



Amber Aged Care

Newsletter - December 2025



December 2025 – A Festive Month of Joy and Celebration.

Welcome to our December 2025 edition, a month filled with festive cheer, joyful gatherings, and heart-warming celebrations as we embrace the holiday season together.

This special time of year brings a wonderful sense of connection, gratitude, and community spirit to our home, and we are delighted to share highlights including our Festive Wellbeing and Activity Program featuring Christmas-themed crafts, music, baking, and social events; updates on our Holiday Café Pop-Up offering a cosy space for our older people and families; continued health and wellbeing initiatives to keep our community safe during the busy season; and memorable moments from recent resident celebrations, tree-decorating, family visits, and multicultural festive traditions that have filled our home with warmth and joy.

Warm regards,

The Amber Aged Care Team

What's inside:

- Amber Café – Exciting Updates
- Education and Training
- Whistleblower Reporting and Support at Amber Aged Care
- Hot Weather Health & Safety
- Continuous Improvement Highlights
- Learning & Staff Compliance – Ongoing Training
- Safety & Incident Update
- Lifestyle
- Feedback, Complaints, Suggestions, and Compliments
- Staff Highlights – December 2025
- Employee of the Month
- Consumer Advisory Body
- A Christmas Story

Amber Café – Exciting Update!

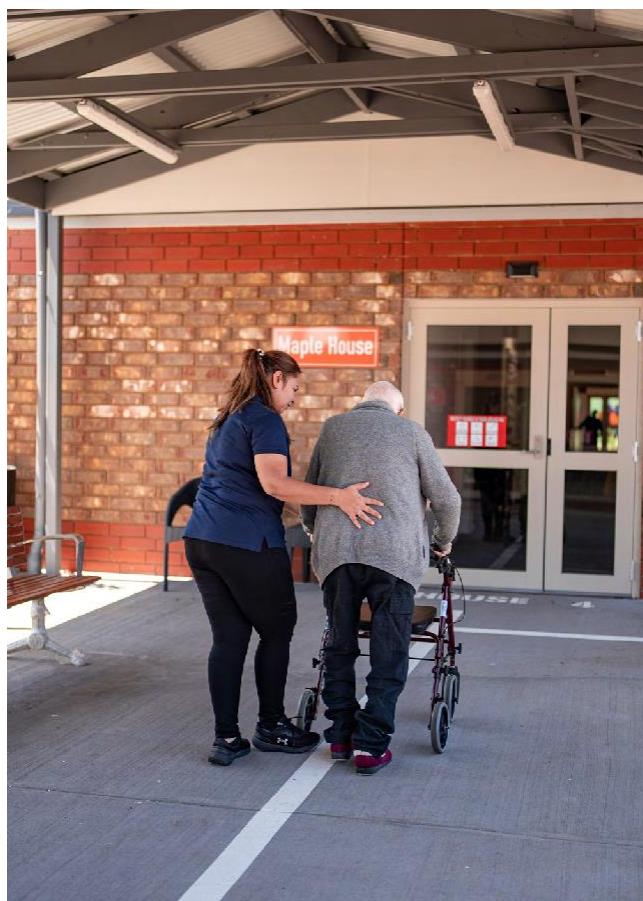
We are pleased to share that the Amber Café is now open, offering a warm and welcoming space for our older people, families, and visitors to relax and enjoy quality time together. Even more exciting, starting from January, the Amber Café will also be open on weekends, providing greater flexibility and more opportunities for everyone to enjoy delicious treats, hot beverages, and social connection throughout the week.



Education and Training Training Updates

At Amber Aged Care, continuous learning is at the heart of delivering high-quality, person-centred care.

This month, our staff focused on key areas of resident wellbeing and safety, including pain management, infection prevention, manual handling, person-centred care, and medication safety. Training sessions strengthened staff confidence in assessing and managing pain through both pharmacological and non-pharmacological approaches such as gentle exercise, massage, relaxation, and environmental comfort. Refresher workshops also reinforced safe hygiene practices, correct lifting techniques, and compassionate communication. Through ongoing education, our team continues to enhance resident comfort, dignity, and quality of life ensuring care that is both skilled and heartfelt.



