

# Heritage News

JULY 2024

Curtin  
HERITAGE LIVING



## Labor Agreement - a great success!

Some of you may remember Curtin Heritage Living hosted Andrew Giles, Federal Minister for Immigration, Citizenship and Multicultural Affairs last year. The Minister announced the introduction of a Labor Agreement that, should specific conditions be met, provided a pathway to permanent residency for people working in front line care.

Curtin Heritage Living was fortunate to be the first aged care organisation to enter into an agreement with the federal government. Since signing the agreement, we have been able to help 32 of our existing team members gain sponsorship. These people work across our entire organisation.

It has been a significant financial investment by Curtin Heritage Living. However, given the work force shortages faced by our industry, we believe by supporting those in our team who have demonstrated professionalism and loyalty on their desired pathway to residency – we all benefit.

Our team members benefit, gaining surety and security for themselves and their families, our clients benefit as their care and support workers remains strong and committed and Curtin Heritage Living benefits as an employer keeping our workforce well-resourced and stable.

Congratulations to all our team who have been successful in their applications!

## Did you know you can email our Care Managers and Clinical Nurses?

If you have a non-urgent question or information for our clinical team, we encourage you to contact them by email. It can be difficult for the team to take phone calls at times and we understand this can be frustrating for you.

Emailing the team with non-urgent queries, allows them to better prioritise the needs of our resident. We have noted the email addresses of the clinical team below. Thank you in advance for your support.

Level 1 & 2 –

Care Manager: Elisha Dookheea [elishad@curtinheritage.com.au](mailto:elishad@curtinheritage.com.au)

Clinical nurse: Manilyn Alcartado [manilyna@curtinheritage.com.au](mailto:manilyna@curtinheritage.com.au)

Level 3 & 4 –

Care Manager: Jaya Kumar [jayalakshmik@curtinheritage.com.au](mailto:jayalakshmik@curtinheritage.com.au)

Clinical nurse: Maridolf Redondiez [maridolfr@curtinheritage.com.au](mailto:maridolfr@curtinheritage.com.au)

## Your opportunity to contribute to research on the impact of music therapy

Curtin Heritage Living are pleased to be participating in a world leading research project with the University of Melbourne, exploring the impact of music therapy informed technology on caregivers capability and wellbeing. A new application, MATCH (Music Attuned Technology for Care via eHealth), uses inbuilt training in music therapy strategies and personalised playlists to enhance residents mood, relaxation, personal care, movement and more.

We are looking for residents who are willing to engage in music with care staff during an 8-week period. You may be invited to listen to music, sing or move your body. You may experience improved mood, memory and connection with care staff and risks are minimal.

Recruitment closes 19th July. To find out more and participate, see <https://redcap.link/MATCHinRACresidents>. For questions, contact Hayley via [match-project@unimelb.edu.au](mailto:match-project@unimelb.edu.au)

## Celebrating our team

In late June we celebrated a milestone birthday for our General Manager Clinical and Care Services, Tom McConnell. The team pulled together, bringing snacks, balloons and a special gift, surprising Tom with a rather flat but well-intentioned rendition of Happy Birthday 🥳

Happy Birthday Tom, thank you for all you do for our residents and our team!



## Your right to raise a complaint or concern

It is important for our clients to understand it is OK to raise a complaint or a concern about us. Aged care should suit your needs and meet the Aged-Care Quality Standards.

While we do our best to provide individualised care and support for you, we respect your right to tell us how we can be better. We believe that the complaints and concerns raised are opportunities for improvement leading to better quality of care. Not just for you, but potentially for others receiving care.

We welcome your feedback. You can submit feedback by contacting the manager of your care, our Quality and Governance Manager, Lisa Winter, at [quality@curtinheritage.com.au](mailto:quality@curtinheritage.com.au), via the feedback boxes located in each home or by scanning this QR Code.

The Aged Care and Quality and Safety Commission can support you to be heard if you are not satisfied with our response to your concerns. You can make a confidential or anonymous complaint if you wish.

Anyone can make a complaint to the Commission, including:

- people who use aged care
- family, friends, representatives and carers of people who use aged care
- aged care staff and volunteers
- health and medical professionals.

If you are raising a concern on behalf of someone else, make sure they or their representative knows this. They have a right to know about your concerns and be involved.

The Aged Care Quality and Safety Commission website has helpful information that is easily available. You can also call them if you would prefer to speak with someone in the first instance.

We have included a link to the Aged Care Quality and Safety Commission website and their contact number below. We encourage you to talk to us if you have a concern or complaint allowing us the opportunity to work you to resolve any challenges. However, in the instance you are still not satisfied, you have good, supported and thorough options available to you.

[Aged Care Quality and Safety Commission – For older Australians](#)

Phone number for complaints and concerns: 1800 951 822





## What have we been up to in June?

### Marine Views Cottages

The Heritage Collective Artist in residence Angela Rossen provided an ocean and coastal themed sensory workshop for residents at Marine Views. As well as being an artist, Angela is a bio-diversity educator who is passionate about sharing her knowledge with others. Marine Views residents were privy to Angela's knowledge and precious ocean articles she generously shared on the day.



