

WINTER 2020 | ISSUE 02



southern
cross care
Valuing and Respecting Human Life

An initiative of the Knights of the Southern Cross

thestar

Serving Residential Care, Retirement Living & Community Care

Update:
how we're
handling
Covid-19



Feature:
meet
Andrew,
wood turner
extraordinaire

Feature:
a day in the life
of a personal
support worker

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We acknowledge the traditional peoples of the land on which our facilities stand. We recognise that they have occupied and cared for this country over countless generations and we celebrate their continuing contribution to this life in the regions in which we provide services.



Welcome

Reimagining the future of Southern Cross Care Queensland

From Chief Executive Officer Jason Eldering

In the last edition of The Star, I started by saying welcome to 2020. What a year it's proving to be, throwing us challenge after challenge. Again I'm genuinely buoyed by the great people that make up SCCQ. It's through these trying times that we find the best in our staff and I'm deeply proud of the great work we do in serving and supporting our communities.

We are excited about the future of Southern Cross Care Queensland (SCCQ). Although we travel in uncertain times of change due to Covid-19, we need to reflect and envision our future together and beyond.

It would be fair to say that the long-term impacts of Covid-19 are still emerging and the long term effects on individuals, families, communities, organisations and countries will be deeply felt. As an organisation, we have been reorganising ourselves to ensure we can ride out this unknown world that will place significant pressure on individuals and the organisation but we are deeply committed to ensuring we continue to serve our communities with love and passion.

We must continue to be prudent stewards of our resources as the economics of aged care, community care and retirement living continue to present challenges and opportunities that we must manage. To demonstrate this in practice, in June 2020 our organisation underwent a significant head office restructure to reduce costs and improve efficiencies. These changes are never easy and demonstrate our commitment to responsible stewardship.

By 2031, 1 in 5 Australians will be aged over 65 years. This demographic has strong and changing preferences for how our retirement years will look. The industry itself has to focus on high quality services that give choice and value for money. Although we have a rich, 40-year legacy of supporting older Australians, we are at a pivotal moment to consider the next 40 years.

We have already started the consultation process, conducting 42 hours of discussion, one-on-one interviews and engaging with residents, families, staff and other stakeholders about what SCCQ should look like in the future.



We are encouraged and humbled by the results. We have heard about the deeply caring and compassionate staff who serve our residents and clients and we again give thanks to those who serve at the frontline.

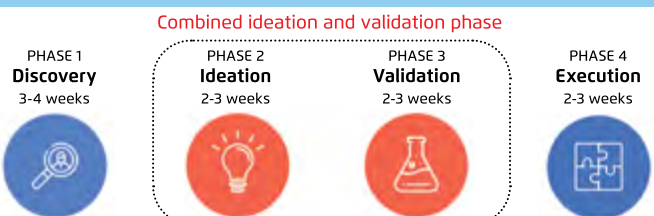
As an organisation, we will continue to face unprecedented change but it is through this change that we need to grow and improve the services we provide our residents. We know that we need to get better at communication and collaboration with our families, residents and key stakeholders. There is a deep commitment to ensuring this happens.

At the heart of SCCQ is our guiding principle: respecting and valuing human life. While we consider the ways in which people want to access services as they age, the reason for why we exist holds fast to this purpose. This reflects our commitment to honouring each individual in our family; that every person and story matters.

We will continue to communicate and collaborate with you on our 2020 strategic plan as it is brought to life. We are looking forward to showcasing this new plan, which aims to set a new and aspirational direction for all we serve.

Thank you for being part of the SCCQ family. You can always contact me at any time at ceo@scqld.com.au.

NEXT STEPS:



Meet Andrew Bruce, teacher and woodturner extraordinaire



Andrew and wife Shirley with handcrafted wooden pieces.

Andrew Bruce is a particularly busy man around Christmas time, filling orders from his neighbours at Stretton Gardens Retirement Estate and creating beautiful wooden items to sell. He does it all from his woodturning workshop, from which his lathe, drill press, bandsaw, grinder, chisels and drills turn discarded pieces of timber into stunning handcrafted items.

Andrew is happy he can continue with the hobby he's loved all his life.

