



southern
cross care
Valuing and Respecting Human Life

the star

Serving Residential Care, Retirement Living & Community Care



Cover: Cecilia and daughter Liz discover a new life at ParqueVista.
Find out how to beat the downsizing struggle – story page 10.

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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.



From Chief Executive Officer Jason Eldering

It's been just over 18 months since I had the privilege of joining the SCCQ family. In that relatively short span of time, we have responded as a team to many challenges and made significant changes, as we adapt to the ever-changing social, cultural and economic environment, all within the context of the ongoing global pandemic.

Through it all, we have listened extensively to the customer insights of our residents, families, staff and other stakeholders. With that vital input, we have undertaken an extensive review of our current services and products, to improve how we can deliver on our vision to grow communities where best lives are lived.

Together with our Chair, Francis Price, the Board, and the whole SCCQ team we are focused on the broader strategic needs of our communities and we are pleased to report our new Strategic Plan 2021 – 25 received Board endorsement in December 2020.

Based on the feedback we have received from our communities and key stakeholders, our new strategy will focus on growing social, economic and environmental capacity and capability of the communities we serve.

We are focussing on creating integrated communities, building partnerships and operating sustainably so we can play our part in reducing loneliness, helplessness and homelessness and increase health care, employment and education to ensure the highest quality of care is available to those who place their trust in us.

Guided by our strategy, we will empower people to live the lives they want, in connected, loving communities. We will form partnerships with like-minded collaborators to deliver innovative and sustainable models of accommodation and care.

To help us achieve this, we are delivering a cultural transformation program called 'Known and Loved' which empowers our people to put the needs of our community at the heart of everything we do, in order to deliver the high-quality care that values and respects human life. Our unique Known and Loved program provides our people with the skills they need to uphold our ethos that 'every person matters.'



Our unique Known and Loved program provides our people with the skills they need to uphold our ethos that 'every person matters'

I am deeply proud of the services Southern Cross Care Queensland continues to provide to each community with dedication and compassion at every level of our service. As your CEO, I am committed to seeing this transformation through. As I've toured the many homes and services within SCCQ, meeting residents, families and staff along the way, I am reminded that the legacy of the Knights of the Southern Cross to serve the greater good is indeed in safe hands.

Thank you for being part of the SCCQ family and please know you can contact me at any time at ceo@sccqld.com.au 🌐

Yours in service,

Jason Eldering, CEO

Celebrating five generations at Castra Murgon

Phyllis says, "I really loves it when I have visits from my children and grandchildren."



Inset: Phyllis with great, great grandson Eli

Five generations – with Phyllis Euler (resident) are her daughter Maree Porter, her granddaughter Terrie Blundell, great granddaughter Rochelle Humphris and great, great grandson Eli Humphris.

Recently we celebrated a very special milestone at Castra Murgon Residential Aged Care with Phyllis Euler enjoying a special visit from her great-great grandson Eli. It was made even more special with five generations of the family gathering at Castra.

Phyllis was born in Wondai, and the family lived in the Winderera area, near Murgon. When Phyllis was young the family moved to Cooroy where her parents worked on a farm with small crops. The family then moved back to Speedwell near Proston and her parents share-farmed. Phyllis was one of nine children and had five brothers and three sisters.

Phyllis married Bill Euler when she was 18 and they had eight children. Phyllis and Bill share farmed around the district

when they first married. They eventually bought their own farm at Boonara, near Goomeri.

Before Phyllis was married she remembers working in the Goomeri hospital, first as a cook then as a nurse which she said she really enjoyed as she always loved helping people.

In later years, Phyllis and Bill retired in the Goomeri township. Phyllis said they used to help people with their gardening and that she often helped some of the elderly local residents with their errands.

Phyllis has been a resident at Castra now since March 2019 and says she really loves it when she has visits from her children and grandchildren. 🗣️

Trevor enjoys his brand new room at Karinya Nanango



Trevor has been a resident at Karinya Nanango for three years and moved to Nanango from Brisbane, where he managed the Albion Park Raceway for 18 years. During his time in Brisbane, he lived on the racetrack, a picture of which still takes pride of place in his room. He thinks his recently refurbished room is “flash” and was able to move in late last year.

