-looking puzzle that went on to challenge and delight millions of minds around the world.

WOW!

# A Poem To Share

## Blessing of the Day

May peace be gently spoken  
In every word you say,  
May kindness find you early  
And stay with you all day.

May laughter light your footsteps,  
May love be close at hand,  
May comfort warm your evenings  
Like footprints in the sand.

And when the day is ending  
And stars begin to start,  
May gratitude be resting  
Softly in your heart.

# Noticeboard



## NEW RESIDENTS

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A very warm welcome to:

- **John**
- **Betty**
- **Margaret**
- **Marjorie**
- **Noreen**

We hope that you enjoy your time here!

## NEW STAFF

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A warm welcome also goes to the people who joined our team in the past month!

## IN MEMORIAM

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To the families and friends of our late residents—may you be comforted by the knowledge that your loved ones are at peace.

- **Joyce**
- **Kevin**
- **Gail**
- **Beverley**
- **Bill**
- **Ian**

## LOST PROPERTY

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We have had a large volume of unlabeled clothing accumulate. Please ensure that any clothes are labelled prior to being washed and any new clothes are sent to the laundry for labelling.

As soon as we receive our clothing rack we have on order, unlabeled clothing will be located in the hairdressing salon on Tuesday, Thursday, and Friday's to check for any missing items.

If you are missing a TV remote come and see us in the activity room as we have a few that we have found.

## CAN YOU CONTRIBUTE?

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Contributions to our newsletter are encouraged and appreciated!

Articles, photos, reports on community outings, staff news, trivia, poems and amusing stories relating to residents and staff are most welcome.

Please hand in your submission to Lifestyle, or email us anytime via [lifestyle@laurietonlakeside.com.au](mailto:lifestyle@laurietonlakeside.com.au)

Thank you!

# Noticeboard



## LIBRARY

We have a small library of books in our Activities Centre. If you can't make it down to activities, ask one of our Lifestyle team and we are happy to deliver and pick up books for you.

## THANK YOU

We would like to issue a heartfelt thanks to relatives and volunteers who support us day in and day out. You make such a difference, and we so very much appreciate your time and energy.

## HAIRDRESSER

We have a hairdresser who attends every Wednesday. If you would like an appointment please ask a staff member to write your name down in the hairdressers book.



## PODIATRY

We have a podiatrist who visits on a monthly basis. Next visits are;

**Monday 23<sup>rd</sup> March 2026**

**Monday 30<sup>th</sup> March 2026**

If you have a need to visit, please let staff know and they will put your name down for an appointment.

## CULTURAL CELEBRATION

Join us for an Irish celebration in honor of St. Patrick's Day this month. If you are of Irish descent and want to share more about your culture, let us know!

Watch your calendar for related activities in the activities room and



# Noticeboard



## LIFESTYLE OUTING – HARRINGTON

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This month we are having a Lunch outing to the Harrington Hotel. Seats are limited so please see Michelle in Lifestyles if you would like to come along.

## RESIDENT'S & REPRESENTATIVES

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Laurieton Lakeside's Resident and Representative meetings are held on a Monthly basis on the third Monday of each month. Dates and times can be found on the monthly program.

We encourage our residents and their representatives to attend and participate in discussions at these meetings, regarding feedback, information sharing, and up and coming activities.

We love to hear your suggestions or recommendations.

## LIFESTYLE - BARBEQUE

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Due to the generous donation of a Barbeque, organised by Kevin Maxwell, from the Wauchope Yesteryear Truck and Machinery Show Committee, we can now host small barbeque functions for our residents.

Our first function, a sausage sizzle, will be on Tuesday 17<sup>th</sup> March, St Patrick's Day for the residents in the Paul Johnson Wing. Please RSVP to Lifestyles team if you wish to attend.

## FURRY FRIENDS

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At Laurieton Lakeside, we warmly welcome well-behaved and vaccinated pets to visit our community. Pets can bring such joy and comfort to our residents.

We do ask that you do ensure that you bring a 'doggie doo' bag to clean up after your pet if required.

Your pet can be off lead when visiting in resident rooms, however we ask that you keep them on leash in common areas.

# Laughing Matters



## The Camping Trip

This is an old one, and not mine; I think it's won a few awards.