Whistleblower Reporting and Support at Amber Aged Care

Amber Aged Care is committed to maintaining a safe, transparent, and ethical environment for our older people, staff, volunteers, and visitors. Our Whistleblower Policy supports this commitment by enabling individuals to raise concerns about serious or suspected wrongdoing, including misconduct, reportable incidents under SIRS, breaches of the *Aged Care Act 2024* (Cth), or any improper behaviour that may impact our organisation.

A whistleblower disclosure is a legally recognised form of reporting and may be made anonymously or openly to help us identify and address issues promptly.

Disclosures can be made directly to our Whistleblower Protection Officers—

Dominique Evele
(CEO)

0433 607 791

manager@amberagedcare.com.au

Stephen Maher

(Support Services Manager)

0433 299 266

ssteam@amberagedcare.com.au

Amber Marie Chilvels

(Assistant Executive Officer)

08 8465 5500

admin@amberagedcare.com.au

Amber Aged Care is dedicated to ensuring that anyone who raises a concern is treated with respect, protected from retaliation, and supported throughout the process. Whistleblower identities are kept confidential unless disclosure is required by law, and all reports are assessed and investigated in a timely, fair, and sensitive manner.

Where appropriate, updates will be provided to the whistleblower as the matter progresses.

For anyone considering making a disclosure or seeking further information, our Whistleblower Protection Officers are available to provide confidential guidance and support.



Hot Weather Health & Safety Update

To ensure the wellbeing of our older people throughout the hot weather, the following highlights explain why this matters and how we can continue working together.

Why It Matters

Hot weather can pose significant risks for older people, including dehydration, heat exhaustion, and sunburn. As temperatures rise, it becomes essential to take extra precautions to keep our older people safe and comfortable. By promoting hydration, providing cool environments, and supporting sun-safe practices, we help protect our older peoples' health and wellbeing throughout the summer season.

Convenience and Peace of Mind

Amber Aged Care ensures that our older people have easy access to cool indoor areas, refreshing drinks, and assistance with sunscreen and protective clothing. Families can feel confident knowing our staff are actively monitoring weather conditions, supporting our older people during outdoor activities, and helping them stay comfortable and safe. These measures provide reassurance that our older people are well cared for during hot weather.

Next steps:

- Encourage our older people to drink fluids regularly throughout the day.
- Apply sunscreen before any outdoor activities and reapply as needed.
- Support our older people to wear suitable summer clothing such as light, breathable garments.
- Families are encouraged to provide sun hats, light clothing, and preferred skincare items.
- Monitor our older people for any signs of discomfort, dehydration, or heat intolerance.
- Report any concerns to the care team immediately so we can respond promptly and effectively.



Amber Aged Care – December 2025 Continuous Improvement Highlights

Reconciliation Action Plan (RAP) Development Initiative

The organisation will strengthen its commitment to cultural awareness by attending RAP training, engaging our older people and staff in a collaborative brainstorming session, and developing a meaningful Reconciliation Action Plan.

The RAP will be tailored with achievable goals that reflect the size of the service and the needs of the community. It will be a living, practical document that supports real action and avoids any tokenistic approaches, ensuring genuine progress toward reconciliation.

Menu Improvement Suggestions: Takeaway-Style Meal Options

During our recent older persons' menu meeting, our older people shared feedback expressing interest in having takeaway-style boxed meal presentations on select days.

In response, we are exploring ways to incorporate these options to add variety, enhance meal enjoyment, and create a familiar, modern dining experience.

Further updates will be provided as we trial these presentation styles.



New Flagpole System for Cultural Recognition

Amber Aged Care has identified the need for a clearly visible flagpole area to better represent cultural diversity, organisational identity, and important awareness events.

Installing a dedicated flagpole, supported by clear signage and an organised display schedule, will help staff, our older people, and visitors easily recognise the meaning of each flag. The maintenance team will oversee regular upkeep, staff will receive a brief orientation on flag protocols, and the quality team will review the system annually to ensure it continues to promote inclusion and awareness across our community.

Improving Resident Understanding of the Complaints Process

Our continuous improvement focus is to help our older people better understand how to make complaints by improving the visibility of forms, QR codes, and available staff support. We will refresh posters, place easy-to-read QR codes in common areas, ensure complaint forms are accessible, and provide staff with a quick refresher on how to guide our older people through the process.