The works at Karinya were made possible through a partnership between Southern Cross Care Qld (SCCQ) and the Aged Care Regional Rural and Remote Infrastructure Grant. The refurbished rooms are part of a \$550,000 project which saw 18 rooms, ensuites and

flooring throughout the Kapyong and Grevillea lodges undergo a complete renovation. SCCQ is currently working with the local community and residents in planning the next stage of property improvements for the 20/21 financial year. 🌟



Trevor enjoying the new refurbished residence at Karinya Nanango.



Find us on Facebook

facebook.com/SouthernCrossCareQld

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

Changes to our Board



New Chair, Francis Price



Don Neander, OAM

Thank you!

Recently there have been some changes to the Southern Cross Care Queensland (SCCQ) Board.

Chair, Don Neander OAM who has been involved with SCCQ since the building of our first aged care home in 1978, decided to resign after 25 years of Board service. In that time, Don served the SCCQ family immeasurably. Chair for the past seven years, Don led the organisation through a period of significant growth ensuring we are in a strong position for the future of our mission.

In 2019, Don was honoured with the Medal of the Order of Australia in recognition of his service to aged welfare. We convey our deep appreciation to Don and his wife Shirley for his years of humble service and for instilling in our organisation a profound heart for serving community.

Don's position of Chair of the Board has been filled by Francis Price, who was elected to the position by the Board. Francis joined our Board in 2012 and holds an Associate Diploma in Civil Engineering, Bachelor of Business and Master of Business Administration and is a Graduate of the Australian Institute of Company Directors. Francis also runs his own consultancy supporting capital infrastructure projects and developments after 30 years' experience in the resources, facilities and government sectors including health care.

Please join us in congratulating and welcoming Francis on being elected Chair as we continue delivering on our mission and improving the lives of those we serve. 🙌

Open Day at Stretton Gardens



Residents and guests enjoying the Open Day at Stretton Gardens.



More than 40 locals joined us in May for our Open Day event at Stretton Gardens! Along with tours of our spacious, brand new independent villas, guests heard exclusive tips and insight from Julie of Julie Harris Realty and Susie of The Moving Planners while enjoying brunch. Julie Harris shared her experience and knowledge of the real estate industry, with a particular focus on the current market conditions. Susie offered tailored moving advice for singles and couples downsizing from large family homes or entering retirement villages. Since the Open Day, units have been selling fast – so if you're interested, contact Julie on 0437 624 158 to arrange your private tour. 📞

'Queen of quilting', Denise shows her most beautiful creations



The Butterfly quilt was made for her granddaughter's third birthday.



Made for charity and donated.



The flower is a corner piece of a quilt made for a granddaughter's tenth birthday.



The Outer Space quilt was made for a grandson's fifth birthday.



Fiona's quilt: made for a dear friend who started the quilt before she passed away, and Denise finished it for her.

Stretton Gardens Retirement Village resident Denise Barker has just celebrated a minor milestone – it's been forty years since she took up quilting and it's a hobby she continues to this day. As a child, she began her curiosity for craft by learning to sew buttons and then moved onto embroidery and needlework. She proved to be so adept that she won a scholarship to teach needlework at the end of school, however exchanged this for an Infants Teaching Scholarship.

In 1984, sadly, Denise's first husband died. Denise met John, to whom she's now been married for twenty

years, moving first to Alstonville and then Brisbane and continued teaching. Her boys grew up in Denise's creative and educational footsteps – one son is a teacher and one son is a professional artist.

It was following her move to Brisbane that Denise began quilting and is a member of the Sunnybank Quilters. At the Stretton Gardens Retirement Village where she lives with John, you can sometimes see Denise in the community hall with her quilting patches spread out over the big table as she puts together another beautiful creation. 🌟

Featured Listings

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



- Unit 2205, ParqeVista, Holland Park
- 2 bed, 2 bathroom, \$585 000 *
- Talk to Mark Montague 1800 899 300



- Unit 66, Stretton Gardens, Drewvale
- 2 bed, 2 bath, \$495,000 *
- Talk to Julie Ward 0437 624 158



- Unit 52, Eden's Landing
- 2 bed, 1 bath, \$275,000 *
- Talk to Gary Watts 1800 899 300



- Unit 28, 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!

The de-clutter struggle – it's easier than you think!



Cecilia and daughter Liz enjoying the large balcony at ParqueVista.

Cecilia McFarline only moved into her brand-new apartment at ParqueVista just over a month ago and is already loving the opportunities that downsizing has afforded her and her family.

