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Valuing and Respecting Human Life

An initiative of the Knights of the Southern Cross

thestar

Serving Residential Care, Retirement Living & Community Care



Feature:
**Happy 100th
birthday, Margaret!**

**Feature: St Mary's
Raceview celebrates
30 years of service**

Contents

- | | | | |
|----|--|----|--|
| 3 | <i>CEO message</i> | 12 | <i>Leonie Beams celebrates her 100th Birthday</i> |
| 4 | <i>Happy 100th birthday, Margaret!</i> | 12 | <i>Palliative care at Leichhardt Villa, Taroom</i> |
| 5 | <i>Elsa Egger, honoured for her spirit of generosity</i> | 13 | <i>Welcome Dr Phillip Good to the Southern Cross Care Qld family</i> |
| 6 | <i>Cycling Without Age a hit with residents at Caloundra</i> | 14 | <i>Community</i> |
| 8 | <i>Raising money for St Jude's in Tanzania</i> | 16 | <i>Thanks for 20 years Trevor</i> |
| 9 | <i>Congratulations to the winner of the SCCQ inaugural colouring competition</i> | 17 | <i>Testimonial – Thank you to Helen McHugh, a retirement living resident at Caloundra Rise</i> |
| 10 | <i>St Mary's Raceview 30th Anniversary celebration</i> | 20 | <i>Betty's Recipe – Lamb and Coriander sausage rolls with a sugar peach glaze</i> |
| 11 | <i>We welcome Dr Gabriela Fernando to the SCCQ family</i> | | |

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.



CEO message

From Chief Executive Officer Jason Eldering

Reflecting on the past year, I'm struck by the fact that it's been a year like no other. The word 'unprecedented' was used a lot, but for good reason: the year 2020 threw us challenges on a global scale that we have not seen in our lifetime before. As a result, the way our leaders reacted was brought into sharp relief, illuminated by the crisis of a worldwide pandemic. As we see 2020 draw to a close, I'm thinking about leadership, what the new year will bring and how we can be better than ever before.

Something I've observed and am committed to is leadership that serves others and the greater good. One example of this kind of servant leadership is Pope Francis, whose popularity has soared beyond Catholic circles into the broader community. His unconventional style has called for leaders to be humble and demonstrate solidarity with others. More importantly, Pope Francis' behaviours support his words – his actions are inclusive, kind and respectful as he exhorts other leaders and communities to do the same.

Beyond high-profile politicians and world leaders, it's also true that anyone can be a great leader in their everyday lives and I'm encouraged when I see our people at SCCQ leading by example through their service and love of others. One example is our residential aged care facility, Allora Homestead, which has been led by Majella Baker for more than three decades. The home is full of love and warmth, consistency and care. The staff there know what to do and how to do it because their leader has shown them how through her words and actions. Residents know that their wellbeing is the priority and families have confidence that the care their loved ones are receiving is exceptional.

Simon Sinek, an expert in organisational leadership, has said: "The goal [of leadership] is not to be perfect by the end; the goal is to be better today".

When leadership is broken down into a daily goal, you can't ask for more than striving to be better today than we were yesterday. Another example of this kind of leadership that inspires me is the work done by Hannah Green at our Leichhardt Villa residential aged care facility in Taroom. Seeking to serve her community, Hannah applied for and received a government grant to increase her skills and training in palliative care so that her




"The goal [of leadership] is not to be perfect by the end; the goal is to be better today." Simon Sinek

residents and families can benefit from her increased expertise. She models our guiding principle of valuing and respecting human life, which is so incredibly important during end-of-life care.

At SCCQ we can only succeed when we have the support and confidence of our wider community, including residents, clients, families and staff. Recently we conducted a customer insights survey to better understand our customers and what we can do better. We've received your feedback and we know that we have more to do to meet your expectations. I'm absolutely committed to working with you to improve – to be better each and every day, to love those who entrust us with their care, and to serve our families and communities.

I'm deeply grateful for the SCCQ family and would like to thank our wonderful people for their dedication, passion and energy this year. We have a caring and supportive community who love their residents and clients, lead their staff to care and serve, and are passionate about the wellbeing of everyone in the SCCQ family. I know that in 2021 this will be a focus for everyone in our organisation.

I'd like to wish you and your family a happy and holy Christmas and a refreshing break over the New Year. I look forward to connecting with you again in 2021, a year that I'm looking forward to with hope and optimism.

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

Happy 100th birthday, Margaret!