Many of these items, including bowls, vases, platters, spinning tops and jewellery storage form part of regular woodturning demonstrations. The Wood Turning Society of Queensland, of which Andrew has been a member since 2006, conducts demonstrations and sales of merchandise at Mt Coot-tha twice a year.

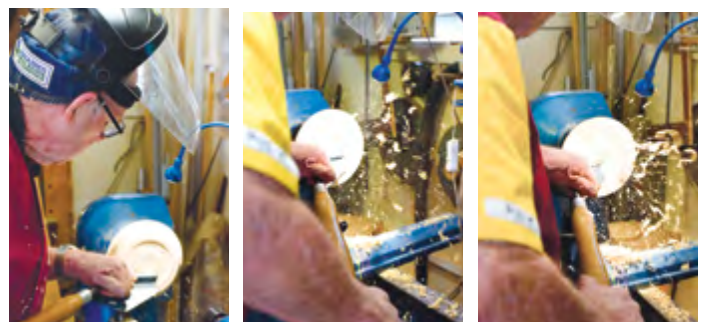
Andrew was a high school manual arts teacher for 27 years and passed along his expertise and love of working with wood to countless students. While most of his students were male, Andrew said the small number of female students he taught were often incredibly skilled.

"Some of the top woodturners in the world are women," says Andrew, and he'll happily correct anyone who says that females can't work with wood.

Andrew says he runs into students from time to time and is encouraged by their continued love of woodturning. A student from the small rural town of Inglewood became the Treasurer of the Woodturning Society of Queensland, while even the grandchildren of old students are eager to see Andrew's demonstrations.

Andrew and his wife Shirley, who have been married for 58 years, have three sons, five grandchildren and two great-grandchildren. Andrew says that while he enjoys being creative, his wife is a maths whiz and oversees quality control. Shirley was a comptometrist in the 1950s, using a comptometer machine to support building companies and quantity surveyors to quote jobs accurately. This machine, a precursor to computers, can perform addition, subtraction, and long multiplication and division.

Andrew, who has lived with Shirley at Stretton Gardens Retirement Estate for seven years, says that he's just happy he can continue with the hobby he's loved all his life. 🌐



Andrew demonstrated woodturning on his lathe.

Spotlight on board member Don Neander OAM



Don Neander OAM
Board Member

Don Neander OAM has been involved with Southern Cross Care Queensland since the building of our first aged care home, Archbishop Duhig Court which was completed in 1978. Bringing his expertise as a carpenter and joiner Don has had a very active role in the planning of building works associated with all of Southern Cross Care Queensland's facilities.

Don was previously a member of the State Council of the Knights of the Southern Cross and held the positions of State Chairman and Deputy National Chairman of the Knights of the Southern Cross.

Don brought a wealth of experience when he joined the SCCQ board in 1992 and was appointed to the role of Chairman in 2012. Don has also served on the Board of Catholic Health Australia Board and numerous other committees.

In 2019 Don was honoured with the Medal of the Order of Australia in recognition of his service to aged welfare.

In 2020, Don celebrates two major milestones – his 80th birthday and 50 years of active service with the Knights of the Southern Cross.

Chief of People and Mission Michael Hart said when Archbishop Duhig Court was first built, you would have found Don there on weekends putting his carpentry skills to good use. Don's heart for serving others and abundant humility has never changed.

The SCCQ family would like to honour and thank Don for his service and we wish him many happy returns on his birthday. 🎂



Above: Don celebrating his 80th Birthday.



Find us on facebook

facebook.com/SouthernCrossCareQld

Connect with us on Facebook to keep up with what's happening in our Southern Cross Care Qld communities.

Responding to the Covid-19 challenge

At the beginning of 2020, there were signs that this year would be different to anything we've ever faced at Southern Cross Care Queensland (SCCQ). The speed and infectiousness of Covid-19 has impacted communities all over the world, and at SCCQ we knew that we had to get on the front foot to prepare for and prevent a Covid-19 outbreak.

At the outset of the COVID-19 pandemic, SCCQ developed an Outbreak Prevention and Management Plan which was directed by an Outbreak Advisory Group (OAG). The OAG initially met daily by videoconference to manage any risk as it occurred and to stay abreast of government guidelines.

The OAG also reviewed Infection Prevention and Control policies to ensure that they aligned with best practice and regulatory guidelines.

