



Human Resources:
Should we be scared talking to HR? p.7

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One of the key features of the new Aged Care Act are what are being referred to as **"The Aged Care Rules."** These Rules replace what used to be known as The Principles, of which there were 17.

The Rules now provide the practical advice about how the new Aged Care Act is applied in day-to-day aged care life. At this time, the last set of Rules Stage 4B have still not been finalised. One of the key changes is that there will be a single assessment system for aged care. That is the Integrated Assessment Tool (IAT) helps decide if a person should get approved for funded aged care. That means whether or not it will be Support at Home or Residential Aged Care.

Key differences between these new Rules and the current arrangements are:

- Criteria for access of younger people to aged care services has been tightened, recognising that aged care is not the appropriate place or service system for younger people.
- New eligibility criteria will allow for Aboriginal and Torres Strait Islander people to access aged care from 50 years old, reflecting the higher level of comorbidities and lower life expectancy of First Nations people.

The Rules introduce new classifications for Support at Home services including 8 ongoing Support at Home funding classifications and 2 short-term care pathways (End-of-Life Pathway, Restorative Care Pathway). One of the other key changes is that aged care facilities no longer have bed licences. The licence to receive care is now held by the resident or consumer receiving support at home. So, practically that means people in need have more choice and control over which provider delivers their services. In the future that may mean that a residential aged care facility may in fact be a house with only 5 rooms with ensuites instead of a building with 250 such rooms. The future is now upon us and will take some getting used to.



On Sunday, May 4th, we had the honour of welcoming a distinguished group the Sisters of the Holy Family of Nazareth. Our visitors included Superior General Sr. Angela Marie, her general council, and Provincial and Regional Leaders from around the world gathered for their Annual General Conference.



Checkmate Moments at Holy Family Services. Our wonderful residents have been putting their minds to the test with a few friendly rounds of chess! Strategy, focus, and a touch of playful rivalry—these games bring joy, connection, and a bit of healthy competition to the day. Who do you think made the winning move?



On behalf of Cancer Council NSW, we would like to thank you for your fundraising efforts. Our Holy Family Services residents, staff and friends raised an impressive \$1,554.00 towards Australia's Biggest Morning Tea. Thank you so much for your donation and exceeding our initial target (\$300) so generously.



