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 U E V
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 V W D



ANGEL
 BOUGHS
 CHRISTMAS
 EXCITEMENT
 GREEN
 JOY
 LIGHTS
 MAGICAL



ORNAMENT
 PRESENTS
 SANTA CLAUS
 SNOW
 TREE
 TWINKLE
 WINTER



TIT TAT

MONTHLY NEWSLETTER
 TANUNDA
 LUTHERAN HOME INC

27 Bridge St Tanunda SA 5352

- ★ Phone : (08) 8563 7777
- ★ Fax: (08) 8563 7799
- ★ Email: info@tlhome.com.au
- ★ Website: www.tlhome.com.au
- ★ Facebook: Tanunda Lutheran Home

The Home is a Christian
 Community where, in a family
 environment, Residents and Staff
 provide mutual care.

Jesus Christ said:
 "Love one another as I have loved
 you"

John 13:34

DECEMBER 2021



Lutheran
 Church
 of Australia



Chaplain's Reflection



ADVENT AND HOPE

Advent is the month leading up to Christmas on the Christian calendar. It focuses on Hope.

What is hope? Hoping is imagining and trusting in a positive future for oneself or others. There are little hopes, like "I hope the soup is a little warmer today"; or "I hope I'll get a good night's sleep". Other hopes are much larger – trusting that a big operation will do me some good; trusting that the government will keep us safe from Covid; or the really big one – trusting that there is a life for me and my loved ones beyond death.

We all hope for different things of course. Hope seems to be a specifically human thing. Although when my cat goes to our spa and meows he certainly hopes I will turn on the tap so he can have a drink. I think we can agree though that people have bigger imaginations than cats and dogs! We sometimes hope for things that don't even affect us very much, but make us feel better about the world – like hoping for an end to famines in parts of Africa; or hoping that the women of Afghanistan may not be hurt by the Taliban to the extent that so many were last time.

Hope is an uncomfortable feeling though, because by definition the thing we are hoping for hasn't come true yet. Some people give up a lot of their hopes because they never seem to come true.

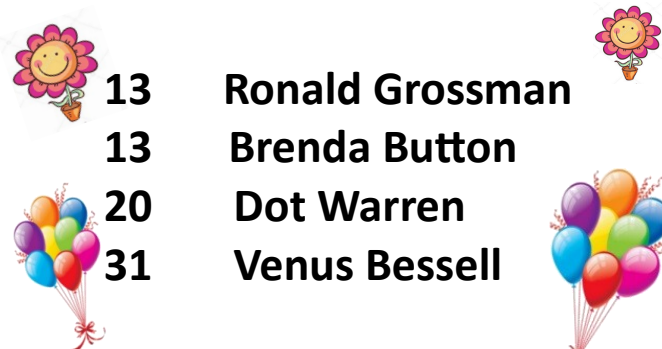
Advent is about standing shoulder to shoulder with oppressed people who hang on by a thread. It is choosing to foster our hope for the sake of other. The people in Israel on the eve of Christ being born had finely-tuned political hopes of a 'savior' who would turn their country back to the glory days of the past. Jesus was a big disappointment over against this hope. It didn't happen. But Jesus brought out other hopes – like the hope that people inspired by the belief that God was present in the world in a new way would love and serve one another, including their enemies, and advance the welfare of countless millions of people, especially the radically poor and disadvantaged. Hope is a powerful force, and hope that the world is turning in the right direction, backed by action, brings about what is hoped for.

What do you hope for? What are you prepared to sacrifice to ensure your hope is fulfilled? What do you do when you lose hope? Is there a better hope worthy of consideration? All very 'adventish' questions. Christmas is the beginning of the fulfilment of some hopes. But there is also so much more to come. Blessings for this Season, and Christmas too!

Chaplain Ian.

family

HAPPY BIRTHDAY



13 Ronald Grossman
13 Brenda Button
20 Dot Warren
31 Venus Bessell

HAPPY BIRTHDAY



Stay safe and remember to hand hygiene .
Please, if you are unwell do not visit the home , we are keeping our residents, your loved ones safe .