While there was a focus on our Residential Aged Care facilities, there were also strategies employed across our Home Care and Retirement Living services. The Corporate Support Centre moved quickly into a 'work from home' phase to reduce the risks for the staff located there.

Our goal throughout the Covid-19 pandemic has been to reduce the risk of infection and to protect the health and safety of our staff, residents, clients, family members and contractors. There were a number of ways in which we prepared. We undertook significant preparation to obtain suitable quantities of Personal Protective Equipment (PPE) in case an outbreak did occur. We prepared a workforce planning strategy to ensure services and care could continue even if staff were affected by an outbreak.

A key area for concern was that staff remained well and did not come to work if experiencing any respiratory symptoms. We also offered free flu vaccination clinics to all staff and we continue to conduct health screening checks prior to every shift starting.

We have been conscious that these unprecedented times have led to an increase in concern and anxiety for many in the community, particularly with visitation restrictions in place at our residential aged care homes.



Pam Robertson
Chief Operations Officer

As we continue to comply with government public health directives about visitation, we have put into place measures to ensure that residents are able to connect with their families as much as possible:

- Additional devices to allow virtual visitation
- Waving windows at some locations
- Visitation by appointment
- Additional lifestyle and leisure activities and programs.

We are lucky that we have low rates of community transmission; however, the government health directives remain in place for residential aged care residents, an indication of the risk that still remains for our older and vulnerable members of the community.

Thank you for everything you're doing to help us protect the health and safety of our residents, families and staff, which remains our absolute priority. 🌐



Above: Visiting loved ones at Illoura Village, Chinchilla with a waving window for protection

Featured Listings

Live the retirement you imagined with communities near the city, by the beach, or in the quiet countryside.



ParqueVista, Holland Park

2 & 3 bed units from \$550 000*
Talk to Sara Horsey 1800 899 300



Stretton Gardens, Drewvale

2 bed & 2 + study units from \$495 000*
Talk to Cameron McAlpine 1800 899 300



Unit 56, Caloundra Rise

2 bedroom + study, 2 bathroom
from \$445,000*
Talk to Peter Snell 1800 899 300



Unit 45, Eden's Landing

2 bedroom, 1 bathroom
from \$320,000*
Talk to Gary Watts 1800 899 300



Unit 30, Eden's Landing

2 bedroom, 1 bathroom
from \$320,000*
Talk to Gary Watts 1800 899 300

* Prices and availability correct at time of publication.



Visit our new website to browse more current property listings, plus take a virtual tour of some of our units.

www.sccqld.com.au

Subscribe to our monthly newsletter

Celebrating ANZAC day at Duhig Village

Jean Kennedy is a current resident at Duhig Village, Holland Park and is 102 years old.

Jean grew up and went to school in the Toowoomba area. She was very good at hockey and athletics, and she's still spritely to this day, zipping around the facility corridors and garden areas. Every ANZAC Day, Jean is honoured for her service during World War Two by riding in the Army jeep in the parade in Brisbane City.

Although this year celebrations were done differently, Jean was still honoured with a special ceremony at Duhig Village, riding in a customised jeep to keep with tradition and representing Duhig Village, helping to lay wreaths on behalf of the fallen.

Jean enlisted in the Australian Army at the beginning of World War Two. For the duration of the war, Jean served as a member of the personal staff of General Sir Thomas Blamey who was the leader of the Allied Forces.

General Blamey and his staff based themselves at University of Queensland, St Lucia which had just been constructed and was not yet operating as a university.

At the end of the war, Jean left the army with the rank of Sergeant.

Jean was married in 1948 to Jack Kennedy who had also served in the war in New Guinea.

They had met before the war, when they would dress up in their finest attire to go to the dance hall, right down to the brightly coloured oxford wingtip high heel 'perfect, and only for dancing' shoes. Jean and her yet to be husband met in the dance clubs of Brisbane where after a wonderful night of dancing, he would carry her 'only for dancing' shoes in a brown paper bag, arm-in-arm to the railway station. Jean's face still lights up, eyes shining brightly, as she tells this story of how they met.

The couple lived in Paddington and had two loving sons Russell and Glen. With two boys, Jean's interest in football and soccer was sparked. Jean has four grandchildren and one great grandson who has just started walking.