Cecilia sold her home of 40 years where she raised four children with her husband Patrick (now passed) and purchased at ParqueVista after weighing up her options for retirement living.

"I really liked ParqueVista's location and outlook," Cecilia said. "When I saw my unit, I loved the large balcony and view of the park and trees."

The positive property market allowed Cecilia to sell and downsize, leaving her with enough savings to live comfortably through retirement and enjoy her brand-new apartment.

"I had always planned on downsizing this year or next but given the market is so strong, I decided now was a good time," said Cecilia. "The buying process at ParqueVista was absolutely seamless," she said.

"We are so happy for Mum," said Cecilia's daughter Liz, who helped with the move to ParqueVista. "This feels like a new lease on life for her," said Liz.

Cecilia recently celebrated Mother's Day on the balcony of her new home overlooking the park with her grown-up children, their partners and five of her grandchildren.

Help to de-clutter

For many of us, the time eventually comes when we can no longer delay leaving our much loved and treasured home of many years. Whether downsizing from your family home or moving into an aged care facility, we need to face the inevitable and de-clutter.

De-cluttering often feels overwhelming, and as a result we often delay the process for as long as possible, but it is a mission which can be accomplished once you have a plan and help is at hand.

Take a deep breath, sit down and ask yourself a few questions to get started. Do you know how many things you have? Are they all that important? Do you want to keep them all? Could you make some money from a selection of items or perhaps donate to a local charity? Take your time considering all these things.



Tips to help you create a de-cluttering plan

- 1 Are you hanging onto items which belong to family members, or indeed have items you would like to pass onto them? Ask them to come and collect what belongs to them and offer them any items you would like them to have.
- 2 You may realise early in the process you can't manage this on your own. Do not hesitate to call on your family or friends for help. It could be that you need professional help.
- 3 You will need some equipment. Gather some boxes, garbage bags, tape, marker pens and paper.
- 4 Where to start? If possible, it's best to clear a space where you can separate what you wish to keep, what you wish to donate to a charity, items you wish to sell and what is rubbish. If your family members are yet to collect any of their items, you would need another area for them. As this process will take more than a day, we recommend clearing the rubbish when you can.
- 5 Not ready to pack just yet? Whilst thinking about it, tidy up your cupboards and drawers and put all similar items in the same place ie. find out how many pens, boxes of tissues, out-of-date pantry items you really have...
- 6 To avoid being overwhelmed, take a day for each room.
- 7 Depending on the volume of items, you may consider a garage sale. This can be daunting on your own, so check with neighbours, friends and family for help with a joint venture.
- 8 Selling items online takes time. Social media, eBay and Gumtree are options. You may have a family member who would volunteer to do this task for you.
- 9 With more treasured items, you should consider obtaining a valuation. Many dealers are available and online.
- 10 You will need to take breaks. Know your limits and if you can only manage a few hours each day, so be it. You will get there in the end. Take a day off, treat yourself!
- 11 Ensure to label all boxes you will be taking on your next adventure to ensure the unpacking process will be seamless.

The Colomba Team offers a variety of packages to assist you in the process of decluttering and relocating.

For more information on our services, please visit the Colomba Property website www.colomba.com.au.

To book your first free consultation, please contact **Jeanne** on 0402 126 157 or via email: jeanne@colomba.com.au.

Balcony reveal at ParqueVista



Residents and guests enjoying the 'Balcony Reveal' at Parque Vista, Holland Park.



Special thanks to Paul Winter from Harcourts and Cassandra Bennett from Blink Living for sharing their expert advice on the day.



Just one of the spacious balconies our apartments at ParqueVista offer.

Pastoral Care in our aged care setting is about a holistic approach



Story by Michael Hart,
Chief of People and Mission

Pastoral (spiritual) Care Services play an integral role in our Catholic Aged Care Community – a role that lies at the heart of a holistic approach to healing which encompasses the physical, and spiritual.

The relational role of pastoral carers requires a capacity to adapt to the changing situations of those they visit, and the aged care ministry can mean long term relationships. Pastoral carers are aware the work they do is sacred, healing and transformative. It is the essence of our Southern Cross community.