A brief resident information session will also be held to explain the options. These actions aim to make the complaints process clearer, easier, and more accessible for everyone.

Exploring Weekend Opening Hours for the Coffee Shop

Recent feedback from our older people indicated limited interest in the current coffee shop hours, leading to a discussion about offering more suitable options. It was proposed that the coffee shop trial weekend openings, including Saturdays from 1:00 pm to 3:00 pm and possibly Saturday mornings from 10:00 am to 12:00 pm. This change aims to create a more convenient and enjoyable experience for our older people and their families.

Learning & Staff Compliance – Ongoing Training

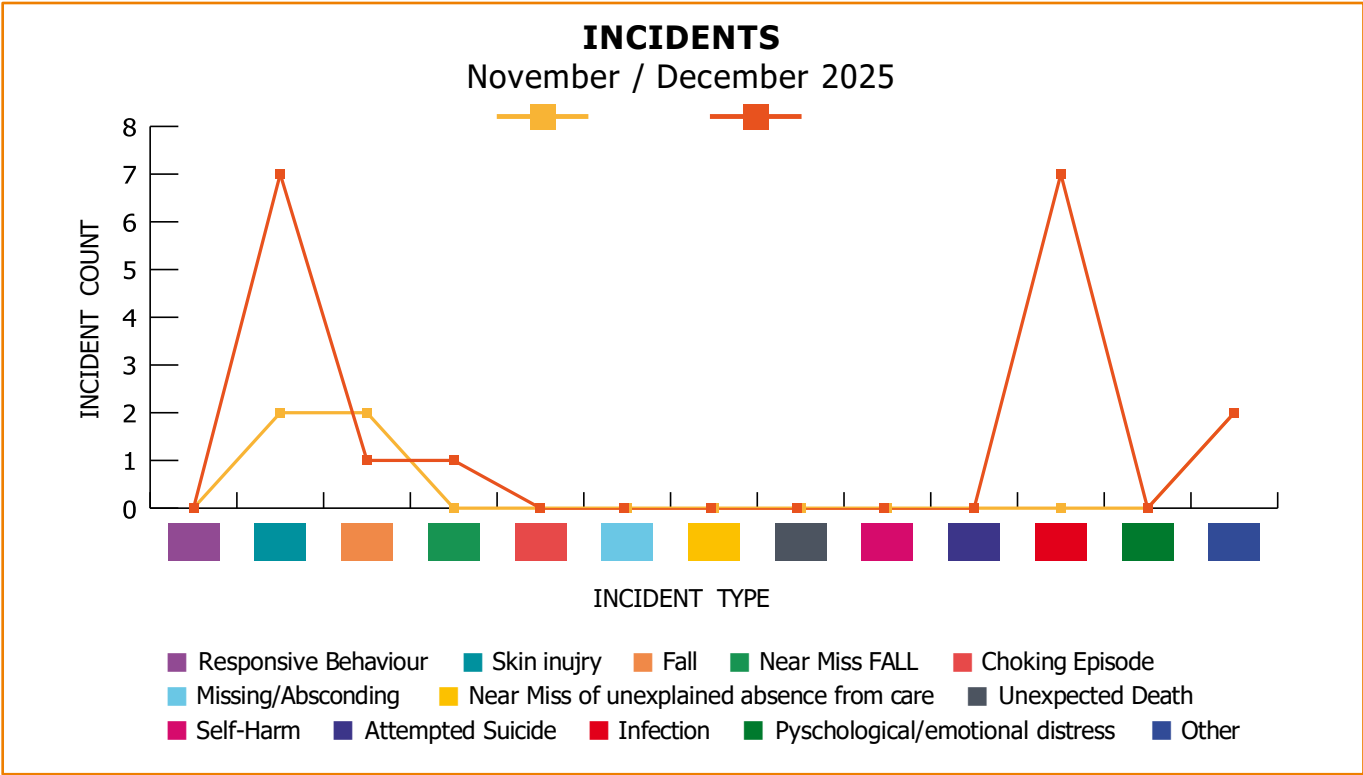
Our staff continue to work hard in their training to ensure they provide the highest level of care to older people.