Jean and her husband met in the dance clubs of Brisbane where after a wonderful night of dancing, he would carry her 'only for dancing' shoes in a brown paper bag.



Jack Kennedy was also a resident at Duhig Village for several years and Jean visited him every day.

Jean looks forward to participating in the Anzac Day march every year in order to catch up with her Army mates.

We salute and thank you for your service to Australia. 🇦🇺



Alison (centre) reading a story as part of the PALS program with residents Don Peel (L) and Arthur Barnes (R).

How volunteers help us make amazing memories at Castra Murgon



Alison helps resident Terrence Coupland celebrate his birthday.

Volunteers make a significant contribution to the lives of Southern Cross Care Queensland (SCCQ) residents and are greatly appreciated by the SCCQ family.

Alison Banbury is just one of these volunteers, working tirelessly at our Castra Murgon Residential Aged Care home. Before Covid-19 restrictions, Alison would volunteer five days a week from 8am – midday.

Residential Manager Mavora Wereta says that Alison is an integral part of the Castra Murgon team and is a key part of daily life for the residents.

Alison helps to set up and care for residents during meal times, provides soothing diversional therapy to residents who are anxious, and helps to co-ordinate many of the activities such as bingo, cards and bowls. Alison is also a seamstress and mends many of the clothes of our residents as well as making gowns for palliative care residents if required. Alison has made 50 fabric protective gowns for staff to support our personal protective equipment supplies should we have an outbreak.

Mavora said she is looking forward to having Alison return to her volunteering role and that the residents are missing her smiling face.

Thank you, Alison, and all our wonderful volunteers, for the incredible work you do for SCCQ and for making a difference in the lives of our residents. 🌟

How communities bounce back after adversity



Story by Michael Hart,
Chief of People and Mission

As we start to emerge from the restrictions which have kept us safe throughout the Covid-19 pandemic, it is timely to reflect on what that experience has meant for us as a community and as a whole society. There are a number of things that have become obvious to me as I think about Covid-19's impact.

Firstly, I have been struck by how much social distancing has revealed about the lonely and isolated in our community. We can take for granted the interactions we have and relationships that are part of our everyday lives. Being forced to quarantine ourselves has highlighted for me the fact that many people in our community live with social isolation and loneliness all the time. We know that being disconnected from others is a major risk factor that has been linked with poor physical and mental health outcomes.

We worked very hard in our Residential Aged Care facilities and Retirement Villages to ensure that residents maintained a connection with loved ones or neighbours. The use of technology aided greatly in making this a reality where it could. I am reminded of the words of St Teresa of Calcutta who famously said that "we can cure physical diseases with medicine, but the only cure for loneliness, despair, and hopelessness is love". Hopefully the care and compassion that we showed to each other during this time can continue to be part of our community moving forward.

I was inspired by the stories of resilience and service that seemed to emerge as people responded to the those that were being adversely affected by physical distancing and self-quarantine. The community seemed to rally in the same way that it has during natural disaster recoveries. The Care Army rolled up their sleeves and offered support and assistance wherever it could. Neighbours got creative

and worked out how to maintain contact and connections while keeping a safe distance. We all seemed to accept that things needed to change quickly to ensure that this disease didn't take hold here in the way that it had overseas. It surprised me how quickly life changed and we adapted to a new reality.

This pandemic has highlighted areas that need improvement and have helped us clarify what our priorities are. While we avoided a major community wide outbreak locally I am conscious that people lost their lives to this disease and that this had a traumatic impact on their families and friends. Our thoughts and prayers go out to those that were, and continue to be affected by Covid-19. The lessons we learn from this experience will continue to be discovered while we reflect on the way we responded, both individually and as a community.

