

INTRODUCING  
RESIDENTIAL SERVICE MANAGER [RSM]  
**JOSEPH BENOSA**

The RSM role has overall responsibility for the management and operations of the entire service. Functional responsibilities include care governance, consumer experiences, financial management, HR management, quality management, environmental safety and general admissions. He has oversight on all aspect of facility operation and maintain the vision/mission of the facility and organization with Yackandandah aged care team.

I believe that all of us, residents and staff (all people) deserve to be treated with kindness and dignity. All concerns and problems will always be resolved through understanding and compassion. Everybody has the opportunity to shine as a human being when they serve other people with genuine action and authentic concerns (selflessness)

From the bustling hospitals of the Philippines to the serene landscapes of New Zealand, my 31-year nursing career has been a journey across diverse cultures, settings, and specialties. Starting in critical care and ICU nursing in the Philippines, I quickly adapted to high-pressure environments. I then moved to paramedic nursing in Dubai, working on the frontlines with paramedics in emergency care, followed by a move to Japan where I specialized in oncology nursing, providing compassionate care to cancer patients. In New Zealand, I embraced hospice and palliative care, offering support and comfort to those at the end of their lives.

As my career evolved, I found a deep passion for the aged care sector in Australia, where I've spent the past 16 years in various leadership roles—from clinical care management and quality governance to facility management and regional support. I've worked with small, medium, and large facilities, helping them navigate the complex world of compliance and accreditation. I've also led teams in preparing for accreditation, rectifying gaps, and ensuring residents receive the highest quality care possible.

My experiences have taught me the value of empathy, leadership, and adaptability. I've helped facilities overcome compliance issues, turn sanctioned places into accredited ones, and even assisted in the decommissioning and commissioning of new facilities. As an infection prevention lead and certified assessor, I ensure that teams are prepared for any challenges, maintaining the highest standards of care.

When I'm not working, you'll find me exploring the world—whether it's watching Oscar-winning films, indulging in quiz shows, or hiking through famous destinations. I'm a lover of the arts, from singing and dancing to gardening and baking. Sports like volleyball and athletics were my passion in younger days, and I still enjoy staying active. My journey in nursing and in life is all about making a difference and embracing new challenges along the way.



## Yackandandah Health

## Residents Weekly

### THE WEEK THAT WAS 15<sup>th</sup> March ~ 21<sup>st</sup> March 2025

*In loving memory of  
Dí Bishop  
28/10/1937 ~ 27/03/2025*

On April 27<sup>th</sup> 2025, the world said goodbye,  
But Dí's love for life will never die.  
With music and dancing, she'd light up the room,  
Her voice was a melody, chasing away gloom.

She wore her hats with style and grace,  
A joyful spirit, no one could replace.  
Singing her heart out, full of delight,  
Now she dances in heaven, shining so bright.

Though she's gone, her memory stays,  
In every song, in every sway.  
Diann's love for life will live on,  
In music and hats, her spirits never gone.



Three guys, Bob, Pete, and , Mike decided to fix a broken wheelchair using Google. Bob, confident in his "expertise," pulled up a YouTube video titled "Wheelchair Repair for Dummies." Five minutes later, they had removed the wrong wheel, tried using duct tape as a wheel alignment tool, and were seriously considering tennis balls as a replacement for actual wheels. "Google says we're almost done," Bob said. Dave stared at the chair, now resembling a Frankenwheelchair. "Yeah, it moves... sort of. But I wouldn't race it."

Thanks to the expertise of our team Chris, Dave and a little help from Jordan we have fully functioning wheelchairs for the use of our residents.





### The YACKANDANDAH GARDEN CLUB

Not exactly sure this is what they were hoping to find when the Garden Club joined our residents to clean up the courtyard.



Olivia looking pretty proud of herself playing bowls. Emily taking a few words of advice from Richard

When staff join residents in activities at Yack Health, it fosters stronger connections and a sense of community. This shared involvement promotes emotional well-being and reduces feelings of isolation for both residents and staff. Additionally, it creates a positive and engaging environment that enhances overall satisfaction and care.



### RESIDENTS FLU CLINIC 2025

**Dr Jane Gardener's Patients:**  
April 15<sup>th</sup> from 1 to 3pm

**Dr Richard Barkas's Patients:**  
April 16<sup>th</sup> from 9 to 10am TBC

**Dr David Oliver's Patients:**  
April 17<sup>th</sup> from 9.30 to 11.30am

**Dr Tess Goodwin's Patients:**  
April 17<sup>th</sup> from 1 to 2pm

## THE PASTOR'S TEETH

A pastor went to the dentist for a set of false teeth. The first Sunday after getting his teeth, he preached for only eight minutes. The second Sunday, he preached only 10 minutes. But the following Sunday, he preached nonstop for nearly three hours... until the congregation realized he couldn't quit and finally helped him sit down. Concerned for his health they asked "Are you Okay? What happened?"

The pastor explained, "Well, the first Sunday with my new teeth, my gums were so sore I couldn't preach longer than 8 minutes. The second Sunday, I felt I could go a little longer to 10 minutes. But, today, I mistakenly put my wife's teeth in and discovered I couldn't SHUT UP"



### Monday 7<sup>th</sup> April

#### FOOTY TIPPING

9.30 – Exercise News and Discussion  
10.30 – Book Club  
1.00 - Bible Study E Wing  
2.00 – Bingo

#### PODIATRY

### Tuesday 8<sup>th</sup> April

#### HAIRDRESSER

9.30 – Walk & Talk  
10.30 – Table Bowls  
2.00 – Knit & Natter  
2.00 – Cards & Board games

### Wednesday 9<sup>th</sup> April

#### COOKED BREAKFAST

9.30 - Cooking with Tracey  
2.00 – Movement to music  
News & Discussion

### Thursday 10<sup>th</sup> April

Hand & Nail Care  
10.30 – Prayer Service Fth. Chris  
2.00 – Tai-Chi & Quiz

### Friday 11<sup>th</sup> April

9.30 – The Little Shop Coffee Stop open.  
2.00 – Carpet Bowls

### Saturday 12<sup>th</sup> April

10.00 – Walk and talk in the sunshine  
2.00 – Listen to the music

### Sunday 13<sup>th</sup> April

#### Poppy Place ONLY

10.00 – Sunshine Walk  
1.30 – Milkshake Sunday and videos.