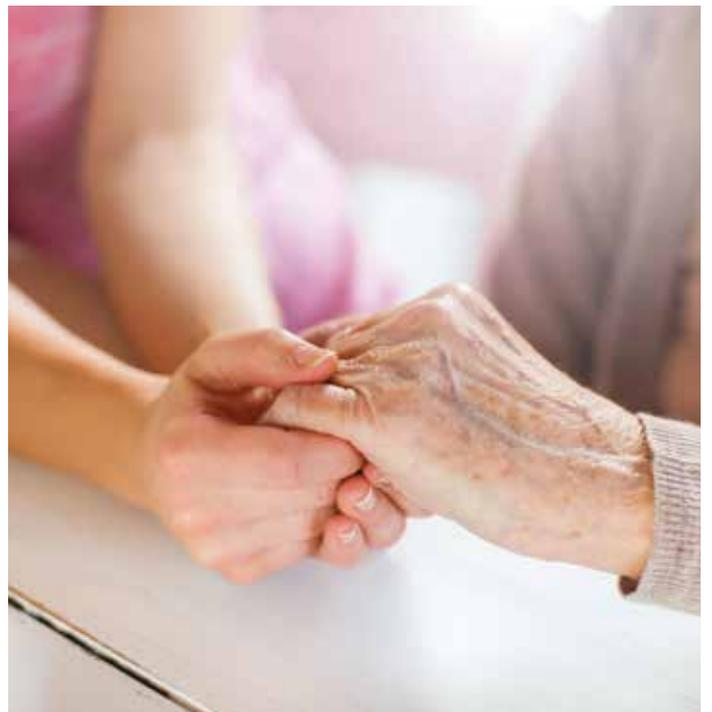
Within pastoral ministry services there is a deep reverence for the spiritual nature of each person. When a resident and family are faced with illness, life transitions and new emotional and spiritual needs may emerge that require a pastoral response. By tending to these needs, pastoral services provide a ministry of healing beyond that of the physical and toward the care of the whole person.

The term 'pastoral' is not always used in the same way or understood with the same meaning by people who use the term. Similarly, residents, families and staff may have different expectations. Pastoral services provide for the emotional and spiritual wellbeing of residents, families and staff, no matter what their faith might be, or indeed if they have no alignment to a faith tradition. It is essentially the offering of spiritual, emotional care and support guided by our mission, vision and values.

Pastoral carers assess the spiritual needs of our residents and work towards meeting these needs as part of a multidisciplinary team. This response may take many forms such as reflective listening, advocacy, compassionate presence, prayer and the provision of sacramental support.

The special place of pastoral services in a Catholic aged care facility reflects the fact that it is seen as a means of giving expression to the holistic care and to a faith-based vision of life. It is integral to a healing ministry, and the multidisciplinary team caring for a resident.

Pastoral presence offers hope through our Southern Cross Care communities by respect for persons within the broad culture of life – this means we see our caring for the person as something done in partnership with them. We commit ourselves to caring for others as we are all in this life together and as neighbours we serve each other and believe that together we work to achieve the common good. 🌐



Understanding the Serious Incident Response Scheme

As an aged care consumer, you and your loved ones have the right to safe and quality care and to live without abuse or neglect.

The Serious Incident Response Scheme (SIRS) is a new Federal Government initiative introduced on 1 April 2021 to help reduce the risk of abuse and neglect for people living or staying in a residential aged care home. The scheme requires aged care providers to identify, record, manage, resolve, and report all serious incidents that occur or are alleged or suspected to have occurred, in a residential aged care service.

Underpinning the SIRS is a requirement for residential aged care providers to have in place an effective incident management system, which is a documented set of protocols, processes, and standard operating procedures, to manage all incidents, respond to incidents, and take steps to make sure they do not happen again. Southern Cross Care Qld (SCCQ) has an incident management system in which we record a broader range of incidents and include incidents that involve staff or visitors.

Why is the SIRS important?

The SIRS requires every residential aged care service to adopt a systematic approach to minimising the risk of, and responding to, serious incidents involving residents. The SIRS underscores the vital importance of an incident management system in helping every residential aged care service to effectively manage risks to their residents.

The SIRS also introduces explicit obligations for providers to report a broader range of serious incidents to the Aged Care Quality and Safety Commission (the Commission) than is currently required under compulsory reporting obligations. This includes reports of all incidents that are alleged or suspected to have occurred, or been witnessed, between consumers of an aged care service, including where the consumer who commits the incident has a cognitive or mental impairment (such as dementia).

What is a reportable incident under the SIRS?