Sherlock Holmes and Dr. John Watson went on a camping trip. After sharing a good meal and a bottle of Petrie wine, they retire to their tent for the night.

At about 3 AM, Holmes nudges Watson and asks, "Watson, look up into the sky and tell me what you see?"

Watson said, "I see millions of stars."

Holmes asks, "And, what does that tell you?"

Watson replies, "Astronomically, it tells me there are millions of galaxies and potentially billions of planets. Astrologically, it tells me that Saturn is in Leo. Theologically, it tells me that God is great and we are small and insignificant. Horologically, it tells me that it's about 3 AM. Meteorologically, it tells me that we will have a beautiful day tomorrow. What does it tell you, Holmes?"

Holmes retorts, "Someone stole our tent."

## The Bar

An Englishman, an Irishman and a Scotsman are in a bar together, each drinking a pint of Guinness. Suddenly a fly lands in the Englishman's beer, and he pushes it away in disgust and asks the bartender for another. Another fly lands in the Scot's beer, and he nonchalantly fishes it out and continues drinking. A third fly lands in the Irishman's beer, and he angrily picks up the fly by its wings, holds it over his beer, and yells "SPIT IT OUT! SPIT IT OUT YA BASTARD!"

## The Grasshopper

A grasshopper walks into a bar and the bartender says "Hey! We have a drink named after you!" The grasshopper looks up, somewhat bewildered, and says "You have a drink named Steve?"



## St. Patrick's Day Anagram

Rearrange the letters of each word reveal the answers!

Word	Clue	Answer
KARCHSOM	Clover-like plant	_____
ODLG	What Leprechauns keep in their pot	_____
REGEN	Colour of envy	_____
ELAPUNCHER	Mischievous elf	_____
IDLERAN	St. Patrick is from here	_____
ELBRYAN	This stone wants a kiss	_____
RHAP	National emblem of Ireland	_____
SEBFLAT	Capital of Northern Island	_____
KANESS	Slender Reptiles	_____
Charm	Third month of the year	_____
TRACKPI	Patron saint of Ireland	_____
SKIWHEY	A popular liquor in Ireland	_____
RICEMILK	Humorous verse	_____
OT TSU	Type of dark beer	_____
BUND IL	Capital of the Irish Republic	_____
GLENN DA	St. Patrick was a missionary here	_____
SINGESNU	A type of bitter stout	_____
RSHII	From Ireland	_____
TAPE	Fuel from boggy land	_____
BAWINOR	Colourful arc in the sky	_____

# St. Patrick's Day Anagram

## Answers

<b>Word</b>	<b>Clue</b>	<b>Answer</b>
KARCHSOM	Clover-like plant	Shamrock
ODLG	What Leprechauns keep in their pot	Gold
REGEN	Colour of envy	Green
ELAPUNCHER	Mischievous elf	Leprechaun
IDLERAN	St. Patrick is from here	Ireland
ELBRYAN	This stone wants a kiss	Blarney
RHAP	National emblem of Ireland	Harp
SEBFLAT	Capital of Northern Island	Belfast
KANESS	Slender Reptiles	Snakes
Charm	Third month of the year	March
TRACKPI	Patron saint of Ireland	Patrick
SKIWHEY	A popular liquor in Ireland	Whiskey
RICEMILK	Humorous verse	Limerick
OT TSU	Type of dark beer	Stout
BUND IL	Capital of the Irish Republic	Dublin
GLENN DA	St. Patrick was a missionary here	England
SINGESNU	A type of bitter stout	Guinness
RSHII	From Ireland	Irish
TAPE	Fuel from boggy land	Peat
BAWINOR	Colourful arc in the sky	Rainbow



# Aged Care Code of Conduct

A resource for older people

1800 951 822  
agedcarequality.gov.au



Everyone has  
the right to  
receive safe  
and quality  
aged care  
services.

## Why was the Aged Care Code of Conduct (Code) introduced?

The Code aims to:

- support your **rights** to **personal choice, dignity** and respect
- promote **kind, honest** and **respectful** behaviour
- keep you **safe from harm**.

## What is the Code?

The Code:

- sets out how registered providers (providers) and the people providing your care **must behave and treat you**
- **strengthens powers to protect you** from providers, aged care workers or responsible persons that make you feel unsafe, taken advantage of or disrespected.