Learning	October 2025 Assigned	October 2025 Overdue	Compliance
Competency Training Day <i>Action: Session booked for November 2025</i>	76	14	82%
Strengthened Aged Care quality standards 1-3	76	1	99%
Strengthened Aged Care quality standards 4-8	76	1	99%
Basic life support	46	5	89%
The basics of infection control	76	19	75%
Hazardous Manual task new employees	10	0	100%
Fire safety online training	10	0	100%
<i>(only assigned to new employees)</i>	10	0	100%
Fire safety practical (Bob May) <i>Action: Training Day to be scheduled February 2026</i>	76	7	91%
Hand hygiene	76	17	78%
Risk Management	7	0	100%
Trauma Informed Care	38	0	100%
Manual handling practical	71	5	93%
Medication calculations	16	0	100%
Work Effectively with Culturally Diverse Clients and Co-workers	76	0	100%
Dominant chemical training	76	0	100%
<i>First aid practical</i>	68	4	94%
HLTFSE001 Follow basic food safety practices (Kitchen and food services staff) <i>Action: Newly employed and to be signed up to course</i>	7	2	71%
Organisational clinical governance/open disclosure	7	2	71%
APRHA	18	0	100%
Police Check (Board)	6	0	100%
Police check	76	0	100%
Safe Food Handling Mod 1: Food Handling and Food Safety	54	1	98%
Safe Food Handling Mod 2: Personal Hygiene, Cleaning and Sanitising	54	1	98%
Safe Food Handling Mod 3: Food contamination and allergens	54	1	98%
Safe food handling mod 4: Food delivery, storage and display	54	1	98%
12-month Appraisals 2025	76	2	97%
Covid Vaccination 1-3	66	0	
Covid Vaccination 4 +	15	0	
Influenza	40	0	
Oral and dental care 2025	27	0	
Skin care and wound management 25 (once off)	28	0	

This training ensures our team is well-prepared to provide the best care for you. Advocates, you can feel confident that our team is staying up to date with the latest best practices in aged care.

Safety & Incident Update

At Amber Aged Care, the safety and wellbeing of our older people is always our top priority. Each month, we carefully track and review all incidents, such as falls, skin injuries, and other care-related events. This helps us identify areas for improvement and take action quickly.



Our commitment remains clear: learning from every incident and continuously improving safety measures so that older persons live well, confidently, and with dignity at Amber Aged Care.



Lifestyle

December at Amber Aged Care is filled with festive activities and joyful experiences designed to bring our older people together, celebrate the season, and create meaningful moments throughout the month.

December 2025 Highlights

December at Amber Aged Care is shaping up to be a joyful and festive month, filled with music, creativity, cultural celebration, and meaningful moments spent together. Alongside the wonderful activities already enjoyed, our older people can look forward to a warm and engaging lineup of holiday events designed to bring connection, laughter, and the spirit of Christmas into our home:

Garry and The Band – Live Performance

We began the festive month with an uplifting performance from Garry and The Band. Their lively mix of favourites and Christmas tunes brought plenty of joy, with our older people singing along and enjoying the warm holiday atmosphere.

What our Older People Can Look Forward to for the Rest of December:

Ballet Performance

Our older people will soon enjoy a beautiful ballet performance filled with graceful movement and festive charm. This event will offer a peaceful, elegant experience and a chance to enjoy the arts in a relaxed and welcoming setting.

Our Older People and Family Christmas Party with Wheezy Listening

One of the most anticipated events of the month! Our older people and their families will come together to celebrate with delicious food, music, and good company. Wheezy Listening will provide live entertainment, creating a joyful, heart-warming atmosphere perfect for the season.

Christmas Craft Sessions

Festive craft activities are planned, giving our older people an opportunity to create Christmas-themed decorations. This session will encourage creativity, connection, and plenty of holiday spirit.



Gingerbread Making

Our older people can look forward to a fun and delicious gingerbread-making activity. From shaping to decorating, this hands-on session will fill the room with sweet aromas and festive cheer.



Christmas Day Lunch Together

Our older people will come together on Christmas Day to enjoy a special festive lunch. This shared meal will create a warm sense of community, offering delicious food, companionship, and a meaningful celebration of the day.

Feedback, Complaints, Suggestions, and Compliments

Amber Aged Care continues to welcome and act upon feedback from our older people, families, and staff to ensure the highest quality of care and service. The following feedback items were received and addressed through our continuous improvement process.