A serious incident is an alleged, suspected or actual occurrence of the following categories of incident, where the person affected by the incident is a consumer in residential aged care. These incidents must be reported to the Commission.

Reportable incidents include –

- Unreasonable use of force – for example, hitting, pushing, shoving, or rough handling.
- Unlawful sexual contact or inappropriate sexual conduct – such as sexual threats or stalking, or sexual activities without consent.
- Neglect – includes withholding personal care, untreated wounds, or insufficient assistance during meals.
- Psychological or emotional abuse – such as yelling, name calling, ignoring a consumer, threatening gestures, or refusing a consumer access to care or services as a means of punishment.
- Unexpected death – in the event of a fall, untreated pressure injury, or the actions of a consumer result in the death of another consumer.
- Stealing or financial coercion by a staff member – for example, if a staff member coerces a consumer to change their will to their advantage, or steals valuables from the consumer.
- Inappropriate physical or chemical restraint – for example, where physical or chemical restraint is used without prior consent or without notifying the consumer's representative as soon as practicable; where physical restraint is used in a non-emergency situation; or when a provider issues a drug to a consumer to influence their behaviour as a form of chemical restraint.
- Unexplained absence from care – this occurs when the consumer is absent from the service, it is unexplained and has been reported to the police.

Under the SIRS, an allegation, suspicion, or witnessed account of any of the above serious incidents must be reported to the Commission.

What does this mean?

We must report serious incidents when –

- An incident has happened
- Someone says an incident has happened
- It is suspected that an incident has happened.

If the incident (alleged, suspected or actual) is of a criminal nature, for example, physical or sexual, stealing, or stalking, then this must also be reported to the police within 24 hours. All serious incidents must be recorded in the mandatory reporting register within 24 hours of their occurrence.

How can I make a complaint about my aged care home?

You can raise your concern with the staff or managers at your aged care home as this is often the best way to have your concerns resolved without delay. All aged care providers are required to have a complaints system in place.

Alternatively, the Commission provides a free service for anyone to raise a concern about the quality of care or services provided to people receiving Australian Government funded aged care. Find out more at www.agedcarequality.gov.au or call 1800 951 822.

Accessing the Older Persons Advocacy Network (OPAN)

OPAN supports older persons and their representatives to effectively access and interact with Australian Government funded aged care services and have their rights protected. OPAN is made up of nine state- and territory-based service delivery organisations. OPAN can be reached on 1800 700 600 or by visiting opan.com.au.

SCCQ introduced SIRS on 1 April 2021. Our policies, guidelines and training have been updated and are being rolled out to support SIRS implementation. If you have any questions about the SIRS and what it means for you or your loved ones, please contact your Residential Manager. 🌐

**SERIOUS
INCIDENT**

**RECORDED
WITHIN 24HRS**

**SEE/SAY
SOMETHING**



Love was in the air at Duhig Village on St Valentines Day!



Errol and Nanette

Love certainly was in the air at Duhig Village last Valentine's Day.

We celebrated the day with an intimate setting in the function room for our husbands and wives, couples and friends.

Soft music played while fairy lights and stars twinkled and the aroma of flowers floated through the room.

It was a truly beautiful day. 🍷



Noel and Janina



Janice and Ian



Paul and Joan Hilton's sixth Wedding Anniversary cake



Aileen and David

Telling stories through painting



Chinchilla 1982

Fay Head started painting a little later in life due to empty nest syndrome, once her children had grown up and left home. Fay attended Chinchilla Potters & Painters in the 1980's, where her inspiration was sparked at an instruction workshop and her interest went from there. Although Fay doesn't paint much these days, she entered and won Southern Cross Care Qld's Inaugural Colouring Competition in 2020. It was judged by an

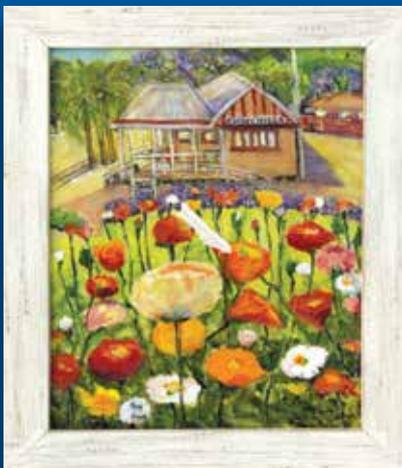
award-winning artist, demonstrating she possesses a keen eye! Fay has this advice for anyone interested in starting painting: "One thing you must always remember when painting is that every painting must tell a story."

