



# the star

Serving Residential Care, Retirement Living & Community Home Care Services



**Bridging the gap  
between old and young  
in partnership with  
Griffith University.  
Story inside.**

## Inside

\$14 million federal funding drives forward vision of care in regional Queensland

Live the life you want with a tailor-made home care package

Our volunteers are part of the family!

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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.

*Cover: Griffith University student, Anna Mahon, with Duhig Village resident, Sister Ursula O'Dwyer, take part in the Biography Project. Read more page 8.*



# Welcome message

## From Chief Executive Officer Jason Eldering

Spring began with a roadshow visiting each community across our Southern Cross Care Queensland (SCCQ) network to meet residents, families and staff and build mutual understanding in order to deliver on our vision to create communities where best lives are lived.

As we travelled from Brisbane to the coast and out west, it struck me again that each of our communities offers its own unique social fabric and sense of identity. Our job is to whole-heartedly support that. Our mission is about valuing and respecting human life in all its diversity, firm in our belief that every person matters. Our Constitution clearly calls out that we are here to care for Queenslanders and accommodate them in times of need and distress – wherever they are.

In this spirit, we recently reached a landmark agreement with Western Downs Regional Council to secure a bright future for aged care in the region. Under a Memorandum of Understanding with Council, we are delighted to have commenced management of our twelfth aged care home in Queensland – Tarcoola Aged Care in Tara. Together, we continue to work on transitioning Council's Carinya Residential Aged Care facility in Miles and Community Home Care services to the SCCQ family by the end of March 2022. (See full story page 6).

Our commitment to growing partnerships with like-minded organisations like the Western Downs Regional Council, other health providers and all levels of government, will help us provide person-centred care in a complex and changing environment as we strive to better serve the greater good. Through partnership, we can build a sustainable and integrated ecosystems of aged care accommodation and service, capable of supporting quality of life as we age – whether we choose to do so at home, in retirement living or in an aged care home.

The \$14 million grant we have recently secured thanks to the Federal Government's Aged Care Approval Round announced on 30 June 2021, will go some way to helping us provide a fully integrated model of community care in rural Queensland. It will significantly boost the \$28.7 million investment we are making in our visionary Chinchilla Aged Care Master Plan which includes upgrading our Illoura Village residential aged care site, expanding it to include a Community Wellbeing centre and an Education and Training Hub



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**Our Constitution clearly calls out that we are here to care for Queenslanders and accommodate them in times of need and distress – wherever they are.**

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for the region, in partnership with The University of Queensland and Southern Queensland Rural Health. (See story page 4).

Our partnership with Griffith University is providing an opportunity to bridge the gap between young and old, through social connections. We are thrilled to be supporting The Biography Project, the brain-child of Professor Catherine Dhavenas, which is giving our residents a chance to make new friends and share their stories, and students – many of whom will be our future doctors and health care workers – better insight and understanding of older people. (See story page 8).

Finally, may I encourage everyone across our Southern Cross Care Queensland family to stay strong and stick together (at a safe social distance!) as we continue to face the ongoing global pandemic. I am immensely proud of our team and grateful to all our residents for the enormous resilience, compassion and care that has been shown in what in many ways is the fight of our lives. It reminds me again that nothing can be achieved alone and that together, we are stronger.

Thank you for being part of the SCCQ family and please know you can contact me at any time at [ceo@sccqld.com.au](mailto:ceo@sccqld.com.au)

Yours in service,

Jason Eldering, CEO

## \$14 million federal funding drives forward vision of care in regional Queensland



L-R SCCQ CEO Jason Eldering, Western Downs Regional Council Mayor, Paul McVeigh and Illoura Village Residential Manager Lance Payne discuss the Chinchilla Master Plan.

As a leading provider of aged care, home care and retirement living for more than 40 years, Southern Cross Care Queensland (SCCQ), was delighted to secure \$14 million in the final, competitive grants 2020 Aged Care Approval Round (ACAR) announced by the Department of Health on 30 June 2021.

The largest allocation nationally of all ACAR grants in the round, the funding will be used to significantly boost the \$28.7 million investment SCCQ will make in its visionary Chinchilla Aged Care Master Plan. The plan was publicly released in May 2021 and further shared at a community town hall meeting on 22 July at the Chinchilla RSL Memorial Club.

SCCQ Chief Executive Officer, Jason Eldering said the funding allocation was a vote of confidence for the region and the future of aged care. He acknowledged

local leaders and the local community for their backing which helped SCCQ secure the funds.

"I would like to sincerely thank the local community and our many partners at all levels of government who got behind our vision including the Member for Maranoa, the Honourable David Littleproud MP, the Member for Callide, the Honourable Colin Boyce MP, Lord Mayor Western Downs Regional Council, Paul McVeigh, and a range of business organisations including Toowoomba and Serat Basin Enterprise and Southern Queensland Rural Health," Mr Eldering said.

"At SCCQ, our heart is in serving and supporting rural and remote Queensland communities, and we are delighted we will now be able to move forward in support of current and future aged care needs in Chinchilla and the surrounding regions.



Artist's impression of the reimagined Illoura Village and an overview of the staged development of an integrated community of care at the Chinchilla site.



An aerial view of the current SCC Chinchilla site now set for revitalisation.

“With this grant, we are a major step closer to realising our Stage 1 Master Plan vision to rebuild and expand our current Illoura Village in Chinchilla. The much loved but aging facility currently provides a warm and welcoming home for up to 66 residents, who will benefit greatly from the upgrade. The new village will offer a purpose-built, contemporary home, including a dedicated dementia care home, to support up to 81 residents,” he explained.