Margaret with her daughter-in-law (left), cutting her cake (centre) and giving a speech at the party held in her honour (right)

Margaret Sherrell was born on a farm on the edge of Dartmore, Devon. Farming had been in her family for generations and she remained there until the outbreak of the World War II.

During the war Margaret worked helping her father on the farm, also working as housekeeper from the age of 14. There her duties included cooking meals for all living in the house and preparing all food for farm billets during the harvesting and threshing season. Margaret says that in the first two weeks she managed to almost poison the workmen! Her short-lived career as housekeeper was soon over when a new companion housekeeper arrived to take care of the house and other farming duties.

Margaret met and married her first husband in 1943, a union she labelled a "disastrous marriage". They had son John together in 1945 but eventually Margaret left her husband, moving back to Devon where she bought her own farm. Determined to educate her son at the best schools possible, Margaret worked the farm tirelessly, raising chickens, pigs and dairy cows to support them both, bottling milk, making Devonshire cream, delivering house to house around the village and distributing the surplus to a local factory. Life for both was tough.

As an adult, son John didn't want to be a farmer, becoming a banker instead. He moved to Singapore where he met his wife and the couple eventually settled in Australia. Back in the UK, Margaret sold her farm and bought a farmhouse where she welcomed guests for

bed-and-breakfast stays. These were taxed heavily, but if you also provided an evening meal to your guests, tax was lower. So, Margaret says she always provided guests with an evening meal hoping they didn't want it!

As her grandchildren were born and grew up, Margaret and her second husband decided to move to Australia to be closer to family and because the climate was better for her husband, who at this stage was suffering with rheumatoid arthritis.

Margaret and her husband firstly settled in Canberra because they were "scared to death of their own shadows" in Australia, not having travelled much. It was here that she followed her passion for horses and her equestrian skills, buying Palomino horses for musical rides. They resided in Canberra for 5 years before moving to Noosa, where Margaret enjoyed planning and building beautiful homes and gardens, winning several garden awards in the process.

Margaret moved into Noosa Waters Retirement Estate in 2000 enjoying its development and amenities over her 20 years at the estate. Other residents marvel at Margaret's sense of humour and the fact that she regularly walks around the village. In this close-knit community, it's clear Margaret is very dear to many of them.

We wish you a very special 100th birthday and congratulations on reaching this remarkable milestone, Margaret. 🎉

Elsa Egger, honoured for her spirit of generosity

One of our residents at Caloundra Residential Aged Care, Elsa Egger, has recently been honoured by the Archbishop of Brisbane for her long-standing generous donations, which include knitted toys and Nativity scenes, to the church. A Mass of Thanksgiving was held to acknowledge Elsa's charitable support of the good works of the Catholic Church. In a recent message from the Most Rev Mark Coleridge, he wrote of Elsa: "Her joy in giving and my pleasure in receiving such a lovingly crafted gift is evident."

Elsa is most famous at Caloundra for her knitted toy bunnies. Residential Manager Karen Wilson says Elsa has knitted about 100 since she has been a resident, and staff often commission her to knit the toys for them for lots of different reasons.

Elsa is pictured here with two of her most recent bunnies. The one on the right she has named Sister Anne (dressed as a nun complete with medals of St Benedict and Our Lady).

Thank you, Elsa, for all that you do in serving your community and the church. 🌍



In a recent message from the Most Rev Mark Coleridge "Her joy in giving and my pleasure in receiving such a lovingly crafted gift is evident".



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.

Cycling Without Age a hit with residents at Caloundra

Residents at our Caloundra Residential Aged Care home have been looking forward to weekly trishaw trips provided by Cycling Without Age each Thursday, a service which provides fresh air, sunshine and a friendly chat as they pilot residents around the lush grounds at Caloundra.

Cycling Without Age is a not-for-profit charity that provides a community service by connecting those no longer able to ride for themselves with their community by giving them free rides on trishaw e-bikes, piloted by volunteer cyclists.

"It's really about breaking down loneliness and isolation and getting people who can't get around on their own back out into the community and into the environment," says chairperson, Tim Rogers.

Cycling Without Age's mission is to build bridges between generations and help prevent loneliness; something that has never been so important in the wake of visitation restrictions due to the COVID-19 pandemic. Cycling Without Age started in 2012 in Denmark when Ole Kassow decided he wanted to help elderly people feel part of the local community and began offering free bike rides to local nursing home residents. It's since grown to operate in 41 countries around the world.

