



Riverview Happenings

November 2025

lest we forget



Monthly Newsletter

**Riverview Lutheran
Rest Home**

**5 Luther Rd
LOXTON SA 5333
Ph: 8584 7370**

**4th
Melbourne Cup**

**7th
Pancake Morning Tea**

**11th
Remembrance Day**

**21st
RV Reveller's Group
With John Kindness**

**29th
Loxton Lights Up**

CEO Report

Wow what an amazing day we had here at Riverview on Melbourne Cup Day, it was so lovely to see residents and staff laughing and having such fun together at our inaugural Riverview Cup! Thanks to swift online shopping by our People and Culture Manager, staff were kitted up with their horses and ready to go. A big thanks to all staff who participated, the smile on residents faces as staff raced for the Riverview Cup was priceless. Well done to our Lifestyle and HR teams on organising such a wonderful day for all.

The new Aged Care Act 2024 and Aged Care Rules 2025 are now in place, we have been discussing the role of 'supporters' with our residents, a new concept under the Act. A supporter is someone who can help an older person make a decision about their care or services, it focuses on supported decision making, it does not grant the supporter the authority to make a decision for them. It is different from the role of an enduring power of attorney or guardian who can legally make decisions on behalf of another person. A supporter assists a resident to make their own decision. Supporters can be registered through the My Aged Care website, known as a registered supporter, or they can be unregistered.

Other changes to the new aged care act, include strengthened Whistleblower protections, where Whistleblowers can report suspected breaches of the Aged Care Act without reprisal and remain anonymous if they wish. It is also a requirement that all aged care providers communicate to residents, staff, volunteers, contractors etc at least monthly that feedback, complaints and Whistleblower disclosures are welcome. This will be communicated to residents and families via newsletter each month and to everyone walking in the door at Riverview including, staff, volunteers, contractors, visitors etc when they enter our facility and sign into the Visitor Rego machine.

At the end of November, we start getting ready for Christmas and will be decorated and lit up ready to go by Loxton Lights up. Each year residents can sit out on the lawn by the Chapel and Wellbeing Centre and watch the fireworks, family and friends are also most welcome to attend. Extra staff have been rostered to assist and make sure we have enough hands on deck to get residents out to the viewing area and back inside after the Fireworks show finishes. It's a great location to watch Loxton Light up.

Feedback from the installation of Care Window in Resident rooms has been extremely positive, with many of our residents and families enjoying the new way of interacting remotely with their loved ones. If you don't have care window installed yet, or are a family member unsure on how to connect with a resident using care window, please don't hesitate to reach out to our General Services Manager Jan.

As always, we strive to provide the best possible care and services, if you have any concerns or feedback, either good or bad, please don't hesitate to let us know so that we can improve on the things we could do better and keep doing the things you think we do well.

Thank you for choosing Riverview.

Thank you

Nicolle Jachmann

Growing Together: Learning at Riverview

At Riverview, learning isn't something we do once a year — it's part of who we are. Every day, our team finds new ways to grow, share knowledge, and support one another, all with one goal in mind: providing the very best care to our residents.

You'll often find our staff gathered in training sessions — nurses discussing medication safety, carers learning new techniques to support residents living with dementia, or lifestyle and allied health staff sharing ideas about keeping people active and engaged. Even our catering and cleaning teams are involved, learning about mealtime assistance, infection control, and dysphagia awareness to make sure every aspect of care is safe and dignified.

Training at Riverview is offered in many different ways — through theory-based learning, face-to-face sessions, and hands-on practical workshops. This blended approach helps ensure every team member learns in a way that suits them best, and that skills are not just taught, but truly understood and applied.

Our education program covers a wide range of topics — from Duty of Care and Mental Health and Wellbeing, Manual Handling, Fire and Emergency to End of Life Care and Responding to Behavioural Changes. Each session is tailored to suit different roles, ensuring everyone, from nurses to kitchen staff, has the skills and understanding they need to provide exceptional care.

What truly makes Riverview's approach special is the spirit of teamwork that comes with it. Staff often say they leave sessions not only with new knowledge but with a sense of pride in what they do. "We learn together, laugh together, and remind ourselves why we love this work," shared one of our carers.

By continuously learning — in theory, in practice, and together — Riverview ensures we stay up to date with all legislative and Strengthened Aged Care Quality Standards requirements. But more importantly, we make sure our residents continue to receive care that's thoughtful, skilled, and full of heart.

"We're incredibly proud of our team and their dedication to learning. Every bit of training makes a difference — not just in how we work, but in how our residents feel every day." Bek CCM

Because at Riverview, learning isn't just part of the job — it's part of our story.

Thank you

Bek Nikolajevic

Show Week at Riverview

Animal Love

As part of our Show Week celebrations at Riverview, we were delighted to welcome Farmer Darcy's Travelling Farm who brought a wonderful variety of animals for everyone to enjoy.

Residents, staff, volunteers and family helpers all had a fantastic time holding and patting the animals, sharing plenty of smiles and happy moments together. A heartfelt thank you to Farmer Darcy's Travelling Farm for providing such a memorable and joyful experience.



Scarecrow Competition

To continue the excitement of show week, residents from Traeger and Edwards teamed up to compete in a friendly scarecrow making contest. Everyone had fun and plenty of laughs as they worked together to create these two masterpieces!



