

We never forget that each and every person in the Southern Cross Care extended family is an amazing individual.

Everyone has a unique history: a rich life of twists and turns, triumphs and setbacks, celebrations and sadness.

We have chosen to pay tribute to those unique lives with an ever-changing montage of their photographic memorabilia, a tapestry of wonderful and diverse memories we can all share.

Thank you to all those that have shared their memories with us.



SUMMER 2016/2017 • ISSUE 01



Have a Happy & Holy Festive Season

from Southern Cross Care

This is a very important time of year, not only for those of the Catholic faith, but also millions on millions of people around the world of all faiths and beliefs.

It's a time of hope, of life, of celebration, of family, of remembering, of looking forward.

At Southern Cross Care Queensland, it's a busy time for us with plenty of visitations from families to loved ones in our villages and care facilities plus a lot

of demand for our in-home services as well.

We have also learned it's a good time for families to talk about future needs for someone in the family and, if that conversation is happening in your family, we would be only too pleased to offer advice if asked. There is no obligation and certainly no pressure; just practical advice from people who have been looking after people for many years.

We hope you enjoy our newsletter, have a Happy and Holy Festive Season.

Regards,

Peter Bell,

Chief Executive Officer,
Southern Cross Care Queensland

PRIDE IN OUR PAST, FAITH IN OUR FUTURE.

Southern Cross Care is a not-for-profit, charitable organisation established by the Knights of the Southern Cross, an Australia wide organisation of Catholic laymen, to meet the growing demand for aged care.

We've been built on the best foundations any organisation can have: the solid rock of guiding principles originally set up by our founders and exemplified in the phrase: Valuing and Respecting Human Life.

This is the purest expression of the Catholic values that lie within us all.

Since opening our first hostel in 1978 there has been a great deal of change in the delivery of care services to the community.

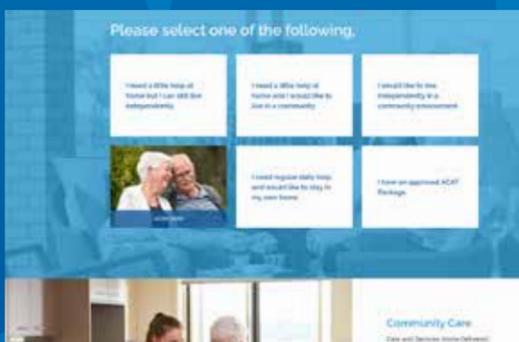
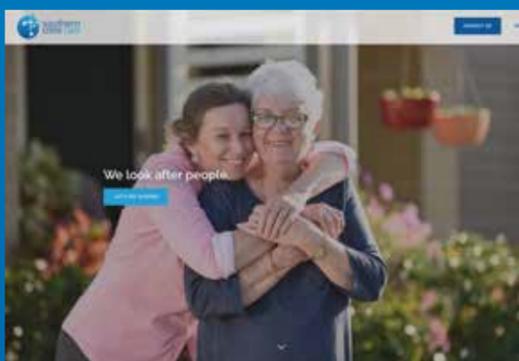
While times have changed, there has been no change in our unwavering commitment to the provision of the highest quality services, and the care, love and respect that we offer to those who choose to come to live with us or use our services.

NEW WEBSITE

We are delighted to announce the launch of our new Southern Cross Care Queensland website www.sccqld.com.au. The website is designed so that it is a breeze to find the information you need about our services and communities regardless of whether you are searching on a computer, a tablet or mobile phone.

On the website you can read about the very latest news from around our communities, hear about properties that are currently available and our latest development news. You can also read about the experiences of those that live with us in our communities.

If there is something you would like to see on the website or if you have any ideas on how we can improve the experience for you, we would love to hear your feedback. Please don't hesitate to visit the 'contact us' page and send us an email if you are visiting.