Caloundra's Residential Manager Karen Wilson says that the residents line up for their ride each week with great enthusiasm, and the smiles on their faces as they return from their ride are priceless. "Being able to enjoy a ride around the grounds and have a wonderful chat with the pilot is something the residents look forward to every week," says Karen. "It's become an incredibly important part of life here."

Recently, residents were treated to a ride by a special pilot. Federal Member for Fisher, Andrew Wallace, took residents for a ride to celebrate International Day of Older Persons on 1 October.

This important community initiative recognises the importance of connecting older people with their communities, with outdoor space and with each other. SCCQ is very proud of our association with Cycling



"Being able to enjoy a ride around the grounds and have a wonderful chat with the pilot is something the residents look forward to every week," says Karen.

Without Age and are pleased to have donated so that Cycling Without Age can purchase one of the only wheelchair-accessible trishaws in Australia. This addition to the fleet means that residents with very limited mobility can access the program.


We are very appreciative of the dedication and passion of all the Cycling Without Age volunteers and would like to thank them for their service. 🌟


Featured Listings

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



Unit 2501, ParqueVista, Holland Park


 2 bed, 2 bath + study, \$750 000 *

 Talk to Mark Montague 1800 899 300




Unit 66, Stretton Gardens, Drewvale


 2 bed, 2 bath, \$495,000 *

 Talk to Julie Ward 1800 899 300



Unit 52, Eden's Landing


 2 bed, 1 bath, \$275,000 *

 Talk to Gary Watts
1800 899 300




Unit 26, Eden's Landing


 2 bed, 1 bath, \$245,000 *

 Talk to Gary Watts
1800 899 300



Unit 30, Eden's Landing

 2 bed, 1 bath, \$275,000 *

 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

Raising money for St Jude's in Tanzania

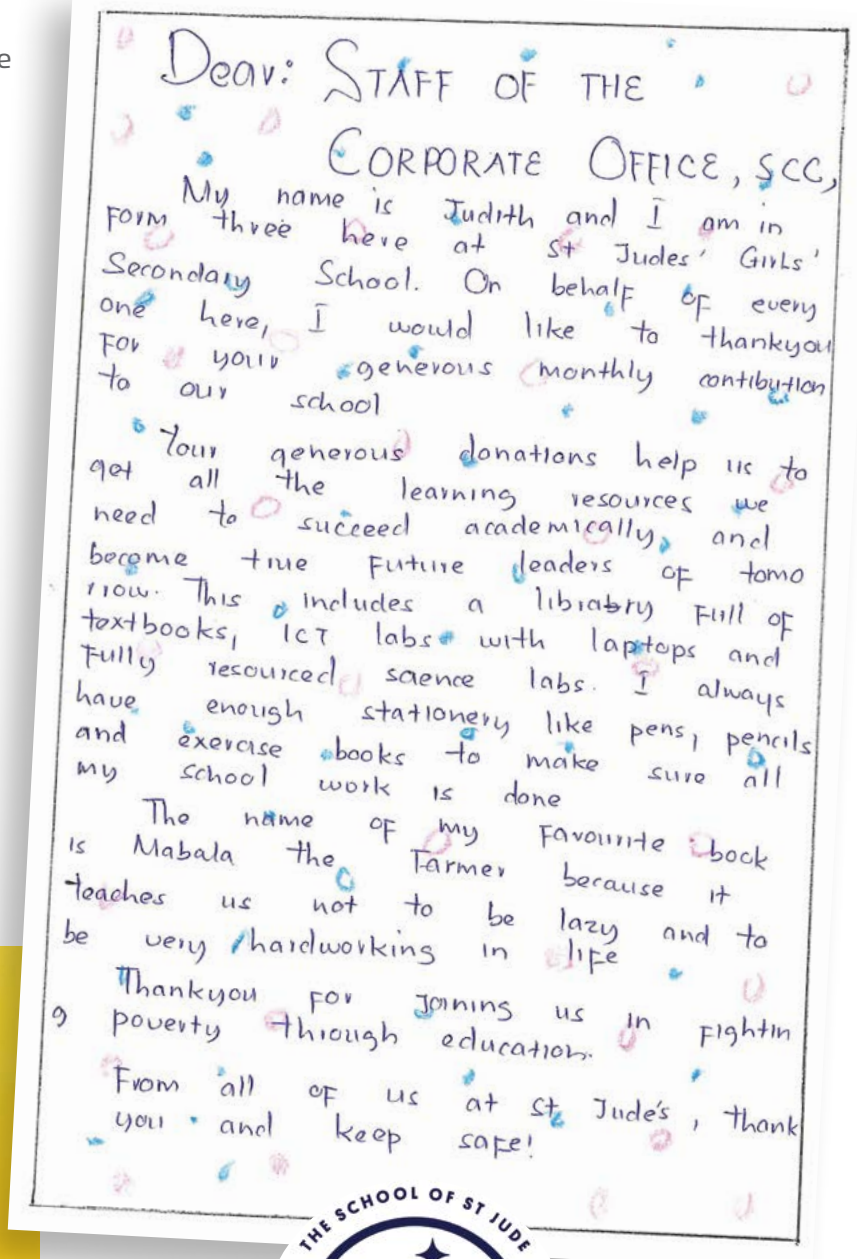


At our Corporate Support Centre, staff dress down on Fridays to raise money for a charitable cause. This year, we've collected and sent money to The School of St Jude in Tanzania. The mission of The School of St Jude is to educate disadvantaged, bright students from the Arusha District to become moral and intellectual leaders in their country.

St Jude's provides a free, high-quality education to 1,800 students at a primary and secondary campus and has a program to also support its graduates through higher education. St Jude's graduates, supported by the school, are also teaching over 10,000 government school students each year.

The School of St Jude have built an exceptional educational institution that regularly ranks in the top 5% nationally.

We were thrilled to recently receive a letter and photo from a student at the school. It is truly a worthwhile and amazing cause and we are excited to hear about what's happening in the lives of the students. 🌍



Congratulations to the winner of the SCCQ inaugural colouring competition



The winning entry with artist and judge Brooke Campbell.

During September and October 2020, Southern Cross Care Queensland (SCCQ) held its inaugural colouring competition, open to all residents at our residential aged care homes.