Tuesday

3

June

Maltese Group Gathering

9:45 - 11:45 am

Tuesday

3

June

Shopping Trip - Flower Power

10:30 am - 1:30 pm Blacktown

Thursday

5

June

Pizza & Italian Music Afternoon

1:30 pm Recreational Hall / Piazza

Thursday

12

June

Information Session for Volunteers & Family Members

9:00 am - 12:00 pm

Saturday

14

June

Celebrating 100th Birthdays

1:00 pm Recreational Hall

Mass for the 100 years Jubilarians

10:45 am

Tuesday

17

June

St. Albert's Feast- Patron of Brother Albert Home for Aged Care

10:45am Holy Mass in Our Chapel

Sunday

22

June

Corpus Christi

10:45 am Mass on Saturday in HFS Chapel

Tuesday

24

June

The Nativity of St. John the Baptist

10:45am Holy Mass in HFS Chapel

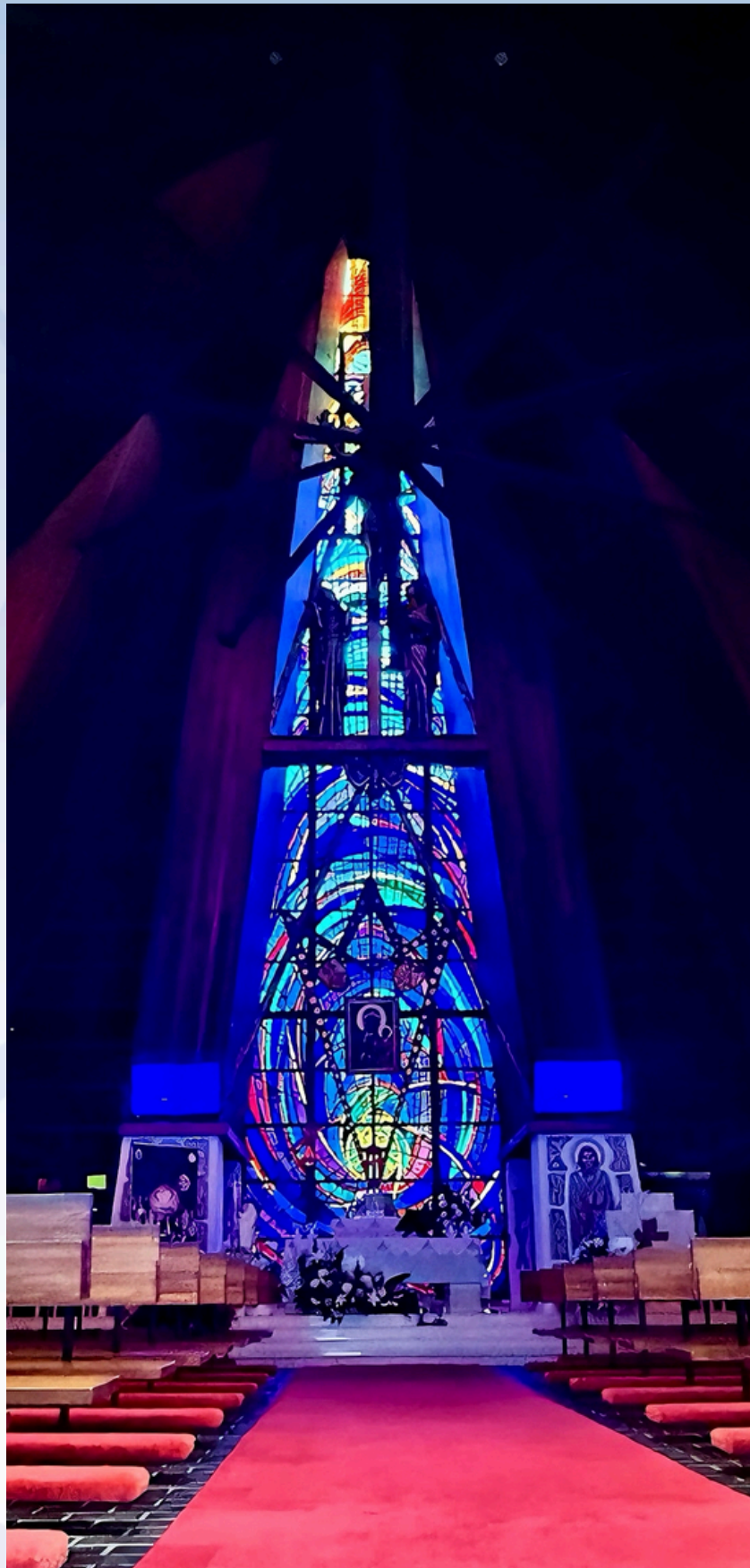
Friday

26

June

Shopping Trip - Mount Druitt Shopping Centre

10:30 am - 1:00 pm



Every Wednesday at 10am - Mass at Polish War Memorial Chapel (see photo above).

Mondays, Thursdays and Fridays Holy Mass in the HFS Chapel at 09:30 am by Fr. Ed Kenny.

**Please note: Dates and times are subject to change if necessary.
Ask for updates on each wing.**

Ambassador of the Month of May and Nurses Day



You are invited to vote

Who can vote?

All employees, residents and families can nominate the Ambassador of the Month .

How to vote?

You can use the **printed form** (available at reception and our staff rooms)
or the electronic form.

You can also scan the **QR code** to the online form.

Staff Recognition and Rewards Program



Our HR Manager's advice

This month, we asked Aileen Bernardo, our HR manager a few common questions related to staff employment.

What sort of questions or matters can I go to HR about?

You can approach me on a range of people and culture matters. Some common questions usually relate to terms and conditions of employment. I encourage you to reach out if you need clarification about these. This can be from confirming your award classification, to what is your pay rate and what leave entitlements you have. If you have concerns about the workplace you can reach out for a confidential conversation.

Should I be scared of performance review? How can I prepare for it?

The performance review, is an opportunity to discuss with your manager how you have developed in your role over the past year. Whilst the formal process is annual, performance feedback is an ongoing process. The best way to prepare for it is to make time on a quarterly basis to reflect and write down areas that you achieved and areas you need support or further training in. Share this with your manager via email as this allows you to keep track. At the end of the year, you can then go back to these emails as prompts for the annual conversation. I encourage all of us to see development as a personal responsibility and not something our manager organises for us.

What does it mean if I am placed on an improvement plan? Am I in trouble?

An employee may be placed on an improvement plan when there have been observed instances, where they have not met the required performance standard. This does not mean they are in trouble. The manager and I will meet with the employee to understand what factors may be affecting their performance. The plan is then developed to address these areas with the aim of supporting the employee to lift their performance.

Who can I go to if I feel that my performance or attendance at work is being affected by personal matters?