Many of Fay's paintings showcase the local Chinchilla area and Australian bird life. Thank you, Fay, for allowing us to share your beautiful works of art. 🌍

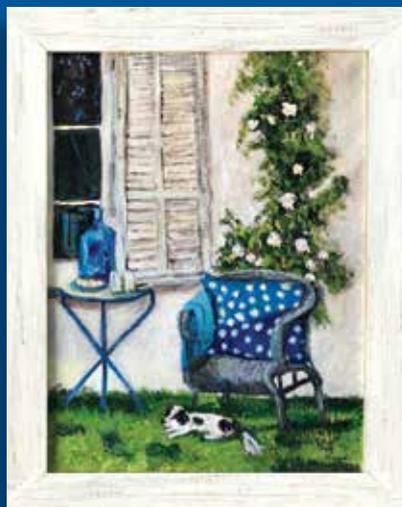


Fay Head pictured with one of her still-life paintings

Original artwork by Illoura Village resident artist Fay Head



Chinchilla Post Office



Toby



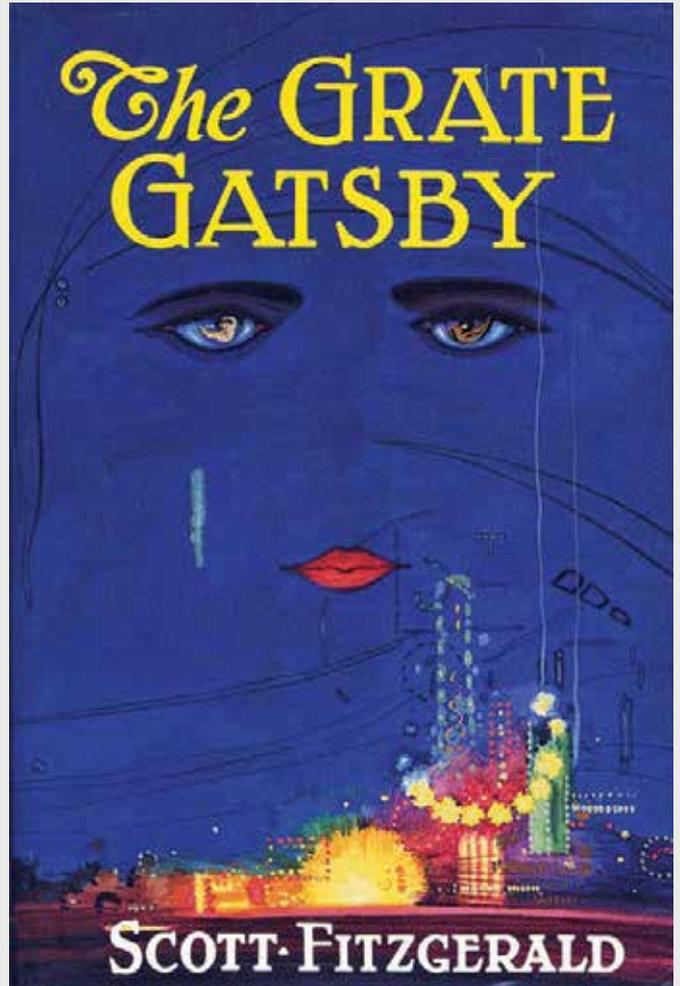
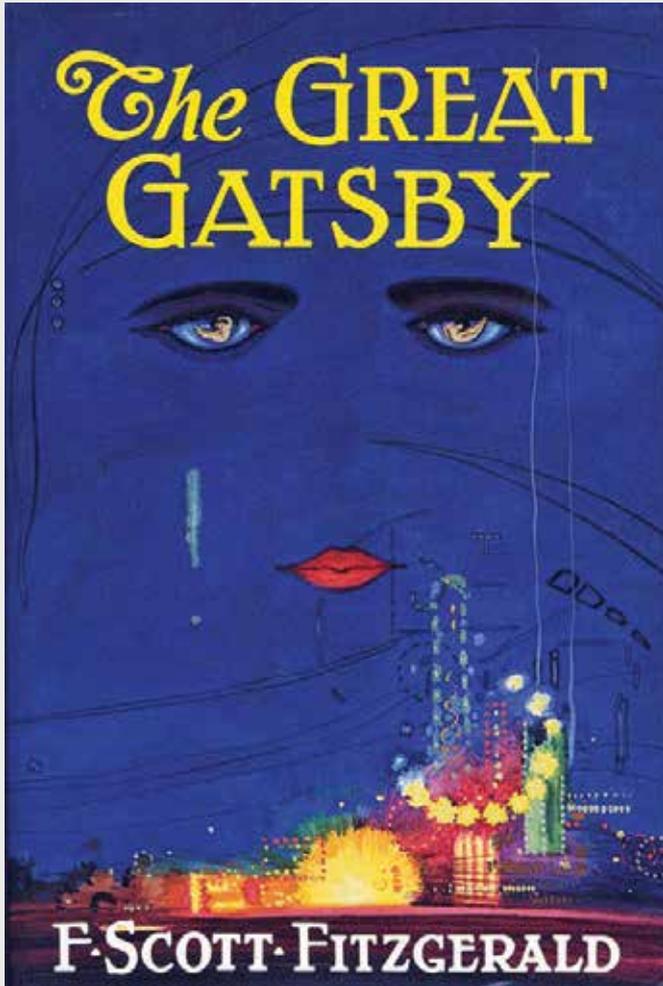
Australian Bird Life