SCCQ is committed to building aged-care communities that offer an integrated mix of affordable housing co-located with aged care, community services (day respite/ home care) and education, to best meet the needs of the whole region.

Preliminary site planning including discussions with local authorities had already been undertaken, with Stage 1

construction work expected to commence in early 2022. Master planning for the site also includes a Stage 2 community centre, affordable rental housing, rural and allied health services and an educational training facility in partnership with Southern Queensland Rural Health, to grow and support a regional workforce.

“Our aim is to ultimately keep communities and families connected, create local jobs and ensure the financial and social sustainability of this vital community asset,” Mr Eldering said

“We’re looking forward to a bright future in Chinchilla and surrounding regions, where our deeply valued Illoura Village residents, families and the community can live their best lives and where their experience every day is genuinely that every person matters,” he said. 🌐

## Landmark partnership saves Tara aged care home from closure



*Tarcoola Aged Care at Tara transitioning to the Southern Cross Care Queensland family.*

Southern Cross Care Queensland (SCCQ) has entered an agreement with Western Downs Regional Council to help ensure the future of aged care in the region.

Under the arrangement, SCCQ assumed interim management of Tarcoola Aged Care from the Council, the current owner-operator, on 6 September 2021. The facility which can provide aged care accommodation for up to 33 residents, was previously facing closure.

In addition, Council has approved a Memorandum of Understanding (MOU) to negotiate the possible transfer of ownership of all its aged and community care facilities and services to SCCQ in 2022.

The MOU includes Tarcoola as well as the Carinya Residential Aged Care facility in Miles, which can accommodate up to 17 residents, and the Council-run Community Home Care Services, currently providing services to some 300 people aged 65 and over, across the regions of Chinchilla, Tara, Jandowae, Miles and Meandarra.

Subject to successful negotiations, the transaction is likely to be completed by the end of March next year.

SCCQ CEO Jason Eldering said the move to Tarcoola aligned with the organisation's deep commitment to caring for vulnerable Queenslanders and accommodating them in times of need.

"We have a strong track-record in ensuring established communities can continue to operate and we have developed expertise in successfully transitioning other homes in rural and regional locations including Taroom, Chinchilla, Murgon, Nanango and Allora," Mr Eldering said.

"We are confident we can deliver the same model of quality, sustainable aged care in Tara and Miles by working in close partnership with the communities we serve, including the local staff, residents and their families.

"With their feedback we can leverage our centralised, scaleable resources and specialist expertise in management, administration and governance of residential aged care homes, allowing our carers on the ground to focus on what they do best – providing compassionate care and clinical support to vulnerable elderly people," Mr Eldering said.

Critical to the arrangement is an ongoing partnership between SCCQ as operators, Western Downs Regional Council and all levels of government and other stakeholders, Mr Eldering said.

"This process will see us enter into a community contract if you like with the Council, State and Federal governments, and other key stakeholders to ensure we are all committed to a regional strategy for the long-term viability of the aged care communities at both Tara and Miles," he said.

Western Downs Mayor, Cr Paul McVeigh said Council was confident that SCCQ would leverage its considerable expertise and experience in successfully operating aged care services in rural and regional Queensland to provide quality care to the residents of Tarcoola.

"I'm delighted that such a respected provider has agreed to enter into formal negotiations with us," he said.

"It would be a significant outcome for the Western Downs Region if Council and Southern Cross Care successfully reached a final agreement. Both parties are going into these negotiations with a great deal of confidence and respect." 🌐

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\*Price correct as at September 2021.



## Griffith student partnership bridges the gap between old and young



Griffith University student Anna Mahon captures the biography of Southern Cross Care Duhig Village resident, Sr Ursula O'Dwyer.

A pilot project in partnership with Griffith University is underway, aimed at finding innovative ways to reduce loneliness and isolation among aged care residents, a problem only exacerbated during the ongoing COVID-19 pandemic.

The 'Biography Project' matches Griffith University humanities, social sciences and medical science students – some of whom are the doctors of the future – with long-term residents in Southern Cross Care Queensland's (SCCQ) aged care homes, who develop a social connection together.

Three students are undertaking to write the biographies of residents at Holland Park (Duhig Village), including second year Bachelor of Fine Arts student, 19-year-old Anna McMahon who has been matched with SCC Holland Park resident, 93-year-old Sister Ursula O'Dwyer. A further 28 students are participating in five weeks of telephone companionship across all SCCQ's homes.

The residents share their stories, memories and wisdom with the students, who gain valuable insights into the challenges of ageing while building meaningful one-on-one intergenerational connections.

Prior to being matched with residents, Biography Project students undergo a police check and participate in intensive training in working with vulnerable persons, including people with dementia, cultural sensitivity and deep listening.

"It's been genuinely uplifting for me to spend time with someone who has such a poetic perspective of life, an extraordinary life. When Sr Ursula reflects, she really finds meaning in life and is always so positive. It's been quite nurturing for me to hear her talk about her triumphs, and regrets and struggles. It's been very grounding and she has become a friend within the context of a professional relationship," student Anna McMahon said.



"She is also a good listener and is equipping me with the skills in listening," she added.

Sr Ursula said the process had been useful in reflecting on her life and better understand what mattered.

"It has helped me to pinpoint what was significant and I've been able to fill in things from history that young people don't know about," she said.

The Biography Project is the brain-child of Professor Catherine Dhavernas, who has developed the program over the past three years. It is now being offered as a core elective of fieldwork for students enrolled in a range of degrees including the Bachelor of Medical Science and the Bachelor of Biomedical Science degrees at Griffith University, both precursors for studying medicine, enriching the students' understanding as much as the experience of the older participants.