Side Show Alley

To wrap up the week, Side Show Alley arrived at Riverview! Residents joined in the fun by playing games, dressing up, striking poses in the photo booth, and taking home fantastic show bags thoughtfully prepared by our amazing staff member Donna. What a wonderful way to finish the week! A huge thank you to all our staff, volunteers, and helpers for making this such a fun and memorable event.





Intergenerational Therapy

Another highlight of our Side Show Alley event was a lovely visit from Chelsea and baby Henley. Our residents gain so many wonderful benefits from intergenerational therapy and absolutely loved catching up with Chelsea and sharing cuddles with little Henley. Thank you both for spending this special time with us.



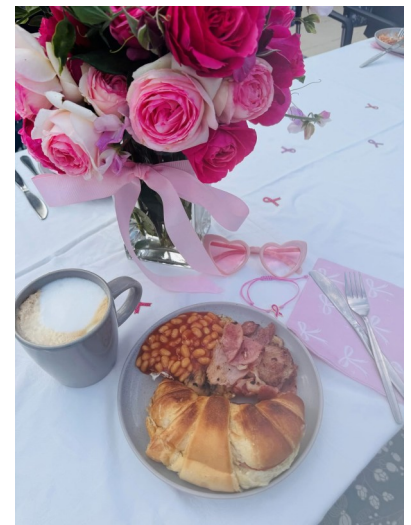
Pink Ribbon Fundraising Breakfast

At the end of October, our Riverview team came together for a Pink Ribbon Breakfast to raise funds and awareness for Breast Cancer.

There was a sea of pink around the home, from decorations to outfits - as our staff proudly showed their support for this important cause.

This day holds special meaning for us at Riverview, as we have, and have had - employees and residents who are survivors, as well as those we have sadly lost to breast cancer. We stand together in honour of their strength, their courage, and their memory.

A heartfelt thank you to everyone who joined in, donated, and helped make this morning so special.



Mocktails, Magazines, Memories & Massage

We wrapped up October with a fun and relaxing afternoon, where residents could choose to enjoy mocktail tastings, browse magazines, take part in a reminiscing activity, or indulge in a soothing aromatherapy massage kindly provided by our wonderful volunteer Leanne.

Lunch at the Local

Spending time in the community is very important to our residents and in October we once again took a group to the Loxton Hotel to enjoy a meal, a drink and each other's company. A lovely way to connect with each other, while enjoying time out of the home.



Gardening

As the weather warms up, we've been able to spend more time outdoors in the garden, soaking up the sunshine and fresh air. This has also given us the perfect opportunity to refresh our garden beds, planting a mix of red and white flowers to get ready for Christmas.



Throughout October, our Traeger residents have taken part in a diverse range of activities, including cooking sessions, arts and crafts, trio bike rides, community outings, and active games. They also enjoyed testing their skills with interactive Tovertafel games. In support of Pink Ribbon Day, residents participated in a special activity dedicated to raising funds for breast cancer research.



RIVERVIEW COMMUNITY NOTES:

NEW CLOTHING REMINDER

Please ensure new clothing is left at reception or in the resident's room in a bag labelled

For Laundry

The importance of labelling EVERYTHING

We ENGRAVE items for FREE, just bring them to office.

Having EVERYTHING labelled, clothes, hearing aids, glasses, electrical equipment, shoes, Blankets and rugs, makes it easier for staff to find their owners, if you are missing items of clothing, please check the lost property at the alternative entrance (staff can assist if required.) and request for items to be labelled if they are yours.

Clothing labelled with permanent marker are requested to have the heat proof labels, as they will wash off.

Resident and Representative's Meeting

Our next Resident and Representative's Meeting will be held in our Chapel and Wellbeing Centre on Monday the 15th of December.

Can You Help?

Do you have any small pieces of wooden furniture that you no longer need? We are after some sanding projects for our residents. If you have anything suitable you are willing to donate, please contact the Wellness Program Manager Kerri on 8584 7370.

Complaints and Feedback, and Disclosures that Qualify for Whistleblower protection under section 547 of the Aged Care Act 2024 are welcome.

Riverview's Whistleblower protection officer is Clinical Care Manager Rebekah Nikolajevic ccm@riverviewresthome.com.au or 0885847370

WHAT DOES MAINTENANCE DO?

- Gardening
- Recycling and Waste
- TV installs
- Hanging pictures
- Deliveries of goods
- Fix Leaking taps
- Change light globes and the list goes on and on and on

Please advise your care provider e.g. PCA or Nurse who can log request directly to the maintenance team.

OR – come to the office to report to Reception.

Family can also do this on your behalf by calling or emailing the facility for follow up.

Have you got something to say? We love hearing from you!

Had a great experience, a concern you'd like to discuss or wish to provide some feedback?

We welcome residents and their relatives to utilise our Feedback forms found in the Edwards dining room.

A comment, concern or suggestion can be made by filling out a form and placing it in the box.

Riverview Chapel Offerings

Every month chapel offerings are donated to a variety of organisations.

For the month of October \$861.15 in donations went to Lutheran Community Care Australia . If you wish to make an offering on Wednesdays during chapel please see the Lifestyle Staff for a chapel voucher.

November Chapel offerings will be donated to Gideon's International In Australia Inc.