There were prizes for the winner and runner up at each Southern Cross Care residential aged care home as well as an overall winner to be judged at the end of the competition, with a first prize of \$200 and second prize of \$100.

A big congratulations to Fay Head, from Illoura Village, Chinchilla, for her winning entry! Second place was awarded to Shirley Duce, from St Mary's Raceview. The standard of entry was very high and the competition was fierce – so we decided we needed some professional help!

The overall winner and runner-up were judged by Brooke Campbell, a recent finalist in the Clayton Utz Art Awards, which is an initiative to source, encourage and reward emerging artists. As a finalist in these prestigious awards, Brooke's painting, *From Me to You* (pictured) will now be on display on the 23rd floor of the Riparian Plaza for the next twelve months.

Brooke is a self-taught painter from Brisbane who left the corporate world of commercial interior design to concentrate on painting. Her strengths lie in patience, layering and detail and she is passionate about colour, textiles, lighting and design. Brooke's style is emerging as

photorealism, with a preference for subjects that give a feeling of motion and movement.

In judging the colouring competition, Brooke said that Fay's winning entry created an impressive three-dimensional effect by using colour, shadowing and background.

Thank you to the residents for participating in this competition – we really appreciate your wonderful efforts. And a big thank you to Brooke for taking time out to judge the winner.

For more information about Brooke's art, please visit her website at www.brookecampbellart.com.au 🌐



Brooke Campbell's artwork *From Me To You* was a finalist in the recent Clayton Utz Art Awards and will be displayed at Riparian Plaza for twelve months.

St Mary's Raceview 30th Anniversary celebration



Leigh received the honour of cutting the cake as the longest serving staff member.

In October 2020, SCCQ celebrated the 30th anniversary of St Mary's Raceview serving the Ipswich community. In 1990, as it was then known, St Mary's Aged Care Hostel was opened by His Excellency the Hon. Bill Hayden, Governor-General of Australia and blessed by Bishop John Gerry, the Auxiliary Catholic Bishop of the Archdiocese of Brisbane.

For thirty years, St Mary's Raceview has provided a haven of tranquillity and love for the older people of Ipswich. Testament to this are the number of long-serving staff members who continue to care for the residents who live at St Mary's Raceview, including Leigh who recently celebrated 30 years of service and Rosemarie who this year celebrated 20 years.

The celebration morning tea was attended by the State Member for Ipswich, the Hon. Jennifer Howard, who revealed to the delight of her audience that she had worked as a cleaner at St Mary's Raceview twenty

years earlier. Ms Howard said she had fond memories of her time at St Mary's Raceview.

Chief Executive Officer Jason Eldering said at the celebration that he was thankful for the strength and resilience of the residents during a particularly difficult year.