Prof Dhavernas explained how the students undertaking to write a biography of the residents are engaging with their matched residents.

"Over a six to eight-week period, students and residents meet once or twice a week either, by Zoom or over the phone (due to the current COVID environment), depending on the resident's preference. They may talk for 30 minutes, or up to an hour and a half each time, as the student records and transcribes the older person's life, which is eventually presented to the resident and their family as a bound biography free of charge," Prof Dhavernas explained.

"During the process, older adults and young people get to know each other and develop meaningful relationships based on mutual exchange, trust and connection. At the end of the process, students are given the opportunity to continue to meet with the resident. An additional copy of the biography is kept for research and teaching purposes to improve the programs and services offered, so everyone benefits," she said.

"We are grateful for the opportunity to work with Southern Cross Care whose staff have embraced the students and the projects."

Southern Cross Care Queensland Chief of People & Mission, Michael Hart welcomed the opportunity to

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**'This project has the potential to not only reduce loneliness and isolation among our residents but also boost training and education opportunities among the health care providers of tomorrow.'**

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be part of the innovative Biography Project with Griffith University.

"This project has the potential to not only reduce loneliness and isolation among our residents but also boost training and education opportunities among the health care providers of tomorrow, which will ultimately improve long-term aged care."

"We anticipate the project will give elderly people a voice, a sense of dignity, belonging and connection, break down intergenerational divides and help build stronger communities," Michael said. 🌐



## Margi's mural inspires community to create the 'Great Wall of Caloundra Rise'

At 83, it seems there's no stopping the creative talents of Caloundra Rise resident and respected local artist, Margi Parry.

Margi led a four-month project completed in August to transform a poolside wall measuring around 2 metres high by 14 metres long at her Southern Cross Care Queensland retirement village into a vibrant mural, celebrating the rich fabric of life enjoyed by the residents within the community.

She was ably supported by fellow resident, Judith Bell and around 10 Caloundra Rise art-group ladies, many approaching their eighties and nineties. Also lending a hand were Lyndon Hallows from the Caloundra Regional Art Gallery, who guided the process of enlarging Margi's original paper-based designs and

transferring them to the wall, and Bunnings Caloundra, who donated the paints and materials.

Even Peter Snell, the Manager of Caloundra Rise retirement village, rolled up his sleeves for the 'Great Wall of Caloundra Rise' project, using a roller to create a pale blue canvas on which the artists could work their magic.

It all began more than a year ago when resident swimming champ, Nancy Smith, a regular pool user, said the terracotta-brown poolside wall needed 'cheering up'. That got Manager Peter Snell thinking.

He knew Margi, a resident of some seven years, was an accomplished painter, potter and facilitator of the estate community's 'Aspects of Art' group, as well as a long-time volunteer at Caloundra Regional Art Gallery.



Village artists Margi Parry and Judith Bell cut the ribbon at the official opening of the Caloundra Rise pool mural.

So, to Margi he eventually turned, the artist revealed. "Peter came to me and shared his idea to create a mural to depict the lovely environment in which we live, nothing too abstract, but something that reflected all the activities on offer in our village and captured the warm, relaxed and safe atmosphere," Margi said. "He didn't mind the idea of using cartoon characters either to create a fun atmosphere," she said.

Margi swung into action, creating an original design using fruit and vegetable characters reflective of the gardens, also created by the residents, engaged in a wide variety of exciting activities.

"I have never painted anything as large as a wall before and never used house paint, so Lyndon (from the Caloundra Regional Art Gallery) stepped in free-of-charge to blow up my drawings to full-size stencils we could transfer to the wall and even spent a whole Sunday rolling all the high bits we couldn't reach," Margi said.

"Judy Bell was my leg-man, and absolutely wonderful in helping transfer the design to the wall, painting and cleaning, along with the ladies from my art-group, making it a real community collaboration. I made sure I listed all their names at the end of the mural," Margi added.

The detailed design of the wall mural captures almost every aspect of all the activities enjoyed by residents at Caloundra Rise, as Judy Bell explained.

"Margi create the bulk of the design, and I added one or two very minor touches, and with everyone's help, it all came together," Judy said.

"None of us in the art group were thinking about painting murals, but we like a challenge and everybody loves it, they all have their favourite pieces. It's such a contrast to what was there before," she said.

But for Margi, there was an unexpected surprise in store, discovered in the very last week of completing the large-scale project.

"I was sitting with my back to the pool, concentrating on painting, when I heard a voice in the pool behind me say 'I'm going to swim under that tomato' and then another one said, 'I'm going to swim through the mountains!'.

"That's when I realised for the first time the design was being reflected by the light onto the water and I thought how wonderful! I wasn't expecting that!" Margi said. 🌐



## 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 and the dignity of the individual, 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



An initiative of the Knights of the Southern Cross

## Live the life you want with a tailor-made Home Care Package

A Home Care Package (HCP) is an Australian Government funded program that provides a range of services to assist you so you can live in your home for longer.

Practical, diverse and personal, a HCP is designed by you and delivered by an approved provider, like Southern Cross Care Queensland (SCCQ). Your HCP can include a comprehensive range of services, depending on what you need, when you need it.

From help with shopping, to allied health and nursing care, to domestic chores including housekeeping, garden maintenance, nutrition advice and meal preparation – whatever your needs are, at SCCQ, we can bring these services to you.



