

KALOMA CHRONICLE

JUNE 2021 EDITION

Locked Bag 3006

GOONDIWINDI QLD 4390

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Director of Nursing / Facility Manager Tenneille Aguilar

“Change the world by being yourself”

Hello Family and Friends of Kaloma,

Halfway through the year already, it's amazing how times flies!

Unfortunately, Kaloma spent the majority of last month in lockdown due to an outbreak of flu like illness. With the last 2 years of having Covid in the headlines it can be a scary time for both residents, their families and staff when there is a flu like illness outbreak.

In order to keep our workforce healthy and our consumers safe we ask that anyone visiting who is unwell, even if you have a simple runny nose, to please not enter the facility. It only takes 1 case to turn into a full blown outbreak, as we have all witnessed over the past 18 months.

I would like to take this opportunity to thank all the residents and their families for their patience and understanding during lockdown. I know it is a hard time being away from your families and friends but in order to keep it contained we have to prevent movement around the facility unless it is by staff who have been specially trained in infection control.

Just a gentle reminder that the Influenza Vaccine was mandatory as of the 31st May and unless we have evidence from each visitor then we are unable to allow entry to the facility. We must keep the residents safe and our workforce healthy so they can continue to care for them.

If anyone has any questions or concerns please call or email me, or alternatively if you have your flu vaccine then pop into my office in person,

Until next time,

Tenneille



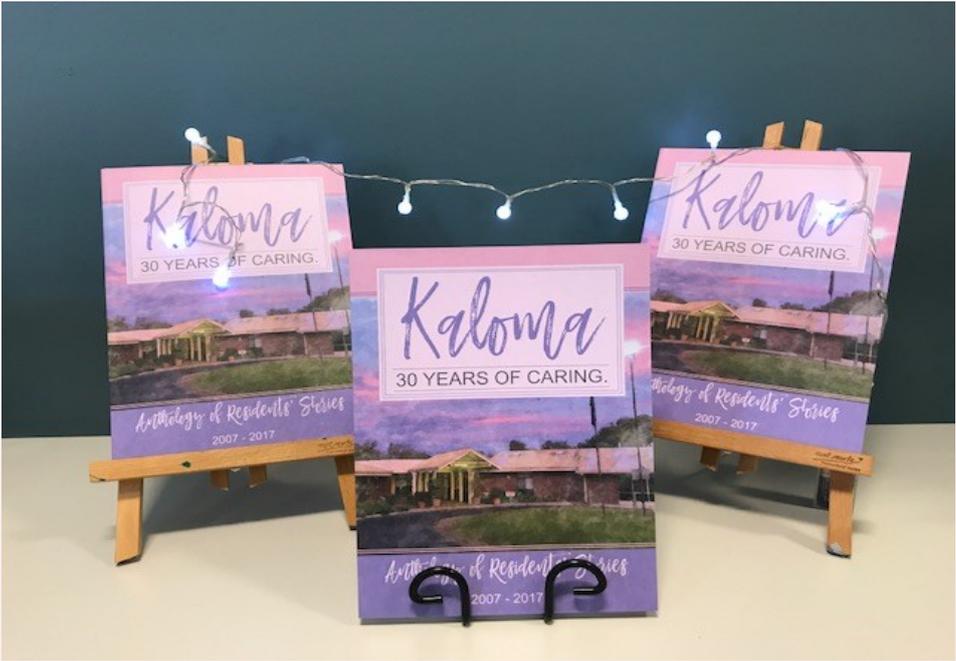
Medicare and Pension Cards

In order to maintain correct and up to date Resident information, if your family members Medicare or pension card renewals come in the mail could you please drop a copy or email a copy to admin3@kaloma.org.au.

Thank you for your assistance with this.



Kaloma 30 Years of Caring
\$30 each
available for purchase at Reception



Who is Who at Kaloma



Clinical Staff



Safety, Maintenance
and Groundsmen



Personal Carers



Housekeeping and Catering



Community Carers



Lifestyle



New Staff

Rebecca New—PCA

Felicity Ash—PCA

Bianca Fisher—Care Supervisor

New Residents

Don Obrist

Delphine Pitt

Kay Clement

10 Winter Facts

- Winter is the coldest season.
- Snow falls in the Winter.
- Every snowflake has six sides.
- The sun looks bigger in the Winter.
- Trees stop growing in the Winter.
- Plants stop growing in the Winter.
- Nights are longer in the Winter.
- Some animals hibernate in the Winter.
- Winter comes before Spring.
- A blizzard is a bad snowstorm.