To all of the residents and family members who have been part of the St Mary's Raceview family over the past thirty years, we'd like to express our gratitude that you have chosen us to provide care to you or your loved one. We'd also like to thank the many community groups and service organisations who have served alongside St Mary's over the years. Their commitment is evident through the close community ties that exist between St Mary's and the local community.

SCCQ is immensely proud of the St Mary's Raceview community and is looking forward to serving the community into the future. 🌐



Residents and families enjoyed memorabilia and refreshments following speeches by CEO Jason Eldering, MP Jennifer Howard and SCCQ Board member Francis Price.

Creating vibrant and thriving communities

This year Dr Gabriela Fernando joined the SCCQ family as a Health and Economics Research Consultant to discover ways in which SCCQ can form partnerships with local community groups. Gabriela recently obtained her PhD in community-based programs and health promotion and also has a Master's degree in International Public Health. Gabriela will continue to visit our services to talk to representatives and community groups about how SCCQ can partner with them to create thriving and vibrant communities. 🌍



Dr Gabriela Fernando

Leonie Beams celebrates her 100th birthday at Duhig Village



Leonie celebrated her 100th birthday surrounded by loved ones and staff.

Leonie Beams recently celebrated her 100th birthday at Duhig Village, surrounded by loved ones and staff.

A lifelong Brisbane resident, Leonie was born and raised at Kangaroo Point, in Brisbane and attended school at Wellers Hill.

She met and married Tom Beams in her 20s and the young couple moved to their family home in Tarragindi.

Leonie enjoyed her work as a bookkeeper and doing tax invoicing, and her role as a mother to son, Ross.

She says that Ross loves his mother unconditionally and visits as often as possible – what a wonderful son!

Leonie enjoyed her celebrations, getting her hair done, wearing a beautiful tiara and cutting the enormous cake.

Happiest of birthday wishes to you, Leonie! 🎂

Palliative care at Leichhardt Villa, Taroom

Recently our Residential Manager at Leichhardt Villa, Taroom, Hannah Green successfully applied for a Department of Health funded grant through Palliative Care Nurses Australia (PCNA) to improve her knowledge and training in palliative care.

This grant, worth over \$500 includes access to the annual PCNA virtual conference, a mentorship program, complimentary PCNA workshops and membership to PCNA, which is a member organisation for Australian nurses who are passionate about excellence in palliative care.

Palliative care is the provision of physical, emotional and spiritual care for patients with life limiting illnesses, and for their families. PCNA says that “of all the health professions, nurses spend the greatest period of time with patients at the end of their lives”.

A palliative approach is about improving a patient’s quality of life across all domains, rather than an emphasis on physical symptoms alone. This approach extends beyond patients to working closely with patients’ family members. This work can include helping families to take on a caring role; helping them make decisions with, or on behalf of, the patient; and providing comfort in the lead up to, and after, the patient’s death. Supporting families can make a lasting difference to their memories of the end-of-life experience.

Through the grant, Hannah will gain access to a range of palliative care education resources and professional development opportunities. Hannah says she’s passionate about exceptional palliative care because it’s a big part of her work in residential aged care. Being able to provide high quality palliative care can enable people to be comfortable at the end of their lives and ease their concerns and those of their families, allowing them to enjoy their time together.

Palliative care education and resources are crucial in rural and remote locations to ensure we are able to provide the care our residents and their families need and deserve. 🌱



Leichhardt Villa’s Residential Manager Hannah Green.

Welcome Dr Phillip Good to the Southern Cross Care Qld family

Dr Phillip Good is the most recent appointee to the Southern Cross Care Queensland Board and brings with him a wealth of expertise in end-of-life and palliative care. Dr Good has been the Director of Palliative Care at St Vincent's Private Hospital in Brisbane for over ten years and is a Senior Specialist in Palliative Care at Mater Health Services and Associate Professor at the Mater Research Institute – The University of Queensland, Australia.



Dr Phillip Good

Dr Phillip Good is the most recent appointee to the Southern Cross Care Queensland Board and brings with him a wealth of expertise in end-of-life and palliative care. Dr Good has been the Director of Palliative Care at St Vincent's Private Hospital in Brisbane for over ten years and is a Senior Specialist in Palliative Care at Mater Health Services and Associate Professor at the Mater Research Institute – The University of Queensland, Australia.

In 2012, Dr Good completed a PhD on evidence-based palliative care and in 2015 he was awarded a Churchill Fellowship to develop academic leadership in Palliative Care.