As we move forward I hope that we continue to commit ourselves to reaching out to those in our community who are touched by loneliness. I hope that we continue to connect with our neighbours and care for the most vulnerable in our community. Through the pain and disruption that Covid-19 has caused I hope that a more compassionate and caring community emerges. 🌐

**"We can cure physical diseases
with medicine, but the only
cure for loneliness, despair, and
hopelessness is love".**

St Teresa of Calcutta

Train your brain



Puzzle 1 (Easy, difficulty rating 0.44)

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

Puzzle 2 (Easy, difficulty rating 0.34)

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

Riddles

- I am taken from a mine, and shut up in a wood case from which I am never released. Yet I am used by almost everybody. What am I?
- My first two letters signify a male, the first three letters signify a female, the first four signify a great man and the whole word, a great woman. What word am I?
- I am a box that holds keys without locks, yet they can unlock your soul. What am I?
- My twin lives at the reverse of my house number. The difference between our house numbers ends in two. What are the lowest possible numbers of our house?
- There are four words. Two of them have four letters, and the other two have five letters. The four-letter words have two vowels and two consonants. The five-letter words have two vowels and three consonants. If you read one of the four-letter words backward, you will get the other four-letter word. If you put a consonant in the beginning of a four-letter word you'll get one of the five-letter words. If you put the same consonant to the end of the other four-letter word you will get the other five-letter word, which is also read backward as the first five-letter word. There is a correlation between the one of the four and one of the five-letter words. The same goes for the other two words. One pair has to do with something bad and the other pair has to do with life. What are the words?
- Look before you leap. What is the contradictory proverb?

Thanks for 35 years of service, Atifa!



In June, Southern Cross Care Queensland was very sad to say goodbye to Atifa Hodzic from Stretton Gardens Residential Aged Care, who has served with SCCQ for 35 years. Atifa was thrown a huge goodbye party and will be sorely missed by staff and residents at Stretton Gardens. With a smile for everyone, Atifa's love for the residents was always evident.

She began with SCCQ in 1985 at what was then called Duhig Nursing Home at Holland Park as a kitchen hand, helping to serve food and assist in the kitchen. In 1994, she moved to the newly-built Connolly Court, Edens Landing Residential Aged Care where she moved to the position of cook. Atifa's passion for cooking and love for the residents there combined in the form of home-made morning tea treats which included sponge cakes and apple tea cakes. At Christmas, she would make Christmas cakes and plum puddings to fundraise for resident activities and became locally quite famous for these yearly cakes! Atifa also baked every single person at Edens Landing a birthday cake, ensuring that their day was a bit extra special.

Atifa joined the team at Stretton Gardens Residential Aged Care when it opened in 2009 as the Catering Manager where she established and ran the kitchen. Some of the meals the residents loved included fish and chips, where the fish is marinated in her signature batter, and rice pudding. While at Stretton Gardens, Atifa completed her Diploma of Hospitality Management.

Atifa says of her time at SCCQ that no matter where she worked, it became her second home and the residents and staff there became her second family. She loved

"Residents are the priority. Make them laugh, help them to enjoy life."

participating in the resident activities, particularly the fashion parades and fancy dress parties.

Atifa loved the residents and says her number one priority was always to ensure they were happy and enjoying themselves. A favourite story her colleagues like to tell about Atifa is when a previous CEO, Peter Bell, started with SCCQ 20 years ago, and arrived at her aged care home for a visit. He didn't identify himself and she wouldn't allow him to come in because she was so protective of the residents. She and Peter became great friends, and Peter would often say of Atifa "if all our staff were like Atifa we would be the best by far".

Her cooking skills were just as impressive. A former Chairman of the SCCQ Board and member of the Knights of the Southern Cross wouldn't allow anybody other than Atifa to cater for office Christmas parties. She says she was always honoured to serve the Board.

Atifa is now enjoying a well-earned retirement and is looking forward to spending time with her family. Married for 46 years, the mother of a son and daughter, Atifa is the proud grandmother of four grandchildren and is actively involved in their lives.

Atifa's advice for younger people, especially those working in retirement living and residential aged care is to be patient, listen well and show that you care. It's not complicated, says Atifa.

"Residents are the priority. Make them laugh, help them to enjoy life. Do your job with love. Smile, cook good food and care for their happiness and wellbeing." 🍷



A day in the life of a Support Worker – Community Care

With Lyn Heiler, Gold Coast Community Care

THURSDAY

8:45am

I start today by visiting a client I see fortnightly, and it's one I always look forward to. While I help with domestic duties, we have a chat about our pups and all the mischief they get into. My client loves to play golf once a week and I always enjoy hearing about the game, how his form has been this week, and the time he spends with his friends. I make sure I get a cuddle in with his dog before it's time to leave. I've been helping this client for five years and his dog and I have become good friends.