Thank you

The **DEADLINE** for all:
News / Information / Stories - January 2022 edition is

Monday 21st December

Email: courtney.mudge@tlhome.com.au

TIT TAT TEAM consists of many who put in the hard yards to make this amazing edition happen.

Lee Martin & Rachel Strudwick - TLH

And all who help deliver the Tit Tat throughout the Home , IRL & beyond.

Welcome

Respite

Brenda Button

Permanent

Rosalie Betts
Eileen Hueppauff
Rosemary Berg
Jan Schupelius



DEATHS

Our deepest sympathy
to the families of

Glen Noack	31st October
Selina Schiller	12th November
Lynette Letch	18th November
Kevin Illman	27th November
Richard Filsell	28th November

May they rest in peace ..



SHOPPING BUS

Please remember to book - They will only be travelling to Tanunda until further notice. Thank you

Wednesday	1st Dec.	Tanunda
Wednesday	8th Dec.	Tanunda
Wednesday	15th Dec.	Tanunda
Wednesday	22nd Dec.	Tanunda
Wednesday	29th Dec.	Tanunda

The Bus will pick **IL Residents** up from their home - **ONLY** if you have booked - TLH (in home) Residents must be at reception by



Tanunda Lutheran Home

Residential Lifestyle Program

December 2021

Saturday 18th

1:30 Art & Craft
3:30 Pampering

Grevillea
Grevillea

Sunday 19th

10:00 Church Service
1:30 Balloon Tennis
2:30 Cards
4:00 1X1

Chapel
Grevillea
Grevillea
ABG

Monday 20th

10:30 1x1
11:00 Worship Service
1:30 Social Bingo
1:30 Christmas Bingo
3:30 TLH Tour

TLH
Acacia Lounge
Chapel
Grevillea
Grevillea



Tuesday 21st

From 10am Knitt & Natter
10:30 Moovers & Groovers
10:30 Memory Game
1:30 Christmas Show
3:30 Christmas Movie

Protea Lounge
Chapel
Acacia
Chapel
Grevillea

Wednesday 22nd

From 9am TLH LIBRARY OPEN
10:30 Art Therapy
1:30 Christmas Wheel of Fortune
1:30 Armchair Exercises
2:00 Doug—Sing along

Trinity Court
Grevillea
Chapel
ABG
evillea



Thursday 23rd

From 10am CAFÉ' SHOP TROLLEY
10:30 Wonders Of Nature
10:30 Moovers & Groovers
1:30 Switch Card
1:30 Arm Chair Travel w/Ice Cream Cart
1:30 Biscuit Decorating

Grevillea
Chapel
Library
Protea
Grevillea

Friday 24th

From 9am TLH LIBRARY OPEN
10:00 Hoy Card
10:30 Walking Group
11:00 Church Service Protea/TC
1:30 Movie/ Ice Cream Cart /Spiders
1:30 Memory Games
3:30 Movie Time /Pampering

Trinity Court
Waratah
Leaving from Acacia
Chapel
Chapel
Acacia Lounge
ABG

Saturday 25th— Christmas Day



Sunday 26th—Boxing Day

Monday 27th —PUBLIC HOLIDAY

Tuesday 28th —PUBLIC HOLIDAY

Wednesday 29th

From 9am TLH LIBRARY OPEN
10:30 Movie
1:30 Balloon Tennis
1:30 Armchair Exercises
3:30 Bingo

Trinity Court
Grevillea
Chapel
ABG
Grevillea

Thursday 30th

From 10am CAFÉ' SHOP
10:30 Wonders Of Nature
10:30 Moovers & Groovers
1:30 Switch Card
1:30 Craft for New years Eve
1:30 Rapp Ball



Grevillea
Chapel
Library
Protea
Grevillea

Friday 31st—New Years Eve

From 9am TLH LIBRARY OPEN
10:00 Hoy Card
10:30 Walking Group
11:00 Church Service Protea/TC
1:30 New years Eve Bingo w/ Happy Hour
1:30 Memory Games