Train your brain



Spot the difference

See if you can 'Spot the difference' between these two famous Book Covers. **Hint:** there are 7!



Word Block

T	A	H
L	E	V
S	U	W

How many words of four letters or more can you make from these nine letters?

Hint: there are at least 60!

Maybe you'll find more.

Train your brain



Sudoku

Puzzle 1 (Easy, difficulty rating 0.41)

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

Puzzle 2 (Easy, difficulty rating 0.37)

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

Riddles

1. I am heard but not seen. I am woken up in the morning, mostly with caffeine. I can be clean or I can be mean. I can be lost but rarely gone. I am usually back before dawn. What am I?
2. I'm normally under you. Take away my first letter and I'm normally above you. Take away my first 2 letters and you normally can't see me. What am I?
3. I cannot be shared until I have been taken. What am I?
4. I may be right in front of you and you will never know. But when I reveal myself, your trust in me will go. And you will feel none apart from woe. What am I?
5. I have 11 friends and I am the shortest out of all of them. What am I?
6. I am hollow, I die if you touch me. What am I?

Celebrating St Patrick's Day



Staff and residents at Chinchilla



Gina at Caloundra



Residents celebrating at Edens Landing



Residents celebrating at Caloundra



OUR VISION

To grow communities
where best lives are lived.



OUR MISSION

Inspired by Catholic moral and social teachings which value and respect human life, we will provide a quality of care and accommodation to meet the needs of all who place their trust in us.



OUR VALUES

SERVICE
COURAGE
COMPASSION



1800 899 300 sccqld.com.au



Jimmy is a current resident at Southern Cross Care's Illoura Village at Chinchilla and as much as Jimmy likes the horses, he has always liked to cook.

Jimmy's cooking started early in life. By the age of 13 both his mother and father worked so it was his job to get the wood fired stove going, peel the spuds and pop them into the boiling water. When his mother got home she would finish off the rest of the meal and Jimmy recalls that she was an excellent cook.

Jimmy has worked hard all his life, starting in the Gatton Post Office at the age of 16, where he would spend one week delivering telegrams and the next on the exchange. At the age of 17 Jimmy went to the Gatton Sawmill where he worked for five years and learnt a lot about life.

Next, Jimmy moved to Ipswich where he worked laying sewerage pipes for developing parts of Brisbane, Woodridge, Beenleigh and Carole Park.

Jimmy must have missed the sawmills as he moved back west to Chinchilla where he worked briefly in the Brigalow sawmill and then moved to one of 11 sawmills in Chinchilla for a further 34 years. There is only one remaining sawmill in Chinchilla now.

Jimmy's hard work fueled a healthy appetite and a hearty meal of red meat and potatoes has always been a favourite. Jimmy is a self-taught cook and discovered slow cooking more recently. He loves the way the meat comes out with the full flavour retained in the dish. Jimmy loves garlic, curry and the addition of parsley.

Jimmy loves this recipe as the potatoes are a cross between a chip and a mash which adds texture to the dish and makes the presentation delicious. Jimmy says of this recipe: "Enjoy!"