### A level of care to suit you

We know life is meant to be lived so we can help you stay on top of your domestic chores, health and wellbeing needs and social life, including keeping in touch with your friends, family and daily pursuits.

The level of home care you can access depends on the funding you are approved to receive, with each package tailored to your budget, preferences and needs.

Four levels of Home Care Package are available, reflecting the quantity and frequency of services that can be provided.

#### Level 1

BASIC CARE

One or two visits a week from a care professional could be all you need. Perhaps it is someone to clean your living room and floors or take care of the grocery shopping.

#### Level 2

LOW LEVEL CARE

Three or four visits a week from a care professional is available if you need a little more support. Someone to assist you with meal preparation, social outings, cleaning or to help you attend weekly appointments.

#### Level 3

INTERMEDIATE CARE

This may include visits from a care professional most days of the week. Assistance with medication management, showering, companionship and allied health services such as physiotherapists and podiatry are all available.

#### Level 4

HIGH LEVEL CARE

Daily visits from a care professional helping those with high needs who wish to remain at home. This usually includes more personal and nursing care as well as respite care for carers, if required.

## How do I access a Home Care Package?

Getting a Home Care Package involves an application process – one that our team at SCCQ is happy to guide you through. Simply follow these four simple steps:

### 1 Call us on 1800 899 300

Before you apply, ask all those questions you've been wanting the answers to. We are here to help you every step of the way. We can offer free advice on the services you are likely to be eligible for and how to navigate the system.

### 2 Arrange an assessment

Register with the Federal Government's My Aged Care (MAC). The MAC team will contact you to determine the type of assessment that is required. If a Home Care Package is your best option you will need to have a free face-to-face Aged Care Assessment Team (ACAT) assessment. You can contact ACAT on 1800 200 422 or visit [www.myagedcare.gov.au](http://www.myagedcare.gov.au). If you already have a Home Care Package and you are looking to move up a level, you will need to be reassessed by ACAT.

### 3 Receive funding approval

Once you have the ACAT assessment, you will receive a letter from ACAT to advise if you have been approved and be placed on the national queue. Waiting times may vary depending on how long you have been approved and your priority for care.

### 4 Contact us again

Once you've made it to the top of the queue, you'll receive a letter advising your Home Care Package has been assigned and giving you your unique referral code. It's really important to activate your Home Care Package within 56 days, so now is the time to call us again on 1800 899 300.

Once your Home Care Package is in place, you can relax and enjoy your best life! 🌍

## We get behind the Decade of Healthy Ageing

The United Nations, through the World Health Organisation has declared 2021 to 2030 as the Decade of Healthy Ageing.

It aims to bring together key stakeholders like governments, professionals, academia, the media and others to help foster healthy ageing and improve the lives of older people, their families and the communities in which they live.

Southern Cross Care Queensland wholeheartedly embraces the Decade of Healthy Ageing, which will address four key areas for action:

1. **Age-friendly environments** – better places for older people to grow, live, work, play and age, created by replacing barriers with enablers for older people to live their lives to the full.
2. **Combatting ageism** – challenging negative stereotypes (how society thinks), prejudice (how society feels) and discrimination (how society acts) towards people based on age.
3. **Integrated care** – ensuring seamless access to quality health and wellbeing services and ageing in place be it in your own home, in a retirement village or in residential aged care.
4. **Long-term care** – providing person-centred, inclusive care with dignity and respect when people need increased physical and mental support as they age.

For further information visit [www.who.int/initiatives/decade-of-healthy-ageing](http://www.who.int/initiatives/decade-of-healthy-ageing)



## Our volunteers are part of the family!

Every day, a small army of around 100 volunteers tirelessly devote their energy, heart and attention to creating loving and supportive communities at each of the residential care homes that make up the Southern Cross Care Queensland family.

### Meet Carlee

Based at St Mary's – Southern Cross Care Raceview – Carlee works alongside the home's professional team including Diversional Therapist, Anastasia Booth, taking part with residents in group lifestyle activities, ranging from craft, music, exercise through to special events, like remembering our fallen (see image).

"Our incredible volunteers provide invaluable support in a way that nurtures the lifestyle choices and social needs of our residents, often bringing skills of their own that enhance our services and enrich the lives of the elderly people living in our communities," Anastasia said.

"I love to spend time with the elderly, learning from their stories of a bygone era," Carlee said.

"The best thing is slowly getting to know the residents over time and making new friends. You need to be aware of the needs of some of the residents living with dementia and know how to handle that. They need and deserve our attention too," Carlee said.



SCC Raceview volunteer Carlee loves to spend time with residents.

### Meet Alison

Alison, who is self-described as '63 going on 40' – has been volunteering at Southern Cross Care Murgon (Castra) for four years.

"I have been able to use a lot of my life-skills in helping out wherever I can. Many years ago, I was a Clothing Machinist, so now I help in the laundry with repairs to curtains etc, and also with some mending of residents' clothing," Alison revealed.

Alison also has two years' experience as a nurses' aid in an aged care facility in New Zealand.

"This has come in very handy with helping Personal Carers with assisting residents at meal times and understanding the health and physical problems our residents deal with.

"I really enjoy my volunteering role assisting the Lifestyle Officers in activities such as pamper mornings, seated light exercises, calling bingo and other games.

It's the joy that is reflected back that Alison loves the most about working as a volunteer in an aged care setting.

"If I can put a smile on someone's face every day, then it is a good day. Whether it be from telling a joke, reading with someone who has poor eyesight, gentle hand massages or just being with them for a chat. I love it!" she said.

Despite the many challenges that come with growing older, Alison manages to see the bright side.