## Who is covered by the Code?

### The Code applies to

- All registered providers
- Responsible persons of registered providers (e.g. board members and Chief Executive Officers)
- Aged care workers (including volunteers)

## What should you expect under the Code?

You should always be treated well and feel safe. Your provider and the people who deliver your care must act in a way that is respectful, kind and consistent with the behaviours set out in the Code and the [Statement of Rights](#).

Your provider must also manage and respond to the behaviour of their workers and responsible persons that do not meet the Code.

## Contact

If you have questions or concerns about the Code, you can contact:

- your provider
- the **Older Persons Advocacy Network** (OPAN) on 1800 700 600
- the **Aged Care Quality and Safety Commission** by:
  - completing our [online contact form](#)
  - 1800 951 822 (free call)
  - [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)
  - Aged Care Quality and Safety Commission GPO Box 9819, in your capital city.

## The 8 requirements of the Code – Summary for older people

This table outlines the 8 requirements of the Code and provides examples of how the people providing your care and services should behave.

Requirements	Examples of how people should behave Your provider and the people who deliver your care should...
 <p><b>Act with respect for individuals' rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions.</b></p>	<ul style="list-style-type: none"> <li>• Ask and listen to what you need and want</li> <li>• Talk to you in a way that is easy to understand</li> <li>• Help when you need support to make decisions about the care and services you receive</li> </ul>
 <p><b>Act in a way that treats individuals with dignity and respect and values their diversity.</b></p>	<ul style="list-style-type: none"> <li>• Respect your social, cultural, religious and ethnic background</li> <li>• Talk in a way that makes you feel comfortable and respected</li> <li>• Respect your individual needs and wants</li> </ul>
 <p><b>Act with respect for the privacy of individuals.</b></p>	<ul style="list-style-type: none"> <li>• Keep your personal information safe in line with privacy policies</li> <li>• Ask first before providing care or services to make sure you feel comfortable and safe</li> </ul>
 <p><b>Deliver funded aged care services in a safe and competent manner, with care and skill.</b></p>	<ul style="list-style-type: none"> <li>• Use equipment safely</li> <li>• Have the right skills, experience and qualifications for the job</li> <li>• Follow policies about safe and up to date work practices</li> </ul>
 <p><b>Act with integrity, honesty and transparency.</b></p>	<ul style="list-style-type: none"> <li>• Treat you fairly and not take advantage of you</li> <li>• Be honest about their qualifications, skills and experience</li> <li>• Help you understand more about your care and services</li> </ul>

Requirements	Examples of how people should behave Your provider and the people who deliver your care should...
 <p><b>Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of funded aged care services.</b></p>	<ul style="list-style-type: none"> <li>• Know how and what to do if something happens</li> <li>• Speak up and report concerns to providers to reduce risk of harm</li> <li>• Support you to feel safe to give feedback or make a complaint</li> </ul>
 <p><b>Deliver funded aged care services free from:</b></p> <p><b>i. all forms of violence, discrimination, exploitation, neglect and abuse, and</b></p> <p><b>ii. sexual misconduct.</b></p>	<ul style="list-style-type: none"> <li>• Be alert to situations that may hurt, upset or take advantage of you and others receiving care or services</li> <li>• Know what violent, abusive and neglectful practices look like</li> <li>• Not commit or participate in any form of violence, discrimination, neglect and abuse or sexual misconduct</li> </ul>
 <p><b>Take all reasonable steps to prevent and respond to:</b></p> <p><b>i. all forms of violence, discrimination, exploitation, neglect and abuse, and</b></p> <p><b>ii. sexual misconduct.</b></p>	<ul style="list-style-type: none"> <li>• Follow processes to help prevent harm to you and others receiving care and services</li> <li>• Take action about a safety risk or concern in line with your provider's systems and processes</li> <li>• Cooperate with any investigation or enquiry</li> </ul>



Aged Care Quality and Safety Commission online contact form  
[agedcarequality.gov.au/contact-us](https://agedcarequality.gov.au/contact-us)

October 2025



**Phone**  
1800 951 822



**Web**  
[agedcarequality.gov.au](https://agedcarequality.gov.au)



**Write**  
Aged Care Quality and Safety Commission  
GPO Box 9819, in your capital city

ACR-CDC-004

# Strengthened Aged Care Quality Standards

Expectations for older people