Trinity Court
Waratah
Leaving from Acacia
Chapel
Chapel
Acacia Lounge



Wishing
everyone a
very
Merry Christmas
and a safe
New Year

**PLEASE NOTE : ALL LIFESTYLE
PROGRAMS MAY BE SUBJECT TO
CHANGE.**

Saturday 4th

1:30 Art & Craft
3:30 Pampering

Grevillea
Grevillea

Sunday 5th

10:00 Church Service
1.30 Balloon Tennis
2.30 Cards
4:00 1X1



Chapel
Grevillea
Grevillea
ABG

Monday 6th

10.30 1x1
11.00 Worship Service
1.30 Social Bingo
1.30 Bingo
3.30 TLH Christmas Tour

TLH
Acacia Lounge
Chapel
Grevillea
ABG

Tuesday 7th

From 10am Knitt & Natter
10:30 Moovers & Groovers
10:30 Memory Game
1:30 Men's Shed / Ladies Pampering
1:30 **ADVOCACY BOARD**
3:30 Card Making

Protea Lounge
Chapel
Acacia
ABG
Chapel
Grevillea

Wednesday 8th

From 9am TLH LIBRARY OPEN
10:30 Art Therapy
1:30 Residential Meeting
1:30 Armchair Exercises
3:30 Current Affairs

Trinity Court
Grevillea
Chapel
ABG
Grevillea

Thursday 9th

From 10am CAFÉ' SHOP TROLLEY
10:30 Wonders Of Nature
10:30 Moovers & Groovers
1:30 Residents Meeting
1:30 **Pass the Parcel**
3:30 **Whiteboard Games**



Grevillea
Chapel
Chapel
Grevillea
Grevillea

Friday 10th

From 9am TLH LIBRARY OPEN
10.00 Hoy Card
10.30 Walking Group
11:00 Church Service Protea/TC
1.30 Social Bingo
1.30 Memory Games
3.30 Movie Time / Happy Hour

Trinity Court
Waratah
Leaving from Acacia
Chapel
Chapel
Acacia Lounge
ABG

Saturday 11th

1:30 Keep Moving
3:30 Tunnel Ball

Grevillea
Grevillea

Sunday 12th

10:00 Church Service
1.30 Sing Along
2.30 Reminiscing
4:00 1X1



Chapel
Grevillea
Grevillea
ABG

Monday 13th

10.30 1x1
11.00 Worship Service
1.30 Christmas Biscuit Decoration
1.30 Bingo
3.30 Art and Craft

TLH
Acacia Lounge
Protea Lounge
Grevillea
Grevillea

Tuesday 14th

From 10am Knitt & Natter
10:30 Moovers & Groovers
10:30 Memory Game
1:30 Christmas Pass the Parcel
1:30 Men's Shed / Ladies Pampering
3:30 Art & Craft Salt Painting

Protea Lounge
Chapel
Acacia
Chapel
ABG
Grevillea

Wednesday 15th

From 9am TLH LIBRARY OPEN
10:30 Art Therapy
1:30 Christmas Quiz
1:30 Armchair Exercises
3:30 Current Affairs

Trinity Court
Grevillea
Chapel
ABG
Grevillea

Thursday 16th

From 10am CAFÉ' SHOP TROLLEY
10:30 Wonders Of Nature
10:30 Moovers & Groovers
1:30 Presents Toss
1:30 **Switch Card**
1:30 Ping Pong
3.30 **Whiteboard Games**



Grevillea
Chapel
Chapel
Library
Grevillea
Grevillea

Friday 17th

From 9am TLH LIBRARY OPEN
10.00 Hoy Card
10.30 Walking Group
11:00 Church Service Protea/TC
1.30 Christmas Bingo
1.30 Memory Games
3.30 Movie Time / Ice cream Cart

Trinity Court
Waratah
Leaving from Acacia
Chapel
Chapel
Acacia Lounge
ABG



From the CEO

Lee Martin



Can someone please explain what is happening with this weather? At the writing of this article I'm sitting here with the heater on – it's cold and wet. Yes, I can hear the grape growers saying they need all the rain that comes their way. I do feel sorry for the cereal crops that may not last much longer in these conditions.