"I often am in awe at the strength and resilience of the human spirit to mend and repair. Anyone out there thinking of volunteering, I would say give it a go, it's a lot of fun. I tell people I don't work there, I go have coffee and visit my friends!"

Lifestyle Officer at SCC Murgon, Janet Irvine, said, "We at Castra are so lucky to have wonderful volunteers and Alison is one of the best. I often tell her we need to clone her!"

## Meet Dianna

Dianna Ellis is something of a fixture at Southern Cross Care Murgon (Castra). In fact, she lives just across the road, and has been volunteering in her community for more than four decades.

Dianna's extraordinary commitment to service earned her the accolade of runner-up in the Queensland Volunteer of the Year awards in 2015, but she takes it all in her stride.

Her love of community has deep roots. She went to school in nearby Wondai, was a nurse at Kingaroy Private Hospital and supported her late husband, a self-employed electrician, for many years, at one point employing 17 staff.

The busy mother of three has five grand children and seven great-grand children, and not surprisingly, treats everyone she meets as family.

"I love volunteering! You meet so many people!" she says simply.

Dianna has a soft spot for the special needs of residents living with dementia and often sports a multi-coloured 'Spark of Life Dementia Shirt' she obtained at a conference on the subject.

"People with dementia love the rainbow colours and are drawn to it," Dianna said before hurrying off on her way to visit a resident in one of Murgon's independent retirement living units.



Named runner-up in the Queensland Volunteer Awards in 2015, Dianna has been volunteering for more than 40 years.



SCC Murgon volunteer Alison, helps resident Jean with a game of indoor bowls.

## Professional support

Volunteer Coordinator Sonia Kovacs said Southern Cross Care Queensland's volunteers are given a comprehensive induction to understand the nuances of the role and how to provide the best possible care and support.

"We make sure our volunteers understand the particular needs of older people including people with dementia, and are equipped for this," Sonia explained

"For example, many people living with dementia can struggle with the concept of time. So, we teach our volunteers, even if you get no response from the person it is important not to speak as though they weren't there, as this can make them feel frustrated, devalued and ignored," she said.

"We are so grateful for our amazing volunteers. They help us fulfil a wide range of activities that ensure the people who put their trust in us can live their best lives, ranging from social interaction and companionship, leisure and lifestyle activities, reading and writing, driving, gardening, computer lessons – you name it, anything that goes into living a full and happy life."

To find out more about volunteering opportunities with SCCQ please visit [www.sccqld.com.au](http://www.sccqld.com.au)

## What's news in our Residential Aged Care Homes?



*The team at SCC Caloundra formed a guard of honour as Stan's recovery signalled his return home.*



*Stan all smiles with Personal Carer Madison Scobie.*

### Stan's the Man!

Just over a year ago, 94 year-old Stan suffered a nasty fall, after climbing up a ladder to pick bananas at his Golden Beach home, and was admitted to Southern Cross Care Caloundra on an ambulance trolley.

Flash-forward a year on, and Stan has made a full recovery, triumphantly walking out of the Little Mountain residence, flanked by the supportive and proud care team.

So just how did Stan manage to win back his mobility and make such a monumental recovery from the nasty fall that landed him a lengthy hospital stay, nursing two broken bones and severe bruising?

Son Dennis puts it down to an iron-clad determination and positive attitude that he says has driven his father his whole life.

"From day one, Dad had it in the back of his mind that he wanted to go home and be with mum again, and so he earned a bit of a reputation in the home for being Stan the Man with a Plan!" Dennis said.

As a former provider of first aid training to SCCQ Caloundra, Dennis said the aged care facility was the

first place he thought of to provide the after-fall care and rehabilitation the father of two and grandfather of three so desperately needed.

Supported by Personal Carer, SCCQ's Madison Scobie and the devoted nursing and allied health team at SCCQ Caloundra, Stan stuck to his custom—made exercise program in an effort to claw back his precious mobility.

"Dad was always very active. He worked as a piano tuner, was an active Rotarian, keen fisherman and up until about seven years ago, was still boating and travelling Australia in a motorhome," Dennis said.

"He's doing well now, and is focused on relearning where everything is at home and using a walking stick to overcome his shuffling," Dennis said.

SCCQ Caloundra Aged Care Manager Karen Wilson said Stan was an inspiration to the entire team, who formed a guard of honour and cheered him on as he left the building with the 'Theme from Rocky' playing in the background.

"When Stan first arrived, he was very frail and battered, but he became a legend, often spotted in the hallway in between rehab sessions, doing his sit-to-stand



exercises and whatever it took to build his strength back up," Karen recalls.

"He worked so hard and remained optimistic, always attending exercise classes, cycle classes and doing many laps of the buildings and gardens.

"We are all so happy to see Stan's hard work has paid off," Karen said.

Stan was full of praise for the care team at Little Mountain, who he said were behind him every step of the way.

"I could never have done it without Physio Jay Taylor pushing me always to do a bit better. He had my trust and I had his to stay on the job. Actually, all the staff had faith in me and encouraged and helped me whenever they saw me having a go.

"I owe my situation at home now to them but especially to Jay. I am still pushing myself at home to get back on top of things and Ces (my wife) says I have a much better appetite than I did over a year ago!" Stan said.