Thank you Jimmy for providing us with this delicious recipe and sharing your story. 🍴



Jimmy's slow cooked crispy-topped Beef & Beer Stew

Ingredients

- 60ml (1/4 cup) Olive Oil
- 1.5kg beef chuck or oyster-blade steak, cut into 4cm pieces
- 100g piece speck (ham), cut into thin slices
- 3 carrots, peeled, sliced
- 3 parsnips, peeled, finely chopped
- 2 tablespoons fresh thyme leaves
- 1L Campbell's Real Stock Salt Reduced Beef
- 180ml beer
- 30g tomato paste
- 1 tablespoon chopped fresh continental parsley

Potato Top

- 750g potatoes, peeled, cut into 3mm-thick slices
- 60ml (1/4 cup) olive oil
- 1/4 cup fresh thyme leaves
- 2-3 tablespoons panko breadcrumbs

Method

1. Preheat oven to 180C/200 fan forced. Trace around the base of the slow cooker bowl on a piece of baking paper. Turn the paper over and place, ink-side down, on a large baking tray.
2. Combine potatoes in a large bowl. Add 2 tablespoons of the oil and 2 tablespoons of the thyme. Season. Toss to combine. Spread the potato slices, overlapping, inside the circle. Bake for 45-50 minutes until golden.
3. Meanwhile, combine the breadcrumbs with the remaining oil and thyme in a bowl.
4. Sprinkle the breadcrumbs over the potato slices and bake for 10 minutes or until the top is crunchy and golden. Stir the parsley into the slow cooker. Using a large spatula, carefully lift the potato top onto your slow-cooked stew. Serve.

Locations

Our services across South East Queensland

Residential Care, Retirement Living and Community Services

Residential 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 Illaweena 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 Illaweena 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 our 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

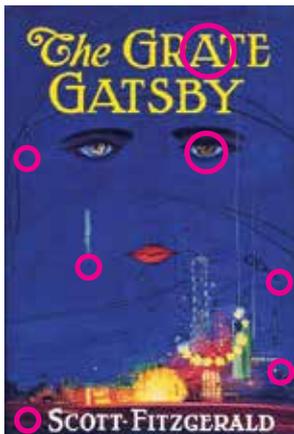
Word Block Answers

Wealth, hustle, sleuth, halves, values, salute, swathe (7)

Least, leash, lathe, sauté, slave, slate, shute, stale, stave, sweat, suave, steal, salve, shave, haste, waste, vault, wheat, valet, whale (20)

Wash, stew, what, welt, shut, slaw, wave, vast, vase, thaw, thus, vest, swat, veal, teal, have, lash, last, late, lest, heal, heat, hate, halt, sale, salt, seat, save, lute, seal, lust, lush, east (33) = (60)

Answers



Spot the difference

○ = 7 Differences

Riddle Answers

- Your voice.
- Chair.
- A photograph! You cannot share a photograph until it has been taken.
- Betrayal.
- February.
- A bubble.

Puzzle 1 (Easy, difficulty rating 0.41)

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

Puzzle 2 (Easy, difficulty rating 0.37)

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

RETIRE TO THE HIGH LIFE

Brand new two and three bedroom units available now from \$550,000!*

Located in the heart of Holland Park, ParqueVista is a modern retirement community offering convenience, connection and support.

- Vibrant independent living
- Central location close to parks, shops and services
- Community facilities including a swimming pool, lounge and café
- Friendly community with an active social calendar
- Co-located aged care facility, Duhig Village
- Community care available

Drop in today! Call Mark Montague on 1800 899 300

parquevista.com.au



85 Seville Road, Holland Park Qld 4121 | 1800 899 300

STRETTON GARDENS

RETIREMENT ESTATE

Retire to nature

Brand new two-bedroom villas available now from \$495,000!*

Set among leafy streets in Drewvale, Stretton Gardens is a secure, friendly community offering low-maintenance retirement living.

- Well-connected location bordering the Karawatha Forest
- Community facilities including a swimming pool, tennis court and library
- Vibrant social calendar
- Co-located aged care facility
- Community care available

Drop in today! Call Julie Ward on 0437 624 158

strettongardens.com.au



209 Illaweena Street, Drewvale Qld 4116 | 1800 899 300

* Prices correct at time of publication.

 Residential Care

 Retirement Living

 Community Care