SOUTHERN CROSS CARE DIRECT

Southern Cross Care Direct offers a wide range of services and support to assist people to live independently in their own homes. Southern Cross Care is a leading provider of care and support services, home delivered – direct to you. In South East Queensland we provide non-discriminatory support services based on Catholic values, to a large number of people living in our communities.

Accessing Services

Our services are available to anyone for help around the home on a fee for service basis. The Federal Government also provides access to subsidised care to those that are assessed as needing a little additional help. There are varying levels of Government support available depending on the need. The level of support may cover the full or partial costs of the service.

Southern Cross Care Direct has expert staff that can guide you through the review process and help take care of the paperwork and communication with Government departments.

Services available can include:

• Domestic Assistance

Cleaning/vacuuming, cleaning bathroom and toilet, daily basic house clean (changing / making bed etc.), loading washing and hanging out washing, dishwashing, ironing.

• Meals

Assist preparing daily / weekly fresh or frozen homemade meals, meals home delivered, dietary assistance and advice.

• Nursing

Chronic disease management, arthritis and osteoporosis, ulcers, cancer, heart conditions, diabetes, nursing assistance / changing dressings, assistance with medications, continence management, dementia management, palliative care, assistance to access other health care professionals, management of skin integrity.

• Transport

Accompanied food shopping, appointment e.g.. doctor, dentist, physiotherapist, community and social activities, bill paying, unaccompanied food shopping.

• Personal Services

Help with showering/grooming, assistance in getting in and out of bed, social support in-home/ outings, welfare check when unwell/return from hospital, toileting, dressing and undressing, assisting with self care, mobility assistance.

• Social Support

Home visits for companionship, helping connect with groups for social interaction, assistance with hobbies and exercise, correspondence and letter writing, visiting friends and family.

• Other Support

Pastoral care, respite, in home respite, day respite, sleepover respite, assistance with communication and communication aids, access to home modifications such as easy access taps, shower hose or bath rails.

We will help you navigate through to all the home care and support services you need.

At Southern Cross Care, we look after people.



We look after people.

RETIREMENT LIVING

You can choose where you live, how you live, your style of home or apartment without the hassle of maintenance (we take care of that) or security. Southern Cross Care has over 400 independent living retirement units across Queensland so you're sure to find one to tick all the boxes on your wish list.

VIVA LA VIDA!

Our newest development, ParqueVista on Seville, is underway in Holland Park.

The pouring of Level 5 took place on Tuesday 13 September. What a view of the surrounds!

Roof construction commenced in early October and is now complete and the apartments are starting to take formation.

The first stage of ParqueVista will contain 43 spacious apartments for the new residents to enjoy this wonderful Holland Park community at 85 Seville Road.

And it's supported by the professionalism, care and attention that define every Southern Cross Care development.



Ask us about this exciting new opportunity in independent seniors living.
Phone 3422 3866 or visit parquevista.com.au

RETIREMENT LIVING AVAILABLE NOW

To find out more, please call 1800 899 300, email on enquiries@sccqld.com.au or complete the form on the contact us page on our website sccqld.com.au

STRETTON GARDENS

VILLA 56

\$415,000



PARQUEVISTA

2 & 3 BEDROOM APARTMENTS

Available mid-2017



CALOUNDRA RISE

VILLA 21

\$349,000



EDENS LANDING

VILLA 48

\$275,000



KNITTING FOR CHARITY

Commencing back in 2004, Noosa Waters Retirement Estate residents began the 'Knit for Charity' crew with 20 enthusiastic knitters. Since then many of the original group have passed away, leaving only two of the original members remaining.

However, as new ladies have taken up residence the places left by the missing ones have been filled with just as much zeal. Over the period of eleven years, the group have knitted and had distributed more than 2000 babies and children's garments to victims of flood and bushfires in Australia, as

well as to third world countries to leprosariums, orphanages and babies with AIDS in South Africa.