11:30am

The next home I visit is to assist a lovely couple with domestic duties. I've only just started visiting but we're already having some great chats. After completing the domestic duties, the client asked if I could help her in the kitchen. A quiche was cooking in the oven, which smelled delicious. But I knew something wasn't quite right, so I checked the oven quickly and discovered the plastic had been left on the quiche! I fixed the problem and we both had a great laugh about it.



1:00pm

Time to call it a day. Another brilliant day with lots achieved.

FRIDAY

9:00am

Today is going to be a great day! On arrival to my first client for the day, I start by talking with her about how everything is going. She can get a bit down at times but I offer reassurance that everything will be okay. We laugh and talk about the good things in life. I help her to shower and dress, then do some domestic duties for her. When I'm done, I make her a cup of tea and we share some cake for morning tea.



11:45am

Looking forward to seeing my next client and finding out whether he's having a good day. My duties for him today consist of cooking him meals to put in the freezer so that he can heat them up when needed. Today's menu is roast chicken drumsticks, roast veggies and gravy – his favourite! Next I help with some domestic duties and then we sit and talk about his upcoming appointments and bills so that it's clear in his mind. He is always very grateful for the help he receives.



2:45pm

Another day is done, and it was great – as I knew it would be.

Allan Wilson shares his winter warmer recipe – Family Apple & Rhubarb Pie.



Allan Wilson is a resident of Allora Homestead and can often be found whipping up delicious treats for residents and staff in the kitchen.

Allan has been cooking morning teas and desserts as well as making jams and marmalade for the Allora Homestead for a number of years now. The Homestead chefs love to show off Allan's skills by organising special event menus around recipes that Allan will cook, which the residents eagerly anticipate.

Allan began his working life as a cattleman in the Kimberley in the Northern Territory. He then took a job in the mines in Mt Isa where he lived and worked for 17 years before retiring in Allora in 2003.

Allan is an avid reader and will cut out recipes from magazines, organising them carefully in folders in readiness for the next request. He also uses the rosemary in the Homestead garden in some recipes for some authentically home-grown food.

Allan has chosen to provide his recipe for a family Apple and Rhubarb Pie which is a perennial favourite. Allan says he loves cooking with rhubarb as it is a distinctive flavour and makes a great addition to a traditional apple pie. Allan's warm Apple and Rhubarb Pie is thoroughly enjoyed by all residents on a cold day in Allora.

Allan's strong work ethic has played a significant role in his life, first as a cattleman, then in the mines, and now in retirement. "Look for ways to get involved in your community, in what is going on around you," says Allan. "There are always ways to help others." 🌟



Family Apple & Rhubarb Pie

(Serves 6, prep 45 mins, cook 30 mins)

Ingredients

- 125g unsalted butter, melted
- ¼ cup caster sugar
- 1 egg, lightly beaten
- 2 tsps. cinnamon sugar
- Thick vanilla custard, to serve



Filling

- 8 Granny Smith apples (1.2kg), peeled, cored, sliced
- 2 sticks rhubarb
- 2 tbsps. water
- ¼ cup caster sugar
- 1 tsp ground cinnamon

Method

1. Lightly grease a 22cm ovenproof pie dish.
2. To make filling, combine apples, rhubarb and water in a saucepan over a medium to high heat. Cook, covered, stirring occasionally, for about 15 minutes, or until apples and rhubarb are tender. Remove from heat. Stir in sugar and cinnamon. Spread mixture onto a tray to cool.
3. Meanwhile, make pastry. Whisk butter, sugar and egg in a large bowl until combined. Add flour. Stir until combined. Turn out onto a lightly floured bench. Shape into a soft dough. Wrap one-third of the pastry in plastic wrap and refrigerate.
4. Press remaining pastry over base and up side of pie dish. Refrigerate for 20 minutes.
5. Spoon filling into pastry case. Roll out reserved pastry between two sheets of baking paper large enough to cover filling. Place over filling. Trim and press edge to seal. Brush top with egg. Sprinkle with cinnamon sugar.
6. Cook in a moderate oven (180C) for about 30 minutes, or until pastry is golden.
7. Stand pie for 20 minutes before serving with vanilla custard.