©2016, Little Learning Corner

WINTER



3 letters

hat
ice

4 letters

coat
cold
melt
snow

5 letters

boots
nippy
scarf
sleet
slush
snowy

6 letters

chilly
frigid
gloves
heater
jacket
shiver

7 letters

flannel
mittens
sweater
wintery

8 letters

blizzard
flurries
hot cocoa
slippery
snowsuit
solstice

9 letters

fireplace
Jack Frost
longjohns
snowstorm

12 letters

freezing rain

Brolga and Warrigal Lifestyle News

One kind word can warm three Winter months,

-a Japanese Proverb

Welcome to Winter everyone,

And cant we feel it, Brrrr!

May has seen us certainly busy but unfortunately in lockdown for 2 weeks. Luckily Kaloma was able to open back up just in time for us to go to the Golden Agers morning tea at the Goondiwindi cinemas to watch '6 Minutes to Midnight'. The residents were very impressed with the movie as always we had a fabulous filled with laughs and yummy food.

Much of May was spent sadly in lockdown, so our time was mainly made up of bingo in our wings and small group activities.

We did get to celebrate Mothers Day at the start of May where we had a lovely Mothers Day morning tea for our residents with lots of goodies!

We finished off the month with happy hour! I accidentally dropped a bottle of wine (whoopsie), I think that's 7 years bad luck isn't it?

We are also wondering if anyone would like to come in play cards with the residents, this is something that the residents have asked for! Also we are always looking for Performances to come in for our residents, please give Tia a call at Kaloma and we can get the ball rolling!