Dr Good is involved in research on clinical therapeutics in palliative care, qualitative research on patient and carer experience, and the experience of culturally and linguistically diverse communities in palliative care.

Although Dr Good is faced with the reality of dying every day in his work, he said in a 2019 article in the Catholic Leader: "Faced with a terminal illness, in a situation that cannot be changed, it takes real courage to recognise this and still choose to change ourselves and continue to live in each moment."

What continues to inspire Dr Good each day are the patients and their families. "Even in their darkest moments people can be so full of life, so resilient, and even find space for humour," he says.

Palliative care isn't scary, dark or painful; in fact, it's the opposite, says Dr Good. Patients and carers fill their surroundings with precious memories, choosing artwork, pictures, drawings, cards, letters and other memorabilia.

Dr Good says that it's always a privilege to walk into someone's room and get a glimpse at their life – snapshots of themselves at different ages, and of where they have fitted into other people's lives.

"Families often reminisce about happy times, as often that can help us remember fondly and cushion the heavy blow that death brings."

SCCQ is appreciative of Dr Good's presence on our Board, his expertise in palliative care, and his dedication to serving patients and families at their most vulnerable. Dr Good embodies the guiding principle of SCCQ in his everyday work and life – valuing and respecting human life.

Please join us in welcoming Dr Good to the SCCQ family. 🌍

May this be a truly blessed and holy time for all of you and your families



Story by Michael Hart,
Chief of People and Mission

As we approach the end of 2020 it is hard not to look back and think what a year unlike any other it has been. As I reflect on the year that we have had I am struck by people's capacity to adapt and overcome the obstacles that are placed in front of them. It has been an incredibly challenging and unpredictable year but it has also revealed to us a strength that runs deep through our Australian culture.

This year has been a complex combination of tensions including weighing the dangers of a health catastrophe against those of wrecking the economy and the unpredictable dilemma of lockdown versus personal freedom. While immersed in uncertainty, staff, residents, clients and their families have found ways to stay connected and support one another. They have been flexible and responsive to sudden changes and many have enthusiastically embraced technology as a way of staying in touch.

Governments at every level have been forced to dialogue with each other in a way that they haven't had to in the past. Disagreements over responses to the pandemic, including State borders closing, have been aired nightly on our screens and in our newsfeeds. Yet there are also many stories of personal perseverance and service to the community.

As we head into the Christmas season it is important to take stock on what we have achieved, mindful that many countries are still experiencing incredible pain and suffering. As a Catholic organisation we often turn to Pope Francis for inspiration and insight. In writing about the pandemic Pope Francis identifies that "our lives are interwoven with and sustained by ordinary people valiantly shaping the decisive events of our shared history". He acknowledges the fact that the pandemic has "enabled us to recognize and appreciate once more all those around us who, in the midst of fear, responded by putting their lives on the line".

As we start to see some normality return to our lives we should also remember with gratitude the sacrifices that many have made throughout this year. Being grateful can be a powerful tool for improving our own mental wellbeing as well as letting others know that they are appreciated. Whenever I have the opportunity to speak with residents and their families I am deeply touched by their appreciation for the staff that care for them or their loved ones. We don't always get it right but we are committed to delivering the best care and services that we can for those that place their trust in us.

Christmas is a time for Christians to recognise and celebrate the birth of Jesus Christ. For the whole community it is a season of joy and thankfulness. We give thanks for family and friends, for those that are dear to us and those that make our lives more meaningful and worthwhile. We give thanks to those that have gone above and beyond this year, despite the risks, to ensure that those we care for and support are known and loved.

May this be a truly blessed and holy time for all of you and your families! 🌟



Train your brain



Puzzle 1 (Easy, difficulty rating 0.37)

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

Puzzle 2 (Easy, difficulty rating 0.39)

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

Riddles

- There are 20 people in an empty, square room. Each person has full sight of the entire room and everyone in it without turning his head or body, or moving in any way (other than the eyes). Where can you place an apple so that all but one person can see it?
- I am a word of six; my first three letters refer to an automobile; my last three letters refers to a household animal; my first four letters is a fish; my whole is found in your room. What am I?
- A pregnant lady named her children: Dominique, Regis, Michelle, Fawn, Sophie and Lara. What will she name her next child? Jessica, Katie, Abby or Tilly?
- Three playing cards in a row. Can you name them with these clues? There is a two to the right of a king. A diamond will be found to the left of a spade. An ace is to the left of a heart. A heart is to the left of a spade. Identify all three cards.
- There is a clothing store in Adelaide. The owner has devised his own method of pricing items. A vest costs \$20, socks cost \$25, a tie costs \$15 and a blouse costs \$30. Using the method, how much would an item of underwear cost?
- A man was just doing his job when his suit was torn. Why did he die three minutes later?