Service listing across South East Queensland

Residential Aged Care, Retirement Living and Community Services

Residential Aged Care

SOUTHERN CROSS CARE ALLORA HOMESTEAD

62-64 Forde Street Allora Q 4362
Phone 4666 3588 Fax 4666 3788

SOUTHERN CROSS CARE ALLORA NURSING HOME

29 Darling Street Allora Q 4362
Phone 4666 3171 Fax 4666 3769

SOUTHERN CROSS CARE CALOUNDRA

57 Village Way Little Mountain Q 4551
Phone 5492 6866 Fax 5492 6851

SOUTHERN CROSS CARE ILLOURA VILLAGE

24-30 Zeller Street Chinchilla Q 4413
Phone 4662 7182 Fax 4662 7698

SOUTHERN CROSS CARE CONNOLLY COURT

20-24 Loane Drive Edens Landing Q 4207
Phone 3805 1844 Fax 3805 1633

SOUTHERN CROSS CARE DUHIG VILLAGE

85 Seville Road Holland Park Q 4121
Phone 3422 3888 Fax 3422 3890

SOUTHERN CROSS CARE CASTRA

2 Cooper Street Murgon Q 4605
Phone 4169 8700 Fax 4169 8799

SOUTHERN CROSS CARE KARINYA

25 Church Street Nanango Q 4615
Phone 4163 2430 Fax 4163 1972

SOUTHERN CROSS CARE ST MARY'S

129 Wildey Street Raceview Q 4305
Phone 3288 9955 Fax 3288 9924

SOUTHERN CROSS CARE STRETTON GARDENS

209 Illaween Street Drewvale Q 4116
Phone 3373 9000 Fax 3373 9095

SOUTHERN CROSS CARE LEICHHARDT VILLA

1 McCarley Street Taroom Q 4420
Phone 4628 6166 Fax 4628 6122

Retirement Living

CALOUNDRA RISE RETIREMENT

57 Village Way Little Mountain Q 4551
Phone 1800 898 800 Fax 5437 0822

EDENS LANDING RETIREMENT VILLAGE

20 Loane Drive Edens Landing Q 4207
Phone 3805 5300 Fax 3805 5302

NOOSA WATERS RETIREMENT ESTATE

39 Lake Weyba Drive Noosaville Q 4566
Phone 5474 4480 Fax 5474 0953

STRETTON GARDENS RETIREMENT ESTATE

209 Illaween Street Drewvale Q 4116
Phone 3272 6011 Fax 3272 6211

PARQUEVISTA ON SEVILLE

85 Seville Road Holland Park Q 4121
Phone 3272 6011 Fax 3272 6211

Community Services

SUNSHINE COAST

57 Village Way Little Mountain Q 4551
Phone 5438 0655

GOLD COAST

Shop 13A Ashmore Plaza
146 Cotlew Street, Ashmore Q 4214
Phone 5580 8755

EDENS LANDING

20-24 Loane Drive Edens Landing Q 4207
Phone 3200 5033

IPSWICH

129 Wildey Street Raceview Q 4305
Phone 3281 8355

Support Centre

BRISBANE

2078 Logan Road Upper Mt Gravatt Q 4122
Phone 1800 899 300

We love to hear from you

Please direct all feedback, comments and complaints to the appropriate manager. All feedback is recorded and investigated.

If you are not comfortable, or are unable to resolve your concern with the manager, you can contact Corporate Office on 1800 899 300.

If you feel you have not had a satisfactory resolution to your complaint and wish to take the complaint to an external body, the details are:

Aged Care Quality and Safety Commission

1800 951 822 | www.agedcarequality.gov.au

Older Persons Advocacy Network (OPAN)

1800 700 600

Aged and Disability Advocacy (ADA)

1800 818 338 | www.adaaustralia.com.au

Answers

Puzzle 1 (Easy, difficulty rating 0.44)

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

Puzzle 2 (Easy, difficulty rating 0.34)

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

Riddle Answers

1. Pencil lead
2. Heroine
3. A piano
4. The lowest possible numbers for our house are 19 and 91.
5. Evil Devil Lived Live
6. He who hesitates is lost.

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