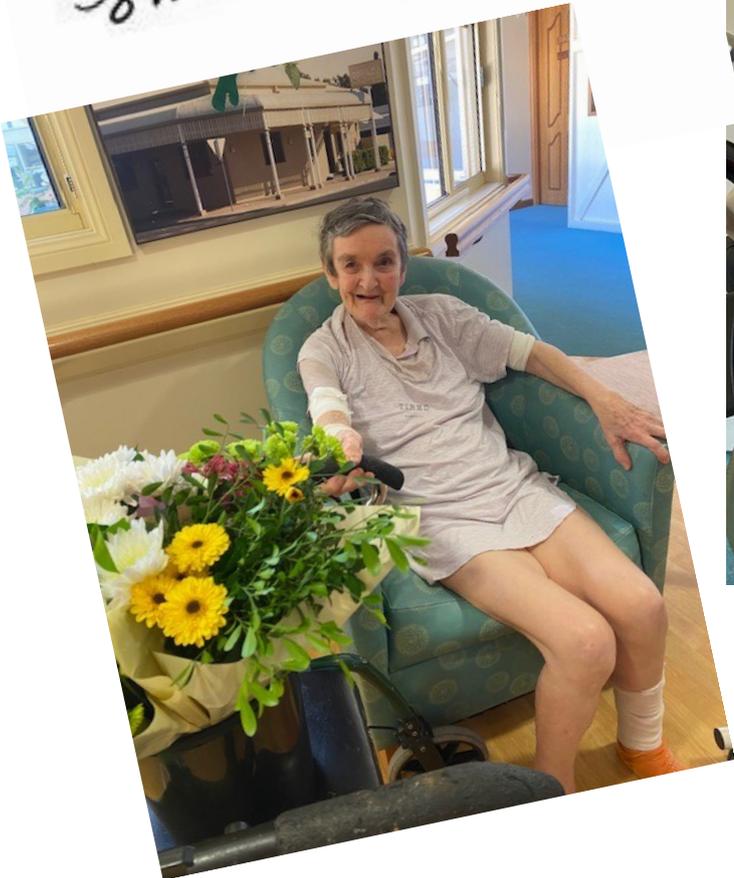
Until next time,

The Lifestyle Team

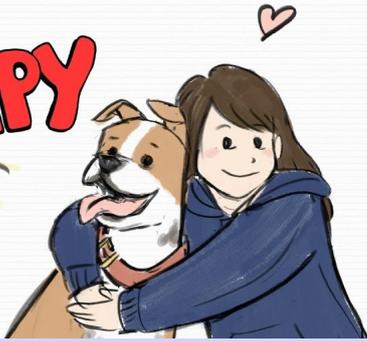




smiles 😊



PET THERAPY



Tilly

Pud



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1 Pikelet morning <u>Covid vaccinations</u> 11am Catholic church	2 Art group in Warrigal <u>Winter activities!</u> Colour by numbers! Snowflake making!	3  Opera performance this afternoon in outdoor area!	4 Bus trip around Gundy and of course a stop at Maccas! Activities back at Kaloma	5 Various activities in Coolabah lounge	6 Let's watch <u>'THE DRY'</u> In Coolabah with some ice creams
7 	8 Library book returns History reading group with Ilona and Lisa	9 Art group in Warrigal Red Circle ladies 11am Anglican church with Rev Kay	10 <u>Alan Fairbanks</u> performing in Coolabah at 0930	11 930am- Exercises 1030am – Residents meeting with Tenneille	12 Various activities in Coolabah lounge	13 
14 	15 Pikelet morning White board games 11am catholic church	16 Art group in Warrigal Soap Making for our Kaloma Shop! What type should we make?!	17 <u>The Whistling Man</u> is back At Coolabah 0930	18 Bus trip around Gundy and ofcourse a stop at Maccas Activities back at Kaloma	19 Various activities in Coolabah lounge	20 
21 	22 Library Books returns Pikelet morning Lets try Embroidery Hoop art!	23 Morning Tea at the Gundy Cinema! We will start loading the bus at 9am	24 	25 Lets have a BBQ lunch with some beer and wine! What salads should we make?	26 Various activities in Coolabah lounge	27 
28 	29 Pikelet morning! Quiz and what happened on this day in history! 11am catholic church	30 <u>ARM CHAIR TRAVEL TO PORTUGAL!</u> Grab your plane tickets	Warrigal/ Brolga Activities Calendar JUNE			



*Thank
you!*

A very big Thank You to James and
Rose Sharpe for their kind
donation of a slab of Petunia
Punnets for the Kaloma Gardens.





Cheers



Brigalow Newsletter

As we enjoy the sunny days of Autumn, spending time in the courtyard eating our lunch in the sun, we are thankful for our warm home in Brigalow.

The Kitchen Herb Garden is back up and running and the Brigalow Crew have been helping weed and water. The Cooks in the kitchen come over every day to clip some herbs for the Kaloma meals. The passionfruit vine is producing a bumper crop being watched carefully by Dawn.

Calling for help from our gardeners out there. We want to renovate our courtyard garden and would like some started geranium and pelargonium cuttings to brighten our potted garden. As the courtyard gets very hot in Summer we are thinking these hardy plants will give year round colour and beauty.

Mother's Day saw us unfortunately in lockdown but Ben entertained the Ladies with great food and Music and there was a delivery of gorgeous flowers for all our cherished Mothers.

We celebrated Dianne Batterham's Birthday with a fabulous cake and an afternoon tea party.

And we said Goodbye to Allan Moir, who passed away with his family with him. Goodbye Allan, we will miss your beautiful singing voice and clever hands that could do everything.

Reverend Kay from the Anglican Church visits once a month to have a service just for us in Brigalow. Usually the last Thursday in the calendar. She is usually accompanied by JillAnne who plays piano. For us to sing hymns.

Until next time. Stay warm and well.

The Brigalow Team

Annie, Astrid, Ben, Tia, Pud and Tilly.





Community News

Hello and welcome to our June Kaloma chronicle for 2021, winter is here. If you have not already had your flu vaccination now is definitely the time to speak to your doctor about having it. As of the 30th May all visitors to aged facilities must have proof that they have had their vaccination or a letter of exemption from their doctor. I am happy to report that all home care staff have had theirs. Peta-Sue, Ben & Jo have also had their first covid vaccination.

As the weather is starting to become cooler it is important to remember to continue to drink plenty of fluids, wear warmer clothing, using the heater, even if you don't feel thirsty it is vital to sip water\ fluids throughout the day to avoid dehydration, minimise UTI's and for general health and well being.

I cannot stress this enough- It is still very important that if you are feeling unwell to phone Kaloma and notify coordinator Jo 0411031136 before we arrive at your home to stop the spread of infections. Please if your family members are feeling unwell or have a cough tell them to stay away from your home until they feel better.

The aim of Kaloma's home care program is to assist clients to remain in their own home while enabling and encouraging them to do as much as they are safely able to do for themselves. We are here to offer any help you may need to assist you to remain at home for as long as you can. By accepting a little bit of help when you first need it, will help promote your confidence, conserving your precious energy for the tasks you can perform independently. If you know anyone who would like information about our home care packages please contact Home care coordinator Jo-Anne Sloss and Kaloma DON\Facilitator manager Tennille Aguilar 46711422



We would like to remind all our clients that the first lot of home care changes made by the government for home care packages came into effect in February 2021. The focus has been on how clients' budgets can be spent, any excess in your budget will still be carried over each month however this amount will be held by the government. Your package budget will continue to only be able to be used for services we can provide to assist the clients to remain in their own homes as long as it is a CARE NEED for example:

Personal hygiene, meal prep and delivery, housekeeping, laundry, mowing lawns, etc. Larger items like mobility scooters will need to be on a hired basis. Further changes will come into effect in September. If you have any question, please speak to coordinator Jo & DON Tennille .