## The Show must go on

Our residents rarely miss any opportunity to have fun. COVID-19 may have stopped the annual Royal Brisbane Show this year, but it didn't stop us! Embracing the Ekka spirit is an annual tradition for our young-at-heart residents at Stretton Gardens. Maintenance Officer, Brendan dressed up as 'Cedric' and set about handing out show bags, much to the delight of residents, like Dora (pictured). After all, a show bag full of sweet treats, puzzles and even a wee windmill (all put together thanks to our amazing volunteers and Lifestyle team) can never get old! The Ekka theme didn't end there – lunch was a feast of chicken, mini dagwood dogs, potato gems and of course strawberry ice-cream in waffle cones for dessert. Yum!



SCC Stretton Gardens resident Dora receives a show bag from 'Cedric' aka Maintenance Officer, Brendan.

## Getting into the Olympic spirit

Many of our residents wasted no time getting into the Olympic spirit after the exciting announcement that South East Queensland will host the 2032 games.

Our Stretton Gardens community had fun decorating and participating in their own events of ring toss and bingo, while over at Southern Cross Care Caloundra, lots of laughter came with the creation of our very own Olympic torches – and a parade through the corridors no less! 🇦🇺



SCC Caloundra residents Ruby and Angela get into the Olympic spirit to celebrate Brisbane's big win.



SCC Caloundra resident Lee carries the Olympic torch inflamed with Olympic city fever.

## Retail therapy a hit with residents



*SCC Edens Landing resident, Betty enjoys a spot of browsing at the pop-up store.*

The residents at Connolly Court – Southern Cross Care Edens Landing – flocked in droves to enjoy an onsite shopping experience that saw the communal activities room transform into a fashion house for men and women alike.

Gold Coast boutique, Christine's Collections, created the pop-up store, designed to make it easier for less mobile residents to indulge in some retail therapy.

"Our pop-up stores are generally offered at the change of each season, and always prove a hit with our residents," Residential Manager, Ravinder Kaur explained.

Making the most of the opportunity to shop, new resident Maureen was delighted with the experience.

"I got a pair of shoes and it was very good. I didn't think when I came here that I would be able to go shopping. It was a very good idea because I like to choose my own clothes. It was nice to chat with others about what we bought," Maureen said.



*Resident Maureen said 'I like to choose my own clothes'.*

Fellow resident, Betty, also relished the chance to browse and shop in the comfort of her own home.

"I really didn't need anything, but she had such lovely things! It was so nice to help others pick out items. It was thoroughly enjoyable and I hope she comes again," Betty said. 🌐

## Vaccination blitz achieved!

At the time of going to print, all SCCQ rostered front-line staff had received at least one COVID-19 dose as mandated by the Australian government. With our team scattered far and wide across Queensland, how did we do it?

One by one, our communities rallied and our people got behind our nation's call to arms. Over in Illoura Village, in Chinchilla for example, what started out as a quest to protect some 61 vulnerable elderly residents and their 187 carers from Coronavirus, quickly grew to a vaccination blitz that saw 684 people from across the entire community receive a Pfizer vaccine in just a week!

Residential Manager of Southern Cross Care Chinchilla, Lance Payne joined forces with Darling Downs and West Moreton PHN and Vanguard Health Services on site to save the community from a two-hour round trip.

"Initially, we had around 150 on our list, then 300 then 450 then 500 and finally more than 600 as we considered all who come into contact with our home here. Fortunately, the PHN really got behind this and helped us understand who was eligible and source the required vaccines," Lance said.

All week, the vaccination team 'got the job done' providing protection to any elderly residents and their carers as well as volunteers, contractors, representatives

from other community care organisations, allied health professionals, and workers from supporting organisations including the local police, Queensland Fire and Emergency, Queensland Ambulance Service, the SES, hospital and pharmacy staff.

Darling Downs and West Moreton PHN CEO Merrilyn Strohfeldt said, "Older Australians continue to be one of the more at-risks groups for COVID-19 so we are really pleased to see that in regional communities like Chinchilla, residential aged care facility staff are getting the opportunity to receive their COVID-19 vaccine to keep residents and their loved ones safe." 🌐



The pop-up COVID-19 vaccination clinic saw 684 community members receive a protective jab in just a week.



Management and staff from Southern Cross Care Queensland and Vanguard Health see the vaccine as vital to SCCQ's vision to grow communities where best lives are lived.

## Can I safely access aged care during COVID-19?



The decision to place a loved one in aged care can be daunting enough without the added complication of the COVID world to consider. Rest-assured at Southern Cross Care Queensland (SCCQ) we've thought of that and planned ahead for you – so there's no need to put off making the life-changing decision to seek support.

On top of 40 plus years of aged care experience, we've notched up more than 18 months' experience of safely and compassionately taking care of vulnerable older people in a pandemic environment.

Over 1,000 residents call SCCQ home, and a further 900 people within communities across Queensland are supported by us. Our residents' wellbeing and safety are absolutely our top priorities.

SCCQ Chief Operating Officer, Michael Wild, said he was immensely proud of the professional SCCQ team who continued to rise to meet the additional challenge of the pandemic, adapting and innovating to ensure the mental and physical wellbeing of those who trust us with their care.

"In response to the COVID-19 crisis, we have activated a dedicated Outbreak Advisory Committee made up of clinical leaders who meet fortnightly or more often if needed to carefully monitor the current climate and expert health guidelines. This is to ensure best practice protocols and infection controls at SCCQ remain up-to-date and ready for any contingency," Michael said.

"In addition, we maintain a rigorous program of gathering customer insights, continuously engaging with our families and residents to understand their

individual needs and how we can best meet them and ensure our service delivery continues to hit the mark," he explained.

Based on those valuable insights from across the SCCQ community, a number of new initiatives have been introduced to help families and their loved ones maintain contact and peace-of-mind even when COVID lockdowns are at play.