You can contact me for a confidential conversation. What is discussed remains confidential. I will let the employee know when something they have shared must be disclosed especially when there is a duty of care consideration.

How can I contact HR?



You can contact me via email aileen.bernardo@holyfamilyservices.com.au, or my direct line 9678 8205. If you wish to meet, my days of work are Monday, Tuesday and Thursday. You can drop by Reception and ask for me or if I am not in the office, leave your number and I will get back to you.

Where to go when you need help

Employment Assistance Programs (EAPs) provide essential services like counselling and crisis management for employees and their families, supporting mental health issues such as stress and addiction.

EAP Benefits To Employees

Access to confidential and professional support

EAPs offer employees access to confidential counselling and support services. EAP confidentiality ensures that employees feel comfortable seeking help without concerns about their privacy being compromised. They can discuss personal issues openly with trained professionals who provide guidance and assistance tailored to their needs. Employees can access the right support at the right time rather than waiting for costly external support.

Improved mental health and wellbeing

By accessing EAP services, employees can improve their mental health outcomes. Whether they are dealing with stress, anxiety, depression, or other mental health challenges, EAPs offer timely intervention and support. Counselling sessions and resources provided through the program help employees develop coping strategies, manage their emotions, and enhance their overall wellbeing and empower employees to address these challenges proactively.



Supportive work environment

EAPs demonstrate to employees that their employer cares about their wellbeing beyond their professional performance. By providing access to EAP services, organisations show a commitment to supporting their employees through difficult times. This support contributes to a positive work environment where employees feel valued and appreciated, fostering loyalty and engagement. Recent research suggests that a commitment to employee wellbeing is the most crucial factor when searching for a new role.

Don't wait. Ask our HR Manager and find the help you need.

Here is the link: <https://foremind.com.au/>, after you are registered you can then call their number 1800 648 250 to book your appointment.



Olivia Burney
Julie Clemson
Jane Malysiak
Stephen O'Keefe
Jan Wojcik
Elizabeth Locke
Stanislawa Adamcewicz
Anna Hurba
Zofia Wojcik
Stephania Dajuk
Janina Staronska
Dorothy Hosie
Julia Satchon
Phoebe Moore
John Shaw
Gerda Ochorowicz

Fire Training for Retirement Village

We recently conducted a comprehensive First Attack Fire Training and Awareness session for our Residents of the Retirement Village.

The training covered several crucial areas:

Risk and Safety Awareness

Residents learned about potential fire hazards and essential preventive measures to ensure their safety.

Engaging with Emergency Services

The session included guidance on how to effectively raise an alert and communicate with emergency services during a crisis.

Smoke Detection and Alarms

We discussed various types of smoke detectors and alarms, including specialized options for the hearing impaired.

Human Behaviour in Emergencies

The training addressed the psychological impact of emergencies and provided strategies to assist occupants with disabilities and low mobility.

First Attack Equipment

Residents were trained on the selection and practical use of first attack equipment, such as fire blankets.

This training is vital for ensuring that our residents are well-prepared and confident in handling emergency situations. The response from the residents was overwhelmingly positive, with many expressing increased confidence in their ability to manage fire-related emergencies.



Resident of our Retirement Village, Leszek Raszewski, participating in the training.



On May 9th, 2025, we hosted a Mother's Day tea party for mothers, grandmothers, and aunts. The children made heartfelt cards, enjoyed a nail-painting station, and served their moms' favorite cookies. They also performed a touching song dedicated to their mothers. The event was filled with smiles, laughter, and cherished memories, highlighting the bonds of family.



Stay in touch Get involved

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📘 holyfamilyservices

hfsmarayong

Books on Wheels are Rolling In

City Libraries Mobile Library at Holy Family Services



On board the van, we have available the latest books, magazines, DVDs and audio books for patrons to browse and borrow. We can also supply Polish reading material in the form of books and magazines or on request, reading material in a variety of other languages.

Every Wednesday
10:45am – 11:30am

Bus will park under the awning at the main entrance.
This will provide easy access to all residents and weather protection from both sun and rain.

Consumer Care Advisory Body

All aged care providers are obliged to offer to have a Consumer Care Advisory Body. A consumer advisory body collects feedback from residents and relatives and shares it with providers.

Joining lets you share your concerns and ideas with us. Membership is voluntary. It provides an opportunity for us to improve. We will discuss a range of topics at the meetings such as safety, food and care, activities and recreation.

If you are interested, please contact us either on 9678 8200 or at hfsadmin@holyfamilyservices.com.au