Resident Appreciation for Kitchen Team (Feedback)

An older person expressed her appreciation for the kitchen team, sharing that she is very happy with the progress and improvement in food quality during her time at Amber Aged Care. She noted that meals have become more enjoyable and well-presented, contributing positively to her dining experience.

Action Taken: The kitchen team will continue refining meals, reviewing menus, and using our older peoples' feedback to support ongoing improvements in food quality and presentation.

Menu Improvement (Suggestion)

An older person suggested adding pasta salad as a refreshing summer menu option and requested more flavourful roast vegetables. To enhance taste, she recommended using garlic salt, rosemary, or incorporating roasted tomatoes to bring more variety and richness to the meals.

Compliments for Afternoon Tea Service (Compliment)

Our older people shared positive feedback about the afternoon tea service, expressing appreciation for the professionalism, politeness, and warm approach demonstrated by Fairuj. Their attentive service contributed to an enjoyable experience and was greatly valued by the older people.

Action Taken: Compliment shared with the care team and noted in Fairuj performance record.

Scheduling (Complaint)

A concern was raised that the older person's pain management appointment had not yet been confirmed, and the representative requested a clear date and time to support appropriate care planning.

Action Taken: A follow-up email was sent to the older person's representative to assist with obtaining the appointment confirmation. The family was updated throughout the process and satisfied with the outcome.



Staff Highlights – December 2025

As we move into the festive season, we want to acknowledge and thank all staff for their continued dedication, compassion, and hard work throughout the year.

December is a busy time, yet the team continues to create a warm, joyful, and supportive environment for our older people. Staff are encouraged to join in the Christmas activities, help spread festive cheer, and ensure our older people remain hydrated and sun-safe during the warmer weather.

Please also remember to complete any outstanding mandatory training before the end of the month. Your commitment and teamwork make a meaningful difference every day, and we deeply appreciate the effort you bring to your roles.



Employee of the Month

This month's nominees were:

- Sachi provides support and is always happy to help.
- Thelma is very helpful, works well as part of the team, and brings positivity as a close and supportive colleague.
- Amber goes above and beyond and is always happy to help.
- Domenick is a great team player who contributes strongly to the team.
- Brani is kind and sweet, always smiling, and greeting everyone in good spirits.
- Robin is kind and always lends a helping hand.
- Sabina is very kind and supportive.
- Neetu provides support and offers help when needed.
- Karen provides great support and always helps when needed.
- Diana goes above and beyond to support everyone on the floor.

Congratulations, Brani!

You are our Employee of the Month for your kindness, positivity, and the warm, cheerful spirit you bring to everyone each day. Thank you for always smiling, supporting others, and making our workplace brighter. Well done, Brani!

Consumer Advisory Body – Have Your Say

At Amber Aged Care, we are committed to ensuring that the experiences, ideas, and perspectives of our older people, their families, and advocates guide the way we deliver care and services. Our Consumer Advisory Body (CAB) meets every six months and serves as an important forum where meaningful conversations take place about care planning, dining, activities, safety, and overall wellbeing.

The CAB offers an opportunity for older people and families to:

- Provide feedback and suggestions directly to management
- Participate in co-designing improvements across care and lifestyle services
- Stay updated on new projects, initiatives, and upcoming changes
- Play an active role in strengthening our inclusive and supportive community.

We warmly invite more families and our older people to take part. Your involvement ensures that decisions truly reflect the needs, preferences, and values of our community. If you're interested in joining or attending the next session, please speak with our team or contact reception.

Next CAB Meeting: Monday, 6th April 2026 at 10:00am



A Christmas Story for December: "The Christmas Star on Willow Lane"

December arrived gently on Willow Lane, bringing with it the soft hum of cicadas, the perfume of summer flowers drifting from open gardens, and the quiet wonder that always seemed to settle over the community this time of year. Though festive lights began to twinkle from verandas and cheerful greetings drifted between neighbours, there was a slower, more reflective feeling in the air—one that spoke not only of celebration, but also of memories, traditions, and the deep desire for connection. The warmth of the season touched every corner of the town, yet inside a small weatherboard cottage at the end of the lane, Mr. Harold Bennett felt December approach with a mixture of fondness and a quiet ache. Retired now, and living alone after the passing of his beloved wife, Harold often found himself watching the days through the lens of nostalgia. He cherished the memories of lively Christmas mornings filled with children's laughter, the scent of cinnamon drifting from the kitchen, and evenings spent singing carols by the old piano. But as the years passed, the house grew quieter, and those memories—though still beautiful—settled around him like a gentle weight.