### Stay connected with loved ones

"We understand that feeling connected to loved ones especially during stressful times like a pandemic is vitally important, so all our Residential Care Homes can facilitate video conference calls on extra large screens between residents and their families whenever required," Michael said.

"We can also arrange restricted access visitations on compassionate grounds on a case by case basis, and our team personally calls at least one member of every resident's family during lockdowns to undertake two-way welfare checks," he added.

To maintain that, we employ a team of more than 1,000 highly trained people, who are nurses, allied health professionals, personal care assistants, hospitality staff, maintenance staff, drivers and volunteers, support service staff, administrators, management and more – all dedicated to serving with courage and compassion, especially at this difficult time.

"As extraordinary as it may seem, we've actually seen our overall Net Promoter Score go up during the pandemic across all our services, and I put that down to the compassionate, responsive care of our team, who have really taken on board the feedback from those in our care, even when it presents a challenge," Michael said.



SCCQ Chief Operating Officer,  
Michael Wild

To find out more, visit [sccqld.com.au/residential-care/](https://sccqld.com.au/residential-care/)

# What's cooking?



Ranjit Dhillon with his wife, Armadeep and daughter, Ekliv.

## Dhillon a rising star in our kitchens

Ranjit Dhillon (affectionately known as Dhillon), started with Southern Cross Care, Murgon Castra back in 2015 in the role of Catering Assistant, after arriving in Brisbane from Punjab, India in May 2008. Throughout Dhillon's first year at Murgon he worked his way up to the role of cook, delivering high quality food which the Murgon residents loved.

Dhillon's Wife, Aramdeep (Deep for short) – who had followed her husband to Australia a year later – also worked at Murgon as an Enrolled Nurse, and Southern Cross Care Queensland was only too pleased to sponsor the hard-working pair and proud parents of daughters, Aishleen, 3, and Ekliv, 18 months, for citizenship.

At the end of 2017, Dhillon and Deep transferred to Brisbane to raise their family of two and Dhillon took up cooking at our Holland Park site. Following personal education, training and mentoring under Holland Park's talented Catering Manager, Trish Barry, Dhillon worked his way to becoming a well-respected chef within the group.

He has recently been appointed Hospitality Services Coordinator for the state and for the past year, Dhillon's skills have been sought after and valued across our network, as he has performed relief chef roles in all our metropolitan and regional aged care homes.

"Cooking is one of my greatest passions. I appreciate the positive feedback from residents. I am very appreciative for opportunities provided by SCCQ to expand my knowledge and advance my profession," Dhillon said.

One of Dhillon's major achievements was to assist in the transition of catering at Chinchilla (Illoura Village), where Southern Cross Care Queensland took back the catering operations from an external contractor. His efforts and long hours paid off, with a significant improvement in food quality, enhanced service, and a settled and knowledgeable staff base.

Dhillon is now managing a full menu review, training, purchasing and rollout to all Southern Cross Care Queensland sites – not to mention initiating a kitchen service at Stretton Gardens Retirement Estate, completing site compliance checks, continuing to provide relief chef duties to cover our regional sites and assisting with the upcoming Christmas functions through December.

Meanwhile, Deep is now working as an Enrolled Nurse at Southern Cross Care Stretton Gardens and is studying to finalise her nurse's registration.

The couple's number one wish is to reunite with their youngest daughter, Ekliv, who was separated from them by COVID-19, while staying with family in India.

We wish Dhillon, Deep and their family all the best!

### SPRING RECIPE

## Quick Strawberry Danishes



### Ingredients

- 1 sheet frozen puff pastry, partially thawed
- 2 tbsp strawberry jam
- 5 small strawberries, hulled, thinly sliced lengthways
- 1 egg, lightly beaten