Clients are able to purchase a meal through their home care budget which will cost an out of pocket fee of \$3.00 per meal (either delivered to their home or had at Kaloma if they attend respite days here's) - A meal will consist of: Hot meal, soup, sweet and juice. Kaloma has tried to keep the price down for our clients and this will be invoiced monthly in arrears for however many meals clients receive either at their home or in Kaloma. Unfortunately, the Food component of our meal service is not something that can be covered under client's budget and this needs to be paid separately by the client (meal prep and delivery are still allowed).

Reminder- As per client handbook, if you are not going to be home at the agreed time we are due to call and do not give a minimum 24 hours' notice, you will be charged for the amount of time we are to be at your home as we will still have to pay staff, the exception being if you are in hospital If you are requiring assistance to appointments, please notify at least 2 weeks in advance to assist with rostering. Thank you for your understanding in this matter.

Operating hours- Our Current operating hours vary Daily between 7.00am -2.30pm (13.30pm pm on weekends) however these can change to reflect our clients needs, if you require assistance to appointment please give at least a weeks notice so we can assist you with this as the majority of our staff members also work in Kaloma as well. If you have an afterhours emergency phone Kaloma 07 46711422 and a message will be passed onto the coordinator who depending on the emergency will get back to you on the next working day. This is to give Jo some time to relax and spend with her family. We thank you for your understanding at this time. If an EMERGANCY please call 000.

By now you have all meet our lovely new staff member Angie, thank you for making her feel so welcomed out in the community. We are very lucky to have a great home care team, with different skills and knowledge to assist all our clients, it makes it way less stressful for myself knowing you are all being looked after so well. Two of our home care staff members Ben and Laura will also be doing supervising shifts in Kaloma - Congratulations to them both for all their hard work and dedication, don't worry you will still be seeing them around the community as well.

Until next time

Jo coordinator, Peta-Sue 2ic, Ben , Berni, Hannah, Angie & Laura.





Charles Gall 8th
Keith Coulton 21st
Lynette Taylor 27th

Happy Birthday to all

Blandina Alvarez 1st
Venus Pagkaliwangan 4th
Bianca Fisher 5th
Alana Wilson 11th
Jena Jose 12th
Simmi Kaur Gill 16th
Debbie Sewell 17th
Vicky Otto 21st
Sue Bird 24th



Kaloma's April Quality Activity Report

The new Quality Standards were introduced across all aged care programs on 1st July 2019. The new Quality Standards are eight in number with a significant focus on the consumer receiving individualised person-centered services and support of their choosing. Our practices do not have to change significantly – as you would be aware, Kaloma has provided person-centered care for a very long time. The key points that staff always remember is that care is to be based around what the consumer and/or their representative chooses after they make an informed decision.

Quality is evidenced in many ways and includes feedback from complaints, consumer feedback, resident's meetings, satisfaction surveys. staff meetings, incidents and accidents and improvements that come from these; and the outcome of the annual schedule of surveys and audits. At Kaloma we are genuine in our approach to strive toward providing the best services by competent qualified staff, to residents and home care clients. We have underway an annual schedule of surveys and audits with the results benchmarked against 35 other services.

A suggestion Box is located at the Sign-In desk at the main reception. Please take the opportunity to record your comments on one of the suggestion forms and place in the box provided. Home care clients are able to ask for a Suggestion Form and one will be provided to you. Kaloma's policy is for staff to log a complaint or comment on the system which then automatically goes via e-mail to the Director of Nursing/Facility Manager. We pledge prompt action without fear of retribution. By raising your concerns, it helps us to improve what we do in the future for others as well.

Plan for Continuous Improvement

Quality activities completed 2021

- 10 x RN's completed IV cannulation competency
- Training for staff regarding Quality Standards
- Site visit by the Service Assistance Development Panel funded by the Department of Health to undergo a gap analysis in preparation for Accreditation
- Dedicated on site Nurse Educator 1 day per fortnight to organize face to face training, one on one and extra support for nursing and care staff.
- NPS MedicineWise Pharmacist delivery of face to face education for our Clinical Nurse and Clinical Nurse Assist regarding minimizing use of psychotropic medications in residential aged care.
- Introduction of 3 monthly skills days for care staff to refresh their basic care and observation skills.
- TAFE QLD site visit to deliver face to face infection control training which is a nationally accredited unit of competency in many Australian Health related Qualifications.

