

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.



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We look after people.

Welcome to this edition of *The Star* in which you will catch a glimpse of the people and activities across the Southern Cross Care community.

I have recently been appointed Chief Executive Officer, following the retirement of Mr Peter Bell who served faithfully for 17 years. During my time so far, it is evident to me the commitment and passion of those who contribute and it is indeed my privilege to now be part of the Southern Cross Care journey.

Southern Cross Care's unwavering commitment to the provision of high quality services, the Catholic ethos, pastoral care, love and respect remains as strong today as it did since the first hostel opened in 1978. We have over 40 years' experience serving Queenslanders in retirement living, residential aged care and community care.

Over the next few months you will see a lot of activity at Southern Cross Care – our Mission and Values continue to drive our organisation and

there is much more we can do to help people understand the ways in which we offer support.

If you would like to talk about future needs for yourself or someone in the family, we would be pleased to assist.

We hope you enjoy our newsletter.

Michael Bowers

Chief Executive Officer

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.

A PIECE OF HISTORY

DID YOU KNOW?

A World War II Military Hospital stood on what is now *Parque Vista on Seville*

Costing more than £400,000, the Holland Park hospital was built in two sections, each capable of holding 1000 patients.

The first section was completed by September 1943. It had covered walkways between buildings and ramps instead of stairs, innovations apparently uncommon in Queensland at that time. Most of the hospital was constructed of timber and fibre cement, and spread across the site as part of a 'tropical design' which allowed the retention of many mature gum trees.

The Holland Park hospital was occupied by staff of the 42nd General Hospital who moved from the hospitals at Stuartholme in mid-1943, and from Camp Columbia a few months later. Staff at the hospital numbered in excess of 1000 during the majority of the US Army occupancy.

The second stage of Holland Park (known as Unit II) was occupied by the 155th Station Hospital that was transferred from Ekibin at the end of June 1944. At various times it cared for psychiatric patients, as well as establishing two wards for WACs. In September 1944 the 155th Station Hospital was attached to the Sixth United States Army and moved on to New Guinea in September 1944.

There are indications that the 42nd General Hospital was disbanded on 11 November 1944, probably as a result of its movement northwards.

Holland Park was then occupied by the 102nd Australian General Hospital until war's end, after which the site was abandoned. It was demolished in the 1950s.

During construction of Parque Vista the construction crew came across a column that looks to have been found from the old hospital structure. The crew also found many old medicine bottles when excavating the undercover car park and basement areas of the complex.

Source: <http://www.ww2places.qld.gov.au/places>. 04/12/2017.

Brian Randall – Queensland Places Coordinator,
State Library of Queensland. 2016.

So ... you've heard a lot about CDC or Consumer Directed Care (or maybe you haven't)

What does the jargon mean exactly?

Well in simple terms, it means that if you require home care assistance you get more say in the care and services you access, how they are delivered and who is delivering them. It is a focus on you, your needs and the development of a plan that is tailored directly for you, developed by you in partnership with your home care service provider.

To understand what it means for Southern Cross Care Queensland and our customers, we chatted with Krystal Pyke, Client Facilitator in our SCC Direct Client Engagement Team, about how she works and how CDC has made a difference.

My role as a Facilitator

"My role as a Facilitator is to provide the customer with the tools, resources and information to make decisions that mean they can stay independent and in their own homes longer," Krystal says.

"For example, instead of providing a Support Worker for shower support, we might look at how we could modify the bathroom so they can continue doing this themselves. Or we might purchase a robot vacuum cleaner instead of providing domestic help to vacuum. So while the robot vacuum is working they could be enjoying an outing with our Support Worker.

"The customer now has more flexibility in how they spend their funds. We can provide them with more options, not just shower support or cleaning or social outings. It's about looking at a problem differently. You need to pay a lot of attention to what they're saying and understand their needs so that we can find the things that make life easier for them.

The Thompson's Home Care package

"We have two lovely people we work with, Mr and Mrs Thompson, who in their 80's have varying medical and mobility problems. Their daughter pops in weekly to help Mr Thompson who is doing the majority of care.

"When they received their Homecare Package we were able to provide Mr Thompson with in-home respite so he could get out for appointments and activities. We also organised house-hold cleaning for them.

"But what was extra special was the Apple Tablet we got them, so their daughter could Facetime with them every day at breakfast. She can see they're ok and it gives her peace of mind.

"Initially, I showed them my tablet. The daughter has an iPhone tablet and she was really on-board. She helped to show them how to use it. They weren't too keen at first but agreed to trial it. They picked it up really quickly and now it's one of the best things they have. It's opened them up to stay connected with their family.

"It was about having a conversation with them about how this could be beneficial and talking about how they could stay connected with family. They now have email and get photos and messages from their grandchildren and great-grandchildren.

"When they go shopping Mr Thompson will take pictures of things, then take it back to Mrs Thompson in the car so she can make a decision. Or during in-home respite visits, Mr Thompson uses his new iPhone to take photos and send them home to Mrs Thompson.

"They're using Outlook to track their appointments, like Doctor and support visits, and have reminders in it for their medications. They're even using Google now to look things up", says Krystal proudly.

Like to know more about how we can help you?

Call us on **1300 306 442** and ask for an appointment. We can assist you to navigate My Aged Care and create a service plan based on your choices and your needs.



We look after people.