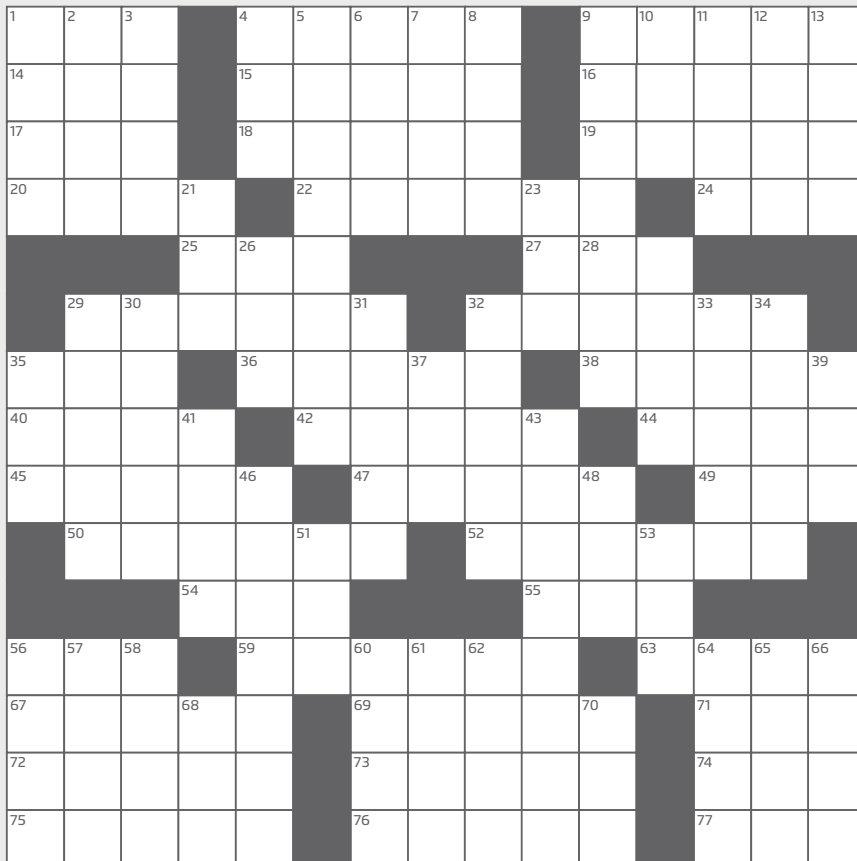
### Method

**Step 1:** Preheat oven to 200C/180C fan-forced. Line a large baking tray with baking paper.

**Step 2:** Cut pastry evenly into 16 squares. Place 1/2 teaspoon strawberry jam onto centre of each square. Top with 2 to 3 strawberry slices, overlapping diagonally across pastry. Fold 2 opposite corners of pastry into centre. Press to seal. Place on prepared tray. Brush lightly with egg.

**Step 3:** Bake for 10 minutes or until pastry is golden and puffed. Cool on tray for 5 minutes. Transfer to wire rack to cool. Store in an airtight container at room temperature.

## Train your brain



### ACROSS

- |    |  |    |  |
|----|--|----|--|
| 1  | Doctoral degree  | 42 | Unsophisticated                        |
| 4  | _ -garde   | 44 | Rodents                                |
| 9  | Slang term for man   | 45 | Demonstrations                         |
| 14 | Tell a tall tale   | 47 | Stadium                                |
| 15 | Small boat with pointed ends that is moved by using a paddle | 49 | American College of Physicians (abbr.) |
| 16 | Sandwich cookies brand                                       | 50 | Relating to milk                       |
| 17 | Official canine registry (abbr.)                             | 52 | Cola brand                             |
| 18 | Fried bread  | 54 | Fox's offspring                        |
| 19 | Place where cattle, horses, or sheep are raised              | 55 | Semiconductor that emits light         |
| 20 | 365 days   | 56 | Gorilla                                |
| 22 | Absence of values  | 59 | Weirdo                                 |
| 24 | Air  | 63 | Satellite receiver                     |
| 25 | Creative work  | 67 | Mush up                                |
| 27 | Used to be   | 69 | Deer-like animal                       |
| 29 | Aloha State  | 71 | Observe secretly                       |
| 32 | Scandinavian nation  | 72 | Produce eggs                           |
| 35 | Pro  | 73 | Deals with                             |
| 36 | Police   | 74 | Mouth part                             |
| 38 | Confuse  | 75 | Went gently                            |
| 40 | A spinning toy (2 wds)                                       | 76 | Seasoning                              |
|    |  | 77 | Vane direction                         |

### DOWN

- 1 Activity meant to relax or amuse
- 2 Take a long walk in the country for fun
- 3 Factor of ten
- 4 American Cancer Society (abbr.)
- 5 Period of rest from school or work
- 6 After awhile
- 7 Taboo
- 8 Swarm
- 9 Between elbow and wrist
- 10 Time period
- 11 Optical device
- 12 Dead bolt
- 13 Pallid
- 21 Uncooked
- 23 The other half of Jima
- 26 Type of music
- 28 Move through the water by using parts of the body
- 29 Place with many rooms and beds where people pay to stay
- 30 Perfume
- 31 Jacob's father
- 32 At no time
- 33 Lengthwise
- 34 Desert plant
- 35 Passing trend
- 37 Title of respect
- 39 Spiritedness
- 41 Blemish
- 43 Cages
- 46 Like a salary
- 48 Expert
- 51 Possessive pronoun
- 53 Unusual
- 56 Niche
- 57 Insect in a cocoon
- 58 Extremely long time periods
- 60 Young Men's Christian Association
- 61 Raccoon's nickname
- 62 N.A. Indian
- 64 Island
- 65 Form a web
- 66 Publicity
- 68 Ram's mate
- 70 Compass point

# Locations

## Our services across Queensland

Residential Care, Retirement Living and Community Home Care 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 McCorley Court 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

**PARQUE VISTA ON SEVILLE**  
85 Seville Road Holland Park Q 4121  
Phone 3272 6011 Fax 3272 6211

### Community Home Care 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 Support Centre 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](http://www.agedcarequality.gov.au)

**Older Persons Advocacy Network (OPAN)**  
1800 700 600

**Aged and Disability Advocacy (ADA)**  
1800 818 338 | [www.adaaustralia.com.au](http://www.adaaustralia.com.au)

## Answers

|   |   |   |   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| E | N | E | E | S | I | N | V | D | E | S | V | E |
| P | I | L | S | E | D | O | C | N | M | V | P | S |
| A | P | S | S | O | O | W | E | E | R | U | R | P |
| H | S | I | D | O | H | C | A | S | P | E | P | A |
|   |   |   | D | E | L |   |   | T | I | K |   |   |
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| P | U | X | I | W | E | S | S | O | P | R | O | F |
| A | V | M | R | O | N | I | I | V | M | V | H |   |
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| A | K | S | E | I | W | O | N | V | R | V | E | A |
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| V | L | L | E | F |   | T | N | V | A | V | D | H |





You matter.  
You choose.

We offer the support you need to live the life you want whether you are looking for retirement living, in-home care or aged care homes.

## SOUTHERN CROSS CARE QUEENSLAND LOCATIONS



Find out more at [sccqld.com.au](http://sccqld.com.au)  
1800 899 300

An initiative of the Knights of the Southern Cross