Further structure to orientation and induction processes for new staff as well as improvement to follow up and feedback processes from new employees.

Results of Audits

An audit was conducted on the use of continence aids and their impact on the quality and dignity of a consumer. While continence aids are stored in a consumer's cupboard away from view of visitors and others the audit showed that there is no formal documentation to report the way they must be stored in order to maintain the privacy and dignity. Also, as requirements of ongoing care a consumers care plan must be updated or reviewed a minimum of every 12 months regarding continence, the audit showed that although a consumers continence didn't change the section of the care plan hadn't been reviewed or updated. IN response Kaloma has developed a step by step care plan review schedule for our Registered Nurses to follow.

Regards from Mary, Jo, and Tenneille

Hot Chocolate

4 Cups Milk

1/4 cup unsweetened cocoa powder

1/4 cup granulated sugar

1/2 cup bittersweet or semi sweet
chocolate chips or chopped chocolate bar

1/4 teaspoon pure vanilla extract

Place milk, cocoa powder and sugar in a small saucepan. Heat over medium/medium-low heat, whisking frequently, until warm (but not boiling). Add chocolate chips and whisk constantly until the chocolate chips melt and distribute evenly into the milk. Whisk in vanilla extract, serve immediately.





The influenza vaccine will be **MANDATORY** for all visitors and staff entering Kaloma Home for the Aged as of the **30th May 2021**. From this date staff and visitors will need to provide Kaloma with Flu vaccine Evidence before you will be allowed to enter Kaloma.

Note: the vaccination is not available to a person only if:

- the person has a medical contraindication to the influenza vaccine; or*
- the person is observing the recommended waiting period between receiving the COVID-19 vaccine and the influenza vaccine.*



IT'S
Showtime!





WINTER



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



boots	hot chocolate	shovel	snowboard
flurries	icicle	skates	snowman
frozen	igloo	skiing	snowsuit
gloves	mittens	sledding	sweater
hockey	penguin	snow angels	toboggan
holidays	scarf	snowball	winter

			2					5
8					9			4
			1	8			2	
3						5		9
5							7	
	6						4	
								6
		1		3	4	9	8	
9	2		6	5				3



$$\text{Apple} \times \text{Apple} \times \text{Apple} = 27$$

$$\text{Apple} \times \text{Lemon} \times \text{Lemon} \times \text{Lemon} = 24$$

$$\text{Apple} \times \text{Lemon} \times \text{Orange} \times \text{Orange} = 96$$

$$\text{Orange} + \text{Apple} \times \text{Lemon} = ?$$



PAYNTERS KALOMA CHARITY DAY 2021
LUCKY DOOR PRIZE

Thanks to the wonderful support of
NEWPORT MOOLOOLABA

**WE HAVE AN AMAZING BEACH HOLIDAY
PACKAGE TO GIVE AWAY!**

The winner receives

**FIVE NIGHT'S ACCOMMODATION MID-WEEK
IN A TWO BEDROOM OCEAN VIEW APARTMENT!**

VALUED AT \$1930-WHAT A PRIZE!

ALL PROCEEDS FROM THE DAY GO TOWARDS EXTRA SOLAR PANELS AT KALOMA



Support the sponsors who support your event!
135 Parkyn Parade | Mooloolaba | 4557 | Queensland



Meeting Schedule

JUNE 2021	Frequency	Date	Time	Who Attends
Supervisors Meeting	4 weekly	16 th June	2pm – 3 pm	DON/FM, Clinical Nurses and Care Supervisors
Management Meeting	Monthly Monday	28 th June	1230pm	All Area Managers
Quality / Work Health & Safety/ Infection Control Meeting	Monthly Monday	17 th June	1 pm	All welcome. Quality Coordinator, Area Coordinators. Safety Advisor, Staff Safety Rep, Clinical Nurse, DON/FM
Personal Carers Meeting	4 Weekly	15 th June	2pm	All Care Staff including Clinical Nurse and DON/FM,
Brigalow Carers Meeting	Monthly	14th June	2pm	All Care Staff including Clinical Nurse and DON/FM,
Kitchen Staff	Quarterly	TBA - AUGUST	1.30pm	Catering staff.
Housekeeping Meeting	Quarterly	TBA - AUGUST	1.00pm	Cleaning and laundry staff
Home Care Staff/Care Plan/ Quality Meeting	Monthly	7 TH June	1.15pm	DON/FM, Home Care Coordinator and all Home Care staff.
Residents Meeting - Warrigal/Brolga	Monthly	11 th June	1030am	Residents, Lifestyle Officer and DON/FM
Lifestyle Meeting	Monthly	25 th June	2 pm to 3.30pm	All Lifestyle Staff