Well 2021 is coming to a close. What a year we have all experienced. It is nice to finally see the COVID restrictions being lifted to some extent. I do thank everyone who has gone out and had the vaccinations. It makes the community safer. However, there is now the offer of a third vaccination. Please consider it for your own safety and welling. Staff and resident in the Home are due to have theirs at the end of November 21.

As result of the SA Government's decision to open the state borders on the 23 November 2021 some changes well effect the operations of the TLH facility. ALL who enter the facility are to have had the annual flu and two (2) COVID vaccines. Yes, there are exemptions but it will require a GP's certificate and acknowledgement from the Department of SA Health. To ensure the continued safety of our residents I have re-established staff to monitor the entry process into the Home. The process will require everyone to enter via the reception door during business hours and the Protea door afterhours. The visiting times to the Home will change to – Monday to Friday – 10am to 7pm only. On weekends 10am to 6pm. This is to ensure all visitors are meeting the requirements to enter the Home. Residents are still aloud to leave the Home but must be very careful where they go and whom they mix with. If you have any question feel free to ring reception and seek clarification. For those attending the Chapel, please allow time for checking in prior to the service.

THE ROBOTS HAVE ARRIVED – Robbie, Axell and Speckle are now waiting for the alterations to be made to the Home so they can move around easily. I have arranged an official Robot Project launch on the 3rd December '21. A number of research projects involving the robots will be commencing in the near future to gauge the effects of robots in the aged care space, develop infection control measures and other features as well. I'm happy to answer any queries you may have about the project.

As a result of the severe storm and hail that occurred throughout the Barossa Valley the Home has suffered a great deal of water damage to rooms, ceilings, external structures and fixtures. With the assistance of the LCA Insurance services and the GC&J Builders we are underway in repairing things. Work is taking longer as we are finding more leaks in the roof that need to be repaired first. I would like to acknowledge the staff – those on duty at the time of the storm and those off duty staff who came in to assist – the teamwork and abilities to clean up the amount of water was exemplary. Within a couple of hours of the storm residents who were required to be re-located were and the water was mopped up. Have you ever seen hail like it??

I would like to take this opportunity to acknowledge and thank everyone who has assisted in the various ways to make TLH where it is today. Without your support things would be very different. TLH has come a long way over the past years – many challenges still lay ahead as we move to meet further Royal Commission outcomes and the completion of our current projects. To the Board – thank you for your guidance and support, to all Volunteers a BIG thank you for what you do and to all staff – without you we would not be in business – thanks for choosing to work at TLH.

Please ensure you all enjoy the festive season and be here in 2022. Enjoy the summer weather when it arrives. Most importantly, take care of yourselves and stay safe especially if travelling.

MERRY CHRISTMAS & HAPPY NEW YEAR

Remember the COVID rules – wear a mask when in a crowd, use good hygiene methods and most importantly stay home if feeling the effects of the flu.

Quality Information

from Sharon & Steph
Care Manager &
Quality & Training Officer



EMERGENCY MANAGEMENT (RESIDENTIAL

AGED CARE FACILITIES NO 42.) (COVID-19) DIRECTIONS 2021

Emergency Management (Residential Aged Care Facilities No 42.) (COVID-19) Directions 2021 have been published.

From 6 December 2021 a person must not enter a Residential Aged Care Facility unless they have been fully vaccinated against COVID-19. They must have received all doses of an approved or recognised vaccine.