Viva La Vida! Our newest retirement apartments are complete

The Official Blessing of Parque Vista on Seville by The Most Reverend Mark Coleridge D.D. BA DSS, Archbishop of Brisbane has taken place to our newest residents, guests, Board and management.

Residents have moved in and already a new community can be seen to be building.

The apartments are some of the most exciting that Southern Cross Care have been involved with: contemporary, high-tech, environmentally-efficient with a touch of Spanish flair inspired by the Seville Road address.

The next stage of the development is planned next year. 40 apartments will be available for people seeking a modern retirement lifestyle where support is available if they need it.



Located right next door to Parque Vista is Duhig Village one of the finest in residential aged care and facilities.

Duhig Village offers a range of accommodation options including 34 specialist memory support rooms and extra services such as a café, hairdressing salon, and an onsite Chaplain and Chapel.

Parque Vista residents have access to the extensive array of residential and pastoral care services available at Duhig Village – which are all part of the Southern Cross Care community at Holland Park.

There is one apartment remaining in the current stage!

Meet Jack and Lyn – ParqueVista residents

It was ‘love at first sight’ when Jack and Lyn met at a Greek dance in Brisbane 56 years ago.

Today the couple are as devoted to each other now as they were smitten then and together they form part of our newest retirement community ParqueVista on Seville at Holland Park.

Jack and Lyn are not boastful people and their story is a humble one.

A hard working man and a devoted wife and mother – they raised their family in their home on Kempsey Road Mount Gravatt, among vegetable and flower gardens. It was home for 50 years and Lyn says a ‘wonderful place for kids to grow up.’

Jack moved to Australia from Greece when he was 18. After a 28 day boat trip via the Suez Canal and Perth, Jack landed in Brisbane which he quickly called home and where he met Lyn.

Jack proudly worked at the General Motors Holden Factory in downtown Brisbane from 1954 until 1984, working weekends and nights, until the factory closed its doors.

He then went to work as a storeman for QBuild for 20 years before retiring in 2004.

“I worked hard all my life supporting my wife and children and my own family when we moved to Australia, I helped my brother and sister as they grew up,” Jack said.

“It was worth it because it gave my two children a good education. I am very proud of them, and my family, and where they are now.”

Lyn grew up in the inner northern suburb of Windsor and attended the local Catholic school – she too is very proud of her family and what they have achieved together.

“I have two grandchildren – 14-year-old Jordie and 12 year old Jack, they are such wonderful boys,” Lyn said.

Jack and Lyn remember clearly moving into ParqueVista because it was a significant move for them.

“Leaving behind the family home and resettling into an apartment was daunting at first,” Lyn said.

“Our daughter had been exploring options for us because the family home was just getting too much for us to upkeep, and we were thinking of our care in the longer term too.

“We weren’t thinking of going to a unit but when we came here, we loved it immediately,” Lyn said.

Jack laughs and says this is his last home before he ascends ‘upstairs’.

“They won’t want noisy Greeks in the quiet of Heaven, so I think I’m here for a while yet,” Jack said.

“We’ve got everything we want here,” Lyn said.



CALOUNDRA RISE ‘Ladies Pink Night’

What a night! Pink, pink, pink ... the scene was well and truly set for a night of fun. The Caloundra Rise Retirement Estate’s Communitiy Centre was abuzz with excitement as almost 100 ladies gathered together to raise funds for cancer research. Together they raised \$3,131!

The organising team aptly called the Pink Committee and residents proudly presented the donation cheque to Natalie Guardala from the QIMR Berghofer Medical Research Institute (pictured).

Caloundra Rise resident and Pink Committee organiser Rosemary Burnett said that when planning started it was only to be a handful of ladies gathered in a resident’s lounge room.

“Everybody here has been touched by cancer in some way so when we said we were raising money for cancer everyone just got behind us.

“Before we knew it was bigger than someone’s lounge room, everybody was really keen to help and it just snowballed.” Rosemary said.

“We weren’t only supported by residents – but their families, friends, the local and Brisbane business communities all offered support,” Rosemary said.

Congratulations ladies on your fantastic efforts!

OUT AND ABOUT

Edens Landing Retirement Estate Gold Class movie experience

Residents and members of the local community were our guests at a private screening of *Murder on the Orient Express* at Event Cinemas Loganholme. Morning tea was served in the comfort of the cinema lounge amidst the suspense. Everyone enjoyed the raffle prizes and giveaways on the day.



Our Melbourne Cup Carnival experience

You didn't have to be trackside at Flemington to enjoy the Melbourne Cup! From Brisbane to Taroom Southern Cross Care communities turned on the style. The best dressed came out to play and the atmosphere was sensational. Every community hosted a wide variety of events, competitions and more. Fashions on the Field, dancing and dining! Residents and staff celebrated and had some fun.



St Mary's – Garden Party

Everyone enjoyed a fabulous day at St Mary's Garden Party in Ipswich that raised funds towards a music therapy program. Thank you to our residents, families (past and present), and all involved who made it such a successful day!



STAFF AWARDS

Every year Southern Cross Care invite 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. The 2017 award recipients are:



EMPLOYEE OF THE YEAR
Zoe Wright
Support Worker
Edens Landing Community Care



VALUES CHAMPION
Kaylene Carkeet
Domestic
Allora Homestead



LEADERSHIP AWARD
Shelley Lee
Residential Manager
Castra – Murgon