RESIDENTIAL, HOME CARE & VOLUNTEER DEVELOPMENT PLAN

A Commitment to Education and Training is Everyone's Responsibility

June 2021	Learning Outcomes	Standard	When	Who
First Aid and CPR	Staff will gain an understanding of what first aid steps to take in a medical emergency and current up to date best practice for basic life support.	3, 7, 8	Ongoing throughout the year	Staff due to attend will be rostered
Leadership	This face to face training delivered by engage and create consulting will be to equip all management and leadership staff with the skills and qualities of a good and influential leader.	7	6 x Sessions commencing 13 th May	Senior Staff
Online Mandatory Training	Online training for various topics throughout the year.	1,2,3,4,5,7,8	Due by the end December 2021	All Staff
Roles and Functions of CN / EN / RN and Care Supervisors	Face to face training delivered by Peter Vincent on the upcoming implementation of the new roles and functions of Clinical Staff	1,2,3,4,5,7,8	June 8 th , 9 th and 10 th	RNs, ENs, Clinical Nurses and Care Supervisors
Roles and Functions and Personal Carers	Face to face training delivered by Peter Vincent on how to plan your day as a carer and the roles and functions you play within the Aged Care Environment	1,2,3,4,5,7,8	June 8 th , 9 th and 10 th	PCA's
Compliance Training	Face to Face Training on the Aged Care Quality Standards and Consumer directed care.	1,2,3,4,5,7,8	May and June	All Staff
ACFI Training	Face to Face training on the importance of correct and accurate documentation	1,2,3,4,5,7,8	June 8 th , 9 th and 10 th	All Staff



NOTICE BOARD

ALL visitors must enter Kaloma via the front door

BASIC DAILY CARE FEE

We remind everyone that the Basic Daily Care Fee is set by the Department of Health and Ageing and is payable by all Resident's (respite or permanent). This fee is not claimable through Medicare.

VISITOR MEALS

If you would like to have lunch with your loved one while visiting Kaloma, please order prior to 10am with Administration Staff. The cost is \$9 payable to Admin Staff.

Unfortunately, we cannot cater for large groups.

CHANGE OF DETAILS

If you have changed your address, or contact details, please advise our admin staff to ensure all records are kept up to date.

UNCLAIMED CLOTHING / NON MARKED CLOTHING

If your loved one is missing items of clothing please speak to the Supervisor or Administration Staff.

Clothing Labels can be ordered with Administration at a cost of

50 label's—\$ 65

100 label's—\$ 130

This includes the application of labels by Laundry Staff

Our Laundry staff will label clothing items for you.

RESIDENTS PETTY CASH

Please ensure that this onsite account is topped up regularly . This account is used for haircuts, outings and other miscellaneous items your loved one may want.

HAIRDRESSER PRICE LIST

Cut—\$25

Shampoo and Set—\$25

Colour—\$50

Perm—\$ 50

This is deducted from Residents Petty Cash

EMAIL CORRESPONDANCE

If you have an email address and would like to receive information by email, please email us at Don.fm@kaloma.org.au or admin3@kaloma.org.au to be added to the mailing list. This is for information only and not for account statements.

How to make a Suggestion or Concern and Report Feedback, Hazards or Near-Miss Reporting

At Kaloma, we actively seek out suggestions, concerns, feedback and reporting from everyone to enable us to improve our service to all consumers in our care and their extended families, our staff, service providers, and the wider community.

Comments are welcomed and accepted in the spirit of continuous improvement. We strive hard to meet our Mission.

If you wish to make any comment the procedure is as follows;

- Take a Suggestion Form from the Suggestion Box located at the front foyer to Kaloma. When completed, place it in the Suggestion Box or mail the completed form to Kaloma.