One afternoon, as Harold sat by his window with a warm cup of tea, he noticed the golden afternoon sun painting soft patterns across the floorboards. The world outside glowed with hints of Christmas: children weaving tinsel through their bicycles, neighbours sharing early greetings, and a gentle breeze carrying the sound of distant carols. Just as he leaned back in his chair, feeling both grateful and wistful, a small

glimmer of colour caught his attention. Hanging from his front door was a neatly wrapped parcel tied with a delicate gold ribbon. Curious, Harold shuffled to the door and lifted the parcel into his hands. Attached was a handwritten tag that read: "For Harold a Christmas star to brighten your December." Inside the paper lay a handcrafted star ornament, carved carefully from pressed wood and painted in warm shades of red and gold. It glowed softly in his palm, simple yet unmistakably made with love. He felt something stir inside—a warmth he had not realised he was missing.

Over the next few days, the small acts of kindness continued. A jar of strawberry jam wrapped in gingham cloth appeared on his doorstep with a note that read "*Made with care.*" A bundle of homemade shortbread was left gently on the porch rail. A tiny sprig of holly, tied with twine, was tucked beside his letterbox. Each gesture was quiet and anonymous, but together they created a sense of magic that Harold had not experienced in years. His heart, which had felt so still at the beginning of the season, began to feel lighter. The loneliness that had settled quietly around him started to shift, replaced with the unmistakable sense that someone, somewhere, was thinking of him. The gifts themselves were small, but their meaning ran deep—they were reminders that kindness could appear in unexpected places, and that Christmas had a way of finding its way to those who needed it most.

When his Homecare support worker, Lucy, arrived for her regular visit, she immediately noticed the star ornament

hanging proudly in Harold's window. With warmth in her voice, she asked him about it, and Harold shared the story of the mysterious gifts. Lucy listened with a gentle smile, genuinely happy to see the spark returning to his eyes. In the weeks leading up to Christmas, Harold found himself encouraged by these tiny gestures to offer kindness of his own. He wrote cards to neighbours he hadn't spoken with in months, sharing fond memories and heartfelt wishes. He tidied his garden and placed a small potted plant near the gate for passersby to enjoy. He polished the old wooden nativity set he had carved decades earlier, setting it carefully on his mantle where the soft glow of evening light made it appear almost lifelike.

By the time Christmas Eve arrived, Harold's home felt different—warmer, brighter, and somehow more alive than it had been in years. He settled into his favourite armchair and gazed at the star ornament hanging near the window. The quiet room seemed filled not only with the soft hum of summer insects, but with the gentle presence of love, memory, and gratitude. As he closed his eyes for a moment, allowing the peace of the evening to settle around him, a soft knock echoed from the door. When he opened it, he found Lucy standing on the porch, surrounded by a small group of neighbours. Each held a glowing candle, their faces illuminated by warm, flickering light. They had come to sing Christmas carols—a small surprise organised by Lucy after noticing how much the season's small gestures had meant to Harold.

As their voices rose into the warm December air—sweet, familiar carols filled with hope and comfort—Harold felt emotion swell within him. No longer

was he simply remembering Christmas; he was experiencing it anew. In that moment, surrounded by community and kindness, he felt profoundly connected to something larger than himself. The quiet ache of past Decembers softened, replaced by the unmistakable joy of being seen, valued, and included. And as the final notes of *Silent Night* floated gently into the evening sky, Harold glanced back at the star hanging in his window. It shimmered softly, a symbol not only of Christmas, but of the truth he had rediscovered: that even the smallest light, shared with kindness, can brighten the darkest season.



WORD FINDER

Christmas

The words in this word search are hidden across, down, and diagonally, with none backwards.

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

- CRACKERS
- DECORATIONS
- PRESENTS
- TREE
- FAMILY
- SANTACLAUS
- GIFTS
- FRIENDS
- GRINCH
- GINGERBREAD
- CANDYCANES
- SNOWFLAKE
- JINGLEBELLS
- MERRY
- ANGEL