

New Aged Care Code of Conduct



A new Code of Conduct for Aged Care (the Code) has recently been introduced by the Australian Government to improve the aged care sector for older Australians.

The Code applies to **all aged care providers and workers** and includes measures aimed at improving your wellbeing, health, safety and quality of life if you receive aged care services.

One of CatholicCare's top priorities is ensuring our clients' health, safety and wellbeing, so we are committed to helping you understand what you can expect under the Code from all of your aged care providers.

It is your right to feel safe and be treated well at all times and the Code describes the expected behaviours of all aged care providers, workers and governing bodies who interact with you.

The Code now gives the Aged Care Quality and Safety Commission (the Commission) the ability to manage any behaviour that is not consistent with the Code.

There are eight key behaviour statements, or 'elements', that the Code states providers and workers are expected to comply with. *These eight key elements are provided on the inside page for your information.*

We encourage you to speak up.

If you have concerns about the way CatholicCare, or any other provider is delivering your care, it is important that you speak up and tell someone.

If your concern is about CatholicCare services, our friendly team is available to lodge your feedback or complaint in a safe and supportive manner. Please call **1300 523 985** or visit **www.catholiccarecq.com/feedback**

If your concern is about another aged care provider, or you are not comfortable raising a concern directly with CatholicCare, you can contact the Commission by calling **1800 951 822** or by visiting **www.agedcarequality.gov.au/contact-us**

Additional resources to support you in understanding what the Code means for you have been made available on the CatholicCare website. You can access these resources by visiting: **www.catholiccarecq.com/thecode**



Continued over the page...

Aged care Code of Conduct

The 8 Elements of the Code:



Act with respect for people's rights to **freedom of expression**, **self-determination** and **decision-making** in accordance with applicable laws and conventions



Act in a way that treats people with **dignity** and **respect**, and **values their diversity**, in all aspects including **race**, **religion**, **gender** and **sexual preference**



Act with respect for the **privacy of people**, including the storage and care of personal data



Provide **care**, **supports** and **services** in a safe and competent manner, with care and skill



Promptly take steps to **raise and act on concerns** about matters that **may impact the quality** and **safety of care**, supports and services



Provide care, supports and services **free from all forms of violence**, **discrimination**, **exploitation**, **neglect** and **abuse**, as well as **misconduct**



Take all reasonable steps to prevent and **respond to all forms of violence**, **discrimination**, **exploitation**, **neglect** and **abuse** including **sexual misconduct**



Act with **integrity**, **honesty** and **transparency**



The same as it ever was...

Welcome to the March issue of Chat Monthly and the first month of Autumn.

With the change in seasons you may expect my message this month to be focussed on change. We talk about 'change' a lot here at CatholicCare, and throughout the last 12 months I am sure you would agree that we have certainly seen our fair share.

With the introduction of the new **Code of Conduct for Aged Care** that you read about on the front cover, I would like to focus more on what has *not* changed rather than what *has*. **What has not changed** is our constant effort in striving to deliver you quality service and constant improvement.

Of course, we welcome any legislation that enforces improvements *across our industry*, but I would like to assure you that we do not simply sit around and wait for it to be introduced.

Our team is **constantly training** and **learning** new things and we are constantly listening to your feedback and suggestions. All of this is done with intention of improving our services for you and your needs.

So, while it may be said that the only constant in life is change, one thing that certainly will not change is **CatholicCare's unwavering dedication to remaining your first choice service provider**.

Until next time,

Flavia Prospero

General Manager Health & Wellbeing Services
CatholicCare Northern Region

Don't do it Don, we'll miss you....



Joining the Retirement Club...

If you have been a loyal Chat reader for a while now, you should be familiar with CatholicCare's Don Butler.

Don has written many thoughtful reflection pieces for Chat, leading us all to reflect on our personal thoughts, feelings and actions.

Don has been with us here at CatholicCare for 8 years, most recently, as our General Manager Human Resources. In what is very bittersweet news for us to share, the time has come for Don to hang up his CatholicCare hat and join the club of retirement.

We wish Don all the very best for his life of retirement and sincerely thank him for his dedicated service throughout the years. If you would like to join us in thanking Don for his valuable contributions, including his many thought-provoking reflections over the years, please send your well wishes to communications@catholiccarecq.com

From all of us at
CatholicCare,
thanks Don!