**Attention: Director of Nursing / Facility Manager
Kaloma
LMB 3006
GOONDIWINDI QLD 4390**

- Home Care Clients will be provided with a Suggestion Form by staff if a concern is raised. When completed, the Clients can either send it back with staff or post it to Kaloma.
- Kaloma's policy is that any concern raised must be logged on the computer system by staff and this is then automatically sent as an e-mail to the DON/FM for prompt attention.
- You can also contact the Director of Nursing/Facility Manager directly to discuss your concerns by telephone (07) 46711422 or email DON.FM@kaloma.org.au.

Other opportunities for suggestions or comments are available through:

- The monthly Resident's Meeting with a copy of Minutes provided to each Resident, Area Manager and Kaloma's Board. Agenda items include consultation about changes within the organisation as well as, Resident's satisfaction with care, dignity, staffing, menu, cleaning, laundry and maintenance and grounds.
- Both Home Care and Residential programs have an annual schedule of Audits and Satisfaction Surveys with feedback provided via the Kaloma Newsletter.
- Your care plans are regularly reviewed with you.

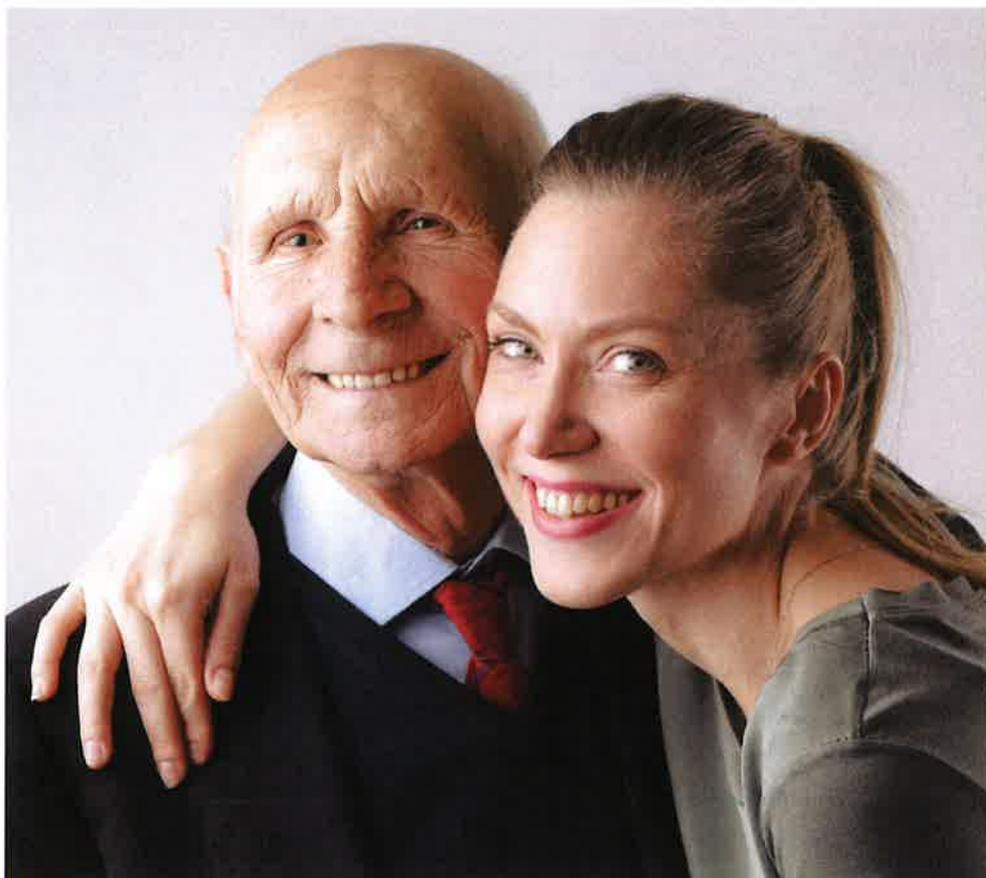
Should you feel that after using these avenues of complaint that you remain dissatisfied you may write to Kaloma's Board. The contact details are as follows:

***'Confidential'*
President of Kaloma Board
Locked Bag 3006
GOONDIWINDI QLD 4390**

If you still remain dissatisfied, you can also contact

***Aged Care Quality and Safety Commission
GPO Box 9819, Brisbane. Qld. 4001
Telephone: 1800 951 822 (free call)
E:mail info@agedcarequality.gov.au
OR
Aged and Disability Advocacy (ADA)
121 Copperfield Street, Geebung. Qld.
Telephone: 1800 818 338***

SUPPORT FOR PEOPLE LIVING IN RESIDENTIAL AGED CARE FACILITIES



Is your loved one feeling down or overwhelmed?

Are they struggling with the transition to their new home?