Thanks for 20 years Trevor



In 2020, Trevor Hall, Assistant Maintenance Officer at Edens Landing Retirement Village, celebrates an amazing milestone, clocking up 20 years' service with Southern Cross Care Queensland (SCCQ). Trevor began his working life at SCCQ as a gardener and handyperson in 1999, a position he says is perfect for him because he likes being outdoors.

As an Assistant Maintenance Officer, Trevor's days are typically filled with gardening, lawn care and any maintenance that is required at the village. "I enjoy chatting with the residents," says Trevor. "I've been doing this job for twenty years, but I still learn something new every day. I like the fact that no two days are ever the same."

During his years of service, Trevor has completed a course in Horticulture, Parks and Gardens, which he thoroughly enjoyed, and is the first aid officer at Edens Landing. For over 40 years, he has been a member of St John Ambulance and is currently a First Responder in his spare time, a position in which he attends sporting and community events to provide immediate onsite medical attention. Trevor also volunteered at dozens of sausage sizzles, raising funds in partnership with Harvey Norman to buy a defibrillator and advanced resuscitation equipment which is used at events where first aid is required.

In 2011, Trevor was admitted into the Order of St John to the grade of Member in the Most Venerable Order of the Hospital of St John of Jerusalem, a prestigious honour that was awarded by then-Queensland Governor, Penelope Wensley.

Edens Landing Residential Manager Gary Watts says that Trevor is an invaluable member of the team. "He has built a rapport with all the residents to the extent that they trust him without question," says Gary.



"I enjoy chatting with the residents," says Trevor. "I've been doing this job for twenty years, but I still learn something new every day. I like the fact that no two days are ever the same."

"Because he's been here so long he has shared the entire retirement journey with a good number of our residents. He takes an active interest in the welfare of the residents, has a good sense of humour and is friendly and approachable."

Trevor agrees that he is a part of the furniture at Edens Landing and says he still finds his job rewarding and worthwhile.

Congratulations Trevor on reaching 20 years of service with Southern Cross Care. 🎉



CEO Jason Eldering gives Trevor his new badge honouring his 20 years of service.

TESTIMONIAL



Thank you to Helen McHugh, a retirement living resident at Caloundra Rise. Everyone in the SCCQ family love and appreciate you.

Getting old happens – if you're lucky. You're luckier still if you accept some help.

In late 2017, being three years older than me with different health issues, my husband registered us with My Aged Care. I knew we needed help with cleaning but had not thought about other areas of care. Mistakenly I thought that I could do all our shopping on-line. It works well for books and groceries but gift shopping especially for grandchildren needs browsing and from 2015, I'd had little of that.

We registered with Southern Cross Care Queensland whose representative assisted us (in our home) when the Aged Care official arrived.

A joyous visit where our needs and frailties were recorded, I'd wondered if I should ask for gift-shopping help. The next week off to Kawana Shopping World I went with a carer from heaven. Every Southern Cross Care carer we've had has filled that category.

Two hours I spent hands-free (my carer took my handbag), browsing through boutiques, books and toys. Exhausted, we both went to The Coffee Club for a coffee and sandwich - plus a getting-to-know-you chat. Bliss! Home then for a recovery snooze.

In big centres, shopping is exercise; feet and hands are both busy as is my tongue! Oh yes, I FORGOT! The carer carries our parcels. On his shopping day my husband - a 'foodie' - goes to the food outlets like butchers, bakers and supermarkets - and occasionally specialty stores. Asian food anyone?

Shopping with Southern Cross Care carers, one morning for me and one morning for my husband, I show pics or describe what I am looking for. I'm often after a wide variety of things - like roses for planting, winter undies, cakes and pastries etc. My

carer sorts things out immediately and we quickly hit each checkout and clear out. Not being a wage-earner and not being the fittest, the joy of shopping isn't what it used to be. I can't describe the gratitude I have for Southern Cross Care's shopping help. My littlest grandchildren are also very grateful as they're receiving gifts other than books.

Having different cleaners sometimes, I've written a schedule for them to follow.

They know from that what my priorities are. A clean kitchen sink makes me feel uplifted; ditto for bathroom benches & tiled floors.