### RiverSea Mosman Park

RiverSea Mosman Park residents have been busy this month with a host of activities. Birthday celebrations, Pride celebrations, knitting groups and heading out and about. We bid a sad farewell to Jono our favorite musician this month – but not before he joined some of our team and residents for a morning stroll. Jono is heading off to live interstate and wish him the very best. We will miss you Jono!





## Shine Community Care

The Shine tour bus headed off for another outing to the AQWA aquarium at Hillary's Boat Harbor. Our clients had a wonderful time viewing all the marine life. We were all especially mesmerized by the sharks and rays spotted swimming over our heads!



## Waterfront Cottlesloe

### What are Friday's for at Waterfront Cottlesloe?

Friday's are for gathering with new friends and enjoying lunch - prepared by our very own catering team, together in the Ocean Front Lounge. Friday's are also for sharing a drink at our fortnightly sundowners - and witnessing incredible views like this!



## Celebration of life

Our Chaplin Wendy led people from our RiverSea Mosman Park and Marine Views Cottesloe community two celebration of life services late in June.

Celebration of Life gatherings are designed for our community (families, residents, staff) to gather to honor and remember residents who have lived in our communities and passed away.

Witnessing the benefit of these types of gatherings, Chaplin Wendy initiated the gatherings in both our homes. Those attending were able to mark the occasion by placing a small and beautiful shell into a bed of sand representing their connection to a friend or loved one who has passed.

We will be holding Celebration of Life gatherings every six months in our homes to celebrate the wonderful people who have chosen to live with us. We will advertise dates in advance to allow people enough notice so they are able to attend.



## Team Recognition

### Luke D Sheehan - Physiotherapist

Luke is a valued member of our Lifestyle team. He provides residents with excellent advice and service whilst taking time to have a laugh.

Luke also roped many of the Marine Views team into the Push for Better campaign. His positivity is infectious and we value his genuine compassion for our residents.

### Gado Gado - Carer

Gado Gado consistently goes above and beyond for residents. He has an ability to manage challenging scenarios and does so with kindness and compassion. Gado is gentle and kind with our residents and sets a tremendous example as a leader to his peers. Thank you Gado!





## What's on this month!

### Marine Views Cottesloe

Thursday 4th July @ 12.00pm Stars & Stripes - Long Table Lunch

Monday 8th July - How to take a great photo with your smartphone'. Free event, but RSVP is essential

Wednesday 10th July @ 2.00pm - Qi Gong with Micheal Ho

Thursday 11th July - NAIDOC Festival Day – Heritage Theatre. Free event, but RSVP is essential

Friday 12th July @ 2pm - Concert: Les Trois Amies musical trio Classical Concert – Heritage Club Lounge \$60 RSVP to reception

Friday 19th July @ 9.30am - Curtin Heritage's very own Olympic Games with Shine clients joining as the Away Team

Friday 26th July @ 2:00pm – Musical Entertainment by band "Off the Record"

Monday 29th July @10.00am - Waves of Our Shore Coffee Club with Angela Rossen our Artist in Residence who is sharing with us her passion for the ocean

Tuesday 30th July – 'The Green Planet Ep 2' \$10 which includes drinks and snacks

### RiverSea Mosman Park

Friday 5th July @ 1:30pm Dick and Henk duet (guitar)

Monday 8th 1:30pm – NAIDOC week recognition and afternoon tea

Wednesday 10th July 1:30pm Leanne Laurenson concert

Thursday 11th 1:30pm Part of NAIDOC week – Dreamtime story telling with Susie

Friday 12th & 26th 10:30am Peter on Piano

Monday 15th 1:30pm Bastille Day celebration afternoon tea.

Thursday 25th From 11:30am Paris themed lunch for the opening of the Olympic Games

Monday 29th 17th June 1:30pm – Dana Kazhimova in concert (vocal)

### Shine Community Care

Friday 11th July - NAIDOC Celebrations @ The Heritage Collective

Tuesday 16th July - Monthly Parisian themed Luncheon - Olympics edition.

Friday 19th July - Olympic Games tournament

Tuesday 30th July - Old Court House bus tour followed by lunch

### Waterfront Cottesloe

Waterfront Cottesloe Residents Only

Wednesday 10th July @ 10am - Print Making with Nicola Cowie, \$120 including lunch and materials

Friday 12th July @ 2pm - Concert: Les Trois Amies musical trio Classical Concert – Heritage Club Lounge \$60 RSVP to reception

Friday 12th July @ 12noon - Fish and Chip Lunch in the Oceanfront Lounge, \$21 per person

Thursday 25th July @ 11am - Movie “**Storm Boy**” in the Heritage Theatre, \$20 including drink and snacks

Thursday 25th July @ 12 noon - Christmas in July in the Heritage Club Lounge, \$45 per person

Monday 29th July @ 10.30am - Movie “**The Sapphires**” in the Heritage Theatre, \$20 including drink and snacks

### The Heritage Collective Workshop Series

Painting Workshops with Angela Rossen in the Makerspace – last Sunday of July and August (participants 16 years and older) from 1 – 4pm. Registrations are available on the Heritage Collective's Events webpage:

<https://heritagecollective.com.au/upcoming-events>

If you're interested to know what's coming up at The Heritage Collective, head over to the Events webpage to find out more: <https://heritagecollective.com.au/upcoming-events>