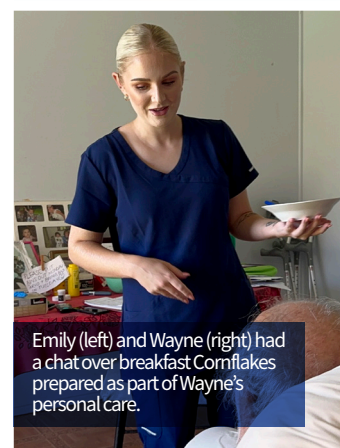
Daphne (middle) and Colin (right) were more than happy with their cleaning service delivered by Eriko (left).



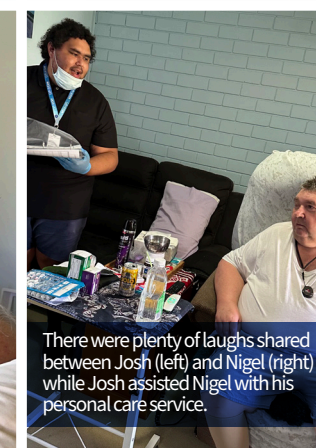
Chloe (left) and Lisa (right) enjoyed fish and chips at the beach during Lisa's access to community service.



Brett (middle) got an early Christmas present from his social group friends - a framed picture of his prized catch!



Emily (left) and Wayne (right) had a chat over breakfast Cornflakes prepared as part of Wayne's personal care.



There were plenty of laughs shared between Josh (left) and Nigel (right) while Josh assisted Nigel with his personal care service.

It's nice to meet you all...

The Chat Monthly team absolutely love a good opportunity to get out and about across the region to meet you in person.

While we are no strangers to attending your excellent social groups where we can, we also enjoy meeting you one-on-one.

When you kindly welcome us into **your** homes and into **your** daily activities, we get to chat **with you** about **your** lives, interests, pets, and everything else in between. We also get to chat with **you** about **your** CatholicCare services and supports, and **your** interactions with our CatholicCare team.

It is always such a great experience for us to hear your stories, listen to your feedback and answer any questions you have.

We're grateful to those who open your homes to us and we are wanting to make these visits a more regular activity.

If you'd be interested in a visit from the Chat Monthly team, we'd love to hear from you. Please send us an email to communications@catholiccarecq.com



RECIPE

Beetroot Penne Pasta

Ingredients

3 medium-sized beetroots, cleaned and diced
3 Tbs. extra-virgin olive oil
3 sprigs thyme
3 cloves garlic
1 Tbs. balsamic vinegar
2 Tbs. vermouth (optional)
1/2 cup freshly grated parmesan cheese, plus more for garnish
1/2 cup chicken or vegetable stock
1/4 cup cream or milk
1 tsp. sugar
1/2 pound penne pasta
Coarse salt and freshly ground pepper
1 Tbs. poppy seeds
Mint leaves, for garnish

1. Preheat oven to 200 °c.
2. On a rimmed baking sheet, toss the diced beets with 1 Tbs. oil, thyme sprigs and a good pinch of salt and pepper. Roast for 40 minutes. Check for doneness at the 30-minute mark.
3. Transfer beets to a food processor. Add the garlic, balsamic vinegar, vermouth, half of the cheese and the 2 remaining Tbs. oil. Pulse until it's as smooth as you can get it.
4. Transfer beet mixture to a small saucepan. Add the stock and cream and bring to a light simmer. Add the sugar, remaining cheese and another pinch of salt. Simmer on medium-low while you prepare the rest of the meal. Taste it.
5. Toast the poppy seeds in a small skillet until fragrant, about 2 minutes.
6. Cook the penne until al dente. Drain and return to skillet. Pour the sauce over the pasta and toss to combine. Look. At. That. Color. Give it one more taste. Season accordingly.
7. Serve pasta garnished with a good sprinkle of the poppy seeds and the mint leaves. And more cheese. Absolutely more cheese.

Recipe from: bevcooks.com



WONDERWORD

Astronomy Words

ANDROMEDA	JUPITER	PLUTO
APOLLO	MARS	POLARIS
BIG BANG	MERCURY	ROCKET
CENTAUR	METEOR	SATURN
COMET	MILKYWAY	SPACE TRAVEL
EARTH	NASA	TELESCOPE
GALILEO	NEBULAE	UNIVERSE
GRAVITY	NEPTUNE	URANUS
HAWKING	OBSERVATORY	VENUS
HUBBLE	OXYGEN	ZODIAC
HYPERION	PHOTON	

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



Need a hint or looking for the solution? Scan the QR code or visit: www.catholiccarecq.com/wonderword