Exemptions to this requirement are limited to the below circumstances:

- the person is aged 12 years and 2 months or less.
- the person has a medical certificate or letter from a legally qualified medical practitioner certifying that the person:
 - o has a medical exemption from receiving a TGA approved COVID-19 vaccine on either a permanent or temporary basis in accordance with the guidelines published from time to time by ATAGI; or
 - o has a medical exemption on either a permanent or temporary basis from receiving the preferred vaccine as recommended by ATAGI for the person's age; or
 - o has an appointment to be assessed by a medical specialist or has commenced an assessment with a medical specialist to determine whether they have a medical exemption from receiving a COVID-19 vaccine on either a permanent or temporary basis in accordance with the guidelines published from time to time by ATAGI; or
 - o is currently taking part in a COVID-19 vaccine trial and receipt of a TGA approved vaccine would impact the validity of the trial.

Process for requesting exemptions – visitors

The person will need to get a medical certificate from a qualified medical practitioner that clearly outlines the reason for an exemption in line with the Australian Technical Advisory Group on Immunisation (ATAGI) guideline:

[health.gov.au/resources/publications/atagi-expanded-guidance-on-temporary-medical-exemptions-for-covid-19-vaccines](https://www.health.gov.au/resources/publications/atagi-expanded-guidance-on-temporary-medical-exemptions-for-covid-19-vaccines)

Their medical practitioner must complete an [Immunisation Exemption Application Form](#).

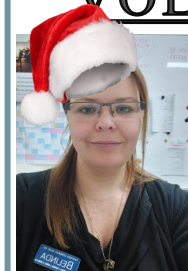
They must submit the completed form and medical certificate to NJNPExemptions@sa.gov.au.

- The application for an exemption must be approved by the Chief Public Health Officer (CPHO). If approved, the CPHO will provide a signed exemption letter to the person that can be provided to the RACF.

FAQs on the Direction can be found on the [SA Health Website](#) (search for Aged Care - COVID-19)

Source: LASA Health Update 270— Email, 15 November 2021

VOLUNTEER NEWS



**Message from Belinda;
Customer Service,
Volunteer & Leisure
Coordinator**

I would like to thank all of our volunteers for their contributions this year to the home and the residents. As we reflect on the year that is nearly over we give thanks for each and everyone of you. A very big Merry Christmas and a happy new year. We couldn't do it without you.

Thank you to Jan Schupelius for the donation of a calf (pictured with Lee Martin, CEO) to TLH to add to our growing farm barn collection.



Volunteering

If you would like to become a volunteer at TLH please either send me an email at belinda.treloar@tlhome.com.au or you can call reception.

Happy Birthday

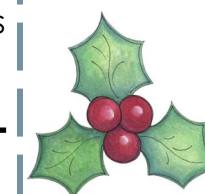
To all of our wonderful Volunteers

for the month of

December



**Best Dress @
Melbourne Cup
Loris Fiebiger**



ACTIVITY PROGRAM

Wednesday 1st

From 9am TLH Library Open
10:00 Bottle Sorting
10:30 Art Therapy
11:00 Waratah Service
1:30 Arm Chair Exercise
2:00 1st Blessing of month
1:30 Balloon Tennis
3:30 A Current Affairs

Trinity Court
Protea
ABG
Waratah
Acacia lounge
Acacia lounge
Chapel
ABG

Thursday 2nd

From 10am CAFÉ' SHOP TROLLEY
10:00 Card Making With Irene
10:30 Wonders Of Nature
1:30 Rapp Ball
1:30 Switch Cards
3:00 Bible Study

Protea
Grevillea
Grevillea
Library

Friday 3rd

From 9am TLH LIBRARY OPEN
10:00 Hoy Card
10:30 Walking Group
10:00 Church Service Protea/TC
1:00 Staff General Meeting
1:30 Christmas Movies
1:30 Memory Games

Trinity Court
Waratah
Leaving from Acacia
Chapel
Chapel
TC/Protea/Waratah
Acacia Lounge

**PLEASE NOTE : ALL LIFESTYLE
PROGRAMS MAY BE SUBJECT TO
CHANGE.**

Residential Lifestyle Activities

Melbourne Cup a day at the Races



Social Bingo



NEW MY AGED CARE FACE-TO-FACE SERVICES LAUNCHED WITH SERVICES AUSTRALIA

Senior Australians will have access to a new My Aged Care face-to-face services in Services Australia centres across the country. This service will support older people to access and register for aged care. The face to face service is currently in 15* service centres and will expand to 80 locations by December 2022, including 10 mobile outreach services for remote areas. This complements the services offered through the existing My Aged Care website and call centre.