There is help available.

We offer a free support service tailored to assisting people with the transition to their new home.



CALL 0451 149 031 TO FIND OUT MORE



Richmond
Fellowship
Queensland



support • awareness • growth • empowerment
Older Persons Psychological Therapies

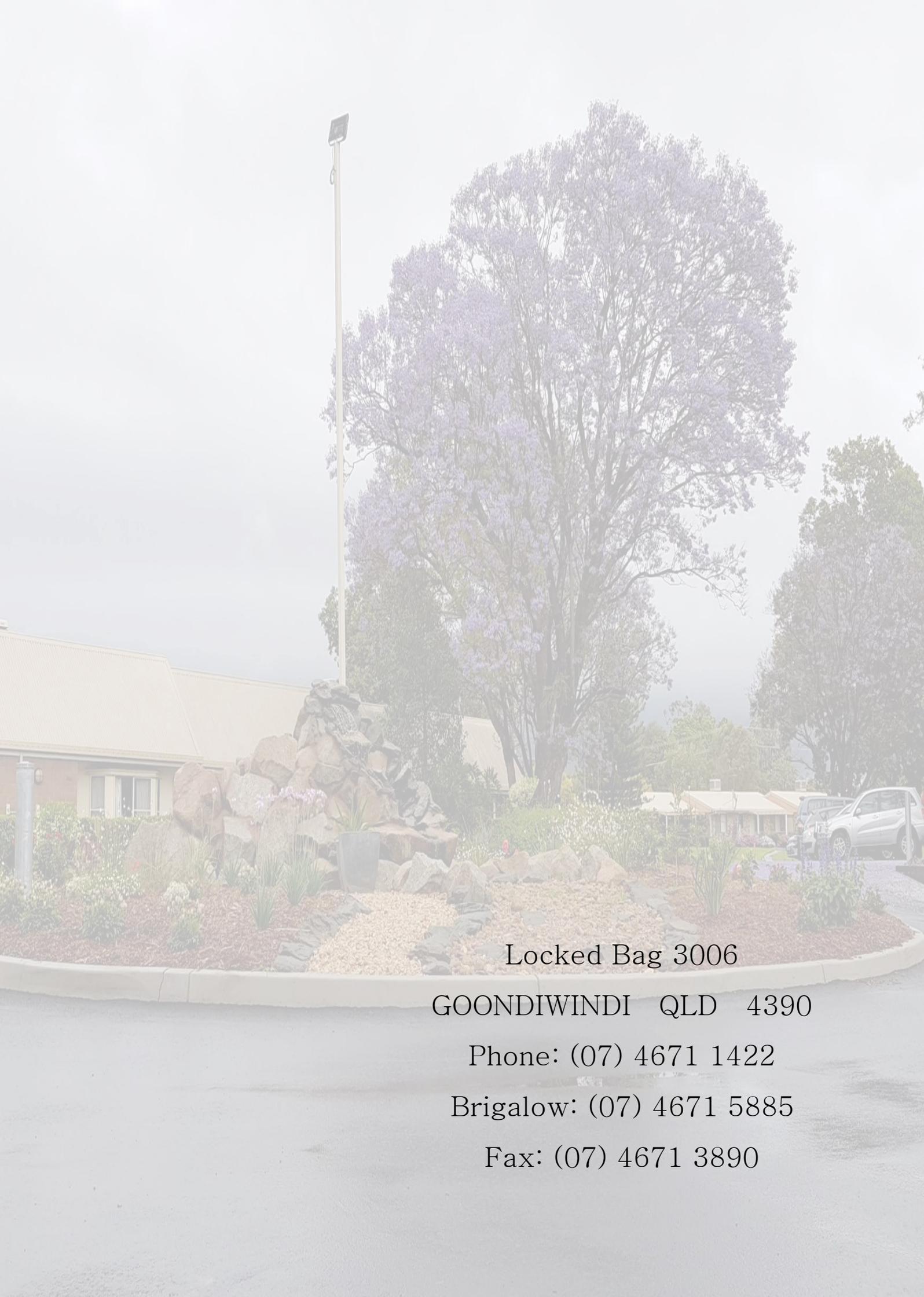


Developed by Beyond Blue

This service has been made possible by funding from Darling Downs and West Moreton PHN.

Recovered Futures – Mental Health Recovery and Wellbeing
www.rfq.com.au





Locked Bag 3006

GOONDIWINDI QLD 4390

Phone: (07) 4671 1422

Brigalow: (07) 4671 5885

Fax: (07) 4671 3890