The group feels this is the least they can do while living in our lucky country, to relieve the stress of less fortunate families. The last consignment of knitwear left Noosa in May to be distributed to the unfortunate victims of the volcanic eruptions in Nepal. The 'icing on the cake' for the ladies, is when they have been shown photos of babies and young children actually wearing our very distinguishable knitted garments



RESIDENTIAL CARE

Southern Cross Care has been providing residential care services for almost 40 years and has 11 outstanding properties in South-East Queensland. This includes a number with purpose built Memory Support Units which encourage independence, freedom and provide access to outside areas/gardens in a safe and secure environment.

iCare

During 2016, Southern Cross Care has been conducting the FIT Clinical project. This project has introduced and trialed a new clinical care management system, including electronic medication management.

The Telstra Health - iCare and MedMobile systems are being piloted at the our Caloundra site.

Despite some small implementation challenges, the overall results have been very positive.

Some of the great benefits that the system delivers include:

- The first page of each client's clinical record introduces the uniqueness of each person to the staff and their Quality of Life goals.
- Mobile devices document interactions between care staff and residents. This greatly reduces the amount of repetition and frees up time for interaction with residents.

- The introduction of the iCare system has provided a natural transition to a Case Management approach. This has enabled significant improvement in supporting the leadership of care across the site.

- iCare provides transparency and ease of access to reports and trending data for managers. This improves clinical outcomes for residents

- The system provides assessment tools to ensure a best practice approach to delivering individualised care.

- Improved site culture, job satisfaction and staff engagement has become evident in the period of time since implementation. The Caloundra team had the most number of nominations of any of our sites at the recent staff awards.

Whilst it is still early days, we believe that this cutting edge technology will continue to deliver improved outcomes for residents and improve the way we look after people.



STAFF AWARDS

It's the efforts of our staff that makes the difference in creating caring, safe and enjoyable places to live and work. Every year Southern Cross Care invite our staff to nominate the amazing people they work alongside for one of our annual employee awards. These awards are about recognising and rewarding our exceptional people who go above and beyond in demonstrating our values and their skills.

This year our staff got into the spirit and 412 nominations were received from across the organisation. Each of our sites got to judge who their winners were for Service Excellence, Living our Values, Team Player and the Team Award. The winners of these awards were then put forward for the ultimate recognition; our Employee of the Year Award, Values Champion Award and Leadership Award, all of which were presented at the Chairman's Christmas Lunch in November.

This year **Maria Seeds** won the Employee of the Year Award. Her nominee said this about Maria, she "cares, truly cares. She does little things for all in her care and nothing is too much trouble. The residents love her and the staff love working with her as she is so delightful and polite – always happy and caring in her work." The award for

being our Values Champion was won by **Glenda Berndt** and her nominee had this to say "Glenda is kind, works very hard, never complains, always willing to help others, goes under the radar as she just goes above and beyond in silence and makes the lives of the Residents and their home a much happier place." Our Leadership Award was won by **Mischelle Pipe**. Her nominees made these assessments of Mischelle, she "listens to Support Workers and provides them with valuable resources to support their role out in the community with our clients." "Mischelle follows through with our requests or enquiries; there is a positive flow of respect and dignity given to all staff that work with her."

Congratulations to all of the winners.



L to R: Mischelle Pipe, Peter Bell (CEO), Glenda Berndt, Darleen Anderson, Maria Seeds, Don Neander (Chairman)

THE RIGHT DECISION AT THE RIGHT TIME

Preparing for your future is all about making informed decisions when your circumstances change.

Southern Cross Care is one of the most experienced operators in seniors' lifestyles and aged care and we have learned over the long journey that every case is different so it can never be a one size fits all. That's why we offer you a full range of options.

Traditional retirement living, residential care in one of our custom-built facilities and home-delivered care; add to those options wide choices of price, location and architectural styles and we become the complete one-stop solution for everyone faced with life-changing decisions.

Prefer to talk? Call us on 1800 899 300