Aged Care Specialist Officers can discuss aged care options including assessment referrals, financial information and connections to local support services. Visit the [Services Australia website](#) to find out more. This service is part of [commitments to improve access to aged care](#).

*appointments in some locations may be temporarily impacted by COVID

Source: DOH Issue 2021/21 — Email, 11 November 2021

MY AGED CARE PARTNERSHIP TO BETTER SUPPORT BEREAVED FAMILY MEMBERS

To make it easier for family members to notify My Aged Care when someone passes away, My Aged Care has partnered with the Australian Death Notification Service (ADNS). This free service enables family members to tell multiple organisations that someone has passed away, with one notification.

This doesn't change the notification process for providers and assessors. If you become aware of a client passing away, you should still let My Aged Care know as early as possible using the *Notify My Aged Care of a Death* function in a client's record. Please be sure to select the correct record to avoid causing unnecessary distress and service disruptions to other clients.

Find out more about the ADNS on the [My Aged Care website](#).

CONTINUOUS IMPROVEMENT

- There have been minor setbacks due to the recent hail storm but please continue to watch this space regarding the TLH Robots
- UniSA Occupational Therapy Students are onsite for a 12 month period to conduct a wellbeing project which will see the Waratah activity & balcony space upgraded
- Residents who attend Resident meetings will be better able to follow along with the implementation of a PowerPoint presentation during the meeting
- Copies of the recent resident meeting can be found in resident dining rooms.
- Staff have received education on MediMap, which will soon be released to TLH RN's, EN's & Credentialed Carers to ensure the effective administration of medications
- A new Lifestyle Team Leader has been hired to support the higher demand for individualised lifestyle plans

COMPLIMENTS, COMPLAINTS AND SUGGESTIONS

During October we received complaints about Cleaning (2), Food & Beverages (2), and Wellbeing (2). We are working with the comment maker(s) in resolving the concern to the comment makers satisfaction.

Also during October we received compliments about Care (1), Food & Beverages (18), Lifestyle (1), Maintenance (1), and Staff (14). TLH received a total of eight suggestions.

We really value this feedback and thank you for taking the time to communicate your thoughts, opinions and experiences with us.

Wishing you all a very Merry Christmas and all the best for the New Year!

Sharon & Steph
19th November 2021



QUALITY & TRAINING RELIEF

Rebecca is apart of our Lifestyle Department and has accepted the challenge of filling Stephanie's shoes whilst she goes on Maternity Leave.

Rebecca has been eagerly learning the role of Quality & Training Officer over the last few weeks, and looks forward to this new challenge.

Steph will be on leave from the 24th December 2021, returning 4th July 2022. We wish Steph all the best with her little bundle of joy and will keep you all up to date with a photo as soon as we have one!



Have you met Rebecca?

RESIDENTIAL AGED CARE FACILITY VISITORS

Must be fully vaccinated against COVID-19

BY 6 DECEMBER

Children aged 12 years and 2 months and under or people who have a relevant medical exemption are exempt from COVID-19 vaccination.



More information:
ahealth.sa.gov.au/covidagedcare



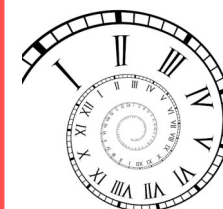
The silly season has arrived in the club



TIT TAT editing queen Dorcas Kernich strikes again, this time without the pink highlighter.



A lovely display of photos has been put together of the clubbies over the years. For a closer look and to try work out who is who, pop down to Barossa Club to take a guess.





What is the Barossa Club?