Occasionally we have medical appointments where we need extra help - not on our usual days. If it's available it's given.

When one can no longer drive, one's independence goes out the window.

I became very, very scared. I once witnessed my Generation Y hairdresser patronising my smart, lively, bridge-playing 97-yr-old mother-in-law as she cut Alice's hair. I never went to that salon again.

We know we're frail and unsteady; we don't want to feel dependent and useless.

Never have I seen a Southern Cross Care professional patronising a client. Although we can be very slow to enter and exit cars, we also have never felt like a nuisance. In fact, we're made to feel special and interesting.

All of our Southern Cross Care carers CARE - big-time!

May God bless them all & keep them safe and healthy in these troubled times

... for they are well & truly LOVED! 🌍



Betty Chambers
at Castra Murgon

Meet Betty Chambers, a resident living at Castra Murgon with an extensive knowledge of food.

Betty grew up in Portsmouth, south of England and was part of a large family with two brothers and two sisters. Betty moved to Australia at the age of thirty and the story of her voyage highlights how much the world has changed. Betty travelled with her husband Brian and their four children, all aged between 18 months and six years old. The six of them shared a cabin below which had only four bunk beds while the youngest of 18 months slept in a washing basket. This journey took six weeks and eventually the family made it safely to Australia. Betty and Brian went on to have two more children in Australia and live a very fulfilling life.

Betty learned to cook and appreciate food from her mother. Growing up during the Second World War, finding fresh produce to feed a family of seven were common challenges. Betty's mother never wasted anything and learned to cook delicious meals with whatever she could find on the day. Betty has followed her mum's lead and to this day Betty still wastes nothing in her cooking.

Betty doesn't do any cooking now and spends her time knitting matinee jacket sets for the newborn children of the staff and their family, an indication of the caring nature Betty has always shown throughout her life.

The recipe Betty has chosen to provide is a simple festive recipe that is easy to make in large numbers, tasty and looks great on a platter – the perfect Christmas recipe! Betty cooked this in the Castra Murgon kitchen on a Thursday afternoon and between the SES volunteers setting up tents, staff and some of Betty's friends all 24 sausage rolls cooked were gone in no time.

Thank you for the recipe, Betty – and for your lifetime of love for your family and community. 🌍



Lamb and Coriander sausage rolls with a sugar peach glaze

Ingredients

- 1kg Lamb Mince
- 5gm Fresh Coriander
- 5 shakes onion salt or one finely diced onion
- 50ml mint sauce
- 2 Puff Pastry sheets
- 50ml Juice from tinned peaches
- 3 teaspoons white sugar

Method

1. Mix the lamb, 5gm fresh coriander, onion salt and mint sauce in a mixing bowl
2. Lay the puff pastry sheets out and cut in half giving 4 strips
3. Roll the mince mixture into a long thin roll and centre on the pastry
4. Brush one side of the pastry and join the two sides of the pastry together and score
5. Cut the uncooked sausage roll into 6 pieces and place on a lined baking paper tray
6. In a cup mix the peach juice and sugar until the sugar dissolves. Brush each sausage roll with the glaze
7. Place the tray in the oven for 20 minutes on 180deg C
8. After 20 minutes your golden brown sausage rolls will be ready to serve with the sauce of your choice

We hope you enjoy these at your family Christmas party this year

Service listing across South East Queensland

Residential Aged Care, Retirement Living and Community Services

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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

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24-30 Zeller Street Chinchilla Q 4413
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85 Seville Road Holland Park Q 4121
Phone 3422 3888 Fax 3422 3890

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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 Illaweenah 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 Illaweenah 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 0.37)

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

Puzzle 2 (Easy, difficulty rating 0.39)

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

Riddle Answers

1. Place the apple on one person's head.
2. A carpet.
3. Tilly. She is following the scale Do, Re, Mi, Fa, So, La and so the next will be Ti.
4. Ace of Diamonds, King of Hearts, Two of Spades.
5. The pricing method consists of charging \$5 for each letter required to spell the item.
6. He was an astronaut on a space walk, doing repairs.

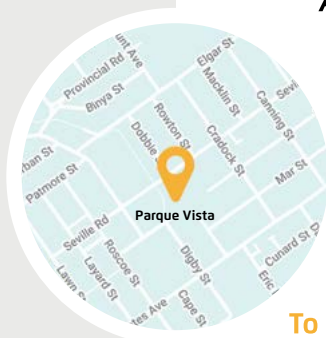


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