- ♦ Barossa Club is a social support group funded by the Commonwealth Home Support Program (CHSP).
- ♦ Barossa Club is available for people from 65 years, living in the local community, who live independently in their home within the Barossa Valley region, including Independent Retirement Living.
- ♦ A referral (individuals meeting the criteria) from My Aged Care is required to attend Barossa Club.
- ♦ All that is needed is a simple telephone call to My Aged Care on 1800 200 422 or alternatively visit the My Aged Care website.
- ♦ The very helpful My Aged Care staff will explain all that is required and are happy to answer any questions that you may have.
- ♦ The opening times for Barossa Club are Monday to Friday 9.00am to 3.00pm and closed on weekends and public holidays.
- ♦ A delicious two course lunch meal prepared by the wonderful TLH Catering Team is available to enjoy in Barossa Club and the cost is \$7.00.
- ♦ A bus service for pick up and drop off to your door if you live in Tanunda, Angaston or Nuriootpa is available for \$6.10 (Concession Rate is \$3.05)
- ♦ A variety of activities are offered in the morning and afternoon, including social time during morning and afternoon tea.



Wheel of Fortune



Connect Four



Please feel free to contact
Tania Miller on 8563 7729 if you would
like to know more or would like to make
a time to have a chat.

*Barossa Club - Fun, Games,
Food, Friends & Memories....*



Tanunda
Lutheran Home Inc.

Enriching the lives of our older people

*Share Your
Experience*



We Love Receiving Feedback

This form gives you the opportunity to "Share Your Experience" about the service Tanunda Lutheran Home provides. We value all your feedback (both positive and negative) as it assists us, as we strive for best practice.

This form may be filled in by anyone: residents, relatives, friends or staff. Please feel free to ask staff to assist you to complete the form. There will be no reprisal in connection with comments.

The Manager will acknowledge receipt of this form and after any necessary investigations and consultation you will be informed of the results either in person or by letter.

All the comments are forwarded to Stephanie Timmis (Quality & Training Officer) who coordinates the comment process and will ensure the correct person is notified of your comment.

You can also contact Stephanie directly via email at stephanie.timmis@tlhome.com.au or ask a staff member to direct you to speak with Stephanie.

You are also welcome to talk to Consumer Services Coordinator – **Belinda Treloar** if you are not satisfied with the way your complaint/suggestion is being handled.

To book an appointment with Belinda Treloar you can contact the Executive Assistant by

Email: britany.mickan@tlhome.com.au

Ph: 8563 7733

You can also contact The Aged Care Quality & Safety Commissioner on 1800 951 822 or National Aged Care Advocacy Line on 1800 700 600 - if you prefer not to raise your concerns with management.

Please return this form to the Quality & Training Officer at Tanunda Lutheran Home via drop of at reception or by posting to
Tanunda Lutheran Home
Attn: Quality & Training Officer
27 Bridge Street TANUNDA SA 5352

By providing your details it ensures that we are able to contact you and inform you of any and all outcomes from your comment.

If you have provided your details but wish to remain anonymous please tick the box ☐

Other: _____

Comments / Details:

Do you have any suggestions of how we can improve the services provided?

Thank you for being apart of our TLH family, our people are our greatest strength, we appreciate your comment.





ABG Artist
of the Month

Wendy Rochow



Take a look in Protea and check
out our fantastic
Christmas Tree Display By
Annette Boyce.



This is her 14th year making these
beautiful displays for the home.

What do you get if you eat
Christmas decorations?



Tinsilitis



What is a Christmas
tree's favourite candy?

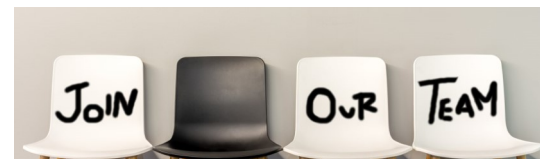
Orna-mints

What do you call Santa when he
stops moving?

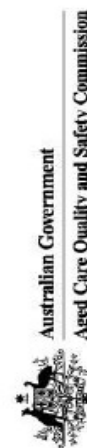
Santa Pause



Collaboration Committee



We are looking for 2 new
members to join the
Resident Collaboration Committee.
We are needing a representative
from Trinity Court and a
representative from Waratah. If you
think you would like to join the
committee please contact
Stephanie Timmis or let one of the
friendly staff know. Meetings are
held on the 2nd Thursday of every
month at 1.30pm.



Do you have
a concern?

You can do something about it.
If you have a concern or feedback
about the aged care you or someone
else is receiving, you can talk to us.

1800 951 822
agedcarequality.gov.au

We encourage you to raise concerns with your service
provider first. Your local contact within this service is:

Sharon Berridge, Core Manager
Phone: 08 8563 7737 or Email: sharon.berridge@tlhome.com.au
Lee Martin, Chief Executive Officer
Phone: 08 8563 7733 or Email: lee.martin@tlhome.com.au

If you can't resolve your concern with your service provider,
you can contact the Aged Care Quality and Safety Commission

- Anyone can lodge a concern
- It is free
- You can be anonymous or confidential
- You can also give us feedback about the care you or
someone else is receiving to help us when we check
a service against quality standards
- Call us on 1800 951 822 or visit agedcarequality.gov.au
for more information



Phone:
1800 951 822



Web:
agedcarequality.gov.au



Write:
Aged Care Quality and Safety Commission
GPO Box 9810 in Your Capital City



Tanunda Lutheran Home supports your right to share
compliments, suggestions, concerns or make a complaint.

Tanunda
Lutheran Home Inc.

- We welcome feedback and complaints as part of our commitment to
provide a high-quality service.
- Tell us what we're doing well. We appreciate hearing from you.
- If you have a concern, we also want to hear from you.
- We understand the importance of resolving matters promptly within
our service and aim to provide a welcoming environment for you to
raise a concern or a complaint.
- We value open and timely communication. It benefits our ongoing
relationship with you. We will work with you to address concerns and
resolve issues.



Share Your
Experience



You can also contact The Aged Care Quality & Safety Commissioner on 1800 951 822 or
National Aged care Advocacy line on 1800 700 600. If you are deaf or have a hearing or speech
impairment: call 1800 555 677 (National Relay Service) and ask for 1800 951 822.

If you need an interpreter: call 131450 (Translation and interpreting service) and ask for
1800 951 822; if you don't want to raise your concern with management.

For any Feedback – Comment / Complaint or Compliment complete the Share your Experience
form located all around the facility, or alternatively direct your feedback to one of the key
personnel:

Care Manager - Sharon Berridge
(including Allied Health
& Lifestyle)

sharon.berridge@tlhome.com.au or Ph: 8563 7757

Operations Manager - Rachel Strudwick
(including Catering,
Food Service
WHS, Maintenance)

rachel.strudwick@tlhome.com.au or Ph: 8563 7771

Financial Controller - Ameya Bhiskute
(Accommodation &
Fees/Bonds)

ameya.bhiskute@tlhome.com.au or Ph: 8563 7768



Charlotte Churcher
Lifestyle



Tara-Leigh Hurley
Carer



Ravinder
Carer



Kanwar Singh
Carer



Michelle Sabanda
Enrolled Nurse

Staff News

welcome
TO THE TEAM

Employee of the Month

September 2021

Kelly Down



Well done and thank you to all the staff who received compliments for October

Shona Day, Natalie Rolton, Melissa Cardinal,
Jessica Thompson, Tanya Snaith, Stephen Bennink,
Olivia Wilson, Michelle Duff, Heather Dyer, Hayley Busch,
Duan Tobitt, Tracy Dowler, Charlie Sapio, Hollie Moar,
Michael Hentschke, Mark Palmer, Courtney Mudge,
ABG Staff, Kitchen Staff & All Staff



All compliments Submitted are also reviewed annually for our Value based awards.



Colour in your master piece .. Be creative and colourful

Name: _____